

# STUDY PROVIDER

## NOTES AND APPLICATION

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## NOTES

### 1.0 INTRODUCTION

The Study Provider Scheme is open to any study provider teaching one of the AIA's qualifications.

The scheme is designed to recognise study providers who meet a set of quality criteria, as set out in the application form, and to guide students towards these providers. The scheme allows best practice to be shared thereby improving the services offered to students. The Study Provider is allowed to develop cost effective arrangements for the delivery of the AIA qualification, using the resources which would be expected to be in place for the delivery of a professional qualification.

Registration is not mandatory as the AIA exams are public and therefore any institution can offer tuition without being part of the scheme; however, AIA recommends that institutions apply for approval to become an AIA study provider.

The aims of the Study Provider Scheme are to:

- Identify quality study providers;
- Provide students with guidance in their choice of tuition and course type;
- Improve links between the AIA and study providers;
- Improve the standard of tuition and services offered to AIA students.

### 2.0 BENEFITS

Benefits for students:

- Allows students to make an informed choice regarding tuition before commencing their professional studies;
- Ensures that students studying at registered providers can receive a defined standard of tuition and support;
- Provides students with support from AIA e.g. e-News.

Benefits to study providers:

- Recognition by AIA;
- Inclusion on the AIA website;
- Use of Approved Study Provider titles and Study Provider plaque/certificate;
- Inclusion in the Training Provider Scheme providing regular updates e.g. exam dates;
- Opportunities for improvements in tuition and student support through a closer working relationship with the AIA;

- Opportunity to advertise on the AIA website and in the magazine, International Accountant.

Study providers are required to allocate a member of staff who will be responsible for communication with the AIA. This person is usually the main point of contact and will be responsible for overseeing the AIA programme, including student registration etc. If the college feels that it is beneficial to have more than one point of contact then it should advise AIA accordingly of the role/responsibilities they cover.

Communication with colleges is usually sent via email although any letters to students etc. are despatched by post via the college. Should this member of staff leave the college or be replaced by another it is the college's responsibility to ensure that AIA is aware of any changes in their personnel.

To ensure effective communication is maintained between the college and the AIA it is also necessary for the study provider to include details, in the application form, of a person who will be the single point of accountability. This will be the person who has overall responsibility for the college i.e. Principal/Dean.

### 3.0 REQUIREMENTS

Accreditation will be based, among other things on:

- Inspection of the teaching services, including consideration of lesson plans and observation,
- Consideration of student welfare and staff conditions;
- Continuity of acceptable standards;
- Control by accountable management.

Other areas include:

- Facilities;
- Student support;
- Material (promotional, support and study);
- Tuition/Educational Requirements;
- Course management.

### 3.1 FACILITIES

Study providers must provide a suitable and comfortable physical environment in which students can prepare themselves for exams. Facilities must include:

- A minimum of two classrooms;
- A suitably stocked library with computer/internet access;
- Suitably qualified lecturers for the subjects being taught;

- A point of contact qualified to provide student support and guidance;
- A point of contact responsible for the AIA programmes i.e. Programme Co-ordinator.

Following accreditation, AIA must be informed of any closure or change of premises, even if these changes are only temporary. It must not be assumed that accreditation automatically applies to the new premises.

All premises must have adequate facilities for students with physical disabilities. This includes among other things, the provision of wheelchair ramps and disabled toilets.

### 3.2 STUDENT SUPPORT

Study providers should provide support for their students. Staff should have the relevant knowledge and expertise to be able to deal with, and reply promptly to any student query.

Satisfactory arrangements must also be made for the welfare of students which may include, but not be limited to, health and safety aspects, accommodation and student support services.

### 3.3 MATERIALS

All promotional materials using the AIA name or brand must comply with the AIA regulations, as shown in the enclosed Brand Handbook (Appendix 1). Promotional materials should be accurate. No claims should be made which cannot be substantiated. Negative advertising in respect of competitors is not acceptable.

