October 23, 2020

TO: IAS-ACCREDITED TRAINING AGENCIES FOR WORKFORCE QUALIFICATION PROGRAMS, CURRICULUM DEVELOPERS FOR WORKFORCE QUALIFICATION PROGRAMS AND OTHER INTERESTED PARTIES.

SUBJECT: Proposed Revisions to the Accreditation Criteria for Training Agencies for Workforce Qualification Programs, AC371-202012-R0 and Accreditation Criteria for Curriculum Development for Workforce Qualification Programs, AC372 (GA)

Hearing Information:
IAS Accreditation Committee
Monday, December 14, 2020
8:30 a.m. (Pacific Standard Time)
WebEx Meeting – Refer to IAS website for details.

Dear Madam or Sir:

IAS is proposing several changes to the Accreditation Criteria for Training Agencies for Workforce Qualification Programs, AC371 and Accreditation Criteria for Curriculum Development for Workforce Qualification Programs, AC372. The changes are being requested: in order to develop a new, improved and more effective Accreditation Program; to comply to updated market requirements; and to comply to the latest national and international standards for the accreditation of training providers and training course developers.

The changes proposed are summarized below:

1. Merging and updating the requirements of AC371 and AC372
2. The new document will be an integrated AC371
3. The new document will be titled “Accreditation Criteria for Training Providers and Training Course Developers”
4. The previous document AC372 will be withdrawn by December 31, 2022
5. Transition period for current IAS accredited customers under AC372 to the proposed AC371 will be 2 years from January 1, 2021,

6. All modifications to the criteria are presented in attached draft.

You are cordially invited to submit written comments, or to attend the WebEx committee hearing and present verbal comments. Written comments will be forwarded to the committee, prior to the hearing, if received by November 25, 2020. For your convenience, a comment form is provided. The link can be found on the Accreditation Committee meeting page on the IAS website, www.iasonline.org. Comments may be postal mailed to the address above or emailed to iasinfo@iasonline.org.

Any written material submitted for committee consideration will be available for public distribution as set forth in the Rules of Procedure for Accreditation Committee Meetings found on the IAS website. Since this is a web meeting, comments for public distribution will be placed on the IAS website prior to the meeting.

Your cooperation is requested in forwarding to IAS, as noted above, all material directed to the committee. Prior to the hearing, parties interested in the deliberations of the committee should refrain from communicating, whether in writing or verbally, with committee members regarding agenda items. The committee reserves the right to refuse communications that do not comply with this request.

If you have any questions, please contact IAS at 562-364-8201. You may also reach us by e-mail at iasinfo@iasonline.org.

Yours very truly,

Raj Nathan
President

Enclosures: Proposed Revised AC371

cc: Accreditation Committee
PROPOSED REVISIONS TO THE ACCREDITATION CRITERIA FOR TRAINING PROVIDERS AGENCIES FOR WORKFORCE QUALIFICATION PROGRAMS AND TRAINING COURSE DEVELOPERS AND PROVIDERS

AC371

Proposed December 14, 2020

PREFACE

The attached accreditation criteria have been proposed to provide all interested parties with an opportunity to comment. These criteria may be further revised as needed. The criteria are developed and adopted following public hearings conducted by the International Accreditation Service, Inc. (IAS), Accreditation Committee and are effective on the first of the month following approval by the Accreditation Committee, but no earlier than 30 days following the approval
PROPOSED REVISIONS TO THE ACCREDITATION CRITERIA FOR TRAINING PROVIDERS AND TRAINING AGENCIES FOR WORKFORCE QUALIFICATION PROGRAMS COURSE DEVELOPERS AND PROVIDERS

1. INTRODUCTION

1.1 Scope: These criteria set forth the requirements for obtaining and maintaining International Accreditation Service, Inc. (IAS), accreditation of nondegree-granting training agencies for workforce qualification programs. These criteria supplement the IAS Rules of Procedure for Accreditation of Training Course Providers and Training Course Developers and Providers. Those criteria permit the accreditation options as shown below:

a) Training Course Providers with integrated Training Course Development;
b) Training Course Providers without integrated Training Course Development; or,
c) Training Course Development of for training curriculum only.

These criteria are applicable to training courses developed and/or provided by private or public organizations, institutions, unions, government agencies, employers, independent training institutions and organizations of all levels, community colleges, universities, professional and trade associations.

1.1. IAS accreditation does not make any representation, nor should it be construed as making representation regarding attributes not specifically addressed by the accreditation. Accreditation also does not constitute an endorsement or recommendation by IAS for use of a particular training provider agency and/or training course developer.

1.2 Normative and Reference Documents: Publications listed below refer to current editions.

1.2.1 IAS AC372: Accreditation Criteria for Curriculum Development for Workforce Qualification Programs.

1.2.2 1.2.1 ISO Standard 9000: Quality management systems – Fundamentals and vocabulary.

