

TESL CANADA TEACHER TRAINING PROGRAM ACCREDITATION MANUAL



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Table of Contents

INTRODUCTION

Purpose

Goal

General Requirements

APPLICATION REQUIREMENTS

Institutional Information

Published Program Information

Facilities and Resources

Qualifications and Responsibilities of Teacher Training Personnel

Program of Studies

I. Coursework

II. Practicum

Policy for Distance Delivered and Blended Delivery Programs Approved by TESL Canada

APPLICATION PROCEDURES

Criteria for Evaluating Applications

I. Newly Established Teacher Training Programs

II. Established Teacher Training Programs

III. Separate Application for Each Program Required

IV. Required Reporting of Changes to Recognized Programs

Entrance Requirements

Notification to Trainees

Review of Applications

Review Periods

Application Fee

Confidentiality

TESL Canada Teacher Training Program Accreditation Manual

[Awarding of Teacher Training Program Accreditation Certificates](#)

[Program Appeals](#)

[Disclaimer](#)

[APPLICATION FORMS](#)

[FREQUENTLY ASKED QUESTIONS](#)

INTRODUCTION

There are many high-quality TESL training programs across Canada dedicated to preparing prospective English language instructors for the challenges of teaching in Canada and internationally. TESL Canada has developed a accreditation system for teacher training programs which meet the standards set for TESL Canada Professional Certificate Standard One, Two, or Three for teachers of adults.

A list of TESL Canada-accredited teacher training programs for adults has been created. The goal is to ensure that ESL teachers receive the best training so that they are able to provide adult learners with excellent instruction in a wide variety of settings.

The guidelines in this manual outline the requirements for facilities, resources, qualifications of personnel, institutional accreditation, length of time in operation, program content and assessment processes for teacher training programs administered and housed in Canada.

Please note that the certification of K-12 teachers is a provincial jurisdiction and is not addressed by TESL Canada. TESL Canada assesses only those programs administratively housed within Canada, i.e., programs operating off site must be administratively housed in Canada in order to be considered for accreditation.

Purpose

TESL Canada recognizes and endorses teacher training programs that provide high quality ESL/EFL teacher education that includes linguistic and pedagogical theory, methodology and practice to prepare teachers to teach English effectively in a wide variety of settings. The teacher training program standards outlined in this document are intended for teacher training programs for teachers of adults.

General Requirements

Although the full requirements of TESL Canada-accredited programs can be found within the pages below, the general requirements for each Professional Standard are as follows:

A TESL program that meets the TESL Canada Professional Standard 1 requirements includes a minimum of 100 hours of theory and methodology and a supervised practicum of a minimum of 20 hours.



TESL Canada Teacher Training Program Accreditation Manual

A TESL program that meets the TESL Canada Professional Standard 2 requirements includes a minimum of 250 hours of theory and methodology and a supervised practicum of a minimum of 50 hours.

A TESL program that meets the TESL Canada Professional Standard 3 requirements includes a Masters of Arts in Applied Linguistics, TESOL, or closely related field and a supervised practicum of a minimum of 50 hours.

APPLICATION REQUIREMENTS

Institutional Information

Please include the following information:

1. Name and address
2. Phone/fax/e-mail/website
3. Name of TESL program and person in charge of TESL program
4. Year program was established
5. Institutional history: include both ESL/EFL and teacher training programs operated at the institution
6. A copy of the published mission statement, program goals, or statement of principles for your program.
7. Documentation of provincial, national or international institutional accreditation
8. List of institutional associates in provincial, national, and international TESL related organizations.

Published Program Information

Describe thoroughly and provide published information on the program, including:

- Entry requirements
- Teacher trainers' qualifications
- English language proficiency requirement
- Program length and program delivery mode
- Number of credit hours
- Assessment/grading system including instructions for assignments (must be clearly stated and applied across programs)
- Trainee Handbook outlining: program background, entrance requirements (e.g. university transcript, language proficiency requirements and documentation required), type of certification received upon graduation, transfer credit if applicable, overview of curriculum and schedule of course offerings, where textbooks and other texts may be purchased, schedule of fees, regulations related to fee payment (e.g. late payment, refunds, differential fees), trainee rights, appeals, academic integrity and harassment policies.
- Certification granted upon completion (university credit, degree, diploma, certificate)
- Copy of the certificate awarded to program graduates. TESL Canada logos cannot appear on graduation certificates in any form. Teachers wishing TESL Canada teacher certification must apply separately for accreditation to the TESL Canada Teacher Accreditation Committee.
- Course outlines/syllabi
- Promotional materials.

TESL Canada Teacher Training Program Accreditation Manual

Facilities and Resources

Describe how your program meets the following criteria:

1. Teacher training facilities must meet all licensing regulations of the jurisdiction in which they operate.
2. Facilities must be suitable for an educational program (Form C).
3. A resource library must be present on site and accessible to trainees. A minimum of 30 teacher training books and 20 ESL/EFL classroom books with 50% newer than 15 years is required (see Form E).
4. A range of audio-visual/multimedia equipment must be available for trainee and teacher trainer use (audiovisual equipment, computer workstations, and digital projectors).

Qualifications and Responsibilities of Teacher Training Personnel

Provide official documentation on qualifications of all personnel as follows (use Form F):

1. TESL Canada recommends that teacher trainers and program developers in a TESL certificate program have completed an MA or graduate degree with an appropriate focus, such as TESOL, Education, or Linguistics. Furthermore, teacher trainers must demonstrate that they have a TESL Canada Certificate Standard One, Two or Three [Permanent] with at least 2,000 hours of experience in an adult ESL/EFL classroom, or equivalent. Definitions of TESL Canada Certification Standards One to Three Interim and Permanent are available on the TESL Canada website at: <https://www.tesl.ca/index.php/certification/tesl-canada-professional-certification/certification-faq>. Teacher trainers and program developers who are non-native speakers of English must demonstrate their proficiency in English by submitting their score on **one** of the following English language proficiency tests.

English Lang Proficiency Tests	Score – Program Trainees
TOEFL iBT	Overall 101 with a minimum of 23 in Listening, 24 in Reading, 27 in Speaking and 27 in Writing
Or IELTS	Overall 7 with a minimum of 7 in each skill area
Or completion of an undergraduate degree from an English-speaking university in one of the following countries: Canada, Anguilla, Antigua and Barbuda, Australia, Bahamas, Barbados, Belize, Benin, Bermuda, Botswana, British Virgin Islands, Cayman Islands, Cameroon, Dominica, Ghana, Grenada, Guyana, Jamaica, Montserrat, Nigeria, New Zealand, Republic of Ireland, Saint Kitts-Nevis, St. Lucia, St. Vincent, Seychelles, Sierra Leone, Trinidad and Tobago, Turks and Caicos Islands, United Kingdom, United States, Uganda, US Virgin Islands, Zambia, Zimbabwe.	

