# ASIC

## INTERNATIONAL UNIVERSITIES

# Standards for
# Accreditation

KEY PERFORMANCE INDICATORS

For Quality International Education.

# Contents

# Introduction

Accreditation by the Accreditation Service for International Schools, Colleges, and Universities (ASIC) is independent and unbiased. It provides education authorities, students, their parents, and employers with reassurance that accredited providers deliver ethical, high-quality, education and related services.

In accrediting international universities, ASIC considers the performance of the institution in relation to the wide range of features, facilities, and activities delivered. Our Standards for Accreditation are grouped into eight Areas of Operation, as described in detail in this document. It is worth noting that the Standards are rigorous, but we are not prescriptive; where in-country laws are different to the UK we adapt our criteria fairly and accordingly. (1) Our accreditation sets out to demonstrate that students entering universities who have acheived accreditation, in any country, will receive a sound educational experience, delivered with the aid of appropriate human and physical resources in a safe, caring, and hygienic environment; that in addition successful students will be awarded with a reputable qualification, which will enhance the students' careers/further study prospects. (2)

ASIC Accreditation requires that the Inspection Process takes place in two parts:

Part 1 focuses on the premises, health and safety, education facilities, courses and their delivery, student welfare, and marketing and recruitment.

This is followed by Part 2, which focuses on management, staff* qualifications and meetings with staff, the delivery of the academic programme and meetings with students and compliance with any immigration requirements, together with a meeting with the owners and senior managers.

**AREAS OF OPERATION:**

A) Governance, Management, and Staff Resources
B) Quality Assurance and Enhancement
C) Systems Management
D) Learning, Teaching, and Research Activity
E) Awards and Qualifications
F) Student Welfare
G) Premises and Health and Safety
H) Marketing and Recruitment of Students

The Inspection Process usually takes two to three days (occasionally longer), depending on the size of the university, and will normally be undertaken by two (sometimes more) experienced ASIC Inspectors. (In some circumstances, the two parts of the Inspection may take place as two separate visits.) Visit(s) to the university will be undertaken following receipt of a fully completed Application Form and Supporting Documentation as described below, together with payment of the agreed fees.

*The term "staff" used throughout this document refers to all employees, management, teaching faculty, and support staff.)*

**STAGE 1:** Application & Documentation

**STAGE 2:** Inspection Parts 1 & 2

**STAGE 3:** Review & Report

**ASIC** **Four Year Accreditation Cycle**

(1) While several of the Sub-Areas (e.g., some under Area of Operation G: Premises, and Health and Safety) are based on legal requirements which apply in the UK, it is appreciated that these may not be matched or required in other countries. In these circumstances, we look for common sense evidence that the university meets acceptable international standards in a world of increasing student mobility and consequent expectations. Similarly, the rules and regulations applying to students entering the UK for study purposes are likely to be different from those which apply to students entering other countries to study.

(2) The university will be expected to demonstrate that it is operating within the legal educational framework of its home country and that students from other countries can be admitted, subject to fulfilling the passport/visa requirements of the host country.

# Standards of Accreditation

To achieve the award of ASIC Accreditation, institutions must normally* satisfy all of the following Sub-Areas in all eight Areas of Operation. We are also keen to reward areas of exceptional provision and have designated some Sub-Areas of Operation as Commendable, leading to the award of Premier Status.

The following outlines the awarding of commendable Sub-Areas and Premier Status:

- Universities satisfying an indicator of commendable provision (listed after each Area of Operation and marked * throughout this document) will achieve a commendable grade for that Sub-Area.

- A commendable grade, normally for the majority of Sub-Areas with that provision in a given Area of Operation will result in Commendable for the Area overall.

- The award of Premier Status is given when (normally) all of the seven Areas of Operation capable of being commendable (Areas A, B, D, E, F, G, and H) are graded Commendable.

*(Many campus-based universities also offer distance learning programmes in different forms and some Sub-Areas may not be relevant to those aspects of their provision.)*

# Areas of Operation

Notes:

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|---|---|
| **AF** | Box required on Application Form (Y/N or details required). |
| **1** | Submitted with Application Form. |
| **2** | Inspected/checked with Head of University at Stage 2. |
| **2#** | Verified through discussions with staff and/or students at Stage 2. (May also be checked with Head of University.) |
| **\*** | Indicators of commendable provision in relation to Sub-Areas of Operation. |
| **(AF)** | See Application Form. |

## A) GOVERNANCE, MANAGEMENT AND STAFF RESOURCES

An opportunity should be made for the Inspectors to meet the University's Owners (if relevant), Directors, and a member of the Governing Body if applicable.

