

Gold Approved Learning Partner (ALP)

Application pack.

Online learning



Approved Learning Partner

Application for Gold approval

Please complete this application form and attach your supporting evidence to apply for approval as part of our Approved Learning Partner programme. Please submit your application to us by email at PQApprovals@accaglobal.com. Full details on Gold Approved Learning Partner approval as part of the ALP programme can be found with the accompanying Pre-approval guide or by accessing the ACCA website [here](#).

This application pack is for those learning providers that offer courses that are primarily accessible online. Learning can take place at any geographical location and students can learn at their own pace with 24/7 access. Students are offered the full online learning experience. For example, students should expect to have access to live or pre-recorded lectures, while supported remotely by tutors or subject area experts. Online courses are structured and offer recommendations for the most effective ways to achieve optimum results, including coursework and mock examination requirements. Students should have the flexibility to organise their study and attempt any coursework in their own time. If teaching is solely undertaken face to face with supplementary support online, this would be considered face to face tuition. Please note that if you teach ACCA students in a face to face environment but you supplement this by adding materials to an online location, ACCA considers this to be face to face delivery.

Note:

All supporting materials in relation to an application for Gold Approved Learning Partner are required to be translated into English.

PART 1 – INSTITUTION AND COURSE DETAILS

INSTITUTION DETAILS

Institution name ▶

Address ▶

Town/City ▶

County/State ▶

Country ▶

Postcode/Zipcode ▶

Website address (if applicable) ▶

Date of establishment of the institution ▶

Name of holding company or group, where appropriate ▶

VAT or Sales Tax number (if applicable) ▶

CONTACT DETAILS

Please provide details for one member of staff who will be our dedicated contact within your institution for all communications regarding this application and subsequent renewal. You should also provide details of any staff members who will be the dedicated contact for prospective students to your institution. These contact details will be displayed on our Tuition Provider Directory.

Title ▶ Name ▶

Position ▶

Tel no. (inc. full country and area codes) ▶

Email address (mandatory) ▶

Contact for student enquiries (if different to above)

Title ▶ Name ▶

Position ▶

Tel no. (inc. full country and area codes) ▶

Email address (mandatory) ▶

PART 2 – FACILITIES AND COURSES OFFERED

a Courses – ACCA Qualification

Does your institution currently offer tuition for the ACCA Qualification?

Yes

No

If Yes, in what year did you start offering this tuition? ►

Please indicate what parts of the ACCA Qualification tuition is offered for and the study methods available. Please tick all that apply.

Applied Knowledge

Applied Skills

Strategic: Essentials

Professional: Options AAA AFM APM ATX

Do you offer mentoring for the Oxford Brookes Research and Analysis Project?

Yes

No

Please indicate the streams and variants for which you offer tuition. Please tick all that apply.

Adapted exams

ACCA Foundations in Accountancy syllabus offers students the opportunity to take auditing exam Foundations in Audit – based on International, Singapore or UK regulations. Unless otherwise stated it will be assumed that all tuition provided for this exam is based on the International standards. Please indicate below which of these standards the content you provide is based on. Please tick all that apply.

UK (SBR, AAA)

IRL (SBR, AAA)

INT (SBR, AAA)

SGP (AAA)

Variants (Tax and Law exams)

In a number of countries, ACCA students have the opportunity to take an examination based on national tax – referred to as a variant exam – which is relevant to Foundations in Taxation. Unless otherwise stated it will be assumed that all tuition provided for this exam is based on the UK variant. If you provide tuition specific to any of the national variants, please indicate this below. Please tick all that apply.

BWA (LW, TX)

CHN (TX)

CYP (LW, TX, ATX)

CZE (TX)

ENG (LW)

GLO (LW)

HKG (LW, TX, ATX)

HUN (TX)

IRL (LW, TX, ATX)

LSO (LW, TX)

MLA (LW, TX, ATX)

MWI (TX)

MYS (LW, TX)

PKN (TX)

POL (TX)

ROM (TX)

RUS (LW, TX)

SGP (LW, TX, ATX)

UAE (LW)

UK (TX, ATX)

VNM (LW, TX)

ZAF (LW, TX, ATX)

ZWE (LW, TX)

In order for members to obtain an ACCA practising certificate and audit qualification, they must meet specific exam requirements.

