

Methodology of Accreditation Assessment

1.0. Accreditation Process

- i) Accreditation is based upon the assessment and verification of the full range of the Learning Service Provider's systems including supporting activities for the delivery of the online, blended or face to face program. In addition, a detailed consideration of Learning Service Provider's documentation, which helps to ensure that ongoing operation of the Learning Service Provider is maintained at an acceptable level is also verified.
- ii) Learning Service Provider considering accreditation by NABET should download the appropriate Application Form from the NABET website. This should be completed and returned with copies of the documentation as detailed in the Application Form.

There are following four stages in the accreditation process:

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| Stage 1 | : | Assessment of Completeness of Application |
| Stage 2 | : | Document Assessment |
| Stage 3 | : | Office Assessment |
| Stage 4 | : | Course Delivery Assessment |

1.1. STAGE 1: Assessment of Application and accompanying documents (Assessment of Completeness of Application)

- i) Stage 1 involves the review of the documentation submitted with the application to review the completeness of application and the requisite fees.
- ii) If the information provided is assessed as acceptable, the process moves to Stage 2.
- iii) If it is not acceptable, Learning Service Provider may be advised either on actions to be taken to rectify the perceived shortcomings, or that it is unlikely that NABET would accredit it at this stage of its development.

Note: NABET reserves the right to decline an application without assigning reason

1.2. STAGE 2: Initial Assessment: Document Assessment

- i) The Stage 2 Assessment will be conducted of the documents submitted by the applicant on receipt and acceptance of application (Self-Assessment Checklist).

ii) The assessment will focus on the Learning Service Provider's compliance to;

- a) Statutory and Regulatory requirements where applicable
- b) Governance, Management and Human Resources
- c) Teaching Learning Process
- d) Quality Assurance and Performance Enhancement
- e) Awards and Certification
- f) System Management

iii) NABET shall evaluate the documented system including (but not limited to:

- a) Time schedule for the various activities, and all the Learner and Trainer materials such as course notes/study material, case studies, simulations, tutor notes, if any and as applicable.
- b) The examination format, questions and answers, time allotted, grading procedure, pass/fail requirements, policy and procedures for re-examination, technique for continuous evaluation, procedures used to assure the quality of measurements.
- c) The criteria for selecting Trainers, procedures for assessing their performance and a current list of Trainers with their resumes
- d) Course administration documents including policies for admission of participants, course registration forms, fee schedules, course certificates and promotional material.
- e) Defined Training management system and its implementation
- f) Evidence of involvement of appropriate interested parties including experts in design, development, administration and management of course.

iv) After the evaluation, NABET will inform the Learning Service Provider of the non-conformities and/or observations if any.

v) Learning Service Provider shall be required to close all non-conformities and observations before proceeding to Stage 3 assessment.

1.3. STAGE 3: Office Assessment

- i) The stage 3 assessment will be as a minimum a one day visit by an NABET Assessment Team, which could be onsite or online as per the mutual decision taken by NABET Secretariat and the Applicant Learning Service Provider
- ii) The Assessment Team will meet the owner(s) of the Learning Service Provider to

discuss the business plan for the on-going operation and development of the program.

- iii) In the event of the owner not being available, this meeting should occur with the Principal/ Head and senior management of the Learning Service Provider, and the meeting with the owner deferred to a later date.
- iv) If the owner is still not available, then the reasons for this should be made clear and a person authorized to speak on behalf of the owner(s) should be identified and be present.
- v) While all the Areas of Operation, identified in **Section 2: Requirement of Accreditation (NABET-STS/ Blended Course 2020/ Rev.00)** and detailed in the document on the website, will be covered during the Stage 3 assessment, there will be an emphasis on academic matters, including learning and teaching, resources and quality management, together with student welfare and reporting to officials of applicable bodies.
- vi) In general, Assessment Team will seek to encourage Learning Service Providers to look for ways in which they might continue to improve their provision.
- vii) The assessment will normally last one day, though for large Learning Service Provider with more and a wide academic program this may be increased to more days as appropriate.
- viii) The number of Members in the Assessment Team will depend on the size of the Learning Service Provider and diversity of the academic program.
- ix) During the visit the Team will hold meetings with the senior management team, with other staff (without senior management staff being present) and with a group of students to assess the operations of the Learning Service Provider.
- x) Learning Service Provider shall be informed of the findings and non-conformities if any in the closing meeting by the Assessor.
- xi) Learning Service Provider shall be required to close all non-conformities before proceeding to Stage 4 assessment.