Expected standards for accreditation are that:

| A.1. 2, 2# | The governance arrangements, staff numbers and structure, and vision for the University are appropriate for the scale and nature of the operation. |
|---|---|
| Supporting documentation required: | |
| A.1.1. 1, 2 | Membership and documented role of the Governing Body. |
| A.1.2. 1, 2 | Diagram of staffing structure with names (including management, teaching, and support staff). |

| A.1.3.<br>**1, 2** | Appropriate vision and mission statements. |
|---|---|

| A.2.*<br>**2#** | Communication between governors, management, and staff is effective. (Regular, recorded meetings of staff take place to manage University operation at various appropriate levels.) |
|---|---|
| Supporting documentation required: | |
| A.2.1.<br>**2** | Minutes of staff meetings. |

| A.3.<br>**2, 2#** | Local/legal employment requirements are met and good practice exists in terms of equal opportunities, disciplinary and grievance procedures, and staff workloads. There is the equivalent, where possible of Employer's Liability insurance and Public Liability insurance, although it is recognised that insurance arrangements vary widely from country to country. |
|---|---|
| Supporting documentation required: | |
| A.3.1.<br>**AF, 2** | Employer's Liability Insurance certificate or equivalent (where possible). |
| A.3.2.<br>**AF, 2** | Public Liability Insurance or equivalent (where possible). |
| A.3.3.<br>**AF, 2** | Equal opportunities policy relating to employment. |
| A.3.4.<br>**2** | Written procedures for staff discipline and complaints/grievance. |

| A.4.*<br>**2** | Programmes, individual courses and/or academic subject areas, including research, are managed by appropriately qualified and experienced staff. |
|---|---|
| Supporting documentation required: | |
| A.4.1.<br>**2** | CVs of the relevant staff. |

| A.5.<br>**2, 2#** | Classes are timetabled appropriately in terms of room sizes and their facilities, and programmes and assignments are scheduled to provide reasonable workloads for students and staff. Research students have suitable facilities and structured supervision arrangements are in place. |
|---|---|
| Supporting documentation required: | |
| A.5.1.<br>**2** | Current course and room timetables. |
| A.5.2.<br>**2** | Research facilities and supervision arrangements. |

| A.6. 2 | Written procedures exist for the production and conduct of summative and formative tests/mock examinations, course work and other assessments; there are arrangements for the secure storage of examination papers, students' scripts and students' work. |
|---|---|
| Supporting documentation required: | |
| A.6.1. AF, 2 | Written procedures exist for examination/test papers, for formative tests/mock examinations, and for summative assessments (if appropriate). |
| A.6.2. AF, 2 | Written procedures for the conduct of assessments, including invigilation arrangements; proctoring arrangements (where relevant). |
| A.6.3. 2 | Arrangements for the receipt, from any external awarding bodies, and secure storage of examination/test papers and students' scripts, course work, and other submitted work. |
| A.6.4. AF, 2 | Confirmed approval of the University as an awarding body test/examination centre as appropriate **(originals).** |

| A.7.* 2# | New staff receive appropriate induction. Appraisal/performance review and staff development systems exist for all staff; staff are encouraged and supported in engaging in self-development. |
|---|---|
| Supporting documentation required: | |
| A.7.1. 1 | Staff handbook. |
| A.7.2. 2 | Records showing staff have signed confirming receipt of their copy of the staff handbook at induction. |
| A.7.3. 2 | Written staff induction programme. |
| A.7.4. 2 | Appraisal/performance review system. |
| A.7.5. 2 | Staff development policy. |
| A.7.6. 2 | Records of staff development activities. |

| A.8.* 2# | All teaching staff are subject to review of their teaching with a view to achieving continuous improvement of standards. Research staff are reviewed on their scholarly activity, including papers written and presented at suitable conferences. |
|---|---|
| Supporting documentation required: | |

| A.8.1.  2 | Written procedures for the monitoring of the delivery of the academic programme (teaching quality) and/or the review of scholarly activity. |
|---|---|
| A.8.2.  2 | Records of monitoring of the delivery of the academic programme. |
| A.8.3.  2 | Records of published papers and presentations; citations; funding awarded; successful research supervision. |

| A.9.  2 | Copyright regulations are observed. |
|---|---|
| Supporting documentation required: | |
| A.9.1.  AF, 2 | A copyright licence or equivalent (where possible) and/or suitable copyright notices at photocopiers and printers. |

| A.10.  2 | Data protection requirements are observed. |
|---|---|
| Supporting documentation required: | |
| A.10.1.  AF, 2 | Procedures and protocols for protecting data relating to employees and students (in some countries formal registration is a local requirement). |

### *Indicators of commendable provision in relation to Sub-Areas of Operation A2, A4, A7, and A8 are:

| A.2.  2 | Formal minutes of staff meetings which record actions agreed and designated individuals responsible for the actions; an audit trail that demonstrates these actions have been completed. |
|---|---|
| A.4.  2 | There is a designated person(s) one of whose principal roles is to take responsibility for the successful delivery of the academic programme. (Roles may include ensuring that: students are properly registered for their prospective awards; appropriate arrangements are made for examinations and that these are communicated clearly to students, appropriate facilities and resources are in place; cover for absent staff is arranged; programme reviews are arranged.) |
| A.7.  2# | Annual appraisals/performance review are formally recorded; agreed performance targets are actioned. |
| A.8.  2 | Written procedures exist for addressing issues identified in the review of delivery of the academic programme and for monitoring improvement; evidence to show the effective use of these procedures; written procedures for facilitating improvements in research outputs (if appropriate). |

# B) QUALITY ASSURANCE AND ENHANCEMENT

Programme review is an important procedure whereby the University reviews the delivery of its programmes, and the success of its students, as part of a process of continual improvement and of ensuring the ongoing relevance of the curriculum.

