

Jessanol Ltd – Course Content Review Policy

1. Policy Statement

Jessanol Ltd is committed to maintaining high-quality, relevant, and up-to-date learning experiences across all courses and digital products.

Course content review is a key part of our quality assurance approach, ensuring that all materials remain:

- accurate
 - relevant to current workplace practice
 - aligned to intended learning outcomes
 - reflective of learner and client needs
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2. Purpose of Course Review

The purpose of course review is to ensure that:

- content remains accurate and up to date
 - learning outcomes are appropriate and clearly supported
 - assessment methods are relevant and effective
 - learner experience is clear, engaging, and accessible
 - courses reflect current legislation, guidance, and best practice (where applicable)
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3. Approach to Review

Jessanol uses a **two-layer review approach**:

1. Continuous Improvement (Ongoing)

Courses are regularly refined based on:

- learner feedback
- client feedback
- complaints and appeals insights

- internal observations and testing

This ensures that improvements can be made **in real time**, rather than waiting for a formal review cycle.

2. Structured Review (Periodic)

Each course will undergo a structured review at least **annually**, or sooner where:

- there are changes in legislation or regulation
 - significant feedback trends emerge
 - course performance indicates a need for update
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4. Responsibility

Responsibility for course review sits with:

- **Jessanol Director(s)** – overall accountability for quality and standards
 - **Subject Matter Experts (where applicable)** – content accuracy and relevance
 - **Jessanol (as learning design lead)** – structure, learner experience, and assessment design
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5. Review Criteria

Course reviews will consider:

- accuracy and currency of content
 - alignment to learning outcomes
 - clarity and accessibility of learning materials (including inclusive design principles)
 - effectiveness of assessment approach
 - learner engagement and usability
 - alignment with Jessanol quality standards
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6. Legal and Compliance Content

Where courses include legal or regulatory content:

- materials will be reviewed against current UK legislation and guidance
 - updates will be made where changes impact course accuracy or interpretation
 - external input may be sought where appropriate
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7. Review Process

For structured reviews:

- A review will be initiated and scoped by Jessanol
 - Relevant materials will be reviewed within a **30-day period**
 - Findings will be documented and prioritised
 - Updates will be implemented within a further **30-day period**, where required
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8. Recording and Reporting

Jessanol will:

- maintain a record of course reviews and updates
- document key changes and rationale
- track improvement themes across courses

Insights from course reviews are used to inform Jessanol's continuous professional development and service improvement approach, ensuring that learning experiences evolve in line with real-world needs.

9. Review of Policy

This policy will be reviewed annually or as required.

Owner: Jessanol Ltd

Role Responsible: Director

Version: 1.0

Date: 20/3/26

Next Review: 20/3/27