

The background of the entire slide is a vibrant field of yellow sunflowers under a clear blue sky. A bright sun is visible in the upper center, creating a lens flare effect. A white rectangular frame is centered on the slide, containing the main title and a list of learning modes.

# ALP TARGETS

FACE TO FACE  
ONLINE LEARNING  
BLENDED LEARNING

# Approved Learning Partner (ALP)

## ALP targets – face to face

The following table outlines Approved Learning Partner performance targets

### ASSESSMENT AREA – STUDENT EXPECTATIONS AND POLICY

#### Performance target

##### 1.1 Pre-enrolment information

Students registering for tuition at your institution should be given all appropriate information on their courses prior to enrolling and committing to paying for tuition. ACCA will assess the evidence provided to ensure that there is transparency and there are no hidden policies that students should be aware of prior to signing up for tuition at your institution.

##### Requirements

- Students should be asked to confirm that they have been provided with terms and conditions on enrolment.
- A disclaimer should be included to confirm that all students have read and understood all terms and conditions. If the terms and conditions are located on a different document this should be referenced on the enrolment form.
- Terms and conditions should specify your position on the following:
  - Refunds: under what circumstances can the student claim a refund for a course they have paid for? If your institution will not issue any refunds this should be included in your terms and conditions.
  - Course transfers: under what circumstances can a student transfer to a different course or examination session once they have paid? If your institution will not allow any course transfers this should be included in your terms and conditions.
  - Visa applications: how much responsibility does your institution take for visa applications, and what is the student's position if visa applications are refused? If your institution does not help students with visa applications it should be included that it is the full responsibility of the student to comply with any visa requirements in your terms and conditions.
  - Cost: the cost of accessing your tuition should be made clear to students before they enrol with your institution. There should be full transparency and no hidden fees.
  - Privacy policy: your policy should disclose how your institution gathers, uses, discloses, and manages student data and this should be communicated to students. Your privacy policy and procedures should be compliant with General Data Protection Regulation (GDPR) or your local data protection law(s).
  - Students must be informed that their details will be shared with ACCA for the use of Result Service. Result service is the mechanism of gathering student data to allow for the analysis of pass rates.

##### 1.2 Complaints

Students should be clear on how to make a complaint about your institution. There should be a transparent complaints procedure in place which is accessible to students. Complaints should be investigated thoroughly and promptly, within specified time frames.

ACCA will assess the evidence provided to ensure that students are aware of how to make a complaint about your institution's product or service.

##### Requirements

- Students should be aware of how to make a complaint about your institution's product or service.
- A complaints policy should include your position on the following points:
  - How formal complaints can be made – is there a standard template? How should it be submitted?
  - How long the complainant can expect to wait for acknowledgement of their complaint, and for a response.
  - How complaints will be treated – who will be involved in reviewing the complaint and will they be treated confidentially?
  - Whether the student has any right to appeal the outcome of their complaint, and any related processes.
  - Any student that wishes to make a complaint to ACCA regarding your institution will be advised to follow your institution's complaints procedure first. If the complaint is not handled to their satisfaction, the student then has the option to escalate their complaint to ACCA. If a student has exhausted both your complaints process and ACCA's, they can escalate to the appropriate regulator. Details of which can be found on the ACCA website at the following link: <https://www.accaglobal.com/gb/en/footer/toolbar/contact-us/connect/unhappy.html>

##### 1.3 Contact details and information on ACCA

Students should be provided with up-to-date information on ACCA and how to contact your institution.

ACCA will assess the evidence provided to ensure students are given advice on how and when they should contact your institution. This is important to ensure that students know where, when and on how to raise questions. In addition, your institution should not publish information that could go out of date quickly, for example, information on exemptions.

##### Requirements

- There should be clear guidance provided to students on how to get in touch and engage with your institution relating to ACCA matters.
- Students should know how and when they should get in touch with ACCA directly – Students should be provided with contact details for ACCA Connect as follows:
 

ACCA Connect  
110 Queen Street  
Glasgow G1 3BX  
United Kingdom  
T: +44 (0)141 582 2000  
E: [info@accaglobal.com](mailto:info@accaglobal.com)
- Students should be directed to the Student section of the ACCA website ([www.accaglobal.com/gb/en/student.html](http://www.accaglobal.com/gb/en/student.html)) which provides information on relevant topics for example examination progression rules, study materials, PER, minimum entry, exemptions, study guides, past examination papers and the ethics module.



## Performance target

### 1.4 Promotional material

All promotional material should adhere to ACCA's advertising regulations.

ACCA will assess the evidence provided, your social media channels and website to ensure that information for students is up to date and contains no unsubstantiated claims, which are potentially misleading and could lead to student dissatisfaction.