In September 2018 Strategic Professional replaced the previous Professional level exams. Members wanting to apply for an ACCA practising certificate and audit qualification must therefore pass the UK or Irish variants of Strategic Business Reporting and Advanced Audit and Assurance. Members were previously required to have passed the UK or Irish variants of P2, Corporate Reporting and P7, Advanced Audit and Assurance. Further information in relation to the specific exam requirements of the ACCA practising certificate and audit qualification can be found at <https://www.accaglobal.com/gb/en/member/sectors/smp/practising-certificates-and-licences/apply-for-an-acca-practising-certificate.html>

b Courses – Foundation Level qualification

Does your institution currently offer tuition for our Foundation level qualifications?

Yes

No

If Yes, in what year did you start offering this tuition? ►

Please indicate which exams of the Foundations level qualifications you provide content for. Please tick all that apply.

ACCA Diploma in Financial and Management Accounting (RQF Level 2)

ACCA Diploma in Financial and Management Accounting (RQF Level 3)

ACCA Diploma in Accounting and Business (RQF Level 4)

Foundations in Audit

Foundations in Financial Management

Foundations in Taxation

Tax variants

In a number of countries, ACCA students have the opportunity to take an examination based on national tax – referred to as a variant exam – which is relevant to Foundations in Taxation. Unless otherwise stated it will be assumed that all tuition provided for this exam is based on the UK variant.

If you provide tuition specific to any of the national variants, please indicate this below. Please tick all that apply.

United Kingdom (UK)

Lesotho (LSO)

Malaysia (MYS)

Singapore (SGP)

c Teaching sessions

Please indicate which sessions your institution teaches towards

March – Please indicate approximate course start date (DD/MM/YYYY) ►

June – Please indicate approximate course start date (DD/MM/YYYY) ►

September – Please indicate approximate course start date (DD/MM/YYYY) ►

December – Please indicate approximate course start date (DD/MM/YYYY) ►

PART 2 – PAYMENT

If your application is successful, your Gold ALP invoice and payment details will be provided along with your approval notification. An annual fee is payable every year thereafter.

| Level of approval | Annual fee |
|-------------------|------------|
| Gold | £800 |
| Platinum | £915 |

MULTI-SITE DISCOUNTS

Providers with 10 or more approved centres may be eligible for the following discount on the applicable annual renewal fee per site:

10 centres or more

£100 discount per site

20 centres or more

£200 discount per site

All amounts quoted are inclusive of sales taxes.

Payment must be made in Pounds Sterling (GBP) and can be made by: *

- bank transfer
- credit/debit card over the phone.

* Please note payments by third parties cannot be accepted unless prior agreement is obtained.

Approved Learning Partner

Performance Assessment Matrix – application 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 labelled with the performance target that each document is relevant to.

The evidence requirements column outlines how learning providers can demonstrate that they meet the performance targets within the Performance Assessment Matrix. You should read this carefully and tick where you have met each target.

ASSESSMENT AREA – STUDENT EXPECTATIONS AND POLICY

| Performance target | Evidence requirements | Learning provider comments |
|---|--|----------------------------|
| 1.1 Pre-enrolment information <p>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.</p> <p>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.</p> <p>Requirements</p> <ul style="list-style-type: none"> 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: <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. 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). | <p>A copy, hyperlink or screen shot to your institution's terms and conditions including a disclaimer or tick box to confirm that all students have read and understood all terms and conditions. Please ensure that your terms and conditions include the areas mentioned within the performance target.</p> <p>AND</p> <p>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> <p>AND</p> <p>A screen shot or email of the cost of accessing your online learning platform before the student pays any fees.</p> <p>AND</p> <p>Evidence of how your institution notified students of start dates and expiry dates for their online tuition.</p> | |

