Course Evaluation and Review Policy (ELICOS)

Scope

This document applies to employees and contractors employed in teaching and management of ELICOS courses at RGIT.

Purpose

The document details policy and procedures to ensure that the ELICOS program offered in RGIT Australia is regularly evaluated and reviewed effectively.

This policy exists in conjunction with other policies to provide overall high quality and continuous improvement at RGIT, including the *Continuous Improvement Policy*, the *Teaching and Assessment Policy,* and the *Complaints and Appeals Policy and Procedure.*

Policy

RGIT is committed to ongoing and regular evaluation and review of classes, so as to reflect current standards of TESOL teaching, maintain staff and student satisfaction, ensure compliance with industry regulations / guidelines, and maintain the ongoing achievement of learning outcomes.

To this end it collects feedback via

1. Formal anonymous feedback surveys of students and staff

2. Considering unsolicited and solicited feedback provided from a variety of sources, including students, student representatives and agents, teachers, and other staff.

3. Staff meetings and one on one discussions with managers

It reviews content and outcomes, including but not limited to

1. Twice yearly *Moderation* to ensure that teacher marking is consistent across the department (for further information, please see *Teaching and Assessment Policy)*

2. V*alidation* sessions on course resources. (for further information, please see *Teaching and Assessment Policy)*

3. Reviews of course progress and achievement of learning outcomes every 6 weeks.

4. Indirect indicators of performance such as student attendance and agent satisfaction.

5. Performance reviews of teaching staff carried out in accordance with broader RGIT policy.

6. Periodic reviews of course documentation and policies.

7. Any pending or resolved Formal Complaints and Appeals covered under the *Complaints and Appeals Policy and Procedure*.

Procedures

1. All staff within the scope of this policy, are made aware of the policy and procedure through the RGIT Staff Induction process, management oversight by Department Coordinators and The Academic Principal and through ongoing professional development activities.

Feedback Surveys

2. Teacher and student feedback is undertaken twice a year, once in week 1 of the second study stage, and once in week 1 of the fourth study stage. This is done to identify any areas in the ELICOS program that is in need of improvement and/or adjustments. Both teacher and student feedbacks are paper based and reviewed by management.

3. **Student Feedback** surveys are done in class time, administered by a coordinator or Lead Teacher. The classroom teacher cannot be present during this time, except in cases where students require further explanation about the purpose of the activity. Surveys are collected inside a box by the coordinator or Lead Teacher at the end of the session.

4. **Teacher Feedback** surveys are done either during the teacher's preparation time or in the teacher's own time. Teachers leave their surveys in a box placed in the coordinator's office.

5. All feedback is anonymous in that the forms do not prompt for name and the addition of name is optional.

6. The survey data is collated by the coordinator and/or Lead Teacher, along with informal feedback and resolved or ongoing complaints. At least two staff members in a managerial role discuss the findings and material and then seek strategies to improve the ELICOS program where necessary.

Other Feedback

7. Unsolicited and solicited feedback received by any member of the ELICOS team is to be raised at ELICOS staff meetings, and entered into the agenda and actioned as appropriate. If a member cannot attend they shall pass the feedback onto the meeting organizer to raise on their behalf.

8. Staff are encouraged to raise their concerns and issues. Individual student or class feedback should be raised with the manager, and larger departmental issues should be raised at ELICOS staff meetings, and entered into the agenda and actioned.

9. The manager is to present any other formal feedback collected (such as student numbers, overall assessment performance etc) for discussion and auctioning as appropriate.

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Appendix A: Student Feedback Survey

ELICOS Student Feedback

Course: General English / EAP

Date:

		Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1	My teacher is knowledgeable of the content taught in class.	☐	☐	☐	☐	☐
2	My teacher provides useful feedback to improve my learning.	☐	☐	☐	☐	☐
3	I feel like an equal member in my classroom.	☐	☐	☐	☐	☐
4	Assessments matches study topic.	☐	☐	☐	☐	☐
5	My English level is improving.	☐	☐	☐	☐	☐
6	RGIT facilities are adequate for my study needs.	☐	☐	☐	☐	☐
7	Extra-curricular activities (e.g. excursions) give me a better study experience.	☐	☐	☐	☐	☐
8	I would recommend RGIT to others.	☐	☐	☐	☐	☐

What do I like most about RGIT?

_____

_____

What do I think RGIT needs to improve on?

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_____

Other comments.

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Appendix B: Teacher Feedback Survey

ELICOS Teacher Feedback

Course: General English / EAP

Date:

		Strongly agree	Agree	Neutral	Disagree	Strongly disagree
1	I believe in the English program (syllabus) I teach at RGIT.	☐	☐	☐	☐	☐
2	My manager provides timely and effective support.	☐	☐	☐	☐	☐
3	I feel like an equal member of the team.	☐	☐	☐	☐	☐
4	I am given opportunities to contribute to the program structure.	☐	☐	☐	☐	☐
5	I am given opportunities for professional development.	☐	☐	☐	☐	☐
6	RGIT facilities are adequate for my teaching purposes.	☐	☐	☐	☐	☐
7	I would recommend RGIT to students.	☐	☐	☐	☐	☐
8	I would recommend RGIT as an employer.	☐	☐	☐	☐	☐

What do I like most about RGIT?

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What do I think RGIT needs to improve on?

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Other comments.

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