1.4. STAGE 4: Course Delivery Assessment

- i) The Assessor team shall witness/observe the teaching sessions and inspect/check the learning resources.
- ii) NABET team shall evaluate all aspects of the course management and all activities of the Trainers for conformance to the applicable NABET criteria & course providers' procedures, and evaluation of learners for effective delivery of the course.

- iii) During the assessment of the course, NABET Assessor reserves the right to allocate training session to a particular trainer for taking a session.
- iv) Learning Service Provider shall inform all staff and learners of the assessment and ensure availability for any enquiry and query as they may arise.
- v) Learning Service Provider shall be informed of the findings and non-conformities if any in the closing meeting by the Assessor.
- vi) The stage 4 report after closure of all non-conformities by the applicant Learning Service Provider and the assessment team shall be submitted to the Accreditation Committee for a decision on the Accreditation.

1.5. Random Assessment

- a) A provision of random assessment is also made available in this accreditation criterion. A random visit is not part of the formal accreditation process and is normally unannounced. This type of assessment/ assessment may be for the following reasons:
 - i. response to information received from partner or government bodies,
 - ii. failure to notify NABET of significant changes,
 - iii. failure to respond to NABET requested information,
 - iv. to check that Learning Service Provider is still operating in accordance with NABET's accreditation requirements.
 - v. Receipt of a complaint against the Learning Service Provider

1.6. Assessment of Multiple Sites (Office / Course Delivery)

Where Learning Service Provider

- a) has multiple offices or offering courses through multiple locations,
- b) Offering more than one course

following process will be deployed for assessment of Learning Service Provider

- **Initial assessment:** the size of the sample shall be the square root of the number of sites/ courses: ($y=\sqrt{x}$), rounded up to the next whole number, where y = number of sites/courses to be sampled and x = total number of sites/courses.

For example, if a Learning Service Provider has four different locations / courses for its operation, then using the above expression, $\sqrt{4}=2$ sites/ courses shall be visited. NABET Secretariat will randomly select 2 sites/ courses out of 4 sites/ courses to be assessed on the basis of risk-based approach.

- **Surveillance assessment:** the size of the annual sample shall be the square root of the number of sites/courses with 0.6 as a coefficient ($y=0.6 \sqrt{x}$), rounded up to the next whole number.

- **Re-accreditation assessment:** the size of the sample shall be the same as for an initial assessment. Nevertheless, where the management system has proved to be effective over the accreditation cycle, the size of the sample could be reduced to, $y=0.8 \sqrt{x}$, rounded up to the next whole number.

1.7. Extension/ Modification of Scope of the Learning Service Provider

- a) Learning Service Provider may change the scope of its training activities over a period of time from what it has been accredited for. It may be in the form of addition, deletion or major changes in any other form of its scope.
- b) Under all such situations, Learning Service Provider shall inform NABET along with the relevant documents. In case of any deletion or a change that does not materially alter the Training Management System, or has an impact on infrastructure requirements, NABET may approve such changes without onsite visit.
- c) In all other cases, there may a requirement of a supplementary onsite visit or even seeking accreditation de-novo.

2.0. Process of Online Assessment

- a) When for reasons beyond control, it is not possible to visit onsite and conduct face to face assessment or based on mutual agreement between Learning Service Provider and NABET or for exclusively online programs, online assessment may be resorted to.
- b) concept and principles of assessment will remain unaltered, the modality will change to online scenario as indicated below;

2.1. Stage 3: Office Assessment

- a) NABET secretariat will decide/choose the virtual meeting platform/conferencing tool. NABET shall generate the link and other requisites, if any and communicate the same to the assessors and the Learning Service Provider.
- b) NABET shall decide the dates based on mutual convenience. Principle Assessor shall act as host and will assume the attendant responsibility.
- c) A detailed Audit Plan shall be sent to Learning Service Provider by the Principle Assessor through NABET in advance.
- d) Audit Plan shall define/indicate the availability requirements of concerned persons of the Learning Service Provider at a particular time schedule.
- e) As per the Audit Plan already communicated to the Learning Service Provider, the first activity shall be the Opening Meeting conducted virtually. The protocol of the meeting shall be followed where Learning Service Provider may make a short presentation providing an overall picture about themselves avoiding lengthy discussions.
- f) Once the objectives of the assessment have been defined and ground rules are mutually agreed, the process of virtual assessment shall begin.