Support materials should provide students with full information about the institution, the courses, rules and regulations so that students have a clear understanding of the operations of the institution in which they have enrolled.

Study materials should provide students with full information on the course structure and subject coverage to enable students to plan their study time.

A study provider shall not promote its internal exams/courses as being those regulated by UK Regulatory authorities as this will be misleading to students, nor shall the study provider use the logos of those regulatory authorities in any marketing or promotional materials. Failure to comply with this may result in sanctions being placed upon the college.

All requests for information from study providers are subject to the standards cited in AIA's Customer Service Statement.

### 3.4 TUITION/EDUCATIONAL REQUIREMENTS

Study providers should be committed to the highest standard of tuition leading to the success of students in the exams.

There must be satisfactory arrangements to ensure that students are not placed on inappropriate courses.

The teaching staff must be adequate in numbers and possess the qualifications and experience necessary to meet the standards of the course. Study providers should have development plans for

Continuing Professional Development of their tutors to ensure that their knowledge and teaching skills are kept up to date.

### 3.5 COURSE MANAGEMENT

Study providers should monitor student attendance, performance and feedback to ensure the continuing development of the courses.

Study providers must ensure that they have in place a centrally administered accurate and auditable student record system. Each student should have a confidential personal file which should show:

- The student's enrolment details (including age, gender, education)
- Up to date contact details (current address; telephone and email)
- Particulars of their spouse, if any
- The names of their tutors
- In-course progress record
- Exam results
- Attendance records
- AIA registration number

Study providers are responsible for the decision on fees and timetables etc. relating to the course. The only request that AIA has is that the fees are suitable for the market and that the course is conducted with sufficient time to enable students to learn what is required in time to sit the exams.

In the event that there is a problem with a student on the course, the college is required to deal with this in accordance with its own regulations. The college is also required to notify the Manager of Membership Services of the problem and the action that the college intends to take and keep AIA informed of the progress of the situation and the final outcome. In the event that a student is removed from the course, the Manager of Membership Services is to be advised immediately. Any complaint relating to the AIA programme or exam should be directed to the AIA. In this instance a problem includes matters relating to exams, studying on an AIA course or any health issues i.e. special needs.

### 4.0 APPLICATION PROCESS

Study providers wishing to apply under this scheme are required to complete the relevant application form and submit to the AIA together with all the appropriate documentation. The application cannot be processed until all of the required information has been provided.

For colleges located in the UK, the Development Department will carry out a check on the UKVI website to see whether the college is listed within the Tier 4 category. This will provide confirmation that the college is eligible to enrol international students onto the course. In the event that the college is not listed the college will be advised that they may only recruit UK students for AIA courses.

Study providers should be aware that it is the institute which is applying for approval and not the course taught. For example, an application received from ABC College, Department of Accounting, Higher Diploma in Accounting programme – it is the College being approved not the Higher Diploma programme.

## 5.0 DISTANCE LEARNING PROVIDERS

The AIA welcomes applications from distance learning course providers and again the application form should be submitted together with the relevant documents to support the application as along with details on student guidance. Additional information such as the way in which the institution will communicate with students and gather any feedback must also be included.

## 6.0 UNIVERSITIES AND COLLEGE CAMPUSES

A university or college which has more than one campus will be required to seek separate approval for each location.

## 7.0 APPLICATION DEADLINES

There is no deadline for the submission of applications to the AIA.

## 8.0 APPLICATION REVIEW

Once the application and supporting documents have been received they will be reviewed by the Development Department and the Study provider will be sent confirmation of receipt of its application.

AIA will then make arrangements with the college for an AIA representative to visit the premises and review the available facilities. The AIA Representative may be:

- A member of the AIA Development Department, or;
- The AIA Asia Pacific Regional Director.

### 8.1 STAFF QUALIFICATIONS

As part of the initial visit the AIA representative will request a meeting with all the college teaching staff delivering the AIA programme and access to each staff member's current CV.

