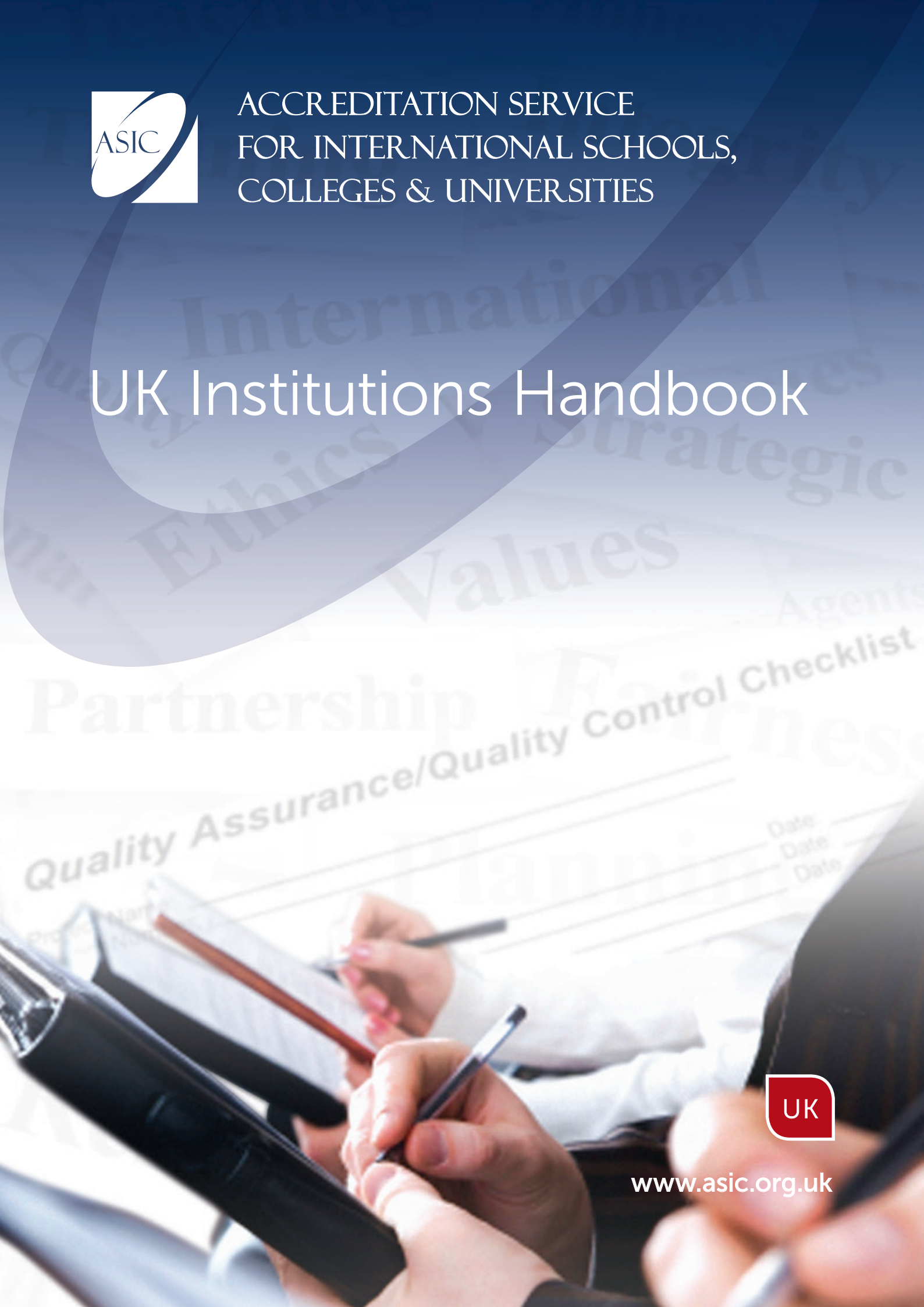




ACCREDITATION SERVICE  
FOR INTERNATIONAL SCHOOLS,  
COLLEGES & UNIVERSITIES

# UK Institutions Handbook



[www.asic.org.uk](http://www.asic.org.uk)

