

Learner Information Policy

Centre Name: 4 TEFL

Responsible Person: Ruswel James, Quality Assurance

Review Date: 30 September 2025

1. Purpose

The purpose of this policy is to ensure that all learners at 4 TEFL are provided with accurate, clear, and timely information to support their learning journey. Learners must have access to essential details about their course, assessments, support services, rights, and responsibilities.

2. Scope

This policy applies to all:

- Learners enrolled on 4 TEFL programmes.
- Staff, assessors, and IQAs responsible for providing information to learners.
- Learning activities delivered via the CRM system, e-learning platform, and Zoom sessions.

3. Roles and Responsibilities within 4 TEFL

- **Quality Assurance (Ruswel James):** ensures that all learner information is accurate and up to date.
- **Administrative staff:** provide enrolment, registration, and certification details through the CRM system.
- **Assessors/IQAs:** communicate assessment criteria, deadlines, and feedback clearly to learners.
- **Learners:** responsible for reading and understanding the information provided, and raising queries if clarification is needed.

4. Information Provided to Learners

Learners will be provided with:

- **Pre-enrolment information** – course details, entry requirements, fees, refund policy.
- **Induction** – introduction to the CRM, e-learning platform, Zoom use, safeguarding, equality and diversity, plagiarism, and appeals.
- **Assessment information** – assessment methods, deadlines, pass/fail criteria, and opportunities for feedback.
- **Support information** – access to assessors, IQAs, technical support, and reasonable adjustments.
- **Policies** – access to centre policies, including Complaints, Appeals, Data Protection, Safeguarding, and Malpractice.
- **Certification** – process for issuing certificates upon successful completion of the course.

5. Communication Channels

- CRM system notifications.
- Direct emails from info@4tefl.com

- Zoom induction and training sessions.
- 4 TEFL website and learner handbook.

6. Data Protection

Learner information is processed in accordance with the [Data Protection and GDPR Policy](#) and the [Privacy Policy](#).

7. Monitoring and Review

- Learner feedback is collected regularly to assess the clarity and usefulness of information provided.
- Policies, handbooks, and learner guides are reviewed annually.
- This policy is reviewed annually by the Quality Assurance or sooner if required by regulatory updates.

This policy has been approved & authorised by:

James Ruswel
Quality Assurance
30 September 2025

A handwritten signature in black ink, appearing to read 'James Ruswel'.