| Performance target | Evidence requirements | Learning provider comments |
|---|--|----------------------------|
| <ul style="list-style-type: none"> – ACCA's Result Service involves gathering student data such as name, date of birth and exam entered for each ACCA exam session taught. It is your responsibility to ensure that you obtain your students' permission to gather and receive their exam results as part of ACCA's Result Service analysis. It is also your responsibility to act in accordance with the applicable data protection and privacy laws in your country. Should you opt to work with another institution in offering tuition to ACCA students you must ensure that the party responsible for gathering student data is aware of this requirement. If you are unsure as to whether you can comply with this part of the performance target then please contact the PQ Approvals team. – 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. | | |
| <p>1.2 Complaints</p> <p>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.</p> <p>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.</p> <p>Requirements</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> – 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/unhappy.html | <p>A copy, hyperlink or screen shot of the complaints policy.</p> <p>AND</p> <p>Information about how it is communicated to students.</p> <p>AND</p> <p>A copy of the complaints log (which shows how your institution dealt with the complaints and any action taken as result). 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> | |

| Performance target | Evidence requirements | Learning provider comments |
|---|---|----------------------------|
| <p>1.3 Contact details and information on ACCA</p> <p>Students should be provided with up-to-date information on ACCA and how to contact your institution.</p> <p>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.</p> <p>Requirements</p> <ul style="list-style-type: none"> 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: https://forms.accaglobal.com/contact-us Students should be directed to the Student section of the ACCA website (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. | <p>A copy, hyperlink or screen shot of your online learning platform to show that students are provided with contact details for your institution, ACCA Connect and the student section of the ACCA website.</p> | |
| <p>1.4 Promotional material</p> <p>All promotional material should adhere to ACCA's advertising regulations.</p> <p>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.</p> <p>Requirements</p> <ul style="list-style-type: none"> 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. | <p>Promotional literature/brochures are used pre and post enrolment. This should include both online and/or paper based promotional literature/ brochures provided to students.</p> <p>AND</p> <p>Hyperlink to your institution's website and social media pages.</p> | |
| <p>1.5 Programme of study</p> <p>Students should know in advance, when and how their course will be structured.</p> <p>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.</p> <p>Requirements</p> <ul style="list-style-type: none"> 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. | <p>A copy, hyperlink or screen shot to programmes of study provided to students for all ACCA examinations taught.</p> <p>AND</p> <p>These should include specific references to PER, study materials, mock examinations and associated learning hours.</p> | |

ASSESSMENT AREA – STUDENT EXPERIENCE AND CONTINUOUS IMPROVEMENT

| Performance target | Evidence requirements | Learning provider comments |
|--|--|----------------------------|
| <p>2.1 Course review</p> <p>Your institution should review your courses regularly to determine if improvements could be made to the student experience and performance.</p> <p>ACCA will assess the evidence provided to ensure that your institution reviews course structure and delivery, student performance, course completion and student feedback.</p> <p>Requirements</p> <ul style="list-style-type: none"> 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. <p>If there are no concerns with the areas above, resulting actions do not need to be submitted.</p> | <p>Course review meeting minutes and a list of actions resulting from the meeting.</p> | |

| Online learning platform | Username | Password |
|--------------------------|----------|----------|
|--------------------------|----------|----------|

| Performance target | Requirement | Evidence requirements | Learning provider comments |
|---|--|--|----------------------------|
| <p>2.2 Mode of study</p> <p>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.</p> | | | |
| Navigation and accessibility | Your online learning platform must be accessible globally, 24 hours per day and 365 days per year. | Please tick this box to confirm that your online learning platform is available 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. | Please provide hyperlinks to your on-boarding programme or guide. Ease of navigation will be reviewed as part of your application. | |
| Teaching and progression of study | 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. | Please provide access to a sample recording of a lecture. This will be reviewed as part of your application. | |
| | Lecturers should be audible and students should be able to hear and understand the lecturer. | <p>Please provide access to a sample recording of a lecture. This will be reviewed as part of your application.</p> <p>Please note that should we be unable to access the lectures or the online platform in general due to IT security restrictions, this may lead to a longer assessment period. We will notify you if this is the case.</p> | |
| | Lecturers should refer to the most recent version of the ACCA syllabus and be continuously updated in line with the ACCA website. | Please tick this box to confirm that you are currently referring your students and lecturers to the most recent version of ACCA's syllabus. You can access these from here | |

