



ACCA



Approved Learning
Partner (ALP)

Pre-approval guide

Think Ahead

Contents

1. WHAT IS ACCREDITATION?	3
Who is this handbook for?	
How do I start teaching the ACCA Qualification or Foundation Level qualification?	
What if I am not teaching the ACCA Qualification or Foundation Level qualification?	
What is the Approved Learning Partner programme?	
Who can be accredited?	
How much will it cost to become accredited?	
What are the benefits of the Approved Learning Partner programme?	
Multi-site providers and satellites	
What is the criteria for accreditation?	
2. HOW TO MAKE AN APPLICATION FOR GOLD	13
How do I apply?	
Why does ACCA conduct a site visit before final approval?	
What happens at the site visit?	
What happens after the visit?	
What is the process for becoming a Gold Approved Learning Partner?	
How long does it take for ACCA to determine if an application is complete?	
Who in ACCA can help me make my application?	
IAAER Global Code of Ethics for Accounting Educators	
What will I receive if my application is successful?	
Unsuccessful applications	
3. PROGRESSION TO PLATINUM	15
4. RENEWAL AND MONITORING	16
5. USEFUL CONTACTS IN ACCA	16

1 What is accreditation?

Our Approved Learning Partner (ALP) programme gives formal recognition to leading learning providers offering quality tuition and support to students taking the ACCA Qualification or Foundation Level qualification. 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 for learning providers interested in holding accreditation for teaching the ACCA Qualification or the Foundation Level qualification.

HOW DO I START TEACHING THE ACCA QUALIFICATION OR FOUNDATION LEVEL QUALIFICATION?

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 exams. Potential learning providers don't need to obtain permission to run courses from ACCA before commencing tuition towards the ACCA Qualification or Foundation Level qualification. 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 NOT TEACHING THE ACCA QUALIFICATION OR FOUNDATION LEVEL QUALIFICATION?

If you're not teaching the ACCA Qualification or Foundation Level qualification then you cannot apply for approval under the ALP programme. Depending on the qualifications that you do teach then you may be eligible for the Registered Learning Partner programme. We recognise learning providers offering quality tuition and support to students studying one or all of ACCA's certificates and diplomas. More information can be found here:

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

WHAT IS THE APPROVED LEARNING PARTNER PROGRAMME?

Our ALP programme is a quality-assurance scheme 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 an ALP you must be teaching at least one ACCA qualification exam or Foundation Level qualification exam, and be able to demonstrate your success relating to the criteria of the programme. The following table shows the minimum ACCA tuition provision that learning providers must offer in order to be eligible for each level of approval.

APPROVAL LEVEL	ACCA
Silver	Any of ACCA's qualifications – ACCA Qualification, Foundation Level qualifications (including CAT)
Gold	Any of ACCA's qualifications – ACCA Qualification, Foundation Level qualifications (including CAT)
Platinum	Running a minimum of eight exams annually from the ACCA professional qualification, which must include all Essentials exams and two Options exams in Strategic Professional

For further guidance and examples of the documentation we require for a Gold ALP application, please refer to the Education Hub. This online platform contains resources to support new providers in setting up ACCA tuition, as well as resources to help those already teaching ACCA to raise the quality of their tuition and meet the standards required for Gold and Platinum approval. The Education Hub also acts as a gateway through to the ACCA Tutor Excellence programme, a unique online free of charge programme exclusively developed for tutors who teach and support our students. We encourage all tutors – whether they are new to teaching ACCA or have been teaching for many years to take advantage of this valuable resource.

If you wish to request access to the Education Hub please email learningsupport@accaglobal.com. Please include your full name, email address, institution name, country and town/city with your request.

In addition, ACCA has a wide range of resources online such as syllabuses, study guides and exams.

1 WHAT IS ACCREDITATION?

WHO CAN BE ACCREDITED?

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

HOW MUCH WILL IT COST TO BECOME ACCREDITED?

The following fees will apply per site:

Gold

£650 annual fee.

Platinum

£750 annual fee.

Once your application has been approved, you will be invoiced for the approval fee, which for Gold status is equivalent to the annual fee. Newly-approved Platinum Approved Learning Partners will be invoiced for the difference in fee. There is no deadline for applications for Gold or Platinum status. 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 ALPs 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 Re-accreditation team in Glasgow. Please do not send payment to ACCA as this isn't a secure method of sending payment details. All amounts quoted are exclusive of sales taxes, if any.

