



**ACCREDITATION COMMISSION FOR CONFORMITY ASSESSMENT BODIES**

**Accreditation Scheme Manual For Further Education & Training Institutions**

**Document Title: Accreditation Procedure**

**Document Number: ACCAB-ASM-FET-8.0**

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<b>Revision Number</b>	<b>Revision Date</b>	<b>Paragraph Number</b>	<b>Description of Revision</b>	<b>Revision Author</b>

<b>8.1</b>	<b>Purpose:</b>
8.1.1	To define the ACCAB accreditation process for Further Education & Training Institutions (FETIs).
<b>8.2</b>	<b>Scope:</b>
8.2.1	Applicable to the ACCAB’s “Responsible Education Provider” accreditation scheme.
8.2.2	The accreditation process starts with the filing of the duly completed application for accreditation and is followed by an adequacy assessment, office assessment and witness assessment. The process is concluded with the decision on accreditation. The post accreditation process commences thereafter.
<b>8.3</b>	<b>Responsibility:</b>
8.3.1	The Chief Executive Office is responsible for overseeing this process with support from the Technical Advisory Committee (TAC), Assessment Team and Accreditation Approval Committee (AAC) of ACCAB.
<b>8.4</b>	<b>Details:</b>
<b>8.4.1</b>	<b>General :</b>
8.4.1.1	A request for ACCAB accreditation can be made to ACCAB in person, by post, by telephone or by E-mail for relevant information on Accreditation, alternatively the ACCAB accreditation process, relevant documentation and the Application Form is made available to the prospective clients on the ACCAB website <a href="http://www.accab.org">www.accab.org</a> . The applicant should read and understand ACCAB’s Accreditation Scheme Manual especially the Requirements for Granting and Maintaining Accreditation and the Current Fee Structure before submitting the application in the prescribed format.
8.4.1.2	It is expected that the applicant FETIs have a specific & assured plan of action for obtaining the ACCAB accreditation and nominate a senior & accountable person to co-ordinate all activities related to the accreditation process. The person nominated should be familiar with the FETI’s documented quality system.
8.4.1.3	An applicant FETI shall ensure that a quality manual is prepared in accordance with the requirements specified in the ACCAB Global Standard “Responsible Education Provider” and this should be supplemented by a set of other documents such as procedures, work instructions, records etc. FETI shall ensure that the procedures described in the Quality Manual and other documents are being implemented. Preferably the applicant FETI must have conducted at least one Management Review before the submission of application.
<b>8.4.2</b>	<b>Application for Accreditation:</b>
8.4.2.1	The FETI shall submit the duly completed application form and the applicable annexure along with a copy of the quality manual and other relevant documents and records to ACCAB. The application form and the documents can be submitted electronically. The application must be accompanied with the prescribed application fee. FETI shall give due consideration to the courses to which application made for. In case, the FETI finds any clause of the Standard/Requirements (in part or full) is not applicable then valid justification should be given.
8.4.2.2	The ACCAB provides no guarantees to the applicant FETIs that their application for accreditation will be successful. In such cases the ACCAB reserves the right to forfeit the application fee.
8.4.2.3	The ACCAB shall issue an acknowledgement to the applicant on receipt of the application, the quality manual, other relevant documents and the requisite fees. On receipt, the application will be examined by ACCAB for its completeness in all respects. ACCAB may request for additional information / clarification(s), if necessary from the applicant FETI. If