2. List curriculum and program developers and their qualifications.
3. Practicum supervisors must be qualified at a minimum of TESL Canada Professional Certificate Standard One, Two or Three [Permanent] with at least 2,000 hours of experience in an adult

TESL Canada Teacher Training Program Accreditation Manual

ESL/EFL classroom or equivalent. Please note that TESL Canada Professional Certificate Standard Three [Permanent] or equivalent is recommended.

4. Practicum sponsor teachers must be qualified at a minimum of TESL Canada Professional Certification Standard One, Two or Three [Permanent] with at least 2,000 hours of experience in an adult ESL/EFL classroom, or equivalent.
5. Non-native speakers of English who are practicum sponsor teachers must demonstrate their proficiency in English by submitting their score on **one** of the English language proficiency tests (see above).
6. The person responsible for direct supervision of the teacher training program (e.g., academic administrator/coordinator/director of studies) must have a thorough knowledge of the discipline of Second Language Acquisition and TESL training methodology, and demonstrate understanding of and ability to develop curriculum and supervise teaching staff. Qualification at a minimum of TESL Canada Professional Certification Standard One, Two, or Three Permanent with at least 2,000 hours of experience in an adult ESL/EFL classroom, or equivalent, is required.
7. Administrators who are not involved in developing or delivering content are not required to have TESL, but their qualifications should appear in the application.

Please take note of the following points:

- Teacher trainers who have listed TESL/TEFL qualifications from programs denied TESL Canada teacher training program accreditation cannot use those programs to support their qualifications as teacher trainers.
- Teacher trainers who received TESL/TEFL qualification prior to 2002 must demonstrate that they have received adequate training since then. .
- For those trained outside of Canada, No. 5 (above) applies.

Program of Studies

I. Coursework

Programs must consist of a minimum of 100 hours of instruction in linguistic and pedagogical theory and methodology (please note that the 100 hours is **instructional hours**). TESL training programs are minimally expected to address the areas listed below. Programs of longer length will cover the topics in more depth and also likely provide optional topics for their students. Programs at the Master's level may offer opportunities for students to engage in research.

Theory in practice

Historical perspective on second language teaching / Models of second language acquisition pedagogy

TESL Canada Teacher Training Program Accreditation Manual

- learning strategies and styles
- factors affecting language learning
- adult teaching and learning principles/andragogy

Linguistics

- syntax
- phonetics and phonology
- morphology
- sociolinguistics
- discourse analysis
- pedagogical grammar

Methodological Issues

Lesson / unit planning

Material analysis and development

Curriculum for specific contexts (ESP, LINC, EAP)

Methodology / techniques for teaching:

- Listening
- Speaking
- Reading
- Writing
- Grammar
- Vocabulary
- Pronunciation (including segmentals and suprasegmentals)
- Intercultural awareness
- Communication

Assessment / Feedback

- Error correction
- Standardized exams
- Classroom tests

Professional Issues

Resources

Professional conduct and practice

Classroom management (e.g., teaching large classes)

Ongoing professional development

II. Practicum

Programs must have a required 20 hours of supervised practicum (50 hours for Standard Two and Three programs). Ten of these hours must be directed observation and ten of these hours must be supervised practice teaching as outlined below (for Standard Two and Three programs, 30 and 20 hours respectively).

TESL Canada Teacher Training Program Accreditation Manual

The 10 (30 for Standards 2 and 3 programs) hours of directed observations must:

- be under the direction of a qualified practicum supervisor and sponsor teacher (minimum qualification: TESL Canada Standard One, Two or Three Permanent with at least 2,000 hours of adult ESL/EFL classroom teaching, or equivalent)
- be conducted in adult settings (with 80% of the class over the age of 18) with classrooms of five or more ESL/EFL students
- have required observation tasks associated with the placement
- cover a range of lesson types and a range of focus areas (i.e., be in areas covered in the theoretical part of the program curriculum and required by TESL Canada)
- include opportunities for reflection and discussion of observations with the sponsor teacher and practicum supervisor

The 10 (20 for Standard 2 and 3 programs) hours of supervised teaching must:

- be under the direction of a qualified practicum supervisor and sponsor teacher for ALL of the practice teaching hours to allow for assessment and constructive feedback to the trainee
- include a report given orally and in writing to the trainee using both standardized forms and qualitative comments on a range of teaching skills as covered in the program curriculum and required by TESL Canada

Please provide published information on the practicum, including:

- Description of practicum requirements
- Number of hours of observation and practice teaching in addition to the 100 hours of instructional time
- Documentation on location, composition and size of classes in which practica take place
- Practicum placement requirements
- Qualifications of sponsor teachers and practicum supervisors. Sponsor teachers and practicum supervisors for distance practica must meet the same qualification criteria as for local practica
- Mechanism for supervision of practicum students, including:
 - frequency and duration of supervisor observation/assessment of trainees
 - method of feedback to trainees by sponsor teachers
 - ways of communication between sponsor teachers and practicum supervisors
- Evaluation /grading system
- Observation tasks that trainees complete during observation component
- Assessment tools and teaching reports that supervisors complete during practice teaching component
- Method of maintaining records on trainee practicum (i.e. location, sponsor teachers, hours of observation and teaching observation reports)

Policy for Distance and Blended Programs Approved by TESL Canada

Teacher training programs that are offered by distance education or blended distance education/on-site delivery must meet the same standards and criteria as programs delivered entirely face-to-face. In particular, these programs should meet the following criteria:

TESL Canada Teacher Training Program Accreditation Manual

- The program must be based in Canada.
- Each program using the curriculum or other aspects of the program are required to submit individual applications.
- Program staff must meet all of the standards outlined in the Teacher Training Program Accreditation Application Form.
- Program participants (teacher trainees) must have access to appropriate facilities and resources as outlined in the Teacher Training Program Accreditation Application Form. This includes access to an appropriate number of recent books and audiovisual resources (TESL/TEFL and ESL/EFL) in libraries on site or through interlibrary loan, bookstores, online and at education institutions. Program participants (teacher trainees) must have sufficient access to program instructional staff by phone or email for at least 60% of their program to ensure their questions are answered and that they understand the course content. Programs should make special arrangements for students in remote areas and consult TESL Canada for special assessment regarding these cases.
- Program participants (teacher trainees) must receive a balance of theoretical and practical instruction and have opportunities to apply theory to practice in classrooms where they complete observations and practice teaching.

Programs must demonstrate that assessment processes are in place to allow participants (teacher trainees) to demonstrate mastery of program content.