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# 1. ASIC OFFICERS, ADVISORY BOARD & OFFICE STAFF

## Officers:

Chairman .....Mr Maurice K Dimmock  
CEO .....Mr Lee Hammond  
Head of Accreditation ..... Professor John Wilson  
Qualifications Advisor and  
Chief Inspector .....Dr Lawrence Watson  
Accreditation Advisor ..... Mrs Christine Wilson

## Office Staff:

Finance Manager ..... Mrs Liesle Hattan  
Applications Assessment  
Manager ..... Mr Barry Wadrop  
Customer Relations Manager ..... Miss Florence Waniwa  
Communications Manager ..... Miss Ann-Marie Edwards  
Research and Developer ..... Miss Jennifer McKie  
International Development Manager ..... Mr Geoff Boston  
IT Manager ..... Mr Adam Burns

## Accreditation Advisors:

Health and Safety Advisor ..... Mr Mike Coulson  
Internal Audit Advisor ..... Professor Elizabeth Gillott  
Religious Institution Advisor ..... Revd Pete Spence

## Advisory Board:

Chair ..... Dr Paul Hartley  
Head of UKNARIC ..... Dr Cloud Bai-Yun  
Director of Research UKCISA ..... Ms Beatrice Merrick  
Pearson Publishing ..... Dr Alaric Rae  
Director of Hot Courses ..... Mr Mike Elms  
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## 2. INTRODUCTION

### 2.1 About ASIC

ASIC is the trading name for ASIC UK Ltd (Companies House Registration number 6040297) which has been established as a not-for-profit company. ASIC provides a wide spectrum of accreditation services to schools, colleges, training organisations and universities within the UK and overseas. ASIC is a member of the British Quality Foundation and is a member of the CHEA International Quality Group in the USA. **ASIC is also an approved accrediting body for the purposes of compliance with regulations of the UK Home Office relating to the admission of students holding Short Term Study Visas and Standard Visitor Visas.**

Drawing on nearly three decades of international education experience, ASIC has a unique insight into the global education market.

The international student migration market is growing, but so too is the number of educational institutions seeking to recruit these international students. ASIC, therefore fully recognises the pressing need for a robust and transparent approach to ensuring that colleges, to the best of their ability, only recruit genuine and appropriately qualified students and that they provide the best possible student experience, allowing students to achieve their maximum academic potential whilst having their social and pastoral needs fully addressed.

ASIC has also gained many recognitions, memberships and affiliations in acknowledgement of our commitment to quality in education.

- Recognised by UK Visas and Immigration (UKVI) in the UK for the Short Term Study and Standard Visitor Visa Routes
- Gained ISO 9001:2008 Accredited Certification
- Member of the CHEA International Quality Group in the USA
- Member of the British Quality Foundation
- Affiliate Member of ENQA, European Association for Quality Assurance in Higher Education
- Member of GUIDE Association, Global Universities in Distance Education
- Member of UN Academy Impact group
- Member of The Association of International Education Administrators (AIEA)

**\*\* Throughout this Handbook, the term "institution" has been used to include all relevant educational institutions, whatever their name, and "Principal" has been used for the Head of the Institution.**

### 2.2 Benefits of Accreditation

Accreditation by ASIC will help to raise the profile of institutions both within their own countries and worldwide as it confirms that they conform to internationally accepted standards in education.

Accreditation with ASIC is not a one-time process. ASIC believes in developing partnerships with its accredited institutions and will assist in activities such as on-going quality assurance, ethical recruitment, working with agents, and the drafting of policies, procedures and codes of practice.

On-going development with accredited institutions will also incorporate training programmes on topics such as the use of high quality and ethical recruitment methods, monitoring the work of agents, the implementation of admission systems, the drafting and implementation of ethics policies and the creation of staff and student files.