Expected standards for accreditation are that:

| B.1.*<br>2# | The University undertakes an annual academic review of its programmes and research activities, which includes formal input from students and staff. The review considers the appropriateness of the Intended Learning Outcomes (ILO) and the methods used to determine the extent to which the ILO are being met. |
|---|---|
| Supporting documentation required: | |
| B.1.1.<br>2 | Written procedures for conducting academic review. |
| B.1.2.<br>2 | Records of academic review meetings which include action points. |

| B.2.*<br>2 | As part of the academic review process, the University monitors students' academic development and pass/completion rates, (including research degrees). The University analyses examination results to identify trends and inconsistencies. |
|---|---|
| Supporting documentation required: | |
| B.2.1.<br>2 | Student examination results. |
| B.2.2.<br>2 | Written analyses of student performance by course and cohort. Written report by supervisors on research activities. |

| B.3.*<br>2# | As part of the academic review process, mechanisms exist for students to provide feedback on the delivery of their programmes and/or the quality of research supervision, and the quality of the supporting resources. The mechanisms may include student questionnaires assessing individual staff performance, programme delivery and academic/welfare support; representation on committees and/or staff/student liaison groups. |
|---|---|
| Supporting documentation required: | |
| B.3.1.<br>2 | Examples of completed student feedback questionnaires. |
| B.3.2.<br>2 | Records of relevant meetings involving students. |

| B.4.*<br>2 | For programmes leading to its own awards ('internal programmes', see definition in Area of Operation E) the University has written procedures for curriculum development and course design; the academic level of its programmes is consistent with internationally equivalent courses in universities or those offered by other relevant professional/awarding bodies. |
|---|---|
| Supporting documentation required: | |
| B.4.1.<br>2 | Written procedures for programme design and curriculum development. |
| B.4.2.<br>2 | Records of relevant programme development meetings. |
| B.4.3.<br>2 | Programme descriptions, including details of curriculum, learning outcomes, teaching approaches, and assessment arrangements. |
| B.4.4.<br>2 | Programme approval documentation. |
| B.4.5.<br>2 | Evidence of external validation, including involvement of external advisors/examiners from other universities (local or international), or from relevant industrial/commercial/business companies. |

**\*Indicators of commendable provision in relation to Sub-Areas of Operation B1, B2, and B3 are:**

| B.1.<br>2 | Formal minutes of academic review meetings show that effective action is taken as a result of the academic review process. |
|---|---|
| B.2.<br>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 programme at a given time and gain a formal award. |
| B.3.<br>2# | There is documented evidence showing effective action is taken in response to student feedback. |

# C) SYSTEMS MANAGEMENT

ASIC expects its accredited institutions to have written procedures for all of their policies and actions, and that the person(s) with responsibility for each procedure are able to explain it to the Inspectors. The advantage of this is, if staff in particular roles leave, or are unavailable at short notice, staff assuming these roles will know exactly what is expected of them. (In particular, this applies to procedures for recruitment, enrolment and monitoring of attendance, and academic progress of home and international students.)

Expected standards for accreditation are that:

| C.1.<br>2, 2# | Appropriate infrastructure exists for dealing with student applications and making offers. Written administrative procedures exist for:<br><br>• processing applications;<br>• monitoring the number of offers made and accepted (if required for immigration purposes);<br>• the admission of students, including verification of students' academic qualifications *and* competence in English language/other language instruction at an appropriate level;<br>• checking the financial viability of students;<br>• student admission and enrolment;<br>• payment of deposits (including a refund policy), fees, and maintaining financial records. |
|---|---|
| Supporting documentation required: | |
| C.1.1.<br>1, 2 | Student application form. |
| C.1.2.<br>1, 2 | Written administrative procedures for processing applications. |
| C.1.3.<br>2 | Sample offer letter and visa letter (if appropriate). |
| C.1.4.<br>AF, 2 | Written administrative procedures for monitoring the number of visa letters issued and accepted (if appropriate). |
| C.1.5.<br>2 | Confirmation of students' academic qualifications and relevant language competence prior to joining the course (in student files). |
| C.1.6.<br>AF, 2 | Written administrative procedures for checking the student's financial status. |
| C.1.7.<br>1, 2 | Enrolment form. |
| C.1.8.<br>AF, 2 | Written administrative procedures for student admission and enrolment. |
| C.1.9.<br>AF, 2 | Written administrative procedures for handling deposits, fee payments, and refunds and for maintaining records of these transaction. |
| C.1.10.<br>AF, 2 | University policy for the refund of deposits. |
| C.1.11.<br>1, 2 | A list of all students showing: course; date of first enrolment in the University; date of enrolment on current course; nationality, and sight of passport and visa details (if appropriate). |

| C.2.<br>2, 2# | The University creates and maintains accurate, up-to-date, student files and stores these securely. |
|---|---|
| Supporting documentation required: | |
| C.2.1.<br>1, 2 | Written administrative procedures for creating and maintaining student files. |
| C.2.2.<br>2 | Examination of a sample of student files. |
| C.2.3.<br>AF, 2 | Evidence of a self-service system for students to update their personal details. |

| C.3.<br>2 | The University can demonstrate that it attempts to identify those students who have been granted a visa to enable them to study at the University but who fail to enrol within ten working days from the scheduled commencement date of the course (i.e., 'no shows') and is able to inform the immigration authorities accordingly if this is a local requirement. |
|---|---|
| Supporting documentation required: | |
| C.3.1.<br>AF, 2 | Written administrative procedures for investigating a 'no show' and reporting to immigration authorities (where required). |
| C.3.2.<br>AF, 2 | Sample letter to immigration authorities informing of a 'no show' (where required). |

