

Student Satisfaction

Sheffield Language Centre wants all students to make progress whilst studying and to be challenged by the academic rigour of the courses through appropriate content and good teaching.

Procedures for maintaining student satisfaction & progress.

Before arrival:

- send the student information about life and studying in the UK and in Sheffield
- if the application form test has not been completed ask the student to complete and return a language test
- ask the student to send any evidence of the English language level (for example an existing IELTS score)
- ask the student for information on any learning difficulties or other reasons that may inhibit their studies (medical form sent)

On arrival:

- test all new students to determine their current level of English and place them in the most appropriate class
- manage student expectations about what they can achieve in the time they will study, based on their current ability and aims
- conduct an initial tutorial and set individual study plan
- issue the student with the student handbook

During studies:

- provide high-quality general English language instruction for 15/21 hours per week
- set, check and give feedback on regular homework assignments
- promote learner independence through class work
- provide opportunities and resources for students to learn independently
- give regular feedback to students on their progress
- set, mark and give feedback on weekly tests
- continuously assess students' progress by setting appropriate assessment tasks, which are linked to the level descriptors
- provide some input into cultural awareness of life in the UK to help students to integrate into society
- flag up those students who are not meeting the required standard with the teachers, who will speak to the student individually
- inform students of their scheduled teachers and any changes to this
- provide assistance to students who wish to apply for further and higher educational courses

- provide a high level of welfare and support to students

Students' Progress to the Next Level Policy

- Pass the final test (the pass mark is 60%)
- If you don't pass the final test, you can still go to the next level if you are only one or two marks below your target in your latest assessments (NB if both your speaking and writing are below target you will be asked to repeat the level)
- Your attendance is good (75 %+)
- You have good marks in your other tests (60 %+)
- Your assignments are mostly on target or above target.

Why students continue at the same level

- Fail the final test and:
 - the latest continuous assessment scores are low (below target in three areas)
 - Both writing and speaking are below target
 - low test scores

Students who fail to take the final test

Students who do not take the final test can progress to the next level provided they have a good reason for missing the test and they meet the criteria above for students who do not get 60% in the final test.

Who can study on a 10 week IELTS course?

- Students who pass the intermediate level in the school.
- Students whose placement test is upper-intermediate.
- Students who have an IELTS certificate with an overall score of 5.
- Students who have been studying at Sheffield Language Centre and have requested to study IELTS. Admin has evaluated using internal grading system in Teaching and Learning Policy and has agreed.

Student feedback

- Informal feedback, gained through student interaction with staff.
- Survey monkey quiz, sent out at the end of each term. This is then analysed by the teachers, who formulates an action plan.