**ASIC is dedicated to the continual improvement of its member institutions; to this end, as part of the annual fee, the following will be provided:**

- Assistance with internationalisation plans through networking with bodies such as UKNARIC, WEBA and other relevant organisations, and in developing academic partnerships world-wide,
- Assistance with preparation for local government inspections,
- Access to accredited recruitment agents in over 60 countries, through a reduced fee for membership of QISAN,
- Access to marketing activities via ASIC, which include, exhibition attendance, printed and web- based newsletters and publicity in numerous overseas publications,
- Access to WEBA exhibitions and agent workshops with a 30% discount,
- Certificate of Accreditation, artwork of ASIC logo for use on business cards, letterheads, publicity materials, website, Facebook and Twitter,
- Updated on-line information on all aspects of Accreditation,
- Advice on agent contracts with sample agreements, code of ethics for agents and student satisfaction surveys,
- Guidance on the drafting of policies and procedures for quality assurance, including internal auditing systems course review, classroom observation, staff appraisal and development, and student assessment,
- A regular ASIC newsletter providing updates on international education developments (institutions are invited to submit articles and queries to the newsletter) and regular updates on social media
- Access to ASIC Surgeries – the opportunity to visit our office for advice and guidance
- Visits by ASIC, during which we will provide advice, guidance and consultancy services
- Achieving accreditation may enhance your prospects for the world university rankings

## Quality Enhancement Seminars

Ongoing development with accredited institutions includes the delivery of training programmes for institutions on topics such as the accreditation process itself, health and safety, relations with awarding bodies, quality assurance and enhancement, course review, high-quality and ethical student recruitment, the development of codes of practice and ethics policies, UKVI compliance, and combating fraud. These seminars are repeated on a regular basis and additional seminars will be offered in the light of future developments and institution requests.

### 2.3 Accreditation Principles

ASIC accreditation is an internationally renowned quality standard for schools, colleges, universities and online learning providers.

ASIC has been formed to bring independent information to both the student population and the wider Higher Education world, through its international accreditation service with well-defined and objective benchmarking.

Accreditation by ASIC is independent and unbiased and the accreditation of institutions is undertaken by inspectors who have a wealth of relevant experience. While the assessment leading to accreditation covers the whole range of facilities, resources and activities of the institutions (see Areas of Operation listed in Section 2.4 and the Areas of Operation for UK Institutions which are downloadable from the ASIC website), there is a focus on the whole student experience and on the underpinning staff expertise.

ASIC accreditation is holistic - encompassing institutions in their entirety rather than particular programmes or qualifications. Institutions may, therefore, approach ASIC for accreditation regardless of their specific discipline focus. The primary objective of the accreditation process is not to award a one-off kite-mark, but rather to recognise and underpin an institution's commitment to providing a high quality learning experience for students in a safe and supportive environment, and to continuing quality enhancement of that experience.

Accreditation through ASIC will help students and parents make a more informed choice and will also help a school, college, university, training provider or distance education provider, demonstrate to the international student body that they are a high quality institution. Our international accreditation allows students to gain a realistic and honest picture of what an institution is really like in terms of quality, resources, student support and ethics.

### 2.4 Areas of Operation

The Areas of Operation, which are described in detail in a document downloadable from the ASIC website, are:

- a. Premises and Health and Safety
- b. Management and Staff Resources
- c. Learning and Teaching; Course Delivery
- d. Quality Assurance and Enhancement
- e. Student Welfare
- f. Awards and Qualifications
- g. Marketing and Student Recruitment
- h. Compliance with UKVI Regulations and Reporting Mechanism

### 2.5 About Accreditation

ASIC accreditation is holistic – encompassing institutions in their entirety rather than particular programmes or qualifications. As such ASIC do not accredit educational courses or programmes and ASIC accreditation does not confer approval or international acceptance of an institution's programmes. Nor does ASIC accreditation confer degree awarding powers to an institution.

ASIC offers accreditation to many types of educational providers including Universities, Colleges, Schools, Training Organisations, Online and Distance Education Providers. In addition to this ASIC are able to offer accreditation of Faculties or departments within a larger college or university.

**Please contact the ASIC office for more information about this.**





## 3. ACCREDITATION

### 3.1 The Accreditation Process

Accreditation is based upon the inspection of the full range of the institution's provision and supporting activities, together with a detailed consideration of the institution's documentation, which helps to ensure that the on-going operation of the institution is maintained at an acceptable level.

Institutions considering accreditation by ASIC should download the appropriate Application Form from the ASIC website. This should be completed and returned together with copies of the institution's documentation as detailed in the Application Form.

