

**Accreditation of Learning Service Providers
delivering courses via online, face to face
and Blended Mode**

**National Accreditation Board for Education and Training Quality Council
of India**

ITPI Building, 6th Floor, 4-A,
I P Estate, Ring Road, New Delhi - 110002

INDEX

ABBREVIATIONS.....	4
SECTION 1: GENERAL INFORMATION ABOUT ACCREDITATION	5
1.1 BACKGROUND.....	5
1.2 INTRODUCTION.....	5
1.3 SCOPE.....	6
1.4 ELIGIBILITY CRITERIA.....	7
1.5 GLOSSARY	8
SECTION 2: REQUIREMENT OF ACCREDITATION	11
2.1 STANDARDS FOR ACCREDITATION.....	11
2.2 GOVERNANCE, MANAGEMENT & HUMAN RESOURCES	11
2.2.1 General Requirement	11
2.2.2 Management Structure	12
2.2.3 Performance Review.....	14
2.2.4 Continual Improvement.....	15
2.2.5 Complaint and Appeal Handling.....	15
2.3 TEACHING LEARNING PROCESS	16
2.3.1 Human Resources.....	16
2.3.2 Course Objective.....	18
2.3.3 Learning Outcome.....	18
2.3.4 General requirements of Teaching Learning Process.....	18
2.3.5 Course Delivery / Training Method (Online, Blended & face to face Courses).....	19
2.3.6 Admission Policy	20
2.3.7 Course Material.....	21
2.3.8 Duration of the Course.....	21
2.3.9 General Course Management Requirement.....	21
2.3.10 Design of Course.....	23
2.3.11 Industrial Interface and Learner Development	23
2.3.12 Health and Safety.....	24
2.4 QUALITY ASSURANCE, PERFORMANCE ENHANCEMENT AND BEST PRACTICES	24
2.5 AWARDS AND CERTIFICATIONS	29
A. Evaluation of Learners.....	29
B. Continuous Evaluation.....	30
C. Re- Examination.....	31
D. Certificates.....	31
2.6 SYSTEMS MANAGEMENT	32
A. Administrative Procedures.....	32
B. Documented Information (Records).....	33
C. Facilities	34
APPENDIX -1	35
Requirement for Learners	35
APPLICATION FLOW.....	37
ANNEXURE -1.....	39
Self-Assessment Checklist.....	39

ABBREVIATIONS

AC	Accreditation Committee
AO	Applicant Organization(s)
ASSOCHAM	Associated Chambers of Commerce
CAPA	Corrective Action & Preventive Action
CII	Confederation of Indian Industry
CV	Curriculum vitae
DA	Desktop Assessment
FICCI	Federation of Indian Chambers of Commerce and Industry
IA	Initial Assessment
IH	In- house
ISO	International Organization for Standardization
MOU	Memorandum of Understanding
NABET	National Accreditation Board for Education & Training
NGO	Non-Government Organization
NC	Non- conformance
OA	Office Assessment
Obs.	Observations
QCI	Quality Council of India
QMS	Quality Management System
RA	Re-Accreditation
SA	Surveillance Assessment
TA	Technical Assessor
TC	Technical Committee
VE	Visiting Expert
AB	Accreditation Body
IT	Information Technology
LSP	Learning Service Provider

Section 1: General Information About Accreditation

1.1 Background

- a. Quality Council of India (QCI) has been established as an autonomous non-profit organization to establish the National Accreditation Structure, jointly by the Government of India and the Indian Industry represented by the three premier industry associations, Associated Chambers of Commerce and Industry of India (ASSOCHAM), Confederation of Indian Industry (CII) and Federation of Indian Chambers of Commerce and Industry (FICCI). Quality Council of India mission is to create an Eco System for Quality.
- b. With the objective of improving the quality of training being provided by different training institutes, National Accreditation Board for Education and Training (NABET) one of the constituent Board of Quality Council of India has developed an Accreditation scheme for Accreditation of Learning Service Provider thereby improving the Governance of Learning Service Provider involved in the process of delivering courses in different arena
- c. The current Accreditation criteria developed provides framework for the effective management of training program and delivery of the competency-based education aimed at overall development of the Learners.

1.2 Introduction

- a. Accreditation is a process of establishing competence of Learning Service Provider in delivering the requisite elements of Learning Service Provider and its ability to carry out evaluation of competence acquired by the Learners.
- b. Accreditation focus is on learning, self- development and encourages Learning Service Provider to pursue continual excellence.
- c. Success of any training service is largely dependent on the competency of trainer and supporting eco system for effective training delivery system.
- d. Training is a specialized field that requires, in addition to the domain expertise specific to a particular trade/ vocation, in depth knowledge and adequate skills for effective transfer of knowledge to the learner (participants or students) and assimilation of the same by the learner.
- e. Presently, there is a lack of availability of formal/regulatory accreditation mechanism in the country and in order to ensure that Learning Service Provider intending to adhere to the basic norms for quality delivery of domain specific education/ training, NABET has laid down procedure and criteria for voluntary accreditation of such Learning Service Providers.

- f. This procedure has been developed to make all prospective applicants/ Learning Service Provider to know the minimum requirements that they must establish and operate before seeking NABET Accreditation
- g. Any Learning Service Provider desirous of seeking NABET accreditation can align its operations to the norms laid down and create the necessary system and facilities to be eligible for accreditation.
- h. The purpose of introducing accreditation program for Learning Service Provider is to uphold high standard of quality and expectation of the various interested parties of the training system. Some of the salient objectives include:
 - To assess Learner Service Provider capability of meeting defined quality standards for delivery of training services
 - To foster excellence in delivering competency-based education and training
 - To establish framework for continual improvement and provide opportunity to benchmark with other institutions
 - To facilitate developing professional competency of the Learners.

1.3 Scope

- a. This criterion specifies requirements for accreditation for Learning Service Provider which:
 - i. needs to demonstrate its ability to consistently provide learning platform for Learners seeking knowledge, skill career enhancement opportunities that meets interested party requirements and facilitate overall development of Learners.
 - ii. aims to enhance interested party satisfaction through the effective application of process approach for continual improvement of the system.
 - iii. The current criteria so developed is applicable to all kind of courses being offered through Online Mode or Blended Mode or face to face mode.
- b. All requirements of this criteria are generic in nature and are intended to be applicable to all Learning Service Provider, regardless of type, size and nature of Training being provided.
- c. NABET accreditation process consists of evaluation of a set of key performance indicators split into 5 main areas, namely;

- (i) Governance, Management and Human Resources
- (ii) Teaching Learning Process
- (iii) Quality Assurance and Performance Enhancement
- (iv) Awards and Certifications
- (v) Systems Management

Note:

- *This scheme document presents a range of parameters and indicators that can be used to measure the quality to accredit a particular training provider.*
- *In order to understand the different metrics used in the accreditation process stated by NABET, we recommend the Learning Service Provider to check **Section 2: Requirement of Accreditation** as mentioned in the following sections.*
- *This scheme does not cater to the quality check of the course content in specific. It shall accredit the Learning Service Provider on the basis of the process employed for imparting training including the structure and the operation of the Learning Service Provider it administers.*
- **Exclusion:** *In case any of the requirement of the current Accreditation criteria is not applicable to Learning Service Provider, same could be taken as exclusion by the Learning Service Provider subject to approval of the same by NABET.*

1.4 Eligibility Criteria

- a. Learning Service Provider desirous of seeking Accreditation against this criterion need to have established operation since last 6 months and have sound financial reserves available with the organization for carrying out the activities for at least next one year.
- b. Learning Service Provider should be legally registered entity in India under one of the following categories-
 - (i) Government Organization
 - (ii) Society
 - (iii) Trust
 - (iv) Company
 - (v) Private Partnership Firm
 - (vi) Proprietorship Firm
- c. At least one in house faculty for each type/category of training program
- d. The eligibility criteria are applicable throughout the accreditation cycle and it is the responsibility of the Learning Service Provider to prove that it meets the eligibility criteria. NABET can suspend/withdraw accreditation if a

Learning Service Provider fails to meet the eligibility criteria at any point in the cycle.