APPLICATION PROCEDURES

Institutions that are successful in obtaining TESL Canada Teacher Training Program Accreditation must be institutional associates of TESL Canada. The annual associate fee is \$150.00 + \$7.50 GST in Alberta, Saskatchewan, Manitoba, Quebec, Prince Edward Island or the Yukon **or** \$150.00 + \$18.00 HST in British Columbia **or** \$150.00 + \$19.50 in Ontario, New Brunswick, or Newfoundland and Labrador **or** \$150.00 + \$22.50 in Nova Scotia. Associate fees must be included with the Application for TESL Canada Teacher Training Program Accreditation at each anniversary date for the five years of accreditation. If institutions are unsuccessful in obtaining accreditation, the institutional associate fee will be refunded. Institutions must become recognized in order to be institutional members of TESL Canada.

Criteria for Evaluating Applications

I. Newly Established Teacher Training Programs

New teacher training programs that have been in operation for less than one year will be considered for **interim accreditation**. Interim accreditation is granted to new programs that meet TESL Canada application requirements and is intended to provide the opportunity for programs to demonstrate that they are able to meet and to sustain TESL Canada standards.

During the interim accreditation period the program must

- Be in continuous operation for a minimum of one program session, until a minimum of 12 students have completed the program. Continuous operation is defined as: normally scheduled terms without cancellation of the program due to insufficient numbers.
- Submit a TESL Canada Interim Status Session Report (Form A) for the session. The report will include the number of trainees per session, a description of the facilities, teacher trainers' qualifications and trainee evaluations.
- Report on any significant changes to the program that were not submitted in the original application, i.e. staff, facilities, curriculum.

Interim programs that meet the above criteria and maintain TESL Canada Teacher Training Standards will be granted full accreditation and will then be expected to comply with accreditation requirements as listed in 2 (b). A successfully completed interim period will be considered part of the overall five-year accreditation period. Students who graduate from an interim recognized program will be able to apply for TESL Canada certification once the program has received full accreditation.

II. Established Teacher Training Programs

Established teacher training programs that have been in operation for more than one year or one session may apply immediately for **full accreditation**. Full accreditation is granted for a five-year period.

During this five year period, recognized teacher training programs must

TESL Canada Teacher Training Program Accreditation Manual

- submit the TESL Canada Annual Report (Form B) on June 1st of each of the four years following accreditation
- submit annual fees with the Annual Report as follows:

Annual Report Review Fee due June 1 st	\$100.00 + \$5.00 GST (Alberta, Saskatchewan, Manitoba, Quebec, Prince Edward Island, or Yukon)
	\$100.00 + \$12.00 (British Columbia)
	\$100.00 + \$13.00 (Ontario, New Brunswick, or Newfoundland and Labrador)
	\$100.00 + \$15.00 (Nova Scotia)

TESL Canada Associate Fee, due on Anniversary Date of Accreditation, is \$150.00 + \$7.50 GST in Alberta, Saskatchewan, Manitoba, Quebec, Prince Edward Island or the Yukon **or** \$150.00 + \$18.00 HST in British Columbia **or** \$150.00 + \$19.50 in Ontario, New Brunswick, or Newfoundland and Labrador **or** \$150.00 + \$22.50 in Nova Scotia.

After the five-year accreditation period has passed, established programs must reapply using the TESL Canada Program Accreditation Application Form and pay the full application fees.

III. Separate Application for Each Program Required

A full and separate application must be completed for each teacher training program. This includes a new franchise, partnership, satellite, or program delivered in association with another organization or institution that duplicates an existing program.

IV. Required Reporting of Changes to Recognized Programs

Substantial changes to a recognized program including changes in curriculum, staff, resources, or facilities must be reported within two months of the change. Failure to do so may result in TESL Canada Teacher Training Program Accreditation status being removed from the program.

For details or clarification on any of the above points, contact the TESL Canada office. For details on Distance Delivered and Blended Delivery Teacher Training Program see page 8.

Entrance Requirements

1. Trainees applying for admission to programs must have completed their senior matriculation (Grade 12).

TESL Canada Teacher Training Program Accreditation Manual

2. TESL Canada recommends that trainees who are non-native speakers of English must prove proficiency in English by submitting official documentation for **one** of the following English proficiency tests before they commence the program. However, TESL Canada leaves this to the program's discretion. English Language proficiency is a requirement for TESL Canada Professional Certification.

English Language Proficiency Tests	Score – Program Trainees
TOEFL iBT	Overall 101 with a minimum of 23 in Listening, 24 in Reading, 27 in Speaking and 27 in Writing
Or IELTS Academic	Overall 7 with a minimum of 7 in each skill area
Or Completion of an undergraduate degree from an English-speaking university in one of the following countries: Canada, Anguilla, Antigua and Barbuda, Australia, Bahamas, Barbados, Belize, Benin, Bermuda, Botswana, British Virgin Islands, Cayman Islands, Cameroon, Dominica, Ghana, Grenada, Guyana, Jamaica, Montserrat, Nigeria, New Zealand, Republic of Ireland, Saint Kitts-Nevis, St. Lucia, St. Vincent, Seychelles, Sierra Leone, Trinidad and Tobago, Turks and Caicos Islands, United Kingdom, United States, Uganda, US Virgin Islands, Zambia, Zimbabwe.	

Notification to Trainees

1. TESL Canada accredited teacher training programs which accept trainees without undergraduate degrees or English Language Proficiency score must provide each trainee with notice in writing prior to enrollment that the trainee will not be qualified for the TESL Canada professional certification. This must be done by:
 - including this information prominently on the program application form
 - providing a letter prior to enrollment to all applicants who do not have an undergraduate degree
 - keeping a copy of this signed letter on file for TESL Canada requests or site visit

TESL Canada recognized teacher training programs must provide each trainee with TESL Canada contact information as follows: TESL Canada, PO Box 397 London Station B, London, Ontario, N6A4W, Canada; email: admin@tesl.ca; website: www.tesl.ca. This provides trainees with the opportunity to contact TESL Canada for information on TESL Canada professional certification upon completion of their program.

Review of Applications

Applications are reviewed by the TESL Canada Teacher Training Program Adjudicator. The Adjudicator shall not have a conflict of interest regarding the application under consideration. Should there be any questions regarding the application, TESL Canada will contact the institution.

TESL Canada Teacher Training Program Accreditation Manual

In some cases, a site visit may be required as part of the review process. One week's notice will be given to programs prior to a site visit. Programs are expected to assist the evaluator through the visit.

As part of the program adjudication process, the Adjudicator may consult with the TESL Canada Standards Committee, which is appointed by the TESL Canada Board and consists of a minimum of three and a maximum of eight TESL Canada members representing different sectors of TESL.

Review Periods

Applications will be reviewed within eight weeks of receipt of the complete application. Accreditation is valid for five years.