**There are then three stages in the accreditation process, namely:**

#### Stage 1 - Assessment of the Application and Accompanying Documentation

Stage 1 involves the review of the documentation submitted with the application. If the information provided is assessed as acceptable, the process moves to Stage 2. If it is not acceptable, the institution may be advised either on actions to be taken to rectify the perceived shortcomings, or that it is unlikely that ASIC would accredit it at this stage of its development. There is a fee payable at Stage 1 (**see Section 7**).

#### Stage 2 - Initial Inspection Visit

The Stage 2 inspection will normally, as a minimum, be a one day visit by an ASIC Inspector, who will focus on the institution's compliance with statutory and immigration requirements, premises and health and safety, management, the adequacy of the teaching resources for the advertised or planned courses, and staff and student records. A check-list of the documents which need to be prepared for the visit will be forwarded to the institution.

The Inspector will meet the owner(s) of the institution to discuss the business plan for the on-going operation and development of the institution. In the event of the owner not being available, this meeting should occur with the Principal and senior management of the institution, and the meeting with the owner deferred to the Stage 3 visit. If the owner is still not available, then the reasons for this should be made clear and a person authorised to speak on behalf of the owner(s) should be identified and be present.

The visiting Inspector will also discuss the format of and the arrangements for the Stage 3 inspection visit.

#### Summary of the Inspector's activities:

- meet the Principal/senior management team
- meet the institution owner(s),
- undertake an initial tour of all of the premises,
- inspect the arrangements for health and safety and fire risk and related records,
- undertake a survey of the library where appropriate,
- assess the IT provision for staff and students,
- assess classroom facilities and laboratory and audio visual equipment, if appropriate,
- visit the student common room and refreshment areas,
- confirm that all documents on the checklist provided to the institution are in place and satisfactory,
- visit institution-owned student accommodation (if appropriate).

When a Stage 2 visit has occurred, the visiting Inspector will submit a report of the visit, which will recommend whether or not to proceed to Stage 3 and identify any shortcomings that the institution may need to address before the Stage 3 event takes place.

At this stage, the report will be forwarded to the ASIC Accreditation Committee (**see section 3.2.1**) who will make a decision regarding the award of Interim Accreditation. Interim Accreditation will last for a period of 12 months and allows the institution to begin recruiting students via the Short Term Study visa (STS), during which a Stage 3 visit will need to be arranged. Further details about Interim Accreditation can be found in section 3.2.2

#### Stage 3 - Final Inspection Visit

While all eight Areas of Operation, identified in Section 2.4 and detailed in the document on the website, will be covered during the Stage 3 inspection, there will be an emphasis on academic matters, including learning and teaching, resources and quality management, together with student welfare and reporting to official bodies. The Inspectors will also ensure that the institution has responded satisfactorily to issues raised during Stage 2. In general, Inspectors will seek to encourage institutions to look for ways in which they might continue to improve their provision and suggest ways in which this might be achieved.

The inspection will normally last one day, though for large institutions with more than 1000 FTE's (Full-Time Equivalent students) and a wide academic programme this may be increased to two days. The number of Inspectors involved will depend on the size of the institution and diversity of the academic programme. During the visit the Inspectors will hold meetings with the senior management team, with other staff (without senior management staff being present) and with a group

or groups of students (without any staff being present) to assess the operation of the institution. They will also observe a number of teaching sessions and inspect the learning resources and student/staff refreshment facilities and on-site accommodation (if appropriate).

Institutions are asked to inform all staff and students of the impending visit, to indicate that some staff and students will be required to meet the Inspectors and that some teaching sessions will be observed. The precise format of a Stage 3 inspection visit is likely to vary in relation to the size, nature, location and complexity of the institution; though the likely format will be agreed during the Stage 2 visit (if appropriate) or by correspondence between the Principal and ASIC staff.

The Stage 3 report will cover each of the eight Areas of Operation, identifying points of strength and of weakness which should be addressed. The report will summarise these under the heading “Conditions, Recommendations and Suggestions to the Institution”.

There will be a fee for the Stage 3 visit (**see Section 7**).

#### **Summary of the Inspectors activities:**

- meet the Principal together with members of the management team,
- meet the owner(s) if this had not been possible at the Stage 2 visit,
- meet a representative group of staff without senior managers being present,
- meet course/subject leaders, if appropriate,
- observe a number of teaching sessions,
- meet one or two representative groups of students, depending on the number of students, without any staff being present,
- confirm all documents on the checklist provided to the institution are in place and satisfactory,
- hold a final meeting with the Principal to indicate what will happen in the immediate future, but not indicating the likely outcomes of the visit and whether or not accreditation would be granted since the final decision will be made by the Accreditation Committee.