1.5 Glossary

For the purpose of this Standard, the following terms have specific meanings as defined here:

a. Appeal

A request made by a student/participant of a course or program against a decision taken by Learning Service Provider

b. Blended learning

Combination of different modes of learning

Note 1: Modes of learning include face -to face learning, IT- Supported Learning amongst others (Source ISO 29993: 2107, 3.2)

c. Competence

Ability to apply *knowledge* and *skills* to achieve intended results

Note: The ability to apply knowledge and skills means that the learner demonstrates appropriate attitudes and behavior in different contexts or situations with responsibility and autonomy.

d. Complaint

Expression of dissatisfaction, other than appeal, by any individual or organization to the Learning Service Provider, relating to its activities or a student/participant of a course, where a response is expected

e. Documented Information

Information required be controlling and maintaining by an organization and the medium on which it is contained

Note 1: Documented information can be in any format and media, and from any source.

Note 2: Documented information can refer to:

- *The management system, including related processes;*
- *Information created in order for the organization to operate (documentation);*
- *Evidence of results achieved*

f. Interested Party

Individual, group or organization with a direct or indirect interest in the learning service including its management and outcomes, or the processes involved, or both (Source ISO 29990:2010, 2.9)

g. Learner

-Person engaged in learning (Source: ISO 29993:2017, 3.8)

-Beneficiary acquiring and developing competence using an educational service (Source: ISO 21001:2018, 3.2.5)

h. Learning

Acquiring knowledge, behavior, skills, values, preferences or understanding (Source: ISO 29993:2017, 3.9)

i. Learning resource

Material, environment, human resource, information or other asset that can be drawn on by the leaning service provider in order to facilitate learning effectively (Source: ISO 29993:2017, 3.11)

j. Learning service

Processes or sequence of activities designed to enable learning (Source: ISO 29990:2010, 2.13)

k. Learner Service Provider

Organization of any size or individual providing learning services, including any associates involved in the provision of the learning service (Source: ISO 29993:2017, 3.13, Modified)

l. Objective

Result to be achieved

Note 1: An objective can be strategic, tactical, or operational.

Note 2: An objective can be expressed in other ways, e.g. as an intended outcome, a purpose, an operational criterion, or by the use of other words with similar meaning (e.g. aim, goal, or target).

Note 3: In the context of objectives are set by the organization, consistent with the policy, to achieve specific results. (Source: ISO 21001:2018, 3.8 Modified)

m. Policy

Intentions and direction of an organization, as formally expressed by its

top management

n. Process

Set of interrelated or interacting activities which transform inputs into outputs

o. Requirement

Need or expectation that is stated, generally implied or obligatory

Note 1: Generally implied” means that it is custom or common practice for the organization and Interested parties that the need or expectation under consideration is implied.

Note 2: A specified requirement is one that is stated, for example in documented information.

p. Sponsor

Organization or individual that acquires learning services on behalf of learners that provides Financial or other support for them or that has a vested interest in the outcome of the learning.

Note 1: Sponsors include corporations, government agencies and individuals (Source: ISO 29990: 2010. 2.17)

q. Training Management System

Training management system (TMS) is defined as a formalized system that documents processes, procedures, and responsibilities for achieving quality policies and objectives for conducting various training courses/programs and enables the organization to ensure adhering to it to achieve desired results.

Section 2: Requirement of Accreditation

2.1 STANDARDS FOR ACCREDITATION

To gain NABET accreditation for delivery of programs, Learning Service Provider must comply with all the requirements listed below. The following paragraphs detail the requirements to be fulfilled by the Learning Service Provider seeking NABET accreditation for delivery of programs on online mode or blended mode or face to face mode.

2.2 GOVERNANCE, MANAGEMENT & HUMAN RESOURCES

2.2.1 General Requirement

Top Management of the Learning Service Provider shall establish, implement and maintain a formal Training management system and continually improve its effectiveness in accordance with the requirements of this criteria.

Learning Service Provider shall:

- a) have a mission statement that reflects the collaborative effort of interested parties and describes the expectations for learner learning. The mission shall guide establishment of the training management system and the general operation of the Learning Service Provider. The mission shall be reviewed periodically, revised when needed, and disseminated to interested parties.
- b) Analyze, evaluate and manage risks that it may face and have a risk management strategy, which includes financial planning & business continuity plan, which is effectively implemented and regularly reviewed
- c) determine
 - i. the processes needed for establishing the training management system and their application throughout the Learning Service Provider.
 - ii. methods and procedures needed to ensure that the operation, control and continual improvement of these processes are effective in realizing the objectives set by the Learning Service Provider.
- d) ensure the availability of resources necessary to support the operation and control of these processes.

- e) review and analyse these processes for improvement.
- f) implement actions necessary to achieve planned results and continual improvement of these processes.
- g) where Learning Service Provider chooses to outsource any process that affects conformance with the requirements of this criteria, Learning Service Provider shall ensure control over such processes.

2.2.2 Management Structure

The management structure shall be documented. Any conflict of interest and perceived risks to impartiality shall be evaluated and steps for its mitigation enumerated and practiced. A governing body with representation from relevant interested parties shall be constituted to provide direction and exercise overall control and superintendence. It is expected that Learning Service Provider will be able to demonstrate the following;

- a. The governance structure along with the nature of operations and the vision statement.

Guidance Notes (Indicative)

- ✓ Documented role of governance body
- ✓ Members of the Governing Body
- ✓ A Diagram of Organizational structure showing management, Quality assurance, curriculum development, assessors, trainers/teachers, support staff etc
- ✓ Documented Vision & Mission, roles, responsibilities and authorities

- b. Effective communication between management, staff and relevant interested parties

Guidance Notes (Indicative)

- ✓ Record of the meetings held with the staff and interested parties- both face-to-face and online should be made available. Minutes of the meetings and other mode of communication

- c. Required HR practices implemented for meeting the effective delivery of Learning Services

Guidance Notes (Indicative)

- ✓ *List of staff members and their nature of employment*
- ✓ *Documented staff recruitment process incorporating statutory and regulatory requirements, if any*
- ✓ *Practices adopted for giving equal opportunity to the staff and stakeholders (interested parties)*
- ✓ *Discipline & Grievance Handling procedure*
- ✓ *Performance Appraisal and review method*
- ✓ *Staff development policy – record of staff development activities, record of training*

d. Courses/programs proposed to be conducted

- i. Learning Service Provider shall prepare a calendar/schedule of all the planned training activities before the commencement of academic year and formulate the desired processes for smooth conduct of training.
- ii. Learning Service Provider shall have a documented procedure for development and periodic review of the curriculum with the participation of relevant interested parties and experts and maintain record of the proceedings.

Guidance Notes (Indicative)

- ✓ *List of programs and their duration*
- ✓ *Mode of delivery of classes*
- ✓ *Time-schedule for the classes*
- ✓ *Procedure for development and review of curriculum*
- ✓ *Procedure for conduct of lectures / sessions*

e. Evaluation and Assessment

Learning Service Provider shall have a documented procedure for evaluation and assessment which is fair, equitable and impartial and shall ensure its implementation

Guidance Notes (Indicative)

- ✓ *Procedures for selection of examiners, their duties, responsibilities and conduct of appropriate/relevant type of examination/tests including summative & formative, and procedure for invigilation.*
- ✓ *Measures to maintain sanctity and secrecy of examination while ensuring impartiality*
- ✓ *Documented procedure for the award of test/examination and or any other activity in this connection to another body*
- ✓ *Legally binding documents for any outsourced agency that is used for this activity*

f. Review of lectures/sessions delivery

Learning Service Provider shall define a procedure for regular monitoring and review of the conduct and content of a training session and initiate follow up measures to maintain and continually improve its quality

Guidance Notes (Indicative)

- ✓ Procedure for monitoring of delivery of the academic program and the records for the same
- ✓ Record of follow up action, if any.

g. Data protection requirements

Learning service provider shall take all necessary measures to ensure complete security of the data and initiate appropriate action to suitably protect the same. In doing so they will conform to all statutory and regulatory requirement.

