



ACCA

Registered Learning
Partner (RLP)

Pre-approval guide

Think Ahead

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1 What is accreditation?

ACCA's Registered Learning Partner programme (RLP) gives formal recognition to leading learning providers offering quality tuition and support to students taking our non-core qualifications. It is the platform from which we can develop a mutually beneficial relationship, increasing the global availability of effective and innovative ACCA course delivery and first-class student support.

WHO IS THIS HANDBOOK FOR?

This handbook is primarily for learning providers interested in holding accreditation for teaching one of the following qualifications:

- Diploma in International Financial Reporting
- Certificate in International Financial Reporting
- Certificate in International Auditing
- Certificate in International Public Sector Accounting Standards
- Certificate in Global Business Services
- Russian Tax Diploma.

HOW DO I START TEACHING ACCA'S NON-CORE QUALIFICATIONS?

We don't directly provide tuition for our qualifications, however as an awarding body, we rely on our global network of third party learning providers to help our students prepare for their examinations. Potential learning providers don't need to obtain permission to run courses from ACCA before offering tuition towards ACCA's non-core qualifications. ACCA courses may be offered differently from institution to institution:

- they can be face to face, online or through traditional distance learning
- they can be full-time or part-time
- they can be over longer or shorter periods of time.

WHAT IF I AM TEACHING THE ACCA QUALIFICATION OR FOUNDATION LEVEL AWARDS?

If you're teaching the ACCA Qualification or Foundation Level awards then you cannot apply for approval under the RLP programme. You may be eligible for the Approved Learning Partner programme. We recognise learning providers offering quality tuition and support to students studying the ACCA Qualification or Foundation Level awards.

More information can be found here:

www.accaglobal.com/gb/en/learning-provider/approved-learning-partner.html

WHAT IS THE REGISTERED LEARNING PARTNER PROGRAMME?

Our Registered Learning Partner programme is a quality-assurance programme that aims to recognise excellent learning providers who can prove that they meet our performance targets, representing global best practice in the provision of ACCA course tuition and support. To become a Registered Learning Partner you must be preparing to start teaching or have commenced at least one of our non-core qualifications which are detailed below:

- Diploma in International Financial Reporting
- Certificate in International Financial Reporting
- Certificate in International Auditing
- Certificate in International Public Sector Accounting Standards
- Certificate in Global Business Services
- Russian Tax Diploma.

WHO CAN BE ACCREDITED?

Learning providers that solely provide text books and study materials to students are not eligible to be approved under the Registered Learning Partner programme. The Registered Learning Partner programme recognises centres that provide tuition and support to students as well as text books and study materials.

WHAT ARE THE BENEFITS OF THE RLP PROGRAMME?

As a Registered Learning Partner you can take advantage of the following exclusive benefits that will provide you with a competitive edge over non-accredited providers:

ACCA members can see you are quality assured

Members will know you have been assessed against ACCA's widely recognised and highly regarded global best practice benchmarks. They have our assurance that your tuition is high quality and that you have efficient support frameworks in place.

Enhance your brand

By becoming a Registered Learning Partner you not only show members and their employers that you are committed to providing high quality tuition and support, and but enhance your own reputation by association with ACCA.

1 WHAT IS ACCREDITATION?

Excellent customer service

When you become accredited, we'll ensure that you're provided with excellent customer service and support by our headquarters and national office network.

ACCA will promote your institution

You will have an entry on our online Registered Learning Partner Directory.

We will also promote your approved status by strongly recommending that our members study with your institution and explaining to them the high quality learning experience they can expect from accredited providers.

Marketing tools and support

You will receive a certificate and a distinctive logo to use on your advertising.

HOW MUCH WILL IT COST TO BECOME ACCREDITED?

The annual fee is £250 per site.

Once your application has been approved, you will be invoiced for the approval fee. However it is worth noting that the annual renewal processes take place in the last quarter of the approval period. Approval periods run from 1 April to 31 March of the following year. All existing Registered Learning Partners are invoiced for the following year's annual fee during this time. Applicants gaining approval late in the year may therefore incur two sets of fees in a short space of time.

Payment should be made in £ sterling to 'ACCA' and sent directly to the Professional Qualifications Approvals team in Glasgow. Please do not send payment to ACCA by email as emails are not encrypted and therefore not regarded as a secure method of sending payment details.

WHAT IS THE CRITERIA FOR ACCREDITATION?

