

Code of practice for online ELT

This scheme extends accreditation to include blended/online courses which are designed around synchronous (live) English language teaching offered by providers already accredited by the British Council.

British Council accredited providers offering online delivery of ELT courses will:

- Operate within the law at all times and in all aspects of business and provision
- Operate within the spirit of the Scheme
- Contribute to the high reputation of UK English language teaching
- Promote the good name of Accreditation UK
- Share responsibility for providing alternative online English language courses, at no additional cost, to students affected by the sudden closure of an accredited provider
- Maintain a high level of service to students in line with the following Scheme standards and online-specific requirements:

Scheme standards

The management of the online provision operates to the benefit of the students, and in accordance with the provider's stated goals, values, and publicity.

- The organisation monitors all aspects of the online provision and makes continuous improvement in the light of internal and external feedback.
- Course administration, including registration and attendance, is managed effectively.
- Online courses are accurately described in publicity.

The online learning platform(s) and resources provide students and staff with an appropriate learning environment.

- Platform(s) and resources are suitable for the medium of delivery and students' learning objectives.
- Students and staff receive appropriate and timely technical support.

The academic staff team has a professional profile (qualifications, experience and continuing professional development) appropriate to the context. Teachers receive sufficient guidance to ensure that they support students effectively in their online learning. Online courses are structured, managed and delivered to provide the maximum possible benefit to students.

- All academic staff receive initial and ongoing training and support in delivering effective online courses.
- Online courses have a clear structure appropriate to the medium of delivery.
- Students receive clear feedback on their performance and their progress.

There is appropriate provision for the safety and security of all students and staff in the online environment, especially the safeguarding of students under the age of 18.

- Students (and their parents) receive guidance and support on how to behave and maintain their well-being and safety whilst participating online.
- Staff receive guidance and support on how to maintain their well-being and safety whilst working online.
- Any provision for social interaction is well organised, appropriate and effectively monitored (in the case of under 18s, supervised).
- Recruitment procedures for all roles involving contact with or virtual access to under 18s are in line with safer recruitment good practice and the organisation's safeguarding policy.
- There is a user-friendly mechanism and clear reporting process for staff and students (or parents of students under the age of 18) to report any abuse or concerns.