Application Fee

The application fee is \$400.00 + \$20.00 GST in Alberta, Saskatchewan, Manitoba, Quebec, Prince Edward Island or the Yukon **or** \$400.00 + \$48.00 HST in British Columbia **or** \$400.00 + \$52.00 in Ontario, New Brunswick, or Newfoundland and Labrador **or** \$400 + \$60.00 in Nova Scotia.

The processing fee of \$150.00 plus GST/HST is non-refundable if the application is denied. Please note that the annual associate fee of \$150.00 + GST/HST, as noted above, must accompany the application. To maintain TESL Canada Teacher Training Program Accreditation status, an annual report fee of \$100.00 plus GST/HST plus an annual associate fee of \$150.00 + GST/HST need to be received in the TESL Canada office on the anniversary date.

Confidentiality

All documentation will be kept confidential. Applicants should retain a copy of the completed application, annual reports and other documentation for future reference.

Awarding of Teacher Training Program Accreditation Certificates

The applicant will receive a detailed report of the outcome of the application.

Fully recognized programs will receive a TESL Canada Teacher Training Program Certificate of Accreditation and have their names published in the *TESL Canada List of Recognized Teacher Training Programs* on the TESL Canada website. Institutions with interim status will be listed on the TESL Canada website as such and will receive a TESL Canada Teacher Training Program Certificate of Accreditation once they attain full accreditation.

Where an application outcome requires only minor revision to meet TESL Canada accreditation, the program will be allowed a period of 6 months to document that all changes have been made. Programs

TESL Canada Teacher Training Program Accreditation Manual

that are unable to document that all changes have been made may be invited to submit a new application after a full year from the original application date.

Where an application does not meet the requirements for accreditation, the program will receive a letter of explanation and may reapply for accreditation after a full year from the original application date. A new, full application must be submitted to reapply for accreditation from TESL Canada.

Program Appeals

Institutions which do not receive TESL Canada Teacher Training Program Accreditation may appeal to TESL Canada by submitting a letter of appeal along with documentation detailing grounds for appeal. A fee of \$100.00 (plus applicable GST/HST) must accompany the letter of appeal.

The Appeal Committee consists of the TESL Canada President or designate, a TESL Canada member specialized in TESL training appointed by the President, and a TESL Canada member specialized TESL training nominated by the applicant. No Appeal Committee member shall be in a conflict of interest position. The decision reached by members of this committee is final.

Disclaimer

The TESL Canada Standards Committee recognizes content of programs based on material submitted by an institutional applicant and is not responsible for the accuracy of the programs' description.

To be recognized, a TESL training program must meet the program content requirements as well as the practicum requirements.

Individual certification criteria are separate from those of training institutions; for example, an undergraduate degree is a requirement for individuals but not for institutions. Instructor certification application criteria are outlined in detail in the application form.



TESL Canada Teacher Training Program Accreditation Manual

APPLICATION FORMS



TESL Canada Teacher Training Program Accreditation Manual

TESL CANADA TEACHER TRAINING PROGRAM ACCREDITATION APPLICATION FORM



TESL Canada Teacher Training Program Accreditation Manual

Cover Sheet

- Interim Status (see 2.A)** **Full Status (see 2.B)**

Name of Institution: _____

Address: _____

Website address: _____

Name of Program: _____ Year Established: _____

Contact Person: _____ Position: _____

Tel. # _____ Fax # _____

Email address: _____

This program has a distance training component and/or
 a distance practicum

Please check one or both as appropriate.

Length of Program – Instructional Hours _____ Practicum Hours _____

Date: _____ Signature: _____

Please submit

1. **TESL Canada Associate fee (Year 1 of 5)** \$150.00 (plus GST/HST)
\$150.00 + \$7.50 GST in Alberta, British Columbia, Saskatchewan, Manitoba, Quebec, Prince Edward Island or the Yukon or \$150.00 + \$19.50 in Ontario, New Brunswick, or Newfoundland and Labrador or \$150.00 + \$22.50 in Nova Scotia.
(includes one Volume of the TESL Canada Journal).

2. **Application Fee** \$400.00 (plus GST/HST)
\$400.00 + \$20.00 GST in Alberta, British Columbia, Saskatchewan, Manitoba, Quebec, Prince Edward Island or the Yukon or \$400.00 + \$52.00 in Ontario, New Brunswick, or Newfoundland and Labrador or \$400 + \$60.00 in Nova Scotia.

Please attach all items specified on Pages 8 to 11.

TESL Canada Federation
3751 21ST Street NE, Calgary, AB T2E 6T5, Canada

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Email: admin@tesl.ca Website: www.tesl.ca

GST Reg. # 10806 9782



**TESL CANADA FEDERATION
TEACHER TRAINING PROGRAM ACCREDITATION APPLICATION
FORM A: INTERIM STATUS PROGRAM REPORT**

Name of Institution: _____

Address: _____

Contact Person: _____ Position: _____

Email: _____ Tel _____

Interim Program Information

Name of Program: _____

Start date: _____ End date: _____

No. of trainees: _____

- All trainee evaluation forms for the teacher training program are attached.
- There were no changes to the teacher training program from the original application form submitted to TESL Canada for accreditation.
- Changes were made to the program. Details are attached documenting changes in
 - program content
 - program teacher trainers and administrator(s)
 - program facilities
 - program resources.

Signature: _____ Date: _____

**TESL CANADA FEDERATION
TEACHER TRAINING PROGRAM STANDARDS**

FORM B

ANNUAL REPORT

The purpose of this report is to alert TESL Canada of any significant changes in TESL Canada recognized teacher training programs (including institutional information, published program information, facilities and resources, qualifications of personnel, and program of studies) as they relate to the TESL Canada Teacher Training Program Standards. Upon approval of the annual report, the accredited teacher training program will be granted renewed certification for another year. If the annual report is not approved, TESL Canada accreditation will be revoked.

A. Institutional Information	
Please complete the following information	
Name and Address	
Phone/ Fax/ E-mail/ Website	
Name of Program	
Person in charge of TESL program	
Email of Person in charge of TESL program	
Standard Level of Program	
Dates on which the program received initial accreditation and/or renewed accreditation	
If there have been any changes in the past year, include documentation of provincial, national or international institutional accreditation/ accreditation.	

TESL Canada Teacher Training Program Accreditation Manual

Other	
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B. Published Program Information			
Have there been any changes in the past year in the following areas? Check No or Yes. If Yes, please complete the last column.			
Entry requirements			(If yes, please explain.)
English language proficiency requirement			(If yes, please explain.)
Program length and program delivery mode			(If yes, please explain.)
Number of credit hours			(If yes, please explain.)
Assessment/grading system and instructions for assignments			(If yes, please explain.)
Trainee Handbook			(If yes, please include a copy of new handbook and highlight the changes.)
Certification granted on completion (university credit, degree, diploma, certificate)			(If yes, please explain.)
Certificate awarded to program graduates.			(If yes, please include a copy of the new certificate.)
Promotional materials			(If yes, please include a copy of the new materials.)

