



FEEDBACK

We aim to get feedback on all aspects of the students' experience during their time at Richard Language College.

This includes their:

- learning experience.
- accommodation.
- available facilities.
- social programme.

We also ensure that any issues highlighted in the feedback are dealt with as soon as possible.

WHAT WE DO:

On the first day, during the induction tour, they are introduced to some of these staff (subject to availability) and shown where to find the others. They can talk to the people listed below if they have a:

problem with	talk to
their classes	Teacher/ Director of Studies/ Principal
their accommodation	Client Services Manager/Accommodation officer
the social programme	Client Services Manager/Activities Organiser
personal problems of any kind	Client Services Manager/Welfare Officer/Director of Studies
any other general queries	Client Services Manager/Director of Studies

END OF FIRST WEEK:

At the end of their first week in the school the students are asked about their stay, advised about travelling safely again in Bournemouth and asked to complete an End-of-Week One Feedback Form. The aim is to address any issues right away if the student is dissatisfied in any way with their stay.

TUTORIALS:

All students have a short tutorial with their teacher every five weeks or once during their stay if it is less than four weeks. The tutorials are a chance for the students to reflect on their learning and highlight any needs that they think is not being addressed. This information is stored in the academic office and can be reviewed by the teachers and academic managers. Any issues are dealt with by the teacher or escalated to the appropriate person (Director of studies/Principal) immediately following the tutorials.



IN THE FINAL WEEK:

In their final week, students are asked to complete a questionnaire about their stay in Bournemouth. The students are asked to rate and comment on classes and teaching, administration, the social programme, their accommodation and the school in general. They are also asked for any other information or suggestions on how we can improve that they would like to feedback to us. Students are encouraged to give feedback on things they liked and things they did not like about their stay. This includes suggestions for improvement.

ACTIONS ON FEEDBACK:

Information gathered from the feedback form is fed back to teachers and administration staff at their regular weekly meetings. Complaints are passed on to relevant staff immediately.

Data from both the feedback forms is collated regularly and the actual questionnaires are filed in the academic office.

An open-door policy is maintained at Richard Language College and the students can talk to anyone they wish to at any point during their stay.

Reviewed 2019