



ACCREDITATION SERVICE  
*for*  
INTERNATIONAL SCHOOLS,  
COLLEGES & UNIVERSITIES

## ASIC response to COVID-19: FAQs

Last update 27/03/2020

We hope that our [full statement](#) has provided some reassurance and that the answers provided below are helpful. The following FAQs are not exhaustive, so please don't hesitate to get in touch with our customer service team if you have any further questions; e-mail your usual point of contact or [info@asic.org.uk](mailto:info@asic.org.uk). Or, if you would like to speak directly to a member of the ASIC team, our phone lines are open as usual between 09:00 and 17:00 (GMT), please call us at +44 (0)1740 617 920.

*For any questions relating to the virus itself, and advice on keeping your staff and students safe, please refer to all official advice, guidance, and laws in your home country. We cannot offer any better help or assistance than that being provided by the organisations and people tasked with protecting you.*

The following links may be of help:

### UK:

[UK government](#) latest updates and advice.

[Home Office and UK Visas and Immigration](#) advice for UK visa applicants/temporary UK residents.

Latest health advice from [National Health Service](#).

Latest health advice from [Public Health Wales](#).

Latest health advice from [Northern Ireland](#).

Latest health advice from [Health Protection Scotland](#).

Advice for international students from [UKCISA](#).

Mental health support from [Student Minds](#).

The Department for Education (DfE) has a dedicated helpline for questions about COVID-19 related to education. The helpline is open from 08:00 to 18:00 (Mon-Fri).

Phone: **0800 046 8687**

Email: [DfE.coronavirushelpline@education.gov.uk](mailto:DfE.coronavirushelpline@education.gov.uk)

### Global:

Latest from the [WHO](#).

Response and resources from [UNESCO](#).



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## FAQs

### 1) We were due an inspection, will it go ahead remotely?

We will try in every way we can to continue to provide our services remotely. We have contacted every institution due to be visited by ASIC inspectors via e-mail and have advised each institution on the appropriate next steps. If you appear to have not received an e-mail, please e-mail your usual point of contact or [info@asic.org.uk](mailto:info@asic.org.uk).

### 2) We are due to have our Stage 3 Inspection/Re-accreditation Inspection visit; can we request an extension on our current accreditation?

If we are unable to conduct your inspection remotely you may be granted an extension (if appropriate to your institution's current situation); this will be assessed for each institution on an individual basis. Please note that you must be up to date with the payment of your annual accreditation fee/any other fee requirements. If you have not received an e-mail regarding your current status of accreditation, or you have any further questions, please e-mail your usual point of contact.

### 3) Are ASIC still accrediting institutions at this time?

Yes, although we are unable to currently carry out physical inspections, we will be undertaking our accreditations remotely and will consolidate the accreditation with a physical visit as soon as we are able. Please contact [info@asic.org.uk](mailto:info@asic.org.uk), with your institution's details, to receive further information.

### 4) We want to put our lecture notes online for our students, are there other ASIC institutions, or partners, willing to allow us to use their platform or can help us set this up?

Yes, please e-mail [info@asic.org.uk](mailto:info@asic.org.uk) and put your request in writing and we will do our best to match you with institutions/organisations who can help.

### 5) We need to close our institution; can you help with our insurance claim? Can you write us a letter saying we must close due to government guidance so we can make applications/claims for business support?

We are happy to provide a letter explaining who we are and your accreditation status. We cannot provide comment on government guidance or policy. In the first instance, we would direct you to official government guidance in your country. For any further assistance, we would advise you to contact business support/advocacy organisations or seek legal counsel.

### 6) How will closing my institution affect our accreditation?

Your accreditation should continue as normal but, as per the terms of your accreditation outlined in the ASIC Handbook, you must continue to keep us informed of your institution's operating status.



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**7) Students who were due to study at our institution/have had their study interrupted are requesting refunds, what do we do?**

If it is possible, offer alternative provision through blended/online learning, which would enable the student to continue or complete their studies. Or, perhaps offer to keep their place at your institution for when they are able to return at a later date. If alternative arrangements are not possible, you should refer to your institution's refund policy. Remember that, whilst as a business, you are facing severe disruption and worrying times, so too are your current and prospective students. As always, our advice is to be patient and be kind. Further [advice from the OIA can be found here](#).

**8) We have students with visas that are due to expire, and they cannot travel to their country due to closed borders, what do they do?**

UKCISA provide the following advice for international students in the UK: [Coronavirus Covid-19 info for international students](#). The UK government have advice for UK visa applicants and temporary UK residents [here](#). The same link also has contact details for the [Coronavirus Immigration Help Centre](#).

If you are from outside the UK, please look to your in-country Ministry of Education/government advice and guidance.

**9) Are ASIC providing any other services to assist their institutions at this time?**

Yes, we have developed the ASIC Internationalisation Index to show students and parents how well equipped an institution is to care for international students. For more information, please contact [mauriced@asic.org.uk](mailto:mauriced@asic.org.uk). Institutions can also use this time to prepare for when international recruitment can begin in earnest again, once the pandemic is over, by developing their agent network through our sister company [QISAN](#), please e-mail [liesleh@qisan.com](mailto:liesleh@qisan.com) for further information.

**10) We want to become an ASIC institution but don't feel we can complete all the requirements at this particular time, can you help us?**

Yes, we have a Membership option. Please contact [flow@asic.org.uk](mailto:flow@asic.org.uk) for further information.

We know that for all of our institutions, in the UK and worldwide, this is a worrying time. We will do all that we can to help so please don't hesitate to reach out to us and, if something is beyond our expertise, we will guide you to those better placed to help you.

Once again, we encourage you to look to official public health advice regarding the pandemic and protect yourself, your staff and students, and your communities. Caring for one another during this crisis is how we will all make it through.