#### Requirements

- Promotional material contains accurate information regarding ACCA and should make no unsubstantiated or potentially misleading claims.
- All promotional activity from an institution that is seeking to be approved by us should be legal, decent, honest and truthful.
- ACCA's Advertising Regulations will be included as part of our review and can be located [here](#)
- You must not use ACCA's corporate logo and Think Ahead logo.
- ACCA's ALP approval is based on a single location. If your institution has more than one centre approved, it should be made clear on all social media pages, website and any other means of promotional material which centres are approved and the level of approval obtained, for example, Silver Learning Partner, Gold or Platinum Approved Learning Partner for each individual location.

### 1.5 Programme of study

Students should know in advance, when and how their course will be structured.

ACCA will assess the evidence provided for all ACCA exams taught by your institution to ensure that students are aware of the topics that will be covered each week and relevant references to study materials. This will allow them to undertake further reading prior to their lectures taking place.

#### Requirements

- Students are provided with guidance on their programme of study, including a detailed breakdown of their course into modules or study sessions and applicable study materials.
- Programmes of study should highlight when mock examinations are due to be conducted to allow students to include this in their revision plan.
- References to ACCA's Practical Experience Requirements (PER) should be included. There should be links from the syllabus to the practical elements of our performance objectives as part of PER requirements. This will help students apply their knowledge to what is expected of them in the workplace.

## ASSESSMENT AREA – STUDENT EXPERIENCE AND CONTINUOUS IMPROVEMENT

## Performance target

### 2.1 Course review

Your institution should review your courses regularly to determine if improvements could be made to the student experience and performance.

ACCA will assess the evidence provided to ensure that your institution reviews course structure and delivery, student performance, course completion and student feedback.

#### Requirements

- There should be a regular review of course structure and delivery, student performance, course completion and feedback is conducted and documented.
- If improvements are required, we would expect there to be documented actions and associated timeframes for implementation.

If there are no concerns with the areas above, resulting actions do not need to be submitted.

### 2.2 Mode of study

Students should be taught in premises that are conducive to study.

ACCA will assess the evidence provided to ensure your institution has secured appropriate premises for ACCA students.

#### Requirements

- A lease / proof of ownership or any other evidence confirming arrangements in place to secure the teaching premises.  
A lease should include the following:
  - Name of institution
  - Address of premises (same as address on application form)
  - Start date and end date
  - Signatures of lessor and lessee.
- If your lease has an option of renewal we would require the lease along with confirmation from the owner of the start and end date of the renewal period.
- An approval site visit will be conducted to ensure that the premises are fit for purpose and the facilities are appropriate for mode of delivery, course type and be conducive to study. The initial approval visit will include a tour, a discussion with your tutors and course manager and a meeting with your students.
- Your institution should have mitigations in place if your normal teaching arrangements become no longer viable and this will be discussed as part of the approval visit.

### 2.3 Financial viability

Your institution should be financially viable. We will assess the evidence provided to ensure that your institution is in a healthy financial position to operate while ACCA students are attending your tuition.

#### Requirements

- If a student has committed to attending your institution's courses then we must be assured that your institution will be in a position to honour this agreement.

### 2.4 Tutors

Students should be assured that tutors are in a position to teach ACCA examinations through obtaining a relevant qualification and experience.

ACCA will assess the evidence provided to ensure that your institution's tutors are appropriately qualified and experienced.

#### Requirements

- Tutors are knowledgeable and experienced in their chosen field and hold qualifications appropriate to the subjects they teach.
- Part-qualified tutors should not be teaching exams beyond their own qualification level.
- Tutor performance is monitored and development opportunities provided. Monitoring of tutors would typically include analysis of pass rates of all students within the class.

## Performance target

### 2.5 Course completion

Your institution should review if students are completing their study for each ACCA paper paid for.

ACCA will assess the evidence provided to ensure that your institution compares the number of students that start tuition for each ACCA exam in comparison to the number that have completed tuition for the same ACCA exam.

#### Requirements

- Course completion figures are documented and reviewed for each exam taught, and the reasons for losses are investigated.
- If students have dropped out of tuition for an ACCA class, there should be an investigation into the reasons for losses and resulting actions should be discussed at course review meetings.

Please note: this performance target has been included to determine if students that started tuition with your institution have progressed on to complete their tuition for the same ACCA examination. This performance target does not require an analysis of how many students started their ACCA study with your institution and completed all other ACCA examinations.

### 2.6 Mock examinations

Students should be supported with their ACCA studies through the use of mock examinations. The delivery of mock examinations should be appropriate to the method of study, for example a full online learning platform should provide online mock examinations.

ACCA will assess the evidence provided to ensure that students have completed a mock examination prior to their final ACCA examination and are therefore better equipped to pass. A mock examination is taken as a trial exam before an official ACCA examination.

