



Bursa Technical University
School of Foreign Languages
Summary of Points of Excellence

1. Management and Administration

- There is clear evidence of a highly effective management structure and leadership with appropriate systems for delegation which engage all staff fully in the development of the School.
- The School has a very inclusive approach to human resources management which promotes initiative and ownership.
- There is evidence of efficient management of change.

2. Quality Assurance

- An exceptional level of commitment to improving quality across all services is apparent among all staff.
- There is a broad range of quality assurance procedures throughout the School, including follow up systems to ensure action plans are implemented.

3. Communication with Staff

- Information about the School's structure, its mission, and strategic aims is exceptionally well disseminated, with regular updates, to all staff.
- There is an exceptionally effective mix and level of formal and informal communication between staff at all levels with evidence of problems being raised and addressed as well as achievements recognised and celebrated.
- There are regular opportunities and established mechanisms for all staff to contribute their opinions and ideas for the development and operation of the School.

4. Communication with Students and Other Stakeholders

- The SFL website is user-friendly and provides extremely clear and comprehensive information regarding formal regulations, and all aspects of the course of studies at the School.
- Students are regularly consulted and feel included in the decision making process related to their language needs and the programme content.
- Management responds to students' queries and concerns in an effective and prompt manner.

7. Assessment and Certification

- A broad range of assessment techniques is used, combining formative and summative assessment.
- The principles of academic integrity are promoted and procedures are in place to detect cheating and plagiarism in assessment.

9. Student Services

- There is an exceptional level of support offered to students and attention paid to their wellbeing.

10. Staff Profile and Development

- There is a high proportion of staff with qualifications, competence