## 3.2 ACCREDITATION DECISIONS

### 3.2.1 ASIC Accreditation Committee (AAC)

The Accreditation Committee which, in the interests of consistent and knowledge-based decision-making, comprises the ASIC Officers listed in Section 1, will make all decisions regarding the award of accreditation, maintaining accreditation and the withdrawal/suspension of accreditation on the basis of

- a. evidence provided by the Reporting Inspectors following inspection visits;
- b. evidence provided by official agencies;
- c. evidence arising from the consideration of complaints and appeals; and documentation provided by the institutions.

### 3.2.2 Interim Accreditation

After Stage 2, once the accreditation report has been checked by the Accreditation Advisor, it will be considered by the ASIC Accreditation Committee, which will determine one of the following outcomes:

- award Interim Accreditation for a total period not exceeding 12 months, during which a Stage 3 visit must be arranged.
- defer a decision when it is perceived that there are some weaknesses in the institution's provision which, it is felt, could be rectified in a period not normally exceeding three months. Typically, the institution will be given a number of conditions to meet and when it is believed that these have been met accreditation will be awarded. The conditions may be met by the provision of additional documentation and/or photographs to prove that any required improvements have been made. In some cases, the Accreditation Committee may decide that there will need to be a further visit to the institution to confirm that that is the case. There will be a charge for this visit.
- refuse accreditation on the grounds that the Inspectors believe that there are serious shortcomings in provision. In this case the institution has the right of appeal, the procedures for which are set out in Section 5,

### 3.2.3 Full Accreditation

After Stage 3, once the final accreditation report has been checked by the Accreditation Advisor, it will be considered by the ASIC Accreditation Committee, which will determine one of the following outcomes:

- award Full Accreditation for a total period not exceeding four years, after which accreditation must be renewed.
- defer a decision when it is perceived that there are some weaknesses in the institution's provision which,

it is felt, could be rectified in a period not normally exceeding three months. Typically, the institution will be given a number of conditions to meet and when it is believed that these have been met accreditation will be awarded. The conditions may be met by the provision of additional documentation and/or photographs to prove that any required improvements have been made. In some cases, the Accreditation Committee may decide that there will need to be a further visit to the institution to confirm that that is the case. There will be a charge for this visit.

- refuse accreditation on the grounds that the Inspectors believe that there are serious shortcomings in provision. In this case the institution has the right of appeal, the procedures for which are set out in Section 5,

In some instances when an institution demonstrates excellent practice in particular areas, that institution may be awarded ASIC Premier Status and be listed on the ASIC website as a Premier Accredited College. Full details of Premier Status and the criteria to be met for this to be awarded, can be found in the ASIC Standards for Accreditation available on the ASIC website.

### 3.3 Listing on the ASIC Website

Once accredited, institutions will be listed on the ASIC website. This is regularly updated and is used by the UKVI when confirming an institution's accredited status. The website listings also include the college website and contact email address, useful for other stakeholders when searching for an accredited provider.

### 3.4 Use of the ASIC logo and approved wording

Once accredited, institutions will be provided with the ASIC logo and approved wording for marketing use. Accredited Institutions are entitled to use the ASIC logo and any promotional materials produced by ASIC as long as they retain their accreditation. In the event of an institution terminating its accreditation with ASIC or having its accreditation withdrawn, the institution will be deemed to have given an implied undertaking to ASIC that its logo and promotional materials will not be used further.

### 3.5 Accreditation of New Institutions

Observation of classes and meetings with students are mandatory aspects of the Stage 3 visit, however ASIC recognises that any new institutions may not have begun to recruit students or run classes at the time the Stage 2 visit takes place. New institutions which satisfy statutory and UKVI requirements and which have all of the facilities required to begin to deliver courses may be considered for Interim Accreditation for a period of twelve months. This period gives a new institution time to become



established and recruit at least one significant cohort of students. Further information about Interim Accreditation can be found in section 3.2.2. Interim Accreditation may be awarded after a standard Stage 2 inspection visit and the fee is the same (see Section 7). The annual fee is payable when the institution gains interim accreditation following an inspection visit. During this period of Interim Accreditation a standard Stage 3 visit would be undertaken with a view to considering the institution for full accreditation.