Your institution should use mock examinations that reflect the structure and content of a real ACCA examination. This is to ensure that students' mock examination attempts have been adequately marked and returned to your students, for all of our exams taught by your institution.

#### Requirements

- Mock examinations are set, reviewed and returned with constructive feedback within a specified turnaround time.
- There should be detailed comments and feedback provided to students – if students have received a poor mark in a mock examination, they need to know how they can improve in time to attempt the ACCA examination.
- Turnaround times – students' need enough time to be able to rectify any issues in their knowledge or examination technique and therefore should be informed of when they will receive their marked mock examination from their tutor.

Please note that our past examination papers should not be amended in any way when being used in a classroom environment.

### 2.7 Student feedback

Students should be able to give your institution feedback on their tuition.

ACCA will assess the evidence provided to ensure that your institution collates, summarises and analyses student feedback.

#### Requirements

- Student feedback on performance is actively sought, reviewed and acted upon where appropriate. Student feedback questionnaires should include questions on facilities, tutor performance and course content and delivery.
- Include student feedback results into course review meeting.

# Approved Learning Partner (ALP)

## ALP targets – online learning

The following table outlines Approved Learning Partner performance targets

### ASSESSMENT AREA – STUDENT EXPECTATIONS AND POLICY

#### Performance target

##### 1.1 Pre-enrolment information

Students registering for tuition at your institution should be given all appropriate information on their courses prior to enrolling and committing to paying for tuition. ACCA will assess the evidence provided to ensure that there is transparency and there are no hidden policies that students should be aware of prior to signing up for tuition at your institution.

##### Requirements

- Students should be asked to confirm that they have been provided with terms and conditions on enrolment.
- A disclaimer should be included to confirm that all students have read and understood all terms and conditions. If the terms and conditions are located on a different document this should be referenced on the enrolment form.
- Terms and conditions should specify your position on the following:
  - Refunds: under what circumstances can the student claim a refund for a course they have paid for? If your institution will not issue any refunds this should be included in your terms and conditions.
  - Course transfers: under what circumstances can a student transfer to a different course or examination session once they have paid? If your institution will not allow any course transfers this should be included in your terms and conditions.
  - Visa applications: how much responsibility does your institution take for visa applications, and what is the student's position if visa applications are refused? If your institution does not help students with visa applications it should be included that it is the full responsibility of the student to comply with any visa requirements in your terms and conditions.
  - Cost: the cost of accessing your tuition should be made clear to students before they enrol with your institution. There should be full transparency and no hidden fees.
  - Privacy policy: your policy should disclose how your institution gathers, uses, discloses, and manages student data and this should be communicated to students. Your privacy policy and procedures should be compliant with General Data Protection Regulation (GDPR) or your local data protection law(s).
  - Students must be informed that their details will be shared with ACCA for the use of Result Service. Result service is the mechanism of gathering student data to allow for the analysis of pass rates.
  - Dates: the dates that students can access all materials on your online learning platform and the expiry date should be made clear upon purchasing access to your online learning platform.
  - Technical requirements: students should be given guidance on the technical requirements of your online learning platform before they register for study at your institution. For example, does your online learning platform require access to Microsoft Excel or Word?
  - Browsers: should your online learning platform operate on specific browsers, for example, Firefox, Internet Explorer or Google, this should be made clear to students before they register for study at your institution.
  - Internet speed: if a specific internet speed/bandwidth is required to use all resources and participate in live lectures or to play back recorded lectures.

##### 1.2 Complaints

Students should be clear on how to make a complaint about your institution. There should be a transparent complaints procedure in place which is accessible to students. Complaints should be investigated thoroughly and promptly, within specified time frames.

ACCA will assess the evidence provided to ensure that students are aware of how to make a complaint about your institution's product or service.

##### Requirements

- Students should be aware of how to make a complaint about your institution's product or service.
- A complaints policy should include your position on the following points:
  - How formal complaints can be made – is there a standard template? How should it be submitted?
  - How long the complainant can expect to wait for acknowledgement of their complaint, and for a response.
  - How complaints will be treated – who will be involved in reviewing the complaint and will they be treated confidentially?
  - Whether the student has any right to appeal the outcome of their complaint, and any related processes.
  - Any student that wishes to make a complaint to ACCA regarding your institution will be advised to follow your institution's complaints procedure first. If the complaint is not handled to their satisfaction, the student then has the option to escalate their complaint to ACCA. If a student has exhausted both your complaints process and ACCA's, they can escalate to the appropriate regulator. Details of which can be found on the ACCA website at the following link: <https://www.accaglobal.com/gb/en/footer/footer/contact-us/connect/unhappy.html>

##### 1.3 Contact details and information on ACCA

Students should be provided with up-to-date information on ACCA and how to contact your institution.

