



ACCREDITATION STANDARD





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ADDENDUM TO THE ACCREDITATION STANDARD

Amendments were made to the Accreditation Standard - Version 5.0, revised January 2018.

Changes made are shown in italics.



ACCREDITATION STANDARD

Section I Quality Assurance and Control

General

Clause 1.1

The organization has a mission statement that reflects the defined *and implemented* goals/aims and objectives as they relate to technical and vocational training and the needs of the target population and is communicated effectively to *all relevant stakeholders* (see Clause: 1.5).

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 *evidence* that shows that the mission statement is effectively communicated *and implemented to all relevant stakeholders*.

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
- ❑ *Implemented systems that related to the stated goals and objectives*

Clause 1.2

The organization has an Advisory Committee/Board that gives oversight to the operations of the organization (see Clause: 1.5).

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

Top management provides evidence of its commitment to the establishment, implementation and review of *systems*, policies and procedures of the organization (see Clause: 1.5).

Evidence

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

Examples of evidence:

- ❑ Signed documents that signify top management's sanction
- ❑ Minutes of meetings discussing establishment, implementation and review
- ❑ Documentation demonstrating top management's commitment to ensure the availability of resources
- ❑ *Implemented systems that resulted from review*



Clause 1.4

There is an organization chart with supporting documentation (*job descriptions*) that identifies duties and responsibilities *and is made available to staff members*.

Evidence

Evidence must include an organization chart with supporting documentation *such as; job descriptions showing responsibilities/allocation of functions and role of staff members in the organization's training and assessment*.

Examples of evidence:

- ☐ Organization chart
- ☐ Job descriptions
- ☐ Job descriptions signed by incumbents

Clause 1.5

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 1.6

System for document control is implemented (see Clause: 1.5).

Evidence

Evidence must include documentation of procedures for document control, including the version coding of critical documents and implementation of these procedures.

Examples of evidence:

- ❑ Procedures to ensure the control
- ❑ Mechanisms to ensure that obsolete documents are not used
- ❑ Version coding of critical documents such as client handbook, employee handbook, policy and procedures manual, and forms

Clause 1.7

Systems of accountability exist between the organization and other affiliated sites (see Clause: 1.5).

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)
- ❑ Signed agreement between the organization and independent learning/assessment sites



Clause 1.8

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:

- ❑ Current competency standards
- ❑ Curricula *developed from current Nationally Endorsed Competency Standard*
- ❑ *Curricula reviewed to determine equivalence of current Nationally Endorsed Competency Standard*

Financial Resources

Clause 1.9

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 1.10

The organization exercises proper financial management *and has a fair and equitable refund policy that is uniformly administered* to ensure integrity of business practices (see Clause: 1.5).

Evidence

Evidence must include documentation on procedures that ensure proper financial management *including a fair and equitable refund policy* in relation to training and assessment.

Examples of evidence:

- ❑ Financial policies and procedures, including those for receivables, payables etc
- ❑ Audit reports
- ❑ Organization's budget/business plan for training
- ❑ Refund policy
- ❑ Records of refunds

Section II

Staff Resource

Clause 2.1

The organization has *a documented and implemented 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) *training* skills (see Clause: 1.5).

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
- ☐ 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 2.2

Procedures are in place and implemented for recruitment and orientation of staff (see Clause: 1.5).

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 2.3

Systems are in place for the identification of staff training needs (see Clause: 1.5).

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 2.4

There is evidence that resources are allocated to *accommodate facilitators' training needs; on- going staff training and development activities and periodic contact with relevant industry of training staff in a technical field*, to ensure the overall professional development and improvement in the technical competencies of facilitators (see clauses :1.5 1.8 and 2.3).

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
- ❑ Policy on trainers maintaining currency in technical field
- ❑ Related procedure
- ❑ Documentation to demonstrate *facilitators' contact/visits to relevant industry*
 - industry furlough
 - personal contact to industry
 - periodic visits to industry



Clause 2.5

Administrative, clerical and support staff are appropriately skilled/qualified *and have participated periodically in relevant training and upgrading* to satisfy the responsibilities *and requirements* 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
- ❑ Training budget/business plan for training
- ❑ Staff development plan
- ❑ Documentation of staff participation in training and development

Section III

Physical Resources

Clause 3.1

Existing physical plant provides space and *resources* to accommodate client numbers, needs, delivery methods and assessment requirements to *accommodate* training and assessment *activities*.

Evidence

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

Examples of evidence:

- ❑ Plan of facilities *showing* the layout of classroom, labs/workshops, training areas including layout of machinery/equipment *desks, benches, chairs etc*
- ❑ Timetables and schedules *showing* the utilization of classroom, labs/workshops, training areas

Clause 3.2

Storage facilities are available to accommodate tools, equipment and supplies; and systems for Inventory Control are implemented to manage the storage facilities.