Whilst it is the college's responsibility to ensure that the staff qualifications have been checked and verified as being correct the AIA representative will carry out random checks on staff qualifications to ensure that the details received on CVs are correct. and ensure that the information provided on the study provider application form, is correct.

AIA requires lecturers to hold fully completed degrees within the relevant field of teaching i.e. Law and where possible, have undertaken research in their specialist area. It is not expected that lecturers will teach subjects outside their field of expertise; for example, a lecturer specialising in Accounting would not be expected to teach a class of Law students.

Should the AIA discover, during its assessment of the application, that a potential AIA lecturer at the college is not suitably qualified to teach, AIA will advise the college accordingly. This does not prevent the college obtaining approval, although removal of the lecturer concerned from the AIA course will be a condition of full approval being given.

At this initial meeting the AIA representative will also ensure that teaching staff are fully briefed regarding AIA's requirements.

### 8.2 MEETING WITH ADMINISTRATIVE STAFF

Following the meeting with the academic staff the AIA representative will request a meeting with the college's managerial and administrative staff. This meeting will allow the AIA representative to ascertain how much knowledge the staff have on the AIA, its qualification, recognition status, enrolment, exams and services. Staff should be fully aware of AIA services if they are to assist students in their progress through the AIA Professional Qualification.

### 8.3 REVIEW OF THE PREMISES

The representative will then conduct a review of the premises and facilities in order to confirm that these meet the requirements set out in Section 3.1 of this document.

### 8.4 SUBMISSION TO THE QUALIFICATIONS COMMITTEE

Following the initial review visit from an AIA representative the Development Director assesses the application and then forwards all documentation to the Qualifications Committee for consideration.

In total, assessment of the application for study provider status takes approximately two months, after which a decision is sent to the study provider, firstly by email (if available) and then by post.

It should be noted that submission of an application does not guarantee approval and study providers may not refer to themselves as such until an official approval letter has been received.

## 9.0 REGULATION REQUIREMENTS

The study provider must undertake the delivery of the AIA qualifications in accordance with all relevant Acts and Laws e.g. Equalities Law.

In countries where study providers are required to register with government organisations regulatory requirements for it is assumed that the study providers will comply with these regulatory requirements. Evidence in the form of copies of letters/certificates will be required by AIA in support of the application. Failure to comply with government organisations will result in the study provider being removed from the scheme.

Where applicable, study providers may be granted temporary approval to allow them to seek accreditation from local governmental organisations. This temporary approval will be for a limited period which will be outlined in the study provider approval letter.

## 10.0 APPROVAL

On approval, study providers will receive an official approval letter (Appendix 2). A Study Provider status certificate (Appendix 3) will be enclosed with the letter together with an AIA Study Provider plaque (Appendix 4).

Approved study providers can then use the AIA logo in all promotional materials, subject to approval from the AIA marketing department, as outlined in the attached Brand Handbook.

Approved study providers will receive regular emails informing them of developments and any upcoming deadlines. It is essential for the study provider to ensure that the AIA has contact details of the person responsible for the AIA course and that any changes are received by the AIA to maintain updated records.

Several copies of the AIA magazine *International Accountant* will also be distributed to the study provider on a bi-monthly basis. These copies are to be placed where both staff and students can have access.

## 11.0 NON-APPROVAL

The AIA reserves the right to reject unsuitable applications for study provider status. If an application is rejected the study provider will receive a letter advising the rejection.

It should be noted that the AIA is unable to assist study providers with their application and also cannot provide any rejected institution with a breakdown of the reason for the rejection. It is the study provider's responsibility to ensure that the application submitted covers all of the required criteria set by the AIA.

Colleges have the right to appeal against a decision of non-approval. Evidence should be provided to the Development Department in support of the appeal and this will be placed before the Qualifications Committee.

## 12.0 WITHDRAWAL OF APPROVAL

Accreditation will be granted for a period of time determined by the AIA and is subject to the college meeting the conditions of accreditation as, outlined in the Study Provider Agreement. Should any significant changes occur the college must inform the AIA at once; this is essential for approved study providers working under a UKVI, Tier 4 licence. These providers must inform AIA immediately of any suspension or removal of their licence; failure to do so will be viewed by AIA as malpractice and will be dealt with as such.

