



**GUIDELINES FOR
ACCREDITATION OF COURSES 2011
(BUILDING TRAINING EXCELLENCE)**

JUNE 2011

Department of Occupational Standards
Ministry of Labour and Human Resources
The Royal Government of Bhutan



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Ministry of Labour and Human Resources
'Building Quality Workforce fo Productive Employment'



June 21, 2011

Foreword

Ministry of Labour and Human Resources has embarked on several major initiatives last year aimed at reforming the Technical & Vocational Education and Training (TVET) system in keeping with the changing times and needs of the country. Initiatives include policies, programmes and activities targeted at improving access to TVET for the ever increasing number of school leavers and youth as well as enhancing the quality and relevance of training programmes offered by the training providers.

In keeping with its mandate of regulating the quality of TVET system in the kingdom, the Department of Occupational Standards (DOS) has developed a guideline for accreditation of courses. The **Guidelines for Accreditation of Courses 2011** is expected to support the efforts in the development of an internationally competitive workforce at the craftsmen and technician levels. I am pleased to approve this guideline to facilitate the Department of Occupational Standards in accrediting the technical and vocational courses offered by the registered TVET training providers within the kingdom.

The Guideline contains detailed information on the criteria, procedure and processes of course accreditation. The document is also a valuable reference manual for training providers who intend to apply for course accreditation with the DOS as well as those training providers who wish to improve the quality of trainings they offer.

Training providers wishing to offer courses leading to the award of the National Certificates (NC Levels 1, 2, and 3) must be accredited by the DOS. Training Providers registered with the department are eligible to apply for accreditation of their courses.

I encourage all the training providers in the country, offering certificate level courses, to avail of this excellent opportunity in acquiring recognition of their training course(s) by the Government through this course accreditation framework. The Ministry shall endeavour to provide necessary support to the training providers in facilitating accreditation of their courses leading to the award of national qualifications based on the Bhutan Vocational Qualifications Framework (BVQF).

I like to wish all the registered training providers the best in their endeavours in achieving accreditation for all their courses.

A handwritten signature in black ink, appearing to read 'Dorji Wangdi', with a horizontal line underneath it.

Dorji Wangdi
Minister

Table of Contents

Introduction	1
Objectives of Course Accreditation	2
Benefits of Course Accreditation	2
Eligibility Requirements for Course Accreditation	3
Criteria for Course Accreditation	4
Levels and Terms of Course Accreditation	8
Categories of Courses for which Accreditation may be sought	9
Accreditation of National Certificate (NC-level) Courses	9
Accreditation of Non NC Courses	11
Accreditation of International Qualifications	12
Accreditation Process and Procedure	13
Submission of Application for Course Accreditation	14
Supporting Documents to be submitted with the Accreditation Application	15
Re-submission of Application for Course Accreditation	15
Assessment for Course accreditation	16
Appointment of Accrerator	17
On-site Evaluation	17
Award of Course Accreditation Certificate	18
Validity Period of Course Accreditation	19
Renewal of Course Accreditation	19
Issue Warning	20
Termination of Accreditation	20
Appealing Against the Accreditation Decision	21
Accreditation fees	21
Use of Course Accreditation Certificate by Training Providers	21
Public Notification of the Accredited	22
Award of National Certificate (NC-1-3)	22
Disclosure and Confidentiality of Information	22
Surveillance Monitoring and Auditing	23
Special Reports and Visits	23
Notification on the Substantive Changes	23
Roles and Responsibilities	24
GLOSSARY OF TERMS	26

Application Form for Course Accreditation	28
Course Accreditation –Assessment Checklist	36
Accreditation Evaluation Report	41

Introduction

This accreditation guideline is developed to assist registered training providers who wish to apply for accreditation of their courses by the Department of Occupational Standards (DOS) to award National Certificate (NC 1-3). The primary mandate of the department is to regulate the quality of Technical Vocational Education and Training System in the Kingdom.

