



Policy	Quality Assurance Policy
Version:	1
Approval Date:	09.11.2023
Review:	09.11.2025

1. Quality Assurance Policy

Our aim is to provide high quality, education to all of our students regardless of their prior attainment or educational background.

Beyond Horizons Academy will not only try to maintain this quality but will always actively seek to improve the service provided to students.

Beyond Horizons Academy will:

- Monitor student satisfaction through feedback forms at the beginning and end of each module, as well as at the end of each term.
- Take feedback on all areas of our services.
- Take all feedback seriously and use it to create plans and changes to the services provided.
- Informally check on student satisfaction through check-ups and student focus groups, where appropriate.
- Keep detailed records of any complaints and address these in action plans, as per our complaints and grievance policies.
- Seek to develop SMART goals for all points in each action plan, to be able to accurately track improvements.
- Provide regular wellness, safety and healthcare sessions to ensure the welfare of students.
- Monitor feedback from external accreditors to find areas of improvement.
- Seek help from external consultants where necessary to get an outside view on procedures and policies in place.
- Review our student information to try and get a good mix of nationalities, ages and backgrounds to create an international, engaging atmosphere for our students.
- Review all student results to see where fails/passes are happening and see what the senior management can do to improve this.
- Ensure experienced staff are on hand to provide university application guidance.
- Provide extra support classes for students who are at risk of failing.
- Monitor how students are finding out about our institution (website, agency, personal recommendation etc.). We consider personal recommendations to be a mark of good service and value for money.
- Provide opportunities for students to integrate into Leeds and the UK and activities to socialise, learn about the UK and see areas of interest.
- Monitor which universities students are progressing onto and how they are doing at university to ensure better advice for future students.
- Collect feedback from staff each term to evaluate the running of each course and try to improve the working conditions for them, so that they in turn can work better at providing a good service for our students.
- Provide a clear and well-advertised complaints procedure and ensure students feel that they can complain about things they are unhappy with.

Please refer to the teaching and learning policy for more details on quality assurance procedures to ensure that our courses are being delivered to a high quality.