Course Improvement Policy & Procedure

Purpose and Scope

The purpose of i-to-i's Course Improvement Policy & Procedure is to ensure that all of i-to-i's courses remain effective, engaging and up-to-date, reflecting current knowledge and good practice across both the TEFL industry and online learning.

This document sets out the steps that we take to embed continuous review and improvement of courses within the organisation. Our objective is to ensure that every course we deliver meets and exceeds current industry standards and provides an excellent learning opportunity for students.

Responsibility

Delivery Management holds overarching responsibility for the Course Improvement Policy. The Academic Director has responsibility for implementing the procedure correctly and equitably.

Approach

i-to-i has a two-pronged approach to course improvement, as follows:

(i)   Annual Review

The Academic Director formally reviews the course objectives, curriculum, content, materials and delivery format of each course on an annual basis, to assess whether the course continues to meet its stated objectives and reflects an appropriate and up-to-date understanding of the both TEFL industry and online learning.

Following the review, the Academic Director and Delivery Management jointly agree a programme of developments for the coming year and allocate resources accordingly.

(ii)   Continuous Improvement

Throughout the year, the Academic Director collates and monitors feedback from students, graduates and TEFL employers. If any urgent or relevant minor developments are identified, they are integrated into the development programme for the current year. Broader outcomes are carried forward to the next annual review.

Annual Review Procedure

The procedure for the annual review is as follows:

Stage 1: Collate and Analyse Information

The Academic Director collates and analyses relevant information to feed into the review. This can include any or all of the following:

- Research on new or emerging industry standards and trends
- Feedback from surveys completed by each student at the end of their course
- Feedback from broader customer surveys
- Feedback from tutors
- Learner support queries, received by the TEFL Support Team and assessors • Feedback from dialogue with TEFL employers
- Pass rates for the course.

Stage 2: Identify Priorities for Course Developments

The Academic Director and Delivery Management use the data gathered in Stage 1 to:

- Evaluate if the course objectives and curriculum remain consistent with standards across the industry
- Review whether each course successfully meets its stated objectives
- Determine what, if any, developments are required in order to ensure each course continues to meet and exceed current industry standards and provides an excellent learning opportunity for students.
- Agree and prioritise any required areas for development, setting out clear outcomes, actions and timeframes for each.
  Note: This could include developments within the course or the creation of additional, specialist units or courses.

Stage 3: Create and Communicate Course Development Plan

Following the review, the Academic Director will create a clear development plan, setting out the actions that will be taken to implement the identified areas of course development. This will include the individuals (including both internal staff and external experts) responsible for delivering these actions and the timescales for completion. This plan will be submitted to Delivery Management for formal approval before being implemented.

Once approved, the Academic Director will communicate the annual development plan to both the TEFL Support team and the course tutors and assessors. Where

substantial changes are planned, relevant training will be included in the plan to ensure that each individual involved in the course is clear on the developments.

4. Implement Course Developments

The Academic Director is responsible for ensuring that the identified course improvements are carried out, as per the development plan. Where relevant, this may include integrating additional actions from the in-year programme of continuous improvement into the planned activities.

The Academic Director will report on progress to Delivery Management at appropriate milestones. As a minimum, this will be on a quarterly basis.

Review of Policy

This policy is reviewed annually to ensure that it is being implemented effectively. The next review date is August 2024.