



ACCREDITATION SERVICE  
*for*  
INTERNATIONAL COLLEGES

# **Areas of Operation**

**And**

# **Key Performance Indicators**

*This document contains 17 pages*

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## Areas of Operation

To gain a satisfactory threshold accreditation, colleges must normally be deemed to satisfy all of the Sub-Areas in all eight Areas of Operation.

Colleges satisfying an indicator of commendable provision (these are listed at the end of each Area of Operation and marked \* throughout this document) will be awarded a commendable grade for that Sub-Area.

Colleges which are deemed to satisfy a stipulated number of the indicators of commendable provision (listed at the end of each Area of Operation and marked \* throughout this document) will be awarded Commendable for the Area overall.

The award of Premier College status is given when normally all of the six Areas of Operation capable of being commendable (that is, Areas A, B, C, D, E and G) are graded Commendable.

### Notes:

(S) = Statutory requirement

## A Premises and Health and Safety

### **Documentation required for this Area:**

- *Floor plan of each site being inspected, showing classrooms and other teaching facilities, offices, toilets, student study areas, refreshment areas, residential areas and emergency exits.*
- *List of all teaching rooms showing capacities and any specific teaching resources.*

Expected standards for accreditation are that:

A.1	The College has documented tenure on its premises and D1 planning approval or equivalent (permission from the local authority to use the premises for educational purposes).
	<b><i>Supporting documentation required:</i></b>
A.1.1	<i>(S) Lease agreement or evidence of ownership (as applicable);</i>
A.1.2	<i>(S) Confirmation from the local council that the College has permission to use the premises for educational purposes.</i>
A.2	All external and internal signage is clear, comprehensive, current and accurate. (This includes College, floor and room signs; and courses, affiliations and logos on display.)
A.3	* Building facilities and maintenance ensure a safe and clean environment for staff and students, with adequate lighting, heating and ventilation, and sanitary provision. (Toilets should be clean and well maintained with full hand washing and drying facilities.)
A.4	Any dedicated facilities for the preparation of food and drink meet statutory hygiene requirements.

	<b>Supporting documentation required:</b>
A.4.1	<i>(S) Local Authority certificate showing compliance with health/sanitary regulations or satisfactory inspection reports by the Environmental Health Department (if food is prepared on site).</i>
A.5 *	Students have access to informal study areas including IT provision where appropriate. (It is expected that there are opportunities for independent study within the College, that is quiet study areas and casual access to IT laboratories/Wi-Fi facilities. Students are expected to have free access to the internet, including e-mail.)
A.6 *	All staff have access to work spaces (including hot-desking) and IT.
A.7 *	Classrooms, laboratories, workshops and other specialised teaching areas provide adequate space for the numbers of students required to use them and are equipped to a level consistent with the needs of the academic programmes. (Classrooms: The number of seats should equate to at least 50% of the total student numbers and room sizes should match course numbers. IT laboratories are expected to have up-to-date computers, printers etc. with broadband access. Colleges teaching English language are expected to have supporting technology.)
A.8	The College's health and safety measures ensure that statutory requirements are met in relation to general safety, first aid, fire precautions and safety in areas of particular hazard (e.g. science laboratories); relevant staff receive appropriate training in these aspects, and rules and procedures are properly displayed and students and staff fully briefed. (This applies to all premises owned or leased by the College.)
	<b>Supporting documentation required:</b>
A.8.1	<i>Health and safety declaration by Principal/Owner (Appendix 2 to Application Form);</i>
A.8.2	<i>(S) Health and safety risk assessment, with all recommendations met using HSE guidelines;</i>
A.8.3	<i>(S) External fire risk assessment, with all essential recommendations met;</i>
A.8.4	<i>(S) Health and safety policy, including duty of care to students;</i>
A.8.5	<i>(S) Staff training records in relation to first aid, fire precautions and emergencies, and safety in areas of hazard;</i>
A.8.6	<i>(S) List of qualified first-aiders and their certificates; ( At least one first aider should have a certificate from attending a three day course.)</i>
A.8.7	<i>(S) Health and safety law poster on display;</i>
A.8.8	<i>(S) HSE approved accident report book;</i>
A.8.9	<i>Fire Precautions declaration (Appendix 3 to Application Form);</i>
A.8.10	<i>(S) Records of testing of fire detection equipment, extinguishers, alarms and emergency lighting;</i>
A.8.11	<i>(S) Fire notices and emergency/fire exit signs;</i>
A.8.12	<i>(S) Records of timed fire drills (evacuation of the premises) including any hazards</i>