Course accreditation is an important component of quality assurance system being put in place by the Department of Occupational Standards. Accreditation, being both a process and a status, focuses on the continual improvement of training quality. As a process, it is a form of review in which the department of occupational standards establishes set of criteria and processes to encourage high standards of quality training among registered training providers and as a status, accreditation provides public notification and assurance that an institution meets standards of quality set forth by the department. The process of accreditation is designed to be thorough, independent and transparent involving a team of trained accreditors to evaluate the training courses based on the accreditation criteria. During evaluation, training providers will be evaluated against the following nine criteria:

1. Course curriculum
2. Training delivery documents
3. Instructional resources
4. Physical Resources
5. Human Resource (Trainer)
6. Student record keeping system
7. On-the-job training/In-plant training
8. Training Assessment and Certification system
9. Quality Management System

Training providers offering accredited courses shall be subject to scheduled cyclical audit to ensure continuous improvement of training delivery and verifications of the conformity of quality parameters.

Any major non-compliance found during the auditing visit may lead to cancellation of accreditation status by the department.

1. Objectives of Course Accreditation

The main purpose of introducing course accreditation is to uphold high standard of quality training and expectation to the various stakeholders of the TVET system in the country. The following are the main objective of course accreditation:

- To certify training providers and their courses that meets specified quality standards;
- To identify training providers who meet the needs of the stakeholders including students, parents and employers;
- To foster excellence in the TVET institutions through the development of criteria and guidelines for assessing effectiveness of education and training;
- To create goals for improvement and to raise the standards of quality among registered training providers;
- To establish criteria for national certification and for upgrading courses; and
- To provide basis for determining eligibility for assistance and investment of public funds for continuous improvement.

2. Benefits of Course Accreditation

In the Technical and Vocational Education and Training (TVET) system of Bhutan, accreditation is the formal recognition of a course by the Department of Occupational Standards.

Accreditation is considered as a quality assurance measure and a useful management tool for continuous improvement of training courses. Therefore, it is considered to be one of the primary methods for maintaining and improving standards of education and training.

The training provider that offers accredited courses will have many benefits including:

- National and regional recognition of quality, accountability and public trust;
- Course accreditation certificate could be used as a marketing tool to increase enrollment of trainees;

- Accredited courses provide trainees with the competence required by the industry, consequently the trainees will be easily employed in the industry;
- Accreditation provides opportunities for training providers to enhance the quality of their courses and exceed the prescribed minimum requirements and criteria;
- Access to support and services from relevant organizations to continually improve the quality of training;
- A continuous improvement process that increases the focus on trainee performance;
- Accreditation provides institutional growth through internal and external evaluations;
- Training providers offering accredited courses can issue National Certificate level 1-3 on behalf of the Ministry.

3. Eligibility Requirements for Course Accreditation

The following are the pre-condition to be met by the training providers for the accreditation of courses:

- The training providers applying for course accreditation must be registered with the Department of Occupational Standards and have their Quality Management System certified by the Department of Occupational Standards;
- Courses which are based upon National Occupational Skill Standards or other standards recognized by the department that has valid further education or employment opportunity;
- The training provider has a functioning management board for quality, integrity and financial stability of the institution. The membership of the management board need to be sufficient in size and have a composition which support the responsibilities of the training provider
- The training provider has a Director/Principal/CEO/Manager and substantial core of qualified trainers with full time responsibility to the institution;
- The training provider has been operational for at least 2-years with trainees actively pursuing its courses;
- Training providers must have minimum registration grade B to apply for course accreditation;

- Training providers can apply for course accreditation for courses whose duration are 6 months or more;
- The Department of Occupational Standards shall provide provisional course accreditation certificate for a period of 6 to 12-months in-case the training provider is in the process of installing Quality Management System (QMS).