To be considered for accreditation, you must be able to fully demonstrate that you meet a number of performance targets in areas including student expectations and policy, student experience and continuous improvement.

Assessment area	Performance target
1 Student expectations and policy	1.1 Terms and conditions 1.2 Complaints 1.3 Promotional material 1.4 Programme of study
2 Student experience and continuous improvement	2.1 Premises 2.2 Financial viability 2.3 Tutors

The full list of targets has been included overleaf along with the evidence that the Professional Qualifications Approvals team must review as part of your application. All targets must be evidenced as part of your application.

Please note all supporting materials in relation to an application for Registered Learning Partner are required to be translated into English.

1 WHAT IS ACCREDITATION?

ASSESSMENT AREA – STUDENT EXPECTATIONS AND POLICY

PERFORMANCE TARGET	EVIDENCE
<p>1.1 Terms and conditions</p> <p>All students are issued with your institution’s terms and conditions of enrolment. Students are asked to actively confirm that they have been provided with the terms and conditions on enrolment.</p> <p>We will assess the evidence provided for this target to ensure that students signing up for tuition at your institution are given all appropriate information on their courses prior to enrolling and committing to paying for tuition.</p> <p>By reviewing your institution’s terms and conditions we ensure that there is transparency around the terms and conditions and there are no hidden policies that students should be aware of. We should be assured that your institution manages the expectations of ACCA students at all times.</p> <p>Terms and conditions must include the below areas:</p> <ul style="list-style-type: none"> • 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. • Deferments – under what circumstances can a student defer a course they have paid for to a later start date? If your institution will not allow any deferment this should be included in the terms and conditions. • Discounts – eligibility criteria for any available fee waivers or discounts, and the student’s responsibilities in return for any entitlement. If your institution will not allow any discounts this should be included in your terms and conditions. • Course transfers – under what circumstances can a student transfer to a different course 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. <p>If you do not have terms on the above topics you should create these. However for example if you do not issue refunds to students we are not advising that you must, but you must state in your terms and conditions that you do not issue refunds.</p> <p>We would expect a disclaimer line within the terms and conditions to confirm that all students has read and understood all terms.</p> <p>Also if the terms and conditions are located on a different document this should be referenced on the enrolment form.</p>	<p>Evidence that must be provided:</p> <ul style="list-style-type: none"> • A copy of the enrolment form with your institution’s terms and conditions included on the form and a disclaimer line to confirm that all students have read and understood all terms and conditions <p>and</p> <ul style="list-style-type: none"> • If the terms and conditions are located within a different document this should be referenced on the enrolment form and both a copy of the enrolment form and the terms and conditions provided to students at enrolment should be provided. The enrolment form should contain a disclaimer line to confirm that all students have read and understood all terms and conditions on the different form. <p>and</p> <ul style="list-style-type: none"> • Please make us aware if visa applications are not applicable to your institution when making the application (please note that this can be provided as written confirmation in an email or on the Performance Assessment Matrix).
<p>1.2 Complaints</p> <p>A formal, transparent complaints procedure is in place and available to students. Complaints are investigated thoroughly and promptly, within specified time frames.</p> <p>We will assess the evidence provided to ensure that students are aware of how to make an informal or formal complaint about your institution’s product or service. Any student that wishes to make a complaint to ACCA regarding your institution will be advised to follow your institution’s complaints procedure first.</p> <p>The contents and conditions around the complaints policy should be at your institutions discretion and we do appreciate that the policies will be unique to your institution and the type of tuition offered.</p> <p>Complaints policies normally include:</p> <ul style="list-style-type: none"> • How informal complaints can be made – who should these be raised with in the first instance? • How formal complaints can be made – is there a standard template, how should it be submitted, etc. • 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. 	<p>Evidence that must be provided:</p> <ul style="list-style-type: none"> • A copy of the complaints policy and information about how it is communicated to students (for example a Student Handbook or on a notice board). <p>and</p> <ul style="list-style-type: none"> • A copy of the complaints log (which shows how your institution dealt with the complaints and any action taken as result). <p>and</p> <ul style="list-style-type: none"> • If your institution has not received any complaints we would still expect to see a complaints policy and blank log to evidence that you have the policy in place if a student wishes to log a complaint. <p>Additional optional evidence:</p> <ul style="list-style-type: none"> • Copy of a complaint form

