



Accreditation Requirement for Training Institute

This document sets out the requirements for becoming an accredited course provider for International Accreditation Services for Certification Bodies (IASCB) courses. The organizations need to demonstrate the compliance with ISO 17024 to be accredited. Following requirements need to be fulfilled:-

1. Organization stability and business support

The organization must be able to demonstrate management support and commitment by having clearly defined levels of accountability and responsibility for the governance and management of the courses throughout the organization and its subcontractors or branches, if applicable. The organization must establish and maintain an effective management system with clearly defined roles and allocated responsibilities in order to manage and administer the IASCB Certified courses delivery.

1.1 Top management

The organization must provide a documented commitment signed by top management supporting the application to become an ACCREDITED CENTRE. This document must outline the organization's objectives in relation to the IASCB Certified courses and must clearly demonstrate how the courses will fit into their wider business strategy.

Evidence: Management statement or equivalent document signed by top management

1.2 Organizational structure

The organization must ensure that the staff accountable for the quality assurance, delivery and administration of the courses has the essential skills and knowledge to support the operational delivery of the certified training courses.

The organization must appoint a person to be accountable for the quality assurance and delivery of the IASCB Certified courses and a person to be responsible for the administration of the courses (it can be the same person). The job descriptions must clearly indicate their responsibilities in relation to the IASCB courses and the position of the job holder in the organization.

The organization must inform the IASCB about any changes to the organizational structure or personal contact details of responsible persons as soon as possible.

Evidence: Organizational structure including the management and administration of the certified courses delivery, quality assurance and performance of the partnership between the ACCREDITED CENTRE and the IASCB

1.3 Business plan

A summary of a business plan including description of the financial resources that will be used to support the application and future certification of courses must be in place, describing the main business drivers for the delivery of the IASCB Certified courses and evidence, supported by market research results or similar activities that prove sufficient demand for the certified courses from the delegates or employers.

Evidence: A summary of a business plan covering the financial resources description, market research results, results of questionnaires or surveys

1.4 Governance of organization's branches and subcontractors

The applicant organization must have an effective control system in place for the management of all its branches and subcontractors, and for monitoring and auditing of their course delivery activities. This includes ensuring that all policies and requirements submitted during the application are also applied to these branches and subcontractors.

Subcontractors and branches must not further sub-contract the advertising, organizing and/or delivery of IASCB Certified courses. However, the tutor recruitment and resources can be outsourced.



Additional branches and subcontractors may be added at any time under the same conditions. The IASCB must be informed in advance about any new branches and subcontractors.

The IASCB reserves the right to visit any of the ACCREDITED CENTRE's branches and subcontractors, at no expense to the ACCREDITED CENTRE, at any time.

Evidence: List of all branches and subcontractors, agreements between organization and its branches and subcontractors including delivery of the certified courses, tutor competence, delegate process

2. Management system and quality assurance process

The organization must have a management system that supports the consistent, sustainable and effective delivery of the IASCB courses.

2.1 Delegates registration process

The organization must have adequate systems and processes in place to ensure that the registration of delegates is conducted in an effective manner. This includes recording new reservations, checking the delegates' prior knowledge and providing correct information about the courses in a timely manner.

Evidence: Description of the delegates' registration process

2.2 Exam process and provision

The Practitioner and Professional courses will require delegates to pass an exam at the end of the course. Three copies of the exam papers will be provided by the IASCB on an annual basis and the organization will have to select one random exam paper for each exam. The organization will have to ensure that the papers are kept in a secure place.

The organization must have a defined process to deliver course assessments as stipulated in the relevant course specification. The organization must have adequate systems and processes in place to ensure that the courses' final assessments are conducted in a secure and controlled manner. This includes the organization of exams, marking of the assessments, competence of markers and handling of appeals.

The organization must ensure that delegates' exam papers are randomly chosen for each course. The delegates must not take the exam papers with them after they complete the exam.

The exam papers must be fully marked by the organization within four weeks after completion of the course. The organization will be required to submit the delegates' results to the IASCB in the required format within two weeks of the marking being completed. The organization must ensure that the results are correct and any absentees or exam resits are clearly identified. The organization must ensure that any delegates taking resit exams take a different exam from the original.

Evidence: Description of the planned systems used to support the exam, including the exam papers' security, exam papers version control and marking of the exams.

2.3 Credit control process

The organization must have an effective financial systems process in place that ensures that payments due to the IASCB are correct and are submitted within the required timescales.

