ACCREDITATION CRITERIA FOR CURRICULUM DEVELOPMENT FOR WORKFORCE QUALIFICATION PROGRAMS

AC372

April 2017
(Effective June 1, 2017)

PREFACE

The attached accreditation criteria have been issued to provide all interested parties with guidelines on implementing performance features of the applicable standards referenced herein. The criteria were developed and adopted following public hearings conducted by the International Accreditation Service, Inc. (IAS), Accreditation Committee and are effective on the date shown above. All accreditations issued or reissued on or after the effective date must comply with these criteria. If the criteria are an updated version from a previous edition, solid vertical lines (|) in the outer margin within the criteria indicate a technical change or addition from the previous edition. Deletion indicators (→) are provided in the outer margins where a paragraph or item has been deleted if the deletion resulted from a technical change. These criteria may be further revised as the need dictates.

IAS may consider alternate criteria provided the proponent submits substantiating data demonstrating that the alternate criteria are at least equivalent to the attached criteria and otherwise meet applicable accreditation requirements.

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ACCREDITATION CRITERIA FOR CURRICULUM DEVELOPMENT
FOR WORKFORCE QUALIFICATION PROGRAMS

1. INTRODUCTION

1.1. **Scope**: These criteria set forth the requirements for obtaining and maintaining International Accreditation Service, Inc. (IAS), Curriculum Development for Workforce Qualification Programs accreditation. These criteria supplement the IAS Rules of Procedure for Curriculum Development for Workforce Qualification Programs.

1.2. **Normative and Reference Documents**: Publications listed below refer to current editions (unless otherwise stated).

1.2.1. IAS AC371: Accreditation Criteria for Training Agencies for Workforce Qualification Programs.

1.2.2. ISO Standard 9000: Quality management systems – Fundamentals and vocabulary.

1.2.3. ISO Standard 9001: Quality management systems – Requirements.

1.2.4. ASTM E2659: Standard Practice for Certificate Programs.

1.2.5. APA/AERA/NCME Standards for Educational and Psychological Testing.

2. DEFINITIONS

Applicable definitions found in ISO 9000 and ASTM E2659 apply.

3. ELIGIBILITY

Accreditation services are available to curriculum development agencies for workforce qualification programs that meet all of the following requirements:

3.1 Program development is completed, and has been administered to at least one (1) class of students.

3.2 Completion of at least one (1) internal audit, and one (1) management review.

4. REQUIRED BASIC INFORMATION

Curriculum development agencies must demonstrate compliance with each of the following requirements:

4.1. Either IAS AC372 or relevant requirements of ASTM E2659,

4.2. IAS Rules of Procedure for Curriculum Development for Workforce Qualification Programs.

5. ADDITIONAL INFORMATION (AS APLICABLE)

Curriculum development agencies shall maintain documents and records demonstrating compliance with each of the following requirements, and shall make these available to IAS at scheduled assessments:

5.1. **ADMINISTRATION**

    5.1.1. **Corporate**: The agency shall be a legal entity. Records shall include an organizational chart, vision or mission statement, quality policy and objectives, and descriptive information on the corporate structure.

    5.1.2. **Facilities**: The agency shall have adequate facilities to fully support the activities being accredited. Records shall include a description of the physical plant and infrastructure.

    5.1.3. **Financial**: The agency shall have the financial resources necessary to administer curriculum development programs in accordance with the requirements of these criteria, and to cover associated liabilities and commitments. Records shall include a statement of compliance.

    5.1.4. **Staffing**: The agency shall have sufficient qualified personnel to administer curriculum development programs in accordance with the requirements of these criteria.

        5.1.4.1. **Quality management**: The agency shall identify persons who are responsible for maintenance of the quality management system. They shall have access to top management and shall have appropriate authority to implement and maintain the requirements of these criteria.

        5.1.4.2. **Job Descriptions**: The agency shall have job descriptions which include minimum qualifications, education and experience.

    5.1.5. **Outsourced Services**: The agency shall have agreements for all outsourced services. The agency shall take full responsibility for all outsourced services, and shall assess and monitor the compliance of these services for compliance to requirements of these criteria.

    5.1.6. **Management System**: The agency shall have a management system which meets relevant requirements of ISO 9001. Records shall include the following:

        5.1.6.1. **Internal Audits**: Internal audits shall be conducted at least annually. Records shall include an audit checklist and report of any findings of nonconformity.

