

## Quality assurance for reruns of existing FutureLearn Courses



Hopefully once your course has run for the first time, it is unlikely to need changes significant enough to warrant full quality assurance for subsequent runs.

Please complete this ten point checklist for all course reruns at least two weeks before the course start date:

- 1 I have reviewed the QA document from the first course run and acted upon any outstanding feedback from FutureLearn that has not been resolved previously.
- 2 I have evaluated the previous run of the course by looking at survey data, learner's comments and other resources to improve this course run and better deliver to our learners' needs.
- 3 I have ensured that all information referring to the platform is up-to-date (placement of icons on the page), and if new functionality has been added to the course (eg. Study Groups), prompts for learners have been added where it is appropriate.
- 4 I have checked for time-sensitive copy (dates and times of events, references to current events as 'this year' or 'last month', etc.).
- 5 I have checked that all external links, related links and downloadable resources within the course run are working and are accessible.
- 6 I have checked that all platform-specific links point to the current course run, and not a previous course run.
- 7 I have advised my Partnership Manager of any additional emails that I intend to send to learners before, during and after the course run.
- 8 I have removed any references to old commercial models, eg. If the rerun is an upgradeable course and the previous run was not, I have removed any references to the purchase of Certificates from the previous run.
- 9 I have alerted my Partnership Manager of any 'live' events during my course, and/or removed references to 'live' events from previous runs.
- 10 If my course uses the lead generation tool, I have checked that the copy on the 'Register Your Interest' page is still valid, or otherwise provided new copy and/or registration deadlines to my Partnership Manager and an updated tracking link is provided to the pathway course/offering.

Once you have met these expectations, your Partnership Manager will create the post-course survey link and commit to approving any emails you have submitted for this run. If you have not demonstrated that you have met these expectations two weeks prior to the course run, FutureLearn reserves the right to postpone or decline to continue offering the course on the platform.