Quality Assurance Policy

PURPOSE

The purpose of this Quality Assurance Policy is to ensure that all teaching, assessment, course delivery, and professional conduct at COA International consistently meet the highest standards of quality. This policy ensures that students receive excellent education through our independent study courses and optional One-to-One lessons, supported by constructive feedback and timely communication.

QUALITY ASSURANCE PRINCIPLES

COA International's Quality Assurance framework is based on the following principles:

- **Consistency:** Courses must be delivered in accordance with approved Canvas structures and policies.

- **Transparency:** Assessment and feedback must be clear, timely, and aligned with published criteria.

- **Professionalism:** Teachers must uphold the highest standards of conduct and communication.

- **Student Support:** Students must receive timely academic help and constructive feedback that supports continuous improvement.

- **Accountability:** All teachers are accountable for maintaining course quality, with the Quality Assurance Manager monitoring compliance.

RESPONSIBILITIES OF TEACHERS

All teachers must:

- Deliver independent study courses in full accordance with the *Curriculum Delivery Policy* and the *Instructions for Creating and Managing Independent Study Courses on Canvas*.

- Create or review courses in Canvas, set deadlines for assessments, and add supplementary resources as needed.

- Mark and return all assignments promptly, providing constructive feedback in line with the *Marking and Feedback Policy*.

- Respond to student messages on Canvas within 24 hours (except during holidays).

- Send a welcome message to each new student including their qualifications, biography, and an invitation to contact them via Canvas for support.
- Uphold the *Code of Professional Conduct for Teachers*, maintaining professionalism, punctuality, and preparedness.
- Conduct One-to-One lessons in accordance with the *Webcam Use Policy* and the *Use of Videos in Live One-to-One Lessons* section of the *Curriculum Delivery Policy*.

RESPONSIBILITIES OF THE QUALITY ASSURANCE MANAGER

The Quality Assurance Manager is responsible for monitoring and reporting on quality across all areas of teaching and learning.

Key duties include:

- Reviewing Canvas courses to ensure they meet structural and content requirements.
- Monitoring teacher professionalism and conduct.
- Sampling marked work to confirm consistency, accuracy, and usefulness of feedback.
- Checking teacher responsiveness to student messages.
- Observing or reviewing recordings of One-to-One lessons.
- Producing weekly Quality Assurance reports, highlighting strengths, areas for improvement, and required actions.
- Referring serious breaches immediately to the Headteacher.

QUALITY ASSURANCE PROCESS

1. **Regular Monitoring:** The Quality Assurance Manager will carry out scheduled reviews each week, using the official COA International Quality Assurance Report Template. These reviews will cover course delivery, marking and feedback, teacher communication, and One-to-One lessons where applicable.

2. **Feedback to Teachers:** If any violations of policies are identified, the teacher will be formally referred to the relevant policy with a clear indication of the specific section that was violated. Teachers must then re-study the full policy (or the relevant section) to ensure understanding and compliance. This process is intended to ensure that the quality of delivery is continuously improving.

3. **Reporting:** A summary report will be submitted to the Headteacher each week, highlighting any violations found, corrective actions taken, and examples of good practice.

QUALITY ASSURANCE CHECKLIST

The Quality Assurance Manager will use the official **COA International Quality Assurance Form** (Microsoft Forms) to carry out weekly reviews of teachers, course delivery, and One-to-One lessons.

The form is structured into the following sections:

1. **Initial Information** – Teacher's name, student's name, subject taught, and date of review.

2. **Course Delivery on Canvas** – Questions on compliance with Canvas structure, assessment deadlines, module sequencing, student progress, and clarity of assignment instructions.

3. **Marking & Feedback** – Questions on timeliness of marking, quality of feedback, and adherence to the official grading system.

4. **Student Support & Communication** – Questions on response times to student messages, academic guidance, reporting of struggling students, and encouragement to seek help via Canvas.

5. **Live Online One-to-One Lessons (if applicable)** – Questions on camera use, professional appearance, teacher conduct, avoidance of distractions, student engagement, teaching tools used, video use and interactivity, and lesson duration.

6. **Overall Evaluation** – Identification of strengths, areas for improvement, and actions taken or planned to address any non-optimal observations.

The responses recorded in Microsoft Forms will provide the evidence base for weekly Quality Assurance reports submitted to the Headteacher. The Headteacher and Quality Assurance Manager will also use this data to identify training needs, highlight examples of good practice, and ensure continuous improvement in teaching and course delivery.

Vladimir Krasniakov

Headteacher

Date Reviewed	Approved By
17 August 2025	Headteacher