Cork English World (CEW) Quality Assurance Policy

Policy Statement

Cork English World (CEW) is committed to delivering excellence in English language education through student-centred learning, a supportive environment, and a commitment to continuous improvement. This Quality Assurance (QA) Policy outlines the systems and processes in place to uphold our high standards across academic, social, and accommodation services.

Core Aims

CEW's QA policy supports the achievement of the following aims:

- To provide student-centred learning that promotes both language proficiency and personal growth.

- To maintain and exceed accreditation standards through systematic review and continuous improvement.

- To employ qualified, experienced, and professionally developing educators.

- To foster a welcoming, inclusive, and supportive learning environment.

- To ensure that all support services contribute positively to the student experience.

Organisational Management

Cork English World (CEW) is committed to maintaining a clear, efficient, and accountable organisational structure that supports the delivery of high-quality language education and professional development. Effective organisational management underpins all aspects of the school's operations and ensures the alignment of strategic goals with day-to-day practices.

Governance and Leadership

CEW is led by a Senior Management Team (SMT), which is responsible for strategic planning, compliance, and quality assurance across all areas of the organisation. The SMT meets regularly to review performance, respond to feedback, and ensure that the school's vision and mission are effectively implemented.

Organisational Structure

CEW operates with a clear organisational hierarchy that delineates roles and responsibilities across academic, administrative, and support functions. Reporting lines and job descriptions are clearly defined and reviewed regularly to ensure clarity, efficiency, and adaptability in response to changing needs.

Communication and Decision-Making

Open and effective communication is maintained across all levels of the organisation. Regular staff meetings, team briefings formally & informally, and internal updates ensure that decisions are communicated transparently and that staff have opportunities to contribute to the school's ongoing development.

Operational Planning

Short- and long-term operational plans are developed and reviewed annually. These plans align with CEW's strategic objectives and include measurable goals across areas such as academic delivery, student services, marketing, and resource management.

Risk Management and Compliance

The SMT regularly assesses organisational risks and implements appropriate mitigation strategies. CEW ensures compliance with relevant legislation and regulatory requirements, including employment law, data protection, health and safety, and quality standards for language education.

Monitoring and Evaluation

CEW implements a continuous cycle of internal review and evaluation to ensure that organisational processes remain effective and responsive. Key performance indicators (KPIs) are monitored regularly, and quality assurance data is used to inform improvements and strategic planning.

Staff Development and Support
CEW recognises that effective management depends on well-supported and professionally competent staff. Ongoing professional development, clear performance expectations, and regular feedback contribute to an effective team & team spirit

Quality Assurance Framework

CEW's QA system is structured around five key areas:

Academic Quality

- **Curriculum & Instruction:**

  - Course content and materials are reviewed and updated regularly in line with learner needs, CEFR guidelines, and industry best practice.

  - A variety of teaching methodologies are employed to support diverse learning styles.

- **Teaching Staff:**

  - All teaching staff are qualified (minimum CELTA or equivalent).

  - Teachers engage in Continuous Professional Development (CPD) through workshops, peer observations, and external training when available in Cork.

- **Assessment:**

  - Student progress is assessed regularly using formative and summative evaluations aligned with CEFR standards.

Student Feedback Mechanism

- **Bi-Weekly Evaluations:**

  - Students complete a bi-weekly Course Evaluation Survey for academic content, accommodation, and the social programme.

  - Survey Link: CEW Course Evaluation Survey

  - Feedback data is analysed to inform strategic decisions on curriculum, teaching practices, accommodation standards, social activities and premises.

- **Open Feedback Channels:**

  - Following completion of the Evaluation form students are encouraged to provide feedback through one-on-one meetings.

  - Our open-door policy enables students to communicate directly with management regarding any feedback, concerns, or issues they wish to raise.

Student Support & Welfare

- **Pastoral & Academic Support:**

  - Students have access to designated staff for academic guidance and personal support.

- **Complaints & Resolution:**

  - CEW maintains a clear and accessible Complaints Policy (available on www.cew.ie).

  - All concerns are addressed promptly and confidentially.

Staff Development & Support

- **Recruitment & Induction:**

  - Staff are selected based on qualifications, experience, and commitment to CEW values.

  - All new staff receive a comprehensive induction and training.

- **Ongoing Training:**

  - Regular CPD activities are planned and recorded.

  - Peer observations are used to enhance teaching quality.

- **Feedback & Engagement:**

  - Staff are encouraged to participate in policy reviews and development.

  - Regular meetings allow for staff input into CEW's strategic goals.

Compliance & Accreditation

- **Regulatory Standards:**

  - CEW complies with national educational regulations and quality standards.

  - We maintain full accreditation with QQI / ACELS.

- **Reviews:**

  - Quality reviews are conducted regularly at staff meetings

  - External reviews (student recruitment agencies, accommodation providers and accreditation inspections) inform ongoing improvements.

  - Action plans are developed to address identified areas for improvement.

Working with External Providers

CEW recognises that the quality of our students' experience is also shaped by the services provided by external partners, including accommodation providers and student recruitment agents. We are committed to maintaining strong, communicative, and transparent relationships with these stakeholders.

Accommodation Providers

CEW works closely with homestays and accommodation partners to ensure living standards meet expectations for comfort, safety, and cultural integration.

Regular feedback is collected from students regarding their accommodation experience.

Where concerns arise, CEW acts promptly to resolve them and communicates directly with providers.

Positive and constructive feedback is shared to support continuous improvement.

Student Recruitment Agents

CEW partners with trusted recruitment agents who share our values and standards.

Feedback is provided to agents on the quality of student preparation, expectations, and outcomes.

An Agency review form is completed by the Centre Manager and/or Marketing Manager annually and saved with all other documents relating to the agency.

In turn, agent feedback is welcomed as part of our reflective practice and service development.

All agents have access to this link.

- o Survey Link: [CEW Partner Survey](#)

Premises

At Cork English World (CEW), the quality and suitability of our physical premises are essential to delivering a safe, effective, and enjoyable learning environment for all students and staff. Our commitment to maintaining high standards in our facilities supports our broader educational objectives and enhances the overall learner experience.

Location and Accessibility

CEW is located in a central, easily accessible area of Cork city, close to public transport links, amenities, and cultural landmarks. The premises are clearly signposted and accessible to individuals with a range of mobility needs, in line with best practice and relevant legislation.

Safety and Compliance

The premises are maintained in full compliance with local health, safety, and fire regulations. Regular safety audits, fire drills, and risk assessments are conducted to ensure the physical safety of all occupants. CEW maintains up-to-date records of inspections and certifications in accordance with statutory requirements.

Learning Environment

Classrooms are appropriately sized, well-lit, and ventilated, offering a comfortable and professional atmosphere conducive to learning. All teaching spaces are equipped with appropriate teaching aids, technology, and furnishings to support a variety of pedagogical approaches.

Facilities and Resources

In addition to classrooms, CEW provides access to administrative offices, student support areas, private meeting spaces, and communal areas. Wi-Fi is available throughout the premises, and all facilities are regularly cleaned and maintained to a high standard.

Continuous Improvement

CEW is committed to the ongoing evaluation and enhancement of its premises. Feedback from students, staff, and external stakeholders is actively sought and used to inform future improvements. Any identified issues are addressed promptly and thoroughly to ensure the continued quality and suitability of the environment.

By implementing this Quality Assurance Policy, CEW ensures that students receive a high-quality, holistic educational experience that supports both academic and personal development.