4. Criteria for Course Accreditation

The accreditation criteria are a guide for the accreditor and the provider as they jointly evaluate the course as a part of accreditation process. There are 9 criteria that must be met by training provider seeking course accreditation. The criteria are intentionally broad enough to allow for diverse courses, since there might be variations among training providers and courses they offer. They are also explicit and precise enough to ensure that critical aspects of acceptable quality are included in the criteria. The criteria consist of 9 broad areas with sub criteria as given below.

NO	Criteria
1	Human Resources (Trainer)
1.1	Trainers are registered with the Department of Occupational Standards, MoLHR
1.2	Trainers have minimum qualification as per registration requirement
1.3	Trainers have TOT certificate /Pedagogical training)
1.4	Trainers have relevant Industry experience
1.5	Trainers have undergone skill upgrading training in the relevant field
1.6	Have full time trainers to conduct the course
1.7	Have 1:20 trainer-trainee ratio for classroom teaching)
1.8	Have 1: 12 trainer-trainees ratio for practical training

1.9	Have appropriate system of collecting feedback
1.10	Have monitoring and evaluation system of the trainers
2	Student Record Keeping System
2.1	Have entry qualification requirement
2.2	Have enrollment system (by exam, selection interview etc.)
2.3	Have trainees attendance record
2.4	Have trainees admission register
3	Course Curriculum
3.1	Based on nationally endorsed occupational skill standards
3.2	Have CBT curriculum or other non CBT curriculum
3.3	Have appropriate time allocation for practical and theory lessons (module, task,)
3.4	Have balance theory and practical course content with appropriate learning outcomes, (ratio between theory and practical)
3.5	Have appropriate system for on-the-job training (OJT) for trainees
4	Training Delivery Documents
4.1	Have structured training /course plan (total length of course)
4.2	Have structured weekly timetable (number of hours as per the course content)
4.3	Have trainers' daily record/note books
4.4	Have trainers' lesson plans
4.5	Have trainees' logbook
4.6	Have trainees' theory notebook

4.7	Have trainees' practical record book
4.8	Have trainees' project work/assignment sheet/instruction sheet
5	Instructional Resources
5.1	Have relevant audio visual materials (LCD projector/OHP/transparencies etc)
5.2	Have suitable training resource materials (handouts/ text book/ learning aids/ white/green board/ charts/model/simulation equipment etc)
6	Physical Facilities
6.1	Have occupational health and safety facilities (fire safety, first aid...)
6.2	Spacious and safe training environment in classroom (minimum 1.65M2/trainee)
6.3	Spacious and safe training environment in workshop (5-8 sq.m/ trainee)
6.4	Have required training facilities (workbench, tools and equipment)
6.5	Have all required training materials/consumables
6.6	Have sufficient tools and equipment for training
6.7	Have proper and regular maintenance system of tools and equipment
6.8	Have sufficient training/work stations/training shed/ground with required facilities
6.9	Have proper housekeeping system in the training places (classroom/workshop/lab)
7	On-the Job Training/ In-plant Training
7.1	Have competencies identified based on curriculum to be covered during on-the-job training

7.2	Have structured on-the job training plan/schedule
7.3	Have appropriate system of monitoring on-the- job training
7.4	Have appropriate system of assessment for trainees undergoing on- the- job training in industries
7.5	Have Industry- Institute partnership program (guest lecture, industry tour etc)
8	Quality Management System
8.1	Quality Management System certified by DOS in place (Internal/ external audits)
9	Training Assessment and Certification System
9.1	Have valid and reliable assessment resources endorsed by the DOS (trainee and assessor resources)
9.2	Have external/internal validation and endorsement system of assessment items
9.3	Have competency based assessment system based on 8 principles of CBA
9.4	Have registered and accredited external assessors
9.5	Have continuous assessment systems (formative)
9.6	Have final/summative assessment system
9.7	Have assessment record keeping system (both hard and digital copies)
9.8	Have assessment report and certification system

The department will expect every training provider to do self-assessment against the prescribed criteria prior to submission of their application so as to ensure that compliance with these criteria is in place as far as the training provider is concerned. This serves to eliminate costs incurred for the assessment of training providers that do not comply to the criteria yet.

