



# ACCREDITATION STANDARD

## SECTIONS

- I        Quality Assurance and Control**
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- IV       Client Services and Activities**
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## ADDENDUM TO THE ACCREDITATION STANDARD

The following amendments were made to the Accreditation Standard Version 2.0; Revised May 2006, resulting in the current Accreditation Standard Version 3.0; Revised May 2007.

Changes within the following clauses:

- **Clause 2.1 – Word change; “(ii) training” changed to “(ii) andragogical”**
- **Clause 2.5 – Amended to (See clauses 1.10 and 2.4)**
- **Clauses 2.6 – Deletion of “through industry furlough, periodic visits or personal contact**
- **Clause 3.1 - Additional Evidence; “Timetable and Schedules”**
- **Clause 3.2 - Reworded and Additional Evidence**



## ACCREDITATION STANDARD

### Section I Quality Assurance and Control

#### General

##### Clause 1.1

The organization has a mission statement that reflects the defined goals/aims and objectives as they relate to technical and vocational training and the needs of the target population and is communicated to its staff and clients and to the general public effectively (see Clause: 1.6).

#### Evidence

Evidence must include a mission statement as well as a statement of the defined goals/aims and objectives as they relate to the needs of the target population in technical and vocational training and assessment and documentation that shows that the mission statement is communicated to its staff and clients and to the general public effectively.

Examples of evidence:

- Mission statement
- Statement of goals/aims and objectives
- Copies of advertisements used for the programmes/organization
- Organization's brochure, client and staff handbooks, and related documents
- Mission statement mounted and placed at strategic locations, such as the administrative office and the library



## Clause 1.2

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The organization has an Advisory Committee/Board that gives oversight to the operations of the organization (see Clause: 1.6).

### **Evidence**

Evidence must include details on the Advisory Committee/Board that gives oversight to the operations of the organization.

Examples of evidence:

- Profile of the members of Advisory Committee/Board
- Terms of reference of the Advisory Committee/Board, if available
- Copies of the minutes of Advisory Committee/Board meetings

## Clause 1.3

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Top management provides evidence of its commitment to the establishment, implementation and review of policies and procedures of the organization (see Clause: 1.6).

### **Evidence**

Evidence must include documentation that shows top management commitment to the establishment, implementation and review of policies and procedures of the organization.

Examples of evidence:

- Signed documents that signifies top management sanction
- Minutes of meetings discussing establishment, implementation and review
- Documentation demonstrating top management commitment to ensure the availability of resources



## Clause 1.4

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There is an organization chart with supporting text that identifies duties and responsibilities.

### **Evidence**

Evidence must include an organization chart with supporting text that identifies duties and responsibilities.

Examples of evidence:

- Organization chart
- Job descriptions

## Clause 1.5

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Written job descriptions are made available to staff members.

### **Evidence**

Evidence must include written job descriptions showing responsibilities/allocation of functions and role of staff members in the organization's training and assessment.

Example of evidence:

- Job descriptions signed by incumbents

## Clause 1.6

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Policies and procedures are documented for all systems that guide the organization's training and assessment operations.

### **Evidence**

Evidence must include organization's documented policies and procedures.

Example of evidence:

- Policy and procedures manual



## Clause 1.7

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Mechanism for version control of critical documents is implemented (see Clause: 1.6).

### **Evidence**

Evidence must include documentation of procedures for version control of critical documents and implementation of these procedures.

Examples of evidence:

- Procedure for version control
- Version control of critical documents such as client handbook, employee handbook, policy and procedures manual, and forms

## Clause 1.8

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Curricula are current and meet the requirements of industry. (**Not applicable for programmes using Nationally Endorsed Competency Standards**)

### **Evidence**

Evidence must include curricula that are current and meet the requirements of industry.

Examples of evidence:

- Curricula
- Current competency standards



## Clause 1.9

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Systems of accountability exist between the organization and other affiliated sites (see Clause: 1.6).

### **Evidence**

Evidence must include documentation of the systems of accountability that exist between the organization and its other locations.