### 3.6 Accreditation of Overseas Universities, Institutions and Schools

ASIC has been invited to accredit several overseas universities and institutions to raise their academic standards and profiles. We have undertaken accreditations in countries across the globe in Asia, America, Australia, Africa, Europe, the Middle East and beyond. In order to maintain the high standards of accreditation, ASIC undertakes these international accreditations in as nearly as possible an identical way to the processes described for UK institutions. Universities and institutions which are interested in such accreditation should contact the ASIC Office. A separate Overseas Application Form, Handbook and Areas of Operation are available by contacting the ASIC office, and on the ASIC International website: [www.asicuk.com](http://www.asicuk.com)

## 4. Maintaining Accreditation

There are many benefits to maintaining your ASIC Accreditation such as access to ASIC Seminars, discounts at WEBA events, ongoing support from ASIC in the areas of business development, quality enhancement and international partnership development, amongst many others. These services are all covered as part of your annual fee. More information about these can be found in section 2.2.

### 4.1 ASIC Call Support

ASIC provides a friendly and responsive call support system for all our institutions. ASIC staff will contact you a few times throughout the year to check on how your institution is doing, offer any assistance or advice on issues you are experiencing, and inform you of upcoming events and ASIC services which may be helpful. This is also a chance to update us on any changes to the institution or to contact details.

**NB: It is a requirement of accreditation that institutions inform ASIC in a timely manner of any significant changes to the operation of the institution such as change of ownership, changes in senior management, location of main premises or the use of additional premises, or significant changes in course provision.**

In addition to this ASIC asks all its institutions to complete an Annual Return with information about the operation of the institution over that year and detailing any updates to institution details. These will be sent out by ASIC staff shortly before the anniversary of accreditation and should be returned promptly.

### 4.2 Change of Circumstance Visit

It is likely that a visit to an institution will be arranged if there are any significant changes in the operation of the institution, such as a change of ownership, appointment of new senior staff, introduction of several new courses affecting more than 40% of the enrolment or a major expansion of the premises /change of existing premises is planned. In particular, if the institution moves to new premises or opens a satellite campus there will be a premises visit to confirm that the premises are appropriate and that all statutory requirements are met.

There will be a fee for such visits (see Section 7).

### 4.3 Random Visits

A random visit is an additional inspection which is not part of the formal accreditation process and is normally unannounced.

This type of inspection may be for the following reasons:

- response to information received from partner or government bodies,
- failure to notify ASIC of significant changes,
- failure to respond to ASIC requested information,
- to check that the institution is still operating in accordance with ASIC's accreditation requirements.

### 4.4 Removal of Accreditation

Accreditation may be withdrawn by ASIC at any time if:

- The institution does not continue to meet the Accreditation Criteria or fails to meet the requirements as detailed within the ASIC Handbook.
- The institution fails to disclose malpractice.
- ASIC receives significant substantiated complaints from students/ stakeholders regarding the practice of the institution and, after investigation, it is seen that the institution is not meeting the Accreditation Criteria.
- The institution is making false claims or misrepresenting itself in its publications (including its website), particularly in relation to claims about memberships and accreditations.
- There is a change in the control of the institution which has an impact on the operations and structure of the organisation, including a relocation or addition of premises. Institutions must inform ASIC immediately of any changes.
- Payment for ASIC services is not received in accordance with the prescribed payment terms.

In all cases ASIC will be happy to discuss each situation as it arises and give a reasonable period for issues to be resolved.

**Please note:** the above list is not exhaustive and ASIC reserves the right to remove Accreditation if it feels that standards are not being upheld or there is a risk to the integrity of ASIC Accreditation.

## 5. APPEALS

### 5.1 Introduction

It is recognised by ASIC that institutions which have been refused accreditation or which have had their accreditation withdrawn or suspended should have access to a fair and expeditious appeals process.

If the Accreditation Committee decides to refuse or withdraw accreditation, the Head of Accreditation will contact the institution within ten working days informing the Principal of the decision and the reasons for it and, furthermore, reminding him/her of the right of appeal.

