

## Quality Improvement 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 4 TEFL maintains a culture of continuous quality improvement across all areas of teaching, learning, assessment, and administration. The policy supports compliance with Ofqual and Focus Awards requirements, while ensuring that learners receive a high-quality, fair, and supportive learning experience.

### 2. Scope

This policy applies to:

- All programmes and qualifications delivered by 4 TEFL.
- All staff, including assessors, IQAs, administrative staff, and contractors.
- All systems and processes used in online learning, including CRM, Zoom, e-learning platforms, and identity verification systems.

### 3. Roles and Responsibilities within 4 TEFL

- **Quality Assurance (Ruswel James):** responsible for leading quality improvement activities and maintaining the Quality Improvement Plan (QIP).
- **Assessors/IQAs:** contribute to quality improvement by implementing best practices and identifying issues.
- **Administrative staff:** ensure accuracy of records, learner data, and certification processes.
- **Learners:** provide feedback to support ongoing improvement.

### 4. Quality Improvement Activities

- **Internal Quality Assurance (IQA):** regular sampling and standardisation meetings.
- **Feedback collection:** learner surveys, CRM feedback forms, and Zoom session evaluations.
- **Data analysis:** monitoring learner outcomes, progression rates, and completion statistics.
- **CPD:** staff participate in internal training and external CPD programmes (e.g., CPD Standards Board, The CPD Group).
- **Technology development:** continuous improvement of CRM, e-learning, and AI-based tools to support learners.

### 5. Quality Improvement Plan (QIP)

- The QIP is updated annually and includes actions, responsibilities, timescales, and success measures.
- Findings from complaints, appeals, malpractice cases, and learner feedback are included in the QIP.
- Progress is monitored quarterly by QA and shared with management.

## 6. Evidence and Record Keeping

- All IQA reports, learner feedback, CPD logs, and action plans are stored securely in the CRM system.
- Records are retained in line with the Data Retention Schedule.
- Evidence is available for review by EQA or Focus Awards.

## 7. Monitoring and Review

- The Quality Assurance reviews quality improvement activities annually.
- Updates are made where required by Ofqual, Focus Awards, or internal findings.
- Continuous improvement is embedded into all policies and procedures.

This policy has been approved & authorised by:

**James Ruswel**  
Quality Assurance  
30 September 2025