ACCA will assess the evidence provided to ensure students are given advice on how and when they should contact your institution. This is important to ensure that students know where, when and on how to raise questions. In addition, your institution should not publish information that could go out of date quickly, for example, information on exemptions.

##### Requirements

- There should be clear guidance provided to students on how to get in touch and engage with your institution relating to ACCA matters.
- Students should know how and when they should get in touch with ACCA directly – Students should be provided with contact details for ACCA Connect as follows:  
ACCA Connect, 110 Queen Street, Glasgow G1 3BX, United Kingdom  
T: +44 (0)141 582 2000 E: [info@accaglobal.com](mailto:info@accaglobal.com)
- Students should be directed to the Student section of the ACCA website ([www.accaglobal.com/gb/en/student.html](http://www.accaglobal.com/gb/en/student.html)) which provides information on relevant topics for example examination progression rules, study materials, PER, minimum entry, exemptions, study guides, past examination papers and the ethics module.

**Performance target****1.4 Promotional material**

All promotional material should adhere to ACCA's advertising regulations.

ACCA will assess the evidence provided, your social media channels and website to ensure that information for students is up to date and contains no unsubstantiated claims, which are potentially misleading and could lead to student dissatisfaction.

**Requirements**

- Promotional material contains accurate information regarding ACCA and should make no unsubstantiated or potentially misleading claims.
- All promotional activity from an institution that is seeking to be approved by us should be legal, decent, honest and truthful.
- ACCA's Advertising Regulations will be included as part of our review and can be located here
- You must not use ACCA's corporate logo and Think Ahead logo.
- ACCA's ALP approval is based on a single location. If your institution has more than one centre approved, it should be made clear on all social media pages, website and any other means of promotional material which centres are approved and the level of approval obtained, for example, Silver Learning Partner, Gold or Platinum Approved Learning Partner for each individual location.

**1.5 Programme of study**

Students should know in advance, when and how their course will be structured.

ACCA will assess the evidence provided for all ACCA exams taught by your institution to ensure that students are aware of the topics that will be covered each week and relevant references to study materials with associated recommended number of hours. This will allow them to undertake further reading prior to their lectures taking place.

**Requirements**

- Students are provided with guidance on their programme of study, including a detailed breakdown of their course into modules or study sessions, applicable study materials and associated learning hours.
- Programmes of study should highlight when mock examinations are due to be conducted to allow students to include this in their revision plan.
- References to ACCA's Practical Experience Requirements (PER) should be included. There should be links from the syllabus to the practical elements of our performance objectives as part of PER requirements. This will help students apply their knowledge to what is expected of them in the workplace.

**ASSESSMENT AREA – STUDENT EXPERIENCE AND CONTINUOUS IMPROVEMENT****Performance target****2.1 Course review**

Your institution should review your courses regularly to determine if improvements could be made to the student experience and performance.

ACCA will assess the evidence provided to ensure that your institution reviews course structure and delivery, student performance, course completion and student feedback.

**Requirements**

- There should be a regular review of course structure and delivery, student performance, course completion and feedback is conducted and documented.
- If improvements are required, we would expect there to be documented actions and associated timeframes for implementation.

If there are no concerns with the areas above, resulting actions do not need to be submitted.

Performance target	Requirement
<b>2.2 Mode of study</b>	
We will assess the evidence provided to ensure the learning provider has an appropriate online learning platform to teach ACCA students. Please provide full access to your online learning platform including a recorded lecture. Please ensure that you provide full access to your online learning platform in the same way as you would for a student until your approval is confirmed by ACCA. The approval process typically takes three months to complete.	
<b>Navigation and accessibility</b>	Your online learning platform must be accessible globally, 24 hours per day and 365 days per year.
	Students should be able to navigate from one area of the platform to the other and have access to an on-boarding video or guide to help them navigate the different sections of your online learning platform. This should include how to search the online learning platform for content.
<b>Teaching and progression of study</b>	Teaching should take place either through live or recorded lectures. If your online learning platform includes live lectures, students should have access to recordings at any time.
	Lecturers should be audible and students should be able to hear and understand the lecturer.
	Lecturers should refer to the most recent version of the ACCA syllabus and be continuously updated in line with the ACCA website.
	Students should be able to access a dashboard or progress tracker to review the progress of their study and the completion of mock examinations and/or other assignments.
	Students should be given clear advice on whom to contact if they have questions on syllabus content, examination preparation or on the content of a lecture. Students should be notified of the applicable response time for their query.
<b>Student tracking and engagement</b>	Your institution should have a mechanism in place to track the progression of students through all sections of your online learning platform including mock examinations and homework assignments. If students do not engage with the platform, there should be appropriate interventions to assist students with their study.
	Students should be able to access an online learning community or forum to network with other ACCA students, either inside or outside of class. Your online learning community or forum should be moderated for inappropriate content.