        5.1.6.2. **Management Reviews**: Management reviews shall be conducted at least annually. Records shall include an agenda and minutes, including a summary of action items.

        5.1.6.3. **Human Resources**: The agency shall have a policy and procedure for recruiting, hiring, training, mentoring and monitoring the performance of staff. Records shall include records on training, qualification and monitoring of the performance of staff.

        5.1.6.4. **Complaints**: The agency shall have a policy and procedure for investigation and resolution of complaints related by authorized users of the curricula. Records shall include all complaints received by the agency, their investigation and resolution.

5.1.6.5. **Appeals**: The agency shall have a policy and procedure for appeals from authorized users of the curricula. Records shall include appeals received, their investigation and resolution.

5.1.6.6. **Service to the Customer**: The agency shall have a policy and procedure for monitoring the satisfaction of authorized users of curricula, including instructors, students and any other impacted parties. The agency shall seek feedback, both positive and negative. The feedback shall be used and analyzed to improve the management system, quality of curricula, and customer service. Records shall include a summary of survey responses, and the agency's conclusions based on evaluation of these data.

5.1.6.7. **Process Monitoring**: The agency shall have a policy and procedure for monitoring the processes and product quality.

5.1.6.8. **Document Control**: The agency shall have a policy and procedure for control of documents. Records shall include a list of controlled documents, evidence of review and approvals, issue and distribution controls.

5.1.6.9. **Control of Records**: The agency shall have a policy and procedure for control of records.

5.1.6.10. **Corrective Actions**: The agency shall have a policy and procedure for corrective actions, which shall include identification of root causes.

5.1.7. **Documents and Records Retention Period**: Documents and records shall be available for the previous two (2) years.

5.2. **TECHNICAL STANDARDS**

5.2.1. **Technical and Administrative Oversight**: The agency shall appoint an oversight committee of experts which fairly represent all impacted parties. This committee shall have responsibility for review and monitoring of the quality of services. This committee shall meet at least annually.

5.2.2. **Program Design**: The design of curricula shall include the following: instructional group size, student prerequisites, instructional format, instructional strategies, training environment, media selection and lesson planning. The design of curricula shall be based on job analysis research, needs analysis and instructional objectives. Curricula which meet design requirements of Section 6.2.5 of ASTM E2659 shall be deemed acceptable in meeting technical requirements of these criteria.

5.2.3. **Product Development**: Development of curricula shall consider the following: written media, audio-visual media, use of application examples/non-examples and evaluation of student learning.

5.2.4. **Assessment of Student Learning**: Curricula shall include student assessments at appropriate intervals, including formative (during training) and/or summative (at the conclusion of training). The assessments shall be based on course learning objectives and shall assess acceptable competency for workforce qualification. Assessments which demonstrate compliance to relevant requirements of APA/AERA/NCME Standards will satisfy student-assessment requirements of these criteria.

5.2.5. **Program Implementation**: The agency shall provide its customers with recommendations for marketing, instructor training, formative student evaluations, revisions for individual student needs and administration of training using the curricula.

5.2.6. **Surveillance**: The agency shall maintain a registry of authorized users of curricula, and for monitoring the application of curricula by these users.

5.2.7. **Product Recalls and Updates**: The agency shall promptly notify authorized users of product recalls and updates.

5.2.8. **Security**: The agency shall have a policy and procedure to control access to office and records to authorized persons, for subcontractor adherence to its security policy, for protection of the agency's trademark and copyright protection of the product.

5.2.9. **Benchmarking**: The agency shall actively monitor related research and industry "best practices" relevant to curriculum development for workforce qualification. Records shall be maintained, with a summary of any identified areas of weakness.

5.2.10. **Library Management**: The agency shall maintain a reference library related to development, management and administration of its services, and shall ensure that this library is accessible to appropriate staff and consultants.

6. LINKS TO ADDITIONAL REFERENCES

6.1. American Society for Testing and Materials (ASTM) – www.astm.org

6.2. International Accreditation Service (IAS) – www.iasonline.org

6.3. International Code Council (ICC) – www.iccsafe.org

6.4. International Organization for Standardization (ISO) – www.iso.org

6.5. American Psychological Association (APA) – www.apa.org

6.6. American Educational Research Association (AERA) – www.aera.net

6.7. National Council on Measurement in Education (NCME) – www.ncme.net

These criteria were previously issued May 2007, April 2008, September 2008, October 2009, July 2013 and June 2016.