AIA will consider all information available, assess the current situation and take whatever steps it considers to be necessary to determine the impact of the change on the current agreement. It will then take immediate action to mitigate or address any subsequent adverse effect.

### 12.1 POSSIBLE ACTIONS

If the change is minor, accreditation will continue. In more serious situations AIA will require specified improvements to be put in place within a certain period of time, with accreditation remaining in place until the end of this period. AIA will reassess the situation at the end of the period.

For study providers who have had their Tier 4 licence suspended or revoked there are two possible outcomes,

1. AIA withdraws accreditation and will not register any more students from the college.
2. The current study provider agreement would be terminated and a new agreement issued for the enrolment of UK/EU students only.

Whatever the decision the college will be notified and asked to provide AIA and the students with any information or support AIA considers reasonable to protect the interests of the students affected. Simultaneously, the AIA will inform all students of the decision to withdraw accreditation from the college. All existing students will be allowed to continue studying, if they wish, until their next exam; when they have sat this, they must arrange to study elsewhere. The college has the right to appeal against this decision.

### 13.0 REMOVAL FROM APPROVAL LIST

The AIA will remove a study provider from its approved list for any of the following;

- Student complaints being upheld;
- Breach of advertising regulations;
- Actions taken that conflict with the AIA or impair the goodwill associated with the AIA;
- Accepting cash payments from students, unless otherwise agreed by AIA;
- Use of AIA brand to recruit students onto other programmes.
- Breach of study provider agreement
- Any incident deemed by AIA to constitute malpractice or maladministration Please refer to Section 16.3 of this document for further details

The AIA will inform the course provider of the decision to remove them from the approved list. This decision will be made at the AIA's discretion and shall be final.

The AIA reserves the right to alter or change the Study Provider Scheme at its discretion.

## 14.0 MONITORING OF STUDY PROVIDERS

An AIA representative will visit study providers on an annual basis to review facilities and procedures<sup>1</sup>. Study providers will be given notice of such visits. Study providers will also be required to facilitate visits by regulatory authorities who will ask for access to premises, staff and records.

In addition to the items listed in the Course Monitoring and Review Arrangements document (Appendix 5) the AIA Membership Services Department will review student performance in the exams. In the event that there is a noticeable change in student performance the AIA will investigate and may request a report from the study provider on the reasons for such changes. The reports will be provided to the Qualifications Committee for review and action.

Following each monitoring review the AIA representative will submit a report to the AIA detailing its findings in relation to the points listed in the Course Monitoring form (Appendix A6), together with details of suggested remedial action, if applicable. The study provider and the Qualifications Committee will also receive a copy of the report.

In the event that some of the areas covered in the monitoring visit may not meet the required standard the study provider will be advised of this and provided with a timeframe for the implementation of corrective action to ensure the standards are improved. If there is failing in relation to some of the more important areas of the monitoring e.g. poor learning materials, the study provider will be advised that failure to improve this area may result in the withdrawal of approved study provider status. During this period the AIA will allow the study provider to continue with the enrolment of students and issuing of certificates.

Where necessary, AIA will make arrangements for a study provider to be visited on a quarterly basis until such time as the provider has reached the requisite standards. In the event that the standards have not been improved within a two year period the approved centre status will be revoked.

It is the responsibility of the AIA Development Department to ensure that actions are monitored and reported until such time as they have been completed.

## 15.0 MONITORING OF STUDENT FEEDBACK

The AIA monitors the performance of Study Providers by providing students with questionnaires. These will be issued on entry, during the course, following the exams (by the Membership Services Team) and again when the student graduates (Appendix 6). Other surveys/questionnaires should be issued by the study provider for their own internal use.

Should there be issues raised where the AIA feel it is necessary for action to be taken the AIA will contact the college and discuss.