Performance target	Requirement
<b>Technical and functional requirements</b>	Students should be given guidance on how to raise questions or highlight issues with the technical aspects of using your online learning platform. For example, who should they contact during periods of poor system performance while using your online learning platform? How should they raise issues of this nature?
	There should be a back-up plan to ensure there is minimal disruption in the event of a large scale technical problem or scheduled outage to update your online learning platform. Students should be given advance notification of planned outages and an estimated recovery time on when access can be restored.
<b>Legal and security</b>	Your online learning platform and associated policies and procedures should be compliant with General Data Protection Regulation (GDPR) or your local data protection law(s). Please note that if your online learning platform is based in the European Union or if students based in the Europe Union access your online learning platform then you should be aware that GDPR rules apply.
	Your online learning platform should cover the following: <ul style="list-style-type: none"> <li>• Personal data must be stored and transmitted securely, preferably using encryption.</li> <li>• The system must employ multi-factor authentication in order to prevent unauthorised access. At a minimum this should include the need for users to supply both a user name and a password. Students should be able to retrieve forgotten usernames and passwords.</li> </ul>

Performance target
<p><b>2.3 Financial viability</b></p> <p>Your institution should be financially viable. We will assess the evidence provided to ensure that your institution is in a healthy financial position to operate while ACCA students are attending your tuition.</p> <p><b>Requirements</b></p> <ul style="list-style-type: none"> <li>• If a student has committed to attending your institution's courses then we must be assured that your institution will be in a position to honour this agreement.</li> </ul>
<p><b>2.4 Tutors</b></p> <p>Students should be assured that tutors are in a position to teach ACCA examinations through obtaining a relevant qualification and experience. ACCA will assess the evidence provided to ensure that your institution's tutors are appropriately qualified and experienced.</p> <p><b>Requirements</b></p> <ul style="list-style-type: none"> <li>• Tutors are knowledgeable and experienced in their chosen field and hold qualifications appropriate to the subjects they teach.</li> <li>• Part-qualified tutors should not be teaching exams beyond their own qualification level.</li> <li>• Tutor performance is monitored and development opportunities provided. Monitoring of tutors would typically include analysis of pass rates of all students within the class.</li> </ul>
<p><b>2.5 Course completion</b></p> <p>Your institution should review if students are completing their study for each ACCA paper paid for. ACCA will assess the evidence provided to ensure that your institution compares the number of students that start tuition for each ACCA exam in comparison to the number that have completed tuition for the same ACCA exam.</p> <p><b>Requirements</b></p> <ul style="list-style-type: none"> <li>• Course completion figures are documented and reviewed for each exam taught, and the reasons for losses are investigated.</li> <li>• If students have dropped out of tuition for an ACCA class, there should be an investigation into the reasons for losses and resulting actions should be discussed at course review meetings.</li> </ul> <p>Please note: this performance target has been included to determine if students that started tuition with your institution have progressed on to complete their tuition for the same ACCA examination. This performance target does not require an analysis of how many students started their ACCA study with your institution and completed all other ACCA examinations.</p>
<p><b>2.6 Mock examinations</b></p> <p>Students should be supported with their ACCA studies through the use of mock examinations. The delivery of mock examinations should be appropriate to the method of study, for example, a full online learning platform should provide online mock examinations. ACCA will assess the evidence provided to ensure that students have completed a mock examination prior to their final ACCA examination and are therefore better equipped to pass. A mock examination is taken as a trial exam before an official ACCA examination.</p> <p>Your institution should use mock examinations that reflect the structure and content of a real ACCA examination. This is to ensure that students' mock examination attempts have been adequately marked and returned to your students, for all of our exams taught by your institution.</p> <p><b>Requirements</b></p> <ul style="list-style-type: none"> <li>• Mock examinations are set, reviewed and returned with constructive feedback within a specified turnaround time.</li> <li>• There should be detailed comments and feedback provided to students – if students have received a poor mark in a mock examination, they need to know how they can improve in time to attempt the ACCA examination.</li> <li>• Turnaround times – students' need enough time to be able to rectify any issues in their knowledge or examination technique and therefore should be informed of when they will receive their marked mock examination from their tutor.</li> </ul> <p>Please note that our past examination papers should not be amended in any way when being used in a classroom environment.</p>
<p><b>2.7 Student feedback</b></p> <p>Students should be able to give your institution feedback on their tuition. ACCA will assess the evidence provided to ensure that your institution collates, summarises and analyses student feedback.</p> <p><b>Requirements</b></p> <ul style="list-style-type: none"> <li>• Student feedback on performance is actively sought, reviewed and acted upon where appropriate. Student feedback questionnaires should include questions on facilities, tutor performance and course content and delivery, online learning platform, ease of navigation and trouble shooting.</li> <li>• Include student feedback results into course review meeting.</li> </ul>