	<i>encountered, and remedial actions taken;</i>
A.8.13	<i>(S) Safety rules applicable to areas of hazard;</i>
A.8.14	<i>(S) Records of portable appliance testing (PAT);</i>
A.8.15	<i>(S) Gas and electrical safety certificates provided by qualified contractors.</i>
A.8.16	<i>(S) Carbon monoxide detector is appropriately sited and operational.</i>
A.8.17	<i>(S) Fire extinguishers correctly wall or floor mounted.</i>
A.8.18	<i>(S) List of fire marshals.</i>

**\*Indicators of commendable provision in relation to Sub-Areas of Operation A3, A5, A6 and A7 are:**

A.3	The premises are appropriately furnished, maintained, and extremely clean.
A.5	There is an appropriately sized common room with seating and students have access to refreshments and/or recreation facilities. (The common room may be shared with staff.)
A.6	There is a dedicated staff work room(s) where all teaching staff have designated workspaces equipped with IT facilities; and all staff have access to personal storage and refreshment facilities.
A.7	The majority of classrooms/IT laboratories have projection facilities and/or a high standard of relevant facilities for practice-based courses.

## **B Management and Staff Resources**

Expected standards for accreditation are that:

B.1	The College`s staff complement (management, teaching, support) and the staffing structures are appropriate for the scale and nature of the operation.
	<b><i>Supporting documentation required:</i></b>
B.1.1	<i>Diagram of staffing structure with names (this includes management, teaching and support staff).</i>
B.2	* Internal communication amongst staff is effective. (Regular, recorded meetings of staff should take place to manage the operation of the College.)
	<b><i>Supporting documentation required:</i></b>
B.2.1	<i>Minutes of staff meetings.</i>
B.3	Statutory employment requirements are met/good practice exists in terms of equal opportunities, disciplinary and grievance procedures, Employer's Liability insurance, Public Liability insurance, staff working conditions.

	<b>Supporting documentation required:</b>
B.3.1	<i>(S) Employer's Liability Insurance certificate;</i>
B.3.2	<i>(S) Public Liability Insurance</i>
B.3.3	<i>Equal opportunities policy relating to employment;</i>
B.3.4	<i>Written procedures for staff promotions, discipline and complaints/grievance.</i>

B.4	*	Courses and/or academic subject areas are managed by appropriately qualified and experienced staff.
		<b>Supporting documentation required:</b>
B.4.1		<i>CVs of the relevant staff.</i>

B.5		Classes are timetabled appropriately in terms of room sizes and their facilities, and of providing reasonable attendance schedules for students ( <i>student attendance schedules should comprise a minimum of 15 hours of organised study <b>excluding</b> breaks, normally scheduled over at least 2.5 days.</i> )
		<b>Supporting documentation required:</b>
B.5.1		<i>Current course and room timetables.</i>

B.6		Written procedures exist for the production and conduct of summative and formative tests/mock examinations, course work and other assessments; which are the responsibility of the College; there are arrangements for the secure-storage of examination papers, students' scripts and students' work.
		<b>Supporting documentation required:</b>
B.6.1		<i>Written procedures for the production of examination/test papers for formative tests/mock examinations;</i>
B.6.2		<i>Written procedures for the conduct of assessments, including invigilation arrangements;</i>
B.6.3		<i>Arrangements for the receipt and secure storage of examination/test papers and students' scripts, course work and other submitted work;</i>
B.6.4		<i>Confirmed approval of the College as an awarding body test/examination centre as appropriate (<b>originals</b>).</i>

B.7	*	New staff receive an appropriate induction. There is an appraisal system for staff and all staff are encouraged/ supported in engaging in self-development.
		<b>Supporting documentation required:</b>
B.7.1		<i>Staff handbook specific to the college;</i>
B.7.2		<i>Records to show that staff have signed for their copy of the staff handbook at induction;</i>
B.7.3		<i>Written staff induction programme;</i>
B.7.4		<i>Documented appraisal system;</i>

B.7.5	<i>Staff development policy;</i>
B.7.6	<i>Records of staff development activities.</i>

B.8	*	All teaching staff are subject to review of their teaching with a view to achieving continuous improvement of standards.
		<b><i>Supporting documentation required:</i></b>
B.8.1		<i>Written procedures for the observation of teaching;</i>
B.8.2		<i>Records of observation of teaching.</i>

