

## COURSE DELIVERY POLICY AND PROCEDURE

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This policy is reviewed periodically and any updates will be published on this website, effective upon posting. For significant changes, we may also notify you directly or highlight the update prominently. This policy outlines the commitment to ensuring a high-quality learning experience for learners enrolled in various programmes. The purpose is to promote consistency and excellence in the delivery of all programmes, ensuring learners have access to diverse learning resources, adequate academic and administrative support, appropriate assessments, and a learner-centered approach throughout their learning journey.

The Course Delivery Policy and Procedure applies to the following stakeholders involved in the design, delivery, and support of learning programmes:

- Learners
- Academic Staff
- Program Coordinators
- Supporting Staff

### 1. Who we Are

- 1.1. ALX Holdings Limited, a private company registered in Mauritius under licence number GB24203649 and with its registered office address at 5th Floor, The CORE Building, No. 62, ICT Avenue, Cybercity, Ebene, Mauritius (“ALX”, “we” or “us”). Any reference to the Company includes its parent, subsidiaries, affiliates, and successors.
- 1.2. We act as a ‘controller’ of the personal data to all information collected through our website (www.alxafrica.com), “Website”, “ALX Africa” or collected for the Services, as identified below.

### 2. Purpose and Scope

- 2.1. The purpose of the Course Delivery Policy and Procedure is to:
  - 2.1.1. Enhance learner Learning Experiences: Provide a clear framework to ensure that courses are designed and delivered in ways that prioritize learner engagement, understanding, and success.
  - 2.1.2. Support Academic Achievement: Establish a system that empowers learners to meet their academic and professional goals through accessible, well-structured, and high-quality learning experiences.
  - 2.1.3. Promote Equity and Inclusivity: Ensure that all learners, regardless of their background or mode of study, receive equitable access to learning resources, support services, and opportunities to succeed.

- 2.1.4. Foster Lifelong Learning: Create a foundation for learners to develop skills and knowledge that support their personal and professional growth beyond the course.
- 2.1.5. Maintain Trust and Accountability: Ensure learners receive a consistent, reliable, and supportive experience that aligns with institutional values and regulatory standards.
- 2.2. This policy focuses on the needs and experiences of learners enrolled in learning programmes by covering:
  - 2.2.1. Programmes: All courses and programmes available to learners, including online, hybrid, and in-person learning options.
  - 2.2.2. Learner Support Activities: Access to academic resources, including course materials, guidance from facilitators, and peer support, and the availability of technical and administrative support to ensure smooth learning experiences.
  - 2.2.3. Learning Outcomes: Alignment of course delivery with clearly defined and achievable learning outcomes that directly benefit learners.
  - 2.2.4. Stakeholders Directly Supporting learners: Facilitators, tutors, and administrative staff committed to providing learners with personalized, timely, and effective support.

### 3. Principles

- 3.1. The process is guided by the following principles; learner-Centered Learning, Equity and Inclusivity, Quality and Consistency, Access to Support, Accountability and Transparency, Continuous Improvement, Engagement and Participation, Flexibility and Adaptability, Collaborative Learning and Respect for Diversity.

### 4. Definitions

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<b>Equity and Inclusivity</b>	Principles that ensure that all learners, regardless of their background, ability, or mode of study, have equal access to learning resources, support services, and opportunities to succeed in their programs.
<b>Formative Assessment</b>	Ongoing assessments used to monitor learner progress and provide feedback during the learning process, helping learners identify strengths and areas for improvement before the final evaluation.
<b>Interactive Learning</b>	A learning method that encourages active learner participation through discussions, activities, group work, and practical

