



## Learning Resource Network

### International Association of Teachers of English as a Foreign Language (IATEFL)

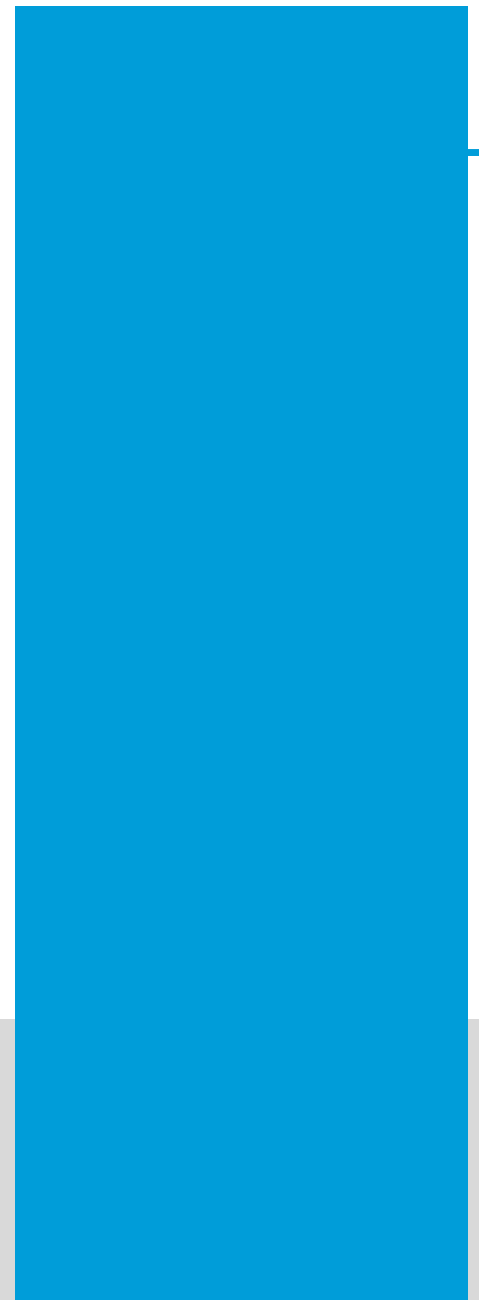
#### Update: Conference (April 2019)

LRN's team members Angelica de Paiva and Vickie Happe attended the IATEFL conference in Liverpool.

Great work by them in promoting a range of LRN's products and ensuring LRN was well represented. There was genuine interest coming forward regarding the need to have a presence in countries like Turkey, Zanzibar, Tunisia, Bangladesh and India.

The team was joined by Geoff and Flo (ASIC). This provided an enriched experience for visitors as they were asked questions of both exhibitors.

Delegates were equally pleased with LRN's goodie bags!





## Updates

LRN is pleased to announce it has received approval from the Institute of Apprenticeships and Technical Education as an End Point Assessment Organisation (EPAO) for the Team Leader/Supervisor standard. LRN proudly appears on the EPAO directory as of July 2019. LRN intends to have its assessment plan and resources in place by 31/12/19. For more information, please contact us at [EPA@lrnglobal.org](mailto:EPA@lrnglobal.org).

Angelica de Paiva attended a webinar focusing on Companion Volume (CV), launched by the Council of Europe and presented by Dr. Neus Figueras. The CV was designed to complement the Common European Framework of Reference for Languages (CEFR): learning, teaching, assessment. The CEFR CV builds on the Council's continuous efforts in language education that aims at increasing international understanding, promoting lifelong learning and increasing the quality and practicality of language education in schools.

LRN is in the final phase of testing its Customer Relationship Management (CRM) platform. We expect to roll this out, for centres to utilise, by September 2019. From September, new centres will be able to make applications via the portal. Current centres will be able to raise queries, extend qualification provision, apply for new qualifications and request satellite centre applications.

From September 2019, LRN's fees and charges will change. We will share the new fees with our approved centres shortly. The key change relates to the payment of invoices. From October 2019, LRN will issue its invoices with clearer instructions for payments, including possible late payment charges for centres who **do not** pay their invoices within 7 days of issuance.

## Customer Service Targets

- 1) LRN intends to respond to emails/letters within 3 working days – (target 90%)
- 2) LRN intends to respond to complaints within 3 working days - (target 95%)
- 3) LRN intends to maintain a customer satisfaction level (based on criteria above and through its annual customer survey) – (target 90%)



## Good News

LRN's CEO Muhammed Tariq attended a graduation ceremony at the House of Commons. This was in recognition of a cohort of learners who completed their LRN Level 7 Diploma in Business Management. Learners achieved this qualification in conjunction with Cardiff Metropolitan University as part of an articulation agreement with LRN.



## Pleased to announce

- LRN has developed a suite of qualifications as part of its Young Learner English (YLE) portfolio;
- LRN's Level 7 Diploma in Business Management has been mapped to the Chartered Management Institute (CMI) standards for management and leadership;
- LRN is creating partnership working relationships with centres in Hong Kong and Bangladesh;
- LRN will be travelling overseas to carry out a number of audits and to meet both prospective and current centres in Dubai (from 20<sup>th</sup> to 22<sup>nd</sup> July), Bangladesh (from 26<sup>th</sup> July to 1<sup>st</sup> August) and Pakistan (from 2<sup>nd</sup> August to 30<sup>th</sup> August).
- LRN has established an articulation agreement with the University of Central Lancashire (UCLAN). A current list of institutions which LRN has an articulation agreement with is shown in Appendix 1;
- The first batch of learners working towards LRN's Level 7 Diploma in Teaching English to Speakers of Other Languages (ELTAD) were successfully enrolled to the University of Derby as part of LRN's articulation agreement.

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## Appendix 1

### What is an articulation agreement?

An articulation agreement is a written agreement between LRN and an institution, which recognises certain LRN qualifications as being suitable for acceptance onto a degree level program.

### How many articulation agreements are currently in force?

The table below shows the number of current agreements in place. LRN also has an understanding with a number of institutions where its qualifications are considered on a case-by-case basis.

Articulation agreements	Accepted on a case by case basis
<ul style="list-style-type: none"><li>• Bangor</li><li>• Bolton</li><li>• Chester</li><li>• Essex</li><li>• Greenwich</li><li>• Middlesex</li><li>• London Metropolitan</li><li>• Regents</li><li>• Southampton Solent</li><li>• Sunderland</li><li>• UEL</li><li>• University of Wales</li><li>• Westminster</li><li>• University of South Australia</li><li>• Derby University</li><li>• UCLAN</li><li>• Cardiff Metropolitan University</li><li>• Trinity St. David</li><li>• University of Sussex</li></ul>	<ul style="list-style-type: none"><li>• University of Worcester</li><li>• Hull</li><li>• Hertfordshire</li><li>• BPP University Business School</li><li>• Ulster</li><li>• Royal Holloway University</li><li>• University of Westminster</li></ul>



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