B.9		Copyright regulations are observed.
		<b><i>Supporting documentation required:</i></b>
B.9.1		<i>(S) CLA Licence and/or suitable copyright notices at photocopiers and printers.</i>

B.10		Data protection requirements are observed.
		<b><i>Supporting documentation required:</i></b>
B.10.1		<i>(S) Registration with the Information Commissioner's Office (ICO).</i>

**\*Indicators of commendable provision in relation to Sub-Areas of Operation B2, B4, B7 and B8 are:**

B.2	Formal minutes of staff meetings which record actions agreed, designated individuals responsible for the actions, and an audit trail that these actions have been completed.
B.4	There is a designated person or persons whose principal role is to take responsibility for the successful delivery of the academic programme. (Roles may include ensuring that: students are properly registered with the awarding body; appropriate facilities and resources are in place; cover for absent staff is arranged; students are entered for examinations; course reviews are arranged.)
B.7	Annual appraisals are formally recorded and agreed performance targets are actioned.
B.8	There are written procedures in place for addressing issues identified in the observation of teaching and for monitoring improvement; and evidence to show the effective use of these procedures.

## **C Learning and Teaching: Course Delivery**

Expected standards for accreditation are that:

C.1	Pre-enrolment, students receive details of entry requirements/other criteria, fee charges and refund policy and personal documentation which has to be produced in order to complete enrolment.
	<b><i>Supporting documentation required:</i></b>

C.1.1	<i>Pre-enrolment information.</i>
C.2	Students are adequately briefed on the nature and requirements of their chosen courses including curriculum; assessment regulations; reading lists.
	<b><i>Supporting documentation required:</i></b>
C.2.1	<i>Course handbooks/course descriptions.</i>
C.3 *	Academic staff have an appropriate level of subject knowledge (normally at least a first degree or equivalent professional qualification and at an academic equivalent to the level of the course(s) being taught) and pedagogic skills as evidenced (normally) by formal qualifications.
	<b><i>Supporting documentation required:</i></b>
C.3.1	<i>CVs of all teaching staff detailing:</i> <ul style="list-style-type: none"> <li>▪ <i>Academic, professional and teaching qualifications;</i></li> <li>▪ <i>Summary of academic career and other relevant employment;</i></li> <li>▪ <i>Recent/current self-development activities;</i></li> <li>▪ <i>Responsibilities within the College.</i></li> </ul>
C.4 *	The delivery of courses is conducted in ways which facilitate student learning, success and active participation, and is supported by appropriately equipped teaching facilities. (Classroom observation by inspectors will assess the effectiveness of course delivery, including the recognition by staff of the needs of non-native speakers.)
	<b><i>Supporting documentation required:</i></b>
C.4.1	<i>Sample lesson plans relating to the course description;</i>
C.4.2	<i>Written procedures for teachers on providing feedback on students' work;</i>
C.4.3	<i>Samples of marked student work.</i>
C.5 *	The College library provides copies of set texts and supporting texts. Guidance is provided on the use of public and electronic libraries, including the inter-library loan scheme. Guidance on further study and careers guidance is available in the College.

**\*Indicators of commendable provision in relation to Sub-Areas of Operation C3, C4 and C5 are:**

C.3	The majority of teaching staff have a formal pedagogic qualification (at the minimum level of Preparation for Teaching in the Lifelong Learning Sector (PTLLS)).
C.4	All teaching observations have to be commendable as evidenced by appropriate teaching and learning approaches, the effective use of teaching and learning support equipment (this may include a learning and teaching platform, such as <i>Blackboard</i> ), and high quality, comprehensive hand-out materials.
C.5	In addition to an appropriate range of supporting texts, the library has study spaces, IT provision and, where appropriate, a licence for students to access electronic libraries. Commendable is also allowed where a College has no library or minimal library provision but all students have borrowing rights and access to the on-line resources

	of a university library.
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## D Quality Assurance and Enhancement

Expected standards for accreditation are that:

D.1	*	The College undertakes an annual course review which includes formal input from students and staff.
		<b>Supporting documentation required:</b>
D.1.1		<i>Written procedures for course review;</i>
D.1.2		<i>Records of course review meetings which include action points.</i>
D.2	*	As part of the course review process, the College monitors students' academic development and pass/completion rates, and analyses examination results to identify trends and inconsistencies.
		<b>Supporting documentation required:</b>
D.2.1		<i>Student examination results from awarding bodies;</i>
D.2.2		<i>Written analyses of student performance by course and cohort.</i>
D.3	*	As part of the course review process, mechanisms exist for students to provide feedback on courses and their delivery, such as: questionnaires assessing individual staff performance, course delivery and academic/welfare support; and/or representation on course committees and/or staff/student liaison groups.
		<b>Supporting documentation required:</b>
D.3.1		<i>Examples of completed feedback questionnaires and documented action taken;</i>
D.3.2		<i>Records of relevant meetings involving students.</i>
D.4	*	The College has written procedures to improve and enhance the quality of its teaching and learning and relevant records.
		<b>Supporting documentation required:</b>
D.4.1		<i>Written procedures which cover course delivery and review, teaching and learning, formative assessment, monitoring student progress;</i>
D.4.2		<i>Records of completion, retention rates, completion rates, pass rates and attendance rates.</i>
D.5		For internal courses (see definition in Area of Operation F) the College has written procedures for curriculum development and course design; and the academic level of internal courses is consistent with equivalent courses in UK universities, FE colleges or professional/awarding bodies.
		<b>Supporting documentation required:</b>
D.5.1		<i>Written procedures for course design and curriculum development;</i>

D.5.2	<i>Records of relevant course development meetings;</i>
D.5.3	<i>Course descriptions, including outline of curriculum, learning outcomes, teaching approaches and assessment details;</i>
D.5.4	<i>Course approval documentation;</i>
D.5.5	<i>Evidence of external validation.</i>

**\*Indicators of commendable provision in relation to Sub-Areas of Operation D1, D2, D3, and D4 are:**

D.1	Formal minutes of course review meetings show that effective action is taken as a result of the course review process.
D.2	Statistical analysis is made of examination results, making comparisons across modules assessed at a given time and with earlier results, together with evidence of any action taken OR cohort analyses are made showing the progression of all students who enrol on each course at a given time and gain a formal award.
D.3	There is documented evidence to show that effective action is taken in response to student feedback.
D.4	There is a written record that all College policies and procedures are formally reviewed and updated annually.

## E Student Welfare

Expected standards for accreditation are that:

E.1	*	International students receive advice/information and assistance in relation to living in the UK, including living costs, police registration, registration for NHS treatment, banking, travel cards etc.
		<b><i>Supporting documentation required:</i></b>
E.1.1		<i>Pre –arrival information for international students;</i>
E.2	*	Ongoing welfare support is available to students from identified staff.
E.3		There is an induction programme for new students
		<b><i>Supporting documentation required:</i></b>
E.3.1		<i>Written student induction programme;</i>
E.3.2		<i>Student handbook specific to the college;</i>
E.3.3		<i>Records to show that students have signed for their copy of the student handbook at induction.</i>

E.4	In the case of students under the age of 16, the existence of a Child Protection Policy. In the case of students under the age of 18, the requirements of current legislation are met in respect of CRB checks on relevant staff, including enhanced checks where personal tutoring/mentoring is in place. It is suggested that all college staff are CRB checked, including Principal, owners and directors. (From 2010 the legislation involving the Independent Safeguarding Authority will come into force.)
	<b>Supporting documentation required:</b>
E.4.1	<i>(S) Child protection policy (under 16s);</i>
E.4.2	<i>(S) Staff list recording CRB checks (under 18s);</i>
E.4.3	<i>(S) Staff list recording enhanced CRB checks (under 18s plus personal tutoring/mentoring system).</i>

E.5	In the case of students with special learning, medical or physical needs, the requirements of current legislation are met and a level of support is offered, appropriate to the needs of the individual.
	<b>Supporting documentation required:</b>
E.5.1	<i>(S) Disability strategy, which must include advice to students with special learning, medical or physical needs which the College cannot support to seek guidance from appropriate bodies such as UKCISA;</i>
E.5.2	<i>Written documentation where students have the opportunity to declare special learning, medical or physical needs.</i>

E.6	Any homestay arrangements are satisfactory in terms of selection and monitoring of providers and compliance with current legislation. Written guidance is given to students and providers.
	<b>Supporting documentation required:</b>
E.6.1	<i>Written guidance to homestay students and providers, including a recommendation that all adults living in the homestay are CRB checked;</i>
E.6.2	<i>Records of homestay inspections by the College, including compliance with legislation.</i>

E.7	Formal and informal mechanisms exist for students' complaints and grievances to be addressed.
	<b>Supporting documentation required:</b>
E.7.1	<i>Written student complaints and grievance procedure.</i>

**\*Indicators of commendable provision in relation to Sub-Areas of Operation E1 and E2 are:**

E.1	The College provides at least two of the following: an effective meet and greet service is in place; assistance is provided to students in finding accommodation; the College gives new students at least one of: travel cards, discount cards, and telephone cards.
E.2	Support is provided by staff with relevant formal qualifications.

