Quality Management Policy

This policy explains the quality of learning and support you can expect from IJF Academy, how you can contribute to improvements and where to raise concerns. It covers online learning, practical training, assessment and student services across Academy programmes, including delivery with partner organisations.

Clear information about your programme

You should have clear, accurate information about your programme's qualification, accreditation, entry requirements, learning outcomes, content, language, workload, delivery, fees, assessment and completion requirements. The Student Handbook and your programme information explain the rules that apply to your studies.

Check the Handbook and programme notices and ask for clarification if information is unclear or appears inconsistent. This policy does not change your programme's assessment, progression, resit or completion rules.

Quality in online and practical learning

Learning materials and activities should be relevant to the programme's learning outcomes and the knowledge and skills needed in judo. Online learning should provide usable resources, opportunities for interaction and tutor guidance. Practical teaching should connect with your online preparation and provide suitable facilities, equipment and supervision for the activities being taught.

Teaching and assessment should be delivered by appropriately qualified and experienced personnel. The same commitment to educational quality applies when a practical session is hosted by a partner organisation or delivered at another location.

Report unclear material, inaccessible content, technical difficulties or problems with teaching or facilities. Tell the instructor if a practical activity is unsafe. A general feedback questionnaire is not the appropriate route for an immediate safety concern.

Fair assessment and useful feedback

Assessment should relate to the published learning outcomes and criteria and be applied fairly and consistently. You should be able to understand what is required, see your recorded results and seek clarification about feedback or missing information. The Assessment and Academic Integrity Policy and the Handbook explain the academic requirements.

Use **Online Result** in **My Courses** and the test's **Test Details** to review progress. Send questions about missing or unclear results to **academy@ijf.org**.

Support and participation

You can seek guidance from your assigned tutor through the programme forum, chat or tutor email. Use a private channel for personal concerns. Tell the Academy about barriers to access or participation so that the relevant support or adjustment can be considered under the Equality Inclusion and Reasonable Adjustments Policy.

Respectful treatment, access to guidance and consideration of individual needs are part of a good learning experience. Support does not remove the programme's required learning outcomes or automatically change assessment conditions.

Your feedback and raising concerns

The programme feedback questionnaire

After programme completion, you are invited by email to an anonymous online questionnaire. The invitation gives the completion deadline. The form contains required questions and space for comments and suggestions. This is the feedback arrangement described in the Student Handbook.

Give specific, constructive feedback about what helped your learning and what could be improved. Useful topics include the clarity of content, tutor guidance, online access, assessment, practical sessions, facilities and student support. Describe the issue and its effect on your learning, and suggest an improvement where possible.

The questionnaire is an opportunity to evaluate the programme. If you need an individual response, help with a current problem or a decision on an appeal, use the relevant contact route below rather than relying on an anonymous survey.

How your feedback contributes to improvements

The Academy reviews student feedback alongside learning outcomes, assessment results and the experience of teaching and support. This helps identify strengths and problems in content, teaching, online provision, practical delivery and services. Your experience can highlight barriers that results alone do not reveal.

Feedback contributes to decisions about improvements and to checking whether changes have addressed the problem. The Academy's quality policy provides for communicating improvement updates to students and other stakeholders. Changes affecting your studies should be explained through the relevant programme information and communication channels.

You should be able to offer constructive criticism or raise a concern in good faith without disadvantage. Keep your comments respectful and factual. Suggestions are considered alongside educational requirements and other evidence; they do not automatically change programme rules.

Getting help or making a complaint

For Academy enquiries, use **Contact Us** in English, including your name, country, programme and request. For a complaint or appeal, select **"Complain"** or **"Appeal"** and describe the matter in detail. The Head of Institution communicates the final appeal decision under the Handbook procedure.

Use this route to raise concerns about the quality of teaching, support or facilities, or to challenge an Academy decision, including an assessment result. You do not need to wait for the end-of-programme questionnaire to ask for help or raise a concern.

Privacy when giving feedback

Avoid including unnecessary personal or sensitive information in feedback. Use private communication for health information, personal circumstances or allegations involving another person. Information used to review and improve provision must be handled in accordance with the Privacy and Data Protection Policy.

Student Handbook | Contact Us