



QUALITY ASSURANCE & CUSTOMER SERVICE POLICY

Reviewed: January 2019

Next review due: January 2020

King Stage Learning Centre is committed to excellence in English language teaching by providing a supportive, dynamic and professional learning environment.

As well as in the teaching that students receive, we also seek to ensure high quality in all aspects of the student's experience at King Stage Learning Centre.

- Staff management
- Student administration
- Quality assurance
- Publicity
- Premises and facilities
- Learning resources
- Academic staff profile
- Academic management
- Course design
- Learner management
- Teaching
- Care of students
- Leisure opportunities

We aim to improve quality by learning from situations where we are less successful. If there are any errors or problems in our administration, we formally review what went wrong and why, and try to improve our systems so that it will not happen again.

External audit – accreditations and memberships

Internal audit - feedback

- At King Stage Learning Centre our objective is to ensure that all our services meet or exceed the expectations of the students attending our courses.

Feedback is discussed at management meetings and academic meetings and informs King Stage's policy and decision-making at all levels of the organisation.

Feedback mechanisms include:

Class Planning Sessions

- The class teacher asks for feedback and suggestions during the Friday planning session in class, at the end of the week, in the self-assessment of learning outcomes.

Student Leaving Questionnaires are formally analysed by the Director. Positive feedback is acknowledged and passed directly to member/s of staff concerned. Any negative comments are noted, commented on and appropriate action recommended or taken.



Feedback from Staff

- Staff continuously provide feedback on services offered by King Stage during informal discussions, academic meetings, planning meetings and other interactions with directors and support staff.
- King Stage formally requests feedback from staff on services offered in their annual appraisal. This is actioned and recorded and held in their personal staff folder.
- King Stage also requests feedback from staff who leave.
- Teachers complete periodic self-evaluations on courses and classes that they teach. This is self-initiated, discussed with the Academic Manager, and held in their personal staff folder.

Staffing

- Appropriate recruitment, selection and training of staff are fundamental procedures for quality assurance.

Publicity

King Stage strives to maintain high quality online and offline publicity information, presented through a range of channels.

- We aim to provide detailed and accurate information on www.king-stage.com and advise clients on suitable courses and associated student services.
- The online information supplements King Stage brochure, which contains similar but reduced content and is a source to which enquirers may be directed for further details. King Stage brochure, which includes dates and fees for the current year, is available to download from the website.

Communication

- We acknowledge all website enquiries immediately and respond within two working days. During office hours, we respond to phone enquiries immediately. Where questions require further investigation we provide a clear timeframe to the enquirer as to when they can expect a response.
- We provide clear points of contact on our website, identifying who has different areas of responsibility. All letters and emails are personally signed and give direct contact details. We strive to deal with all enquiries with integrity and professionalism.
- We communicate to all our customers in English and never assume they have background knowledge in relation to any query.
- Our Main Reception Office staff are available to answer any questions they may have from 09.00 – 17.30 Monday –Fridays UK time.
- Students occasionally message King Stage using Facebook. These enquiries are responded to very promptly.
- We also provide detailed information about King Stage and life in London/the Student Welcome Pack Welcome Meeting on the student's first day.