5. Levels and Terms of Course Accreditation

Training providers applying for course accreditation with the Department can receive two levels of course accreditation namely provisional or full accreditation as follows:

5.1 Level one: Provisional Accreditation:

All training providers applying for course accreditation will be evaluated against the eligibility requirements and accreditation criteria set by the Department of Occupational Standards.

Training providers who do not have certified QMS or in the process of preparing Quality Management System (QMS) but fulfilling other criteria will be provisionally accredited for a period ranging from 6 to 12 months based on the recommendation of the accreditors. The term to achieve the requirements will be agreed upon between the training provider and the Department and will be noted in the letter of agreement issued to the training provider that receives provisional course accreditation.

The department shall provide necessary support to the training provider in order to receive full accreditation within the specified time. If the training providers do not comply with all the accreditation requirements and criteria within the specified time, the Department shall terminate the accreditation status immediately after the expiry of the provisional accreditation.

5.2 Level two: Full Accreditation:

A full course accreditation shall be provided to the training providers who comply or have fulfilled all the course accreditation requirements and criteria set by the department. The courses shall be accredited for a period of 3 years, subject to renewal every after 3 years based on the renewal evaluation report. Surveillance audits and monitoring will be conducted by the department annually. The audit and monitoring results will be used as indicators for renewal of accreditation or termination of course accreditation.

If any non-conformity is identified during the audit, the training provider shall take corrective action and notify the department in writing otherwise the Department has the right to revoke the accreditation certificate.

6. Categories of Courses for which Accreditation may be sought

The DOS shall accredit the following categories of courses:

1. Courses that are designed to meet the competencies of the National Occupational Skill Standards leading to “National Certificate” levels 1-3.
2. Courses that are NOT based on the National Occupational Skill Standard leading to a training provider’s own certification,
3. Courses provided in Bhutan to enable learners to meet the requirements of reputable international qualifications. The course may include national units of competency endorsed by the department and may meet the requirements of a national vocational qualification as well as those of the international qualification.

7. Accreditation of National Certificate (NC-level) Courses

Accreditation of National Certificate course is done through assessment of the course in relation to respective units specified in the National Occupational Skills Standard. Assessment for accreditation is done by a panel of accreditors comprised of a subject matter expert and a representative of the DOS.

7.1 Preparation of course accreditation

7.1.1 Obtain National Occupational Skill Standards:

1. Identify the course title, units of competence specified in the national standard relevant to the courses delivered in your institute;
2. Identify the NC qualifications intended to apply for accreditation;
3. Identify modules and total module duration (theory and practical);
4. Prepare all necessary training delivery documents as specified in the form.

7.1.2 Obtain National CBT Curriculum (if any)

If National Competency Based Training (CBT) Curriculum is to be used, the following requirement must be fulfilled by the training providers:

1. Course duration to cover relevant occupational skill standards of the NC Levels;
2. Training facilities to match with relevant National endorsed Occupational Skill Standards;
3. Fulltime registered trainers with adequate experience;
4. Entry qualification for trainees;
5. Assessment criteria issued by DOS;
6. Trainees and Trainer attendance record including personal file of trainers;
7. Trainer / trainee ratio (Maximum 1 : 20 for theory and 1 : 12 for practical);
8. Course plan specifying the course duration (Hours/Months/Year).The duration of each module should be indicated in the course plan;
9. Training Plan (Scheme of training) has to be prepared for each module as well as tasks for the module. Time/Session allocated

for each task/clusters of tasks should be indicated in the training plan. It is required to include the assessment guide/criteria of assessment as specified in the national skill standard in this format;

10. Weekly time table should be prepared for entire course;
11. Lesson plans should be prepared for each lesson of all modules in the curriculum. It may be for one task or for cluster of tasks. Trainer activities and trainee activities to be clearly explained. Time allocated for each activity should be indicated in the training plan;
12. Practical exercise sheets to be given to the students should be prepared for all tasks or cluster of tasks separately;
13. Trainers' daily records/Log book should be maintained by the instructors;
14. Trainees' Diary/ theory Note Books & practical note books should be maintained and verified by trainer;
15. Trainees' Assessment Records should be maintained.