1.2.3 1.2.2 ISO Standard 9001: Quality management systems – Requirements.

1.2.4 1.2.4 ASTM E2659: Standard Practice for Certificate Programs.

1.2.5 1.2.4 IPC SC-11-002, Specification on IPC Recognition of Training Courses and Training Providers

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

Applicable definitions found in ISO 9000, and ASTM E2659 and IPC SC-11-002 apply.

3. ELIGIBILITY

Accreditation services are available to training providers and training agencies for workforce qualification courses and providers programs that meet all of the following requirements:

3.1. Program Training course development curriculum is completed and proofread; and

3.2. Training course Provider has been administered to at least one (1) class of students, with certificates issued for students who successfully completed the class;

3.3. Training course developer has developed and proofread at least one course;

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

4. REQUIRED BASIC INFORMATION

Training Course Providers and Training Course Developers and Providers agencies must demonstrate compliance with each of the following requirements:

4.1. Either IAS AC371 or and relevant requirements of ASTM E2659 or IPC SC-11-002;

4.2. IAS Rules of Procedure for Training Providers and Training Course Developers and Providers Agencies for Workforce Qualification Programs.

5. ADDITIONAL INFORMATION (AS APPLICABLE)

Training Providers and Training Course Developers and Providers 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 training provider and the training course developer and 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 training provider and training course developer and provider 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 training provider and training course developer and provider shall have the financial resources necessary to administer training 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 training provider and training course developer and provider shall have sufficient qualified personnel to administer training programs in accordance with the requirements of these criteria.

5.1.5. **Quality Management:** The agency training provider and training course developer and provider shall identify person(s) who are responsible for maintenance of the quality management system with. They shall have access to top management and shall have appropriate authority to implement and maintain the requirements of these criteria.

5.1.4.1. **Job Descriptions:** The agency training provider and training course developer and provider shall have job descriptions which include minimum qualifications, education and experience required for the relevant functions.

5.1.5. **Outsourced Services:** The agency training provider and training course developer and provider shall have agreements for all outsourced services. The agencyEither parties 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 on a regular basis or when there has been a modification to the original service agreements.

5.1.6. **Public Information:** Public information about the program shall be available without request, which shall include the target audience; program or course descriptions that include program or course goals and objectives or learning outcomes; requirements for successful completion of programs or course(s); requirements for student registration/qualification; and requirements for renewal of certificates (if required).

5.1.7. **Confidentiality and Security:** The agency training provider and training course developer and provider shall have a policy on confidentiality and security of student records, and shall maintain evidence of compliance by staff and vendors. The agency training provider and training course developer and provider shall have a policy for protection of trademarks and copyrights (if applicable) when obtaining raw training material for developing courses curriculum and/or training.

5.1.8. **Management System:** The agency training provider and training course developer and provider shall have a management system which meets relevant requirements of the latest version of ISO 9001 or equivalent. Records shall include the following:
5.1.8.1. **Internal Audits**: Internal audits shall be conducted at least annually. Records shall include an audit checklist and report of any findings of nonconformity.

5.1.8.2. **Management Reviews**: Management reviews shall be conducted at least annually. Records shall include an agenda of the management review meeting and minutes of the meeting, including a summary of action items as a result of the management review.

5.1.8.3. **Human Resources**: The agency training provider and training course developer and provider shall have a policy and procedure for recruiting, hiring, training, mentoring and monitoring the performance of personnel-staff. Records shall include records on training, qualification and monitoring of the performance of staff personnel and instructors.

5.1.8.4. **Complaints**: The agency training provider and training course developer and provider shall have a policy and procedure for investigation and resolution of complaints. Records shall include all complaints received by the agency training provider and training course developer and provider, their investigation and resolution.

5.1.8.5. **Appeals**: The agency training provider and training course developer and provider shall have a policy and procedure for appeals from participants/students who do not successfully complete the training. Records shall include appeals received, their investigation and resolution.

5.1.8.6. **Service to the Customer**: The agency training provider and training course developer and provider shall have a policy and procedure for monitoring the satisfaction of students-its clients-customers and other impacted parties (e.g., their employers). The agency training provider and training course developer and provider shall seek feedback, both positive and negative. The feedback shall be used and analyzed to improve the management system, training activities and customer service. Records shall include a summary of survey responses, and the agency training provider and training course developer’s and provider’s conclusions based on evaluation of these data.

5.1.8.7. **Process Monitoring**: The agency training provider and training course developer and provider shall have a policy and procedure for monitoring the processes related to service and product quality.

5.1.8.8. **Document Control**: The agency training provider and training course developer and provider 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.
5.1.8.9. Control of Records: The agency training provider and training course developer and provider shall have a policy and procedure for control of records, including security, which shall include a registry of all students and related training records.

5.1.8.10. Corrective Actions: The agency training provider and training course developer and provider shall have a policy and procedure for corrective actions, which shall include identification of root causes.

