REGISTERED LEARNING PARTNER (RLP)

APPLICATION PACK
ONLINE LEARNING

Think Ahead

Registered Learning Partner
Application for approval

Please complete this application form and attach your supporting evidence to apply for approval as part of our Registered Learning Partner programme. Please submit your application to us by email at PQApprovals@accaglobal.com. Full details on Registered Learning Partner programme can be found within 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.

Note:
All supporting materials in relation to an application for Registered Learning Partner are required to be translated into English.

PART 1

INSTITUTION DETAILS

Institution name ▶

Address ▶

Town/ City ▶   County/State ▶

Country ▶   Postcode ▶

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 any 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 Registered Learning Partner directory which can be found here on the ACCA website.

Title ▶   Name ▶

Position ▶

Telephone number (including full country code and area codes) ▶

Email address (mandatory) ▶

Contact for student enquiries (if different from above)

Title ▶   Name ▶

Position ▶

Telephone number (including full country code and area codes) ▶

Email address (mandatory) ▶

FACILITIES AND COURSES OFFERED

a Facilities (not applicable to online learning)

What facilities does your institution offer for students?

☐ Car parking   ☐ Library   ☐ Disabled access   ☐ Canteen facilities   ☐ Computer availability

b Courses

Please indicate the study methods available for our post-professional qualifications. Please tick all that apply.

	Online
Diploma in International Financial Reporting	☐
Certificate in International Financial Reporting	☐
Certificate in International Auditing	☐
Certificate in Global Business Services	☐
Certificate in International Public Sector Accounting Standards	☐
Certificate in Data Analytics	☐
Certificate in Public Financial Management	☐

c Teaching language

Please list which languages you teach each qualification in

Diploma in International Financial Reporting ▶ _____

Certificate in International Financial Reporting ▶ _____

Certificate in International Auditing ▶ _____

Certificate in Global Business Services ▶ _____

Certificate in International Public Sector Accounting Standards ▶ _____

Certificate in Data Analytics ▶ _____

Certificate in Public Financial Management ▶ _____

d Teaching sessions

Please indicate which sessions your institution teaches towards

March	☐ Yes ☐ No	If Yes, please indicate approximate course start date ▶ _____
June	☐ Yes ☐ No	If Yes, please indicate approximate course start date ▶ _____
September	☐ Yes ☐ No	If Yes, please indicate approximate course start date ▶ _____
December	☐ Yes ☐ No	If Yes, please indicate approximate course start date ▶ _____

PART 2 – PAYMENT

If your application is successful, your RLP invoice and payment details will be provided along with your approval notification. An annual fee is payable every year thereafter. Providers with two or three modes of delivery may be eligible for a discount.

Level of approval	Annual fee	Mode of study discount
Single mode of delivery	£260	–
Two or more modes of delivery	£400	25%

All amounts quoted are inclusive of sales taxes.

Payment must be made in Pounds Sterling (GBP) and can be made by:
- bank transfer
- bank draft/cheque payable to ACCA
- credit/debit card over the phone.

Performance Assessment Matrix – Application to become a Registered Learning Partner

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

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 supporting documentation with this application, clearly referenced to our performance targets that each document is relevant to.

The required evidence column outlines examples of how your institution can demonstrate that it meets our performance targets. The samples suggested will best demonstrate eligibility to the criteria set, however, if you wish to demonstrate that you meet our performance targets through the submission of additional/alternative evidence, you are welcome to do so.

ASSESSMENT AREA – STUDENT EXPECTATIONS AND POLICY

Performance target	Evidence requirements	Learning provider comments
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). – 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.	**Evidence that must be provided:** ☐ 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. AND ☐ 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). AND ☐ A screen shot or email of the cost of accessing your online learning platform before the student pays any fees. AND ☐ Evidence of how your institution notified students of start dates and expiry dates for their online tuition.	

Performance target	Evidence requirements	Learning provider comments
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/unhappy.html	**Evidence that must be provided:** ☐ A copy, hyperlink or screen shot of the complaints policy. AND ☐ Information about how it is communicated to students. AND ☐ 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.	
1.3 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 RLP 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.	**Evidence that must be provided:** ☐ Promotional literature/brochures are used pre and post enrolment. This should include both online and/or paper based promotional literature/ brochures provided to students. AND ☐ Hyperlink to your institution's website and social media pages.	
1.4 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.	**Evidence that must be provided:** ☐ A copy, hyperlink or screen shot to programmes of study provided to students for all ACCA examinations taught. AND ☐ These should include specific references study materials and associated learning hours.	

ASSESSMENT AREA – STUDENT EXPERIENCE AND CONTINUOUS IMPROVEMENT

Online learning platform		Username	Password

Performance target	Requirements	Evidence requirements	Learning provider comments
2.1 Mode of study 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.			
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.	☐ Please provide access to a sample recording of a lecture. This will be reviewed as part of your application.	
	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.	
	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.	

Performance target	Requirements	Evidence requirements	Learning provider comments
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. 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 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	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.	☐ Please confirm that your online learning platform complies with GDPR or local legislation if operating completely outside of Europe. 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.	
	Your online learning platform should cover the following: • Personal data must be stored and transmitted securely, preferably using encryption. • 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.	☐ This will be reviewed upon accessing your online learning platform.	

Performance target	Evidence requirements	Learning provider comments
2.2 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.	**Evidence that must be provided:** ☐ A set of audited or officially prepared financial statements or confirmation of appropriate government funding. OR ☐ Confirmation of financial viability from an appropriate independent third party. OR ☐ 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 year of information.	
2.3 Tutors Students should be assured that tutors are in a position to teach ACCA examinations trough 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.	**Evidence that must be provided:** ☐ Copies of tutor CVs/summaries of tutor qualifications and experience with a list of each ACCA examination taught at your institution. AND ☐ Details of internal monitoring in place (including individual tutors' pass rate performance) and any actions taken to improve tutor performance.	

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 agree to adhere to the terms of the programme, including its Registered Learning Partner Handbook. Terms include (but are not limited to) participation in renewal exercises.

We will adhere to the terms of ACCA's advertising regulations within the Registered Learning Partner Handbook, and use of the ACCA logo in the production of all promotional and advertising materials for our institution.

We accept that ACCA reserves the right to decline our request for listing on ACCA's Registered Learning Partner Directory as a Registered 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 Registered Learning Partner Directory and that in such cases, ACCA's decision is final and there is no appeal 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 Registered Learning Partner 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 Registered Learning Partner status may be affected in the event of breaching any of our other obligations to ACCA.

As a learning provider, we agree to adhere to The International Ethics Standards Board for Accountants (IESBA) Code of Ethics for Professional Accountants.

☐ 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.

Print name ▶

Date (DD/MM/YY) ☐☐ / ☐☐ / ☐☐

Please submit your application and supporting documents to:

ACCA
Professional Qualifications Approvals Team
110 Queen Street Glasgow G1 3BX United Kingdom

PQApprovals@accaglobal.com
www.accaglobal.com

ACCA

Think Ahead