

SECTION A - NAPEI EDUCATION EXCELLENCE AWARDS 2017

CRITERIA FOR LANGUAGE CENTRES

No.	Details of Criteria	Assessment Marks							
		1 mark available	mrk	2 marks available	mrk	3 marks available	mrk	4 marks available	mrk
1.0 INSTITUTION INFORMATION									
1.1	No. of years registered with IPS/JPS	1 - 2 years		2 - 3 years		4 - 5 years		5 years and above	
1.2	Number and location of branches based in Malaysia	Only 1 centre		2 - 4 centres		5 - 7 centres		More than 7 centres	
1.3	Number and country of International Branches	N/A		N/A		Only in Malaysia		International country/s	
1.4	Type of premises	Shop Lots/ residential units		Office complex		Purpose built Campus in individual complex bldg		Purpose built Campus	
1.5	No. of years as Member of NAPEI	1 - 2 years		2 - 3 years		4 - 5 years only		5 years and above	
1.6	Growth percentage average of student enrolment over the last five years	5% and below		Between 5 - 7.5%		Between 7.5 - 10%		10% and above	
2.0 APPROVALS AND REGISTRATION									
2.1	Approval by Ministry of Education	Approved by Ministry but not up to date		–		–		Approved by ministry and up to date	
2.2	Business Registration / Company Registration	Registered but not up to date		–		–		Registered and up to date	
2.3	Approval by Local authorities (Bomba /health /city or town council)	Approved by only 1		Approved by only two		Approved by 3 but not up to date		Approved by all three authorities and up to date	
2.4	Premises Certificate of Fitness(CF)	–		–		–		Have Certificate of Fitness	
3.0 CERTIFICATIONS AND RECOGNITION									
3.1	Certificates issued by centre	By centre only for all levels		By centre for beginner level and international body for higher levels		Certification by centre and international body		International certification	
3.2	Diploma / Degree in Language	Only certificate level		Diploma level		Advance Diploma level		Degree level	
4.0 LEVELS AND TYPES OF LANGUAGE									
4.1	Levels of competency available - Beginner – advanced or international equivalent	Only Beginner level		Up to Intermediate level		Up to Higher Level		Up to Advanced level	
4.2	How many Languages trainings are available	Only English language		2 - 3 languages		4 - 5 languages		More than 5 languages	

5.0 THE TEACHING TEAM									
5.1	Teacher – student ratio 1:20	25 - 49% of classes		50 - 75% of classes		76 - 99% of classes		All classes	
5.2	Relevant Qualifications	25 - 49% language teaching qualifications		50 - 75% language have teaching qualifications		76 - 89% have language teaching qualifications		Above 90% have language teaching qualifications	
5.3	Teaching Methodology	Textbook and workbook only		Computer assisted teaching with ebooks		Customised language laboratory		Customised language laboratory and online teaching	
5.4	Curriculum	Own syllabus		Own syllabus based on local language curriculum		Own syllabus based on International curriculum		International curriculum with local environmental input	
6.0 MANAGEMENT PROCESSES AND PROCEDURES									
6.1	Client's Charter	Have but not observed		Charter observed		Activities based on charter		Activities based on charter and recorded	
6.2	Vision and Mission	Have		Have and displayed		Have, displayed in appropriate location		Have, displayed in appropriate location and well promoted	
6.3	Strategic Planning for future	Have only a proposal		Structured proposal but no fixed timelines		Structured proposal with fixed timelines		Structured proposal with fixed timelines and implemented	
6.4	Principal or Head master appointment letter	Have but outdated		Have but not confirmed		Have and confirmed but not approved		Have, confirmed and approved	
6.5	Teachers appointment letter	Have but without duties and responsibilities		Have with duties and responsibilities but not confirmed		Have with duties and responsibilities and confirmed		Have with duties and responsibilities, confirmed and approved	
6.6	Support Staff appointment letter	Have but not confirmed for all		-		-		Have and confirmed for all	
6.7	School Profile	Have only hard copy		Have hard and soft copy		Have hard and soft copy up to date		Have hard and soft copy up to date and well promoted	
6.8	Teachers Profile file	Have profile file for some teachers but incomplete		Have profile file for all teachers but incomplete		Have profile file for all teachers and complete but not up to date		Have profile file for all teachers, complete and up to date	
6.9	Support Staff Profile	Have profile file for some staff but incomplete		Have profile file for all staff but incomplete		Have profile file for all staff and complete but not up to date		Have profile file for all, complete and up to date	