Examples of evidence:

- ❑ Policies governing the relationship between the organization and other locations (branch, learning site, assessment site)
- ❑ Reports and other documentation that show operational links between the organization and other locations (branch, learning site, assessment site)
- ❑ Written, signed agreement between the organization and independent learning/assessment sites

## **Financial Resources**

### Clause 1.10

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The organization has funds sufficient to maintain quality programmes and to complete the training and assessment of all clients.

### **Evidence**

Evidence must include documentation that shows the financial viability of the organization.

Examples of evidence:

- ❑ Organization's budget/business plan for training and assessment
- ❑ Financial statements/audit reports/letter of declaration of good financial standing as it relates to training and assessment services, signed by the head of the organization



## Clause 1.11

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The organization exercises proper financial management to ensure integrity of business practices (see Clause: 1.6).

### **Evidence**

Evidence must include documentation on procedures that ensure proper financial management in relation to training and assessment.

Examples of evidence:

- Financial policies and procedures, including those for purchasing
- Audit reports
- Organization's budget/business plan for training

## Clause 1.12

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The organization has a fair and equitable refund policy that is uniformly administered in a timely manner (see Clause: 1.6).

### **Evidence**

Evidence must include documentation that shows that the organization has a fair and equitable refund policy that is uniformly administered in a timely manner.

Examples of evidence:

- Refund policy
- Records of refunds



## Section II

## Staff Resource

### Clause 2.1

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The organization has a policy that specifies the qualification and experience of training staff in: (i) the relevant industry sector or sub-sector to at least one level above that of those being trained and (ii) andragogical skills (see Clause: 1.6).

#### Evidence

Evidence must include a policy on the qualification and experience of staff involved in training.

Examples of evidence:

- Policy document outlining required qualification and experience of trainers
- Job description and specification

### Clause 2.2

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Training staff has qualification and experience in keeping with the policy of the organization (see Clause: 2.1).

#### Evidence

Evidence must include documentation on the qualification and details of experience of staff involved in training.

Examples of evidence:

- Staff list
- Résumés and verified copies of certificates of qualification for training staff
- Completed Human Resource Matrix for each employee attached to personal file



## Clause 2.3

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Procedures are in place and implemented for recruitment and orientation of staff (see Clause: 1.6).

### **Evidence**

Evidence must include documentation on the procedures for the recruitment and orientation of staff.

Examples of evidence:

- Recruitment policy/procedure
- Staff orientation checklist
- Personal details information form

## Clause 2.4

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Systems are in place for the identification of staff training needs (see Clause: 1.6).

### **Evidence**

Evidence must include documentation relating to the identification of staff training needs.

Examples of evidence:

- Completed instruments for capturing information on staff training needs
- Performance evaluation conducted by supervisors, peers, clients
- Analysis of information on staff training needs



## Clause 2.5

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There is evidence that resources are allocated to accommodate staff training needs and on-going staff training and development activities to ensure improvement in the technical competencies of staff and their overall professional development (see clauses : 1.10 and 2.4).

### **Evidence**

Evidence must include documentation on the allocation of resources to accommodate staff training needs and staff training and development activities.

Examples of evidence:

- Training budget/business plan for training
- Staff development plan
- Documentation of staff participation in training and development

## Clause 2.6

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Documentation is available to demonstrate that each trainer in a technical field maintain liaison with relevant industry.  
(see Clause 1.6).

### **Evidence**

Evidence must include documentation on staff liaison with industry.

Example of evidence:

- Policy for trainers maintaining currency in technical field
- Related procedure
- Documentation to demonstrate liaison
  - industry furlough
  - personal contact to industry
  - periodic visits to industry



## Clause 2.7

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Administrative, clerical and support staff are appropriately skilled/qualified to fulfill the responsibilities of their job functions.

### **Evidence**

Evidence must include documentation on staff training and development activities.

