

MSE: POLICY ON EVALUATING AND IMPROVING STANDARDS (ORGANISATIONAL SELF-ASSESSMENT AND DEVELOPMENT)

Aims:

To uphold Mayfair School of English's *Mission Statement* by ensuring that all academic (and non-academic) services provided by the school are delivered to the highest possible standard and in a manner in keeping with the school's other internal policies.

Methods for evaluating and improving academic programmes:

The mechanisms for review and evaluation of teaching, learning, assessment, the curriculum and student outcome standards include:

- Weekly feedback consultations between teachers and students supported by individual teacher-student tutorials on a weekly basis
- Weekly Progress Monitoring systems which are accessible to Academic Management team.
- Weekly audit of the above by Academic Management team and where applicable the (Managing) Director / Principal of the above with remedial/intervention procedures in the case of students with learning difficulties.
Six-weekly whole school Student Consultations conducted by Academic Management team with oversight of the (Managing) Director / Principal and supported by follow-up individual consultations with students where applicable and written feedback to teaching staff.
- Audit of the above by the (Managing) Director / Principal with feedback to programme team (teaching staff) including overview of overall student satisfaction levels
- Ongoing programme review conducted via regular (minuted) meetings between teaching staff and the Academic Management and the Principal
- Bi-annual programme review prepared by the Academic Management team
- Periodic programme review and revalidation involving an external panel member
- Staff appraisals and teacher mentoring sessions
- Regular observation of teaching by Academic Management team and the (Managing) Director / Principal supported by oral and written feedback with recommendations for improving teaching
- Peer observation of teaching supported by standardized feedback template with oversight from the Academic Management team

Department with responsibility for monitoring and evaluating quality and standards

- Academic Management Team (MSE): Director of Studies and Principal
- MSE (Managing) Director / Principal

Mechanisms for gaining student feedback on the quality of teaching, learning and where relevant vocational experience

- Weekly feedback conducted in class
- 6-weekly school-wide student consultations

- Weekly class-based Progress Monitoring Systems (see above)
- Exit feedback: written comments submitted by sample of students on completion of course and invitation to attend exit interview
- Direct student representation to Academic Management team
- 'Open door' policy to students by the (Managing) Director / Principal

Indicators of quality and standards (including student outcomes):

- Ongoing weekly Progress Monitoring of student outcomes for all programmes
- Academic Management team supervision/oversight reporting to the Managing Director / Principal
- School-wide and class-wide student consultations and evaluations (see above)
- Management lesson observation and review of teaching staff (see above)

Relevant benchmark statements and other external and internal reference points used to inform course outcomes:

- Ongoing weekly Progress Monitoring programme review
- School-wide Quality Assurance and Enhancement Systems (see above)
- Course-wide Quality Assurance and Enhancement Systems (see above)
- MSE Mission Statement
- MSE Policies to reinforce the above (including MSE Complaints Procedure)
- Academic Management team supervision of above
- School-wide and class-wide student consultations and evaluations (see above) supported by audit of student satisfaction and self-assessment levels with management commentary and recommendation to teaching staff
- Management lesson observation and written review of teaching staff (see above)
- Peer observation
- Student outcomes codified in MSE end-of-course certificates

Self-assessment and development planning by management

Mayfair School undergoes external audit and inspection by the following accreditation / inspection body on a 4-yearly basis:

- [British Council \(Accreditation UK\)](#)

The BC inspection summaries/full reports are made available in the public domain via the relevant bodies website linked to the school's own website.

It is the policy of the school's management to use the opportunity of preparing for the aforementioned inspections as vehicle for self-assessment and evaluation of the organisation's effectiveness and success in achieving its *Mission Statement*. In turn the inspections and their findings (inspection reports) are used by the school's management as the basis for compiling annual school development plans to be implemented with the aim of improving standards within the organisation with reference to future accreditation inspections as well as the schools own Mission Statement.

1st January 2017