8. Accreditation of Non NC Courses

Section 6 outlines the course accreditation for Non-NC courses by the Department of Occupational Standards for awarding training providers' certificate recognized by the Department of Occupational Standards. The following requirements must be fulfilled by the training providers:

1. Appropriate course title/course information;
2. Modular curriculum with specified learning outcomes;
3. Appropriate Course structure and duration;
4. Course delivery plans and documentation;
5. The content of the course in relation to the course objective;
6. Formative and summative assessment system;
7. Validation and moderation system of assessment resources;

8. External assessors registered by DOS to conduct the final assessment;
9. Selection/Admission/Details of trainees; (list of trainees undergoing the training)
10. Student feedback process;
11. The institutional monitoring and validation process;
12. The institutes' internal quality management system.

A panel of subject experts and representatives from the Department of Occupational Standards will evaluate such courses for accreditation. The Department of Occupational Standards reserves the right to approve or reject the application where criteria are not fulfilled.

9. Accreditation of International Qualifications

The training providers, who wish to accredit international course by the Department of Occupational Standards should submit the following documents for verification and endorsement by the department along with the course accreditation application:

- Formal contract between the training provider and the international organization, which includes:
- Agreement on the processes for the management and award of the qualification to trainees in Bhutan,
- Provision for the joint monitoring of quality and reviewing the course content periodically by the training provider and the recognized overseas training institution and
- Trainees' protection is a requirement in case the training provider should cease to operate.

The Department of Occupational Standards shall ensure that:

- The quality is assured and endorsed by a recognized international body and
- The qualification awarded by the training provider is internationally recognized.

Once the requirements outlined above are documented, verified and endorsed, the Department of Occupational Standards can process the application for accreditation of an international course according to the accreditation process.

The Department of Occupational Standards shall check the content/mode and assessment criteria of the teaching/training program, before consenting course accreditation in order to ensure all necessary modifications is in place to render the program applicable to Bhutanese students. Examples which may require amending might be references to units of measurement, currency, or foreign legal systems. The courses to be delivered in Bhutan and derived from an international recognized curriculum, and proposed for accreditation will need to be cognizant of the national language and culture.

If there is a match of the international program with Bhutanese national endorsed occupational skill standards, the institution may extend course accreditation to allow the award of both international and a national certificate (NC).

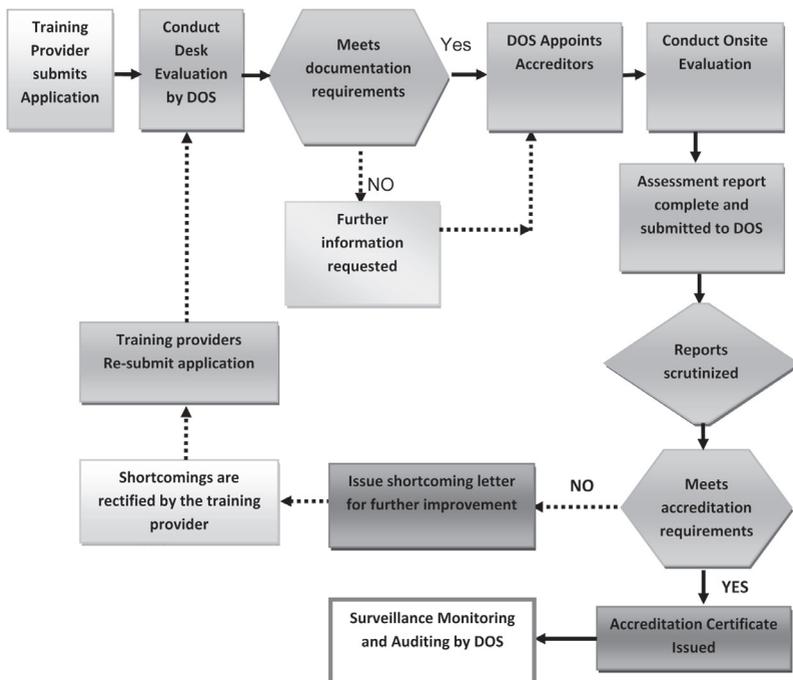
For accreditation of a non-NC certification, the institution should complete both