| Performance target | Requirement | Evidence requirements | Learning provider comments |
|--|--|--|----------------------------|
| | 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. | Please provide hyperlinks to the student dashboard or progress tracker. This will be reviewed upon accessing your online learning platform. | |
| | 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. | Please provide hyperlinks to where students are directed if they have a question for a tutor or subject matter expert and how long they should expect to wait for a response. This will be reviewed upon accessing your online learning platform. | |
| Student tracking and engagement | 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. | Please provide screen shots of where tutors or other representatives of your institution can review if students are engaging with course content such as lectures and mock examinations and examples of interventions taken by your institution to improve student engagement with you online learning platform. | |
| | 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. | Please provide hyperlinks to the online learning community or forum. This will be reviewed upon accessing your online learning platform. Please provide your moderation policy. | |
| Technical and functional requirements | 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? | Please provide information on how students should raise technical issues with using your online platform? How do you communicate this to students? | |
| | 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. | Please provide details of your institutions back-up plan. How do you communicate this to students? | |
| Legal and security | <p>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).</p> <p>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> | <p>Please confirm that your online learning platform complies with GDPR or local legislation if operating completely outside of Europe.</p> <p>If your online learning platform is based outside of the European Union or if students outside of the EU do not access your online learning platform, please provide the name of the applicable data protection law(s) in your country and confirm that you comply.</p> | |
| | <p>Your online learning platform should cover the following:</p> <ul style="list-style-type: none"> • Personal data must be stored and transmitted securely, preferably using encryption. • At a minimum there should be the need for users to supply both a user name and a password. In addition, students should be able to retrieve forgotten usernames and passwords. | This will be reviewed upon accessing your online learning platform. | |

| Performance target | Evidence requirements | Learning provider comments |
|--|--|----------------------------|
| <p>2.3 Financial viability</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>Requirements</p> <ul style="list-style-type: none"> 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>A set of audited or officially prepared financial statements or confirmation of appropriate government funding.</p> <p>OR</p> <p>Confirmation of financial viability from an appropriate independent third party.</p> <p>OR</p> <p>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 two years of information.</p> | |
| <p>2.4 Tutors</p> <p>Students should be assured that tutors are in a position to teach ACCA examinations through obtaining a relevant qualification and experience.</p> <p>ACCA will assess the evidence provided to ensure that your institution's tutors are appropriately qualified and experienced.</p> <p>Requirements</p> <ul style="list-style-type: none"> 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. | <p>Copies of tutor CVs/summaries of tutor qualifications and experience with a list of each ACCA examination taught at your institution.</p> <p>AND</p> <p>Details of internal monitoring in place (including individual tutors' pass rate performance) and any actions taken to improve tutor performance.</p> | |
| <p>2.5 Course completion</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>Requirements</p> <ul style="list-style-type: none"> 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. <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>Manual or online report of the number of students enrolled for each ACCA or Foundation Level exam taught each session.</p> <p>AND</p> <p>If any students have not completed tuition for an ACCA exam, records of reasons why and resulting actions.</p> | |

| Performance target | Evidence requirements | Learning provider comments |
|---|---|----------------------------|
| <p>2.6 Mock examinations</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.</p> <p>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>Requirements</p> <ul style="list-style-type: none"> • 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. <p>Please note that our past examination papers should not be amended in any way when being used in a classroom environment.</p> | <p>Samples of marked mock examinations scripts for all of our exams taught by your institution.</p> <p>AND</p> <p>Evidence of turnaround times being provided to students prior to taking the mock examination.</p> | |
| <p>2.7 Student feedback</p> <p>Students should be able to give your institution feedback on their tuition.</p> <p>ACCA will assess the evidence provided to ensure that your institution collates, summarises and analyses student feedback.</p> <p>Requirements</p> <ul style="list-style-type: none"> • 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. | <p>A copy of a feedback form.</p> <p>AND</p> <p>Evidence of feedback received being collated for all ACCA exams taught.</p> <p>AND</p> <p>Analysis of any trends for all ACCA exams taught.</p> | |

PART 4 – TERMS AND CONDITIONS

We confirm that our institution complies with all local regulatory requirements for tuition providers where such requirements exist.

We understand that ACCA is a regulator performing a function in the public interest.

We recognise that ACCA's Quality and Recognition department is solely responsible for all decisions regarding the awarding, renewal, and removal of approval.

We accept that ACCA reserves the right to request additional information relating to matters included in this application, both prior to granting approval and during the period of approval.

We declare that all information provided as part of this application is, to the best of our knowledge, accurate.

We understand that ACCA will consider if there is a business need to approve our institution. If no business need exists, ACCA reserves the right to decline our application.