Guidance Notes (Indicative)

- ✓ Identified applicable statutory and regulatory requirements for data protection, if any
- ✓ Patent and copyright issues
- ✓ System for confidentiality and information security during actual delivery of learning services

2.2.3 Performance Review

- a. Top Management shall device a formal mechanism to periodically review the performance of the Learning Service Provider with a process approach keeping special focus on processes critical to quality in teaching-learning process and satisfaction of the needs and expectations of the interested parties. Such a review shall have a definite agenda and records of the deliberations/ decisions taken for implementation will be maintained
- b. The management shall review the following at least annually for effectiveness and conformity:
- i. Actions outstanding from previous management review meetings
 - ii. Actions resulting from surveillance by the approval body, if applicable, and internal audit
 - iii. Administrative procedures
 - iv. Course design, including their effectiveness and relevance
 - v. Course presentation- Efficiency and Effectiveness
 - vi. Review of Evaluation and assessment policy including impartiality and procedures
 - vii. Performance of Faculty members/ Resource persons and future training required for the Faculty members/ Resource persons

- viii. Complaints and appeals
- ix. Analysis of Learner feedback and pass/fail rates
- x. Applicable Correction, Corrective and preventive actions on complaints, feedback and other sources including feedback from internal and external parties
- xi. Review of resources including infrastructure, human resources and issues related to work environment at Training Course venue
- xii. Risks and their mitigation plans, related to effective delivery of learning services as per defined requirements

Guidance Notes (Indicative)

- ✓ Record of agenda and minutes of Management Review Meetings

2.2.4 Continual Improvement

- a. Learning Service Provider shall regularly assess the effectiveness of training and learning.
- b. Learning Service Provider shall identify and initiate continual improvement projects through involvement of Learners, teachers and other interested parties. It shall implement suitable corrective and preventive actions at various levels.
- c. Where possible, Learning Service Provider shall collect/share data from/with other Learning Service Provider and benchmark with its own data to improve upon in deficient areas.

Guidance Notes (Indicative)

- ✓ Learner and interested party(s) feedback
- ✓ Learner attendance and Learner dropout rate.
- ✓ Learner performance by way of result etc.
- ✓ Review of teaching –learning process

2.2.5 Complaint and Appeal Handling

- a. Learning Service Provider shall establish a documented procedure for complaint handling process and disposal of complaint within a reasonable time.
- b. Complaints may be received from any of the interested parties on any aspect viz course content, course delivery, administrative arrangements, pre and post training activities and the result of evaluation

- c. Various steps in the complaint handling process shall include the following:
 - i. providing information regarding complaint handling process to all interested parties without request.
 - ii. Complaint may be written or oral, in physical or electronic form acknowledgement of the complaint.
 - iii. investigation for redress of the complaint.
 - iv. communication with the complainant for closure of the complaint.
 - v. Informing the complainant of the next appellate authority or NABET if not satisfied with the outcome.
- d. Record of all complaints and actions taken shall be maintained.
- e. Learning Service Provider shall have a documented appeal handling mechanism for handling appeals against its decisions and for disposal of appeals within a reasonable time.
- f. The documented procedure shall include provision for applicable correction and corrective and/or preventive action to be taken, if required, as a result of any complaint or appeal. The procedures shall include the potential involvement of NABET in unresolved complaints or appeals.
- g. Learning Service Provider shall inform all interested parties of the right to make a complaint or an appeal and shall make it publicly available without request

2.3 TEACHING LEARNING PROCESS

Learning Service Provider shall determine and provide resources required for the effective delivery of curriculum along with the support services such as human resources, infrastructure, health & safety and appropriate work environment.

2.3.1 Human Resources

Learning Service Provider shall have adequate management, teaching/training and support staff, with appropriate qualifications and competencies to carry out its training/program, services and activities including via online.

Learning Service Provider shall

- a. meet the applicable statutory and regulatory requirements related to adequacy and competency of managerial, teaching and support staff.

- b. carry out regular reviews for identifying competency, changing needs with respect to technical and pedagogical requirements for effective delivery of curriculum.
- c. provide necessary training or recruit to meet the competency gaps
- d. maintain records of qualification, experience, continual professional development activities of staff through education and training including attending seminars, workshops etc.
- e. developing a suitable mechanism to maintain higher level of motivation and esteem to meet the laid down standards of excellence.
- f. ensure availability of a competent team with experience of online, distance and blended learning, who will have responsibility for effective delivery of the session.
- g. All Trainers shall have the following competence:
 - i. thorough knowledge of the subject assigned for training.
 - ii. good communication skills to impart necessary knowledge
- h. Before assigning a new Trainer to present a course, Learning Service Provider shall first ensure that he/she has acquired at least the competence as defined above. In addition, the new Trainer shall:
 - i. conduct a session under the supervision of a trained Trainer for a minimum of one course
 - ii. be periodically monitored for the performance.
- i. Learning Service Provider shall have documented procedures for:
 - i. selection of Trainers, on the basis of their competence, qualifications, experience and training
 - ii. initially assessing the conduct of Trainers during courses and subsequently monitoring their performance.
 - iii. The procedure shall include monitoring and review, at least annually, of each Trainer's performance. Records of these reviews shall be maintained by the course provider. Learning Service Provider ensures that the required competence for Trainer are met.
- j. Resumes of all the Trainers should be sent along with the application to NABET.

- k. Any addition in the list of Trainers shall be communicated to NABET immediately before participation of any Trainer in the course delivery.

Guidance Notes (Indicative)

- ✓ Record of current professional development activities
- ✓ Sample lesson plan
- ✓ Documentary evidence of course description, curriculum and learning outcomes
- ✓ Assessment sheets with their marking scheme
- ✓ Evidence of Learner's' active engagement.

2.3.2 Course Objective

Course objectives should be specific, measurable, and written from the learner's perspective.

Guidance Notes (Indicative)

- ✓ documented Course Objectives

2.3.3 Learning Outcome

Learning Service Provider shall define the learning outcome for each course and where appropriate for each session or module.

Note: Learning outcome is a statement that describes the knowledge or skills students should acquire by the end of a particular assignment, class, course, or program, and help students understand why that knowledge and those skills will be useful to them.

Guidance Notes (Indicative)

- ✓ Copy of Learning outcome

2.3.4 General requirements of Teaching Learning Process

- a. Learning Service Provider shall provide appropriate support and resources to implement and deliver the course curriculum.
- b. The teaching staff shall implement the course curriculum through a range of approaches and teaching strategies that recognize diverse learning style relevant to the learning needs. The delivery among others shall include the following:
 - i. course planning and development.
 - ii. development of course time table and delivery of curriculum.

- iii. monitoring and evaluation of learning of Learners by continuous assessment, tests, examinations, feedbacks as appropriate.
 - iv. Record of Learners dropping out shall be maintained.
 - v. The training course shall include both knowledge-based sessions (to facilitate understanding of concepts) and skill-based sessions (application of knowledge and skills in practical activities), as applicable
 - vi. Skills based sessions shall address the relevant requirements and techniques with suitable opportunity to practice
- c. Training aids such as videos that are directly relevant may be used to supplement the training by the Trainers. These may be commercial training videos or videos produced during the course/ program to record and review the performance of Learners

2.3.5 Course Delivery / Training Method (Online, Blended & face to face Courses)

Learning Service Provider shall be competent to conduct training in a face-to face or Blended or completely online mode. In doing so, it shall provide appropriate technological support and trained faculty.

- a. Training method shall be so designed to ensure effective transfer of knowledge and skills to the participants, in order to meet the objective of the course.
- b. Training courses shall be designed to have a high degree of interaction between Learners and Trainers. Training methods shall seek to involve and engage Learners throughout the duration of the course with a focus on active learning environment.
- c. Trainers shall have the desired level of technical & pedagogical competence with respect to conducting session online, blended or face to face learning.
- d. Trainers are fully aware of policies, participants' needs, instructional approaches and techniques and have an opportunity to regularly upgrade the same
- e. Performance review procedures of trainers incorporate regular monitoring of their feedback to participants.

- f. Participants have access to the necessary technological tools and support at their end.
- g. Online, blended and face to face courses delivery shall be through a safe and secured learning platform
- h. All types of assistance and help to participants to understand and assimilate and resolve problem if any including technological issues.
- i. has access to the services of experienced IT technician who can ensure that systems are operative at all times and provide appropriate support to trainers and staff working remotely.

