

What you can expect at Madani High School

During your time at Madani High School, you will have:

- full information and advice about courses before you enrol, facilities, support services and arrangements for fee payments
- good customer service at all times from courteous and helpful staff
- our commitment to running every course (link) as advertised in the course guide.
- access to our complaints procedure (link) if you are not satisfied with any aspect of our service
- the opportunity to give your views about the service and how it can be improved.

If circumstances beyond our control (for example, industrial action, illness of a tutor, building problems) prevent us from meeting our standards, we will do our best to keep disruption to a minimum.

In your contact with Madani High School, we will:

- identify ourselves
- give you our attention
- treat you with respect
- be polite, helpful and professional
- give consistent/accurate information
- listen to your comments and complaints and deal with them

Studying at Madani High School, you can expect:

- classes that start on time
- a high standard of teaching from appropriately qualified teachers whose work is reviewed and supported
- prompt return of course work where it is part of your studies
- feedback on your progress
- equal educational opportunities (link).

We aim to:

- help you choose a programme of study that suits your needs, by providing advice about the options available to you at Madani High School, and give advice on further courses of study
- clearly identify English and maths requirements for all courses
- provide details of our fees, examination costs, and concessionary rates, including information on any materials that you will be expected to buy
- offer advice and practical help where the payment of fees is a barrier to joining a course
- deal with applications for places fairly and efficiently
- provide support for students with special requirements when possible
- keep you informed of changes and developments affecting your studies

at Madani High School

- make it possible for you to express your views about our services
- keep you informed about our performance.

How we ensure quality

We monitor and set standards for quality across Madani High School:

Helping you choose the right course

We work to provide clear, accurate information and advice to help you make the right choice of course. We also carefully monitor attendance and if students stop coming, we need to know why.

Course evaluation by students

Tutors and programme managers are happy to hear your views about courses. On most courses you will be asked to complete a questionnaire which asks for your opinions about the course.

Appraisal and observation

Our staff receive appraisals of their work and for teaching staff this includes classroom observation. Visits from an observer will normally last for 40 minutes to one hour, and you may be asked general questions about your course. Madani High School has an active policy of staff development so that employees can improve their skills and knowledge.

How to give us your feedback

We encourage your views on the level of service we provide at Madani High School. You can give your feedback here by contacting the school or email office@madanihigh.leicester.sch.uk