WHAT ARE THE BENEFITS OF THE APPROVED LEARNING PARTNER PROGRAMME?

Our Gold and Platinum Approved Learning Partners enjoy a range of benefits from their approved status such as advertising opportunities, marketing support from ACCA and brand enhancement by association with ACCA.

As an ALP at Gold or Platinum level, you can take advantage of the following exclusive benefits that will provide you with a competitive edge over non-approved providers:

- ACCA students can see you are quality assured.

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

Inclusive benefits – Gold and Platinum

Listing on ACCA's Tuition Provider directory

ALPs have priority entry on our Tuition Provider directory: www.accaglobal.com/gb/en/student/accaglobal-student-journey/study-revision/learning-providers/search-for-a-tuitionprovider.html, with up to 100 words of promotional text. To add or amend your promotional text, please contact tuition@accaglobal.com

Listing on our Learning Community channel

The ACCA Learning Community provides students with 24/7 support with lots of key resources and knowledge – sharing from all over the world to help students through their journey. Visit <https://learningcommunity.accaglobal.com/browser> to view further information.

Use of the ACCA ALP logo and certificate of approval

Issued to all ALPs annually for forthcoming approval period and available to use as promotional and quality assurance tool.

Access to practice tests to use with your students

Through the ACCA Education Hub.

Marketing

Access to our marketing materials which includes downloadable online banner advertisements and a video for use on website and promotional posters. We are keen to support ALPs in joint local marketing initiatives (eg joint advertising activity).

Promotional brochures and posters

If you'd like to explore the opportunity of joint marketing initiatives with us please contact your local office or our Re-accreditation team at tuition@accaglobal.com

Access to our results analysis service

ALPs benefit from free results analysis reports at each exam session.

Access to our online Education Hub

This includes learning support materials and resources as well as business development guidance and promotional materials <https://educationhub.accaglobal.com/login/index.php>

Access to our learning provider e-magazine

Teach Accounting is our e-magazine for teachers of finance professionals. *Teach Accounting* includes ACCA news, industry updates, resources and guidance for learning providers, as well as technical support and exam-related articles.

Ethics and Professional Skills Module

As an ALP you can access our Ethics and Professional Skills Module (EPSM) through our Education Hub.

Inclusive benefits for Platinum

Access to our market information package

Platinum Approved Learning Partners are provided with ACCA market information packages. On 31 May and 30 November each year, we'll provide you with details of registered student numbers, numbers of students entered to sit ACCA exams, analysed by exam centre and number of CBE exams taken for their country of operation. Market information is provided biannually for the sole use of the Platinum Approved Learning Partner and should be treated as confidential.

Access to 'Ask the examiner'

Through the ACCA Education Hub.

ACCA examination review board

Platinum Approved Learning Partners are given the opportunity to comment on ACCA exams by providing written representation at our Examination Review Board. ACCA will contact you shortly before each exam session and invite you to participate in this process. If you wish to, you will be sent Q&As throughout the exam session which can be distributed to tutors for their feedback.

ACCA Learning Providers' conference

Platinum Approved Learning Partners receive one free return economy flight to our biennial Learning Providers' conference. Premium listing on our student planner app and Tuition Provider directory.

Benefits for all ALPs (subject to relevant fees)

Advertising opportunities

Advertising opportunities are available to ALPs through our partner, Educate. To enquire about ACCA advertising opportunities and relevant fees, please refer to the list of contacts on www.accaglobal.com/gb/en/footertoolbar/advertising.html the following advertising options are available to ALPs:

- Ability to advertise in ACCA specialist publications.
- Advertising on our website.
- Access to our targeted direct mail services.
- Access to our targeted email services
- Learning support events.

Invitation to our biennial Global Learning Providers' conference

This event gives our ALPs the invaluable opportunity to meet ACCA examiners and understand their approach to our exams, and hear about the latest exciting developments to the qualification. It also gives delegates the chance to network with peers from around the globe, as well as our staff.