2.3.6 Admission Policy

Learning Service Provider Shall

- a) establish documented policy and procedures for admission including policy on concessions. Enrolment process shall be impartial and transparent.
- b) The admission policy and procedure shall comply with the applicable statutory and regulatory requirements.
- c) All the pre-requisites and other course requirements shall be made available to general public without request, including the necessary level of digital literacy if required to follow the stated program. Learning Service Provider shall define the fees applicable to various courses being imparted by LSP.
- d) prepare information brochure/prospectus, describing the information on Learning Service Provider policies and programs. It shall provide for easy and unambiguous understanding of rules and regulations concerning conduct/discipline, attendance norms, financial obligation assessment / qualifying criteria etc. on part of Learners/parents. The brochure may be uploaded on the website and regularly updated
- e) provide for safe custody of the documents submitted by the Learners including birth certificates, certificates of previous Institution and deposits, if any. Similarly Learning Service provider shall ensure safeguarding of personal property of Learners such as pen drives, CD's etc. submitted by participants as part of course requirement.

Guidance Notes (Indicative)

- ✓ *Pre-enrolment information sharing for learners*
- ✓ *Requirements of fees, application form, eligibility criteria, documentation requirement*
- ✓ *Refund policy*
- ✓ *Details about the course, curriculum, course objectives, learning outcomes shall be defined*
- ✓ *Course Delivery mode and IT requirements for Learners shall be specified*
- ✓ *Assessment protocols, completion schedule*
- ✓ *List of reference material required for the course completion*

2.3.7 Course Material

- a. Each Learner shall be provided with a complete set of study material (notes) to supplement the training program.
- b. The notes shall cover each session and shall include all-important points of the element being covered.
- c. Learning Service Provider shall have a library/ repository of resources which the Learners can access. Guidance on usage of available material to the enrolled Learners for academic learning and lifelong learning thereafter shall be made available

2.3.8 Duration of the Course

- a. The total course time shall be defined for every course and linked with desired learning outcome of the Learner

Guidance Notes (Indicative)

- ✓ *List of modules in a course and their delivery plan and scheduling indicating timeframe*

- b. Information regarding commencement of the academic sessions shall be made available on the website well in advance.

2.3.9 General Course Management Requirement

- a. Every course that Learning Service Provider intends to conduct shall be so designed to meet the needs and expectations of the Interested Parties. Each course shall address following elements;
 - i. Scope of the course
 - ii. Prerequisites, if any
 - iii. Deliverables of the course

- b. In the beginning of the course, Learning Service Provider shall provide to the Learners a description of the course format, Learner responsibilities, how the Learner will be evaluated and the basis for each type of evaluation.

Guidance Notes (Indicative)

- ✓ *Sample brochures, if any*
- ✓ *Document wherein expectations from Learners is mentioned*

- c. Learning Service Provider shall maintain at least the following -
- a. Program-wise information such as duration, start and end dates,
 - b. fee,
 - c. number of Learners,
 - d. name of Learners with unique identification
 - e. Announcement of result on the website within a reasonable time from the end of the activity and shall be updated on a continuous basis schedules of classes, examination etc. and results declared. (Wherever applicable).

Guidance Notes (Indicative)

- ✓ *examination schedule and declaration of result*

- d. Learning Service Provider shall define assessment criteria and Credit framework for the award of Certificate adopting the following requirement

- i. The course content for each course shall be clearly defined with clearly spelt out learning outcomes which Learners are expected to acquire at the end of the module.

Guidance Notes (Indicative)

- ✓ *Detailed course curriculum*
- ✓ *Course time-lines*
- ✓ *Learning outcomes for each module shall also be documented*

- ii. Any licensing and software requirement for delivery of course/ program shall be met
- iii. The platform used by the institute for delivery of its online content shall be fully subscribed / owned
- iv. Identified technological interface and interoperability - the Online & blended Course or Program shall be able to utilize a variety of technology tools, shall have a user-friendly interface and meet accessibility standards for interoperability and access for learners with special needs.

Guidance Notes (Indicative)

- ✓ *Availability of technology tools and their respective licenses*
- ✓ *The security features of the online delivery mechanism*

- v. Compliance to the requirements of the appropriate professional, statutory and regulatory body, if applicable for the Course or Program covered in their domain shall be the responsibility of the Learning Service Provider. They shall be responsible for any legal issues arising out of noncompliance.

2.3.10 Design of Course

Learning Service Provider shall establish, implement, maintain and improve a formal procedure for course design by involvement of relevant interested parties including experts as relevant and appropriate.

- a. Learning Service Provider shall demonstrate that, in the development and review of the course, following are included:
 - i. Identification and analysis of needs of relevant interested parties e.g. learners, regulators, sponsor, industry etc. use of an appropriate structure that fairly represents the interests of all parties significantly concerned, without any interest predominating;
 - ii. Involvement of appropriate experts in design, develop, review and validation of course.
 - iii. identification and alignment of prerequisites & assessment method, if applicable, with the competence requirements;
- b. The courses' design and content reflect current knowledge and practice and are reviewed at defined interval.
- c. Training objectives and outcomes are clearly defined and monitored.
- d. Courses are designed in ways that allow participants to develop the knowledge and skills required for final examinations and/or assessments or which meet the needs of relevant interested parties i.e. employer.
- e. The academic and/or professional backgrounds and particular support needs of participants are taken into account in the planning and design of the course.
- f. Courses are reviewed and validated at periodic intervals, modification and updating courses shall consider needs of interested parties and regulatory requirements.

2.3.11 Industrial Interface and Learner Development

- a) Learning Service Provider shall make necessary arrangement wherever applicable for having certain classroom sessions taken by suitable faculty

/experts from industries. It may arrange periodic industry visits (where applicable).

- b) Learning Service Provider shall encourage Faculty members along with Learners to take up real life problems from industries for problem solving and application of principles taught as a part of course work.
- c) Learning Service Provider shall encourage Learners to develop necessary soft skills and attitudes.

2.3.12 Health and Safety

Learning Service Provider shall determine, maintain and comply with health, safety and security norms including:

- a) Appropriate procedures and training for all staff members to implement emergency and crisis plans & handle accidents.
- b) applicable statutory and regulatory requirements
- c) provision for emergency situations covering both indoor and outdoor activities.
- d) health policies which include collection of medical information for all staff and Learners

2.4 QUALITY ASSURANCE, PERFORMANCE ENHANCEMENT AND BEST PRACTICES

2.4.1 Internal Audit

- i. The Learning Service Provider shall conduct internal audits at planned intervals to provide information on whether the training management system conforms to the requirements and is effectively implemented and maintained.
- ii. The Learning Service Provider shall plan, establish, implement and maintain an audit program indicating the frequency, methods, responsibilities, and reporting. It shall define the audit criteria and scope for each audit; select auditors and conduct audits to ensure objectivity and the impartiality of the audit process and that the results of the audits are reported to relevant management.
- iii. It shall take appropriate correction and corrective actions without undue delay and retain documented information as evidence of the implementation of the audit program and the audit results.

Guidance Notes (Indicative)

- ✓ *Evidence of regular audit*
- ✓ *Audit criteria*
- ✓ *Record of internal audit*
- ✓ *Evidence of follow up action*

2.4.2 Course/program review is an important procedure whereby Learning Service Provider reviews the delivery of its courses and the success of the Learners as part of a process of continual improvement and of ensuring the on-going relevance of the curriculum. It is expected that the institute shall:

- a. **Undertake annual academic review of its courses/programs.** As part of the academic review the Learning Service Provider shall monitor Learners' academic development and pass/completion rates, analyze examination results for trends and inconsistencies and review the performance of the teachers as well as the validity of the course in the market

Guidance Notes (Indicative)

- ✓ *procedure for the conduct of academic review*
- ✓ *Record of the academic review meetings and action taken report*
- ✓ *Record of learner examination result*
- ✓ *report on learner performance by course coordinator*
- ✓ *Evidence that reports and results are shared with all learners*
- ✓ *Procedure learner feedback on the course delivery and individual teachers*
- ✓ *Record of meetings with learners on quality issues*
- ✓ *Minutes of meetings held with prospective employers and other relevant interested parties*

b. Attendance

Learning Service Provider shall maintain the record of all Learners attending classes (online or blended). Learners shall be allowed to sit in examination if he/she has attended the classes as prescribed in the course program by the Training Institute. This requirement shall be made known to each participant in beginning of the course.

