

POLICY ON QUALITY ASSURANCE

Providing a quality service to our clients is an essential part of the Studio Cambridge ethos. Our aim is to continue to improve on the high quality of services we deliver.

We monitor and maintain our quality of service by:

- Informing students on their first day - via a talk and the welcome pack - who to contact in case of a problem
- Asking students throughout the welcome process on their first day to give us verbal feedback about the services we provide. This relates to their accommodation, transfer, testing, welcome talk etc.
- Offering students a chance to complete a feedback questionnaire at the end of their first week (in their welcome pack)
- Holding regular focus group meetings with students in order to get verbal feedback about all aspects of their stay
- Providing electronic end of course questionnaires to all leavers. These results are collated, reviewed and passed on to staff at regular meetings by senior management
- Meeting regularly with agents to seek feedback
- Holding homestay host social events to give hosts the opportunity to speak with and feedback to us in a relaxed, informal atmosphere
- Seeking homestay host feedback through an annual survey
- Analysing and maintaining a good nationality mix
- Seeking staff feedback through an annual employees survey

We aim to improve our service by:

- Following closely our British Council Accreditation Inspection reports and IALC reports on areas where we can improve
- Asking staff at meetings for ideas
- Asking students for ideas at focus group sessions
- Holding regular teacher training in-service sessions
- Providing training sessions and opportunities for staff

*Reviewed: Jan 2021 by LE & RM
Next review due: Jan 2022*