- g) Learning service provider shall give a virtual “walk around” the premises using videography. Assessors may ask questions either concurrently or at the end of “walk around” to get an overall picture and identify future related questions if any.
- h) Assessment shall be continued virtually interacting with the relevant representative of the Learning Service Provider.
- i) Relevant documents and records can be shared online and dialogue/interview continued. Assessors may have a break for mutual consultation without the representatives of the Learning Service Provider.
- j) All non-conformities, observations and Opportunities for Improvement identified shall be shared with the top management of the Learning Service Provider and agreed to by them and signed giving an indicative timeframe for its closure.
- k) Closing Meeting as per the normal protocol shall be conducted before concluding the assessment. Complete proceedings shall be recorded.

2.2. Stage 4: Course Delivery Assessment

- a) Learning Service Provider shall provide a video graphed training session of 20 minute duration conducted by a randomly chosen trainer covering opening, part of the session, some Q&A both to and from the trainer and the concluding part to NABET beforehand who will share it with the assessors.
- b) The Principle assessor may indicate a specific trainer whose session they want to witness on the due date. The session being conducted virtually will be witnessed by the assessors who will not disturb the trainer during the session and shall ask questions if any to the trainer in private and make their assessment.

3.0. Duration of Submission of closure Action

- a) Learning Service Provider will be required to submit its closure action within 30 days from the date of receipt of finding from NABET Secretariat
- b) In case Learning Service need more than 30 days’ time for submission of closure action will seek permission of extension of time from NABET.
- c) Where Learning Service Provider is not able to submit the closure action within 30 days of receipt of closure action, a extension of 15 days will be given, post which application of Learning Service Provider will be closed.
- d) Where application of Learning Service Provider is closed due to non-receipt of closure within stipulated time, can re -apply to NABET for accreditation with necessary documents and application fees as applicable.

4.0. Accreditation Decision

4.1. Decision by Accreditation Committee

- i) The decision on Accreditation is taken by the Accreditation Committee which consists of members selected by the NABET Board.
- ii) The decision on accreditation (award of accreditation, maintaining accreditation and the withdrawal/suspension of accreditation) is taken on the basis of evidence provided by the Assessment Team and other relevant agencies/individuals (regulatory body, complainant, NABET Secretariat).
- iii) NABET Accreditation Committee determines that Learning Service Provider is managing its operation as per the accreditation criteria based on the assessment report being submitted by assessment team is acceptable, NABET shall inform its approval to the Learning Service Provider. The accreditation of Learning Service Provider will be with effect from the date of approval by Accreditation Committee.
- iv) Learning Service Provider will have to clear the surveillance assessment and pay the requisite fee for renewal of accreditation.
- v) Accreditation certificate will be issued on receipt of fees and clearing of all pending dues by Learning Service Provider.

4.2. Interim Accreditation

- i) In case of extreme exigency (where Accreditation Committee Meeting could not take place due to conditions beyond its control or transition from existing to new Accreditation Committee), Interim accreditation can be granted by CEO NABET based on a report submitted by NABET Secretariat on evaluation of the Assessment Reports.
- ii) This interim accreditation will be only for 6 (six) months and needs to be put up before the Accreditation Committee (AC) for final decision.
- iii) The decision that a case qualifies for Interim Accreditation may be taken by the Accreditation Committee Chair.

4.3. Listing on NABET website

- i) The list of all accredited Learning Service Provider mentioning scope of courses will be made available on NABET website.

- ii) In addition, the list of Learning Service Provider whose accreditation has been suspended/withdrawn or which have been blacklisted will also be available on NABET website.

4.4. Maintaining Accreditation

- i) Learning Service Provider once accredited will have to undergo regular surveillance in order to maintain the NABET Accreditation. NABET Accreditation is based management of operations of Learning Service Provider and other relevant activities being demonstrated by Learning Service Provider at the time of initial accreditation.
- ii) NABET accreditation cycle is for three (3) years.
- iii) Learning Service Provider will be considered accredited from the date of the favorable decision of the AC. Every 12 months it will have to undergo surveillance assessment for maintaining the accreditation.