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PERFORMANCE TARGET	EVIDENCE
<p>1.3 Promotional material</p> <p>Promotional material contains accurate information regarding ACCA. In addition, promotional materials should make no unsubstantiated or potentially misleading claims.</p> <p>We will assess the evidence provided to ensure that the information on your website and promotional material is accurate, up to date and contains no unsubstantiated claims, which are potentially misleading for students and leads to student dissatisfaction.</p> <p>In general, we expect any promotional activity from an institution that is seeking to be approved by us to be legal, decent, honest and truthful. In addition your institution will be expected to comply with our Advertising Regulations which will be provided upon approval.</p> <p>You must not use ACCA's corporate logo and Think Ahead logo.</p>	<p>Evidence that must be provided:</p> <ul style="list-style-type: none"> • Promotional literature/ brochures are used pre and post enrolment. This should include both electronic and or paper based promotional literature/ brochures provided to students. <p>and</p> <ul style="list-style-type: none"> • Your institution's website and social media.
<p>1.4 Programme of study</p> <p>Students are provided with guidance on their programme of study, including a detailed breakdown of their course into modules or study sessions.</p> <p>We will assess the evidence provided for all ACCA papers 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 by your institution prior to their lectures taking place.</p>	<p>Evidence that must be provided:</p> <ul style="list-style-type: none"> • Samples of teaching/study programme/scheme of work provided to students for all ACCA papers taught. These should include specific references study materials.

ASSESSMENT AREA – STUDENT EXPERIENCE AND CONTINUOUS IMPROVEMENT

PERFORMANCE TARGET	EVIDENCE
<p>2.1 Premises</p> <p>Study environment must be appropriate for mode of delivery, course type and be conducive to study. We expect that there are mitigations in place if your normal teaching arrangements become no longer viable.</p> <p>Face to face We will assess the evidence provided to ensure your institution has secured premises for ACCA students.</p> <p>Distance learning/E-learning/Blended learning For those institutions that offer distance learning/e-learning/ blended learning tuition, we expect to review a current lease in respect of the administration base and demonstration of the online learning platform provided to students.</p> <p>The demo must include:</p> <ul style="list-style-type: none"> • Access to your institution's online platform (eg login details) • Access to view either a pre-recorded lecture or a recording of a live lecture 	<p>Evidence that must be provided:</p> <p>Face to face</p> <ul style="list-style-type: none"> • A copy of lease agreement/proof of ownership or any other evidence confirming arrangements in place to secure the teaching premises. A lease should include: <ul style="list-style-type: none"> – Name of institution – Address of premises (same as address on application form) – Start date – End date – Signatures of lessor and lessee. <p>and</p> <ul style="list-style-type: none"> • 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. <p>Distance learning/E-learning/Blended learning</p> <ul style="list-style-type: none"> • A demo of online product and related guidelines should be supplied for review. We must be able to view either a pre-recorded lecture or a recording of a live lecture. <p>and</p> <ul style="list-style-type: none"> • A copy of lease agreement/proof of ownership or any other evidence confirming arrangements in place to secure the premises. A lease should include: <ul style="list-style-type: none"> – Name of institution – Address of premises (same as address on application form) – Start date – End date – Signatures of lessor and lessee. <p>and</p> <ul style="list-style-type: none"> • 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.
<p>2.2 Financial viability</p> <p>Learning provider is financially viable.</p> <p>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. 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.</p>	<p>Evidence that must be provided:</p> <ul style="list-style-type: none"> • An audited financial statements or confirmation of appropriate government funding. <p>or</p> <ul style="list-style-type: none"> • Officially prepared financial statements. <p>or</p> <ul style="list-style-type: none"> • Confirmation of financial viability from an appropriate independent third party. <p>or</p> <ul style="list-style-type: none"> • If you are unable to provide any of the above due to your institution having not completed one full year of trading you could provide projected financial statements with at least 2 year of information.
<p>2.3 Tutors</p> <p>Tutors are knowledgeable and experienced in their chosen field and hold qualifications appropriate to the subjects they teach. Tutor performance is monitored and development opportunities provided.</p> <p>We will assess the evidence provided to ensure that your institution's tutors are appropriately qualified and experienced and ACCA students have the best possible teaching experience at your institution.</p>	<p>Evidence that must be provided:</p> <ul style="list-style-type: none"> • Copies of tutor CVs/summaries of tutor qualifications and experience. <p>and</p> <ul style="list-style-type: none"> • List of tutors and what ACCA paper each teaches

2 How to apply to become a Registered Learning Partner

To become a Registered Learning Partner, you must demonstrate that you meet challenging performance targets, representing global best practice in the provision of ACCA course tuition and support. You must be preparing to start teaching or have commenced at least one of our non-core qualifications.