# Approved Learning Partner (ALP)

## ALP targets – blended learning

The following table outlines Approved Learning Partner performance targets

### ASSESSMENT AREA – STUDENT EXPECTATIONS AND POLICY

#### Performance target

##### 1.1 Pre-enrolment information

Students registering for tuition at your institution should be given all appropriate information on their courses prior to enrolling and committing to paying for tuition. ACCA will assess the evidence provided to ensure that there is transparency and there are no hidden policies that students should be aware of prior to signing up for tuition at your institution.

##### Requirements

- Students should be asked to confirm that they have been provided with terms and conditions on enrolment.
- A disclaimer should be included to confirm that all students have read and understood all terms and conditions. If the terms and conditions are located on a different document this should be referenced on the enrolment form.
- Terms and conditions should specify your position on the following:
  - Refunds: under what circumstances can the student claim a refund for a course they have paid for? If your institution will not issue any refunds this should be included in your terms and conditions.
  - Course transfers: under what circumstances can a student transfer to a different course or examination session once they have paid? If your institution will not allow any course transfers this should be included in your terms and conditions.
  - Visa applications: how much responsibility does your institution take for visa applications, and what is the student's position if visa applications are refused? If your institution does not help students with visa applications it should be included that it is the full responsibility of the student to comply with any visa requirements in your terms and conditions.
  - Cost: the cost of accessing your tuition should be made clear to students before they enrol with your institution. There should be full transparency and no hidden fees.
  - Privacy policy: your policy should disclose how your institution gathers, uses, discloses, and manages student data and this should be communicated to students. Your privacy policy and procedures should be compliant with General Data Protection Regulation (GDPR) or your local data protection law(s).
  - Students must be informed that their details will be shared with ACCA for the use of Result Service. Result service is the mechanism of gathering student data to allow for the analysis of pass rates.
  - Dates: the dates that students can access all materials on your online learning platform and the expiry date should be made clear upon purchasing access to your online learning platform.
  - Technical requirements: students should be given guidance on the technical requirements of your online learning platform before they register for study at your institution. For example, does your online learning platform require access to Microsoft Excel or Word?
  - Browsers: should your online learning platform operate on specific browsers, for example, Firefox, Internet Explorer or Google, this should be made clear to students before they register for study at your institution.
  - Internet speed: if a specific internet speed/bandwidth is required to use all resources and participate in live lectures or to play back recorded lectures.

##### 1.2 Complaints

Students should be clear on how to make a complaint about your institution. There should be a transparent complaints procedure in place which is accessible to students. Complaints should be investigated thoroughly and promptly, within specified time frames.

ACCA will assess the evidence provided to ensure that students are aware of how to make a complaint about your institution's product or service.

##### Requirements

- Students should be aware of how to make a complaint about your institution's product or service.
- A complaints policy should include your position on the following points:
  - How formal complaints can be made – is there a standard template? How should it be submitted?
  - How long the complainant can expect to wait for acknowledgement of their complaint, and for a response.
  - How complaints will be treated – who will be involved in reviewing the complaint and will they be treated confidentially?
  - Whether the student has any right to appeal the outcome of their complaint, and any related processes.
  - Any student that wishes to make a complaint to ACCA regarding your institution will be advised to follow your institution's complaints procedure first. If the complaint is not handled to their satisfaction, the student then has the option to escalate their complaint to ACCA. If a student has exhausted both your complaints process and ACCA's, they can escalate to the appropriate regulator. Details of which can be found on the ACCA website at the following link: <https://www.accaglobal.com/gb/en/footer/footer/contact-us/connect/unhappy.html>

##### 1.3 Contact details and information on ACCA

Students should be provided with up-to-date information on ACCA and how to contact your institution.

ACCA will assess the evidence provided to ensure students are given advice on how and when they should contact your institution. This is important to ensure that students know where, when and on how to raise questions. In addition, your institution should not publish information that could go out of date quickly, for example, information on exemptions.

##### Requirements

- There should be clear guidance provided to students on how to get in touch and engage with your institution relating to ACCA matters.
- Students should know how and when they should get in touch with ACCA directly – Students should be provided with contact details for ACCA Connect as follows:  
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T: +44 (0)141 582 2000 E: [info@accaglobal.com](mailto:info@accaglobal.com)
- Students should be directed to the Student section of the ACCA website ([www.accaglobal.com/gb/en/student.html](http://www.accaglobal.com/gb/en/student.html)) which provides information on relevant topics for example examination progression rules, study materials, PER, minimum entry, exemptions, study guides, past examination papers and the ethics module.