5.0. Surveillance and Re-assessment

5.1. Surveillance Assessment

- i) To assess Learning Service Provider's continuing conformance to NABET criteria and the effective implementation of the procedures related to operations, NABET shall conduct surveillance each year. It will check/verify the administrative procedures, practices, records and the course delivery.
- ii) Course delivery surveillance and audits of administrative procedures shall be planned to ensure that different aspects of the course and the system are regularly reviewed. While planning surveillance assessment risk-based sampling method will be adopted for assessment of different aspects of the course and the system.
- iii) Course presentation surveillances shall review different Trainers. NABET reserves the right to demand witness of a specific Trainer.
- iv) NABET reserves the right to carry out more frequent or longer surveillance as necessary for specific course in case of complaints/concerns against the delivery or administration of the Learning Service Provider. Cost for the same shall be borne by the online Course Provider.
- v) NABET may conduct surprise surveillance of the Learning Service Provider. NABET shall annually or at any time, based on the information received, review the performance of the Accredited Learning Service Provider or Program through an assessment team ensuring adherence to the requirements of this document.

5.2. Re-assessment

- i) NABET shall carry out reassessment of the procedures, documentation and complete course(s) offered, to verify the compliance with the NABET criteria.
- ii) NABET shall inform Learning Service Provider in advance for the conduct of re-assessment.
- iii) Learning Service Provider shall apply in the requisite application form for the reassessment of its courses enclosing the necessary papers and the fee before the end of 3 years from the date of initial accreditation. Validity of the accreditation is only 3 years. It is expected that the process of re-accreditation should be initiated at least 3 months prior to expiry of accreditation.
- iv) Re-assessment may also be required in case of major changes or addition/alteration of the scope of accreditation
- v) In case, approval for re-accreditation is not granted to an accredited Learning Service Provider for running Course or Program, the Learning Service Provider shall not offer such Course or Program for the forthcoming academic year.
- vi) Learners already enrolled in the Course or Program currently running shall be allowed to complete the Course or Program in the laid down manner.

6.0. Suspension or Withdrawal

- i) NABET may suspend or cancel an accreditation of the Learning Service Provider because of any of the following, but not be limited to:
 - a) Non-compliance or violation of the NABET requirements
 - b) providing insufficient or incorrect information to NABET
 - c) improper use of NABET accreditation status and accreditation mark
 - d) changes in the certificate format without NABET approval
 - e) failure to report any major changes
 - f) any other condition deemed appropriate by NABET
 - g) non-payment of fees.
 - h) At the request of the Learning Service Provider
 - i) Any unethical practice or behavior

Note: *All certificates of successful completion issued during the period of suspension must be cancelled and recalled. It is preferred that certificates issued during this period of suspension do not bear the accreditation mark.*

- ii) In the eventuality of the Learning Service Provider found not complying to the accreditation norms the same shall be withdrawn by NABET. The following may be the cause of withdrawal:
 - a) On receipt of any representation from any person, or any information received from any other authority or a statutory body, or on the basis of any enquiry or assessment conducted by it, satisfied that learning service provider has contravened any of the provisions of the accreditation guidelines related to the course
 - b) Whenever it is found that learning service provider has submitted or produced any information and documentary evidence which is found to be false at any stage or any condition which has not been complied with in relation to the course being offered for accreditation
- iii) The initial punitive measure of suspension of accreditation may be taken by NABET and an opportunity of hearing the learning service provider will be provided. An independent Committee will look into the matter. If the learning service provider is found non-compliant or faltering the Committee may recommend withdrawal of accreditation of the learning service provider.
- iv) Learning Service Provider has an opportunity to appeal against this decision. The decision of the Appeal Committee will be final and binding on all.
- v) In the event of any Learning Service Provider being found flouting regulatory requirements related to the course as laid down by the various departments of Government of India for the management of content and delivery of training, the accreditation of learning service provider will be withdrawn immediately.
- vi) Learning Service Provider whose accreditation has been withdrawn once, shall not be eligible to apply for accreditation again for next one year.

7.0. Complaints and Appeals

7.1. Complaints

- a. Any learning Service Provider aggrieved by a decision taken by Accreditation Committee may appeal to the CEO NABET within a period of thirty days and no appeal after the expiry of the said period shall be accepted.
- b. Every appeal made shall be accompanied by a copy of the order appealed against.

- c. After due consideration, NABET will put up the same to the Appellate authority which may confirm or reverse the order appealed against and the decision of the Appeals Committee shall be final and binding on the Institutions.

