

## Atlantic Language Quality Assurance Policy

Atlantic Language's mission is to:

***“Achieve excellence in providing tuition, accommodation, customer support and related services to enable and support the life and learning objectives of our students in the unique social and cultural environment of Ireland”***

- Provide quality tuition to all of our students in an effective and professional manner;
- Offer a teaching and learning environment that is both dynamic and innovative in nature;
- Facilitate openness and participation in both teaching and learning through encouraging a diverse, welcoming, communicative and friendly school setting;
- Offer a study setting where students may develop language skills, grow in confidence and develop personally;
- Promote a working atmosphere allowing staff members to utilise their abilities and potential to contribute to their own professional careers and to the life of the school;
- Provide the opportunity to experience the unique life, environment and culture of Ireland.

Our Quality Assurance procedures are designed to ensure we reach the targets we set ourselves in areas of **Customer Service**, **Pedagogy** and **Accommodation**, and include the following:

- **Attentiveness to maximising the student experience through transparency and excellent communication**
  - We source and apply student information such as pre-arrival questionnaires and assessment to adapt courses for the best possible student experience
  - Our [educational ethos](#) ensures our teaching is based on the most current English Language Teaching methodology and suitable for each programme
  - Dynamic and relevant FAQs are published for all adult programmes with accessible learner-friendly published content

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- Students can feel part of the Atlantic family, with current and engaging social media content
  - Student welfare is prioritised with continuous monitoring of attendance, teacher and family concern-raising systems, external references guide and vigilant tracking and management of issues that arise, with staff equipped and trained to handle them
  - The welfare of our Young Learners and Vulnerable Adults is comprehensively attended to with our Child Protection Policy
  - Consistently gathered, reviewed and actioned feedback from our students, from First Impression to monthly Teaching and Learning questionnaires to End of Course reviews, with additional formal and informal focus group forums
  - Our individualised issue tracking strives for quick and positive resolution of any issue that arises with ownership by relevant staff and access to senior management
  - Student progress through levels that is specifically adapted to each learner's pace and learning needs
  - Collaboration between teachers and learners in achieving learning goals
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- **Dedication to ensuring a motivated, dynamic team provide the best possible student experience**
    - Scheduled site visits to all of our residences and host family accommodations to ensure our standards are upheld
    - Manager, senior teacher and peer observations and additional training of all of our teachers, especially near the beginning of their employment
    - Our Academic Approach outlines our strategy clearly for each pedagogic programme
    - Varied and applicable Continuous Professional Development opportunities for all of our staff, ensuring that Atlantic is a dynamic and rewarding place to work where motivated and well-trained staff offer the best possible service.
    - External training options for teaching, administrative and managing staff
    - Frequent participation in events, partnerships and attendance at industry conferences, including extensive teacher profile and

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- development opportunities
- Intensive and tailored onboarding, training, inspection and assessment procedures in each of our departments
- Promotion of opportunities to our staff in industry publications, speaker events
  
- **Attention to the cultural immersion in Ireland sought by our students**
  - An extensive arrange of free and subsidised additional activities and excursions for all types of student, offering a unique opportunity to enjoy Ireland's natural beauty and cultural charm
  - Provision of host family and residential experiences which are carefully selected and monitored to ensure students have the opportunity to stay in convenient, authentically Irish locations
  - Biannual reviews and vetting of all host families to ensure optimum accommodation standards are maintained
  - Classroom activities focused on the vivid cultural legacy of Ireland
  - A focus on maintaining multi-lingual balanced class groups to provide a true immersive experience in the English language

To ensure we are continually striving to apply that principle, we apply a process of ongoing evaluation and improvement. We are helped in this by external Quality frameworks, such as EAQUALS, QQI, IEM and Quality English, whose frameworks and guidelines for quality we reference as part of our own overall policy, which is rigorously examined by our own annual self-assessment.

See below a list of our ongoing Quality Assurance procedures:

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## Daily and Weekly Quality Assurance Procedures

**Completion** of assigned, checklisted tasks along written procedures by our staff

**Recording** of work by our teachers to consistency of student progress in class; of student enquiries and issues which are tracked until resolved

**Engagement** with our students through trained customer service staff in relevant departments at set hours, and with our students on social media

Mon	Tues	Wed	Thurs	Fri
<p><b>Orientation</b> of group leaders, of new students through special welcome class and tour</p> <p><b>Identification</b> of issues raised in student's first day orientation and written suggestions or requests</p>	<p><b>Monitoring</b> of our Student Enquiries Log, to ensure resolution of issues; of ongoing projects through team meetings</p> <p><b>Update</b> of all online files and resources and supplementary teaching activities</p>	<p><b>Analysis</b> of First Impression student feedback and reporting of issues and trends to managers</p> <p><b>Recorded</b> manager and inter-departmental issues and checking of ongoing issues</p>	<p><b>Training</b> and standardisation of teachers with fortnightly INSETTs and Info-Session Teacher Meetings (rotating), followed by in-class observations, feedback and published reviews</p>	<p><b>Review</b> of student attendance and welfare, of teaching plans, of reports and targets, of departing students' feedback in our Exit Questionnaire, of short-stay group feedback</p> <p><b>Tuition</b> through activity classes and sign-up for students looking to change level, with follow up feedback</p>

## Monthly Quality Assurance Procedures

<b>Check</b> of our learning spaces	<b>Focus Groups</b> with our teaching staff and update of Teacher Information Guide	<b>Discussions</b> with our students in organised, themed Focus Groups	<b>Preparation Workshops</b> for external exams	<b>Feedback</b> questionnaire on teaching and learning, reviewed by Academic Management
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### Seasonal Quality Assurance Procedures

JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEP	OCT	NOV	DEC
Staff Handbook Update	Company Newsletter, Formal Class Observations	Academic Conferences	Class Mentoring Observations  GDPR Review	Company Newsletter  Student Welfare Review	Academic Conference  Class Observations	Staff Handbook Update	Company Newsletter		Class Mentoring Observations	Company Newsletter	

### Annual Quality Assurance Procedures

Annual Self-Assessment	Performance Appraisals of Staff and 360 Staffing Reviews	Annual Strategic Update from CEO	Quality Inspection Review and Action Plan	Regulator Audit				Summer Programmes Review	Review and Update of Published Content, Student Handbook, Agent Information	Student Feedback Compilation and Review  Audit of Policy and Procedure	Partner Feedback Review  Pilots of new procedures, coursebooks and resources
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