



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. We also want to ensure that students feel supported and able to share their concerns or worries with us so that we can continue to monitor their well-being during their time in school.

Maintaining student satisfaction and progress

Before arrival

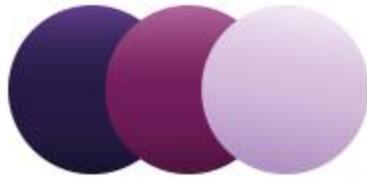
- sending information about life and studying in the UK and in Leeds
- sending a writing test to be completed followed by an appointment for a speaking test via video link.
- sending a medical form asking for information about any learning difficulties, special needs or medical reasons that may affect studies. These will only be disclosed to anyone who has involvement with the student on a need-to-know basis,

On arrival

- ensuring that students are placed in the correct level and 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 differentiated learning work.
- issuing the student with a handbook
- giving them a tour of Leeds and an Induction so they can listen to key aspects of the school and ask questions

During studies

- providing high-quality General English and IELTS Preparation 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
- providing weekly tea-and-chat speaking fluency sessions
- giving regular feedback to students on their progress
- setting, marking and giving feedback on progress tests,
- giving weekly advice and additional online work and checking the completion of this



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Effective Learning

- 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 a social activities programme.
- sending out regular newsletters and information to make sure that students have 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 students individually
- informing students 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
- providing opportunities for students to give formal feedback using termly surveys

Feedback

We ask students to complete feedback forms every term and the staff every 2 terms. We take any comments seriously and send out a management response to any issues raised within a week, outlining any changes we are going to make or any follow-up action that needs to be taken. Staff speak to students individually and in groups on a regular basis with an aim of getting to know our students well. A weekly newsletter is sent out every Tuesday and also, once or twice a term, a separate newsletter will be sent via email with any news, tips and changes in school.