	applications to enhance engagement and deeper understanding.
<b>Learner Engagement</b>	The involvement of learners in the learning process, including participation in activities, discussions, assessments, and interactions with facilitators and peers, aimed at enhancing their overall learning experience.
<b>Learner Support Services</b>	A range of services offered to assist learners throughout their learning journey, including academic advising, tutoring, counseling, technical support, and career development services.
<b>Lifelong Learning</b>	Lifelong learning is a continuous, voluntary, and self-motivated pursuit of knowledge and skills that occurs across all stages of life. It encompasses formal, non-formal, and informal learning in various contexts, integrating a life-wide, life-deep, and lifelong perspective. This process fosters the acquisition of knowledge, understanding, attitudes, values, and competencies essential for personal development, social and economic well-being, democratic citizenship, cultural identity, and employability, contributing to holistic individual and societal growth.
<b>Summative Assessment</b>	Final evaluations that measure learner learning at the end of a module or programme to determine if learning outcomes have been met and assess overall learner performance.

## 6. Enhance Learning Experiences

- 6.1. **Learner-Centered Programme Design:** Ensure that course design prioritizes learner engagement by incorporating interactive and practical learning methods, such as group projects, webinars, and real-time interactions. Content should progressively build knowledge, starting from basic to advanced concepts, allowing for mastery of fundamental concepts before moving on to complex applications.
- 6.2. **Personalized Learning Pathways:** Provide flexibility in how learners engage with content by offering multiple learning tracks within longer courses. These tracks can be tailored to suit diverse learner needs, allowing learners to choose paths that align with their interests, prior knowledge, or career goals. Each track may include a combination of video tutorials, pre-recordings, online sessions, and other resources to support individualized learning experiences.
- 6.3. **Active Learning Strategies:** Incorporate activities such as interactive webinars, peer collaboration, and formative assessments that encourage active learning. This helps learners stay engaged with the content and allows them to apply new knowledge immediately.
- 6.4. **Supportive Learning Environment:** Create an environment where learners feel confident in seeking help. Provide clear communication channels for engagement with facilitators through email, messaging platforms, and virtual office hours.

- 6.5. Incorporation of Digital Learning Tools: Integrate modern digital resources like videos, podcasts, and online simulations to create a rich learning experience that meets diverse learning styles and enhances understanding.

## **7. Support Academic Achievement**

- 7.1. Academic Support Services: Provide tutoring and mentoring services to assist learners with course material, clarify concepts, and address academic challenges.
- 7.2. Progress Tracking and Targeted Interventions: Facilitators must track learner progress regularly through the LMS, using formative assessments to identify learners who may need additional support. These interventions can be tailored to individual needs to ensure learners stay on track to meet learning outcomes.
- 7.3. Transparent Feedback Mechanism: Offer timely, constructive feedback on assignments, assessments, and progress to help learners understand their strengths and areas for improvement.
- 7.4. Academic Counselling: Academic advisors can support learners in setting personalized learning goals and navigating their academic path.

## **8. Promote Equity and Inclusivity**

- 8.1. Universal Design for Learning: Ensure all learning materials are accessible to all learners, regardless of their background.
- 8.2. Equitable Access to Resources: All learners, regardless of their location, should have equal access to learning platforms, sessions, academic counseling, and other learner support services. Learning is primarily conducted online, with additional support provided through regional hubs. As part of the registration process, learners are required to register at their nearest hub, ensuring access to localized support and resources tailored to their needs.
- 8.3. Diverse Learning Materials: Incorporate a variety of perspectives and learning resources that are culturally inclusive, respecting and celebrating learner diversity.
- 8.4. Support for Non-Traditional learners: Ensure that the needs of non-traditional learners, including those with disabilities, working professionals, and those with family obligations, are met by offering flexible scheduling, additional tutoring support, and adaptable learning resources.

## **9. Foster Lifelong Learning**

- 9.1. Encouraging Self-Directed Learning: Equip learners with the skills and mindset for lifelong learning by promoting critical thinking, problem-solving, and self-assessment practices throughout their studies.