TESL Canada Teacher Training Program Accreditation Manual

C. Facilities and Resources			
Have there been any changes in the past year in the following areas? Check No or Yes. If Yes, please complete the last column.			
Teacher Training Facilities			
Audio-visual/multimedia Equipment			
Resources			
D. Qualifications and Responsibilities of Teacher Training Personnel			
Have there been any changes in the past year in personnel? Check No or Yes. If Yes, please complete the last column.			
Personnel includes curriculum and program developers, teacher trainers, practicum supervisors, and practicum sponsor teachers.			(If yes, please include the resumes of any new staff members and; include TESL Canada Professional Certification and language proficiency levels for non-native speakers; identify staff members no longer employed in your program)
E. Program of Studies			
Please answer the following questions regarding coursework and practicum:			
1. Coursework			
Check No or Yes. If Yes, please complete the last column.			
	No	Yes	If yes, please explain.
Have there been any changes in the number of hours of instruction in linguistic and pedagogical theory and methodology?			
Have there been any changes in how the following topics are addressed?			
• Second language acquisition theory			

TESL Canada Teacher Training Program Accreditation Manual

<ul style="list-style-type: none"> • Linguistics <ul style="list-style-type: none"> -discourse analysis -syntax -phonology -morphology - sociolinguistics -pedagogical grammar 			
<ul style="list-style-type: none"> • Pedagogical theory <ul style="list-style-type: none"> -learning strategies and styles -factors affecting language learning -adult teaching and learning principles/andragogy 			
<ul style="list-style-type: none"> • Methodologies / techniques for teaching: 			
<ul style="list-style-type: none"> o listening 			
<ul style="list-style-type: none"> o speaking 			
<ul style="list-style-type: none"> o reading 			
<ul style="list-style-type: none"> o writing 			
<ul style="list-style-type: none"> • grammar 			
<ul style="list-style-type: none"> • vocabulary 			
<ul style="list-style-type: none"> • pronunciation 			
<ul style="list-style-type: none"> • inter-cultural awareness and communication 			
<ul style="list-style-type: none"> • Assessment/Feedback <ul style="list-style-type: none"> -error correction -standardized exams -classroom tests 			
<ul style="list-style-type: none"> • Lesson and unit planning 			
<ul style="list-style-type: none"> • Material analysis and development 			
<ul style="list-style-type: none"> • Professional conduct and practices (only for programs approved from September 2004 onwards) 			
Have there been any changes to the coursework in the following areas?			

TESL Canada Teacher Training Program Accreditation Manual

Name of class			
Total classroom hours for each course			
Course outlines			
Course objectives			
Course content			
Course instructors			
Text and reading assignments			
Evaluation/grading systems			
Tasks and assignments			
2. Practicum			
Have there been any changes to the practicum in the following areas?			
	No	Yes	If yes, please explain.
The number of hours of observation and teaching (must be at least 20 hours; 50 hours for Standard 2 and 3 programs)			
The overall age of the practicum students (a minimum of 80% of students must be 18 years of age or older)			
The number of students in the practice teaching class. (must be a minimum of 5 registered students in an ongoing ESL program)			
At least 10 hours (20 hours for Standard 2 and 3 programs) is practice teaching under the supervision of two separate people: a) a sponsor teacher and b) a practicum supervisor [both qualified at TESL Canada Professional Certificate			

TESL Canada Teacher Training Program Accreditation Manual

Standard 1, 2 or 3 [Permanent] or equivalent]).			
The number of hours of directed observation (must be at least 10 hours; 30 hours for Standard 2 and 3 programs)			
Observation tasks completed by trainees			
Have there been any changes to the practicum requirements in the following areas?			
	No	Yes	If yes, please explain.
Published description of practicum requirements			
Location, composition and size of classes in which practica take place			
Practicum placement requirements			
Mechanism for supervision of practicum students			
Frequency and duration of supervisor observation /assessment of trainees			
Method of feedback to trainees by sponsor teachers			
Communication system between sponsor teachers and practicum supervisors			
Evaluation /grading system			

TESL Canada Teacher Training Program Accreditation Manual

Observation tasks that trainees complete during observation component			
Assessment tools and teaching reports that supervisors complete during practice teaching component			
Method of maintaining records on trainee practicum (i.e. location, sponsor teachers, hours of observation and teaching observation reports)			

Include FORM F - TESL TRAINING PROGRAM: STAFF with Annual Report if there are any staffing changes to report. (One Form F and CV per staff change.)

**TESL CANADA FEDERATION
TEACHER TRAINING PROGRAM ACCREDITATION APPLICATION
FORM C**

FACILITIES REPORT

Refer to C. Facilities and Resources, No. 2

The Teacher Training Program: _____

- meets, and has on display, all applicable licensing, fire and safety regulations.
- has regularly scheduled cleaning and maintenance.
- has adequate lighting, heating, ventilation and electrical supply.
- has sufficient space for the number of trainees and staff.
- has appropriate furnishings and equipment for the type and size of the program.
- has adequate black/whiteboards.
- has adequate noise and interference insulation.
- has accommodation for any special needs of trainees and staff and provides
- handicap access/egress.
- has clearly posted signage for ease of access and emergency exit routes.
- has adequate seating and food prep area for coffee/lunch breaks for trainees and
- staff.
- has appropriate access to resource/materials library.
- has adequate reading area.
- has activity and information board/desk.
- has access to
 - computer facilities;
 - drinking water;
 - telephone;
 - first aid station.

TESL Canada Teacher Training Program Accreditation Manual

Attach any documentation that may be available, such as copies of licenses or fire inspection reports, brochures with photos of facilities, policies re accommodation of those with physical challenges, etc.



**TESL CANADA FEDERATION
TEACHER TRAINING PROGRAM ACCREDITATION APPLICATION
FORM E – RESOURCE LIBRARY LIST
Refer to C. Facilities and Resources, No. 4**

NO .	TITLE OF RESOURCE (minimum 5)	AUTHOR	PUBLISHER	DATE PUBLISHED**	ISBN NUMBER
	Teacher Training Books (minimum 30)				
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					
21.					
22.					
23.					
24.					
25.					
	Teacher Training Books... cont'd				
26.					
27.					
28.					