6.10	Students Profile	Have profile file for some students but incomplete		Have profile file for all students but incomplete		Have profile file for all students and complete but not up to date		Have profile file for all students, complete and up to date	
6.11	Students Registration Record	Have record for some students but incomplete		Have record for all students but incomplete		Have record for all students and complete but not up to date		Have record for all students, complete and up to date	
6.12	Students Attendance Record	Have record for some students but incomplete		Have record for all students but incomplete		Have record for all students and complete but not up to date		Have record for all students, complete and up to date	
6.13	Students School Leaving Record	Have record for some students but incomplete		Have record for all students but incomplete		Have record for all students and complete but not up to date		Have record for all students, complete and up to date	
6.14	Visitors Record	Have record but not properly recorded		Have record and well kept		Have record but not up to date		Have and up to date	
6.15	School academic calendar	Have calendar only		Have calendar but implemented on ad hoc basis		Have but not followed as per deadlines		Have and well implemented as per deadlines	
6.16	Customer Care Service Record	Have customer care officer only		Have customer care officer but not properly recorded		Have customer care officer and properly recorded		Have customer care officer, proper records and action taken	
6.17	Student, Parent and Public notification system	Notified through letter only		Notified through letter and email only		Notified through letter, email and whatsapp		Notified weekly through letter, email and whatsapp	
7.0 FACILITIES									
7.1	Class Rooms availability and conduciveness	Available but not conducive		Available, sufficient space		Available, sufficient space, lighting & ventilation and tidy		Available, sufficient space, lighting & ventilation, tidy and well equipped	
7.2	Student Lounge	Available for students but not conducive		Available for students to relax and conducive.		Available for students to relax, safe and conducive		Available for student to relax and conducive for self study	
7.3	Library with ebooks, e-library or online library	Only hard copies		Hard copies and soft copies (ebooks)		Hard copies, ebooks, interactive CDs and computers		Hard copies, ebooks, interactive CDs, computers and online library	
7.4	Discussion rooms	Have but not equipped		Have and equipped		Have and conducive		Have, conducive and fully equipped with interactive systems	

7.5	Accommodation available	–		Accommodation arranged if necessary		Accommodation sub contracted		College operated hostel	
7.6	Teaching Aids available and working	Have sufficient		Have sufficient and used in classrooms		Have sufficient, used in classrooms and easily accessible		Have sufficient, accessible and working	
8.0 LANGUAGE LABORATORY									
8.1	Laboratory	Have labs but not latest		Have, latest and accessibility as per schedule only		Have, latest and fully accessible at all times		Have customised language labs, latest and fully accessible at all times	
8.2	Equipments	Basic white board and marker		White board and networked computer facilities		Laboratory with networked computers and headphones		Laboratory with state of the art smart boards and audio visual equipment	
9.0 LANGUAGE ACTIVITIES									
9.1	Language activities conducted	Ad hoc basis		Have schedule but not followed		Have schedule and conducted accordingly		Have schedule and conducted according to it and records available	
10.0 JOB PLACEMENT ACTIVITIES									
10.1	Job Placement activity	Have higher education placement officer		Have higher education placement officer and records available		Have higher education placement officer, records available and career talks conducted		Have higher education placement officer, records available, career talks conducted and monitored till employment secured	
11.0 INTERNATIONAL EXAMINATIONS CONDUCTED / PREPARED FOR									
11.1	TESL/ CAMBRIDGE/ IELTS/ others	Language taught but not prepared for examinations		All levels taught for local /centre examination		Language taught to prepare for international examination		Prepared and exams conducted at centre	
12.0 FURTHER STUDIES ARRANGMENTS									
12.1	Continuing studies placement department	Have higher education placement officer		Have higher education placement officer and records available		Have higher education placement officer, records available and higher education talks conducted		Have higher education placement officer, records available, higher education talks conducted and monitored till continued studies	
13.0 RECOGNITION AND APPRECIATION									
13.1	Awards received	Inter school /Community		State Level		National Level		International Level	

13.2	Appreciation by industry or government bodies or public and private sector.	Inter school /Community		State Level		National Level		International Level	
13.3	Quality Assurance if any (ISO 9000, etc)	-		-		Local		International	
14.0 FEES and COST EFFECTIVENESS									
14.1	Affordable fees	Comparatively high		Above average fees		Affordable but single payment		Affordable and instalment plan easy payment	
14.2	Government Approved Fees	Fees not approved		Fees approved but not up to date		-		Fees approval up to date	
15.0 INTERNATIONAL STUDENTS AFFAIRS									
15.1	International student office to administrate, monitor and assist	Have International student office only		Have international student office and officer		Have international student office and officer and students available		Have international student office and officer, students available and monitored	
15.2	International students activities organised	Ad hoc basis		An annual calendar		An annual calendar followed		Annual calendar followed and recorded well	
15.3	International student further studies co-ordination	Have higher education placement officer		Have higher education placement officer and records available		Have higher education placement officer, records available and higher education talks conducted		Have higher education placement officer, records available, higher education talks conducted and monitored till continued studies	