

Learn Over – Quality Assurance Policy

1. Purpose

The purpose of this policy is to establish clear standards, processes, and accountability for maintaining the highest level of quality across Learn Over’s educational content, platform services, and customer support. Quality Assurance (QA) ensures that students, parents, teachers, and partners consistently receive reliable, accurate, and effective learning experiences.

2. Scope

This policy applies to:

- All educational lessons, quizzes, worksheets, and multimedia resources produced or published by Learn Over.
- The Learn Over Learning Management System (LMS) and mobile app.
- All staff, contractors, affiliates, and third-party contributors engaged in producing, reviewing, or distributing Learn Over content.

3. Quality Objectives

Learn Over is committed to:

- Ensuring all content aligns with the Trinidad & Tobago National Curriculum and international best practices.
- Guaranteeing accuracy, cultural relevance, and age appropriateness in all lessons.
- Maintaining platform reliability, security, and usability.
- Providing timely and respectful customer service.
- Continuously improving based on user feedback, analytics, and independent audits.

4. Standards

1. Curriculum Alignment: All academic content must follow the approved curriculum and learning outcomes.

2. Content Accuracy & Relevance: Lessons, assessments, and printables must be factually correct, updated regularly, and contextualized for Trinidad & Tobago learners.

3. **Accessibility:** Digital content must be presented in a clear, inclusive format with consideration for readability, usability, and device compatibility.

4. **Data Security & Privacy:** All data handling practices must comply with Trinidad & Tobago data protection regulations and Learn Over's Privacy Policy.

5. **Customer Support:** Queries, complaints, or issues must be acknowledged within 48 hours and resolved promptly.

5. Quality Assurance Processes

- **Content Development Review:** Every lesson, worksheet, and quiz undergoes a three-tier review (subject expert, instructional designer, editor).

- **Testing & Validation:** The LMS and mobile app are tested for technical errors, broken links, usability issues, and content integrity before publishing.

- **Ongoing Monitoring:** User feedback, analytics, and error reports are continuously monitored to identify improvement areas.

- **Version Control:** All content updates are logged with version tracking to prevent inconsistencies.

6. Roles & Responsibilities

- Content Team: Responsible for accuracy, curriculum alignment, and learning design.

- QA Team: Conducts regular audits, testing, and compliance checks.

- IT Team: Ensures system security, uptime, and performance standards.

- Customer Support Team: Handles user issues, feedback, and escalations.

- Management: Provides oversight, resources, and accountability for QA.

7. Continuous Improvement

Learn Over will:

- Collect feedback from students, teachers, and parents.

- Conduct quarterly audits of lessons and platform performance.
- Update policies annually to reflect regulatory, technological, or curriculum changes.

8. Compliance

All staff, affiliates, and contributors are required to comply with this policy. Non-compliance may result in corrective action, retraining, or termination of contract.