TESL Canada Teacher Training Program Accreditation Manual

29.					
30.					
	ESL/EFL Classroom Books (minimum 20)				
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					

****50% of resources must be within the last 15 years**

TESL Canada Teacher Training Program Accreditation Manual

**TESL CANADA FEDERATION
FORM F - TESL TRAINING PROGRAM: STAFF**

Date:	
Name of Institution:	
Name of the Contact:	
Contact #	Email:

1	Name of staff member	
2	TESL Canada Professional Certification Level/Standard (if applicable) (or TESL Ontario level)	
	Function in the TESL program submitted to TESL Canada (please tick) - curriculum & program developer - program / academic supervisor - teacher trainer - practicum supervisor - practicum sponsor teacher - administrator	
3	Bachelor's degree subject + name of university – NOTE: Proof required e.g. a scan of the actual degree	
4	Master's degree subject + name of university	
5	Name of TESL training program followed + when	
6	# hours of theory and methodology in that TESL training program	
7	# hours of observed practicum in that TESL training program - NOTE: Proof of paid (not volunteer) teaching hours* required e.g. employment record	
8	# hours of observed practicum in that TESL training program	
9	# hours of supervised practicum teaching in that TESL training program	

TESL Canada Teacher Training Program Accreditation Manual

9	# years / contact hours* of experience as ESL/EFL teacher + period over which they extend	
10	# hours in admin of learners and period over which they extend	
L	(for non-native speakers) Level of language proficiency	

Additional explanatory comments:



TESL Canada Teacher Training Program Accreditation Manual

Form F adjudication fee:

Alberta, British Columbia, Saskatchewan, Manitoba,
NWT, Nunavut, Yukon $\$25 + 3.25 = \$ 26.25$

Ontario, New Brunswick, NL $\$25 + 3.25 = \$ 28.25$

Nova Scotia $\$25 + 3.75 = \$ 28.75$

Prince Edward Island $\$25 + 3.50 = \$ 28.50$

If paying by credit card, please fill out the information below:

Total amount to be charged: _____

Credit Card Number: _____

Expiry Date: _____

Name on The Card: _____

Signature: _____

Cheques payable to TESL Canada Federation

**Please be advised that there will be no charge for Form F's and resumes submitted with application package (new or renewal) and annual report.*



TESL CANADA FEDERATION TEACHER TRAINING PROGRAM STANDARDS APPLICATION CHECKLIST

APPLICATION FOR

DATE:

A. Institutional Information (See page 8 of application.)

1. Name and Address	
2. Phone/ Fax/ E-mail/ Website	
3. Name of Program/Person in charge of TESL program	
4. Year program was established	
5. Institutional history: include both ESL/EFL and teacher training programs operated at the institution	
6. A copy of the published mission statement, program goals, or statement of principles for your program.	
7. Documentation of provincial, national or international institutional accreditation / accreditation	
8. List of institutional associates in provincial, national, and international TESL related organizations	

B. Published Program Information (See page 8 of application.)

	Published information provided	Description (if applicable)
Entry requirements		
English language proficiency requirement (see item 3 of Application Procedures - Trainee Entrance Requirements)		
	Published information provided	Description (if applicable)
1. Program length 2. Practicum length 3. Program delivery mode (face to face, distance, both)		
4. Assessment/grading system including instructions for assignments (must be clearly stated and applied across program)		
5. Trainee Handbook or equivalent outlining: <ul style="list-style-type: none"> • program background, • entrance requirements (e.g., senior matriculation), transcript, language proficiency requirements and documentation), • type of certification received upon graduation, • transfer credit if applicable, • overview of curriculum and schedule of course offerings, 		

TESL Canada Teacher Training Program Accreditation Manual

<ul style="list-style-type: none"> • location where textbooks and other texts may be purchased, • schedule of fees, • regulations related to fee payment (e.g., late payment, refunds, differential fees), • trainee rights, • appeals, • academic integrity and harassment. 		
<p>Certification granted on completion (university credit, degree, diploma, certificate)</p>		
<p>Copy of the certificate awarded to program graduates. TESL Canada logos cannot appear on graduation certificates in any form. Teachers wishing TESL Canada teacher certification must apply separately for accreditation to the TESL Canada Teacher Accreditation Committee.</p>		
<p>Promotional materials.</p>		

TESL Canada Teacher Training Program Accreditation Manual

C. Facilities and Resources (See page 4 of application.)

	Criteria met	Notes
Teacher training facilities meet all licensing regulations of the jurisdiction in which they operate.		
Facilities are suitable for an educational program (Form C).		
An annotated resource list for the required resources (Books, materials, a/v and multimedia) including a minimum of five resources (Form D).		
A resource library present on site and accessible to trainees. A minimum of 30 teacher training books and 20 ESL/EFL classroom books with 50% newer than 15 years is required (see Form E).		
A range of audio-visual/multimedia equipment is available for trainee and teacher trainer use (audiovisual equipment, computer workstations, digital projectors)		

TESL Canada Teacher Training Program Accreditation Manual

D. Qualifications of Personnel (See pages 9 to 10 of application.)

	Criteria met	Notes
1. Teacher trainers in a TESL certificate program: TESL Canada Certificate Professional Standard One, Two or Three [Permanent] with at least 2,000 hours of adult ESL/EFL classroom experience, or equivalent. All non-native speaker teaching staff (as per section D.1 (pp.2-9)) must have proof of English language proficiency.		
2. List and qualifications of curriculum and program developers		
3. Practicum supervisors: TESL Canada Professional Certificate Standard One, Two or Three [Permanent] with at least 2,000 hours of adult ESL/EFL classroom experience, or equivalent.		
4. Practicum sponsor teacher: TESL Canada Professional Certification Standard One, Two or Three [Permanent] with at least 2,000 hours of adult ESL/EFL classroom experience, or equivalent.		
5. Person(s) responsible for the direct supervision of the teacher training program (e.g., academic administrator /coordinator/director of studies): requires a thorough knowledge of the field of Second Language Acquisition and TESL training methodology, and demonstrated ability to develop curriculum and supervise teaching staff; a minimum of TESL Canada Standard Three [Permanent] with at least 2,000 hours of adult ESL/EFL classroom experience, or equivalent is required. Please note that under the new standards TESL Canada		

TESL Canada Teacher Training Program Accreditation Manual

Professional Certificate Standard Two [Permanent] or equivalent is recommended. Professional Standard Three [Permanent] is preferred.		
6. Administrators not involved in developing or delivering content are not required to have TESL Canada teacher professional certification. Administrators: list qualifications.		