We confirm that our course enrolment forms include a clause asking students to consent to the disclosure of their results to the institution by ACCA. We will only request examination results from ACCA for those students that have consented to this disclosure.

We accept that as part of the ALP programme, ACCA will regularly review our financial position which may include the review of financial statements.

We understand that this is to ensure that we are financially viable as ACCA students must be assured, we are in a strong financial position to operate while students attend our tuition. We undertake to notify ACCA immediately should there be a material decline in our solvency. We understand that, should our institution's financial position deteriorate, ACCA may need to take action that leads to removal of our institution from the ALP programme. We also understand that ACCA cannot be held responsible for any consequences resulting from any deterioration in our financial viability.

We agree that ACCA will check that tutors responsible for teaching ACCA students will be appropriately qualified in line with the requirements of the ALP programme. Should there be any cause for concern, during the initial approval, annual renewal, or ongoing monitoring process, relating to the suitability of tutors, ACCA reserves the right to remove your approval. Any Learning Partner who purchases Tuition Content as part of the Study Hub content must provide accurate volumes for students enrolled on ACCA courses and exams. Any infringement and inaccurate reporting may result in a Learning Partner losing their ALP status and immediate removal from the ALP programme.

We agree to adhere to the terms of the programme, including its Approved Learning Partner Handbook. Terms include (but are not limited to) participation in results service, annual renewal, monitoring exercises, satisfactory engagement with conditions set by ACCA's Accreditation team and adherence to advertising regulations. ACCA's advertising regulations include how to use the ACCA logo in the production of all promotional and advertising materials for your institution. We understand that we should accurately promote our accreditation to ensure that students are not misled.

We accept that ACCA reserves the right to decline our request for listing on ACCA's Tuition Provider Directory as a Gold Approved Learning Partner if there is any cause for concern in relation to our operations (causes for concern include but are not limited to student complaints, unethical or fraudulent behaviour and reputational issues).

We understand that the above will also be grounds for the immediate removal of our institution's details from the Tuition Provider Directory and that in such cases, ACCA's decision is final and there is no appeals process. No refund of fees paid will be available in such circumstances.

We understand that it is our responsibility to ensure that our details on ACCA's Tuition Provider Directory are correct and that ACCA is kept informed of any changes to the contact details supplied previously and in this application.

We agree to inform ACCA immediately if any of our staff become aware of an actual or suspected breach of ACCA live assessment protocol involving the unauthorised sharing of live exam content. We acknowledge that this duty to inform ACCA also extends to instances where we become aware of third parties disclosing information regarding the live exam content in an unauthorised manner. Furthermore, we will provide ACCA with full details of the breach; the students or persons involved; and will take any necessary steps to ensure that our members of staff do not share or support sharing of the live exam content further.

We accept that should we conduct any other services on behalf of ACCA, such as on-demand computer-based examinations, our Approved Learning Partner status may be affected in the event of breaching any of our other obligations to ACCA. This includes instances where a large sum of money is owed to ACCA's CBE team. Please be aware that should any ALP in Trinidad and Tobago discontinue ACCA tuition, a Teach Out policy must be adhered to. The details of this policy will be made available along with the ALP handbook should you be based in Trinidad and Tobago.

We understand that ACCA will review these terms and conditions on a regular basis and may make amendments without prior agreement.

Please tick this box if you have fully read and understood the above declaration.

By doing so you agree to the terms and conditions stated.

Data protection

We may use the personal data provided on this form for the purposes of:

- administrating learning providers and managing the application process
- regulating learning providers, and contacting the nominated individuals
- responding to enquiries and investigating complaints
- complying with regulatory obligations.

We may share information with our service delivery providers, our auditors, relevant regulators and law enforcement authorities where we are required to do so by law.

Please note that for individuals based outside the UK, your information will be held in ACCA's main information systems which are located in the UK and EU and may be accessed by ACCA's local office in your country of residence. ACCA processes information within the UK and EU, but may also transfer data outside of UK and EU as part of its operations and service delivery.

For more information on how your personal information and rights are respected, please access our [privacy notice](#) ([accaglobal.com/privacy](#)), or contact privacy@accaglobal.com

Print name ►

Date (DD/MM/YY) / /

Professional Qualifications Approvals Team

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