Evidence: Outline of the financial systems process

2.4 Complaints process

Delegates must be informed of their right to make a complaint or an appeal. The organization must operate a documented complaints handling process for the benefit of their delegates. This should ensure that any complaints are recorded and dealt with promptly and fairly. This process must also include the potential for involvement of the IASCB in unresolved complaints and appeals.

Evidence: Complaints handling policy, system for recording complaints and investigation outcomes



2.5 Data retention

The organization must have systems in place that enable them to maintain delegates' records and details of achievements for a period of at least three years. This must be done in an accurate and secure manner in line with relevant Data Protection Regulations in the country of the course delivery or the organization's training management centre (if it is delivered by distance learning). This will be assessed for its adequacy.

Evidence: Data protection policy, Record security and retention policy

2.6 Data security arrangements

The organization must have data security processes in place, including backup and recovery arrangements for physical data and recovery for any products used for electronic delivery of the IASCB courses (for example, website, data management system, sensitive e-data protection, backup of the computer systems).

Evidence: Data securing process for physical data, Internal and external data security procedure for IT systems including backup and cyber-attack protection, a statement explaining how the training systems can be reconstituted from backup

2.7 Contingency arrangements for key staff

The organization must have a contingency plan in place to ensure business continuity in the case of unexpected events, for example an illness or sudden resignation of key staff members. This is to ensure that the interests of delegates are protected and the IASCB requirements are met at all times.

Evidence: Staff contingency plan (including the tutors)

3. Business performance improvement

The objective is to ensure that the organization takes into account stakeholder needs and implements any requirements for improvement of their existing business systems or management of the courses in a timely manner.

3.1 Periodic course management reviews

The organization must hold periodic course management review meetings at least once a year to plan action to address any weaknesses or improvement opportunities. The improvement objectives and timescales should be identified as results of these reviews. Minutes of such meetings must be maintained. The organization must also hold reviews of branches and subcontractors and their certified courses delivery at least once per year.

The organization must follow-up on issues identified during the management reviews and provide the subcontractors and branches with objectives and time scales to put improvement measures in place.

The reviews should include all areas specified in the ACCREDITED CENTRE Criteria and should also cover:

- The results from internal process reviews
- The analysis of the delegates' feedback and pass rates
- The outcomes from tutor performance reviews
- A review of the effectiveness of delivery of individual IASCB Certified courses
- Change management of identified improvements and any revisions/additions to the courses

Evidence: Outline of the planned process for conducting course management reviews

3.2 Fact-based decision-making approach

The organization must use appropriate methods to identify external stakeholders' needs/areas for improvement of the certified courses delivery and must adopt a fact-based decision-making approach.

This can involve conducting market research, analyzing feedback from delegates and other interested parties.

Evidence: Description of the methods that are to be used to ensure continual improvement of the certified courses delivery



4. Human resources management

The objective is to ensure that there is an appropriate human resources management process in place that enables the organization to recruit qualified and competent personnel, regularly review their performance and take accountability for achieving and improving standards of performance through continuing professional development.

4.1 Recruitment process

The organization must demonstrate that appropriate persons are/will be appointed to positions related to the management and administration of the IASCB courses and that they have their performance objectives clearly set.

Evidence: Staff recruitment process, job descriptions and CVs of key staff and their performance objectives (except the tutors)

4.2 Performance review process

At least annually, the organization must conduct documented key staff reviews to establish their performance against the set objectives and to offer opportunities for further development as appropriate.

Evidence: Description of the planned performance review process

4.3 Tutors' selection process and competence

The organization must ensure that tutors selected to deliver the IASCB courses must have the necessary knowledge and skills related to the course subject matter to deliver the IASCB Certified courses and understand the relevant learning outcomes provided by the course syllabus. The organization must define the skills and knowledge required for the tutors that will be delivering the courses. Experience of previous training delivery of a similar course and attendance on an appropriate tutoring training course is essential.

Evidence: Outline of the tutor selection process, tutors' planned job descriptions including the necessary knowledge and skills

4.4 Tutors' performance reviews

The organization must periodically conduct a documented review of the tutors' performance and identify areas for improvement and further development. The organization must also ensure that their subcontractors and branches periodically conduct a documented review of their tutors' performance, including how they provide opportunities for further improvement and development when needed.

Evidence: Outline of the tutors' performance review process, description of process ensuring the subcontractors and branches conduct a documented tutors' performance reviews