TESL Canada Teacher Training Program Accreditation Manual

E. Program of Studies

1. Coursework

	Criteria met	Notes
100 hours of instruction		
Second language acquisition theory		
Linguistics (syntax, phonology, morphology)		
Pedagogical theory <ul style="list-style-type: none"> • learning strategies and styles • factors affecting language learning • adult teaching and learning principles/andragogy 		
Linguistics <ul style="list-style-type: none"> • discourse analysis • syntax • phonology • morphology • sociolinguistics • pedagogical grammar 		
Methodologies / techniques for teaching:		
Listening		
Speaking		
Reading		
Writing		
Grammar		
Vocabulary		
Pronunciation		
Communication		
Inter-cultural awareness		
Assessment, evaluation and testing		
Material analysis and development		
Professional conduct and practises		
Assessment/Feedback: <ul style="list-style-type: none"> • error correction • standardized exams • classroom tests 		
Professional issues <ul style="list-style-type: none"> • resources 		

TESL Canada Teacher Training Program Accreditation Manual

<ul style="list-style-type: none"> • professional conduct and practice • classroom management (example, teaching large classes) • ongoing professional development 		
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Practicum

Programs must include a practicum component of a minimum of 20 hours as described below:

	Criteria met	Notes
The practicum takes place in a classroom (a minimum of 80% of students must be 18 years of age or older)		
A class consists of a minimum of 5 registered students in an ESL program		
At least 10 hours of the practicum (20 hours for Standard Two as of September 1, 2017) is practise teaching under supervision of a sponsor teacher and/or practicum supervisor. Both must be qualified at TESL Canada Professional Standard One, Two or Three [Permanent] or equivalent.		
At least 10 hours of the practicum (30 hours for Standard Two as of September 1, 2017) is directed observation. Trainees must complete observation tasks.		

Describe thoroughly and provide published information on the practicum, including:

	Published information provided	Description (if applicable)
Description of practicum requirements		
Number of hours of observation and practice teaching in addition to the instructional time		
Documentation of location, composition and size of classes in which practica take place		

TESL Canada Teacher Training Program Accreditation Manual

Requirements for student teachers prior to beginning the practicum		
Qualifications of a) sponsor teachers and b) practicum supervisors. Sponsor teachers and practicum supervisors for distance practica must meet the same qualification criteria as for local practica		
Mechanism for supervision of practicum students, including:		
Frequency and duration of supervisor observation/assessment of trainees		
Method of feedback to trainees by sponsor teachers		
Communication system between sponsor teachers and practicum supervisors		
Evaluation /grading system		
Observation tasks that trainees complete during observation component		
Assessment tools and teaching reports that supervisors complete during practice teaching component		
Method of maintaining records on trainee practicum (i.e. location, sponsor teachers, hours of observation and teaching observation reports)		

Checklist for Forms

Form A	
Form B	
Form C	
Form D	
Form E	
Form F	



TESL CANADA TEACHER TRAINING PROGRAM ACCREDITATION APPLICATION FORM SUMMARY CHECKLIST

Documentation	Checked
1. TESL Canada Associate Fee Annual associate fee (year 1 of 5) - \$150.00 plus GST/HST Make cheque payable to TESL Canada Federation	
2. Application Fee - \$400.00 plus GST/HST Make cheque payable to TESL Canada Federation Accreditation is for a five year period	
3. Application Form: Institutional Information (Section A) (Section C)	
4. Published Program Information (Section B)	
5. Facilities Report: Form C (Section B)	
6. Annotated Resource List: Form D	
7. Resource Library List: Form E (Section C)	
8. CVs of all instructors (Section D)	
9. CVs of all practicum supervisors (Section D)	
10. CVs of academic administrators (Section D)	
11. Qualification of practicum sponsor teachers (Section D)	
12. Program information (Section E1)	
13. Course syllabi (Section E1)	
14. Practicum description (Section E2)	
15. Notification letters to trainee applicants without undergraduate degrees (see Application Procedures, Item 3)	
16. Notification of TESL Canada contact information that is provided to trainee applicants (see Application Procedures, Item 3)	
17. Copy of the certificate awarded to program graduates	

Note: Two copies of the documentation must be submitted.

Send all documentation to: PO Box 397 London Station B, London, Ontario, N6A4W1, Canada

FREQUENTLY ASKED QUESTIONS

1. What is the purpose of TESL Canada Program Accreditation?

2. The TESL Canada teacher training program accreditation process was set up to ensure that teachers have access to a certain standard of ESL teacher education in Canada. This is for the benefit of the entire discipline - ESL learners, teachers, employers and programs accreditation.

Who can apply for TESL Canada Teacher Training Program Accreditation? Are any programs exempt from this process?

Canadian-based programs wishing to receive TESL Canada Teacher Training Program Accreditation are encouraged to apply. Only programs that do apply may be recognized; there are no exemptions to the process. Programs using any portion of another program that has previously been approved must apply separately. This is to ensure equal adjudication in all applications.

3. When during the year can applications be submitted for TESL Teacher Training Program Accreditation?

Applications are accepted on a continuous basis; a program can apply at any time of the year for TESL Canada Teacher Training Program Accreditation. To ensure continuous accreditation, reapplication should be made 1 month prior to the expiry date of the accreditation period.

4. What happens to an application once TESL Canada receives it?

A paid adjudicator reviews the application based on the teacher training program accreditation standards outlined on the TESL Canada website and in this manual. Once the adjudication process is complete, the adjudicator will write to the applicant with one of the following responses: award full or interim accreditation; make inquiries for further information or suggest minor changes; or inform the program that the standards for teacher training program accreditation have not been met. TESL Canada will also inform approved program contacts regarding the due date of their annual reports and the date of expiry of their accreditation.

5. What is the role of the Standards Committee?

The Standards Committee is a volunteer group of TESL professionals (and members of TESL Canada) from across Canada. The Standards Committee supports the adjudicator by advising on inquiries, issues, and appeals, and adjudicates in special cases. The committee also revises and sets new criteria for the standards as required, and ensures that the standards are clear and fair.

6. How long will the adjudication process take?

The initial adjudication process will take approximately 3 to 4 weeks and can take up to 8 weeks. If the adjudicator has questions about an application, the process will take an additional 3 to 4 weeks. If there is an appeal, it will take an additional 5 to 6 weeks to complete the process to allow for turn-around time and thorough adjudication.

7. What is “interim” teacher training program accreditation?

Interim accreditation is provided for programs that meet all the requirements, but have not yet been offered for a full cycle as outlined on the TESL Canada website. Interim status is necessary to ensure that programs are ongoing and have been pilot tested and evaluated. Programs holding interim status will be listed on the TESL Canada website.

TESL Canada Teacher Training Program Accreditation Manual

During the interim accreditation period the program must:

- Be in continuous operation for a minimum of one program session and until a minimum of 12 students have completed the program. Continuous operation is defined as: normally scheduled terms without cancellation of the program due to insufficient numbers.
- Submit a TESL Canada Interim Status Session Report (Form A). The report will include the number of trainees per session, a description of the facilities, teacher trainers' qualifications and trainee evaluations
- Report on any significant changes to the program that were not submitted in the original application, i.e. staff, facilities, curriculum.