Examples of evidence:

- Staff list with qualifications and experience
- Résumés and verified copies of certificates of qualification for staff
- Completed Human Resource Matrix for each employee attached to personal file



## Section III

## Physical Resources

### Clause 3.1

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Existing physical plant provides space/facilities to accommodate client numbers, needs, delivery methods and assessment requirements to support training and assessment.

#### Evidence

Evidence may include documentation on facilities layout and utilisation – focus is on physical inspection of the area by the evaluators.

Examples of evidence:

- ❑ Plan of facilities layout and utilization (classroom, labs/workshops, training areas where applicable), including layout of machinery/equipment
- ❑ Completed Table on Physical Facilities
- ❑ Timetables and Schedules

### Clause 3.2

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Utilization of storage areas to accommodate and control tools, equipment and supplies.

#### Evidence

Evidence may include documentation on facilities layout and utilisation for storage – focus is on physical inspection of area by the evaluators.

Examples of evidence:

- ❑ Utilization of storage areas to accommodate
  - ❑ Storage space allocated as required by programme requirements
  - ❑ Organize as required by industry
  - ❑ Lay out of space to ensure efficiency/flow
- ❑ Control Inventory distribution system
  - ❑ Labelled storage areas
  - ❑ Inventory control system:
  - ❑ Inventory of tools, equipment and supplies
- ❑ Store Coordinator in place



### Clause 3.3

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Systems are in place to ensure that the occupational health and safety standards are maintained and meet government requirements (see Clause: 1.6).

#### **Evidence**

Evidence must include documentation and physical features that show adherence to occupational health and safety requirements.

Examples of evidence:

- Completed occupational health and safety template
- Reports of health and safety inspections by external personnel
- Workshop procedures document
- Incident reports
- First aid kits
- Fire extinguishers

### Clause 3.4

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Systems are in place to ensure that tools and equipment are properly maintained and are safe and efficient (see Clause 1.6).

#### **Evidence**

Evidence must include documentation showing the implementation of a maintenance plan/schedule

Examples of evidence:

- Maintenance plan for machinery, equipment and tools
- Maintenance records for machines and equipment
- Equipment maintenance agreements/contracts
- User manuals for machines
- Workshop Safety checklist
- Reports of safety inspections of machinery/equipment



### Clause 3.5

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Relevant and up-to-date hand tools are available to support training and assessment.

#### **Evidence**

Evidence must include inventory listing of tools.

Examples of evidence:

- Inventory of tools by qualification, dated
- Purchase orders for items to be received

### Clause 3.6

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Relevant and up-to-date machinery/equipment is available to support training and assessment.

#### **Evidence**

Evidence must include inventory listing of machinery/equipment.

Examples of evidence:

- Inventory of machinery/equipment by qualification, dated
- Copy of equipment lease agreements, if applicable
- Purchase orders for items to be received



## Section IV Client Services and Activities

### Clause 4.1

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A clear and objective policy on requirements for entry into programmes is implemented (see Clause: 1.6).

#### Evidence

Evidence must include documentation on the policy on requirements for entry into programmes.

Examples of evidence:

- ❑ Policy/procedures document or manual on entry requirements and selection process
- ❑ Client records, including admission and record of scholastic history
- ❑ Interview and other instruments used for processing clients for admission

### Clause 4.2

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An orientation programme to acquaint new students with policies, functions and personnel of the organization is in place (see Clause: 1.6).

#### Evidence

Evidence must include documentation on an orientation programme to acquaint new students with policies, functions and personnel of the organization.

Examples of evidence:

- ❑ Client handbook
- ❑ Documentation on orientation programme



### Clause 4.3

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The organization provides advice to assist clients in planning and completing their certification (see Clause: 1.6).

#### **Evidence**

Evidence must include documentation that promotes career guidance to clients in planning and completing their certification.

Example of evidence:

- Qualification plans
- Prospectus

### Clause 4.4

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The organization provides and has implemented a grievance policy for handling complaints from clients (see Clause: 1.6).

#### **Evidence**

Evidence must include documentation on the implementation of a grievance policy.

