



English For Business Programs – Quality Control Process

At SpringHills all of our programs have built in, ongoing Quality Control mechanisms in place as part of our commitment to maximize your learning objectives. The following are the steps we take to ensure that your course of study meets your communication and learning goals.

Language/Communication Courses:

Step One: Extensive, in-depth needs and language analysis

- a) Written needs and learning style analysis completed by client (can be completed online or in person).
- b) Needs analysis completed by employer (if applicable) (can be completed online).
- c) Speaking and listening test conducted by certified, professional instructor.
- d) Reading and writing test taken by client.

Step Two: Written recommendation for training with approximate range of hours required to reach the client's goals from the Academic Program Director.

Step Three: Ongoing evaluation during the course

- a) At the first class the instructor will set short and long term goals with the client.
- b) During subsequent classes the instructor will conduct ongoing language and needs evaluations through homework, in class participation and testing.
- c) Academic Director will conduct a client satisfaction assessment (CSA) to ensure there are no problems.
- d) At mid-session the instructor will provide to the client (and employer if applicable) a written report of progress.
- e) At mid-session the Academic Program Director will conduct an evaluation of the program to date to ensure that the client's needs are being fully met.
- f) At mid-session the Academic Director will, with the instructor make recommendations for the balance of the program based on results of the mid-session review.
- g) At the end of the session the Instructor will provide a progress report to the client (and employer if applicable) and to the Program Director.
- h) Program Director will conduct a final evaluation with the client and Instructor.

Step Four: Final written evaluation and report of the client's progress and/or recommendation for further training and instruction if necessary.