

# CREANGLAIS – TRAINER CONTINUITY PROCEDURE / PROCÉDURE DE CONTINUITÉ DU FORMATEUR

**Trainer / Formateur :** Mme LOIZOU, Karen

**Organization / Organisation :** Creanglais

**Legal Status / Statut juridique :** Auto-entrepreneur

**Date :** 26.02.16

**Version :** 1.0

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## **1 PURPOSE / OBJECTIF**

This procedure ensures continuity of training if the solo trainer is temporarily unavailable due to illness, personal emergency, or technical issues.

Cette procédure garantit la continuité de la formation si le formateur unique est temporairement indisponible pour cause de maladie, d'urgence personnelle ou problème technique.

It complies with Qualiopi Criteria 4, 5, and 7 and ensures learners progress without disruption.

Elle est conforme aux critères Qualiopi 4, 5 et 7 et assure que les apprenants continuent de progresser sans interruption.

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## **2 SCOPE / CHAMP D'APPLICATION**

Applies to all training programs delivered by Creanglais:

S'applique à tous les programmes de formation proposés par Creanglais :

- General English (A1–C2) / Anglais général
  - Business English / Anglais des affaires
  - Exam preparation (TOEIC) / Préparation aux examens
  - Online, in-person, or blended courses / Cours en ligne, présentiel ou mixte
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## **3 RESPONSIBILITIES / RESPONSABILITÉS**

<b>Role / Rôle</b>	<b>Responsibility / Responsabilité</b>
Trainer (Solo) / Formateur solo	Implement procedure, communicate with learners, provide self-study resources, reschedule sessions if needed / Mettre en œuvre la procédure, communiquer avec les apprenants, fournir des ressources d'auto-apprentissage, reprogrammer les sessions si nécessaire
Learner / Apprenant	Follow self-study modules, report issues promptly / Suivre les modules d'auto-apprentissage, signaler rapidement tout problème
Quality Manager / Trainer / Responsable qualité	Maintain documentation, update risk register, review procedure annually / Maintenir la documentation, mettre à jour le registre des risques, revoir la procédure chaque année

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## **PROCEDURE / PROCÉDURE**

### **4.1 Risk Identification / Identification des risques**

- Trainer unavailability (illness, emergency, technical issues)  
Indisponibilité du formateur (maladie, urgence, problème technique)

### **4.2 Preventive Measures / Mesures préventives**

- Structured lesson plans prepared in advance / Plans de cours structurés préparés à l'avance
- CEFR-aligned course materials stored in cloud / Matériaux alignés CECR stockés dans le cloud
- Pre-recorded lessons and exercises ready / Leçons et exercices préenregistrés prêts à l'accès
- Clear course progression tracker / Suivi clair de la progression

### **4.3 Corrective Actions / Actions correctives**

#### **Step 1 – Immediate Communication / Communication immédiate**

- Notify learners within 24 hours / Informer les apprenants dans les 24 heures
- Explain temporary self-study options or rescheduling / Expliquer les options temporaires d'auto-apprentissage ou la reprogrammation

#### **Step 2 – Provide Continuity / Assurer la continuité**

#### **Option A – Asynchronous learning modules / Modules asynchrones**

- Videos, PDFs, exercises, answer keys / Vidéos, PDFs, exercices, corrigés
- Accessible via LMS or secure cloud folder / Accessibles via LMS ou cloud sécurisé

## **Option B – Reschedule live sessions / Reprogrammer les sessions en direct**

- Find mutually convenient dates / Trouver des dates convenables pour tous
- Document new schedule in learner file / Documenter le nouveau planning dans le dossier de l'apprenant

## **Step 3 – Documentation / Documentation**

- Update learner file with communication, self-study module, and rescheduled sessions / Mettre à jour le dossier de l'apprenant avec communication, module utilisé et sessions reprogrammées
- Record in risk register / Enregistrer dans le registre des risques

## **Step 4 – Follow-Up / Suivi**

- Check learner progress after the absence / Vérifier la progression de l'apprenant après l'absence
- Collect feedback on continuity effectiveness / Recueillir les retours sur l'efficacité de la continuité

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## **5 DOCUMENTATION AND TRACEABILITY / DOCUMENTATION ET TRAÇABILITÉ**

- Risk Register / Registre des risques : Lists “Trainer unavailability” / Liste “Indisponibilité du formateur” avec actions préventives et correctives
- Learner File / Dossier apprenant : Includes self-study module access, communication logs, and rescheduled session records / Inclut accès aux modules, logs de communication et sessions reprogrammées
- Quality Review / Revue qualité : Procedure effectiveness reviewed annually / Efficacité revue chaque année

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## **6 AUDIT NOTES / NOTES D'AUDIT**

This procedure demonstrates / Cette procédure montre :

- Anticipation of high-risk events / Anticipation des événements à risque

- Formalized process despite solo status / Processus formalisé malgré le statut solo
- Traceable corrective actions / Actions correctives traçables
- Learner progression continuity / Continuité de la progression des apprenants