Examples of evidence:

- Client information in appropriate formats, describing grievance and complaint processes, including timelines, client rights and responsibilities
- Recording system for client complaints and action taken



## Clause 4.5

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The organization provides and has implemented a policy for handling disciplinary matters involving clients (see Clause: 1.6).

### **Evidence**

Evidence must include documentation on the procedures for handling disciplinary matters involving clients.

Examples of evidence:

- Policy/procedures manual or document for handling disciplinary matters
- Records of action in disciplinary cases

## Clause 4.6

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The organization provides and has implemented a written policy to protect the rights of individual privacy and confidentiality of personal records (see Clause: 1.6).

### **Evidence**

Evidence must include a written policy to protect the rights of individual privacy and confidentiality of personal records.

Examples of evidence:

- Written procedures for access to client records
- Privacy policy statement

## Clause 4.7

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Systems are in place for the maintenance, management, preservation, security and of client records (see Clause: 1.6).

### **Evidence**

Evidence must include devices and strategies for the maintenance, management, preservation and security of client records.

Examples of evidence:

- Duplicate physical and/or computer records, fireproof safes, and/or any other measure that ensure both preservation and security of records
- Database of client records



## Clause 4.8

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The organization, upon request by clients, provides transcripts containing, at a minimum, programme of study, courses or units of study completed, competency status, and period of enrollment/completion date (see Clause: 1.6).

### **Evidence**

Evidence must include documentation on procedures for the provision of transcripts to clients and other authorized parties.

Examples of evidence:

- ❑ Written procedures for furnishing clients, employers and others with transcripts

## Clause 4.9

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Organization must document and implement procedures to ensure access of clients to their personal records, upon request (see Clause: 1.6).

### **Evidence**

Evidence must include documentation on procedures to ensure access of clients to their personal records, upon request.

Examples of evidence:

- ❑ Written procedures for providing clients access to records
- ❑ Evidence of request by clients and acknowledgement of having seen their records



## Section V

## Training

### Clause 5.1

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Training and internal assessment processes are communicated prior to the clients' commencement of training (see Clause: 1.6).

#### Evidence

Evidence must include documentation showing that the assessment process is communicated prior to the clients' commencement of training.

Examples of evidence:

- Client handbook
- Orientation agenda

### Clause 5.2

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An appeal system for internal assessment is in place and implemented (see Clause: 1.6).  
**(Not applicable where internal assessment is the same as final assessment)**

#### Evidence

Evidence must include documentation of the appeal system in place or implemented for internal assessment.

Examples of evidence:

- Appeal policy
- Records of appeals



### Clause 5.3

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Systems and procedures are implemented to ensure the integrity and equity of the internal training and assessment process (see Clause 1.6).

#### **Evidence**

Evidence must include details on the systems and procedures that are implemented to ensure the integrity and equity of the internal training and assessment process.

Examples of evidence:

- Lesson/instructional plans that have been reviewed
- Delivery and assessment plan
- Assessment instruments that have been reviewed
- Samples of graded examination scripts, course work and other assessments
- Records of interviews with clients that establish whether the client had special needs regarding training and internal assessment
- All assessment processes/instruments adjusted in light of client's special needs
- Evidence of moderation exercises

### Clause 5.4

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Feedback is provided to clients on the outcome of internal assessment.

#### **Evidence**

Evidence must include documentation of feedback provided to clients about the outcomes of the assessment process and guidance on future options.

Examples of evidence:

- Trainers' records of:
  - Assessment procedure
  - Evidence collected
  - Outcomes and feedback to candidates



## Clause 5.5

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The provision of time for theoretical and practical, and the ratio of facilitator to learner are adequate for the programmes offered.

### **Evidence**

Evidence must include documentation on the hours of theoretical and practical, and the ratio of facilitator to learner for the programmes offered.

Examples of evidence:

- Delivery and assessment plan
- Timetables
- Attendance register providing number of learners per facilitator

## Clause 5.6

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Current and relevant educational materials and technology are available to support the programmes offered.

### **Evidence**

Evidence must include current and relevant educational materials and technology to support the programmes offered.

