



ETC International College

FEHE Value for Money Policy

February 2020

ETC International College (the 'College') understands that students attending an educational institution are investing both considerable time and money in their futures and we are responsible for ensuring our services and activities promote Value for Money (VFM) regardless of our source of income. We aim to establish efficiency, economy and effectiveness in relation to our Higher and Further Education Courses and all activities associated with these courses at the College.

VFM is a term used to assess whether or not an organisation has obtained the maximum benefits from the goods and services it acquires and provides, within the resources available to it. Whilst certain elements of VFM may be subjective or difficult to understand, judgment is required when considering whether VFM has been satisfactorily achieved. The College is dedicated to ensuring VFM for its students and sponsors.

This policy applies to students studying Higher and Further Education courses only.

The Higher Education Funding Council for England (HEFCE) defines VFM in terms of the 'three Es' – economy, efficiency and effectiveness.

- Economy: doing less with fewer resources - i.e. spending less;
- Efficiency: doing the same as before, but with fewer resources (money, staff, and space) - i.e. spending well;
- Effectiveness: doing better than before with the same resources as now (or less) - i.e. spending wisely

Promoting and Implementing Value for Money

Student Experience

For students to gain the maximum VFM it is important their time at the College and in the UK is well spent. The College promotes positive student engagement and experience across the College.

- Academically:
 - Students are encouraged to attend extra-curricular academic groups organised by the College to encourage social connections, mix with students from other nationalities and widen their knowledge of the English language.
 - Attendance reporting ensures students are aware of their own attendance and rewarding good attendance motivates students to attend and achieve.
 - Ensuring lessons are interactive, diverse and well planned to meet criteria ensures students are engaged, inspired and motivated to get the most out of their course and their learning.
 - Our teachers also encourage learning outside of the classroom with recommendations of further reading and using immersion to practise English in everyday situations.
 - Our University Counsellor is available to counsel students on their next steps, to educate them and make them aware of their options, which is also mentioned in our marketing material.

- Our teacher to student ratio is very favourable and students receive more personal attention and a more bespoke learning experience compared to higher ratios at other institutions
Students requiring additional English language support have access to such support, provided by English language teaching specialists. Some of the subject teachers also have English language training which enhances the level of general tuitions students receive. This is provided at more competitive rates than can be found at external institutions.

Promotion of additional services:

- Optional activities are available during the weekend through independent organisations
- A promotional flyer stand is situated in the reception area

Looking After Our Staff

As an educational institution our staff are our most important resource. To provide VFM for our students and sponsors it is vital that we train and invest in our staff providing the service. We aim to offer flexibility, where possible, in terms of staff contracts, subsidised meals in the on-site cafeteria and a considerable CPD (Continued Professional Development) programme to increase staff retention rates.

To achieve this we have an in-house Training and Development team comprising of the Training and Development Director, and qualified Teacher Trainers. Our Training and Development Director is dedicated to developing training programmes for our teaching staff, keeping them up-to-date with the latest teaching methodology and ensuring our teachers are inspired and motivated. The Teacher Trainers regularly observe teachers, offering feedback and also provide opportunities for teachers to observe each other to share ideas and resources and encourage team spirit.

Staff also understand that offering VFM is the responsibility of everyone in the school and have a responsibility to ensure high quality customer service to our students

The College endeavours to promote a culture of continuous improvement. It is not uncommon for VFM to be perceived as obtaining the lowest cost, but the College aims to achieve outcomes that also acknowledge the efficiency of its processes, function and their effectiveness.

Resource Use and Fitness for purpose

The College seeks to maintain the cost of resources and purchases, without compromising on quality. Where necessary, the College will invest in higher cost alternatives to ensure quality and longevity.

Measuring Value for Money

VFM is reflected by the individual and means something different to everyone. To enable us to measure our achievement of VFM we must include our students in assessing the outcomes of our efforts.

Client Feedback

Students

One of ETC's systems for ensuring VFM is by receiving regular feedback from students. Students are able to suggest improvements to any area of their experience via the anonymous suggestions box in Reception and the Student and

Staff Liaison Panel (every course has a student rep who represents student views at termly meetings). There is also a week one feedback form, a 6 –weekly online student questionnaire and an exit questionnaire.

Sponsors

ETC staff members receive and offer regular feedback from and to students' sponsors to ensure Value for Money from their perspective. When working with sponsors we endeavour to:

- Provide a thorough initial assessment to ensure the student(s) is suitable to enter their chosen course, with relevant English and qualification levels and to ensure that the course meets the student's needs.
- Meet with or have regular discussions with the sponsor to ensure we have a clear vision of what is expected of their student(s) and to ensure we are helping them achieve this, where applicable, within their course.
- Keep in contact with the sponsors with regards to the student's progress. This is done by producing monthly reports of attendance, attitude to learning, units covered and general comments on progression.

Review

The College's VFM Policy is reviewed annually by The Board of Governors. Feedback regarding VFM via the student representative system is fed back to the Board of Governors three times a year.

Managers must maintain an awareness of good practices in their own area of operation and to ensure that those are followed appropriately. All staff should endeavour to seek and achieve VFM in respect of the HEFE courses and to bring to management's attention any opportunities for improvement.

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