| C.4.<br>2, 2# | Students are enrolled on programmes which comply with local educational regulations and with immigration authorities' requirements (if appropriate). |
|---|---|
| Supporting documentation required: | |
| C.4.1.<br>AF, 2 | Written administrative procedures for recording and monitoring student attendance. |
| C.4.2.<br>2 | Completed student attendance registers. |
| C.4.3.<br>2 | Sample records of cumulative attendance. |

| C.5.<br>2 | The University 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 in the case of inadequate attendance. If required under local regulations, the University informs immigration authorities that the registration of relevant students has been cancelled. |
|---|---|
| Supporting documentation required: | |

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|---|---|
| C.5.1.<br>**AF, 2** | Written administrative procedures for dealing with student absences and if appropriate reporting to immigration authorities. |
| C.5.2.<br>**AF, 2** | Sample warning letters to students regarding unsatisfactory attendance. |
| C.5.3.<br>**AF, 2** | Sample letter to immigration authorities advising that a student's registration has been cancelled due to unsatisfactory attendance. |

| | |
|---|---|
| C.6.<br>**2, 2#** | The University 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/programme/research programme. The University has robust procedures for issuing warnings to students whose progress is unsatisfactory. The University is able to inform immigration authorities of students unlikely to gain the qualification in the expected time (if this a local requirement). |
| Supporting documentation required: | |
| C.6.1.<br>**AF, 2** | Sample student assessment records. |
| C.6.2.<br>**2** | Student files incorporating academic progress records. |
| C.6.3.<br>**2** | Written administrative procedures for dealing with unsatisfactory student progress and, if appropriate, reporting to immigration authorities. |
| C.6.4.<br>**AF, 2** | Sample warning letters to students regarding unsatisfactory progress. |

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|---|---|
| C.7.<br>**2** | In the case of students requiring a visa, and where it is a national requirement, the University is able to inform the immigration authorities within ten working days of confirmation of voluntary withdrawals and deferrals, together with the reasons for these. |
| Supporting documentation required: | |
| C.7.1.<br>**AF, 2** | Written administrative procedures for dealing with voluntary withdrawals and deferrals and if appropriate reporting to immigration authorities (if required). |
| C.7.2.<br>**2** | Sample letters to immigration authorities regarding withdrawals and deferrals (if required). |

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|---|---|
| C.8.<br>**2, 2#** | All staff appointments are made in the context of written procedures; and the qualifications of appointees and their right to work are verified. |
| Supporting documentation required: | |

| C.8.1. AF, 2 | Written staff appointment procedures, job descriptions, and appointment criteria. |
|---|---|
| C.8.2. AF, 2 | Sample job advertisements. |
| C.8.3. AF, 2 | Sample contracts for management, academic, and support staff. |
| C.8.4. AF, 2 | Written evidence that staff qualifications have been verified. |
| C.8.5. AF, 2 | A list of staff showing their visa status (if appropriate) and written evidence of verification that staff have the right to work in the country. |

| C.9. 2 | The University creates and maintains accurate and up-to-date staff files. |
|---|---|
| Supporting documentation required: | |
| C.9.1. 1, 2 | Written administrative procedures for creating and maintaining staff files. |
| C.9.2. 2 | Examination of a sample of staff files. |
| C.9.3. AF, 2 | Evidence of a self-service system for staff to update their personal details. |