- 9.2. Career and Professional Development: Provide resources and opportunities for learners to engage in professional growth activities, such as networking events, internships, or sessions on soft skills, career planning, and job market trends.
- 9.3. Reflection and Continuous Improvement: Encourage learners to engage in self-reflection, reviewing their learning journey and setting goals for future development. This can be facilitated through structured reflection activities, portfolios, and learning logs.
- 9.4. Alumni Engagement: Foster an active alumni network that provides ongoing learning opportunities and mentoring after completion, enabling learners to remain connected with the institution and continue their professional development.

## **10. Maintain Trust and Accountability**

- 10.1. Transparent Communication: Ensure that learners receive clear and consistent information.
- 10.2. Accountability in Programme Delivery: Institutional policies must support academic integrity, maintaining consistent standards across all programmes. Learners should be held accountable for meeting learning outcomes through structured assessments, while academic staff are responsible for providing high-quality learning experiences.
- 10.3. Evaluation and Feedback Loops: Regularly evaluate the quality of learning, learning materials, and support services through learner feedback surveys and programme reviews.
- 10.4. Regulatory Compliance: Ensure that all academic practices comply with accreditation standards, and that programme outcomes.

## **11. Programme Design and Development**

- 11.1. Staff Expertise in Programme Design and Development
  - 11.1.1. Programs and learning materials will be designed and developed by academic staff who are subject matter experts with strong instructional design skills and proficiency in the tools used for online learning. External experts may be involved to ensure content remains relevant, current, and of high quality.
  - 11.1.2. New academic staff will receive guidance on how to create and facilitate learning materials, effectively use the Learning Management System (LMS), deliver webinars, and engage with learners through virtual tools, ensuring they are well-equipped to support your learning needs.
- 11.2. Programme Design and Development Process
  - 11.2.1. The following principles guide the design and development of learning programmes and materials, ensuring that your learning experience is engaging, clear, and effective: (1) Alignment with Qualification Goals, (2) Logical Learning Progression, (3) Engaging Learning Resources, (4) Opportunities for Engagement, (5) Accessible Learning and (6) Aligned Assessments.
- 11.3. The programme development process includes:

- 11.3.1. Approval
- 11.3.2. Content creation by subject matter experts who use templates and technical features of the LMS to create engaging and accessible learning materials.
- 11.3.3. Development of multimedia resources, including pre-recorded webinars and video recordings, by trained staff.
- 11.3.4. Regular reviews by academic leadership to ensure the programme meets your needs and is up-to-date.
- 11.3.5. Final approval of the programme design and materials by academic leaders before they are made available to learners.
- 11.4. Your programme will include (but not limited to):
  - 11.4.1. Study Guides: These will include detailed module information, learning outcomes, assessment criteria, and additional resources to guide your learning journey.
  - 11.4.2. Multimedia Content: Videos, webinars, and sessions (both in-house and from vetted external sources) will supplement the learning materials.
  - 11.4.3. Text-based Resources: Additional written materials will be provided to support multimedia content and further enhance your understanding.

## **12. Learning and Learning Activities**

- 12.1. The learner learning is supported through activities such as:
  - 12.1.1. Tutorials and formative assessment activities.
  - 12.1.2. Interactive webinars and sessions.
  - 12.1.3. Pre-recorded video tutorials.
  - 12.1.4. Group and individual projects.
  - 12.1.5. Engagement with facilitators and peers via discussion forums and messaging platforms.
  - 12.1.6. One-on-one facilitator support through virtual meetings.

## **13. Programme Delivery**

- 13.1. Our programme delivery is designed to enhance your learning experience, helping you progress from foundational knowledge to more advanced skills and applications.
- 13.2. Features of Programme Delivery that you might expect within your program:
  - 13.2.1. Study Guides: You will receive comprehensive study guides that outline module overviews, learning outcomes, and direct you to relevant resources, helping you stay organized and on track
  - 13.2.2. Pre-recorded Tutorials: These tutorials, with practical examples, will allow you to learn at your own pace and revisit difficult concepts as needed, ensuring you can fully grasp the material before moving on.