Invitation to ACCA regional Learning Providers' conferences

Details will be provided by your local ACCA office if and when applicable. We are committed to the continual improvement of the support provided to ALPs. To keep up to date on the latest enhancements, including new programme benefits, please visit www.accaglobal.com

1 WHAT IS ACCREDITATION?

MULTI-SITE PROVIDERS AND SATELLITES

Approval applies to individual learning providers at single-site locations. Learning providers based at more than one site must seek separate approval for each location.

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 expectation and policy, student experience and continuous improvement.

Assessment area	Performance target	Remote measures
Student expectations and policy	1.1 Terms and conditions 1.2 Complaints 1.3 Contact details and information on ACCA 1.4 Promotional material 1.5 Programme of study	Student pass rates Student satisfaction
Student experience and continuous improvement	2.1 Course review 2.2 Premises 2.3 Financial viability 2.4 Tutors 2.5 Course completion 2.6 Mock examinations 2.7 Student feedback	

The full list of targets has been included below along with evidence that we must review as part of your application. All targets must be evidenced as part of your application.

1 WHAT IS ACCREDITATION?

ASSESSMENT AREA – STUDENT EXPECTATIONS AND POLICY

GOLD	
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 has 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 has 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 institution's 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

1 WHAT IS ACCREDITATION?

GOLD	
PERFORMANCE TARGET	EVIDENCE
<p>1.3 Contact details and information on ACCA</p> <p>Clear guidance is provided to students on how to get in touch and engage with your institution relating to ACCA matters. Students should be given advice on how and when they should contact your institution. This is important to ensure that students know where, when and how to pose questions.</p> <p>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> <p>It's important that students are not provided with out-of-date information, so your institution should not publish information that could go out of date quickly, for instance, information on exemptions.</p> <p>It's more beneficial to direct students to ACCA's website which will always have the most current information; we would expect support staff to know relevant sections of the ACCA website and tools such as the exemption calculator to give the best service to students.</p> <p>Students also need to know how and when they should get in touch with us directly – your institution should ensure that contact details for ACCA Connect are provided to students.</p>	<p>Evidence that must be provided:</p> <ul style="list-style-type: none"> • Documentation to show students are provided with information on: <ul style="list-style-type: none"> Contact details for students to contact your institution Our website: www.accaglobal.com/gb/en/student.html ACCA Connect contact information: <ul style="list-style-type: none"> ACCA Connect 110 Queen Street Glasgow G1 3BX United Kingdom T: +44 (0)141 582 2000 E: info@accaglobal.com <p>and</p> <ul style="list-style-type: none"> • Confirmation that support staff are trained on relevant sections of our website (please note that this can be provided as written confirmation in an email or on the Performance Assessment Matrix).
<p>1.4 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>1.5 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 exams taught by your institution to ensure that students are aware of the topics that will be covered each week and relevant references to study materials. This will allow them to undertake further reading by your institution prior to their lectures taking place. It should also highlight when mock examinations are due to be conducted to allow students to include this in their revision plan.</p> <p>In addition references to our Practical Experience Requirements (PER) should be included. We expect your institution to link 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>	<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 exams taught. These should include specific references to PER, study materials and mock examinations.

ASSESSMENT AREA – STUDENT EXPERIENCE AND CONTINUOUS IMPROVEMENT

GOLD	
PERFORMANCE TARGET	EVIDENCE
<p>2.1 Course review</p> <p>Regular review of course structure and delivery, student performance, course completion and feedback is conducted and documented.</p> <p>We will assess the evidence provided to ensure that your institution reviews the topics specified above.</p> <p>We would expect that your institution will investigate issues and trends with a view to creating an action plan for improving your tuition provision. Also we expect to see evidence that a review like this has taken place by submitting minutes of the meeting, for example, where the results of the review are discussed along with a record of any planned actions.</p>	<p>Evidence that must be provided:</p> <ul style="list-style-type: none"> • Course review meeting minutes or evidence of course review conducted including actions taken. <p>or</p> <ul style="list-style-type: none"> • Evidence of meetings covering but not exclusive to course structure and delivery, student performance, course completion and feedback
<p>2.2 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</p> <p>We will assess the evidence provided to ensure your institution has secured premises for ACCA students. An initial approval site visit during the application process is conducted to ensure that the area is fit for purpose and the study environment is appropriate for mode of delivery, course type and be conducive to study. The initial approval visit will include a tour, a discussion with your tutor and a meeting with your students.</p> <p>Distance learning/E-learning/Blended learning</p> <p>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.