- the non-NC course accreditation application form; and
- The international qualification accreditation application form.

10. Accreditation Process and Procedure

Training provider applying for course accreditation must submit correct application form and information as required by the Department of Occupational Standards. The Department may contact the training provider for any additional information, if required.

When preparing the accreditation application form, the training provider must ensure that evidence provided demonstrate the training provider's ability to meet the accreditation requirements and criteria. The accreditation process has 9 steps as given below.



11. Submission of Application for Course Accreditation

To apply for course accreditation, the training provider submit in the course application form with all necessary documents and information specified in this guideline and forwarded to the address given below: The document should be prepared on A4 size sheets and the information should be presented clearly and precisely.

*Director,
Department of Occupational Standards,
Ministry of Labour and Human Resources;
Thimphu.*

P.O Box no: 1036

The information provided in the course accreditation document will be disclosed solemnly to the staff of the Department of Occupational Standards and the accreditors who will review the respective site for course accreditation

12. Supporting Documents to be submitted with the Accreditation Application

The following documents should be submitted with the application form:

1. Copy of registration certificate issued by the department;
2. Copy of the year/course plan;
3. Summary of course curriculum;
4. Copy of the training plan for the modules;
5. Lesson plan for one module;
6. CVs and copies of certificates documenting the trainers qualifications;
7. Copy of trainer registration certificate.

13. Re-submission of Application for Course Accreditation

If the training provider does not satisfy the minimum criteria stipulated in this guideline, the department shall provide recommendations for improvement and conduct a follow-up audit within a given period of the initial audit.

The Department of Occupational Standards shall advise the training provider that fails to meet the criteria for accreditation to submit a fresh application for accreditation of courses after taking proper corrective actions as specified in the letter of shortcomings issued to the training provider. The re-submission of application will be processed in the same way as the previous application for accreditation was processed.

14. Assessment for Course accreditation

Accreditation assessment is done by a panel of accreditors appointed by the Department of Occupational Standards. The accreditors will review the following main aspects of the training course for which accreditation is being sought.

1. Course plan/Year plan for the course indicating time duration of each module;
2. Training plan/Scheme of Training for each module with time duration of each task or cluster of tasks;
3. The weekly timetable;
4. Lesson plans for every lesson of all modules;
5. Trainers' daily Records/Log book maintained by the Instructors;
6. Trainees' Daily Diary/ theory Note Books & practical exercise books;
7. Assessment Criteria covering each task for continuous assessment;
8. Trainees' Assessment and certification Records books;
9. The attendance of trainees;
10. Trainees' feedback form;
11. Course Curriculum;
12. Instructional Resources.

In addition to the above requirements, following resources are also evaluated

1. Availability of required training facilities to conduct the course;
2. Qualification of Trainers delivering the courses;
3. Adequacy of Trainers delivering the courses;
4. Adequate space and training environment in class rooms & workshops;
5. Management and record keeping;
6. Quality management system.