## F Awards and Qualifications

**An external course** is one in which the curriculum and assessment schedule is provided by an approved awarding body.

**An internal course** is one which has been devised by the College and has subsequently been recognised by an approved awarding body, or validated/formally approved for progression by a university.

Expected standards for accreditation are that:

F.1	<b>External courses.</b> The College can demonstrate that its external courses lead to genuine accredited awards, such as franchises from UK universities and/or those leading to awards of recognised awarding bodies including those overseas; the College has evidence that registered students may complete the course in full-time mode; the College ensures that students are registered with the awarding body
	<b>Supporting documentation required:</b>
F.1.1	<i>Course summary (Appendix 4 to the Application Form) for each approved external course;</i>
F.1.2	<i>Confirmation of franchise and/or other collaborative arrangements such as articulation and progression with UK universities, signed by a person empowered with the necessary authority (originals);</i>
F.1.3	<i>Confirmed centre status of recognised UK awarding bodies (originals);</i>
F.1.4	<i>Evidence that foreign awards are recognised by their own government and have been authorised to be delivered overseas, and by UK NARIC at the appropriate academic level;</i>
F.1.5	<i>Written evidence that students are registered with the awarding body;</i>
F.1.6	<i>Written evidence that the awarding body follows quality assurance procedures in its collaborative relationship with the College and, in the case of UK universities, that they follow relevant QAA guidelines.</i>
F.2	<b>Internal courses.</b> The College can demonstrate that its internal courses lead to awards from universities, professional bodies or examining bodies. (From 31 March 2010, all internal courses will have to be approved by an external awarding body normally recognised by Ofqual.)
	<b>Supporting documentation required:</b>
F.2.1	<i>Course summary (Appendix 4) for each internal course;</i>
F.2.2	<i>Documentation confirming educational institution or awarding body recognition of the College's internal courses (originals).</i>
F.3	A documented framework for formative assessment of students. Summative assessment of students is undertaken in an ethical, fair and robust manner.
	<b>Supporting documentation required:</b>
F.3.1	<i>Written guidance for staff on the scheduling and content of formative assessment (all courses) and summative assessment (internal courses);</i>

F.3.2	<i>Written summative assessment regulations for internal awards (where the summative assessment is not provided by the validating body);</i>
F.4	Students are made aware of what constitutes academic misconduct, such as cheating, personation, collusion, fabrication, and plagiarism, and of the consequent penalties. The College takes steps to prevent academic misconduct.
	<b><i>Supporting documentation required:</i></b>
F.4.1	<i>Written guidance on academic misconduct.</i>

## G Marketing and Recruitment

Expected standards for accreditation are that:

G.1	*	All staff and education representatives/agents adopt an honest, ethical approach in the marketing of the College and its courses and in the recruitment of students. An appropriate infrastructure exists for dealing with student enquiries.
		<b><i>Supporting documentation required:</i></b>
G.1.1		<i>Ethics policy in relation to: the marketing of the College; the recruitment of students; the ethical practice of staff and agents;</i>
G.1.2		<i>Written administrative procedures/process diagram for processing student enquiries.</i>

G.2	*	Agents working on behalf of the College overseas are recruited in the context of formal appointment criteria, are fully briefed and provided with relevant College literature so as to be able to assist prospective students with visa applications and with the course application process and associated aspects of course entry. The College has effective systems to monitor agents' practices and procedures.
		<b><i>Supporting documentation required:</i></b>
G.2.1		<i>Written criteria for the appointment of agents;</i>
G.2.2		<i>Written briefing documents for agents;</i>
G.2.3		<i>Copy of agent agreement;</i>
G.2.4		<i>List of active agents and their contact details (there should be a file for each agent);</i>
G.2.5		<i>Evidence of monitoring the performance of agents such as: record of agents' student recruitment data; student satisfaction questionnaires. Procedures for dealing with unprofessional and unethical agents.</i>

