



## Quality Assurance Policy

Speak Like A Native (SLAN) is a specialist language teaching service, working with learners of all ages in the UK. We operate in schools (EYFS - KS4), as well as in community and commercial venues. Our ambition is to be the UK's No 1 choice for in-person language learning in small groups and classes. We are also committed to helping primary schools develop expertise in this field, while supplementing and supporting the work that secondary school language departments are doing.

We are experts in our field. We know that is why customers, academic institutions and commercial companies choose us. It is our responsibility to ensure that we comply with the laws that govern our business and are true to our own internal policies and procedures.

Whether it is a nursery programme based on songs, delivering the language syllabus in a primary school, tutoring small groups at KS3 / 4 or helping adults become more fluent, we strive to help each individual learner become a confident communicator in their chosen language.

As a company, we seek to improve and innovate and accept that we need to keep learning and developing. We conduct business in a fair and ethical way and are patient, polite and professional in all communication.

The key line in our manifesto is "Anyone can learn a language and everyone deserves the chance." This motivates us to make our programmes accessible and affordable and to reach out to schools and institutions to see how we can support those who are disadvantaged or just don't have access to quality language learning.

SLAN's quality policy is steered by these core values and is combined with our belief that in the UK there is a lot of mystery that surrounds language learning.

We are, first and foremost, a company that is about learning. And this is why we are open-minded and accept that we make mistakes. We use this to develop and improve how we teach and how we work with business partners.

We see the bigger picture, which drives us to help people young and old develop a life-changing skill that benefits them as individuals and the country as a whole.

Where we slip up or fail to meet expectations, we are open to learning and know that when we look back each year we will see a company growing, improving and making a difference.

Stuart Rubenstein 01/12/20 (review 01/12/21)