Examples of evidence:

- Media resources inventory, such as: reference books; periodicals and manuals of a business, professional, technical and industrial nature
- Multi-media projector, overhead projector
- Instructional charts



## Clause 5.7

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Training supplies are available to support the delivery of the programmes offered.

### **Evidence**

Evidence must include documentation on the procurement, disbursement and availability of training supplies to support the delivery of the programmes offered.

Examples of evidence:

- Purchase orders for supplies
- Inventory of instructional supplies
- Internal requisitions for supplies

## Clause 5.8

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A policy for orientation of user groups to access information is implemented (see Clause: 1.6).

### **Evidence**

Evidence must include documentation of the policy for orientation of user groups to access information and implementation of this policy.

Example of evidence:

- Copy of policy for orientation of user groups to the library

## Clause 5.9

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The organization has provisions in place for on-the-job experience to meet the requirements of the training.

### **Evidence**

Evidence must include documentation that shows that the organization has provisions in place for on-the-job experience to meet the requirements of the competency standards.

Examples of evidence:

- List of organizations involved in on-the-job experience
- Work schedules/Attendance register
- Samples of completed on-the-job experience feedback forms



## Section VI

## Assessment

### Clause 6.1

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Assessment process is communicated prior to the client's commencement of final assessment (see Clause: 1.6).

#### Evidence

Evidence must include documentation that shows that the assessment process is communicated prior to the client's commencement of assessment.

Examples of evidence:

- Completed self-assessment guide
- Assessment agreement
- Client handbook

### Clause 6.2

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An appeal system is in place and implemented for final assessment (see Clause: 1.6).

#### Evidence

Evidence must include documentation of the appeal system.

Examples of evidence:

- Appeal policy
- Records of appeals

### Clause 6.3

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Administrative arrangements for final assessment procedures are in place (see Clause: 1.6).

#### Evidence

Evidence must include details on the administrative arrangements made for assessment procedures.

Examples of evidence:

- Contract between the organization and an NCTVET registered assessor for each of its qualifications/units of competency
- System for registration of clients for assessment
- Access to the NQR to facilitate the assessment process



## Clause 6.4

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Strategies are implemented for ensuring that assessments are conducted within the established guidelines for final assessment and in keeping with the requirements of the certifying body and the special needs of clients (see Clause 1.6).

### **Evidence**

Evidence must include documentation of the strategies that are implemented for ensuring that assessments are conducted within the established guidelines for final assessment in keeping with the requirements of the certifying body and special needs of clients.

Examples of evidence:

- ❑ Assessment records for planning, conducting (physical and language needs noted) and reviewing assessment
- ❑ Valid assessment items
- ❑ Evidence of participation in moderation exercise
- ❑ Documents on the system of assessment, verification and certification
- ❑ Terms of Reference of incumbent with responsibility for verification/monitoring of assessment process



## Section VII

## Evaluation

### Clause 7.1

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Systems and procedures are implemented for the review of programme effectiveness (see Clause 1.6).

#### Evidence

Evidence must include the collection and analysis of data from clients and stakeholders for the review of policies and procedures for improved programme effectiveness.

Examples of evidence:

Result of findings and documentary proof of analysis of findings:

- Industry feedback
- Client (graduate) information survey/tracer study information
- Impact evaluation survey
- Percentage of completers for all qualifications
- Assessment results for all qualifications

### Clause 7.2

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The organization develops and implements written procedures relating to acting on opportunities for improvement identified by any means and continuous improvement of its systems (see Clauses: 1.6 and 7.1).

#### Evidence

Evidence must include written procedures relating to the continuous improvement of the organization's systems including acting on any identified opportunities for improvement.

Examples of evidence:

- Policy and procedures document on method of implementing findings and feedback
- Minutes of meetings where need for improvement based on findings and feedback, and subsequent action is discussed
- Action taken as a result of stakeholder and client feedback and satisfaction data
- Memos and other communication informing clients or staff of changes in services as a result of feedback