



ACCREDITATION CRITERIA FOR TRAINING PROVIDERS AND TRAINING COURSE DEVELOPERS

AC371

**December 2020
Effective February 1, 2021**

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 TRAINING PROVIDERS AND TRAINING COURSE DEVELOPERS

1. INTRODUCTION

1.1 Scope: These criteria set forth the requirements for obtaining and maintaining International Accreditation Service, Inc. (IAS), accreditation of Training Providers and Training Course Developers. These criteria supplement the IAS Rules of Procedure for Accreditation of Training Providers and Training Course Developers.

Those criteria permit the accreditation options as shown below:

- a) Training Providers with integrated Training Course Development;
- b) Training Course Providers without integrated Training Course Development; or,
- c) Training Course Development 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.

These criteria are not applicable in the case of certification of persons, where ISO/IEC 17024 is recommended. Still these criteria can be applied for curriculum development and provision of training utilized as a part of a personnel certification process.

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 and/or training course developer.

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

- 1.2.1 ISO Standard 9000: Quality management systems – Fundamentals and vocabulary.
- 1.2.2 ISO Standard 9001: Quality management systems – Requirements.
- 1.2.3 ASTM E2659: Standard Practice for Certificate Programs.
- 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, ASTM E2659 and IPC SC-11-002 apply.

3. ELIGIBILITY

Accreditation services are available to training providers and training course developers that meet all of the following requirements:

- 3.1. Training Provider has administered to at least one (1) class of students, with certificates issued for students who successfully completed the class;
- 3.2. Training course developer has developed and proofread at least one course;
- 3.3. Completion of at least one (1) internal audit, and one (1) management review.

4. REQUIRED BASIC INFORMATION

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

- 4.1. IAS AC371 and relevant requirements of ASTM E2659 or IPC SC-11-002;
- 4.2. IAS Rules of Procedure for Training Providers and Training Course Developers.

5. ADDITIONAL INFORMATION (AS APPLICABLE)

Training Providers and Training Course Developers 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 training provider and the training course developer 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 training provider and training course developer 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 training provider and training course developer 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.
- 5.1.4. **Staffing:** The training provider and training course developer shall have sufficient qualified personnel to administer training programs in accordance with the requirements of these criteria.
- 5.1.5. **Quality Management:** The training provider and training course developer shall identify person(s) responsible for maintenance of the quality management system with

access to top management and appropriate authority to implement and maintain the requirements of these criteria

- 5.1.6. **Job Descriptions:** The training provider and training course developer shall have job descriptions which include minimum qualifications, education and experience required for the relevant functions.
- 5.1.7. **Outsourced Services:** The training provider and training course developer shall have agreements for all outsourced services. Either 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.
- 5.1.8. **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).
- 5.1.9. **Confidentiality and Security:** The training provider and training course developer shall have a policy on confidentiality and security of student records and shall maintain evidence of compliance by staff and vendors. The training provider and training course developer shall have a policy for protection of trademarks and copyrights (if applicable) when obtaining raw training material for developing courses and/or training.
- 5.1.10. **Management System:** The training provider and training course developer shall have a management system which meets relevant requirements of the latest version of ISO 9001 or equivalent. Records shall include the following:
 - 5.1.10.1. **Internal Audits:** Internal audits shall be conducted at least annually. Records shall include an audit checklist and report of any findings of nonconformity.
 - 5.1.10.2. **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.
 - 5.1.10.3. **Human Resources:** The training provider and training course developer shall have a policy and procedure for recruiting, hiring, training, mentoring and monitoring the performance of personnel. Records shall include records on training, qualification and monitoring of the performance of personnel and instructors.
 - 5.1.10.4. **Complaints:** The training provider and training course developer shall have a policy and procedure for investigation and resolution of complaints. Records shall

include all complaints received by the training provider and training course developer, their investigation and resolution.

5.1.10.5. **Appeals:** The training provider and training course developer 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.

5.1.10.6. **Service to the Customer:** The training provider and training course developer shall have a policy and procedure for monitoring the satisfaction of its customers and other impacted parties. The training provider and training course developer 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 training provider and training course developer's conclusions based on evaluation of these data.

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

5.1.10.8. **Document Control:** The training provider and training course developer 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.

5.1.10.9. **Control of Records:** The training provider and training course developer shall have a policy and procedure for control of records.

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

5.1.11. **Documents and Records Retention Period:** Documents and records shall be available for the previous four (4) years.

5.2. Technical

5.2.1. **Technical and Administrative Oversight:** The training provider and training course developer shall appoint an oversight technical representative or a committee of experts. This 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.

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 (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.

- 5.2.3. **Needs and Risk Analysis:** The training provider and training course developer shall conduct appropriate needs and risk analysis for each of its training services, which may reference appropriate market and job analysis research, including consideration of risks related to safety implications for all involved parties. This analysis shall be reviewed and updated on a regular basis.
- 5.2.4. **Program Planning:** The training provider and training course developer shall determine and document training schedules, participant qualifications and 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 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. **Applications:** The training provider and training course developer shall have a policy and procedure which ensures that applications are processed objectivity and impartiality, including evaluation of participant/student eligibility for training.
- 5.2.8. **Instructor Qualifications:** The training provider and training course developer 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.
- 5.2.9. **Delivery of Training:** The training provider and training course developer 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).

5.2.10. **Assessment of Student Learning:** Assessment processes 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. Assessments that demonstrate compliance to relevant requirements of APA/AERA/NCME Standards will satisfy student assessment requirements of these criteria.

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



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 Organization for Standardization (ISO) – www.iso.org
- 6.4. American Psychological Association (APA) – www.apa.org
- 6.5. American Educational Research Association (AERA) – www.aera.net
- 6.6. National Council on Measurement in Education (NCME) – www.ncme.net
- 6.7. International Personnel Certification Association (IPC) – www.ipcaweb.org

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