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<sup>1</sup> Prior to the visit AIA representatives must familiarise themselves with the requirements of AIA's Lone Worker Policy (Appendix 12)

## 16.0 APPEALS, STUDENT COMPLAINTS AND REPORTING MALPRACTICE/MALADMINISTRATION

### 16.1 APPEALS

The AIA has in place a Processing and Monitoring of Exam Enquiries and Appeals Procedure (Appendix 7) that students can use to lodge an appeal against the result they have obtained. Details of how to appeal can be obtained from the Qualifications Manager at [exams@aia worldwide.com](mailto:exams@aia worldwide.com). Information is also available on the back of the exam notification forms and within the Exam Guidelines and Regulations.

Students may also make an appeal about a decision taken in relation to a study provider regarding any sanctions being placed upon the provider or in respect of any action taken following a review i.e. advising facilities not appropriate. These appeals are made by the student completing a Student Support for Study Provider Form (Appendix 8), which they then submit to the Development Department for action: [development@aia worldwide.com](mailto:development@aia worldwide.com).

### 16.2 COMPLAINTS

The AIA has the right to investigate any complaint made by a student against a study provider. The student will be required to complete a Study Provider Complaint Form (Appendix 9), outlining the complaint which will be discussed with the study provider. If the complaint is in relation to facilities etc. the study provider will be required to provide a report stating what action has been taken.

Serious complaints will be investigated thoroughly and the study provider will be approached to provide feedback on the complaint in question. All of the information collected will be forwarded to the Qualification Committee for consideration. AIA will advise on the remedial action required, if applicable.

In the event that the complaint is upheld, the study provider may be removed from the AIA's approved list.

### 16.3 MALPRACTICE/MALADMINISTRATION

Any one of the following actions constitutes malpractice by a study provider:

- Failure to adhere to all AIA instructions and procedures at any point in the student registration process
- Failure to maintain auditable records
- Misuse of the AIA logo
- Forgery of any evidence supplied to AIA
- Failure to implement conditions of approval within timescales previously agreed with AIA and to maintain these conditions post approval

- Continually postponing visits from AIA representatives and/or regulatory authorities for monitoring and approval purposes and any refusal of access to information, or any instance of withholding information during these visits.
- Failure to comply with Tier 4 requirements as set out by the UKVI

Malpractice is a serious matter and all suspected or actual incidents of malpractice must be reported immediately to the Development Manager using the Reporting Malpractice Study Provider form (Appendix 10); the form and a copy of AIA’s Malpractice and Maladministration Policy (Appendix 11), can be downloaded from the AIA website or obtained from [development@aiaworldwide.com](mailto:development@aiaworldwide.com).

AIA will report the incident to the relevant authorities before conducting its own investigation if necessary. AIA cooperates fully with these authorities regarding the format of any investigation undertaken.

AIA understands malpractice to be any deliberate action, neglect, default or other practice which breaches AIA regulations and undermines the integrity and validity of any part of the assessment process and as a result:

- Invalidates the AIA Qualification;
- Damages the reputation and credibility of the Awarding Body;
- Damages the reputation and credibility of the wider qualifications community.

Maladministration is defined by the AIA as any incompetent or dishonest management or administration in the delivery of the AIA qualification;

Please refer to Malpractice and Maladministration Policy (Appendix 11) for detailed information and examples of what constitutes malpractice and/or maladministration.

If an exam venue provider or invigilator is suspected of engaging in malpractice and/or maladministration this must be reported immediately to the Qualifications Manager by completing and submitting the Reporting Malpractice/Maladministration (Appendix 13) which can be obtained from the Document Library on the AIA website.