Guidance Notes (Indicative)

- ✓ *Attendance record format must be approved by competent authority*
- ✓ *Record maintenance procedures shall be well documented*
- ✓ *learners must be informed well in advance regarding their attendance and its relation to course completion*

c. Quality enhancement methods

- i. Learning Service Provider shall have a self- assessment plan which will provide an opportunity to periodically and systematically evaluate and assess the state of affairs for providing quality education and training.

Guidance Notes (Indicative)

- ✓ *procedure for the self-assessment of courses*
- ✓ *Internal evaluation methodology for each lecture and course culmination*

- ii. The Accredited Learning Service Provider offering a Course or Program in online, blended or face to face mode shall take the following steps:
 - a. establish Internal Quality System
 - b. ensure that the quality of Course or Program of study offered through online, blended or face to face mode is as per the defined protocol in their documents or the other appropriate statutory authority from time to time;
 - c. ensure that the technical and instructional facilities with information resources for online, blended or face to face delivery of Course or Program are in compliance to the guidelines laid by the regulatory bodies (if any) besides their own laid down criteria. In case of over-arching statutory or regulatory guidelines, they shall prevail.

Guidance Notes (Indicative)

- ✓ *Mapping of the applicable statutory and regulatory requirements for the course delivery and their compliance matrix*

d. Continual Improvement

- i. Learning Service Provider shall regularly monitor and analyze the teaching – learning process for its effectiveness.
- ii. Based on such an analysis continual improvement projects shall be identified and initiated in a participative manner with the involvement of Learners, teachers and other interested parties

Guidance Notes (Indicative)

- ✓ *Feedback mechanism for each class*
- ✓ *Regular analysis of the feedback received*
- ✓ *Analysis of the feedback*
- ✓ *Follow up action*

e. Franchising, Licensing or Subcontracting of Course/programs

- i. NABET Accredited Learning Service Provider shall ensure that none of its courses can be subcontracted to a second organization, a person or course provider without the consent of NABET.
- ii. Faculty or Support Faculty who is not on roll of the Learning Service Provider can be used to deliver the course, provided the contract between Learning Service Provider and the Faculty/ Support faculty exists.

Guidance Notes (Indicative)

- ✓ *Legally enforceable and binding contract between the contract service provider and the Institute*
- ✓ *Clear terms and conditions of the kind of services to be provided and the remunerations thereof.*

- iii. Where Faculty or Support Faculty not on roll of Learning Service Provider is allowed to deliver the course, all the control and administration process related to the course shall remain with the Training Institute
- iv. A Branch is an office/site owned and controlled by the applicant and authorized to market, administer or present Learning Service Provider course under accredited Learning Service Provider's name, responsibility and control. This also includes overseas branches.
- v. The applicant shall have appropriate methods to monitor and measure the performance of the course to ensure that the NABET requirements are consistently met.

f. Confidentiality

- i. Learning Service Provider shall have adequate arrangements consistent with applicable laws to safeguard confidentiality of all information provided by Learners and results of examinations. Personal data privacy requirement to be followed by Applicant Learning Service Provider.

Guidance Notes (Indicative)

- ✓ *List of software for security of the network, storage devices and other equipment used for course delivery and administrative purposes*
- ✓ *Antiplagiarism software*
- ✓ *Applicable IT regulations of the local regulatory and statutory Bodies and their compliance matrix*
- ✓ *Copyright issues with respect to the training material*
- ✓ *Document control mechanism and its implementation*
- ✓ *Age of learners to be monitored. In case learner is under 16 years of age, the applicable Child Protection Policy may be in place. These should be documented and followed.*

- ii. These arrangements shall be extended to include organizations or individuals acting on its behalf and representatives of the applicant.
- iii. Except as required in this criterion, information about a Learner shall not be disclosed to a third party without written consent of the Learner, nor shall information about a Learner's sponsor be disclosed without written consent of the sponsor.

g. Changes in System/ Process/ Documents / Any other Area

- i. The applicant/ accredited Learning Service Provider shall ensure that any major changes it intends to make to the training course design are first approved by NABET. This will invariably be followed when the course is

based on international standard / normative document such as ISO 9001 and the standard undergoes revision.

Note: Major changes cover significant changes in course design, course duration, changes in performance evaluation method and/ or criteria. These do not include minor changes in contents of course notes/ overheads, small adjustments in sessions timings, changes in quizzes, practical exercises, examination questions, empanelment of new faculty etc.

1. Following a decision on and publication of changes, the applicant shall verify that each of its course Faculty members/ Resource persons implement them within a reasonable time.
2. The applicant shall notify NABET of any changes of address or any significant changes in organization structure or provision of services.

Note: NABET reserves the right to carry out assessment of changes to the documents and/or course delivery before its approval. The expenses for this assessment shall be borne by the applicant

h. Advertising and Use of NABET Accreditation Mark

- i. NABET Accreditation Mark can be used by Accredited Learning Service Provider in conjunction with the scope of course being accredited by NABET.
- ii. NABET Accreditation Mark can be used by Learning Service Provider at the following places–
 - a) On promotional material stating that the LSP is accredited by NABET and mentioning course accreditation number.
 - b) On certificate issued to candidates clearly stating the LSP accreditation number.
 - c) On cover page of the course materials stating LSP accreditation number.
 - d) On letter head and visiting cards mentioning that the LSP is accredited by NABET for the scope.
 - e) Learning Service Provider shall ensure that NABET Accreditation Mark is not used to indicate non-accredited scope

- iii. Each award of Certificate shall be assigned a unique identification number and shall have AADHAR number or other government recognized identifier or Passport number, as applicable, along with other details of the Learner and the Course or Program and shall be uploaded on the website of the Institution.
- iv. Use of Digi-Locker to be encouraged for disbursement of certificates.

2.5 AWARDS AND CERTIFICATIONS

- a. An external course/program is one in which the curriculum and assessment schedule is provided by an approved awarding body.
- b. An internal course/program is one which has been totally devised by the Institution and may have a validation from an awarding body.

Note:

NABET assessments include an examination of the quality of its delivery to learners. We also pay close attention to the consistency and reliability of assessment. It should be noted that NABET neither confers nor validates degree-awarding powers and the course content. Applicants for distance education programs should always satisfy themselves that the level of recognition of a relevant award is sufficient to meet their needs.

A. Evaluation of Learners

- (i) Examination process shall be clearly defined and in case of proctored examination the details shall be elaborated.

Guidance Notes (Indicative)

- ✓ Detailed procedure for assessment and examination
- ✓ Examination and assessment pattern representing type of questions and their marking schemes
- ✓ Scheduling and protocol for examination
- ✓ Eligibility of learners for taking the exams
- ✓ secrecy and security of question paper
- ✓ Validity of examination and result
- ✓ Procedure for handling complaints and appeals
- ✓ Duration for which the answer sheets are retained and the procedure for their disposal after stipulated duration expires
- ✓ Examination centers- hiring process, MoU with the relevant bodies for hiring,
- ✓ Detailed protocol for conducting the examination like size of hall, number of learners, IT infrastructure, invigilators ratio to learners
- ✓ Ensuring impartiality by Conflict of Interest declaration by question paper setter, examiners, invigilators and all others involved in the process
- ✓ Proctored examination process

(ii) Each Learner shall be evaluated using the following two independent elements, both of which shall be satisfied if the learner is to successfully complete the course:

- a. the continual evaluation by the Trainers of each learner's achievement of the learning objectives as defined in the course objective
- b. written and/or practical examination that tests learners' ability for application of theory.