5.1.9. Documents and Records Retention Period: Documents and records shall be available for the previous four (24) years.

5.2. Technical Standards

5.2.1. Technical and Administrative Oversight: The agency training provider and training course developer and provider shall appoint an oversight technical representative or a committee of experts which fairly represent all impacted parties. This committee function-person or committee shall have responsibility for review and monitoring of the quality of services. This review shall be conducted at least annually or when the training structure or curriculum is modified. This committee shall meet at least annually.

5.2.2. Program Design: The design of the course curricula shall include the following:

- instructional group size,
- student prerequisites,
- instructional format,
- instructional strategies,
- training environment,
- media selection and lesson planning. The design of course curricula can be based on job analysis research or other requirements (client customer, regulatory, etc.), needs and risks analysis and instructional objectives. Course curricula which meet design requirements of Section 6.2.5 of ASTM E2659 shall be deemed acceptable in meeting technical requirements of these criteria.

5.2.2.5. Needs and Risk Analysis: The agency training provider and training course developer and provider shall conduct appropriate needs and risk analysis for each of its training services, which may reference appropriate market and job analysis research, which shall include consideration of critical incidents with risks related to life safety implications for workers and the public all involved parties. This research analysis shall be reviewed and updated on a regular basis.

5.2.4. Program Planning: The agency training provider and training course developer and provider shall determine and document training schedules, participant qualifications and logistics, course logistics, and criteria for selection of instructors/facilitators. Planning shall identify minimum prerequisites for students, requirements for successful completion of training, and requirements for renewal of certificates (if applicable).
5.2.5. **Program Implementation**: The training provider and training course developer and provider shall provide its customers with recommendations for marketing, instructor training, formative student evaluations, revisions for individual student needs and administration of training using the course curricula.

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

5.2.7. **Curricula**: The agency shall ensure that curricula comply with requirements of IAS AC372 or Section 6.2.5 of ASTM E2659. Curricula which are developed by an agency which is accredited to AC372 or ASTM E2659 shall be deemed acceptable.

5.2.8. **Applications**: The agency training provider and training course developer and provider shall have a policy and procedure which ensures that applications are processed objectively and impartially, including evaluation of participant/student eligibility for training.

5.2.9. **Instructor Qualifications**: The agency training provider and training course developer and provider shall have a policy and procedure for training and qualification of instructors, and for assuring that instructors maintain their competencies through participation in appropriate professional development activities. Where applicable, instructor qualifications shall comply with recognized national standards for specific sectors.

5.2.10. **Delivery of Training**: The agency training provider and training course developer and provider shall have a policy and procedure for delivery of training, including: pre-training formative student evaluations, revisions for individual student needs, expectations for student engagement in training, classroom management, control of the learning environment, program logistics and administration of hands-on (practical) training (if applicable).

5.2.11. **Assessment of Student Learning**: Assessment processes shall include The agency shall assess student learning assessments at appropriate intervals, which will include 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. Agencies which Assessments that demonstrate compliance to relevant requirements of APA/AERA/NCME Standards will satisfy student assessment requirements of these criteria.

5.2.12. **Surveillance**: The course developer and provider shall maintain a registry of authorized users/subcontractors of course curricula and training, and for monitoring the application of course curricula and training by these users/subcontractors.
5.2.12. **Changes, and Updates**: The training provider or training course developer shall promptly notify authorized users of applicable course curriculum and training changes, and updates.

5.2.13. **Security**: The training provider and training course developer and provider shall have a policy and procedure to control access to office and records to authorized persons, adherence to its security policy, for protection of the provider’s or course developer’s trademark and copyright protection of the product.

5.2.14. **Benchmarking**: Whenever applicable the training provider and training course developer and provider shall monitor related research and industry “best practices” relevant to course curriculum and training development. Records shall be maintained, with a summary of any identified areas of weakness.

5.2.15. **Library Management**: The training provider and training course developer and provider shall maintain a reference library related to development, management and administration of its services, and shall ensure that this library is accessible to appropriate relevant parties.

5.2.16. **Course Evaluations**: The agency training provider and training course developer and provider shall have a policy and procedure for evaluation of participant/student satisfaction and to evaluate the overall effectiveness of the training in achieving course goals. Evaluations shall consider feedback from students, instructors, and other relevant parties (e.g., employers of students). Where relevant, the provider shall share these feedbacks with the training course developer.

5.2.17. **Award of Certificates**: The agency training provider and training course developer and provider shall have a policy and procedure for award of certificates to students who successfully complete training. If certificates include an expiration date, the agency/provider shall define in its public information all requirements for renewal. The agency/provider shall not publicize or otherwise infer that any students are "certified."

5.2.18. **Benchmarking**: The agency shall actively monitor related research and industry “best practices” relevant to training services for workforce qualification. Records shall be maintained, with a summary of any identified areas of weakness.

5.2.19. **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 instructors.

### 6. LINKS TO ADDITIONAL REFERENCES

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