HOW DO I APPLY?

In order to make a full application for the RLP programme you must complete and submit the following set of documentation:

- Fully completed application pack
- Evidence in support of each performance target.

Applications received without all of the above documentation will be returned to you for completion. If your application is returned to you then all documentation must be included again when you decide to re-submit your application.

Please note: institutions not teaching in English are required to provide translated documentation for review.

As well as checking that the above documentation is present, we will review your evidence to ensure that a sufficient level of information has been submitted for each performance target. If an insufficient level of documentation has been submitted, your application will be returned to you with a checklist of targets that must be evidenced before you consider resubmitting an application.

After checking that all appropriate documentation and evidence has been submitted, we will then carry out a detailed review of your submitted evidence against the Registered Learning Partner performance targets. We aim to do this in three weeks.

After the assessment, we will determine your eligibility for full approval under the Registered Learning Partner programme using their findings from the review of your documentation.

If your application has been successful we will send you an outcome letter, Registered Learning Partner logo and certificate. In addition you will be added to our Registered Learning Partner Directory.

Our full performance targets can be found in this document. Please ensure that you have fully read and understood each performance target and detailed guidance before submitting the above documentation.

WHAT IS THE PROCESS FOR BECOMING A REGISTERED LEARNING PARTNER?



HOW LONG DOES IT TAKE FOR ACCA TO DETERMINE IF AN APPLICATION IS COMPLETE?

ACTIVITY	SERVICE LEVEL AGREEMENTS
Pre-checks	We will aim to provide you with an indication as to whether all necessary information has been received within five working days of receipt of application. If this turnaround is not possible we will provide an estimated date of completion upon receipt of the full application.
Full assessments	We will aim to provide you with a full outcome within three weeks of receipt of all necessary documentation. If this turnaround is not possible we will provide an estimated date of completion.

WHO IN ACCA CAN HELP ME TO MAKE MY APPLICATION?

If you have any questions about the Registered Learning Partner Programme or how to make an application please contact PQApprovals@accaglobal.com or call +44 (0)141 534 4199.

IAAER GLOBAL CODE OF ETHICS FOR ACCOUNTING EDUCATORS

As a Registered Learning Partner, you will be expected to abide by the International Association for Accounting Education and Research (IAAER) Global Code of Ethics for Accounting Educators. The code of ethics is designed to guide accounting learning providers by underlining their responsibilities in this field. Visit the IAAER website at www.iaaer.org to see the Code of Ethics in full.

WHAT WILL I RECEIVE IF MY APPLICATION IS SUCCESSFUL?

Once approved, you'll receive confirmation from us and, if applicable, this will also detail any conditions or recommendations upon which your approval is based. A certificate declaring your approval will be enclosed with the confirmation letter along with a logo which can be displayed on promotional materials.

3 Renewal

The approval period runs from 1 April to 31 March of each year. All Registered Learning Partners are required to renew their approval each year, before the expiry of the existing approval. Annual renewal is an administrative process which must be completed before approval for the next period is confirmed.

The annual renewal process requires you to:

- verify your contact details and the details displayed on the Registered Learning Partner directory and amend if necessary
- complete and return the annual renewal form advising ACCA of changes and new developments within the institution, with supporting documentation where appropriate
- pay the appropriate annual fee.

You will be advised by email that the annual renewal process has commenced in January each year.

It is important to adhere to the closing date given in order to ensure renewals are confirmed to all learning providers by 31 March. Upon successful completion of the renewal process, we will issue an approval certificate and a Registered Learning Partner logo.

If your application is successful you will be provided with full details of the renewal process

4 Useful contacts in ACCA?

FOR QUERIES REGARDING REGISTERED LEARNING PARTNER ACCREDITATION

Please contact ACCA's Professional Qualifications Approvals team on +44 (0)141 534 4199.

FOR QUERIES REGARDING EXISTING REGISTERED LEARNING PARTNER APPROVALS

Please contact ACCA's Re-accreditation team on +44 (0)141 534 4540.

FOR GENERAL INFORMATION

Please contact ACCA Connect on +44 (0)141 582 2000.

Professional Qualifications Approvals Team

ACCA
110 Queen Street
Glasgow G1 3BX
United Kingdom

+44 (0)141 534 4199

www.accaglobal.com

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