| C.10. 2 | The University is aware of the need to inform ASIC of a significant change of premises or major development of existing premises. |
|---|---|
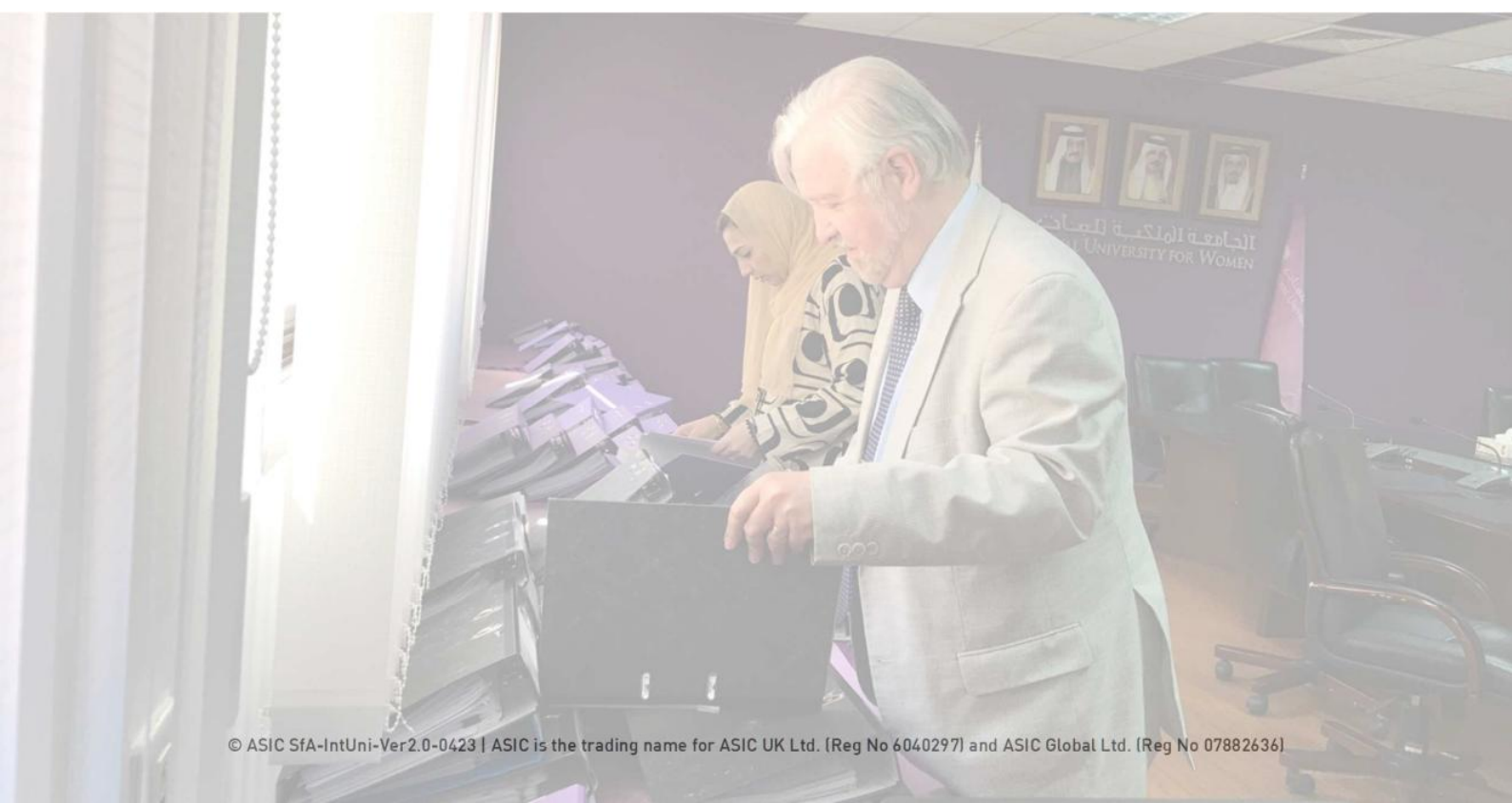
# D) LEARNING, TEACHING, AND RESEARCH ACTIVITY

The general approach to students' learning is that they should be guided and encouraged to take responsibility for their own learning. This helps to ensure that they can build on the knowledge and experience gained on their courses in taking higher level programmes and/or in developing their careers.

Expected standards for accreditation are that:

| D.1. 2# | Pre-enrolment, students receive details of entry requirements/other criteria, fee charges and refund policy, and any personal documentation to be produced in order to complete enrolment. |
|---|---|
| Supporting documentation required: | |
| D.1.1. 1, 2# | Pre-enrolment information. |

| D.2. 2# | Students are carefully briefed on the nature and requirements of their chosen programme/research activity, including curriculum, assessment regulations, reading lists/relevant academic papers. The intended learning outcomes of programmes are clearly described together with information on how the achievement of these is measured. |
|---|---|
| Supporting documentation required: | |
| D.2.1. 2 | Programme descriptions. |

| D.3.* 2 | 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 programme(s) being taught) and pedagogic skills as evidenced (normally) by formal qualifications. Normally, research supervisors are expected to be qualified to PhD level. |
|---|---|
| Supporting documentation required: | |
| D.3.1. 2 | CVs of all teaching staff detailing:<br><br>• Responsibilities within the University;<br>• Academic, professional, and teaching qualifications;<br>• Summary of academic career and other relevant employment;<br>• Recent/current self-development activities;<br>• Publications;<br>• Academic papers refereed and submitted at conference;<br>• Peer reviews/citations. |

| D.4.* 2# | The delivery of courses/programmes is conducted in ways which facilitate student learning, active participation, and the achievement of the intended learning outcomes. (Classroom observation by Inspectors will assess the effectiveness of academic delivery, including the recognition by staff of the needs of non-native speakers.) |
|---|---|
| Supporting documentation required: | |

| D.4.1. 2 | Sample lesson plans relating to the course description, curriculum, and learning outcomes. |
|---|---|
| D.4.2. 2 | Written procedures for teachers on providing feedback on students' work. |
| D.4.3. 2 | Samples of marked student work. |

| D.5.* 2# | The University has a strategic approach to research encompassing the research activity by both staff and students and, where appropriate, the commercialisation of research outcomes. The supervision of research is undertaken in ways which improve research students' activities. |
|---|---|
| Supporting documentation required: | |
| D.5.1. 2 | The University's plans for research activities. |
| D.5.2. 2 | Procedure for assessing the viability of research proposals including the selection of supervisors. |
| D.5.3. 2 | Evidence of appropriate direction, feedback, and critical input to research students. |
| D.5.4. 2 | Evidence of active engagement between the University's research work and the commercial sector. |

| D.6. 2, 2# | The University library, which can be substantially online, provides copies of set texts and supporting texts, journals, and relevant research publications. Guidance is provided on the use of public and electronic libraries, including any inter-library loan scheme. Guidance on further study and careers is available in the institution. |
|---|---|

