



FEYZIYE SCHOOLS FOUNDATION
IŞIK UNIVERSITY
SCHOOL OF FOREIGN LANGUAGES



School of Foreign Languages, Isik University was inspected by EAQUALS in 2017 and met the high standards required for Equals accreditation. The teaching, the course programmes, as well as the course organisation, the learning resources, testing and evaluation were all judged to be of high quality. It was found that the institution takes great care to protect the welfare of its clients and staff, and all publicity materials produced by the institution are accurate and truthful.

What is EAQUALS?

Evaluation and Accreditation of Quality Language Services (EAQUALS) is a world-renowned international institution and accrediting body for language education. Equals grants accreditation to language institutions that prove, through rigorous inspection, excellence in a multitude of areas to ensure quality and excellence in language teaching and learning. Founded in 1991, Equals cooperates with the Council of Europe and several other international institutions in language education. Equals also develops practical resources, and offers training and services to meet the needs of its members so that together they can continue to provide language services at the highest standards.

The Inspectors identified points of excellence in the following categories:

Management and Administration

It is an area of excellence because there is a clear alignment and synergy between the strategy, structure and systems of the SFL, its ethos, mission and educational philosophy and its raison d'être. There is evidence of a strategic approach to management and a striving for continuous improvement, and planned and organised management of change, and a readiness to innovate. There is clear evidence of leadership, combined with a

readiness to delegate and involve staff in the development. The institution has an approach to human resources management which encourages feedback from staff and promotes initiative and involvement.

Course Design and Supporting Systems

It is an area of excellence because there is evidence that the stated educational philosophy and course learning programmes are regularly and effectively used as tools to inform and plan weekly teaching plans which are regularly monitored and that proactive advice is offered to teachers on how to improve and innovate. There is a shared culture of continual improvement and development of teaching, evidenced by action research and/or other reflective teaching practices.

Assessment and Certification

There is concerted effort and effective teamwork between the CTU, Academic Coordinator, Quality Assurance Unit and teachers to produce, administer, standardize and validate high quality testing instruments. Documentation in the form of guides, studies/analyses, reports and minutes of meetings provides evidence of a robust system.

Academic Resources

Academic resources are excellent because the Centre has an outstandingly good range of resources and equipment available and these are used effectively to enhance learning; there is also a system for monitoring quality of learning material produced in-house; and teaching material combines published material with high quality internally-produced resources. There is creative use of the multimedia equipment and resources to provide variety and topicality of teaching materials.

Learning Environment

The learning environment is exceptionally attractive, comfortable and well-designed., and there is an exceptional range of facilities outside the classroom such as fully reliable Internet availability, free WiFi, cafeterias, TV, social and relaxation areas.

Client Services

Client Services are excellent because the range and quality of advice and information available to learners is exceptional, both at university and School level, and information pertaining to this is comprehensive. Exceptional attention is paid to learners' safety and welfare to ensure they are safeguarded at all times. The Student Advisory Service in the SFL is very proactive in identifying students at risk and the reasons for this through the Early Alert Programme

Quality Assurance

It is an areas of excellence; there is an exceptionally comprehensive range of quality assurance procedures throughout the institution and an exceptional level of commitment to the aims of

the institution is apparent among the staff indicating outstanding leadership from the management. There is a clear purpose in observing and different types of observation are carried out by different units and documentary evidence of a system which ensures that the results of observations and student feedback are effectively used to generate continuous improvement in the institution's services. There is a broad range of procedures for obtaining feedback from learners, teachers and coordinators followed by communication of steps taken to act on feedback in completion of the quality assurance circle.

Staff Profile and Development

Teachers and managers are highly qualified and there is a wide range of expertise across all departments and specialities. The systems put in place to support teacher development and staff capacity building are comprehensive and robust.

Internal Communications

It is an area of excellence because there is an effective mix and level of formal and informal communication in the LEC with evidence of problems being raised and addressed as well as achievement recognised and celebrated. There are regular opportunities and established mechanisms for all staff to contribute their opinions and ideas for the running and development of the SFL.

Eaquals Complaints Procedures

This is to inform you about Eaquals' (Evaluation and Accreditation of Quality Language Services) procedures in case students / teachers see problems in the application of Eaquals Charters (quality standards).

To make sure accredited institutions abide by the standards, Eaquals expects the members to share the channels of complaint with the stakeholders.

There are two channels: 1st channel is to address Eaquals directly. The 2nd channel is the Ombudsman who is the final arbitrator in case a complaint is not resolved via the first channel.

1. [Eaquals Complaints Procedure & Form](#)

2. [Eaquals Ombudsman](#)