## Performance target

### 1.4 Promotional material

All promotional material should adhere to ACCA's advertising regulations.

ACCA will assess the evidence provided, your social media channels and website to ensure that information for students is up to date and contains no unsubstantiated claims, which are potentially misleading and could lead to student dissatisfaction.

#### Requirements

- Promotional material contains accurate information regarding ACCA and should make no unsubstantiated or potentially misleading claims.
- All promotional activity from an institution that is seeking to be approved by us should be legal, decent, honest and truthful.
- ACCA's Advertising Regulations will be included as part of our review and can be located here
- You must not use ACCA's corporate logo and Think Ahead logo.
- ACCA's ALP approval is based on a single location. If your institution has more than one centre approved, it should be made clear on all social media pages, website and any other means of promotional material which centres are approved and the level of approval obtained, for example, Silver Learning Partner, Gold or Platinum Approved Learning Partner for each individual location.

### 1.5 Programme of study

Students should know in advance, when and how their course will be structured.

ACCA will assess the evidence provided for all ACCA exams taught by your institution to ensure that students are aware of the topics that will be covered each week and relevant references to study materials with associated recommended number of hours. This will allow them to undertake further reading prior to their lectures taking place.

#### Requirements

- Students are provided with guidance on their programme of study, including a detailed breakdown of their course into modules or study sessions, applicable study materials and associated learning hours.
- Programmes of study should highlight when mock examinations are due to be conducted to allow students to include this in their revision plan.
- References to ACCA's Practical Experience Requirements (PER) should be included. There should be links from the syllabus to the practical elements of our performance objectives as part of PER requirements. This will help students apply their knowledge to what is expected of them in the workplace.

## ASSESSMENT AREA – STUDENT EXPERIENCE AND CONTINUOUS IMPROVEMENT

## Performance target

### 2.1 Course review

Your institution should review their courses regularly to determine if improvements could be made to the student experience and performance.

ACCA will assess the evidence provided to ensure that your institution reviews course structure and delivery, student performance, course completion and student feedback.

#### Requirements

- There should be a regular review of course structure and delivery, student performance, course completion and feedback is conducted and documented.
- If improvements are required, we would expect there to be documented actions and associated timeframes for implementation.

If there are no concerns with the areas above, resulting actions do not need to be submitted.

## Performance target

## Requirement

### 2.2 Mode of study

ACCA will assess the evidence provided to ensure your institution has both secured premises for ACCA students and an appropriate online learning platform.

Please provide full access to your online learning platform including a recorded lecture. Please ensure that you provide full access to your online learning platform in the same way as you would for a student until your approval is confirmed by ACCA. The approval process typically takes three months to complete.

Please specify how much tuition is delivered face to face and through your online learning platform.

#### Physical premises

A lease/proof of ownership or any other evidence confirming arrangements in place to secure the teaching premises.

A lease should include the following:

- Name of institution
- Address of premises (same as address on application form)
- Start date and end date
- Signatures of lessor and lessee.

If your lease has an option of renewal we would require the lease along with confirmation from the owner of the start and end date of the renewal period.

An approval site visit will be conducted to ensure that the premises are fit for purpose and the facilities are appropriate for mode of delivery, course type and be conducive to study. The initial approval visit will include a tour, a discussion with your tutors and course manager and a meeting with your students.

Your institution should have mitigations in place if your normal teaching arrangements become no longer viable and this will be discussed as part of the approval visit.

#### Navigation and accessibility

Your online learning platform must be accessible globally, 24 hours per day and 365 days per year.

Students should be able to navigate from one area of the platform to the other and have access to an on-boarding video or guide to help them navigate the different sections of your online learning platform. This should include how to search the online learning platform for content.

