

# Die Churchill House Schule



## Akkreditierung

Unser Partner, die **Churchill House Sprachschule** in Ramsgate, UK ist mit zahlreichen Zertifikaten von renommierten Institutionen akkreditiert.

Diese Auszeichnungen bedingen höchsten Standard und Qualität der angebotenen Leistungen.

Nachfolgend finden Sie einige Kurzbeschreibungen zu den Zertifizierungen und Leistungen der Schule:



1. **Churchill House is accredited by the British Council**

The British Council runs the only official accreditation scheme for English Language Schools in the UK.

The inspection covers: general management, academic management, academic staff profile, premises, academic resources, learning and teaching, welfare.



2. **Churchill House is a member of ARELS**

ARELS (the Association of Recognised English Language Services in Great Britain) has a formal complaints procedure and independent arbitrator in an effort to attain high standards of education and welfare.



3. **Churchill House is a member of EAQUALS**

After passing a rigorous inspection, Churchill House became in 1996 only the second school in the U.K. to be a full member of EAQUALS (the European Association for Quality Language Services). EAQUALS is a pan-European association that is committed to raising quality standards throughout Europe.



4. **Churchill House is certificated to ISO 9002**

In March 1996 Churchill House became the first private English Language School in the UK to be granted a certificate of registration to this international quality standard. The scope of the registration covers teaching, accommodation, social activities and our English Home Tuition Courses.

5. **Churchill House has high levels of customer satisfaction**

Over half of our students come to Churchill House because they have heard of us from friends, work colleagues or relatives, or are coming back themselves for another visit. In 1997 over 98% of our students enjoyed their stay with us and more than 94% of them would recommend the school to others.

6. **Churchill House listens to its customers**

How does Churchill House find out the views of its students? The school identifies and responds to the opinion of its students in a number of ways:

- a. Classroom Opinion Survey - after the first week of their course students fill in a questionnaire and discuss with their teacher the details of their programme.
- b. Student Satisfaction Questionnaires - after two weeks students rate how happy they are with the teaching, accommodation and social activities. All unhappy responses are thoroughly investigated.
- c. Management Initiated Customer Feedback - Sales staff talk to 20/30 students per month to find out their opinion of their stay. Any points raised are followed up when necessary.
- d. Focus Groups - Up to 5 students are interviewed intensively by the Deputy Director or Assistant Director on all aspects of their stay 24 times a year. Any comments made by students are investigated when necessary.
- e. Leaving Questionnaires - Students fill in a questionnaire at the end of their course. In addition to answering specific questions they are given the opportunity to write their own comments about the school.



**7. Churchill House has its own quality policy**

"It is the policy of Churchill House to create the best possible language learning environment through achieving excellence in the areas of teaching, accommodation and social activities.

We are committed to the provision of the best value for money English Language Courses in the UK by careful cost control and optimum pricing allied to the pursuit of the highest level of customer service.

To achieve these objectives we provide the training and resources necessary to achieve our aim of all tasks being done right first time and continually seek ways of improving all our services.

Every member of staff is aware that goodwill based upon years of conscientious effort may be entirely destroyed by one momentary lapse in quality.

The Company's quality management system is based on the requirements of BS EN ISO 9002. It is the responsibility of all staff to follow and comply with the requirements of all quality procedures relevant to their work."