B. Continuous Evaluation

The continuous evaluation shall be documented and shall evaluate each learner's achievement of the learning objectives

Guidance Notes (Indicative)

- ✓ *Process for internal evaluation*
- ✓ *Attendance and punctuality during the course*
- ✓ *Procedure for handholding learners who are performing below class average*
- ✓ *Procedure for interacting with learners for sharing their interim performance and its analysis*
- ✓ *performance and its analysis*

a. Written examination

The written examination shall evaluate the learners' comprehension of the subject and their ability to provide written justification of their evaluations.

b. Practical examination

The practical examination shall evaluate the learners' ability to apply the concepts learnt in live situations

Guidance Notes (Indicative)

- ✓ *The examination is impartial and open to all eligible candidates*
- ✓ *Detailed process for written or practical or interview-based assessments*
- ✓ *Maximum marks shall be defined. The examination shall be designed so that a competent learner (i.e. one who has demonstrated achievement of the learning objectives) could achieve minimum mark as is relevant to the kind of course being conducted*
- ✓ *The time allotted for taking the examination shall be defined in course curriculum. Strict adherence to the time limit shall be maintained.*
- ✓ *The process for accommodating special requests like scribe, extra time, etc shall be detailed and made available to all candidates well in advance without request.*
- ✓ *The Trainer may allow a learner with particular disability that adversely affects the learner's capability to complete the examination in the allotted time up to 30 minutes additional time for taking the written examination. Any such allowance shall be indicated in the records of the course or of the examination with supporting reasons.*
- ✓ *The process of allocation of ratios to written, oral and practical examination shall be pre-defined with adequate justification*
- ✓ *The trainer, invigilator and examiner shall ensure confidentiality, transparency during the examination.*

c. Grading: Pass/Fail Decisions

- i) The course provider shall have detailed procedures and process to arrive at the pass/fail decision.

Guidance Notes (Indicative)

- ✓ *The evidence of how the protocol of decision to arrive at pass/fail is to be taken was taken*
- ✓ *Methodology to resolve any differences in grading and issue final grades.*

C. Re- Examination

- a. The issue of re-examination shall be clearly defined.

Guidance Notes (Indicative)

- ✓ *Availability of the information without request*
- ✓ *Protocol for developing question papers or relevant material for re-examination*

- b. Process of appeal for the re-examination.

Note: Apart from the actual Course or Program delivery, other components such as Counselling Process, Online Application Processing and fee payment shall also be provided through online as well as face to face without request.

D. Certificates

- a. A certificate of “successful completion” shall be provided to each learner who has passed both the written examination and the continuous evaluation. The certificate shall:
 - i. Include the NABET accreditation mark
 - ii. Each award of Diploma or Certificate shall be assigned a unique identification number and shall have AADHAR number or other government recognized identifier or Passport number, as applicable, along with other details of the learner and the Course or Program and shall be uploaded on the website of the Institution.
 - iii. Identify the course by course title, course number and dates of presentation of the course
 - iv. State that the learner named has successfully completed the course
 - v. Include all information on a single side of the certificate

- b. The wording of any certificates of “attendance” shall make it clearly apparent that the learner has only attended the course. There shall be no implication of successful completion.
- c. The design and content of the certificate of “successful completion” and the certificate of “attendance”, and any changes thereto, shall be approved by NABET.
- d. No alterations shall be made in the certificate without prior approval of NABET.

2.6 SYSTEMS MANAGEMENT

- a. NABET expects all of its accredited Learning Service Provider to have clear procedures for all of their policies and actions and written where considered necessary or prudent. Every person with responsibility for a particular procedure shall be able to explain it to anyone including NABET assessors.

Note: This has added advantage that if a staff member responsible for a particular role leaves or is unavailable at short notice, other staff assuming that roles will know exactly what is expected of him.

- b. This applies in particular to procedures for the recruitment, enrolment and monitoring of attendance and academic progress of learners.

A. Administrative Procedures

- a. The Learning Service Provider shall develop and maintain documented procedures for the effective administration of the course. Areas covered shall include:
 - i. The design, development and evaluation of course materials and documentation to ensure conformity with the current NABET criteria
 - ii. Presentation of the course
 - iii. The control of course publicity and advertising
 - iv. A document control system for the maintenance and updating of procedures and course notes.
 - v. The criteria for selecting course Trainers, procedures for their initial training, evaluation of their delivery of the course and ongoing review of performance.

- vi. Management review of the course.
- vii. Records of individual learners and each course offering, including analysis of statistics.
- viii. Learner evaluation procedure, including pass/fail decisions.
- ix. Operation and conduct of the examination and re-examination, including security and confidentiality of examination questions, answers and marked papers.
- x. Issue and withdrawal of certificates
- xi. Storage and eventual disposal of marked papers and continuous assessment records.
- xii. Methods such as statistical techniques used to analyze and improve Learner evaluations, Trainers' performance and overall course performance.
- xiii. Notifying NABET of significant changes to the course before they are implemented.
- xiv. Complaints and appeals.
- xv. Learning Service Provider shall carry out at least internal quality audit every year

B. Documented Information (Records)

- a. The course provider shall maintain records to demonstrate conformance to the NABET requirements.
- b. Records shall be maintained in English.
- c. Records shall be maintained in electronic media.
- d. These records shall be maintained for at least three years or as per applicable legal requirement
- e. These records shall be made available to NABET.
- f. The records for each course presentation shall include:
 - i. Venue, dates, related advertisement and promotional literature

- ii. Names of instruction team members at the time of that course presentation, trainee Trainers, observers.
- iii. Identification of the sessions conducted by the different tutor.
- iv. Identification of the specific issue (revision level) of the course documentation used.
- v. Identification of the examination paper used
- vi. Names of all Learners who attended the course, together with the continuous evaluation results and the examination results for each Learner
- vii. All copies of marked examination papers, continuous evaluation forms and related summaries
- viii. The percentage of Learners that successfully completed the course
- ix. Unique identification number of each Certificates of successful completion and the name of the Learner to whom it was issued.

C. Facilities

- a. Learning Service Provider has formal arrangements in place to demonstrate that it has possession of and/or access to suitable premises.
- b. Learning Service Provider has access to suitable external premises of a temporary or occasional nature for training purposes for which appropriate criteria will be laid down and adhered to
- c. The Online, blended and face to face Courses and Program delivery shall be through a safe learning platform.
- d. Identified technological interface and interoperability - the Online & blended Course or Program shall be able to utilize a variety of technology tools, shall have a user-friendly interface and meet accessibility standards for interoperability and access for learners with special needs.

Requirement for Learners

- a. **Requirements for Enrollment to Online & Blended Courses or Program**
Learners to be enrolled for Online, Blended & face to face Courses or Program shall be acquainted with the requisite information or literacy skills.
- b. Eligibility criteria for admission into the program shall be deliberated upon and detailed. All relevant records for arriving at the criteria shall be maintained.
- c. The eligibility criteria shall be made available without request to everyone
- d. **Learner's Authentication Requirements** – Learning Service Provider shall exercise proper learner's authentication practice to ensure the academic integrity and the Learners, at the time of enrolment and all assessments for examinations, shall be required to provide the ADHAAR number or other government recognized identifier or Passport number, as applicable and verify their information for authentication for which necessary infrastructure or software shall be provided to them by the Institutions.
- e. Active Engagement of the Learners – Detailed protocol for active engagement of learners shall be documented.

