

Students and International Group Leaders (IGLs) - Feedback Procedures

Aim

It's BSC-Young Learners aim to actively promote the student voice and to collect feedback on all aspects of the students' experience during their time at BSC-YL. This includes not only students' learning experiences but also their experiences of the accommodation, the facilities available, the social programme and the airport transfer service.

It's also BSC YL's aim to deal with issues arising out of feedback promptly and to the satisfaction of all concerned.

All Student feedback procedures are elicited in the '*Customer Focus throughout the Student Journey*' chapter in the [BSC YL – Staff Handbook](#) and are summarised in greater detail in this document.

Continuous Feedback opportunities for Young Learners

Students have the opportunity throughout the summer to give verbal feedback towards every aspect of their student experience.

During the onsite Welcome Talk (hosted by the Centre Manager), students are advised on who to elicit the feedback/suggestion to. For example:

- the Centre Manager to make complaints about staff
- their teacher about their classes
- the Welfare Manager about their accommodation
- the Activity Manager about the social programme
- any member of staff if they are feeling unhappy.

During student inductions on the first day at the centre, students are introduced to all of the above staff, shown where to find the others/on other days and show the 'Who's-Who' posters for all departments at the centre.

If students (or IGLs) wish to make a complaint about any of the above as opposed to general feedback or a suggestion then students are to follow the [BSC YL Complaints Procedure](#) as outlined in the student welcome talk and on the Main Noticeboard vis the [BSC YL Complaints Notice](#).

Daily Centre Management Meetings with International Group Leaders

The Centre Manager (the Welfare Manager or Activity Manager will host in absence of) leads informal daily 5- minute (1-to-1) meetings with the IGLs to discuss their experiences at the centre. The collected feedback (depending on the urgency) is relayed and acted upon in the next all-staff meeting to relevant Departmental Manager. IGLs are able to give additional 'in person' feedback within the mid-weekly minuted meeting hosted by the Centre Manager. (Please refer to the [BSC YL Staff Meetings Policy](#))

Arrival Feedback (after 48-hours) for Students and International Group Leaders

Students and IGLs are both asked to complete online arrival feedback via Microsoft Forms after 48 hours to find out if students and IGLs are dissatisfied in anyway concerning:

- Transport
- Accommodation
- Plus, additional comments

The form will take 5 minutes to complete, staff will provide the links for students/IGLs to complete 'within their house bubbles' on their phones in the accommodation houses.

Centre Management and BSC YL Central will receive names and email address upon completion. The Centre Manager will complete a Feedback Analysis form and record the action taken and the next steps required will be discussed in the next Management meeting then implemented and followed up by the Centre Manager.

The Student Journey Welfare Questionnaire

During the testing times of COVID19 Pandemic. BSC YL understands that the mental well-being of students is now more important than ever.

During the 4th evening at every centre (arrival and departure days vary by centre), the Welfare Team lead an opportunity for students to complete Welfare Questionnaires. These questionnaires are anonymous and leave an opportunity for students to request a meeting with the Welfare Team to discuss any concerns they have about:

- Covid19
- Accommodation
- Food
- Lessons
- Social programme
- Homesickness

- Bullying
- Anything else

This questionnaire is advertised via the 'Speak to the Welfare Team' poster (in classrooms, the accommodation and student noticeboards) and promoted during the student welcome talks/presentation.

After a meeting with the Welfare Team, the Welfare Manager will decide if it's necessary to complete an Incident Report Form or a Safeguarding Concern form and report to the Centre Manager.

End of course feedback (during the final day at the centre)

Students and IGLs are both asked to complete online End of Course (departures) feedback via Microsoft Forms during the final full day at the centre.

- BSC YL Team Members
- Accommodation
- Academic and Social Programmes
- Food and Internet connection
- Would they recommend BSC YL to a friend?

The form will take 5 minutes to complete, staff will provide the links for students/IGLs to complete 'within their house bubbles' on their phones in the accommodation houses.

Centre Management and BSC YL Central will receive names and email address upon completion. The Centre Manager will complete a Feedback Analysis form and record the action taken and the next steps required will be discussed in the next Management meeting then implemented and followed up by the Centre Manager.

Student Focus Groups

BSC -Young Learners lead Student Focus Groups once a week in a relaxed setting (in accordance to COVID19 procedures). These meetings will usually occur in a classroom setting during Day 4 or 5. These group sessions are led by the Welfare Manager and advertised during the Student Welcome Talk and via the BSC YL Student Focus Group- Changemakers Poster. During this meeting a selection of 'volunteer' students are encouraged to feedback on things they liked and things they didn't like about the centre and their stay with BSC YL. This includes suggestions for improvement:

- Academic classes
- Social Programme
- Student Welfare (COVID19 procedures)

- Accommodation
- Food and Facilities

Students will typically be from outside of their 'house bubbles' and will need to face masks and keep to 2 metre social distancing.

After the 30-minute sessions. The WM will record a Student Focus Analysis Form and summarised the feedback to the Centre Management team during the next meeting. The Department Manager will then take respective action.

Student Suggestion Boxes in Common Rooms

Student Suggestion Boxes are also made available for students to submit their suggestions/feedback within every main common room/student lounge in every student house. These Houses are 'COVID19-Bubble groups' and the facilities are cleaned daily by Welfare Leaders.

Students are sign posted to the Student Suggestion Box and are able to submit anonymous suggestion forms (already provided), the box is emptied by the House-Welfare Leader every day and given to the Welfare Manager to report to Centre Management.

Open-Door policy

Centre Management operates an Open-Door Policy (this advertised using an Open-Door Policy poster) meaning that students and International Group Leaders are always free to enter the centre course office if the door is open to relay feedback to teams. This is providing that there are no students already in the course office, (it's a one in and one out rule during the COVID19 pandemic) and that all team members and students are wearing face masks. No student will ever be left alone with one member of staff with the door closed whilst giving feedback or making a complaint.