The Principal, or other appropriate representative of the institution, should submit an appeal within a further ten working days of receipt of the notification of the Accreditation Committee's decision. If the appeal is made by an accredited institution, then accreditation will remain in place until the appeals process is completed. ASIC reserves the right to withdraw accreditation with or without appeal. In particular, the right of appeal will be withdrawn if an institution is found to be guilty of deliberately providing false information.

### 5.2 Procedure

If the institution's application for accreditation is rejected after the Stage 2 accreditation visit, the Principal may request that the report of the inspection visit should be reviewed and that additional documentation, responding to the reasons for rejection, may be submitted.

Members of the Accreditation Committee, who were not present at the original meeting which rejected the application, will review the report and consider any new documentation.

If the Accreditation Committee upholds the appeal, then the accreditation process will proceed to Stage 3.

If, however, the Accreditation Committee upholds the original decision then the institution has the right of appeal as described below.

An institution wishing to appeal against rejection of its application for accreditation after the Stage 2 visit and subsequent review (as described above) or after the Stage 3 inspection visit, or against withdrawal of its accreditation for whatever reason, with exceptions such as deliberately providing false information, may request a hearing by an Appeals Committee of ASIC. The Appeals Committee will comprise members of the Accreditation Committee and/ or Inspectors who were not involved in the original decision. The appellant should submit a statement setting out the grounds for the appeal, together with any relevant additional documentation, within fifteen working days of notification of the intention to appeal. The Appeals Committee will then endeavour to meet not later than fifteen working days after receipt of the appeal.

The institution has the right to be represented at the meeting, which will also be attended by the Chair of the Accreditation Committee.

#### The Appeals Committee may decide to:

- dismiss the appeal
- order a new inspection of the institution at ASIC's expense,
- instruct the Accreditation Committee to grant or restore accreditation

The Chair of the Appeals Committee will submit a report of the meeting to the Chief Executive of ASIC giving the grounds for the decision and making any other recommendations which the Accreditation Committee should consider. The final decision rests with the Appeals Committee after which there is no further right of appeal.

There is an initial fee to be paid if an institution chooses to make an appeal (**see Section 7.8**), which will be refunded if the appeal is successful.





## 6. COMPLAINTS

### 6.1 Introduction

ASIC will consider any genuine and relevant complaints against institutions, which are accredited by ASIC and where the complainant has exhausted the institution's own complaints procedures.

For a complaint to be considered to be genuine, it must be submitted in writing to the ASIC Customer Relations Manager (CRM) explaining the basis of the complaint, clearly identify the complainant and be related to the institution's alleged failure to comply with the accreditation criteria. Other complaints will normally not be considered by ASIC.

ASIC takes complaints seriously and will make every effort to mediate and recommend solutions that are mutually satisfactory for both the parties involved. ASIC, however, also encourages students to look carefully at the institution's refund and complaints procedures before signing an acceptance for the offer of a place on a course to avoid any future misunderstandings. Similarly, staff should consider carefully the institution's complaints procedures and contract of employment before accepting the offer of a post.



### 6.2 Procedure

**On receipt of a complaint, the complainant will be contacted by letter from the CRM to request that:**

- the complaint should be set out in a signed and dated hard copy letter sent to the CRM together with any relevant documentation,
- the complainant confirms that he/she has exhausted the institution's own complaints procedures without being able to resolve the issue(s) to their satisfaction, or that these are not relevant, and that the complainant authorises ASIC to attempt to resolve the complaint as described here (the procedure is copied to the complainant for reference).

**ASIC then deals with complaints as follows:**

- each complaint is logged by staff and its receipt is acknowledged,
- the documents submitted are checked and if further documents are required the complainant will be contacted to ask for them,
- the institution's Principal is then contacted and asked to investigate the complaint and provide details within 10 working days. The Principal will be reminded that he/she has undertaken, as a condition of accreditation, to cooperate in the resolution of complaints made against the institution. The letter will also contain details of the complaint(s) and proposals as to how it (they) may be resolved, initially by correspondence, followed by a meeting if necessary; the Principal's response will be checked to ensure that the institution has followed its accreditation commitments,
- ASIC will inform the complainant of the outcome and any recommendation that would have been made to the institution.