## *Indicators of commendable provision in relation to Sub-Areas of Operation D3, D4, and D5 are:

| D.3. 2 | The majority of teaching staff have a formal pedagogic qualification in addition to academic qualifications; this may have been obtained through in-service training. |
|---|---|
| D.4. 2 | Delivery of the academic programme may be deemed to be commendable through the use of appropriate teaching and learning approaches, innovative distance education methodology, the effective use of teaching and learning support materials and equipment (this may include a learning and teaching platform, such as 'Moodle'), and very positive feedback from students on the effectiveness of delivery. |
| D.5. 2 | There is a carefully structured system of research supervision, including regular, documented, meetings/contacts between supervisors and students. |

# E) AWARDS AND QUALIFICATIONS

An **internal award** is one leading to the University's own awards, as approved by the relevant national authority (where such approval exists). An **external programme** is one in which the curriculum and assessment schedule is provided by an outside approved awarding body, including other national or overseas universities, professional bodies, and other recognised awarding bodies.

*N.B. ASIC inspections include an examination of the content, and standard of the curriculum, as well as the quality of delivery. While we also pay close attention to the consistency and reliability of assessment, **ASIC neither confers/validates degree-awarding powers**. (Applicants for distance education programmes should satisfy themselves that the level of recognition of an award is sufficient to meet their needs. Not all countries recognise distance learning qualifications for the purpose of public employment.)*

Expected standards for accreditation are that:

| E.1. 2 | **Internal programmes.** The University can demonstrate that its own internal programmes lead to awards/certification relevant to the needs of students. |
|---|---|
| | Supporting documentation required: |
| E.1.1. 1 | Access to programme descriptions for each internal programme. |
| E.1.2. 2 | Sample award certificates for the University's own programmes. |
| E.1.3. 2 | Documentation confirming recognition of the University's degree-awarding powers **(originals)**. |
| E.1.4. | Evidence that the University maintains destination data for its graduates (employment/further study) in building its reputation. |

| E.2.* 2 | **External programmes.** The University can demonstrate that its external courses (if any) lead to genuine accredited awards, e.g., franchises/validations from approved international universities and/or awards of recognised awarding bodies (including those overseas); the University ensures students are registered with the awarding body. |
|---|---|
| | Supporting documentation required: |
| E.2.1. 1 | Programme summary (Appendix 2, **(AF)**) for each approved external course/programme. |
| E.2.2. 2 | Confirmation of franchise/other collaborative arrangements i.e., dual degrees, validation, articulation, and progression with advanced standing from approved international universities **(originals)**. |
| E.2.3. 2 | Confirmed centre status of other recognised awarding bodies **(originals)**. |
| E.2.4. 2 | Evidence that awards made by overseas universities/other institutions are genuine - in that the awarding body is formally recognised in its own country and has approval to offer qualifications overseas. |
| E.2.5. 2 | Written evidence that students are registered with the external awarding body. |

| E.2.6. 2 | Written evidence that the awarding body follows quality assurance procedures in its collaborative relationship with the University and, in the case of UK universities, that they follow QAA guidelines. |
|---|---|

| E.3. 2 | A documented framework for the frequent and regular formative assessment of students. Summative assessment of students is undertaken in an ethical, fair, and robust manner. Assessment reflects the intended learning outcomes conveyed to the students in their programme handbook or similar document. |
|---|---|
| Supporting documentation required: | |
| E.3.1. 1 | Written guidance for staff on formative assessment of all programmes and the ongoing assessment of Research activity. |
| E.3.2. 2 | Written regulations for summative assessment of all/programmes. |

| E.4.* 2 | Students are made aware of what constitutes academic misconduct (such as cheating, personation, collusion, fabrication, ghosting, and plagiarism) and of the consequent penalties. The University takes all reasonable steps to prevent academic misconduct. |
|---|---|
| Supporting documentation required: | |
| E.4.1. AF, 2 | Written guidance on academic misconduct. |
| E.4.2. 2 | Evidence of systems to detect and deter plagiarism and ghosting (students employing others to write their work) in non-invigilated assessments, e.g., assignments, projects, dissertations. |

### *Indicators of commendable provision in relation to Sub-Areas of Operation E2 and E4 are:

| E.2. 2 | The University's degree certificates and transcripts are securely protected against forgery or amendment, and their authenticity may be verified. |
|---|---|
| E.4. 2 | For non-invigilated assessments, the University has in place software to detect plagiarism and ghosting and/or viva voce checks on the authenticity of students' work. |

# F) STUDENT WELFARE

Universities in many countries now seek to recruit international students from other countries. Such students often need support in addition to that provided for home students.

