

Learner satisfaction and progress

Yorkshire English School wants all learners to make progress while studying and also be challenged by the academic rigour of the course, through appropriate content and good teaching.

Procedure for maintaining learner satisfaction and progress

Before arrival:

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

On arrival:

- test all new learners to determine their current level of English and place them in the most appropriate class
- manage learner 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 an individual study plan
- issue the learner with The Learner 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 learners to learn independently
- give regular feedback to learners on their progress
- set, mark and give feedback on, weekly tests
- continuously assess learners' 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 learners integrate into society
- flag up those learners who are not meeting the required standard with the DoS, who will speak to the learner individually
- inform learners of their scheduled teachers and of any subsequent changes
- provide assistance to learners who wish to apply for further and higher education courses
- provide a high level of welfare and support to learners