



FEYZİYE SCHOOLS FOUNDATION  
**IŞIK UNIVERSITY**  
SCHOOL OF FOREIGN LANGUAGES



FMV Işık University / School of Foreign Languages (SFL) was inspected by EAQUALS in 2022 for the second time, after the first inspection in 2017, and once more met the high standards required for Eaquals 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. Eaquals 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, Eaquals cooperates with the Council of Europe and several other international institutions in language education. Eaquals 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**

is an area of excellence because the SFL's activities are well integrated within the wider institution's international strategy and language policy. There is a stated policy and evidence of emphasis on corporate social responsibility and the University has a strong ethos and strategy. The SFL works closely with the university and reflects both the ethos and the strategy in their mission statement and in their day to day activities.

## Quality Assurance

is excellent because the language centre takes a very proactive and attentive approach to feedback and there is obvious commitment to improving services across the school staff. There is evidence of well-organised systems for recording and analysing feedback results and good use is made of these results to drive improvements in services. **Communication with Staff and Students**

is excellent because information about the SFL structure, its mission, and strategic aims is well disseminated through handbooks, websites and with regular, minuted updates, to all staff. The SFL has excellent links with the wider institution's administrative and academic departments in a manner that contributes significantly to the quality of the student experience. **Communication with Students** is excellent because the SFL is very thorough about communicating course requirements and expectations through handbooks, websites inductions and class discussion. **Course Design**

is excellent as the course programmes include an extensive and effective use of digital media developed in house and in response to identified student needs as well as the inclusion of the development of 21st century skills - critical thinking is a key objective of the courses. It is also excellent as there is comprehensive teacher induction and support. **Assessment and Certification**

is excellent as the SFL has developed assessments that reflect how the students will use / are using their language on their university courses. It is also excellent as the SFL use a broad range of assessments, standardised tests, exams, informal assessment and continuous assessment. All formal and semi-formal testing items are tested and analysed to ensure the efficacy of the tests. **Academic Resources**

is excellent as the teaching and learning material internally produced is high quality and these resources are used effectively to enhance learning. There is creative use of the internet and/or other multimedia to provide variety and topicality of teaching and learning materials and there is a wide range of well-designed self-study resources, related to course content, which foster learner independence. Feedback from teachers and students is regularly gathered and materials reviewed and changes made in response to this feedback. The Core materials are currently under review. There is a dedicated learning centre in the main SFL building. This can access resources from the main library and is staffed by the Learning Centre & CPD Co-ordinator who can provide guidance and support to students and teachers.

## Student Services

is excellent because there is an exceptional level of focus on providing a comfortable and positive student experience in a culture of student care which is evidenced by the extensive services available for the students on campus. The range and quality of advice and information available to students is excellent and easily accessed through office hours, open door policies of management, the website, the email address for support, or through the different support functions on campus. It is also excellent as the SFL has a close working relationship with the university with student welfare at its core. **Staff Profile** is excellent as there is a high proportion of staff with qualifications, competence and experience well

above the minimum level required for the role. Staff profile is also excellent as along with annual appraisals, upward appraisal is available through end of term surveys. **Learning Environment**

is exceptionally attractive, comfortable and well-designed and includes many up-to-date facilities which enhance course delivery and opportunities for learning. The language centre's staff and students have equal access to university facilities and resources as staff and students in other departments. The SFL students have access to excellent support from the library as well as from the school.

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### **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](#)