G.3		In its promotional literature and website, the College provides prospective international students with accurate and comprehensive information on admissions requirements and procedures, the courses available, tuition fees and living costs, living conditions, accommodation and student welfare; prospectuses, website and marketing literature neither include misleading, misrepresenting or ambiguous statements in these respects nor draw false or unfounded comparisons with any other provider. All images used should be accurately captioned.
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	<b><i>Supporting documentation required:</i></b>
<i>G.3.1</i>	<i>Website will be viewed and continuously monitored by ASIC;</i>
<i>G.3.2</i>	<i>College prospectus (where applicable);</i>
<i>G.3.3</i>	<i>Approvals/licences for the use of images used on the website and hard copy literature;</i>
<i>G.3.4</i>	<i>Sample advertisements and other marketing literature where applicable.</i>

G.4	Academic selection criteria, including English language requirements, for international students are appropriate to the academic standards of the courses for which they have applied so that students have a reasonable expectation of being successful. In selecting students, the College meets the requirements of equal opportunities and anti-discrimination legislation.
	<b><i>Supporting documentation required:</i></b>
<i>G.4.1</i>	<i>Written academic admissions requirements; (on course summary, Appendix 4)</i>
<i>G.4.2</i>	<i>Written English language admissions requirements; (on course summary, Appendix 4)</i>
<i>G.4.3</i>	<i>The College's equal opportunities policy in relation to student selection.</i>

**\*Indicators of commendable provision in relation to Sub-Areas of Operation G1 and G2 are:**

G.1	Implementation of the ethics policy is monitored at a senior level and the College takes responsibility for the training and updating of its staff and agents.
G.2	The College's agents have taken the British Council or alternative training programme OR have been registered with an appropriate agent organisation.

## **H Compliance with UK Border Agency (UKBA) Regulations and Reporting Mechanisms**

Colleges are expected to operate both a manual system in respect of non-CAS students and the SMS in respect of CAS students for all reporting to UKBA.

Expected standards for accreditation are that:

H.1	<p>An appropriate infrastructure exists for dealing with student applications and making offers. This should include the identification of an appropriate Level 1 User for UKBA purposes. Written administrative procedures exist for:</p> <ul style="list-style-type: none"> <li>• establishing a student's true intention to study;</li> <li>• processing applications;</li> <li>• monitoring the number of offers made and accepted;</li> <li>• the admission of students, to include verification of students' academic qualifications, including English language competence at an appropriate level;</li> <li>• checking the financial viability of the students; for student admission and</li> </ul>
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	<p>enrolment;</p> <ul style="list-style-type: none"> <li>the payment of deposits and fees and for maintaining financial records, together with a policy for the refund of deposits.</li> </ul> <p>The College informs the students about their rights and obligations under the Tier 4 regulations. (The list of Tier 4 regulations is defined in the guidelines on the UKBA website.)</p>
	<b>Supporting documentation required:</b>
H.1.1	<i>Student application form;</i>
H.1.2	<i>Written administrative procedures for processing applications/process diagram including establishing a student's true intention to study;</i>
H.1.3	<i>Sample offer letter and CAS/visa letter;</i>
H.1.4	<i>Written administrative procedures/process diagram for monitoring the number of offers made, and accepted, to PBS and non PBS students;</i>
H.1.5	<i>Confirmation of students' academic qualifications and English language competence prior to joining the course (in student files);</i>
H.1.6	<i>Written administrative procedures/process diagram for checking the student's financial status;</i>
H.1.7	<i>Enrolment form;</i>
H.1.8	<i>Written administrative procedures/process diagram for student admission and enrolment;</i>
H.1.9	<i>Written administrative procedures/process diagram for handling deposits, fee payments and refunds and for maintaining records of these transactions;</i>
H.1.10	<i>College policy for the refund of deposits;</i>
H.1.11	<i>A list of all students showing: course; date of first enrolment in the College; date of enrolment on current course; nationality; plus, sight of passport and visa details.</i>
H.1.12	<i>Written information for students about their rights and obligations under the Tier 4 regulations.</i>

H.2	The College creates and maintains accurate and up to date student files (see ASIC requirements on student and staff files) and stores these securely.
	<b>Supporting documentation required:</b>
H.2.1	<i>Written administrative procedures/process diagram for creating and maintaining student files;</i>
H.2.2	<i>Examination of a sample of student files;</i>
H.2.3	<i>Evidence of a self service system for students to update their personal details or a change of circumstance form; an historical record of contact details should be kept.</i>