**The Complainant is required to provide the following documentation:**

- a written complaint giving full details of the nature of the complaint and evidence to support it such as the institution's response to their complaint or proof that a complaint was made to the institution
- receipts of payments to the institution if appropriate (please note bank statements will not be accepted),
- any other documents/evidence to support the complaint,

ASIC may also ask the complainant for additional documents to help further investigate the complaint if necessary - full details will be provided.

The complainant and institution's Principal will be informed of the outcome of the complaint, or that a more detailed investigation is required and an Inspector will be appointed to undertake an unannounced visit to assess the basis of the complaint more thoroughly.

In appropriate cases UKVI will be informed of the receipt of a genuine complaint and the outcome of ASIC's attempts to resolve it.

## 6.2.1 Inappropriate complaints

The following are complaints and situations with which ASIC will not become involved:

- complaints that are not relevant to ASIC accreditation,
- complaints where a student has failed to follow the institution's complaints procedure,
- complaints that are made anonymously, or by telephone or email. All complaints must be in writing as stated above, with evidence and details of the complainant such as name; address; telephone number and email address (if available) and signature,
- where insufficient evidence to support the complaint has been submitted,
- where a student has sought legal advice/commenced legal proceedings against the institution,
- where a student has entered into a contractual agreement with the institution that negates the institution's refund procedures,
- where a student has failed to establish the relevance of the course to their needs or established that the awarding body is fully recognised before enrolment,
- where there is a contractual agreement between the institution and its employees.

## 7. FEES & EXPENSES FOR INSPECTION VISITS & ACCREDITATION

*(for International Institution fees please contact the ASIC office by telephone or email)*

### 7.1 Application for accreditation

**Stage 1** - submission of the Application Form and associated documentation: £300 (to be received by ASIC UK along with the application)

**Stage 2** - one day inspection visit: £1,350 + £350 per inspector day (to be received by ASIC UK along with the application)

**Stage 3** - inspection visit (normally one day by one Inspector): £1200 + £350 per inspector day

### 7.2 Premises/Satellite Centre Visit/ Half Day Visit

£650.

### 7.3 Post-accreditation Visits

There will be no fees for one day post-accreditation visits or for random, unannounced visits.

### 7.4 Cancellation of Visits

If an inspection visit is cancelled within two weeks of the scheduled date, then a fee of £350 per inspector per day plus any expenses already incurred will be charged payment of which must be received before inspection is rescheduled.

## 7.5 Annual Accreditation Fees

The annual fee will depend on the number of Full Time Equivalent (FTE) students there are in the institution as follows:

- up to 200 FTEs : £1000,
- 201 to 400FTEs : £2000,
- 401 and over FTEs : £3000.

**Note:** the Full-Time Equivalent (FTE) count includes all students, that is full-time, both international and EU, and part-time and this information will be requested approx 4 weeks prior to the anniversary of an institution's first period of accreditation in order to calculate the correct level fee.

The first annual accreditation fee will be due immediately after either interim or full accreditation is announced. Subsequent annual accreditation fees will be become due on the anniversary of an institution's first period of accreditation.

Note: ASIC offers a 50% reduction in the level of annual fee charged if an institution holds an approved and current Educational Oversight report as issued by one of the UKVI approved bodies.

## 7.6 Payments of Fees and Expenses

Institutions are expected to pay all of the fees and expenses associated with their application for accreditation before the final outcome of the application is released. Institutions that do not conform to this requirement or delay payment of the annual fee by more than three months will be assumed to have withdrawn from the accreditation process and will not be awarded accreditation. If an institution does not pay their invoiced fees in a timely manner as per the terms of the invoice, their accreditation will be withdrawn as appropriate and UKVI, QAA, ISI and relevant awarding bodies informed accordingly.

Please refer to the details shown at the bottom of an ASIC UK invoice for payment particulars.

## 7.7 Refunds

Once an application has been received and fees have been paid to ASIC, there will be no fee refund if an institution decides to withdraw from the accreditation process.

## 7.8 Appeals

Institutions will be required to pay a deposit of £1000 for an appeal, which will be refunded if the appeal is successful.

**Please note:** ASIC reserves the right to amend its fees at any point as deemed necessary. Changes to accreditation fees will be communicated to existing ASIC institutions in writing.













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