	the application is found complete in all respect, a unique ACCAB Registration Number shall be allocated to the applicant, which shall be used for correspondence with the ACCAB thereafter.
8.4.2.4	The applicant FETI shall be informed in writing if ACCAB is of the opinion that an assessment cannot result in accreditation on the basis of either the documents and/or information provided by the FETI or ACCAB's own policy, its competence and the availability of suitable resources, experts and its ability to carry out the initial assessment in a timely manner.
8.4.2.5	The ACCAB Chief Executive Office will deal with the application and the case file being maintained thereafter. All information of the FETI shall be kept strictly confidential.
8.4.2.6	This registration is valid for a period of three years. During this period, the FETI will be notified if there is any change in the accreditation procedures and requirements. The FETI is notified well in advance before the expiry of this period. The applicant FETI shall also have an obligation to inform to ACCAB if any changes at its end.
<b>8.4.3</b>	<b>Additional Accreditation:</b>
8.4.3	If an ACCAB accredited FETI wishes add second or further courses at later date, the procedure is the same as for a new registration. However, in such case, the assessment effort by the ACCAB may be limited to cover the areas not covered by the existing accredited system and certain specific areas as decided by ACCAB.
<b>8.4.4</b>	<b>Already Accredited FETIs:</b>
8.4.4.1	In case an applicant FETI is already accredited for the applied scope courses by another Accreditation Body (or certified to the latest version of ISO 9001), the ACCAB may grant accreditation after a reduced assessment; however any such decision will be taken at the sole discretion of ACCAB. In case of ISO 9001 certification, it must be understood that the ISO 9001 certificate is for the Quality Management System whereas ACCAB accreditation adds requirements for the individual courses.
<b>8.4.5</b>	<b>Special Cases:</b>
8.4.5.1	In case a FETI requests accreditation for a Course or an Activity where an established Standard/ Guide is not available or not listed in this document, ACCAB, in consultation with the Technical Advisory Committee will decide on the suitable accreditation criteria to be followed by the FETI.
8.4.5.2	The applicant FETI must submit essential documents as evidence to substantiate their claim when they seek accreditation under Special Cases.
<b>8.4.6</b>	<b>Assessment Process:</b>
<b>8.4.6.1</b>	<b>Preparation for Assessment:</b>
8.2.6.1.1	The ACCAB shall formally appoint an assessment team consisting of a lead assessor to carry out assessments on the System adopted by the applicant FETI. When selecting the assessment team for each assessment, ACCAB shall ensure that their skills are appropriate to the assessment and their availability and they are free from any direct or indirect involvement with the applicant FETI which may compromise their impartiality and independence.
8.2.6.1.2	The ACCAB shall inform the FETI of the names of the members of the assessment team and the organization they belong to, sufficiently in advance to allow the applicant FETI to object to the appointment of any particular assessor or expert. Such an objection shall be moved by clear reasons and evidence. In such cases the suitable assessment team replacement shall be found.
<b>8.4.6.2</b>	<b>Adequacy of Quality Manual:</b>
8.4.6.2.1	The Assessment Team shall review all relevant documents and records supplied by the FETI to evaluate its system, as documented, for conformity with the relevant standard(s) and other

	requirements for accreditation.
8.4.6.2.2	The non conformities found during this review shall be reported in writing to the FETI.
8.4.6.2.3	The ACCAB shall not proceed with an on-site assessment until reported non conformities are resolved and suitable corrective actions are taken.
<b>8.4.6.3</b>	<b>Onsite Assessment:</b>
8.4.6.3.1	The objectives are of onsite assessment are: <ol style="list-style-type: none"> <li>1. Assess the completeness of the documentation structure of the implemented system;</li> <li>2. Assess the degree of preparedness of the FETI for the assessment;</li> <li>3. Study the scope of accreditation so that the time frame, number of Assessors required in various disciplines and visits to sites, if applicable, for the assessment can be determined more accurately;</li> <li>4. FETI's Competence in Performing Educational &amp; Training Activities;</li> <li>5. Take a decision on the Recommendation for the Grant of Accreditation.</li> </ol>
8.4.6.3.2	The ACCAB shall carry out on site assessment in two stages namely Office Assessment and Witness Assessment
8.4.6.3.3	At the end of each assessment the Lead Assessor shall submit an Assessment Reports as appropriate to the objective of the assessment.
<b>8.4.6.4</b>	<b>Onsite Assessment Plan:</b>
8.4.6.4.1	The ACCAB shall contact the FETI to concur on the date(s) and schedule for the assessment. Based on this ACCAB shall prepare the Assessment Schedule and the composition of the team and send it across to the FETI well in advance.
<b>8.4.6.5</b>	<b>Office Assessment:</b>
8.4.6.5.1	The ACCAB assessment team shall conduct the assessment of the FETI's premises from which one or more key activities are performed.
8.4.6.5.2	The on-site assessment shall commence with an opening meeting at which the purpose of the assessment and criteria are clearly defined and the assessment schedule and the scope for the assessment are confirmed.
8.4.6.5.3	The ACCAB assessment team will assess the documentation and implementation of the management system as well as the competence of the FETI in accordance with the requirements of applicable standards and normative documents during the assessment.
8.4.6.5.4	The ACCAB assessment team can take a representative sample in the areas within the scope of the accreditation.
8.4.6.5.5	The ACCAB requires that the FETI demonstrates that it is competent in all the activities at all sites for which accreditation has been applied for.
8.4.6.5.6	The ACCAB's assessment team shall assess at least one complete cycle of the Management Review.
8.4.6.5.7	In ordinary situations the onsite assessment shall be concluded with the closing meeting. In the closing meeting the assessment team will discuss the results of the assessment with the FETI. The nonconformity reports are handed over to the Management of the FETI, so it can immediately proceed with the implementation of corrective action plan. The assessment will not proceed further into next stage unless all Non Conformities are satisfactorily addressed and closed.
<b>8.4.6.6</b>	<b>Witness (Training Course Presentation/Delivery) Assessment:</b>
8.4.6.6.1	The purpose of the witness assessment is to assess the process of determining the competence of FETI's Tutors and the degree and effectiveness of the applicant FETI's management system. The witness assessment shall focus on issues pertaining to the FETI's Tutor competency requirements & education/training delivery processes rather than against an individual tutor.
8.4.6.6.2	The witness assessment shall include all phases of educational/training process.