1 WHAT IS ACCREDITATION?

GOLD	
PERFORMANCE TARGET	EVIDENCE
<p>2.3 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 two years of information.
<p>2.4 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>We would not expect to find that part-qualified tutors are teaching exams beyond their own qualification level. Monitoring of tutors would typically include analysis of pass rates of all students within the class.</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"> • Details of internal monitoring in place (including individual tutors' pass rate performance) and any actions taken to improve tutor performance. <p>and</p> <ul style="list-style-type: none"> • List of tutors and what ACCA exams each teaches
<p>2.5 Course completion</p> <p>Course completion figures are documented and reviewed for each exam taught, and the reasons for losses are investigated.</p> <p>We will assess the evidence, for all of our exams taught at your institution, to ensure that your institution compares how many students start tuition for each ACCA exam in comparison to how many complete tuition for each ACCA exam. For example, if your institution offers tuition for exam Accountant in Business: how many students started the course? How many completed? If there were any losses, the reason why and any resultant actions taken by your institution.</p> <p>Course completion can be misinterpreted as measuring how many students return for a second course of study or progress through the ACCA Professional or Foundations in Accountancy qualifications. This performance target is about closely monitoring if students withdraw or drop out of their tuition with your institution, and not about how quickly they progress through their ACCA studies.</p> <p>We expect to see evidence of an investigation into the reasons for students not completing their study at your institution and any resulting actions and used as a basis to improve your policies and procedures. The key aspect of this target is to understand the reasons for any students leaving your institution.</p>	<p>Evidence that must be provided:</p> <ul style="list-style-type: none"> • Records of the number of students enrolled for each ACCA or Foundation Level exam taught and each session. • If any students have not completed tuition an ACCA exam, records of reasons why and an resulting actions. <p>Additional optional evidence:</p> <ul style="list-style-type: none"> • Student numbers successfully completing each course taught statistics of student pass rates (if available). • Details of action taken to improve course completion, if relevant.

1 WHAT IS ACCREDITATION?

GOLD	
PERFORMANCE TARGET	EVIDENCE
<p>2.6 Mock examinations</p> <p>Mock examinations are set, reviewed and returned with constructive criticism within a specified turnaround time.</p> <p>A mock examination is taken as a trial exam before an official ACCA examination. The purpose of a mock examinations is:</p> <ul style="list-style-type: none"> • to provide the students with experience of writing answers under exam conditions, so they get a good sense of time management and other exam techniques. • to provide the students with feedback on the adequacy of their technical knowledge and understanding of the syllabus and highlight areas where more work may be required. • as a basis for providing feedback to sponsors/employers on the progress of their students and the likelihood of success in the examination. We expect to see your institution using mock examinations that reflect the structure and content of a real ACCA examination. <p>We 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. 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. This will allow them to tailor their studies to fill any gaps in their knowledge and/or examination technique. We expect to see:</p> <ul style="list-style-type: none"> • Detailed comments and feedback provided – 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>Evidence that must be provided:</p> <ul style="list-style-type: none"> • Samples of marked mock examination scripts for all of our exams taught by your institution; <p>and</p> <ul style="list-style-type: none"> • Evidence of turnaround times being provided to students prior to taking the mock examination. <p>Additional optional evidence:</p> <ul style="list-style-type: none"> • Summaries of performance at mock examinations
<p>2.7 Student feedback</p> <p>Student feedback on performance is actively sought, reviewed and acted upon where appropriate.</p> <p>Student feedback questionnaires should include questions on study environment, tutor performance and course content and delivery.</p> <p>We will assess the evidence provided to ensure that your institution collates, summarises and analyses student feedback. We must be assured that your institution is proactively identifying issues and trends with the tuition provision and identifying resulting actions. It good practice to schedule feedback at specific times throughout a course, perhaps midway through and again at the end of the course to gauge the impact of any improvements</p>	<p>Evidence that must be provided:</p> <ul style="list-style-type: none"> • A copy of a feedback form. <p>and</p> <ul style="list-style-type: none"> • Evidence of feedback received being collated for all ACCA exams taught <p>Additional optional evidence:</p> <ul style="list-style-type: none"> • Information regarding how your institution would regularly conduct and review student feedback • Analysis of any trends for all ACCA exams taught • Evidence of how your institution would use action plans for necessary improvements.

