Internal Quality Assurance Policy

1. Introduction

<u>Purpose</u>: The purpose of this policy is to outline the quality assurance processes and procedures followed by English Domain to ensure consistent high-quality educational services.

<u>Scope:</u> This manual applies to all aspects of English Domain including administration, teaching, curriculum development, student support, and facilities management.

2. Quality Policy

English Domain is committed to delivering high-quality English language education and providing a supportive learning environment for our students. We strive to meet and exceed industry standards through continuous improvement, professional development, and effective communication.

3. Quality Objectives

a) Ensure that all courses and programs meet the established learning outcomes and standards.

b) Regularly review and update curriculum materials to reflect industry trends and best practices.

c) Provide ongoing professional development opportunities for teaching staff.

d) Maintain effective student support services to enhance the learning experience.

e) Continuously monitor and improve the school's facilities and resources.

4. Roles and Responsibilities

a. Head of School

   i. Define quality objectives and ensure their implementation.

   ii. Allocate necessary resources for quality assurance activities.

   iii. Promote a culture of quality and continuous improvement.

b. Director of Studies

   i. Develop and review curriculum materials.

   ii. Conduct regular assessments of student progress and adjust teaching methods accordingly.

   iii. Provide feedback and support to teaching staff.

    c. Teaching Staff

        i. Follow the curriculum guidelines and deliver lessons effectively.

        ii. Assess student performance and provide timely feedback.

        iii. Participate in professional development activities.

    d. Support Staff

        i. Assist students with administrative and logistical matters.

        ii. Maintain a clean and safe learning environment.

        iii. Address student inquiries and concerns promptly.

5. Curriculum Development and Delivery

a) Develop a well-structured curriculum that aligns with established learning outcomes.

b) Regularly review and update curriculum materials based on feedback and industry changes.

c) Ensure that teaching methods and materials are engaging, effective, and appropriate for the target student population.

d) Monitor and evaluate the delivery of courses and programs to maintain consistency and quality.

6. Student Assessment and Progression

a) Implement a fair and transparent assessment system that measures students' progress accurately.

b) Provide timely and constructive feedback on student performance.

c) Establish clear criteria for student progression, including promotion to higher levels or certification.

7. Staff Professional Development

a) Provide opportunities for teaching staff to enhance their language proficiency, teaching skills, and knowledge of best practices.

b) Encourage participation in workshops, conferences, and online courses.

c) Support staff members in achieving relevant teaching certifications and qualifications.

8. Student Support Services

a) Offer comprehensive orientation programs for new students.

b) Provide academic counseling and guidance on course selection.

c) Maintain effective channels for student feedback and address concerns promptly.

d) Foster a supportive learning environment that promotes cultural exchange and diversity.

9. Facilities and Resources

a) Regularly assess and maintain the school's physical facilities and learning resources.

b) Ensure that classrooms are equipped with necessary technology and teaching aids.

c) Implement safety measures and emergency preparedness protocols.

10. Continuous Improvement

1. Conduct regular internal audits to assess compliance with quality assurance processes.

2. Review feedback from students, staff, and external stakeholders to identify areas for improvement.

3. Develop action plans to address identified gaps and monitor progress.

11. Documentation and Record Keeping

1. Maintain accurate and up-to-date records of all quality assurance activities.

2. Document curriculum changes, assessment results, staff training records, and student feedback.

12. Review and Revision

1. Review this Quality Assurance Manual on an annual basis to ensure its relevance and effectiveness.

2. Revise and update the manual as needed to reflect changes in industry standards, regulations, and school policies.

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Chief Quality Assurance Officer

Domain Group

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