**STUDENT HANDBOOK**

**TEMPLATE**

**Welcome note**

**Dear ACCA Students,**

**Thank you for choosing to study towards your ACCA qualification with [learning provider]. Whether you are new to ACCA or a returning student, we are pleased to present our courses, tutors, and study options for [20XX].**

**[Enter some information here about your organisation.]**

**This handbook will provide you with the necessary information and guidance you will need for the ACCA programme at [learning provider].**

**Best of luck with your studies!**

**[Director/Course leader]**

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# ACCA Information and Exam resources

The ACCA website contains information on the below topics which you may find useful:

* ACCA Registration and minimum entry
* ACCA Exams
* ACCA Progression Rules
* Exemptions
* Practical Experience Requirement (PER)
* Ethics Module

ACCA also provide a wealth of study materials and support that we would recommend student use along with their tuition. It includes syllabus and study guides, past papers and Examiner Reports along with other helpful resources for each ACCA paper to help prepare you for your exam.

To access any of the above information please visit <http://www.accaglobal.com/uk/en/student.html>

# ACCA Contact Information

Our staff are able to advise on general queries regarding ACCA and its qualification. However, for any more in-depth queries or if you wish to contact ACCA directly please use the below contact details.

ACCA Connect

110 Queen Street

Glasgow

G1 3BX

UK

Email: info@accaglobal.com

Phone: +44 (0)141 582 2000

Fax:      +44 (0)141 582 2222

**Please note that you may wish to change the phone number if ACCA operates a toll free number for your country.**

# Student complaints procedure

**INFORMAL PROCEDURE**

We want to ensure that students feel comfortable to make a complaint and we would recommend that initially concerns should be raised informally. You should raise your concern with the member of staff that is most appropriate to discuss and hopefully resolve the matter.

**FORMAL PROCEDURE**

If you have been unable to resolve your concern informally or you feel your complaint to be of such significance that it requires a formal response, you may wish to make a formal complaint. Students may use the complaints form (this could be available online or as a hard copy) to submit a complaint and post this into the complaints box, or raise the complaint formally directly with staff. A complaint will normally be responded to within 5 working days.

You may wish to include information regarding the procedures for informal and formal complaints.

# Contact details

Name, address and contact information for the institution for any general queries.

Institution

Address Line 1

Address Line 2

Town

Telephone number

Email address

Website

For specific tuition related queries include tutor name, email and telephone numbers here.

|  |  |  |  |
| --- | --- | --- | --- |
| Tutor | Title | Email | Tel |
| Peter Smith | P7 tutor | petersmith@instuition.com | 020 1234 1234 |
|  |  |  |  |
|  |  |  |  |

# Mock examinations

# Details of turnaround times for mock exams.

All mock examinations will be graded and returned within 10 working days of being submitted.

**SUGGESTED AREAS THAT MAY BE INCLUDED BUT ARE NOT REQUIRED FOR APPROVAL (OTHER AREAS MAY BE INCLUDED IF REQUIRED)**

# Attendance

Details of attendance policy here, e.g. filling out an attendance register at each class, what to do if you are absent, etc.

# Course enrolment

A registration form needs to be completed before you start the course. You must **already** be registered with ACCA and provide your ACCA registration number when enrolling on the programme. Full tuition fees must be paid before the course commences. Course materials will be available on your first day of the course.

Log in information for the online resources will be sent to you by email.

If you wish to withdraw from the course you must notify the Faculty Manager in writing. Please note that you are still required to pay the fees when you withdraw from the course once it has started. You may defer your place on the course to the next available sitting.

It is your responsibility to register as a student with the Association of Chartered Certified Accountants.

# Course cancellation

Include information regarding what will happen if a tutor is unexpectedly unavailable to teach a class and also how students will be contacted about any changes to timetabled classes. Lastly detail any factors that may prevent the course form running.

For example: If a tutor is unexpectedly unavailable to teach your class we may provide a substitute tutor or reschedule the class. If this was to occur we will post information on our website and send a SMS message to all affected students. Please note that it is the student responsibility to ensure the contact information held by the institution is up to date.

Also any course may not run due to the following factors:

1. Political unrest
2. Lack of students enrolling on the course

If the course was cancelled all students already enrolled would receive a full refund.

# Course materials

Please include here details of the course materials that are used within your classes.

# Social media groups

Details of Facebook, Twitter, YouTube channels students can join.

# CMS details

Details of your online resources.

Include username and password details.

# Study centre locations

List your centre locations here if you have more than one.

# Extra support

Here you could list support for students that do not pass their exams, directing them to appropriate resources.