

## Quality Assurance Policy

LSI Portsmouth's mission is to be the best English language school we can be and to give our students the best experience they can have in every aspect of their stay while they are at LSI Portsmouth. We strive to be the best in all we do.

At LSI Portsmouth we are very much focused on best practice and on striving to make our students' experience the best it can be. We encourage our staff to constantly reflect on what they do and to be constantly seeking ways to make things even better for our students. Some ways in which we do that are as follows:

1. Biannual Organisation Quality plan – Outlines where LSI Portsmouth is going and what LSI Portsmouth hopes to achieve in the coming months both in terms of academic plans and plans for renovations and general improvements. Updates for previous plans are also stated. The Director of Operations/ Quality Assurance Manager keeps copies of these.
2. Weekly Teachers' Meetings – Staff are given information about what is going on in the school, any improvements that are being made, asked for their input and suggestions and asked if they need to report any maintenance issues with their classrooms. We also have suggestions boxes in both Teachers' Rooms where we invite staff to tell us about their suggestions for the school. Teachers can also submit anonymised electronic feedback via 'LSI Help' Feedback is then given in subsequent meetings and if possible, suggestions put in place. The Director of Operations/ Quality Assurance Manager keeps all suggestions and action taken.
3. Weekly Management/Senior Staff Meetings – All leaving students are discussed to check they were happy with the course. New students arriving are also discussed anything we might need to know (allergies, medical needs etc.) are made known.
4. Regular training sessions and teacher observations – in-house teacher workshops and training days for admin staff (English UK, Study UK, TEN). Whenever possible, LSI Portsmouth will fully support and encourage staff who are considering taking some kind of training in order to upgrade their qualifications or knowledge. For teachers, this may be taking the DELTA Diploma course or the MA Applied Linguistics & TEFL. For non-academic staff this maybe the DELTM course or specific training days for welfare or immigration, for example. Professional Development works from both sides with staff encouraged to approach the Principal with training sessions that they would like to take and also the Principal approaching selected staff with training he thinks would be beneficial. Since 2014, LSI Portsmouth has part-funded seven teachers to do a part-time DELTA course, with one additional teacher being funded to start in September 2018. Since 2014, LSI Portsmouth has also fully-funded five members of staff to undertake the Trinity Diploma in ELT Management. A full list of professional development for admin staff is kept by the Director of Operations/ Quality Assurance Manager and teacher training kept by the DOSs.

5. Quality Assurance within our accommodation and regular homestay visits. LSI Portsmouth has an Accommodation Liaison and Quality Control Officer, who is responsible for assuring the quality of our homestay providers and within our self-catering residence. All potential homestay providers must be visited first to assure our standards are met, and all homestay providers are systematically reviewed in order to ensure ongoing quality. Since February 2018, systematic feedback is collected from the self-catering residence so we can identify any areas for improvement. If any complaint is received, this was always be followed up by the Accommodation team.
6. Regular tutorials with all students (at least fortnightly) to see how they are doing in terms of academic progress and satisfaction, ambitions and needs, welfare and accommodation. Since January 2018 we have implemented a new electronic tutorial system; the data collected is visible on our database. Collecting tutorials both electronically and via face-to-face methods allow us to facilitate a quicker and more effective response to student feedback.
7. Systematic recording and review of feedback from students. A regularly updated database of our feedback helps us monitor how things are going and identify areas where we need to improve (see snapshot of the information from the database below). The students give feedback for teaching/learning, school building, social programme, accommodation and admin staff, as well as providing feedback for their overall opinion of the school. There are also suggestions boxes for students to use if they have feedback for us placed in the 2<sup>nd</sup> floor student lounge and Reception Area which are regularly checked. Students can also submit anonymised feedback via our online suggestions box, which is accessed via our 'LSI app'.
8. Even though we know from our students' feedback we are doing a very good job and keeping our students very happy, we are always trying to do better. We are all dedicated to working together to maximise student satisfaction. Being part of The English Network allows us to share best practice with other schools and see where we can make improvements.

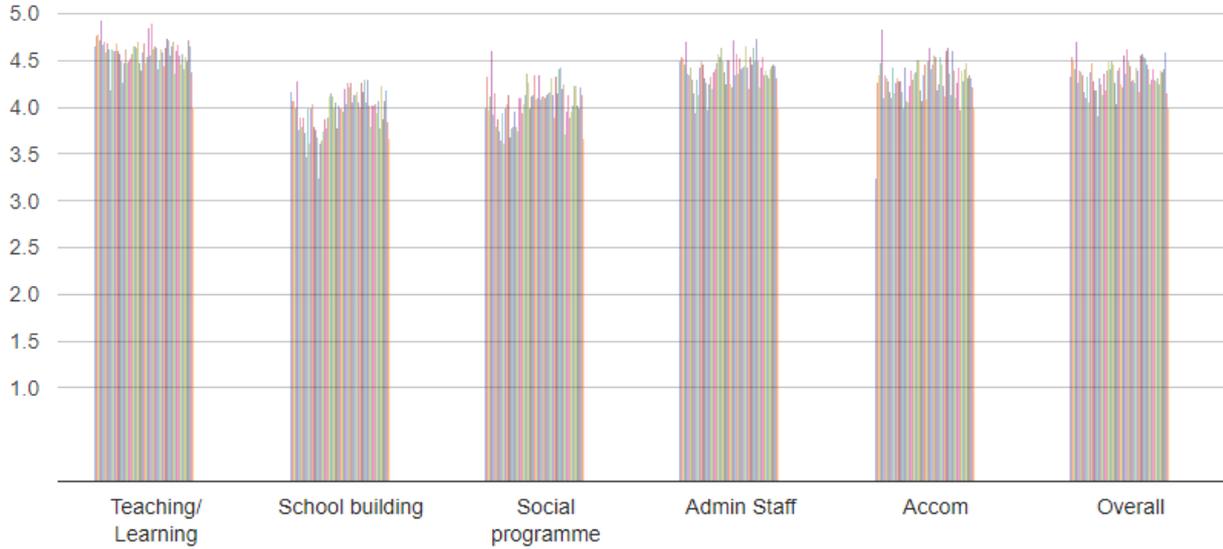
LSI Portsmouth has a clear complaints policy for students which is displayed in classrooms and communal areas outlining what they should do and who they should speak to if they have an issue. If LSI Portsmouth cannot find an agreeable solution to a student's complaint, we inform students that they can contact English UK. We always hope to resolve all problems as early as possible and during the welcome talks we encourage students to tell us if they have a problem. Regular tutorials also help with this.

**Feedback displayed on database:**

**AVG Student Feedback**

2017 12   2018 01   2018 02   2018 03   2018 04

◀ 11/11 ▶



**Legend**

5 Excellent   4 Very Good   3 Good   2 OK   1 Unsatisfactory

Course	#	Teaching/Learning	School building	Social programme	Admin Staff	Accom	Overall	Recommend	Comment
2018 02	44	4.6591	4.1818	4.2162	4.4419	4.3158	4.5909	94%	44
2018 01	25	4.7200	4.0800	4.0000	4.4583	4.3478	4.4167	100%	25
2017 12	106	4.5000	3.8824	4.0217	4.4412	4.3247	4.3800	98%	104
2017 11	50	4.5400	4.2400	4.2449	4.4200	4.4762	4.4000	100%	50
2017 10	52	4.4231	3.7885	4.2449	4.3261	4.4103	4.2549	97%	50
2017 09	114	4.5789	4.0789	4.0194	4.3551	4.2784	4.3153	96%	100