

Performance Assessment Matrix

Tuition providers applying to ACCA's Approved Learning Partner – Student Tuition programme are assessed against a number of performance targets. These targets are assessed in two parts: Part 1 – Institute Management and Part 2 – ACCA Course Management & Delivery. It is possible for a tuition provider to be exempt from any or all performance targets included within Part 1 – Institute Management and details of how to claim such an exemption are detailed in the section entitled 'guidance for Performance Assessment Matrix'. Details of the example documentation / evidence which can be used to support that a performance target has been met are also provided within the section 'guidance for Performance Assessment Matrix'.

There are two levels of approval available to tuition providers. The performance targets should be demonstrated in numerical order. For each level of approval the tuition provider must be able to meet all the performance targets at that level as follows:

Gold: Performance targets 1.1 – 1.14 and 2.1 – 2.22 inclusive

Platinum: Performance targets 1.1 – 1.22 and 2.1 – 2.28 inclusive

(F2F = Face to Face DL = Distance Learning)

Part 1 – Institute Management

Assessment element	Performance targets		F2F	DL	
	Gold	Platinum			
Attendance / participation and retention	1.1 (a)	An attendance policy is in place and action is taken where students persistently fail to attend class.	✓		
	1.1 (b)	Action is taken where students persistently fail to complete modules / assignments		✓	
	1.2	Student retention figures are documented and reviewed, and the reason for student losses is investigated.	✓	✓	
Complaints procedure	1.3	A formal, transparent complaints procedure or charter is in place and available to students. Complaints received are investigated thoroughly and promptly, and acted on accordingly.	✓	✓	
Premises and facilities	1.4 (a)	Permanent premises for administration and the majority of tuition	✓		
	1.4 (b)	Permanent premises for administration		✓	
	1.5	Premises are comfortable and create an atmosphere that is conducive to study	1.15	Facilities offered have been designed to meet the needs of students	✓
	1.6	Lecture rooms are of an appropriate size for the number of students in a class	1.16	Premises and facilities are modern and well-maintained	✓
	1.7 (a)	Premises and facilities are appropriate for the types of courses offered and their mode of delivery	1.17	A private study area is available to students within office hours	✓
	1.7 (b)	Facilities and systems are appropriate for the mode of delivery of courses offered			✓
	1.8	Students and tutors have access to modern IT equipment, including web access			✓
	1.9	Appropriate measures are in place to minimise disruption to students in the event of system failure			✓

Terms and conditions	1.10	All students are issued with the institutions terms and conditions of enrolment, including refund and deferment policies.		✓	✓	
Tutor absence/course cancellation	1.11	Appropriate measures in place to minimise disruption to students in the event of tutor absence / unavailability.		✓	✓	
	1.12	Course cancellations occur only in circumstances beyond the tuition provider's control, and students are advised upon enrolment of any factors which may prevent the course from running.		✓	✓	
	1.13	Procedures are in place to ensure that students are given as much notice as possible in the event that a course or other scheduled activity is cancelled.		✓	✓	
Financial viability	1.14	Tuition provider is financially viable.		✓	✓	
Continual improvement – course delivery			1.18	The institution demonstrates a commitment to innovation and continuous improvement in course delivery, including the use of technology.	✓	✓
Progress monitoring			1.19	Student progress is reviewed throughout the course and, where applicable, counselling is offered to students who fail.	✓	✓
Continual improvement – student support			1.20	Study support methods have been designed to meet the needs of students		✓
			1.21	The institution demonstrates a commitment to innovation and continuous improvement in student support.	✓	✓
Administration staff			1.22	The performance of administrative staff is monitored and, where appropriate, developments plans are in place to develop knowledge and customer service skills.	✓	✓

Part 2 – ACCA Course Management & Delivery

Assessment element	Performance targets		FC	DL		
	Gold	Platinum				
Tutors	2.1	Tutors are knowledgeable and experienced in their chosen field and hold qualifications appropriate to the subjects they teach.	2.23	Tutors' performance is monitored and CPD is undertaken to develop tutors' technical and teaching skills.	✓	✓
	2.2	Tutors have access to relevant teaching reference material e.g. study guides, past papers and articles.			✓	✓
Student feedback	2.3	Student feedback on tuition provider performance is actively sought, reviewed and acted upon where appropriate.	2.24	Student feedback form summaries produced and used to feed into course review meetings.	✓	✓
	2.4 (a)	Student feedback questionnaires include questions on administration, facilities, tutor performance and course content			✓	
	2.4 (b)	Student feedback questionnaires include questions on				✓

		administration, tutor performance, course content and delivery				
	2.5	A minimum of 70% of all student feedback questionnaires are returned.		✓	✓	
Teaching / study programme	2.6 (a)	A structured teaching programme is in place and communicated to students.		✓		
	2.6 (b)	Students are provided with a structured study programme for each paper.			✓	
	2.7 (a)	Homework assignments set, reviewed and returned with constructive comments around content and style within a specified turnaround time.		✓		
	2.7 (b)	Assignments set, reviewed and returned with constructive comments around content and style within a specified turnaround time.			✓	
	2.8 (a)	Mock examinations and timed practice tests set, reviewed and returned with constructive criticism around content and style within a specified turnaround time		✓		
	2.8 (b)	Mock examinations and timed practice tests are given to students as part of their course, and returned with constructive comments around content and style within a specified turnaround time.			✓	
		2.25	Students are actively encouraged to complete/attend mock examinations and timed practice tests.		✓	✓
		2.26	A variety of appropriate teaching, learning and assessment methods is offered reflecting the needs of students and content of papers taught.		✓	✓
Support materials	2.9	Students are provided with a course handbook which includes up to date essential information on the institution, the course, and ACCA.		✓	✓	
	2.10	Students are provided with guidance on their programme of study which includes a detailed breakdown of their course into modules or study sessions and advises of any assignments, mock examinations and practice tests.			✓	
	2.11	The format of programmes of study is consistent across papers.			✓	
Tutor contact details	2.12	Students are provided with the contact details of all their tutors and are able to access an ACCA course leader or course tutor during office hours		✓		
Student support and advice	2.13	Students are offered advice on study options as well as ACCA progression rules, exam entry and exemptions.	2.27	Students are offered appropriate pre-enrolment advice on entry points to the ACCA qualification and advised of available study routes suited to their needs.	✓	✓
	2.14	Staff are fully aware of the practical experience requirements (PER) for membership and are able to provide students with support and guidance in achieving them.			✓	✓

	2.15	Students are offered advice on the most appropriate study material for their course		✓		
	2.16 (a)	Tutorial support on technical course content is available to students		✓		
	2.16 (b)	Students are provided with tutor contact details or have access to a centralised system via which they can make technical enquiries on course content			✓	
	2.17	Students receive responses to any queries within a specified, published time-frame			✓	
Administration staff	2.18	Customer-facing administrative staff are appropriately trained to respond to queries about ACCA qualifications and tuition provider procedures.		✓	✓	
Course review meetings	2.19	Course review meetings are held after each examination session to review: <ul style="list-style-type: none"> i. course structure and delivery ii. student performance, retention and feedback. 		✓	✓	
Reports to sponsor	2.20	Reports on student progress are supplied to sponsors on request		✓	✓	
Promotional material	2.21	Promotional material contains accurate information regarding ACCA and up to date ACCA Connect contact details.		✓	✓	
	2.22	Promotional material contains accurate information regarding the tuition provider and makes no unsubstantiated or potentially misleading claims.		✓	✓	
Induction			2.28	An induction session is offered to new students prior to the commencement of a course.	✓	✓