15. Appointment of Accreditor

The Department of Occupational Standards shall be responsible for the selection of subject experts as accreditors to carry out the accreditation assessment. Wherever, possible trainers from the registered training providers shall be preferred to do the accreditation assessment.

Accreditors must possess the needed professional qualification, experience and professionalism to carry out the task of evaluating the training providers applying for course accreditation. The Accreditors are trained and selected by the department for a specific period of time to do the course accreditation. Their performance will be guided by the accreditation guidelines, code of conduct and specific job responsibilities of accreditors defined by the department.

16. On-site Evaluation

The accreditations activities usually peak during the actual on-site visit by the team of accreditors for a period of 3 days. The Department of Occupational Standards shall inform the training provider on the date and purpose of the on-site evaluation and make necessary arrangement of the visit, including the selection and appointment of accreditors.

The main activities in an accreditation on-site visit include the following:

1. Initial or first team meeting;
2. Courtesy call to the head of the training provider;
3. Meeting of the accreditors and the institution counterparts;
4. Gathering/ validating data or information;
5. Second team meeting;
6. Preparing the accreditor's evaluation report;
7. Exit meeting;
8. Closing program.

In doing his assignments as accreditors, he is advised to be well prepared, make a thorough assessment, be objective and fair in giving ratings, prepare a well studied, analyzed, and well written recommendations and always act professionally. The final evaluation report must be submitted within 3-days after the on-site evaluation.

17. Award of Course Accreditation Certificate

If the training provider comply with the accreditation requirements and criteria required for the course accreditation specified in the above table, the Department Occupational Standards will provide a certificate of course accreditation to the training providers which documents the right to award National Certificate (NC1-3) or joint certification depending on the categories for which accreditation is given.

If the training provider is not satisfied with the decision taken by the department, the training providers has the right to make an appeal to the Director, Department of Occupational Standards within 10-days after the accreditation decision. The department shall appoint a special committee of assessors to re-assess the particular course. The report prepared by the assessors shall be scrutinized by the Director who will make the final decision. The decision of the Director of the Department of Occupational Standards will be final and binding.

18. Validity Period of Course Accreditation

The full course accreditation certificate shall be valid for three years period subject to satisfactory performance of training providers within the validity period. Upon completion of the three-year period, accreditation certificate can be renewed based on the audit report. Where the course accreditation is not renewed, the training provider shall return the expired certificate to department.

The provisional course accreditation certificate shall be valid for duration of one year. Upon completion of one year, training providers must apply for full course accreditation at the Department of Occupational Standards, MoLHR.

19. Renewal of Course Accreditation

Any accreditation granted automatically expires at the end of the period of its validity. The renewal notice shall be given to the training provider by the Department of Occupational Standards before expiry of the validity. However, the responsibility of applying for renewal in time shall be that of the training providers.

The training provider shall submit the renewal application along with the necessary documents within 2 months before the expiry of the current accreditation period. A renewal assessment, similar to the initial assessment, shall be carried out for considering further renewal.

If any non-conformity is found during the renewal assessment, the training provider shall have to take necessary corrective actions, which may need to be verified by the department before the accreditation is renewed for further period of maximum of three years.

The renewal shall be based on the reports/audit conducted during the previous validity period and report of the renewal assessment. Any complaints received during the period will be duly considered.

20. Issue Warning

If a training provider has pursued a course deviating from requirements and criteria of accreditation as stated in these guidelines, the department may issue a corrective warning to the institution regarding deficiencies observed to refrain from certain activities or the initiation of activities not acceptable to the Department of Occupational Standards. The Department will specify a timeframe within which the institution must resolve deficiencies and submit report to the department

During the warning period, the institution will be subject to regular monitoring visits with appropriate reporting by the Department. The accreditation status of the institution will continue during the warning period.

21. Termination of Accreditation

The Department of Occupational Standards shall monitor the training providers periodically for verification of the accreditation. The Department shall examine institutional evidence of trainees' learning and achievement, the monitoring visit report and documents from previous evaluations to determine whether the training providers comply with the requirements and criteria of accreditation.