H.3	The College can demonstrate that it attempts to identify those students who have been granted a visa to enable them to study at the College but who fail to enrol within ten working days after the scheduled commencement of the course (that is, no shows) and informs the UKBA accordingly within ten working days.
	<b>Supporting documentation required:</b>

H.3.1	<i>Written administrative procedures/process diagram for investigating a no show and reporting to UKBA;</i>
H.4	Students are enrolled on courses with a minimum of 15 hours' organised day-time study per week (excluding breaks) and their attendance at classes is recorded daily, and monitored at least weekly. Students must comply with a minimum of 80% attendance and should not miss 10 or more expected contact points. (Colleges offering courses leading to UK university awards should ensure that the students meet the university's attendance requirements.)
	<b><i>Supporting documentation required:</i></b>
H.4.1	<i>Written administrative procedures/process diagram for recording and monitoring student attendance; procedures should cover punctuality and monitoring the extent of lateness for classes;</i>
H.4.2	<i>Completed student attendance registers;</i>
H.4.3	<i>Sample records of cumulative attendance and contact points;</i>
H.4.4	<i>Course timetables.</i>
H.5	The College has robust procedures for contacting students who miss classes without authorisation to ascertain the reasons for absence and to issue warnings that de-registration will occur no later than two weeks after <b>either</b> attendance has fallen below 80% <b>or</b> the student has missed ten expected contact points. The College informs UKBA that the registration of relevant students has been cancelled within ten working days.
	<b><i>Supporting documentation required:</i></b>
H.5.1	<i>Written administrative procedures/process diagram for dealing with student absences and reporting to UKBA;</i>
H.5.2	<i>Sample warning letters to students regarding unsatisfactory attendance;</i>
H.6	The College closely monitors students' academic progress, for example through a system of personal academic tutoring and/or formative assessments, to ensure that they are capable of completing their chosen course. The College has robust procedures for issuing warnings to students with unsatisfactory progress. The College informs UKBA of students unlikely to gain the qualification in the expected time within ten working days of determining this.
	<b><i>Supporting documentation required:</i></b>
H.6.1	<i>Written administrative procedures/process diagram for monitoring academic progress and reporting unsatisfactory progress to UKBA;</i>
H.6.2	<i>Sample student assessment records;</i>
H.6.3	<i>Student files incorporating progress records;</i>
H.6.4	<i>Sample warning letters to students regarding unsatisfactory progress;</i>
H.7	The College informs UKBA within ten working days of confirmation of voluntary withdrawals and deferrals together with the reasons for these.

	<b><i>Supporting documentation required:</i></b>
<i>H.7.1</i>	<i>Written administrative procedures/process diagram for dealing with withdrawals and deferrals and reporting to UKBA;</i>
H.8	All staff appointments are made in the context of written procedures; and the qualifications of appointees and their right to work in the UK are verified.
	<b><i>Supporting documentation required:</i></b>
<i>H.8.1</i>	<i>Written staff appointment procedures/process diagram, job descriptions and person specifications;</i>
<i>H.8.2</i>	<i>Sample job advertisements; (Jobcentre Plus must be one of the employment agencies used)</i>
<i>H.8.3</i>	<i>Sample contracts for management, academic and support staff;</i>
<i>H.8.4</i>	<i>Written evidence that staff qualifications have been verified;</i>
<i>H.8.5</i>	<i>A list of all staff (including owners and directors) showing their visa status and written evidence of verification that staff have the right to work in the UK.</i>
H.9	The College creates and maintains accurate and up to date staff files (see ASIC requirements on student and staff files) and stores these securely.
	<b><i>Supporting documentation required:</i></b>
<i>H.9.1</i>	<i>Written administrative procedures/process diagram for creating and maintaining staff files;</i>
<i>H.9.2</i>	<i>Examination of a sample of staff files;</i>
<i>H.9.3</i>	<i>Evidence of a self service system for staff to update their personal details or a change of circumstance form; an historical record of contact details should be kept.</i>
H.10	The College has systems in place for notifying UKBA and ASIC of change of premises or extension of existing premises.
	<b><i>Supporting documentation required:</i></b>
<i>H.10.1</i>	<i>Written administrative procedures/process diagram for notifying UKBA and ASIC of change of premises or extension of existing premises. (ASIC will inspect all new and extended premises.)</i>