

QUALITY ASSURANCE AND FEEDBACK POLICY

It is our aim to get feedback on all aspects of the students' experience during their time at Beet. This includes not only their learning experience but also: accommodation, facilities available, the social programme, the airport transfer service and even the service they received from their agents. It is also our aim to deal with issues arising out of feedback promptly and to the satisfaction of all concerned.

To monitor and maintain our quality, we:

- Give students a 'How are things?' mini questionnaire to allow students to rate and give feedback on the quality of their lessons, accommodation, and airport transfer. These are checked by the Director of Studies and Accommodation and Welfare Manager as they are received, and any potential issues are followed up on within the student's first week.
- Conduct monthly tutorials for long-term students (those at Beet for 5 or more weeks). Tutorials allow teachers to give personalised feedback to students to help with their academic progress. Students also have the chance to give feedback about their course, their accommodation, and their satisfaction with the school in general.
- Give students who stay for more than two weeks an Accommodation Questionnaire that allows students to give further feedback on their accommodation and homestay hosts (if applicable).
- Issue leavers with a digital End of Course Questionnaire at the start of their last week. This allows time for feedback to be followed up on, or for more information to be sought before the student leaves. The End of Course Questionnaire covers the following aspects of the school: academic course/teaching, accommodation, the social programme, the building/facilities, the canteen, and staff. This feedback is checked weekly by Academic Management, and a summary is fed back to staff. Academic Management share their analysis of the results with senior management, and action points are made based on suggests or comments from students.
- Have an open-door policy so students can visit any member of staff with any concern or element of feedback at any time.

- Tell students in their welcome induction on their first day about the different departments of the school and how to leave feedback or complaints.
- Have feedback review meetings at least quarterly and set objectives to ensure continuous improvement in all areas of the centre.
- Hold social events for homestay hosts every year. These allow us to speak with our homestay hosts in a relaxed setting and get direct feedback from them about their experience with hosting, and an insight into what their students are saying about their experience at Beet.
- Send homestay hosts a 'Homestay Feedback' form that gives them the opportunity to provide comments on the students we have placed with them throughout the year.
- Revisit homestay hosts every 2 years to check that the quality of accommodation still meets our standards.
- Keep in regular contact with agents to get feedback about students.
- We ask students how they first heard about Beet. Where a student reports joining following a personal recommendation, this is considered an indicator of a positive experience and satisfaction with the service provided.
- Hold Student Representation group meetings. These cover all aspects of the student's course and provide students with an open forum where they can make suggestions and give feedback.

Feedback from staff is equally as important and, in addition to periodic appraisals and a digital staff suggestions 'box', there is an annual questionnaire for the Managers' and Directors' consideration.

To improve our service, we:

- Have departmental Quality Assurance meetings in which we evaluate ourselves against the Accreditation UK's Inspection criteria, requirements and additional guidance. This lets us set goals and measure our progress in all areas of provision, building on the results of our previous British Council inspection report.

- Offer monthly opportunities for teacher training. The topics of these sessions are based on observations of teachers, feedback from students, or suggestions from teachers in their appraisals.
- Ask staff for ideas and suggestions to improve the school in their annual appraisals.
- Provide training for administration staff.
- Collaborate with other schools, such as TEN (The English Network), and RALSA, to share best practice.
- Participate in conferences and webinars for professional development, including events organised by English UK and Quality English.
- Provide a digital 'Suggestions box' where students can scan a QR to suggest improvements for the school.

Policy reviewed: June 2026 – Academic Management

Next review due: June 2027