Expected standards for accreditation are that:

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|---|---|
| **F.1.*** **2#** | Students receive advice/information and assistance in relation to such topics as living costs, police registration, registration for medical treatment, banking, and travel cards. |
| Supporting documentation required: | |
| **F.1.1.** **1, 2** | Pre–arrival information for home and international students. |

| | |
|---|---|
| **F.2.*** **2#** | Ongoing welfare support is available to students from identified staff. |

| | |
|---|---|
| **F.3.** **2#** | There is an induction programme for new students. |
| Supporting documentation required: | |
| **F.3.1.** **2** | Written student induction programme. |
| **F.3.2.** **1** | Student handbook. |
| **F.3.2.** **2** | Records to show students sign to confirm receipt of their copy of the handbook at induction. |

| | |
|---|---|
| **F.4.** **2** | In the case of students under the age of 18, the requirements of current legislation are met in respect of police checks on relevant staff, including any mandatory enhanced checks where personal tutoring/mentoring is in place. |
| Supporting documentation required: | |
| **F.4.1.** **2** | Protection policy (under 18s), where relevant. |
| **F.4.2.** **2** | Staff list recording police checks (under 18s), where relevant. |
| **F.4.3.** **2** | Staff list recording enhanced police checks (under 18s, plus personal tutoring/mentoring system), where relevant. |

| F.5. 2# | In the case of students with special learning, medical, or physical needs, the requirements of any current local (in country) legislation are met and a level of support is offered, appropriate to the needs of the individual student. |
|---|---|
| Supporting documentation required: | |
| F.5.1. 2 | Disability strategy: which must include advice to students, with special learning, medical, or physical needs which the University cannot support, signposting them to seek guidance from appropriate identified bodies. |
| F.5.2. AF, 2 | Written documentation where students have the opportunity to declare special learning, medical, or physical needs, including the University's application form. |

| F.6. 2 | Any homestay (i.e., with families) arrangements are satisfactory in terms of selection and monitoring of providers, and compliance with current in country legislation. Written guidance is given to both students and homestay providers. |
|---|---|
| Supporting documentation required: | |
| F.6.1. 2 | Written guidance to homestay students and providers, including a recommendation that adults also living in the homestay are police checked if any students accommodated by them are aged under 18. |
| F.6.2. 2 | Records of homestay inspections by the university, including compliance with in-country legislation. |

| F.7. 2# | Formal and informal mechanisms exist for students' complaints and grievances to be addressed. |
|---|---|
| Supporting documentation required: | |
| F.7.1. AF, 2 | Written student complaints and grievance procedure. |

**\*Indicators of commendable provision in relation to Sub-Areas of Operation F1 and F2 are:**

| F.1. 2# | The University provides both of the following: an effective meet and greet service, particularly for international students; assistance in finding accommodation. |
|---|---|
| F.2. 2 | Welfare support is provided by experienced staff/those with relevant formal qualifications. |

# G) PREMISES AND HEALTH AND SAFETY

**Documentation required for this Area:**

**AF, 2**  *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.*

**AF, 2**  *List of all teaching rooms showing capacities and any specific teaching resources.*

Expected standards for accreditation are that:

| G.1. 2 | The University has documented tenure on its premises and appropriate planning approval. |
|---|---|
| Supporting documentation required: | |
| G.1.1. AF, 2 | Lease agreement or evidence of ownership (as applicable). |
| G.1.2. AF, 2 | Confirmation from the local authorities that the University has permission to use the premises for educational purposes. |

| G.2. 2 | All external and internal signage is clear, comprehensive, current, and accurate. (Including institutional, floor and room signs; and programmes, affiliations, and logos on display.) |
|---|---|

| G.3.* 2, 2# | 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.) |
|---|---|

| G.4. 2 | Any dedicated facilities for the preparation food and drink meet statutory, local authority, hygiene requirements. |
|---|---|
| Supporting documentation required: | |
| G.4.1. AF, 2 | Local regulation certificate showing compliance with health/sanitary regulations or satisfactory inspection reports from the relevant authority. |

| G.5.* 2, 2# | Students have access to informal study areas including IT provision where appropriate. (It is expected that there are opportunities for independent study within the University, i.e., quiet study areas and casual access to IT laboratories/Wi-Fi facilities. Students have free internet access, including e-mail.) |
|---|---|

| G.6.* 2, 2# | All staff have access to workspaces, including those which are shared (hot-desking) and IT. |
|---|---|

| G.7.*<br>2, 2# | Classrooms, laboratories, research centres, workshops, and other specialised teaching areas, provide safe and 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 in teaching facilities should match class numbers; IT laboratories are expected to have up-to-date computers, printers etc. with broadband access; universities teaching English or other modern languages are expected to have supporting technology.) |
|---|---|

| G.8.<br>2, 2# | The University's health and safety measures ensure that local legal (statutory) and ASIC 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; rules and procedures are properly displayed; and students and staff fully briefed. This applies to all premises owned/leased by the University. (ASIC recognises some requirements may not be fully achievable in certain countries.) |
|---|---|
| **Supporting documentation required:** | |
| G.8.1.<br>1 | Health and safety declaration by Head of the University/Owner (Appendix 3, **(AF)**). |
| G.8.2.<br>AF, 2 | Health and safety risk assessment, with all recommendations addressed. |
| G.8.3.<br>AF, 2 | Fire risk assessment undertaken by an appropriately qualified organisation/person (external to the university where possible), with all recommendations met. |
| G.8.4.<br>AF, 2 | Health and safety policy, including duty of care to students. |
| G.8.5.<br>2 | Documentation for other emergency procedures such as earthquake, lockdown, pollution, volcano etc. |
| G.8.6.<br>2 | Staff training records in relation to first aid, fire precautions, emergencies, and safety in areas of hazard. |
| G.8.7.<br>2 | List of qualified first aiders and their certificates, and/or other medical facilities. |
| G.8.8.<br>2 | Relevant health and safety information on display. |
| G.8.9.<br>2 | An accident report book. |
| G.8.10.<br>1 | Fire Precautions declaration (Appendix 4, **(AF)**). |
| G.8.11.<br>2 | Records of testing of fire detection equipment, extinguishers, alarms, and emergency lighting. |
| G.8.12.<br>2 | Fire notices and emergency/fire exit signs. |
| G.8.13.<br>2 | Records of timed fire drills (and evacuation of the premises), including hazards encountered and remedial actions taken. |