1 WHAT IS ACCREDITATION?

MEASURES

Please note evidence for the below does not need to be submitted as part of an application. We will monitor the below remotely upon approval.

ALPs approved at Gold will be expected to meet or exceed Gold pass rate targets for at least 50% of the exams taught, as well as teach at least 20 candidates over a period of six months. Only papers where at least five or more candidates sat the exam will be eligible for analysis. Targets will primarily apply to the teaching of the ACCA Qualification, however Foundation Level qualification pass rates may also be considered.	<ul style="list-style-type: none">• ACCA analysis of student performance against Gold pass rates.
Remote student feedback process	<ul style="list-style-type: none">• ACCA analysis of student feedback

WHAT IF MY INSTITUTION DOESN'T MEET ALL THE CRITERIA?

Once you have read all the criteria for Gold Approved Learning Partner approval if you feel your institution isn't ready for this approval you may be interested in our Silver Learning Partner approval.

Our Silver approval as part of the ALP programme gives recognition to learning providers starting to offer quality tuition and support to students taking the ACCA Qualification or Foundation Level qualification. The Silver Learning Partner approval is intended for those providers that are new to offering tuition, new to offering tuition to ACCA students or are currently offering ACCA tuition but don't feel they current meet the required targets for Gold

You do not need to be teaching the ACCA Qualification or Foundation Level qualification before applying for approval but you must start teaching within the first **SIX** months from your approval date.

2 How to make an application for approval at Gold

To become an ALP, you are expected to demonstrate that you meet challenging performance targets, representing global best practice in the provision of ACCA course tuition and support. You must be teaching the ACCA Qualification and be able to demonstrate your success.

HOW DO I APPLY?

To make a full application for the ALP programme you must complete and submit the following set of documentation:

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

As well as checking that the above documentation is present, we will conduct a review of 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 to us.

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

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.

WHY DOES ACCA CONDUCT A SITE VISIT BEFORE FINAL APPROVAL?

After we have reviewed your forms and evidence, we will determine your eligibility for approval. Subject to this, a pre-approval visit will be arranged by an ACCA representative at a suitable date and time. It should be noted that this stage does not constitute full approval.

If your review by us has been unsuccessful a full and detailed explanation will be provided. You can re-apply, but no appeals will be accepted.

Why conduct a site visit:

- Gives us the opportunity to gather additional evidence about the quality of tuition and student support you provide.
- Ensures we can be confident that your policies are put into practice.
- Allows us to check the standard of your premises.
- Allows us to follow up on outstanding issues from our review.

WHAT HAPPENS AT THE SITE VISIT?

Before the visit, you will receive an email from an ACCA representative, explaining what will happen at the site visit, and what documentation should be prepared in advance. A typical agenda for a site visit has been included below:

- 1 Discussion on the schedule for the visit. Approximately 15 minutes.
- 2 Tour of facilities to address performance targets relating to the premises targets within the ALP programme. Approximately 15 minutes.
- 3 Student meeting (face to face tuition only) to discuss facilities, student support, tuition and course management privately. Approximately 30 minutes.
- 4 Wrap-up meeting for ACCA representative to ask questions and discuss best practice guidelines. Approximately 30 minutes.

ACCA reserves the right to speak to tutors and/or sit in on a class.

All timings and order of visit can be negotiated closer to the visit date and time.

During the visit the our representative will be looking to review for following aspects of your premises and facilities:

- Are the premises comfortable and create an atmosphere that is conducive to study?
- Are lecture rooms of an appropriate size for the number of students in a class?
- Are premises and facilities appropriate for the types of courses offered and their mode of delivery?

