

Quick Start Guide to Becoming a GA TEFL Course Centre-Distributor

An introduction to the GA TEFL Courses

GA is an Ofqual-recognised Awarding Organisation based in the UK, offering a wide range of academic, professional and vocational qualifications and examinations, which are recognised and valued by employers and educational institutions worldwide.

Qualification and Course Title	QAN
Level 3 Certificate in Teaching English as a Foreign Language	603/0150/8
Level 3 Award in Teaching Business English	603/3144/6
Level 3 Award in Teaching English One-to-One	603/3145/8
Level 3 Award in Teaching English to Young Learners	603/3146/X
Level 3 Award in Awareness of Grammar for Teaching English as a Foreign Language	603/3141/0
Level 3 Award in Teaching English Online	603/6266/2
Level 3 Award in Principles and Practices of Lesson Planning	603/3147/1
GA Level 4 Award in Business Skills for Teaching English as a Foreign Language	610/0858/8
GA Level 4 Award in Digital Marketing Skills for Teaching English as a Foreign Language	610/0859/X
Level 5 Certificate in Teaching English as a Foreign Language	603/3954/8
Level 5 Diploma in Teaching English as a Foreign Language	603/3955/X
Level 5 Award in Teaching Business English	603/6246/7
Level 5 Award in Teaching English One-to-One and Online	603/6245/5
Level 5 Award in Teaching Other Subjects in English (CLIL)	603/7479/2
Practical Lesson Delivery in Teaching English as a Foreign Language (Level 3 Unit Certificate) <i>(available to Centres with full Qualification Approval for TEFL qualifications)</i>	K/615/0617

For more information and detailed Qualification Specifications for each of the GA TEFL qualifications, please visit the GA website: www.gatehouseawards.org

The GA TEFL Centre-Distributor Model

The GA TEFL courses and qualifications are sold to candidates through a network of GA centre-distributors around the world.

The courses are available online and provided by GA directly.

Assessment of candidates is external, i.e. all assessment decisions are made by specialist GA staff in the UK.

Selected Centre-Distributors may also provide classroom-based training for candidates.

Benefits of Becoming a GA TEFL Centre-Distributor

In addition to the more obvious advantages of becoming a GA TEFL Centre-Distributor, such as the opportunity to open a new income stream, using TEFL to develop your training business, or having access to our brand, GA supports its Centre-Distributors in a number of ways.

All our Centre-Distributors are:

- provided with a Certificate of Approval
- provided with full training on the administration of GA TEFL courses
- offered marketing and technical support
- provided with access to the Ark, GA's online system, to register candidates and download certificates for onwards distribution to successful candidates
- authorised to act as an authorised GA Centre-Distributor and to use the GA logo

Roles and Responsibilities of a Centre-Distributor

A GA TEFL Centre-Distributor is authorised by GA to develop the market for GA TEFL products by promoting and selling the online course packages and providing support to candidates.

A GA TEFL Centre-Distributor must meet and maintain adherence to the GA Centre Approval Criteria. Approval is renewable annually. On-going adherence to the relevant Centre Approval Criteria will be monitored by GA.

GA TEFL Centre-Distributor Objectives

The objectives of a GA TEFL Centre-Distributor should be as follows:

- to increase the sale of GA TEFL courses year on year
- to ensure GA's guidelines and standards are upheld at all times
- to ensure efficient operations when marketing and delivering GA TEFL courses
- to provide excellent customer service
- to feedback product and market information to GA

The GA TEFL Centre-Distributor Role

GA TEFL Centre-Distributors undertake a number of functions in order to successfully promote, administer and offer after sales support and services for GA TEFL candidates.

Below, the key functions have been outlined in order to give you a brief insight into what is expected.

More information and training is available to GA TEFL Centre-Distributors in each of these areas once their centre approval application has been granted.

It is the role of a GA TEFL Centre-Distributors to:

1. Perform business functions

GA TEFL Centre-Distributors are expected to actively promote the GA TEFL courses and online programmes. This will include:

- establishing and maintaining contacts with businesses and English language schools and training providers
- identifying and exploiting opportunities for GA TEFL courses and qualifications
- promoting and marketing GA TEFL courses and qualifications
- undertaking regular market research and being aware of competitor's products and services
- reporting activities to GA

2. Perform administrative functions – enrolment stage

It is the Centre-Distributor's responsibility to manage the administration of candidate enrolment.

