

R10 – ACA’s Quality Control Plan

ACA is proud to say it has a high rate of satisfaction among learners and clients and though it owes a great deal of that satisfaction to its talented team of language instructors, it also provides a rigorous quality control procedure and monitoring mechanisms for its language training programs from start to finish, in order to ensure that expectations and objectives are aligned, learner satisfaction is monitored, instructors are supervised and supported, and problems or issues are prevented, and that client satisfaction is surpassed.

Before Training	During Training	After Training
<ul style="list-style-type: none"> ● Initial Oral placement tests are administered by phone and provide learners with an open line of communication to ask any questions and for ACA to establish learner expectations. ● Online Evaluation results are benchmarked against thousands of past learners to optimize training for small groups ● Presentation of proposed training program and teacher selection allows for client input and modification before training program begins 	<ul style="list-style-type: none"> ● Welcome email is sent to clients in the first week introducing them to the training coordinator and support team and inviting them to signal any issues, questions or comments about the training or their instructor ● First online learner satisfaction survey is sent to learners ● Online procedures checklist survey is sent to instructors as a self-evaluation and reminder to ensure consistency is provided across ACA training programs ● Semi-annual teaching checkpoints are performed to evaluate and support instructors (a member of the L&D team observes a group class to ensure instruction quality is maintained and procedures are followed.) ● Quality control and adjustments as required, in collaboration with the client 	<ul style="list-style-type: none"> ● Final online learner satisfaction survey is sent to learners ● Detailed progress reports and certificates are provided to each student. ● Session review meeting, at the client’s convenience

In addition to these practices, ACA has established strategies and tools to manage its training programs and prevent any problems. These strategies and tools include:

- Automatic emails reminders to learners with training schedules
- A technical support team available for issues related to online learning (e.g. virtual conferencing troubleshooting and support)
- A custom developed client management system (CMS) that optimizes coordination, updates teacher and learner schedules, manages training time, flags files for conflict or follow-up, monitors attendance and signals the training coordinator to follow-up, monitors learner progress, manages billing, etc.

Communication Management Approach

ACA commits to a collaborative and transparent communication approach with all the stakeholders of its language training programs. With this in mind, ACA practices certain standards of communication with its clients and instructors to establish a strong relationship of trust and can adapt its communication management approach to suit the needs of its client for specific language training programs. The following points are general procedures for our training sessions.

Planning, Coordinating & Organizing	Delivering training, Operations, & Attendance
<ol style="list-style-type: none">1. Needs and Objectives Meeting<ul style="list-style-type: none">● Coordinate between ACA's Training coordinator and the Standing offer authority● Share specific documents and training objectives to adapt course material● Discuss customizations for identified user registration portal (information requirements for training, reporting, billing, etc.)● Begin additional recruitment period for resources, if required2. Language Assessments<ul style="list-style-type: none">● Send out invitations to allow participants to book appointments online for their oral assessments and coordinate with vacation, office hours, etc.● Coordinate objectives and availabilities of learners3. Resource Assignment<ul style="list-style-type: none">● Email available resources training details● Confirm availability of resources in CMS to ensure availability● Schedule training session with L&D for proposed resource4. Training Program Proposal<ul style="list-style-type: none">● Share results and group recommendations with standing offer authority and, if applicable, identified users and learners● Confirm session dates for training sessions5. Logistics Management<ul style="list-style-type: none">● Participant confirmations: send schedule and confirmation to learner● Schedules updates and confirmations● Virtual classroom invitation for training● Answering learner questions● Pedagogical consultations, upon request● Sending of training material (coursebooks) and other course material, if necessary● Registration of participants to our online platform, if necessary	<ol style="list-style-type: none">1. Daily Logistics Management<ul style="list-style-type: none">● ACA takes charge of answering all learner questions● Schedule changes and cancellations● Sharing Monthly attendance reports, absenteeism reports, etc.● Pedagogical follow-up for online exercises2. Satisfaction Survey Management<ul style="list-style-type: none">● Creation of customized survey for identified users and learners to be shared with the standing offer authority● Presentation and sharing of results the standing offer authority3. Meetings and Corrective Feedback, as required<ul style="list-style-type: none">● Follow-up on survey results by the training coordinator, as required4. Deployment of Corrective procedures, as required<ul style="list-style-type: none">● Check-in and classroom observations by ACA's L&D team, as required● Follow-up and coaching with instructors by ACA's L&D team● Follow-up with identified users or learners by the standing offer authority team by ACA's training coordinator