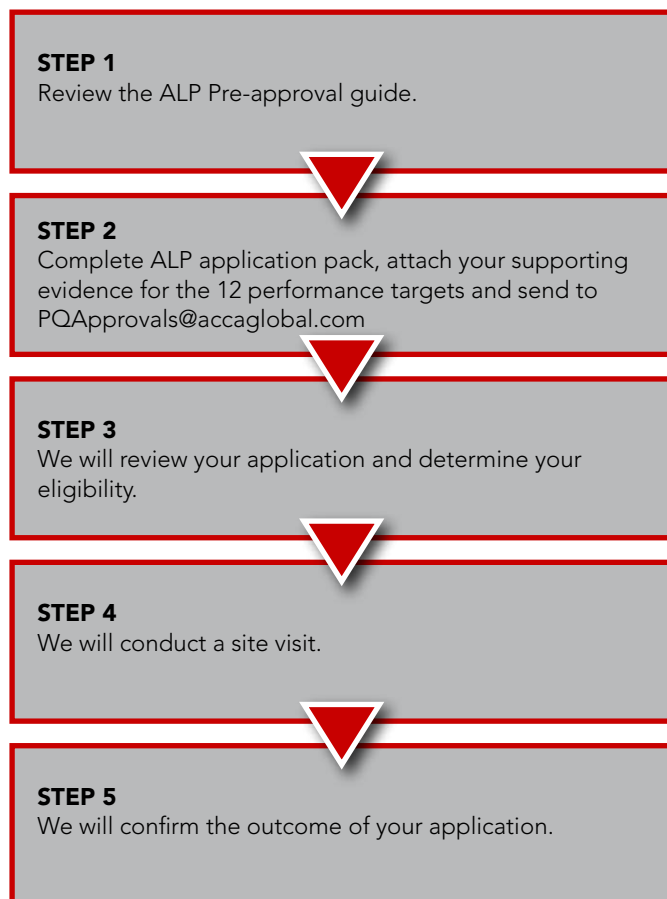
Please note that you will not be provided with an outcome at the visit. This will be communicated after the visit.

WHAT HAPPENS AFTER THE VISIT?

After the site visit, we will determine your eligibility for full approval under the ALP programme using our findings from the initial review of your documentation and the site visit.

If your application has been successful after the site visit you will be sent an outcome letter, ALP logo and certificate. In addition you will be added to our Tuition Provider Directory. This includes all ALPs who are each given a prominent extended entry within the directory, based on their level of approval.

WHAT IS THE PROCESS FOR BECOMING A GOLD APPROVED 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 MAKE MY APPLICATION?

If you have any questions about the ALP 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 an ALP, 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 tuition 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 will 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 Gold or Platinum approval will be enclosed with the confirmation letter. In addition, promotional materials will be issued to you. You will be able to download the appropriate ALP logo by following the link to *myACCA* on the www.accaglobal.com home page and logging in using your username and password.

UNSUCCESSFUL APPLICATIONS

We reserve the right to decline approval to learning providers that have submitted unsuitable applications. It is the responsibility of the institution to demonstrate that it has met all relevant performance targets and to demonstrate this in their application or at the pre-approval visit.

If your application is unsuccessful, you will receive confirmation detailing recommendations for improvement. There is no appeals process and our decision is final. However, learning providers are welcome to re-apply when relevant improvements have been implemented.

3 Progression to Platinum

Progression to Platinum approval is encouraged from existing Gold Approved Learning Partners who:

- are able to demonstrate excellence in their course management and delivery;
- have met the Platinum pass rate targets over at least two consecutive examination sessions, over a period of one year;
- continuously receive positive student feedback.

Teaching the ACCA Qualification is a pre-requisite of Platinum approval.

Full details of the criteria to progress to Platinum Approved Learning Partner will be provided upon Gold Approved Learning Partner approval.

4 Renewal and monitoring

All ALPs must complete an annual renewal in which you are required to:

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

In January each year, we will send you an email to let you know that the annual renewal process has begun.

It's important to keep to the closing date given in order to make sure renewals are confirmed to all ALPs by 31 March. When the renewal process is successfully completed, we will issue an approval certificate and an ALP logo to you.

Areas of continued quality assurance of ALPs are annual renewals, student feedback and review of pass rates, details of which are provided to all ALPs on approval.

5 Useful contacts in ACCA

FOR QUERIES REGARDING APPROVED LEARNING PARTNER ACCREDITATION

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

FOR QUERIES REGARDING EXISTING APPROVED 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

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