

Staff and Students' Suggestions and our 'Best Practice' ethos

At LSI Portsmouth, we are constantly striving to do the best we can for our staff and our students. Senior staff are very approachable and have an '**open door**' policy and do everything they can to encourage feedback and suggestions.

We are at all times focused on **reflecting on best practice** and seeking to improve in everything we do, so have tried to foster a **culture of openness to suggestions and ideas**. We have **weekly Management Meetings and Teachers' Meetings** at which we encourage suggestions and feedback from our staff.

Student feedback that comes up in fortnightly **tutorials**, via both face-to-face tutorials and also electronically, is passed on to the relevant member of staff for any appropriate action to be taken and all key staff read and reflect upon the **students' final course assessment feedback** in order to take steps to improve anything that is commented upon. **Core statistics are compiled from the feedback forms and recorded** on a regular basis so we can see how well we are doing and note the areas for improvement. The **Principal** has been a **IALC schools' inspector** and is a previous **Chairman of the Committee for Best Practice for IALC** (the International Association of Language Centres – www.ialc.org), an international organisation very much focused on **quality assurance** and raising standards and sharing best practice - something we too value very highly at LSI Portsmouth. We have regular Best Practice Meetings to look in depth at various aspects of the school and identify areas for improvement.

If somebody in the school simply wishes to make an anonymous suggestion or give us a bit of feedback, then we have **suggestions boxes** in both the Reception area and the 2nd floor Student Lounge which are checked on a weekly basis. Students can also submit anonymised feedback through our LSI Portsmouth app, and these suggestions are received by the Director of Operations. Staff are also invited to make anonymous suggestions if they wish, and there are suggestions boxes in both the Teachers' rooms. Staff can also submit suggestions electronically via 'LSI Help'. All staff, both academic and non-academic have direct access to this suggestions box either via their desktop computer or via the shared computers in the teachers' room.

Although we know we are a very good school, we are always looking to improve and welcome any suggestions that our staff, students and visitors may have for us!