- 13.2.3. Interactive Webinars: Live sessions with your facilitators will offer you the chance to engage in real-time discussions, ask questions, and clarify any doubts, promoting a more interactive and connected learning experience.
  - 13.2.4. Multimedia Resources: A range of additional resources like videos, articles, and infographics will be provided to further enrich your understanding and provide diverse ways to learn the material.
  - 13.2.5. Practical Examples: To make abstract concepts more relatable, practical examples will be used throughout the course, helping you apply what you've learned to real-world situations.
  - 13.2.6. Formative and Summative Assessments: Assessments are an integral part of your learning journey, designed to evaluate your knowledge and skills. Both formative (ongoing) and summative (final) assessments will help measure your progress and give you the opportunity to improve.
  - 13.2.7. Integrated Assessments: Some modules may be grouped within a quarter to show how they connect to one another, with integrated assessments helping to provide a comprehensive evaluation of your learning across multiple topics.
- 13.3. Learner Access to Learning Platforms
- 13.3.1. You will access all your learning materials through our Learning Management System (LMS), which is compatible with laptops, desktops, tablets, and smartphones. This allows you to study wherever you are, on the device that suits you best.
  - 13.3.2. Downloadable Content: Whenever possible and permitted by copyright laws, you will have the option to download materials, so you can continue studying offline.
  - 13.3.3. Technical Requirements: To ensure you can fully engage with the programme, you'll need access to a personal computer that meets the minimum technical specifications. If needed, options for financing or obtaining devices will be available to you.

## **14. Academic Support and Resources**

- 14.1. The institution is committed to supporting learners in achieving their academic goals by providing a variety of resources and services designed to enhance learning and personal development.
- 14.2. Tutoring Services
  - 14.2.1. Individual and Group Sessions: Tutoring support is available to assist learners with course material and challenging topics. Learners can schedule one-on-one sessions or participate in group study sessions.
  - 14.2.2. Specialized Assistance: Subject-matter experts and peer tutors are available to provide targeted support in specific areas of study.
- 14.3. Academic Counselling

- 14.3.1. Guidance and Planning: Academic advisors are available to help learners create personalized study plans, address academic challenges, and set achievable goals.
- 14.3.2. Progress Monitoring: learners can meet with counselors regularly to review their academic progress and receive recommendations for improvement.
- 14.4. Community Leaders
  - 14.4.1. Peer Support: Designated community leaders or learner mentors provide peer-based support, helping learners navigate the academic environment and connect with resources.
  - 14.4.2. Study Groups and Sessions: Community leaders may organize study groups, sessions, or seminars to promote collaborative learning and skill development.
- 14.5. Office Hours
  - 14.5.1. Access to Faculty: Instructors and lecturers hold regular office hours where learners can seek clarification on course material, discuss academic concerns, or receive feedback on their work.
- 14.6. Designated Hubs
  - 14.6.1. Regional Support Centers: The institution has established designated hubs in various countries to provide localized support and resources to learners.
  - 14.6.2. In-Person Assistance: These hubs offer access to tutors, academic counselors, and community leaders, as well as opportunities for peer interaction and collaboration.
  - 14.6.3. Facilities and Events: learners can utilize study spaces, attend sessions, and participate in academic events hosted at the hubs.
- 14.7. Additional Resources
  - 14.7.1. Learning Platforms: Access to online learning platforms, course materials, and supplementary resources is provided to support independent study.
  - 14.7.2. Sessions and Seminars: Learners are encouraged to participate in academic sessions and skills development seminars to enhance their learning experience.
  - 14.7.3. By leveraging these academic support services and resources, learners are encouraged to take an active role in their program and achieve their full potential.

## **15. How to Contact us**

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Mauritius

Email: [support@alxafrica.com](mailto:support@alxafrica.com)

You agree that the only way to provide us legal notice is at the above email and physical address.