<b>8.4.6.7 Corrective Actions &amp; Follow-up of Assessment:</b>	
8.4.6.7.1	The ACCAB requires that the FETI takes necessary corrective action on the Non-Conformance(s)/ other concerns and shall submit a report on the action taken to ACCAB within a maximum period of three months.
8.4.6.7.2	The ACCAB assessment team shall take decision with regard to closure of Non Conformities.
8.4.6.7.3	The ACCAB may arrange for a verification visit for the closure of the significant Non-Conformities identified during the on-site assessment, the progress is monitored closely and in this regard.
8.4.6.7.4	The ACCAB requires that whatever it may be the case all Non-Conformities raised during the assessment shall be closed before consideration for the Grant of Accreditation.
<b>8.4.6.8 Accreditation Decision:</b>	
8.4.6.8.1	The Accreditation Approval Committee (AAC) of ACCAB shall prior to making a decision for granting/extending of accreditation is satisfied that the relevant information provided by the assessment team is adequate to decide that the requirements for accreditation have been fulfilled.
8.4.6.8.2	Where the ACCAB uses the results of an assessment already performed by another accreditation body, it shall have assurance that the other accreditation body was operating in accordance with the accepted international requirements.
8.4.6.8.3	The ACCAB will inform the FETI in writing of the decision taken without undue delay.
8.4.6.8.4	If the FETI is not satisfied with any of decisions taken by ACCAB regarding grant of accreditation it can file an appeal as per the Complaints & Appeals Procedure ACCAB-ASM-12.0
<b>8.4.6.9 Issue of Accreditation Certificate:</b>	
8.4.6.9.1	The ACCAB shall issue an Accreditation Certificate on receiving the accreditation decision by the Accreditation Approval Committee.
8.4.6.9.2	The ACCAB Accreditation Certificate shall identify: <ul style="list-style-type: none"> <li>1. The name and logo of the ACCAB;</li> <li>2. The unique identity of the accredited FETI;</li> <li>3. All premises from which one or more key activities are performed and which are covered by the accreditation;</li> <li>4. The unique accreditation number of the accredited FETI;</li> <li>5. The standards based on which the accreditation was graded;</li> <li>6. The effective date of granting the certificate;</li> <li>7. The period of validity of the certificate;</li> <li>8. A Schedule Referring to the Scope of Accreditation i. e. accredited courses. .</li> </ul>
8.4.6.9.3	The ACCAB accreditation certificate shall be valid for a period of 3 years.
8.4.6.9.4	The applicant FETI must sign the Accreditation Agreement - ACCAB-ASM-9.0 including fulfilling all the financial obligations due to ACCAB, before receiving the accreditation certificate(s).
<b>8.4.6.10 Post Accreditation Assessments:</b>	
8.4.6.10.1	During the validity of accreditation, the FETI must continuously comply with the requirements of applicable standards and other requirements specified in the ACCAB's Accreditation Scheme Manual. In this regard ACCAB shall periodically review the validity of Accreditation by conducting surveillance assessment annually and a re-assessment within three years. During the accreditation period, the scope of the accreditation may be altered.
<b>8.4.6.11 Surveillance:</b>	
8.4.6.11.1	The ACCAB shall inform the accredited FETI at least two months before the due date of accreditation for conducting the surveillance visit and the FETI shall confirm its readiness

within 30 days. Delay in this matter may result in the suspension of accreditation.

- 8.4.6.11.2 The methodology for conducting surveillance assessment is similar to the initial assessment although it will cover only selected areas. The Non-Conformities, if any, shall be closed within three months of conduct of surveillance. Based on the surveillance report along with other relevant information shall be submitted to the Chief Executive Officer of ACCAB for a decision on the continuation of accreditation or otherwise. ACCAB shall inform the FETI, in writing, about the decision.