Evidence

Evidence may include documentation to demonstrate inventory control – 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
 - ❑ Organized to ensure safety
 - ❑ Lay out of space to ensure efficiency/flow
- ❑ Control Inventory distribution system
 - ❑ Labelled storage areas
 - ❑ Inventory control system
 - ❑ Inventory of tools, equipment and supplies
 - ❑ Control needs
- ❑ Store Coordinator in place

Clause 3.3

Systems are in place to ensure that the occupational health and safety standards are maintained and meet government requirements (see Clause: 1.5).

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

Systems are in place to ensure that tools and equipment are properly maintained (see Clause 1.5).

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

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

Evidence

Evidence must include inventory of tools.

Examples of evidence:

- ☐ Inventory of tools, *signed and dated*
- ☐ Purchase orders for items to be received

Clause 3.6

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

Evidence

Evidence must include inventory of machinery/equipment.

Examples of evidence:

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

Section IV

Client Services and Activities

Clause 4.1

A clear and objective policy on requirements for entry into programmes is implemented (see Clause: 1.5).

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 scholastic history
- ☐ Instruments used for processing clients for admission

Clause 4.2

An orientation programme is in place to acquaint new students with policies, functions and personnel of the organization (see Clause: 1.5).

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

The organization provides advice *and support* to assist clients in planning and completing their certification (see Clause: 1.5).

Evidence

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

Example of evidence:

- ❑ Qualification plans
- ❑ Prospectus
- ❑ Policy on Academic/Career guidance
- ❑ *Systems implemented to:*
 - *eliminate erroneous selection*
 - *reduce dropout rate*
 - *keep trainees on the path to certification*

Clause 4.4

The organization provides and has implemented a grievance policy for handling complaints from clients (see Clause: 1.5).

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
- ❑ Records of client complaints and action taken



Clause 4.5

The organization provides and has implemented a policy for handling disciplinary matters involving clients (see Clause: 1.5).

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

The organization provides and has implemented a written policy to protect the rights to privacy and confidentiality of personal records *and implement procedures to ensure access of clients to their personal records, upon request* (see Clause: 1.5).

Evidence

Evidence must include a written policy to protect the rights to privacy and confidentiality of personal records and documentation on procedures to ensure access of clients to their personal records, upon request.

Examples of evidence:

- ☐ Privacy policy statement
- ☐ Written procedures for providing clients access to records
- ☐ Evidence of request by clients and acknowledgement of having seen their records

Clause 4.7

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: 1.5).

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 4.8

Systems are in place for the maintenance, management, preservation and security of client records (see Clause: 1.5).

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
- ❑ Back-up system for data/records

Section V

Training

Clause 5.1

Training and internal assessment processes are communicated prior to the clients' commencement of training (see Clause: 1.5).

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

An appeal system for internal assessment *processes is communicated* and implemented (see Clause: 1.5).

(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 made
- ❑ *Client Handbook*

Clause 5.3

Systems and procedures are implemented to ensure the integrity and equity of the internal training and assessment process (see Clause 1.5).

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 *prior to delivery*
- ❑ 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 that will impact training and internal assessment
- ❑ All assessment processes/instruments adjusted in light of client's special needs
- ❑ Evidence of moderation exercises

Clause 5.4

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

The provision of sufficient 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 showing number of learners per facilitator

Clause 5.6

Current and relevant educational and *training* materials, technology and *supplies* are available to support the *delivery of the* programmes offered.

Evidence

Evidence must include current and relevant educational materials and technology *and the procurement, disbursement and availability of training supplies/material* 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 or, overhead projector(s)
- ☐ Instructional charts
- ☐ Purchase orders for supplies
- ☐ Inventory of instructional supplies
- ☐ Internal requisitions for supplies

Clause 5.7

A policy for orientation of user groups to access information is implemented (see Clause: 1.5).

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
- ❑ System implemented to accommodate orientation of trainees

Clause 5.8

The organization has provisions in place for the range of on-the-job/*work study* experience to meet the requirements of the training *and certification*.

Evidence

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

Examples of evidence:

- ❑ List of organizations involved in on-the-job experience
- ❑ Work schedules/Attendance registers\
- ❑ Samples of completed *evaluation and* feedback forms

Section VI

Assessment & Certification

a) Assessment

Clause 6.1

Assessment process is communicated prior to the client's commencement of final assessment (see Clause: 1.5).

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

An appeal system is in place and implemented for final assessment (see Clause: 1.5).

Evidence

Evidence must include documentation of the appeal system.

Examples of evidence:

- ☐ Appeal policy
- ☐ Records of appeals

Clause 6.3

Administrative arrangements for final assessment procedures are in place (see Clause: 1.5).

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 authorized information management system to facilitate the assessment process

Clause 6.4

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 1.5).

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 the special needs of clients.

