

Acıbadem Mehmet Ali Aydınlar University Preparatory English Programme (ACUPEP) was inspected by Eaquals in 2021 and 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.

The Inspectors identified points of excellence in the following categories:

Management and Administration

Management and Administration is an area of excellence because there is evidence of well-planned and organised management of change and readiness to innovate. The Department has a very inclusive approach to human resources management which actively encourages engagement by staff and promotes initiative and involvement. There is clear evidence of highly effective leadership with appropriate systems for delegation which engage and involve staff in the development of the Department.

Quality Assurance

Quality Assurance is an area of excellence because there is a very broad range of procedures for consulting and obtaining feedback on performance, involving students and staff at all levels, followed by a data-based decision process and communication of steps taken to act on feedback. The Department takes a creative and very proactive and attentive approach to feedback. There is evidence of exceptionally well-organised systems for recording and analysing feedback results and excellent use is made of these results to drive improvements in services.

Communication with Staff

Communication with Staff is an area of excellence because there is an exceptionally effective mix and level of formal and informal communication between staff at all levels, including online platforms and applications such as Shared Folder, and an exceptional amount of formal and informal meetings to ensure horizontal and vertical alignment and communication. There are regular opportunities and established mechanisms for all staff to contribute their opinions and ideas for the development and operation of the Department.

Communication with Students and Other Stakeholders

Communication with Students and Other Stakeholders is excellent because there are exceptionally effective communication channels between staff and students. The Department has exceptionally thorough and effective ways of ensuring that students understand formal academic regulations and of supporting compliance.

Course Design and Supporting Systems

Course Design and Supporting Systems are excellent because there is evidence of exceptional attention paid to coherence in syllabi design and exceptional involvement and consultation of teachers in the development of syllabi and schemes of work.

Student Services

Student Services are excellent because there is an exceptional level of focus on providing a comfortable and positive student experience in a culture of customer care. There is an outstandingly good range of leisure events, activities and/or facilities designed to stimulate interest in the target culture(s) and/or the cultures of other students. Exceptional attention is paid to students' psychological wellbeing and their physical health.

Staff Profile and Development

Staff Profile and Development is an area of excellence because the Department is supportive towards staff undertaking additional training or professional development and career development by allowing flexible working hours and covering staff during absence for training or exams. There are opportunities for upward appraisal within evaluation of staff performance where the Director is evaluated in anonymous questionnaires by her staff. There is a high proportion of staff with qualifications, competence and experience well above basic level, and a rich programme of in-house training, with input from outside trainers and involvement of the Department's own staff.

Staff Employment Terms

The Department offers an excellent package of terms and conditions, providing additional benefits over and above statutory requirements, which safeguard staff security and contribute to staff welfare. There are opportunities for permanent or continuous employment for a significant proportion of staff.

Language Environment

The Language Environment is excellent because there is particular attention paid to the health and safety of students and staff, with careful frequent attention to procedures, facilities and equipment. The learning environment is exceptionally attractive, comfortable and well-designed and includes many up-to-date facilities which enhance course delivery and opportunities for learning.

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