



# English in Totnes

A boutique language school in beautiful Devon

## EiT Quality Plan 2022/23

### Mission, Vision and Values:

Our aim is to help our students achieve their English language learning goals by focusing on their individual needs and sharing with them our wonderful vibrant community. At the heart of our business is a belief that language learning contributes to a better understanding and tolerance across the globe, as well as opening up new possibilities for friendship, travel and business.

In everything we do, we aim to:

- Give the best possible service in all areas of our provision
- Treat all the people we work with- our staff, our homestay providers, our agent partners, our group leaders and our students- with care and respect
- Be honest, open and professional in everything we do
- Promote core British values of democracy, individual liberty, tolerance, and the rule of law
- Make the Gatehouse a safe, warm and welcoming environment in which to work and have fun
- Listen to suggestions for improvement in our service and offer from our staff, our students and our partners
- Offer our staff opportunities for learning and development
- Follow best practice in business and professionally
- Provide value for money for our students
- Be responsible for the continuing commercial viability of the business
- Be as green as we can

### Quality Assurance Procedures

We regard providing a quality service to our users as an essential to the future of English in Totnes. Not only do we want to maintain the very highest customer service, but we also want to improve it wherever possible.

To monitor and maintain our quality we:

- **Provide new students with** information about the school and town so that they can best prepare for their visit. This is in the **Handbooks for under 18s** and **Adults 18 years+** which are sent out with every booking.
- **Provide new students with an Induction** morning or afternoon. This allows us to get to know the new students and focus on any particular learning needs and aims



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that we didn't know about before. It also allows us to pick up on any early issues with regard to homestay, transfers or general welfare. This information is then passed on to the School Manager in the office to follow up on with individual students.

- Issue new students with us for longer than one week with an **End of First Week Questionnaire**. At times when school numbers are small, this feedback is done verbally by the office staff and acted on appropriately.
- Issue all leavers with a link to our **End of Course Feedback Questionnaire** asking them to rate all aspects of their stay with us- their lessons, their homestay, their social activities and asking if they would come back again. Results from these questionnaires are currently shared informally at our weekly office meetings as numbers are small. As numbers increase, the feedback will be summarised on a central feedback document available to all members of staff and fed back to staff at their regular meetings, and also analysed by the school management team who suggest improvements to our service.
- Hold **Exit Feedback meetings** for long-stay students offering them ideas for future learning and finding out how we can better improve our systems and procedures. This includes asking for comparisons with other schools the students have attended.
- Ask students how they heard of English in Totnes (agent, publicity, website, personal recommendation etc.) If students are coming based on personal recommendation this is a measure of a value for money service. This statistic is reviewed regularly to check if we are maintaining our standards.
- **Meet regularly with group leaders and agents** to seek feedback. With groups this happens daily with the School Manager and with agents at agent fairs and also by phone and email.
- Hold **host family social events**- coffee mornings and annual school party. This gives host families and local companies the opportunity to speak to us in person in a relaxed atmosphere. This feedback is invaluable as it gives us an insight to what the students are saying about the school outside of the academic environment, and which aspects of our provision could be improved.
- Seek host family feedback through **an annual survey**.
- Note **exam results** and the level of passes/fails.
- **Analyse** current and future student numbers as well as the nationality mix and **compare** our performance against the national statistics provided by the English UK QUIC data survey which we are a part of.
- Study staff turnover in the context of returning staff at busy times.



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- Seek staff feedback through an **annual summer staff survey**.

To improve our service we:

- Study the **British Council Accreditation and Inspection report** and discuss how we can improve on any areas highlighted by this. This includes putting training plans in place where necessary, for example providing drip-down training by teachers attending local DDOSA training workshops.
- Ask staff for ideas in meetings.
- Encourage out of season teacher participation in improving academic materials and resources, to enable peer learning to take place
- Hold regular teacher training workshops in the summer
- Provide training for administration and facilities staff, eg regular First Aid training, Safeguarding training updates through English UK
- Collaborate with other schools in order to share best practice, eg through our membership of EUKSW; we are also in close touch with neighbouring BC accredited schools and share groups of students, as well as local knowledge.
- At Exit feedback meetings & in End of Course Feedback Questionnaires, ask for students' suggestions on how we can improve the service we offer.

## Future projects

To ensure we protect our school's commercial future, we are committed to pursuing new ideas and projects presented by members of our staff and the school management team as potential sources of income. These projects have to fit within EiT's mission, vision and values in order to be considered and have to be carried out within our guidelines for quality and service as above.

Information shared across staff in staff meetings and through informal discussions as and when.

In 2021/22, these projects include:

- Offering the Gate House building as premises for small businesses, weddings, events and conferences- availability determined by language school requirements and led by our School Director and School Manager. We currently have website, facebook page and information for this project and have successfully run 4 small weddings.
- Promoting courses for 50+ students in collaboration with agencies. Led by Directors.



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- Collaborating with Alliance Francais in offering French courses to locals. Led by School Director.
- Developing online English courses for General English and specialist one to one market. Led by Academic and School Managers.



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