Students will be able to use the program for professional certification retroactively once the program receives full accreditation.

8. Is there an appeal process if an application is not recognized?

The Standards Committee will receive appeals, review them, and make a final recommendation. Unsuccessful applicants must wait one year before reapplying for TESL Canada Teacher Training Program Accreditation.

9. What are the practicum requirements for TESL Canada Program Accreditation?

Programs must have a required 20 hours of supervised practicum (50 hours for Standard 2 and 3 programs). 10 of these hours must be directed observation and 10 must be supervised practice teaching as outlined below (20 + 30 hours respectively for Standard 2 and 3 programs). In addition, the practicum must be thoroughly described in the application for TESL Canada Teacher Training Program Accreditation.

The 10 (30) hours of directed observations must:

- Be under the direction of an instructor certified a minimum of TESL Canada Professional Certificate: Standard One, Two, or Three [Permanent] with at least 2,000 hours of adult ESL/EFL classroom experience, or equivalent.
- Be conducted in adult settings (a minimum of 80% of students must be 18 years of age or older) with classrooms of five or more ESL/EFL students
- Have specific required observation tasks associated with the observation
- Cover a range of lesson types and a range of focus areas (i.e., in areas covered in the theoretical part of the program curriculum and required by TESL Canada)
- Include opportunities for reflection and discussion of observations with the sponsor teacher and practicum supervisor

The 10 (20) hours of supervised teaching must:

- Be under the direction of an instructor certified a minimum of TESL Canada Professional Certificate: Standard One, Two, or Three [Permanent] with at least 2,000 hours of adult ESL/EFL classroom experience, or equivalent to ensure proper assessment and constructive feedback to the trainee
- Provide assessment and feedback orally and in writing to the trainee using both standardized forms and qualitative comments on a range of teaching skills as covered in the program curriculum and required by TESL Canada
- Be conducted in adult settings (a minimum of 80% of students must be 18 years of age or older) with classrooms of five or more ESL/EFL students

TESL Canada Teacher Training Program Accreditation Manual

- Cover a range of lesson types and a range of pedagogical aspects as outlined in the areas covered in the theoretical part of the program curriculum and required by TESL Canada
- Include opportunities for reflection and discussion of teaching with the sponsor teacher and practicum supervisor

10. What is the purpose of the practicum?

The purpose of the practicum is to help trainees demonstrate their knowledge and skill of TESL in both theory and practice and to support them in the development of their teaching. Serious applicants should want their program graduates to be able to accomplish these goals. Therefore, programs should outline how their practicum helps trainees apply theory in their classroom teaching and how it supports the improvement of trainees' teaching skills. Details of the practicum must be thoroughly described in the application for TESL Canada Teacher Training Program Accreditation.

11. What is the difference between a practicum supervisor and a sponsor teacher? Do I need both?

The role of the practicum supervisor is to guide and observe the trainee. This person has the main role in assessing whether or not the trainee has achieved the goals of the practicum. Observation by the practicum supervisor for purposes of assessment should be for all 10 (20) hours. The role of the sponsor teacher is to provide the trainee with a class of English language students, act as a teaching model, and provide daily teaching guidance to the trainee. It is possible that one person may be both sponsor teacher and the practicum supervisor.

12. If Form F and resumes of Sponsor Teachers/ Practicum Supervisors/ Teacher Trainers are submitted separately to TESL Canada for evaluation, will there be a fee?

Yes, there will be a fee of \$ 25 per Form F and Resume starting July 1, 2015. There will be no separate charge for Form F and Resumes submitted with the application package (New or Renewal) and Annual Report.

13. Can an approved program use TESL Canada Teacher Training Program Accreditation for promotional purposes?

Programs are encouraged to announce their accreditation status in their promotional materials for the benefit of their students and the profession. However, programs must not misrepresent what accreditation means. Programs should not imply that students will receive automatic TESL Canada Professional Certification, which is a separate process that each new teacher must pursue. Programs may, however, mention that successful graduates will be eligible for TESL Canada accreditation.

14. Can programs receive accreditation if students do not have baccalaureate degrees, or if they are mature students?

Yes, but all students must be informed in writing that they will not receive TESL Canada Professional Certification if they do not hold a baccalaureate degree. This is to ensure that those who wish to receive good training to work in ESL programs as volunteers, are not prevented from doing so.

15. Can a program receive accreditation if students are admitted without a minimum language requirement?

Yes, ELP scores are required for individual certification, but not for entrance into a TESL Canada Recognized teacher training program. Programs are expected to adhere to minimum language

TESL Canada Teacher Training Program Accreditation Manual

requirements for students in order to ensure that students in such programs are not held back by students whose linguistic abilities require improvement.

16. Will a program maintain its accreditation status if it changes its name or is purchased by another institution?

Major changes must be reported in writing to TESL Canada within two months. The TESL Canada adjudicator will review the change and ascertain if a new application is required. Minor changes can be reported in the required annual report to TESL Canada.

17. Will programs denied accreditation receive a refund of the application fee or TESL Canada associate fees?

No, the application fees cover the cost of adjudication. TESL Canada associate fees are refundable if the program is denied accreditation.

18. Can programs (or 'satellite programs') offered outside of Canada by Canadian organizations, individuals or groups apply?

No, TESL Canada will only consider programs based in Canada. This is regardless of who owns and/or operates the program.

19. Can Canadian distance delivered teacher training programs within Canada apply?

Yes, special considerations for distance delivered and blended programs are outlined in the Policy for Distance Delivered and Blended Delivery Programs Approved by TESL Canada on p. 8.

20. Will TESL Canada provide information regarding what to include in the annual report?

TESL Canada will send an annual report form to all approved programs at least 1 month prior to the annual report due dates. Annual reports are due on June 1st, for four years following accreditation.

21. Will TESL Canada visit programs for monitoring purposes?

Yes, TESL Canada reserves the right to visit programs to ensure that teacher training program accreditation standards are being upheld. Programs will be given one week's notice if a site visit is going to occur. Programs are expected to cooperate in full with the program evaluators.

22. Can a program lose its accreditation status?

Programs can lose their accreditation status under the following conditions:

- Failure to comply with accreditation standards
- False advertising/promotion related to implications of TESL Canada Teacher Training Program Accreditation
- Misuse of TESL Canada Teacher Training Program Accreditation status
- Failure to submit an annual report
- Failure to reapply by the 5-year expiry date
- Failure to pay application and annual report fees
- Serious complaints by students or program staff; such complaints will be investigated thoroughly before accreditation is withdrawn.