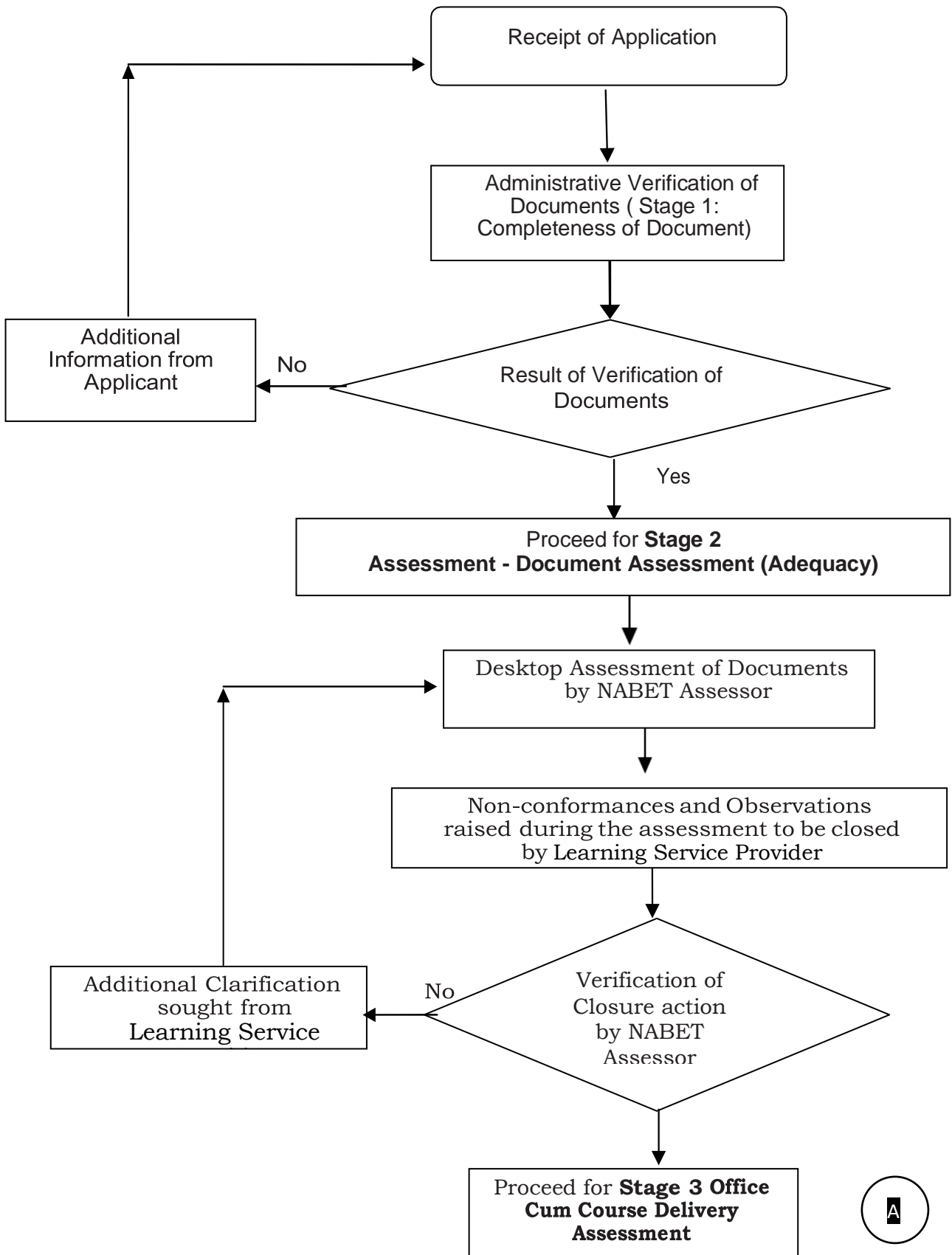
7.2. Appeals

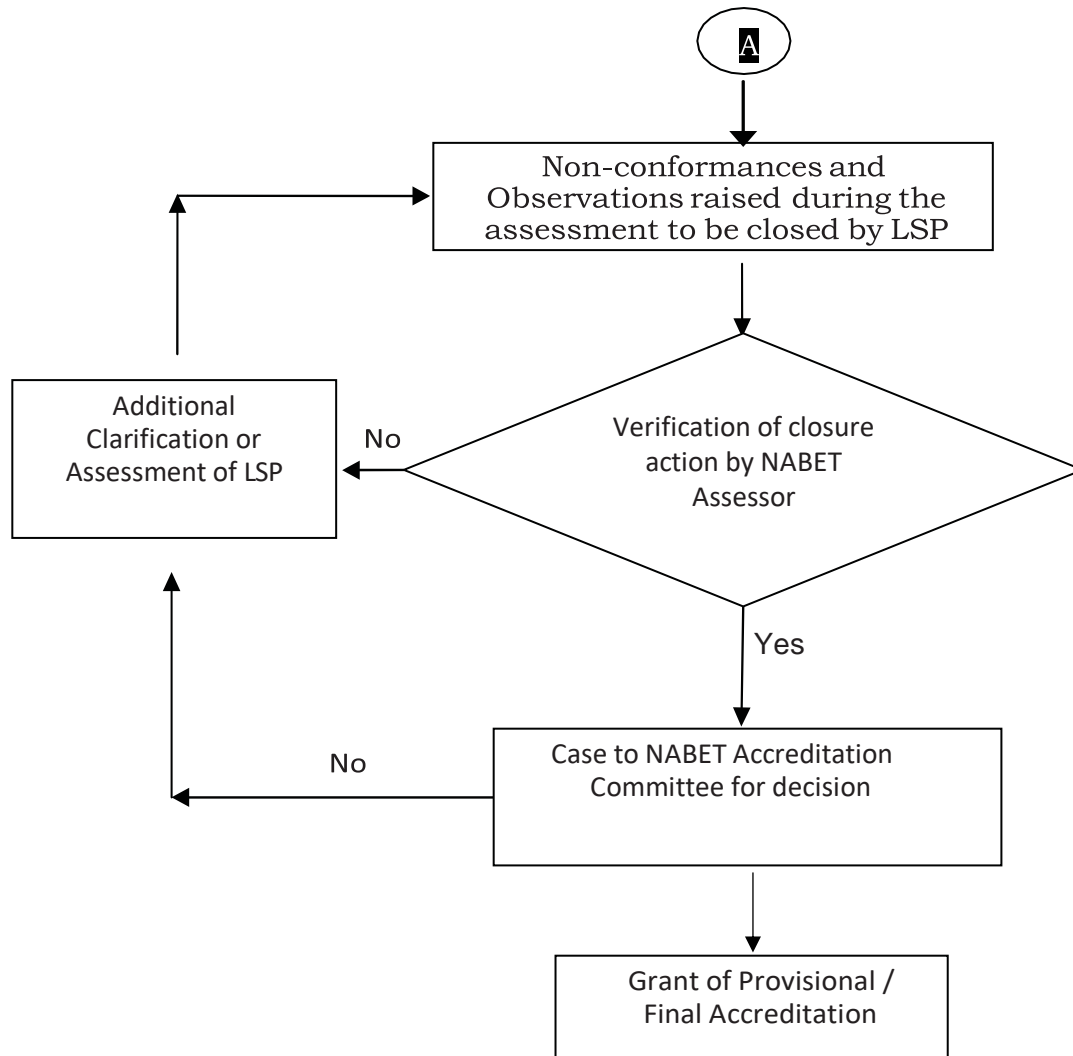
- i) An appeal against NABET shall be made in writing to the NABET Board Chairman. An Appeals Committee will be constituted out of the Board Members to resolve the issue.
- ii) In case of non-acceptance of the decision of the Appeals Committee by the applicant, the appeal can be made to the Secretary General, QCI, who will then appoint an arbitrator for the purpose. The arbitration shall be held in the city of Delhi and shall be in accordance with the Arbitration and Conciliation Act 1996.

8.0. Powers of Assessment and Calling for Information

NABET shall periodically review the performance of the Learning Service Provider and for that purpose may direct the Learning course provider to provide such information as it may require for ensuring adherence to the accreditation process.

Application Flow





Accreditation Process

Total time taken for the Accreditation process will be 60-90 days. This is subject to no inordinate delay taking place at the Applicant’s end in submitting the clarifications/additional information sought by NABET and in closure of Non-Conformances and observations raised by NABET.

Important:

In case the applicant does not respond within 90 days for any additional information or closure actions for the NC’s and Observations, the application shall be deemed closed. The applicant will have to re-submit the application for accreditation with all applicable fees.