## **Auditors can see evidence in / Les auditeurs peuvent voir des preuves dans :**

1. Risk register / Registre des risques
2. Structured lesson plans / plans de cours structurés
3. Communication templates / Modèles de communication
4. Updated learner files / Dossiers apprenants mis à jour

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## **7 REVISION HISTORY / HISTORIQUE DES RÉVISIONS**

<b>Version</b>	<b>Date</b>	<b>Author / Auteur</b>	<b>Description</b>
1.0	26.02.16	Karen Loizou	Initial procedure for solo trainer continuity / Procédure initiale pour continuité du formateur solo

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## **✓ KEY POINT FOR AUDIT / POINT CLÉ POUR L'AUDIT :**

“Even as a solo trainer with no backup, Creanglais ensures continuity through structured lesson plans, self-study modules, clear rescheduling policy, and full traceability in learner files.”

« Même en tant que formateur solo sans remplaçant, Creanglais assure la continuité grâce à des plans de cours structurés, des modules d’auto-apprentissage, une politique de reprogrammation claire et une traçabilité complète dans les dossiers des apprenants. »

## ESL Workbook Project – Risk Register for Trainer

### Continuity Procedure

Risk ID	Risk Description	Likelihood (H/M/L)	Impact (H/M/L)	Mitigation / Action Plan	Owner	Status	Comments
R1	Incomplete content for a workbook level	M	H	Ensure each unit has full vocabulary, grammar, exercises, templates, and answer keys before finalizing	Content Lead	Open	Check word count and page coverage
R2	Errors in grammar explanations	L	H	Peer review by ESL teacher; run automated grammar checks	Editor	Open	Cross-check with answer keys
R3	Inconsistent formatting across levels	M	M	Use standardized template for all units; automated formatting style guide	Designer	Open	Review each workbook PDF
R4	Missing answer keys	L	H	Verify that every exercise has an answer key; double-check with unit checklist	Content Lead	Open	Cross-reference exercises vs answers

Risk ID	Risk Description	Likelihood (H/M/L)	Impact (H/M/L)	Mitigation / Action Plan	Owner	Status	Comments
R5	Outdated business vocabulary	M	M	Use up-to-date business resources; review annually	Subject Expert	Open	Update glossary as needed
R6	Project delays	H	M	Set clear milestones, weekly reviews, and buffers for editing	Project Manager	Open	Track via project plan
R7	Learner comprehension too difficult	M	H	Pilot test worksheets with mixed ESL learners; adjust language and difficulty	ESL Teacher	Open	Collect feedback and adjust

### ESL Workbook Project – Quality Review Checklist

Review Area	Criteria	Status (✓/✗)	Comments / Actions
Content Accuracy	Vocabulary, grammar, and examples correct		
Completeness	All units include exercises, templates, examples, and answer keys		
Consistency	Formatting, headings, font size, and layout uniform		

Review Area	Criteria	Status (✓/✗)	Comments / Actions
Language Level	Appropriate for target level (Beginner / Elementary / Pre-Intermediate / Upper-Intermediate / Advanced)		
Relevance	Business English focus maintained across all units		
Engagement	Exercises are interactive, varied (writing, speaking, matching, fill-in-the-blank)		
Instructions Clarity	Instructions for exercises are clear and concise		
Answer Keys	All exercises have correct answer keys included		
Cultural Sensitivity	Examples and scenarios are culturally inclusive and neutral		
Visuals	Images and tables clear, relevant, and correctly placed		
Review & Proofreading	Content has been reviewed by ESL expert/editor		
Pilot Testing	Worksheets tested with real learners and adjustments made		

## Study Tracker Template

### Weekly Study Plan

Week of: \_\_\_\_\_

Goal for the week: \_\_\_\_\_

Day	Study Topic	Activity	Time Planned	Time Completed	Notes
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Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

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### Daily Study Log

Date: \_\_\_\_\_

Study focus: \_\_\_\_\_

What I studied today:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

New vocabulary learned:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Grammar practiced:

- \_\_\_\_\_

Practice completed:

- Reading
- Writing
- Listening
- Speaking

Time studied: \_\_\_\_\_

Difficulty level:

- Easy
- Medium
- Hard

Notes / Problems:

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## Weekly Progress Review

What I improved this week:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Grammar I understand now:

- \_\_\_\_\_

Vocabulary learned (10 words):

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Biggest challenge:

\_\_\_\_\_

Plan for next week:

\_\_\_\_\_

\_\_\_\_\_

## Monthly Progress Tracker

Month: \_\_\_\_\_

<b>Week</b>	<b>Hours Studied</b>	<b>Units Completed</b>	<b>Vocabulary Learned</b>	<b>Confidence Level (1–10)</b>
Week 1				
Week 2				
Week 3				
Week 4				

Overall improvement this month:

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Skills progress:

- Speaking: \_\_\_\_\_
- Listening: \_\_\_\_\_
- Reading: \_\_\_\_\_
- Writing: \_\_\_\_\_

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## Goal Tracker

Short-term goal (2–4 weeks):

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Mid-term goal (3 months):

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Long-term goal (6–12 months):

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Steps to reach my goals:

1. 

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2. 

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3. 

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