Examples of evidence:

- ❑ Records for planning, conducting (physical and language needs noted) and reviewing assessment
- ❑ Valid assessment items
- ❑ Systems for Validation, Verification and Moderation implemented
- ❑ Evidence of participation in Validation, Verification and Moderation activities
- ❑ Terms of Reference of incumbent with responsibility for verification/monitoring of assessment process

b) Certification**Clause 6.5**

Strategies are implemented for ensuring that Certification Processes are carried out as required by the established guidelines of the certifying body (see Clause 1.5).

Evidence

Evidence must include documentation of the strategies that are implemented for ensuring that the Certification Processes are conducted within the established guidelines of the certifying body.

Examples of evidence:

- ❑ *Policy and Procedures for the Certification Process to include:*
 - *Conditions that activates Certification Process*
 - *Means to confirm completion of training and request certificate*
 - *Means to monitor process, ensure adherence to established timelines and ensure accuracy*
 - *Means to track process*
 - *Means to manage and monitor Certification Process in partnership relationship*
- ❑ *Strategies to prepare certificates for which there is no assessment requirement.*
- ❑ *Procedure to ensure the distribution of certificates*
- ❑ *Strategies to monitor and audit entities to which any aspects of the certification process is outsourced*
- ❑ *Mechanisms to eliminate or reduce the risk of loss, damage or the production of fraudulent certification documents*
- ❑ *Mechanisms are implemented to ensure the safety and security of certification material and implement*

Clause 6.6

Administrative arrangements to accommodate the Certification Processes in place (see Clause 1.5).

Evidence

Evidence must include systems established and implemented to ensure that the Certification Processes are managed and maintained within the established timelines.

Examples of evidence:

- ❑ *Administrative arrangements to accommodate the Certification Process to include:*
 - *Evidence that the conditions that activate Certification Process are responded to*
 - *Appropriate documentation completed to confirm completion of training and request certificate*
 - *Means to monitor process, ensure adherence to established timelines and ensure accuracy*
 - *Establish and implement procedures to correct certificates with errors and to track process*
 - *Mechanism to replace certificate if lost, damaged or stolen*
 - *Means to manage, store, distribute and monitor items and materials used in the Certification Process*

Clause 6.7

The organization develops and implements written procedures relating to reviewing the Certification Process to ensure continuous improvement of its systems (see Clause 1.5).

Evidence

Evidence must include documentation of the systems used to review Certification Process and for ensuring that opportunities for improvements are acted on.

Examples of evidence:

- ❑ *Policy and Procedures to facilitate review of Certification Process to include:*
 - *Means to monitor and capture data from the Certification Process*
 - *Means to measure the process and determine compliance with stated timelines*
- ❑ *Mechanism to analyze data generated and to devise possible corrective actions to ensure customer satisfaction*
- ❑ *Mechanism to ensure continued customer satisfaction through the means to devise preventative actions.*

Section VII

Evaluation

Clause 7.1

Systems and procedures are implemented for the review of programme effectiveness (see Clause 1.5).

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
 - Through put rate at each level of qualification
 - Assessment results for all qualifications

Clause 7.2

The organization develops and implements written procedures relating to acting on opportunities for improvement identified and continuous improvement of its systems (see Clauses: 1.5 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 are 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

Section VIII

Risk Management

Clause 8.1

The organization shall provide evidence of its commitment to the development and implementation of a Risk Management programme.

Evidence

Evidence must include proof of plans to improve /manage risk stakeholders involvement in management of risks and the process that is in place to implement a risk management

Examples of evidence

- ❑ *Framework for Risk Management*
- ❑ *Terms of Reference of Risk Management Committee or similar body*
- ❑ *Minutes of meetings where Risk Management matters are discussed*
- ❑ *List of names and contact numbers of stakeholders*

Clause 8.2

The organization shall have a risk management policy that is communicated to internal and external stakeholders.

Evidence

Evidence must include documentation that shows that the risk policy and risk management framework is communicated to staff and stakeholders (Clause 1.1)

Examples of evidence

- ❑ *Risk Management policy statement strategically positioned*
- ❑ *Staff induction /orientation documents*
- ❑ *Staff Handbook*

Clause 8.3

The organization shall document and implement procedures for identifying, analysing, evaluating and treating risks.

Evidence

Evidence must include the adoption of a framework that outlines the process to identify, analyse, evaluate and treat risks.

Examples of evidence

- ☐ *Risk Management Framework*
- ☐ *Risk Management Action Plan*
- ☐ *Risk Register*

Clause 8.4

The organization shall monitor and review the effectiveness of its risk management procedure at planned intervals.

Evidence

Evidence must include a reporting mechanism that demonstrates the on-going evaluation of the risk management programme with the view to continuous improvement of the organisation's operation.

Examples of evidence

- ☐ *Internal audit reports*
- ☐ *Risk Register*
- ☐ *Risk Management Action Plan*
- ☐ *Reports on review of Action plans*
- ☐ *Departmental/Unit Reports*
- ☐ *Minutes of Risk Management review meetings*