## 17.0 APPENDICES

APPENDIX	TITLE	CODE	LOCATION	UPDATED
1	Brand Guidelines	AIA	Appendix	2016
2	Approval Letter	REC	Appendix	2016
3	Study Provider Certificate (PDF) only	REC	Appendix	2016
4	Study Provider Plaque	REC	Appendix	2016
5	Course Monitoring and Review Arrangements	REC	Appendix	2016
6	Course Monitoring and Review form	REC	Appendix	2016

7	Processing and Monitoring of Exam Enquiries and Appeals Procedure	EXM	Appendix	<b>2016</b>
8	Student Support for Study Provider Form	REC	Appendix	<b>2016</b>
9	Study Provider Complaint Form	REC	Appendix	<b>2016</b>
10	Reporting Malpractice – Study Provider Form	REC	Appendix	<b>2016</b>
11	AIA Malpractice & Maladministration Policy	POL	Policies	<b>2016</b>
12	AIA Lone Worker Policy	POL	Policies	<b>2016</b>
13	Reporting Malpractice/Maladministration	<b>AIA website</b>		

## APPLICATION TO CONDUCT STUDY COURSES PREPARING FOR AIA PUBLIC EXAMINATIONS

Please complete as fully as possible.

**1.0 CONTACT INFORMATION**

Name of Institution	_____
Address	_____ _____ _____
Contact Name	_____
Job Title	_____
Telephone	_____
Fax	_____
Email	_____
Web Address	_____
History and background (Brief description)	_____ _____ _____ _____ _____ _____ _____ _____ _____ _____
Proprietorship e.g. legal status	_____ _____
Single point of accountability – please provide name (i.e. Dean or Principal of college)	_____ _____

## 2.0 PERFORMANCE TARGETS

To enable your application to be considered you will need to confirm whether the following performance targets are in place. These will be reviewed/discussed in the initial visit carried out by an AIA representative.

ASSESSMENT ELEMENT	PERFORMANCE TARGETS	YES/NO
<b>Attendance/participation and retention</b>	An attendance policy is in place and action is taken where students persistently fail to attend class.	
	Action is taken where students persistently fail to complete modules/assignments.	
	Student retention figures are documented and reviewed, and the reason for the student losses is investigated.	
<b>Complaints procedure</b>	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.	
<b>Premises and facilities</b>	There are permanent premises for administration and the majority of tuition.	
	Premises are comfortable and create an atmosphere that is conducive to study.	
	Premises and facilities are modern and are well maintained.	
	Facilities have been designed to meet the needs of students.	
	Lecture rooms are of an appropriate size for the number of students in a class.	
	Premises and facilities are appropriate for the type of courses offered and their mode of delivery.	
	A private study area is available to students within office hours.	
	Facilities and systems are appropriate for the mode of delivery of courses offered.	

ASSESSMENT ELEMENT	PERFORMANCE TARGETS	
	Student and tutors have access to modern IT equipment, including web access.	
	Appropriate measures are in place to minimise disruption to students in the event of system failure (IT).	
	There is an adequately stocked library containing books and journals relevant for teaching an accounting programme.	
<b>terms and conditions</b>	All students are issued with the institution's terms and conditions of enrolment, including refund and deferment policy.	
<b>Tutor absence/course cancellation</b>	Appropriate measures are in place to minimise disruption to students in the event of tutor absence/unavailability.	
	Course cancellations occur only in circumstances beyond the study provider's control, and students are advised upon enrolment of any factors that may prevent the course from running.	
	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.	
<b>Financial viability</b>	The study provider is financially viable	
<b>Continual improvement – course delivery</b>	The institution demonstrates a commitment to innovation and continuous improvement in course delivery, including the use of technology.	
	Student progress is reviewed throughout the course and, where applicable, counselling is offered to students who fail.	
<b>Continual improvement – student support</b>	Study support methods have been designed to meet the needs of students.	
	The institution demonstrates a commitment to innovation and continuous improvement in student support.	
<b>Administration staff</b>	The performance of administrative staff is monitored and, where appropriate, plans are in place to develop knowledge and customer service skills.	
<b>Tutors</b>	Tutors are knowledgeable and experienced in their chosen field and hold qualifications appropriate to the subjects they teach.	