#### **8.4.6.12 Reassessment and Renewal of Accreditation:**

- 8.4.6.12.1 The ACCAB will inform the FETI in writing on the expiry of Accreditation approximately three months in advance and the FETI has to respond at least one month before the expiry. If FETI does not respond in the prescribed time limit it shall be considered as a fresh applicant FETI and is required to pay the full application fees.
- 8.4.6.12.2 The procedure for processing of renewal of application is similar to that of initial application. The FETI may request for extension of scope of accreditation, which should be clearly mentioned in the application form.
- 8.4.6.12.3 The ACCAB will extend the validity of the certificate by a further period of three years without any discontinuity provided the results of reassessment visit are positive and all non-conformances are closed before the expiry of the certificate.
- 8.4.6.12.4 The ACCAB will issue a new certificate of accreditation while the registration number remains the same.

#### **8.4.6.13 Supplementary/ Extraordinary Assessments:**

- 8.4.6.13.1 The ACCAB may organize Supplementary/ Extraordinary Assessments as a result of Complaints supported by facts and evidence from the interested parties regarding the educational & training activities or any adverse publication in the media or misuse of ACCAB logo.
- 8.4.6.13.2 The ACCAB reserve the right to conduct the Extraordinary Assessments without any prior notice or with very little time between notification and execution.
- 8.4.6.13.3 Extraordinary Assessment may also become necessary when significant changes occur relevant to the accreditation or any aspect of the status or operation of FETI or in the accreditation Criteria. However in these cases the ACCAB will give sufficient notice to the concerned FETI.

#### **8.4.6.14 Suspending, Withdrawing or Reducing Accreditation:**

- 8.4.6.14.1 The ACCAB shall make decisions to suspend and/or withdraw accreditation when an accredited FETI has persistently failed to meet the requirements of accreditation or to abide by the rules of accreditation.
- 8.4.6.14.2 The ACCAB required the accredited FETI to demonstrate the compliance with the accreditation criteria regarding the entire scope and that it has complied with these criteria from the date on which accreditation was granted. In order to demonstrate that a FETI has complied with and is complying with the criteria for the complete scope of accreditation, the FETI shall provide records of the activities carried out. The concerned part of the scope shall be withdrawn if records do not demonstrate this. If this means that the entire scope is withdrawn, then the entire accreditation is withdrawn.
- 8.4.6.14.3 It is expected that the FETI withdraws the relevant part of the scope by itself, if a FETI fails to demonstrate the compliance with the accreditation criteria regarding the scope in question.
- 8.4.6.14.4 The ACCAB shall review the validity of the remaining part of accredited scope.
- 8.4.6.14.5 The FETI can file a fresh application for grant of an involved part of the accreditation at the later date.

#### **8.4.6.15 Extension of Scope:**

8.4.6.15.1	The FETI desirous of an extension of the scope shall submit a written application to the ACCAB.
8.4.6.15.2	The FETI must understand the difference within and outside the scope. Extensions within the framework of the same accreditation standard will be considered Extension within the scope and if not it will be considered outside the scope. Any requests for accreditation involving a different accreditation standard other than “Responsible Education Provider” shall be treated as a new application.
8.4.6.15.3	The ACCAB shall determine the extent of the assessment needed for the extension depending on the size and nature of the extension requested.
8.4.6.15.4	The ACCAB shall not proceed with the request of the extension of scope until such time all non conformities are closed in the management system of the FETI.
<b>8.4.6.16 Transfer of Accreditation:</b>	
8.4.6.16.1	The accreditation may be transferred at the sole discretion of ACCAB if the FETI makes such request in writing if the ownership or name of an accredited FETI changes provided: <ul style="list-style-type: none"> <li>1. The basic resources, infrastructure and other facilities remains intact;</li> <li>2. The FETI continues to operate within the legal and regulatory framework of the country in which it operates;</li> <li>3. The documented policy and management system remain unchanged;</li> <li>4. The general composition of the FETI’s management and key personnel remains same;</li> <li>5. The material evidence exists that the former owner(s) do not operate under the same trade name, similar name, related name and similar business activities.</li> </ul>
8.4.6.16.2	The ACCAB shall require FETI to provide the necessary documents showing that the above conditions are adequately met. The costs for reviewing the documents/ conducting onsite review will be charged to the FETI.
8.4.6.16.3	The ACCAB shall allot the same registration/accreditation number and issue the new accreditation documents provided if such review is positive. The surveillance and re-assessment schedule is subject to change depending on the review.
8.4.6.16.4	ACCAB shall not transfer accreditation / compliance status from one accredited/ compliant FETI to another or from an accredited / compliant FETI to a non-accredited FETI.