**ANNUAL AND INTERIM COURSE REVIEW**

**1   ANNUAL REVIEW**

1.1   The Company reviews and updates the course content every year. Details of the course and materials are set out below.

1.2   For SQE1 all course content is available online. The student is also sent:

    1.2.1   a welcome message containing the course welcome pack;
    1.2.2   course schedule;
    1.2.3   workshops/strategy sessions schedule;
    1.2.4   hardcopy and online materials namely study guide volume 1 and study guide volume 2;
    1.2.5   hardcopy and online final revision guide, accessible via the Digital Bookshelf;
    1.2.6   student handbook;
    1.2.7   form to request additional support; and
    1.2.8   exam booking and registration guides.

1.3   For SQE2 all course content is available online. The student is also sent:

    1.3.1   a welcome message containing the course welcome pack;
    1.3.2   workshops/strategy sessions schedule;
    1.3.3   a hardcopy study guide also accessible via the Digital Bookshelf;
    1.3.4   student handbook; and
    1.3.5   form to request additional support.

1.4   The course materials are reviewed for accuracy and currency by the Company's course designers. The course designers are subject matter experts in their field. They have access to Lexis Nexis and other learning resources that deliver notifications to the user when there are updates made to relevant legislation, statute, law etc. The senior tutor has notifications set up that come straight to their email with any relevant updates to the law.

1.5   The subject matter experts are a mix of employees and contractors and are all qualified solicitors or barristers in the UK.

1.6   The learning directors and operations team keep track of the changes made and / or suggested by the course designers and ensure the practical implementation of updates identified during the review process. The annual review occurs in April each year, as a post course debrief. The learning and operations teams meet to discuss development and improvements that are needed to the courses. These decisions are made with reference to student feedback, feedback from learning coaches and tutors as well as industry standards in education that the Company staff have identified at various events throughout the year. The suggested changes and reasons for those changes are recorded in a spreadsheet. This spreadsheet is then circulated to the relevant teams within the Company to ensure any suggested changes to the courses are made in a timely manner.

1.7   The review incorporates changes in substantive law, legal practice guidelines and changes to external assessment regulations or requirements. The Company learning directors lead on the course content update process.

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## 2   INTERIM REVIEW

2.1   The Company operates an interim supplemental update process where the course content is reviewed and updated. The supplemental review considers exam content cut off dates. The Company ensures that only updates relevant to upcoming exams are added into the course. The cut-off date for examinable legal updates, as set out by the Solicitors Regulation Authority ("**SRA**"), is 4 months ahead of the exam. The Company adhere to this cut off, ensuring all relevant updates by the SRA are added to the course up to the cut-off date. The date changes each year depending on the sitting and dates specified for each exam by the SRA.

2.2   The course materials are reviewed for accuracy and currency by the Company's course designers as directed by the learning team.

2.3   The learning directors and operations team keep track of the changes made / suggested by the course designers and ensure the practical implementation of updates identified during the review process are implemented.

2.4   Any interim developments in law and practice are managed by the supplemental update process and if significant changes are required content may be rewritten / reproduced as required, and before the annual review occurs where necessary.

2.5   For the SQE courses there is a review 4 months prior to the exam to check for any changes to the law or assessment that may be relevant to the current students.  While textbooks and materials are already completed at this stage the Company provide supplemental updates 4 months out from the exam, where required.

## 3   STUDENT FEEDBACK

3.1   The Company collects student feedback after each course ends and this feedback is analysed and incorporated into course updates. This process is predominantly led by the operations team with input from learning teams and course designers. For SQE2, feedback is collected throughout the duration of the course so students can give specific feedback on each topic / section of the course. Students can give a star rating of a maximum of 5 stars and give written feedback which can be done anonymously.

3.2   The feedback questionnaire requests information from students on course structure, content, and preparedness for assessments.

3.3   The learning team collate the feedback and identify areas where content is performing less favourably. These areas are reviewed by the learning team and updates are implemented accordingly into the next iteration of the course.  If any significant issues are identified with course content at any stage of a new course, then changes may be made to content within that course iteration.

3.4   The analysis of the feedback is reviewed to determine if there are any groups of students that are identifying issues with the course content or delivery. For example, if students on shorter courses are rating the course or delivery less favourable than those on a longer course.

3.5   Comparison of feedback with previous cohorts is compiled and reviewed to determine if student satisfaction levels are changing / improving and to determine if any actions which have been implemented from previous rounds of feedback has improved feedback scores.

3.6   The Head of Learning leads a monthly review meeting of the SQE courses. These meetings review results of any feedback. As there are three course lengths preparing for each SQE1 exam and two course lengths preparing for each SQE2 exam, each month there is generally new feedback that needs to be reviewed. Each course operates an onboarding survey and a

completion survey. The onboarding survey requests feedback on marketing, first impressions, enrolment, initial thoughts on the PSP and course content. The completion survey requests feedback on course length, materials throughout the course, support received from tutors, and level of preparedness for the exam itself. Feedback is collated and discussed at the monthly review meetings, where actions are agreed by the learning and operations teams to improve future courses.

3.7 Actions from the monthly review are then shared with the relevant members of the Company leadership teams and learning teams depending on what actions are required. The actions are shared via email through a document that sets out each individual teams' tasks to implement updates that are required to be implemented for the next iteration.

3.8 The Company is in the process of creating a dashboard where feedback will accumulate and be stored.

3.9 As part of the review process, the Company analyse the results from each sitting of exams to determine if any changes to content need to be implemented. Analysis will include reviewing results against several key measures, for example, pass rates compared to the national average, performance by various course lengths, and performance by previous qualification. If anomalies are identified in any of these key measures, then a plan will be formulated to adjust content to address the issues identified for any outlying groups.

## 4 DESIGN AND REVIEW PROCESS BEFORE CONTENT IS RELEASED

4.1 The company's learning content goes through a thorough design and review process before being released to students. This process not only confirms that the content is accurate and in line with examiner guidelines but also ensures that content is delivered to students in an interactive, pedagogically appropriate format, for the specific course being undertaken. The Company's experience of delivering online courses for 50+ years, along with the use of data analytics, enables them to design courses that are focused on achieving above average outcomes for students. Content is created by subject matter experts in their field who follow a specific Company design brief to ensure high quality and consistent material is delivered to students. The courses initially prepare students for SQE1 and then move on to SQE2. The two courses are linked. There is a revision / diagnostic SQE1 module ahead of SQE2 for students who have taken a break from study between the two exams or have been exempt from SQE1. The courses are taught through the PSP, an intuitive learning platform that enables a consistent tone and application of studies throughout both SQE1 and SQE2 courses.

4.2 The learning teams and subject matter experts are continuously improving on the courses through the methods listed throughout this document to ensure students are adequately prepared for the exams and provide credible preparation to students for the relevant award e.g., qualifying as a solicitor.

## 5 LEARNING MANAGEMENT SYSTEM AND SUBJECT MATTER EXPERTS

5.1 All the Company students access courses via the Company Learning Management System ("**LMS**") otherwise known as the PSP. The LMS is home grown and is supported by the US team. Each of the Company courses has a separate LMS "instance". Each of these separate instances are built and populated with content by the UK operations team. All content for UK courses is developed in the UK by both employed and contracted subject matter experts. This content is finally reviewed by the US content team before publishing to ensure accuracy and compliance with the Parent Company standards.