Performance target	Requirement
<b>Teaching and progression of study</b>	Teaching should take place either through live or recorded lectures. If your online learning platform includes live lectures, students should have access to recordings at any time.
	Lecturers should refer to the most recent version of the ACCA syllabus and be continuously updated in line with the ACCA website.
	Lecturers should be audible and students should be able to hear and understand the lecturer.
	Students should be able to access a dashboard or progress tracker to review the progress of their study and the completion of mock examinations and/or other assignments.
	Students should be given clear advice on whom to contact if they have questions on syllabus content, examination preparation or on the content of a lecture. Students should be notified of the applicable response time for their query.
<b>Student tracking and engagement</b>	Your institution should have a mechanism in place to track the progression of students through all sections of your online learning platform including mock examinations and homework assignments. If students do not engage with the platform, there should be appropriate interventions to assist students with their study.
	Students should be able to access an online learning community or forum to network with other ACCA students, either inside or outside of class. Your online learning community or forum should be moderated for inappropriate content.
<b>Technical and functional requirements</b>	Students should be given guidance on how to raise questions or highlight issues with the technical aspects of using your online learning platform. For example, who should they contact during periods of poor system performance while using your online learning platform? How should they raise issues of this nature?
	There should be a back-up plan to ensure there is minimal disruption in the event of a large scale technical problem or scheduled outage to update your online learning platform. Students should be given advance notification of planned outages and an estimated recovery time on when access can be restored.
<b>Legal and security</b>	Your online learning platform and associated policies and procedures should be compliant with General Data Protection Regulation (GDPR) or your local data protection law(s).
	Please note that if your online learning platform is based in the European Union or if students based in the Europe Union access your online learning platform then you should be aware that GDPR rules apply.
	<p>Your online learning platform should cover the following:</p> <ul style="list-style-type: none"> <li>• Personal data must be stored and transmitted securely, preferably using encryption.</li> <li>• The system must employ multi-factor authentication in order to prevent unauthorised access. At a minimum this should include the need for users to supply both a user name and a password. Students should be able to retrieve forgotten usernames and passwords.</li> </ul>

Performance target
<p><b>2.3 Financial viability</b></p> <p>Your institution should be financially viable. We will assess the evidence provided to ensure that your institution is in a healthy financial position to operate while ACCA students are attending your tuition.</p> <p><b>Requirements</b></p> <ul style="list-style-type: none"> <li>• If a student has committed to attending your institution's courses then we must be assured that your institution will be in a position to honour this agreement.</li> </ul>
<p><b>2.4 Tutors</b></p> <p>Students should be assured that tutors are in a position to teach ACCA examinations through obtaining a relevant qualification and experience. ACCA will assess the evidence provided to ensure that your institution's tutors are appropriately qualified and experienced.</p> <p><b>Requirements</b></p> <ul style="list-style-type: none"> <li>• Tutors are knowledgeable and experienced in their chosen field and hold qualifications appropriate to the subjects they teach.</li> <li>• Part-qualified tutors should not be teaching exams beyond their own qualification level.</li> <li>• Tutor performance is monitored and development opportunities provided. Monitoring of tutors would typically include analysis of pass rates of all students within the class.</li> </ul>
<p><b>2.5 Course completion</b></p> <p>Your institution should review if students are completing their study for each ACCA paper paid for.</p> <p>ACCA will assess the evidence provided to ensure that your institution compares the number of students that start tuition for each ACCA exam in comparison to the number that have completed tuition for the same ACCA exam.</p> <p><b>Requirements</b></p> <ul style="list-style-type: none"> <li>• Course completion figures are documented and reviewed for each exam taught, and the reasons for losses are investigated.</li> <li>• If students have dropped out of tuition for an ACCA class, there should be an investigation into the reasons for losses and resulting actions should be discussed at course review meetings.</li> </ul> <p>Please note: this performance target has been included to determine if students that started tuition with your institution have progressed on to complete their tuition for the same ACCA examination. This performance target does not require an analysis of how many students started their ACCA study with your institution and completed all other ACCA examinations.</p>

## Performance target

### 2.6 Mock examinations

Students should be supported with their ACCA studies through the use of mock examinations. The delivery of mock examinations should be appropriate to the method of study, for example, a full online learning platform should provide online mock examinations.

ACCA will assess the evidence provided to ensure that students have completed a mock examination prior to their final ACCA examination and are therefore better equipped to pass. A mock examination is taken as a trial exam before an official ACCA examination.

Your institution should use mock examinations that reflect the structure and content of a real ACCA examination. This is to ensure that students' mock examination attempts have been adequately marked and returned to your students, for all of our exams taught by your institution.

#### Requirements

- Mock examinations are set, reviewed and returned with constructive feedback within a specified turnaround time.
- There should be detailed comments and feedback provided to students – if students have received a poor mark in a mock examination, they need to know how they can improve in time to attempt the ACCA examination.
- Turnaround times – students' need enough time to be able to rectify any issues in their knowledge or examination technique and therefore should be informed of when they will receive their marked mock examination from their tutor.

Please note that our past examination papers should not be amended in any way when being used in a classroom environment.

### 2.7 Student feedback

Students should be able to give your institution feedback on their tuition.

ACCA will assess the evidence provided to ensure that your institution collates, summarises and analyses student feedback.

#### Requirements

- Student feedback on performance is actively sought, reviewed and acted upon where appropriate. Student feedback questionnaires should include questions on facilities, tutor performance and course content and delivery, online learning platform, ease of navigation and trouble shooting.
- Include student feedback results into course review meeting.



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