



Leeds English Language School

Student satisfaction and progress procedure

Leeds English Language School wants all students to make progress while studying and be challenged by the academic rigour of the course through appropriate content and good teaching.

Procedure for maintaining student satisfaction and progress

Before arrival:

- sending the student information about life and studying in the UK and in Leeds
- asking the student to complete and return a language test
- asking the student to send any evidence of the English language level (for example an existing IELTS score)
- asking the student for information on any learning difficulties or other reasons that may inhibit their studies (medical form sent)

On arrival:

- testing all new students to determine their current level of English and placing them in to the most appropriate class
- managing student expectations about what they can achieve in the time they will study based on their current ability and aims
- conducting an initial tutorial and setting individual learning plan (ILP) work.
- issuing the student with a handbook

During studies:

- providing high-quality general English language instruction for 21 hours per week
- setting, checking and giving feedback on regular homework assignments of approximately 5 hours per week.
- promoting learner autonomy through class work
- providing opportunities and resources for students to learn autonomously
- providing additional classes on areas of academic English and exam preparation
- giving regular feedback to students on their progress
- setting, marking and giving feedback on bi-weekly tests,
- giving weekly advice and additional ILP work and checking the completion of individual learning plan work
- continuously assessing students' progress by setting appropriate assessment tasks, which are linked to the level descriptors.
- providing opportunities for students to mix socially with other students and staff through an activities programme.
- sending out regular newsletters and information to make sure that the student has information about what is going on in school both academically and socially
- providing some input into cultural awareness of life in the UK to help students integrate into society

- flagging those students who are not meeting the required standard with the academic management team, who will speak to the student individually
- informing student of their scheduled teachers and any changes to this
- providing assistance to students who wish to apply for further and higher educational courses
- providing a high level of welfare