This will include:

- checking that the candidate's level of English language proficiency is C1 level (or above, if the candidate is not a native English speaker)
- conducting pre-enrolment activities* to ensure the candidate meets the entry requirements for the particular TEFL course and qualification
- confirming the identity of each candidate
- registering the candidate on the Ark for the correct TEFL product

*Pre-Enrolment Activities: further information

Pre-enrolment activities are mandatory and should confirm that the course the candidate wishes to enrol on is appropriate and confirm that the candidate has the ability to study at the level of the course and qualification selected.

GA provides Centre-Distributors with suitable pre-enrolment tasks. These are contained within the Candidate Application Form. The candidate's responses to the pre-enrolment tasks must be evaluated by the Centre-Distributor and confirmed as providing sufficient evidence that the candidate is enrolling on a suitable programme.

Should a Centre-Distributor wish to use alternative pre-enrolment activities, these should be agreed in advance with GA so that the proposed activities can be evaluated and confirmed as fit for purpose.

3. Provide excellent customer service

It is important that the highest standards of customer service are provided. For the GA TEFL courses, this will include:

- ensuring that information, advice and guidance provided about the course, qualification and GA is clear and unambiguous
- being an accessible point of contact for candidates

4. Perform administrative functions – programme duration and end stages

Although the majority of candidates progress through their programme of study easily with direct support and communication from GA, there are occasions where the Centre-Distributor is required to perform additional administrative functions.

These may include:

- assisting GA with investigation into malpractice, e.g. where a candidate is suspected of plagiarism or collusion, where candidates are not able or willing to cooperate with GA directly
- providing candidates with details of any changes to course requirements, where this is not communicated directly to them
- answering candidates' enquiries relating to the qualification or administrative arrangements, e.g. the certification process (please note, the candidate's GA tutor will be the main point of contact for academic enquiries)
- any other general administrative duties relating to internal documentation and candidate/other stakeholder enquiries
- ensuring that successful candidates receive their e-certificate once it has been awarded
- providing GA with candidate application forms, pre-enrolment responses and copies of candidate ID documentation upon request

5. Offer additional teaching services*

*please see **The Process of Becoming a GA TEFL Course Centre-Distributor, Step 2**, below.

By offering additional services, you can potentially increase your GA TEFL sales and exploit further training opportunities. These may include:

- classroom-based short courses (10-20 hours) leading to additional certification for learners
- classroom-based courses leading to an Award-sized TEFL qualification
- classroom-based courses leading to a Certificate or Diploma TEFL qualification

The above could be delivered alongside GA's online TEFL courses and may be internally or externally assessed, dependant on the skills and experience of the Centre-Distributor's staff team.

The Process of Becoming a GA TEFL Course Centre-Distributor

The process of becoming a Centre-Distributor is straightforward, but approval does depend on the potential Centre-Distributor meeting a number of requirements.

Step 1

Potential Centre-Distributor should first read this document, the Quick Start Guide to Becoming a GA TEFL Course Centre-Distributor, before considering taking any further action.

Decide if your organisation is **A** or **B** from the options below.

A. If the Centre-Distributor is already a GA Approved Centre:

They are required to maintain their approved centre status and sign the GA TEFL Distributor Agreement, submitting this to approvals@gatehouseawards.org

B. If the Centre-Distributor is NOT already a GA Approved Centre:

They are required to make an application for Centre Approval. Information about how to do this, alongside with the Criteria for Centre Approval, can be found on the Become a Centre page of the GA website www.gatehouseawards.org

Step 2 (optional)

If the Centre-Distributor wishes to offer additional teaching services and combine the GA online TEFL offer with their own internal classroom-based provision:

The Centre-Distributor is required to additionally complete and submit a Qualification Approval form, available on the Become a Centre page of the GA website www.gatehouseawards.org

Please note that the expertise, experience and qualifications of delivery and quality assurance staff will be checked prior to a Centre-Distributor being authorised to deliver TEFL using their own teaching services.

Step 3

GA will consider the application and a decision will be made to:

Accept the Application - Centre Approval will be granted (where the Centre-Distributor was not previously an approved centre) and the Distributor Agreement accepted as evidence that the Centre-Distributor agrees to all applicable terms and conditions.

Reject the Application – the Centre-Distributor will be notified that they have not been successful in their application.

GA may decide to undertake a credit check on the prospective Centre-Distributor before processing the application and will take into account all available information about the Centre-Distributor when processing the application. The application for approval is subject to GA's Terms and Conditions of Business. For further details on GA's policies, procedures and related documentation, please refer to the GA website www.gatehouseawards.org