Assessment element	Performance targets	
	Tutors have access to relevant teaching reference materials, e.g. study guides, past papers and articles.	
	Tutors' performance is monitored and CPD is undertaken to develop their technical and teaching skills.	
<b>Student feedback – internal review</b>	Student feedback on study provider performance is actively sought, reviewed and acted upon where appropriate.	
	Summaries of student feedback forms are produced and used to contribute to course review meetings.	
<b>Student feedback – internal review</b>	Student feedback questionnaires include questions on administration, facilities, tutor performance and course content.	
	A minimum of 70% of all student feedback questionnaires are returned.	
<b>Teaching/study programme</b>	A structured teaching programme is in place and communicated to students.	
	Students are provided with a structured study programme for each paper.	
	Homework assignments are set, reviewed and returned, with constructive comments on content and style, within a specified turnaround time.	
	Mock exams and timed practice tests are set, reviewed and returned, with constructive criticism on content and style, within a specified turnaround time.	
	Students are actively encouraged to complete/attend mock exams and timed practice tests.	
	A variety of appropriate teaching, learning and assessment methods are offered, reflecting the needs of students and content of papers taught.	

Assessment element	Performance Targets	
<b>Support Materials</b>	Students are provided with a course handbook containing up-to-date essential information about the institute, the course and the AIA.	
	Students are provided with guidance on their programme of study, including a detailed breakdown of their course into modules or study sessions and advice on any assignments, mock exams and practice tests.	
	The format of the programme of study is consistent across papers.	
<b>Tutor contact details</b>	Students are provided with the contact details of all their tutors and are able to access an AIA course leader or course tutor during office hours.	
<b>Student support and Advice</b>	Students are offered advice on the AIA progression rules, exam entry rules and exemptions.	
	Students are offered appropriate pre-enrolment advice on entry points to the AIA.	
	Staff are fully aware of the Initial Personal Development (IPD) requirements for AIA membership and are able to provide students with support and guidance in achieving them.	
<b>Student support and Advice</b>	Students are offered advice on the most appropriate study material for their course i.e. AIA study texts or e-books.	
	Tutorial support on technical course content is available to students.	
	Students receive responses to any queries within a specified, published time frame.	
<b>Administration staff</b>	Course review meetings are held after each exam session to review: i) course structure and delivery; ii) student performance, retention and feedback.	
<b>Promotional Material</b>	Promotional materials contain accurate information regarding AIA and up-to-date AIA contact details.	
	Promotional materials contain accurate information regarding the study provider and make no unsubstantiated or potentially misleading claims.	

Assessment element	Performance targets	
	Promotional materials are in line with the AIA Brand Guidelines, and have been reviewed and approved by the AIA Marketing and PR department.	
<b>Induction</b>	An induction session is offered to new students before the start of the course.	
<b>All Staff</b>	Staff are aware of the AIA qualification, exams and enrolment procedures	
	Staff are aware that exemptions are offered for prior learning	
	Staff are aware of the AIA minimum entry requirements	

### 3.0 ADDITIONAL REQUIREMENTS

Item	Description	
<b>College Monitoring</b>	Agree to facilitate visits from AIA and Regulatory Authorities (when applicable) and provide access to premises, staff and records.	
<b>Student Feedback</b>	Surveys provided by AIA will be distributed to students at the appropriate times, collected and returned to AIA for their monitoring purposes.	

### 4.0 LINKS

Please describe any links with other institutes/professional bodies/local employers

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## 8.0 SUPPORTING DOCUMENTS

Please enclose the following supporting documents with your application:

- College/institution prospectus/brochure plus all procedural documents i.e. complaints, Equality & Diversity etc.
- Management structure of the college and name of course leader
- Proposed course structure
- CVs of academic staff
- Proposed marketing plan
- Proposed course fee structure
- Target number of students (year on year)

Before making an application to become an Approved Study Provider you should consider carefully whether your institute meets the performance targets outlined in the above application; if there are any targets that you cannot meet at this time, we ask that you delay your application until you are confident that you can meet all the targets.