| G.8.14. 2 | Safety rules applicable to areas of hazard. |
|---|---|
| G.8.15. 2 | Records of portable appliance testing (this may not be applicable in some countries). |
| G.8.16. 2 | Gas and electrical safety certificates provided by qualified contractors (these may not be required in some countries). |
| G.8.17. 2 | Carbon monoxide detector is appropriately sited and operational. |
| G.8.18. 2 | Fire extinguishers correctly wall or floor mounted. |
| G.8.19. 2 | List of trained fire marshals. (N.B. lists of fire marshals and first aiders/medical staff should be prominently displayed on student notice boards). |

**\*Indicators of commendable provision in relation to Sub-Areas of Operation G3, G5, G6, and G7 are:**

| G.3. 2, 2# | The premises, including toilets, are well furnished, in a good state of repair, and extremely clean. |
|---|---|
| G.5. 2 | There are appropriately sized student common room facilities, with seating; students have access to refreshments and/or recreation facilities. (Some common room areas may be shared with staff.) |
| G.6. 2 | There is appropriate office space where all staff have designated workspaces equipped with individual IT facilities; the staff have access to personal storage and refreshment facilities. |
| G.7. 2, 2# | The majority of classrooms/IT laboratories have projection and/or interactive board facilities and/or a high standard of relevant facilities for practice-based courses. |

# H) MARKETING AND RECRUITMENT OF STUDENTS

Expected standards for accreditation are that:

| | |
|---|---|
| **H.1.\*** **2, 2#** | All staff and education representatives/agents adopt an honest, ethical approach in the marketing of the University and its courses/programmes and in the recruitment of students. An appropriate infrastructure exists for dealing with student enquiries. |
| Supporting documentation required: | |
| **H.1.1.** **AF, 2** | Ethics policies for: University marketing; recruitment of students; ethical practice of staff and agents. |
| **H.1.2.** **AF, 2** | Written administrative procedures for processing student enquiries. |

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|---|---|
| **H.2.\*** **2, 2#** | Agents working on behalf of the University overseas are recruited in the context of formal appointment criteria, are fully briefed and provided with relevant university literature so as to be able to assist prospective students with visa applications (if appropriate) and with the programme application process and associated aspects of programme entry. The University has effective systems to monitor agents' practices and procedures. |
| Supporting documentation required: | |
| **H.2.1.** **1, 2** | Written criteria for the appointment of agents. |
| **H.2.2.** **1, 2** | Written briefing documents for agents. |
| **H.2.3.** **1, 2** | Copy of agent agreement. |
| **H.2.4.** **1, 2** | List of active agents and their contact details (there should be a file for each agent). |
| **H.2.5.** **1, 2** | Evidence of monitoring the performance of agents such as: record of agents' student recruitment data; student satisfaction questionnaires. |

| | |
|---|---|
| **H.3.** **2, 2#** | In its promotional literature and website, the University provides prospective home and international students with accurate and comprehensive information on admissions requirements and procedures, the programmes available, tuition fees and living costs, living conditions, accommodation, and student welfare. Prospectuses, websites, and marketing literature neither include misleading, inaccurate or ambiguous statements in these respects, nor draw false/unfounded comparisons with other providers. |
| Supporting documentation required: | |

| H.3.1.<br>**1, 2** | The University website will be viewed and continuously monitored by ASIC. |
|---|---|
| H.3.2.<br>**1, 2** | University prospectus (where applicable). |
| H.3.3.<br>**AF, 2** | Approvals/licences for the use of images used on the website and other hard copy literature. |
| H.3.4.<br>**2** | Sample advertisements and other marketing literature where applicable. |

| H.4.<br>**2#** | Academic selection criteria, including English language/other language of instruction requirements, for home and international students are appropriate to the academic standards of the programmes for which they have applied so that students have a reasonable expectation of being successful.  In selecting students, the University meets the requirements of equal opportunities and anti-discrimination legislation. |
|---|---|
| Supporting documentation required: | |
| H.4.1.<br>**1** | Written academic admissions requirements (on course summary, Appendix 2, **AF**). |
| H.4.2.<br>**1** | Written English language or other language of instruction admissions requirements (on course summary, Appendix 2, **AF**). |
| H.4.3.<br>**AF, 2** | Approvals/licences for the use of images used on the website and other hard copy literature. |

### *Indicators of commendable provision in relation to Sub-Areas of Operation H.1. and H.2. are:

| H.1.<br>**2** | Implementation of the ethics policy is monitored at a senior level and the University takes responsibility for the training, briefing, and updating of its staff and agents. |
|---|---|
| H.2.<br>**2** | The University's agents have taken a recognised external training programme OR have been registered with an appropriate agent organisation. |