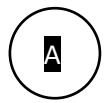
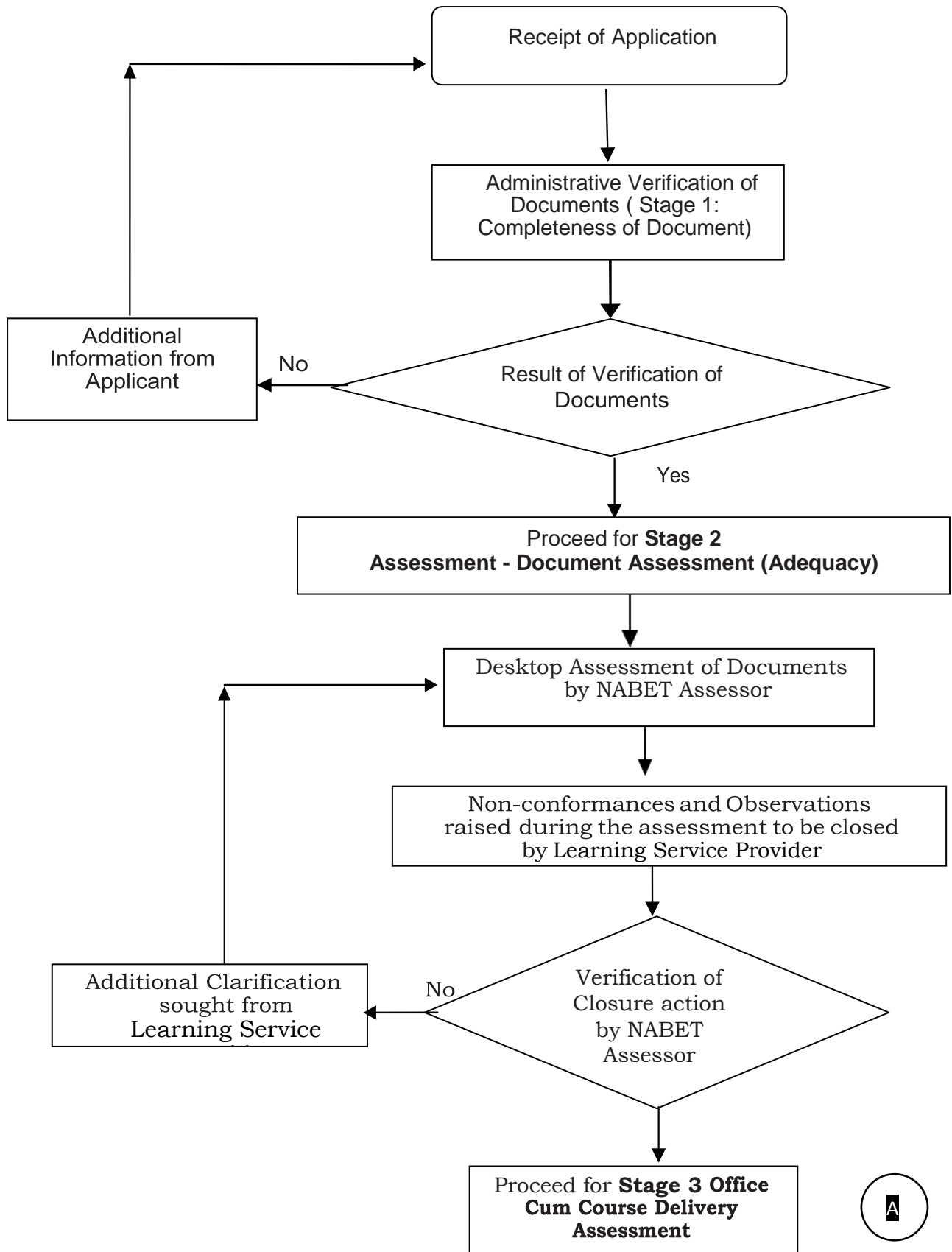
Active engagement in online, blended & face to face class shall be monitored via participation in asynchronous or synchronous discussions, assignment activity and Course or Program involvement and the analytics of Learning Management System shall be used for ensuring the learner's participation regularly (say every fortnight).

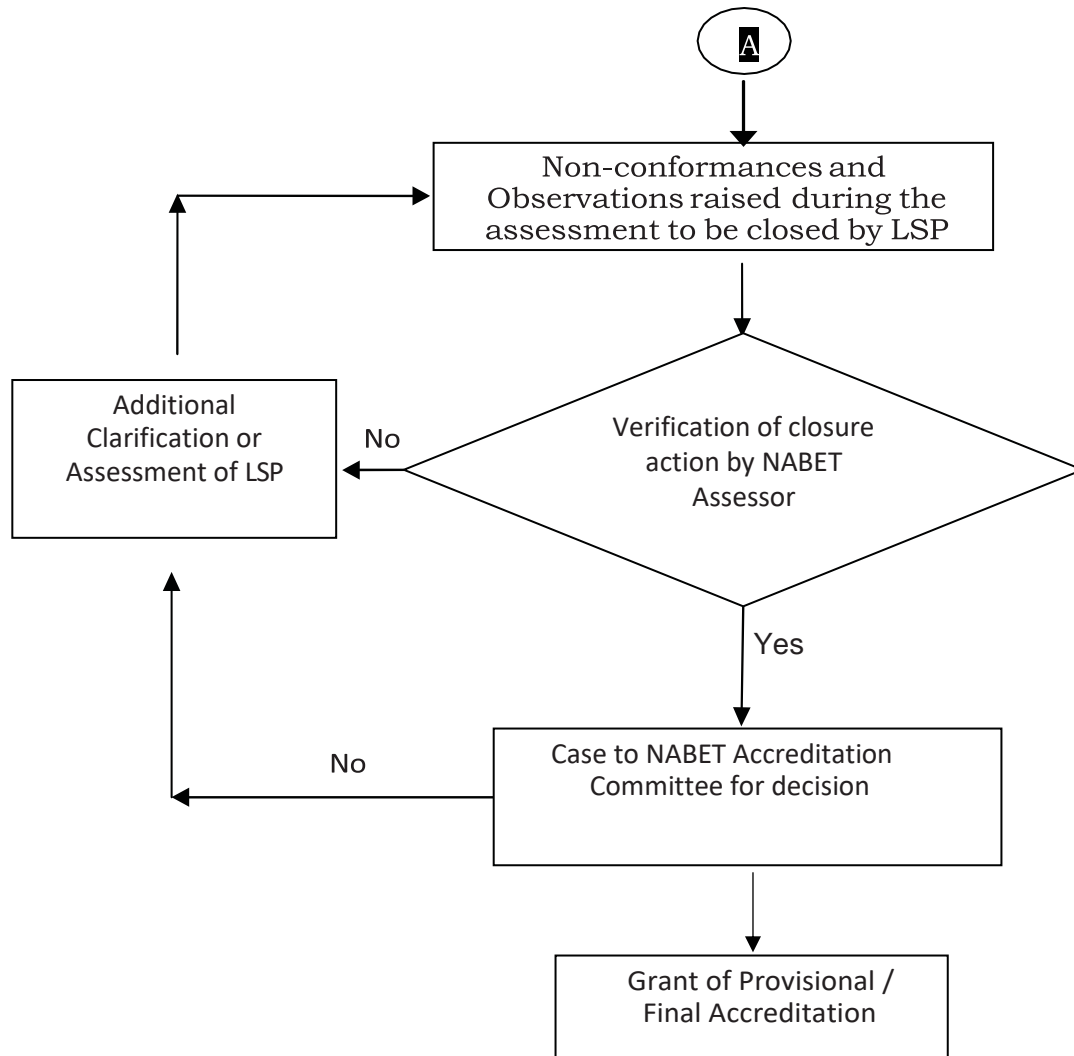
- f. **Technical Know-how or Skills Requirements for Course Mentors** – Learning Service Provider shall have defined criteria or guidelines for the technical know-how and skill requirements of the online, blended & face to face Course Mentors, and Course or Program Coordinators to ascertain that all the resources are competent to deliver online education effectively from the Learner's learning perspective and continuous up gradation of skills for mentors and staff shall be essential for embracing newer methodologies and Information and communication technology tools

for enhancing the development and delivery of the Online, blended and face to face Course or Program in the long run. The organization shall maintain a competency matrix for all staff members and also have a mechanism to update the same every six months.

- g. **Learners' Support Services and e-Learning Materials** - Learning Service Provider shall provide adequate support for advising, counseling, mentoring and guidance so as to ensure the best possible learning experience for the learners and there shall be clear guidelines on academic integrity and netiquette (internet etiquette) expectations regarding lesson activities, group discussions, chats and plagiarism.

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.

