

Approved Learning Partner programme

Performance Assessment Matrix – application for Gold approval



LEARNING PROVIDER NAME ►

TOWN/CITY ►

COUNTRY ►

The following table outlines the performance targets which learning providers must demonstrate that they meet for Gold approval.

Please complete the column headed 'Learning provider comments' with a brief description of the ways that your institution is able to demonstrate that each of the relevant performance targets is met. You must supply any supporting documentation with this application, clearly referenced to the performance targets that each document is relevant to.

The required evidence column outlines examples of how learning providers can demonstrate that they meet the performance targets within the Performance Assessment Matrix. The samples suggested will best demonstrate eligibility to the criteria set, however, if learning providers wish to demonstrate that they meet the performance targets through the submission of additional/alternative evidence, they are welcome to do so.

For full detail of the recommended best practice guidance for learning providers teaching ACCA qualifications, please refer to the separate document titled 'Approval Guidance'. If we cannot locate or do not receive evidence your application may be returned to you.

PART 1 – INSTITUTION MANAGEMENT

Assessment element	Performance target	Required evidence	Learning provider comments	Documents submitted to support application
Retention	1.1 Student retention figures are documented and reviewed, and the reason for student losses is investigated.	Records of number of students enrolled for each paper taught and each session; student numbers successfully completing each course taught; statistics of student pass rates (if available). Details of action taken to improve retention, if relevant.		

Assessment element	Performance target	Required evidence	Learning provider comments	Documents submitted to support application
Terms and conditions	<p>1.2 All students are issued with the institutions terms and conditions of enrolment, including refund and deferment policies.</p> <p>Students are asked to actively confirm that they have read the T&Cs on enrolment.</p> <p>Approved Learning Partners are required to include the following line on the signing page of their enrolment form: Before signing this Enrolment Form, students are reminded to ensure that they have clearly understood all the terms of their enrolment with XXXXXXX (Learning Provider name), in particular clauses concerning refunds, deferments, waivers, course transfers and visa applications (when applicable).</p>	Copy of learning provider's terms and conditions of enrolment; Copies of enrolment forms; Details stating how terms and conditions are communicated to students.		
Complaints procedure	<p>1.3 A formal, transparent complaints procedure or charter is in place and available to students.</p> <p>Complaints received are investigated thoroughly and promptly, within specified timeframes.</p> <p>Complaints log is maintained.</p>	Copy of the complaints policy; details/evidence of how it is communicated to students; copy of the complaints log (with details on how these were dealt with and any action taken as result).		
Customer service	<p>1.4 Learning providers demonstrate commitment to provide excellent customer service at all times.</p> <p>Clear guidance is provided to students on how to get in touch and engage with learning provider.</p> <p>Information relating to ACCA study, exams, PER, ethics, exemptions and <i>ACCA Connect</i> contact details are readily available.</p>	<p>Copy of guidance for students on how to get in touch and engage with learning provider.</p> <p>Details of any training provided to internal staff on keeping students informed about details of ACCA study, exams, PER, ethics, exemptions and <i>ACCA Connect</i> contact details.</p>		

Assessment element	Performance target	Required evidence	Learning provider comments	Documents submitted to support application
Study environment	1.5 Study environment must be appropriate for mode of delivery, course type and be conducive to study.	F2F Copy of lease agreement/proof of ownership or any other evidence confirming arrangements in place to secure the teaching premises; detail of any arrangements in place to ensure premises are comfortable and conducive to study at all times. DL/E-learning/Blended learning environment is fit for purpose and contains appropriate securities/ contingency plan for online system support. Demo of online product and related guidelines should be supplied for review on application; Copy of lease agreement/proof of ownership or any other evidence confirming arrangements in place to secure the premises for administration of courses.		
Financial viability	1.6 Learning provider is financially viable.	Audited financial statements or confirmation of appropriate government funding.		

PART 2 – ACCA COURSE MANAGEMENT AND DELIVERY

Assessment element	Performance target	Required evidence	Learning provider comments	Documents submitted to support application
Tutors	2.1(a) Tutors are knowledgeable and experienced in their chosen field and hold qualifications appropriate to the subjects they teach.	Tutor CVs/summaries of tutor qualifications and experience.		
	2.1(b) Tutor performance is monitored and development opportunities provided.	Details of internal monitoring in place (including individual tutors' pass rate performance) and any actions taken to improve tutor performance.		
Student feedback	2.2(a) Student feedback on learning provider performance is actively sought, reviewed and acted upon where appropriate.	Learning providers should have a system in place to regularly conduct and review student feedback. Action plans for necessary improvements should be agreed upon.		
	2.2(b) Student feedback questionnaires should include questions on administration, study environment, tutor performance and course content and delivery.			

Assessment element	Performance target	Required evidence	Learning provider comments	Documents submitted to support application
Teaching/study programme	2.3(a) Students are provided with guidance on their programme of study, including a detailed breakdown of their course into modules or study sessions. There must be appropriate PER references relevant to various subject areas, as well as advice on homework and preparatory guidelines, timings of assignments, mock examinations and progress tests.	Samples of teaching/study programmes/ course schedules provided to students.		
	2.3(b) References to ACCA study resources and guidance for students are visible and clearly promoted. The following links should be included in information communicated to students http://www.accaglobal.com/uk/en/student/acca-qual-student-journey/study-revision/study-tips.html http://www.accaglobal.com/uk/en/student/acca-qual-student-journey/qual-resource/acca-qualification.html	Samples of relevant references.		
	2.3(c) Mock examinations and timed progress tests are set, reviewed and returned with constructive criticism around content and style within a specified turnaround time.	Copies of mock examinations/ practice tests; records of student attendance rates; summaries of performance at mock examinations/practice tests.		

Assessment element	Performance target	Required evidence	Learning provider comments	Documents submitted to support application
Student support and advice	2.4(a) Students are offered advice on study options as well as ACCA progression rules, exam entry, exemptions and ethics module.	Copies of any training manuals for staff and details of resources they provide to students.		
	2.4(b) Staff are fully aware of the practical experience requirements (PER) for ACCA membership, signpost them to students and are able to provide students with support and guidance in achieving them.	PER video and PER resources signposted to students (videos have been designed by ACCA).		
Course review	2.5 Regular review of course structure and delivery, student performance, retention and feedback is conducted and documented.	Course review meeting minutes or evidence of course review conducted by other means, including actions taken.		
Promotional materials	2.6(a) Promotional material contains accurate information regarding ACCA (including information on exams, PER and ethics where appropriate) and up to date <i>ACCA Connect</i> contact details.	Pre and post enrolment promotional literature/brochures.		
	2.6(b) Promotional materials contain accurate information regarding the learning provider and makes no unsubstantiated or potentially misleading claims.			