



ACCREDITATION COMMISSION FOR CONFORMITY ASSESSMENT BODIES

Accreditation Scheme Manual For Further Education & Training Institutions

Document Title: Terms & Definitions

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Revision Number	Revision Date	Paragraph Number	Description of Revision	Revision Author

5.1	Purpose:
5.1.1	To define the meanings of terminologies and abbreviations used in this Manual.
5.2	Scope:
5.2.1	The definitions contained in the following documents along with cross-referred documents are applicable.
5.2.2	Additional information for clarity is acceptable provided it does not conflict with the governing standards.
5.3	Responsibility:
5.3.1	Chief Executive Officer
5.4	Details:
5.4.1	Accreditation:
5.4.1.1	The process by which a (non) governmental or private body evaluates the quality of an education institution as a whole or of a specific educational programme in order to formally recognize it as having met certain pre-determined minimal criteria or standards. The result of this process is usually the awarding of a status (a yes/no decision), of recognition, and sometimes of a license to operate within a time limited validity.
5.4.2	Accreditation Body:
5.4.2.1	A (non) governmental or private educational body or association of international, national or regional scope that develops evaluation standards and criteria and conducts peer evaluations and expert visits to assess whether or not those criteria are met. It is entitled to accord formal status and sometimes a license to operate to individual higher education institutions or programmes, following the successful examination of the application and evaluation of the respective educational unit.
5.4.3	Accreditation Certificate:
5.4.3.1	A formal document or a set of documents, stating that accreditation has been granted for the defined scope.
5.4.4	Accreditation Criteria:
5.4.4.1	The requirements and conditions that have to be met before an education institution can be considered for accreditation by ACCAB.
5.4.5	Accredited Institution:
5.4.5.1	An educational institution or organization or facility that has been accredited by ACCAB.
5.4.6	Appeal:
5.4.6.1	Request by a FETI for re-consideration of any adverse decision made by the ACCAB related to its desired status. Note: Adverse decisions include: <ul style="list-style-type: none"> • refusal to accept an application • refusal to proceed with an assessment • changes in accreditation scope • corrective action requests • decisions to deny, suspend or withdraw accreditation and • Any other action that impedes the attainment of accreditation.
5.4.7	Applicant:
5.4.7.1	The body seeking accreditation from ACCAB.
5.4.8	Accreditation Approval Committee (AAC):
5.4.8.1	An ACCAB committee whose task is to determine whether an applicant meets all relevant ACCAB Standards / Requirement Documents etc. and as such is eligible for accreditation compliance as appropriate. This committee may be composed of only one person.
5.4.9	Assessment:
5.4.9.1	A process undertaken by ACCAB to assess the competence of a FETIs, based on particular standard(s) and /or other normative documents and for a defined scope of accreditation.

	Note: Assessing the competence of FETIs involves assessing the competence of the entire operations of the FETIs, including the competence of the personnel, the validity of the educational methodology and the validity of the educational assessment results.
5.4.10	Assessment Cycle:
5.4.10.1	The period between an Initial assessment and a Re-assessment.
5.4.11	Assessment Reports:
5.4.11.1	The reports compiled by the Lead Assessor in conjunction with the assessment team. Parts of this report are presented to the applicant and his//her representatives immediately following completion of the assessment. The full report is submitted to the Accreditation Approvals Committee (AAC) for approval.
5.4.12	Assessor:
5.4.12.1	A person assigned by ACCAB to, alone or as part of an assessment team, perform an assessment of FETIs.
5.4.13	Assessment / Audit:
5.4.13.1	Systematic, independent, documented process for obtaining records, statements of fact or other relevant information and assessing them objectively to determine the extent to which specified requirements are fulfilled.
5.4.14	Bilateral Arrangement:
5.4.14.1	An arrangement whereby two parties recognize or accept each other's conformity assessment results.
5.4.15	Competencies:
5.4.15.1	A specific and measurable pattern of behaviours and knowledge that generates or predicts a high performance level in a given position or context of responsibilities. They account for the identification and application of ideas and solutions in order to solve problems with maximum efficiency and minimum use of resources.
5.4.16	Complaint:
5.4.16.1	An expression of dissatisfaction other than an appeal, by any person or organization, to ACCAB, relating to the activities of ACCAB or of accredited FETIs, where response is expected.
5.4.17	Complainant:
5.4.17.1	A person / body who has a complaint related to the activities of a FETIs or ACCAB.
5.4.18	Compliance Criteria:
5.4.18.1	The requirements and conditions that have to be met before an educational institution or organization or facility can be considered for compliance status by ACCAB.
5.4.19	Consultancy:
5.4.19.1	Participation in any of the activities of a FETI subject to accreditation. Examples: <ul style="list-style-type: none"> • preparing or producing manuals or procedures for a FETI • participation in the operation or management of the system of a FETI • giving specific advice or specific training towards the development and implementation of the management system and/or competence of a FETI • giving specific advice or specific training for the development and implementation of the operational procedures of a FETI
5.4.20	Corrective Actions (CA's):
5.4.20.1	The documented action taken by the organization's management to solve each problem noted as a non- conformity by the assessment team.
5.4.21	Dispute:
5.4.21.1	A disagreement with a decision made by ACCAB.
5.4.22	Expert:
5.4.22.1	Person assigned by ACCAB to provide specific knowledge or expertise with respect to the scope of accreditation to be assessed.
5.4.23	Extending accreditation:

5.4.23.1	Process of enlarging the scope of accreditation.
5.4.24	External Assessor:
5.4.24.1	A person employed by an External Accreditation Body.
5.4.25	Extension Assessment:
5.4.25.1	Assessment is scheduled if and when required by the organization.
5.4.26	Interested Parties:
5.4.26.1	Parties with a direct or indirect interest in accreditation. Note: Direct interest refers to the interest of those who undergo accreditation; indirect interest refers to the interests of those who use or rely on accredited conformity assessment services. ACCAB has extended the ISO//IEC 17011 definition to include students, parents, trade & industry, academia, consumers and government institutions with an interest in accreditation.
5.4.27	Initial Assessment:
5.4.27.1	An Initial assessment is the first full assessment of the educational institution or organization or facility. All the disciplines and/or methods indicated on the application form.
5.4.28	Lead Assessor:
5.4.28.1	A competent person registered as a Lead Assessor with ACCAB, who complies with the relevant ACCAB requirements.
5.4.29	Major Non-Conformance:
5.4.29.1	This category of non-conformance is allocated by the Lead Assessor against those observations that indicates that the technical competence of the educational institution or organization or facility to continually perform work within the limits of its proposed/approved accreditation schedule/scope has either been or is in imminent danger of being seriously compromised.
5.4.30	Minor Non-Conformance:
5.4.30.1	This category of non-conformance is allocated by the Lead Assessor against those observations that indicates that although the educational institution or organization or facility has failed to conform to the prescribed accreditation requirements, the failure has no immediate or imminent effect on its competence to perform work within the limits of its proposed/approved accreditation schedule/scope.
5.4.31	Non-Conformance:
5.4.31.1	If the subject of a particular observation is deemed to cast doubt on the educational institution or organization or facility's ongoing ability to meet ACCAB accreditation criteria, the consultation with the assessment team, shall convert the observation to a non-conformance. Non-conformances are graded as major and minor.
5.4.32	Observation:
5.4.32.1	This is a comment recorded by a member of the assessment team when noting a situation or action which may prejudice the educational institution or organization or facility's ability to meet ACCAB accreditation requirements. A representative of the facility must acknowledge (by signature) that the observation has been accurately recorded.
5.4.33	On-Site Assessment:
5.4.33.1	An assessment performed at a location other than that of the permanent facility of the organization.
5.4.34	Outcome Assessment:
5.4.34.1	The act of assembling, analyzing, and using both quantitative and qualitative evidence of teaching and learning outcomes, in order to examine their congruence with stated purposes and educational objectives and to provide meaningful feedback that will stimulate improvement.
5.4.35	Personnel Records:
5.4.35.1	Records of personnel qualifications, experience etc. which are used to determine eligibility for assessments.

5.4.36	Pre-Assessment:
5.4.36.1	A visit undertaken by the Lead Assessor to the applicant's organization to determine the applicant's capacity, capability and state of readiness for an initial assessment. This assessment is confined to assessing the Quality Management System of the organization. Note: In the Voluntary domain a pre-assessment is optional, need not cover the entire system in detail and only verbal feedback is given.
5.4.37	Re-Assessment:
5.4.37.1	A procedure performed after the initial assessment and normally after three surveillance assessments for educational institution or organization or facility, to verify continued compliance with ACCAB accreditation requirements. A Re-assessment is scheduled at the end of each assessment cycle. Note 1: A Re-assessment can be performed at the end of an assessment cycle. Note 2: A Re-assessment can also be performed on an organization in the event of the lifting of a period of suspension.
5.4.38	Quality (Academic)
5.4.38.1	Quality in higher education is a multi dimensional, multilevel, and dynamic concept that relates to the contextual settings of an educational model, to the institutional mission and objectives, as well as to specific standards within a given system, institution, programme, or discipline.
5.4.39	Six-Month Follow-up Assessment:
5.4.39.1	A Six-month follow-up assessment is the first assessment of the educational institution or organization or facility after the Initial assessment.
5.4.40	Surveillance Assessment:
5.4.40.1	Set of activities performed at a defined frequency, except reassessment, to monitor the continued fulfilment by accredited FETIs of requirements for accreditation. Items are selected from the accreditation schedule in such a manner to ensure that normally after a complete assessment cycle all aspects of the schedule have been covered.
5.4.41	Suspending Accreditation:
5.4.41.1	A process of temporarily making accreditation invalid, in full or for part of the scope of accreditation.
5.4.42	Technical Assessor:
5.4.42.1	A person with appropriate technical competence and recognized training in assessment practice and techniques appointed by ACCAB to an assessment team for the purpose of assessing the technical competence of a facility with respect to their schedule of accreditation.
5.4.43	Technical Expert:
5.4.43.1	A person with appropriate technical competence but who has not undergone or completed ACCAB training in assessment practice and techniques. The Technical Expert is appointed to the assessment team for the purpose of assessing the technical competence of a facility with respect to their schedule of accreditation. A Technical Expert will normally be accompanied by an ACCAB registered Assessor/Inspector for the duration of the assessment / inspection.
5.4.44	Withdrawing Accreditation:
5.4.44.1	A process of cancelling the scope of accreditation.
5.4.45	Witnessing:
5.4.45.1	Observation of the FETI carrying out educational services within its scope of accreditation.