Self-Assessment Checklist

Note:

1. Assessment will be carried to assess the implementation of various processes and procedure being developed by Learning Service Provider and effectiveness various system and processes in achieving the desired objective.
2. Checklist mentioned here is an indicative only

S. No.	Particulars	Yes / No	Documentary Evidence	Remarks by NABET Assessor (NC/ Obs/ OFI)
Governance, Management & Staff Resources				
General Requirements	1	Learning Service Provider is a legal entity		
	2	Learning Service Provider has defined its Vision and Mission statement		
	3	Learning Service Provider has identified the resources needed for support and operation of processes a. Human Resource b. Material c. Machine d. Method		
	4	Outsourced processes are being identified by the Learning Service Provider and process has been laid for controlling of these processes.		
	5	Learning Service Provider has well established governance structure vis -a vis its vision, mission, operations, responsibility and authority at various levels.		
	6	Learning Service Provider has established process of communication amongst the staff		
	7	Learning Service Provider has identified the staff requirement course/ program wise along with education, qualification and experience		
	8	Learning Service Provider has established its assessment and examination process (Management Structure includes this process also		

9	Management Structure defines the roles and responsibilities for developing course content, delivery of the sessions and processes relate to data protection requirements.			
10	Management of the Learning Service Provider Annually Reviews the following and maintains records of the same			
a)	Action outstanding from previous management review meeting			
b)	Actions resulting from surveillance by the approval body			
c)	Through review of administrative procedures			
d)	Review of course design and its relevance			
e)	Review of course presentation			
f)	Review of examination policy and procedures			
g)	Review of current performances of existing staff/ faculty as well review of future training requirement of staff/ faculty			
h)	Review of complaints and appeals			
i)	Analysis of Learner feedback including pass/ fail rates			
j)	Applicable Correction and Corrective and preventive actions on complaints, feedback and other sources including feedback from internal and external parties			
k)	Review of internal audit and follow up action if any			
l)	Review of resources including infrastructure, human resources and issues related to work environment at Training Course venue			
l)	Risks and their mitigation plans, related to effective delivery of learning services as per defined requirements			

Continual Improvement	11	Learning Service Provider has established the process for continual improvement through involvement of Learners, teachers and other interested parties			
	12	Learning Service Provider takes necessary corrective and preventive actions for implementation of same at different levels			
	13	Top Management of the Learning Service Provider ensure effective management, collection, validation and analysis of data for monitoring the performance of the institute			
Complaint and Appeal Handling	14	Learning Service Provider has established the procedure for complaint handling			
	15	Learning Service Provider has established process of appeal handling			
	16	Learners of Learning Service Provider are aware of the process of making of complaints and appeals			
Teaching Learning Process					
Human Resources	17	Learning Service Provider has ensured compliance to statutory and regulatory requirement related to staff and Learning Service Provider Operational aspects.			
	18	Learning Service Provider has ensured that all staff involved in delivering of courses are suitable and competent for delivery of courses			
	19	Learning Service Provider conducts a review of the requirements of competency of faculty with changing needs and requirements			
	20	Learning Service Provider conducts regular appraisal of the staff and identify the training needs of the faculty			
	21	Learning Service Provider has established procedure for selection, recruitment, performance analysis of each faculty and maintain the record for the same			

Course Objective	22	Course Objective Defined and are specific and measurable			
Learning Outcome	23	Learning outcome is in synchronization with course objective, If the course/ program is adhering to protocol of another organization/ body. details of the same			
General requirements for Teaching learning process	24	Learning Service Provider has well established process of course planning, development of time table and delivery of curriculum			
	25	Learning Service Provider have established process for monitoring and evaluation of learning by way of continuous assessments and tests			
	26	Course delivery ensures that Learners are able to achieve the course objective and are able to meet the learning outcome			
Course Delivery/ Training Method (Online, Blended & face to face)	27	Learning Service Provider ensures that course delivery ensures a high degree of interaction between Learners and teachers			
	28	Course Program is being designed to include knowledge based as well as skill-based learning for the Learners.			
	29	Training aids like videos etc are being used for supplementing training			
	30	Each Learner enrolled in class has designated set of learning material			
	31	Management, Staff, and administration staff are competent to handle the online and blended mode of training			
	32	Data pertaining to details of logging off trainers and participants are being captured and if there is any discrepancy or shortfall appropriate action is being taken			
	33	Trainer allocated the courses for delivering online, blended and face to face courses are consistent with learning experience and delivery of such courses are monitored for ensuring consistency of the course			
	34	Online, blended & face to face course make use of suitable teaching aids and learning resources			

	35	Participants have access to necessary technological tools for support.			
Admission Policy	36	Learning Service Provider has established policy and procedures for admission, including policy on concession and conforming to statutory and regulatory requirements			
	37	Process of admission is fair and transparent to all			
	38	Eligibility criteria for enrolment of Learners is defined and made public			
	39	Admission policy of Institute is defined in Institute Brochure including the process related to attendance norms, financial obligations, qualification criteria etc.			
	40	Learning Service Provider has defined process for safe custody of documents and any other property of Learner being provided to LSP			
Course material	41	Copy of course material provided to all the Learners enrolled for different courses based on the needs and requirements			
Duration of the course	42	Duration and schedule of the course defined and is in public domain			
General Course Management Requirement	43	Learning Service Provider ensures that before the start of the program Learners are well aware of their expected conduct during the course, evaluation pattern and type of evaluation being carried during the course			
	44	Learning Service Provider maintains the record for the following <ul style="list-style-type: none"> . Program wise information (Start date and end date) . Name and Number of Learners batch wise . Website has the result of Learners within reasonable time from the end of the course 			
	45	Website of the Learning Service Provider has details pertaining to classes program wise, examination details and results being declared			

	46	Learning Service Provider website provide information regarding the commencement of program / courses / fees structure			
	47	Where program needs approval of professional body or statutory same must be taken and approval copy is being uploaded on website of the institute			
Design of Course	48	Design of the course ensures the following			
	a)	Identification and analysis of needs of relevant interested parties			
	b)	Involvement of appropriate expert			
	c)	Representation of relevant interested parties			
	d)	Identification and indication of pre-requisite			
	e)	Assessment mechanism for achievement of competence			
	f)	Training objectives and outcomes are defined.			
	g)	Course design provides opportunity for Learners to build up knowledge and skill required for qualification of exam and skill being required by the employer			
	h)	Course material developed for the course meets the stated objective of the course			
	i)	Courses are being reviewed periodically for modification and up dation in light of the changing needs, interested parties' requirements and requirements emerging form the changing statutory and regulatory requirements.			
Industrial Interface and Learner / Development	49	Learning Service Provider have arrangement for delivering session from Industry experts where applicable			
	50	Learning Service Provider makes necessary arrangement for industry visit for Learners for providing learning aspect of the course where applicable			

Health and Safety	51	Learning Service Provider has laid down appropriate procedures for implementation by members for handling emergency situation and other crisis situation			
	52	Learning Service Provider have identified all applicable statutory and regulatory requirement and have built in provisions of handling emergency situation covering both indoor and outdoor activities			
	53	Learning Service Provider has laid down the process of collection of medical information of staff and Learners			
Quality Assurance, Performance enhancement and practices					
	54	There is an internal audit procedure which is being followed			
	55	Undertake annual academic review of its course/ program			
	56	Procedure for curriculum development and course design is in place			
	57	Attendance record of learners are being maintained and available			
Quality enhancement methods	58	Learning Service Provider ensures the quality of course being delivered follows the defined protocol			
	59	Learning Service Provider ensure compliance of statutory as well as its own laid down criteria with respect to course/ program			
	60	Learning Service Provider ensures that LSP will not subcontract or franchise NABET activity			
	61	Training Institute have contract with Faculties/ Support Faculties which are not on roll			
	62	Is the Learning Service Provider have any Branch (Yes/ No). If yes, details of the same and control being exercised by Learning Service Provider			
	63	Learning Service Provider ensures confidentiality of information provided by Learners (As per applicable laws)			
	64	NABET Accreditation Mark is being used to depict LSP is being accredited by NABET			

Awards and Certification

65	Documented procedure for grading of Learners pass/ fail is in place including awarding of marks			
66	Procedure for examination assessment in place including procedure for awarding marks to various activities			
67	Process of continuous evaluation is in place and is capable of assessing the Learners achievement of the learning objective			
68	Process of re-examination is in place and defined			
69	Design template of certificate to be issued to Learners is in place			
70	Certificate issued to Learners clearly demarcates between successful completion of course and certificate of attendance			
71	Each awarded certificate has unique identification number			
System Management				
72	Procedure for control of documented information is in place			
73	Procedure for control of records in place			
74	Procedure for providing feedback to Learners is in place			
75	Procedure for academic review is in place			
76	Procedure for self-assessment of the course is in place			