If an institution do not maintain requirements and criteria for accreditation or has failed to explain or correct deficiencies for/ against which it has been given notice, the department shall terminate the course accreditation certificate after thorough review by the Department. The accreditation status of the institutions shall remain pending until the completion of the final review and appeal process the institute may request. Otherwise, course accreditation certificate will expire on the date mentioned on the certificate issued by the department.

22. Appealing Against the Accreditation Decision

If the applicant is not satisfied with the decision by the department, the training providers has the right to make an appeal to the Director, Department of Occupational Standards (DOS) against the accreditation decision within 10-days. The Department will appoint a special panel of accreditors to re- assess the course. The report prepared by this panel will be scrutinized by the Director through the Head of the Quality Assurance Division for endorsement. The decision of the department will be binding and final.

23. Accreditation fees

The department will not charge any accreditation fees. Any fees which may be charged in the future will be based on the approval of the Royal Government.

24. Use of Course Accreditation Certificate by Training Providers

The training providers are authorized to display the course accreditation certificate in a prominent place and can be used for publicity and as promotional materials, but only for the course for which accreditation has been awarded.

The training provider is not authorized to use the accreditation certificate of one course to publicize for another course and it should not be used for any purpose after expiry of accreditation.

The Department of Occupational Standards will exercise proper control over the use of the Certificate of accreditation. Incorrect references to the certification system or misleading use of accreditation certificates found in advertisements, catalog, brochures etc, will be dealt with a suitable action and may lead to cancellation and withdrawal of the certificate of Course Accreditation.

Training providers are allowed to indicate in their publicity materials “Course accredited by the Department of Occupational Standards (DOS), Ministry of Labour and Human Resources.

25. Public Notification of the Accredited Courses

Details of all accredited courses shall be notified to the general public by the Department of Occupational Standards through:

- National newspapers
- Publication of the Directory of Training Providers

TVET-MIS and Ministry’s website: www.molhr.gov.bt

26. Award of National Certificate (NC-1-3)

The training providers delivering accredited courses can only award “National” certificate on behalf of the Department of Occupational Standards. The term “National” will be used for qualifications (NC1-3) endorsed by the Department of Occupational Standards.

27. Disclosure and Confidentially of Information

It is the obligation of every training provider applying for course accreditation to provide the department access to all parts of the provider’s operations and provide complete and accurate information on the training courses for which accreditation is sought; that be reports of other accrediting bodies or auditing agencies (national/international). Failure to provide complete, accurate and honest information may lead to denial or cancellation of accreditation by the Department.

The Department of Occupational Standards will maintain confidentiality of information supplied by the training providers except in those cases where it is deemed necessary by the Department to inform the public.

28. Surveillance Monitoring and Auditing

Training providers delivering accredited courses shall be subject to periodic monitoring and auditing to ensure continuous compliance to accreditation criteria. A report shall be prepared after each visit and feedback provided to training providers. The provisional accredited training providers shall be audited at least twice in a year and fully accredited training providers shall be audited once in a year.

29. Special Reports and Visits

The Department of Occupational Standards has the right to take action to ensure that the training providers meet their responsibilities and request periodic reports, special reports, additional visits and consultative activities relevant to the course accreditation status. The department has the right to re-evaluate training providers at any time as a means for monitoring specific developments.

The department will issue a written notice to the training providers on the actions to be taken based on the findings specified in a special report.

30. Notification on the Substantive Changes

When the training provider proposes to make any substantive changes specified below must seek approval from the Department of Occupational Standards in order to make the proposed changes. The Department shall review the changes and provide approval or reject the changes as necessary. The following are considered substantive changes:

1. Any changes in the official name of the Institution;
2. Closure of an Institution and the accredited courses;

3. Moving to new location;
4. Any changes in the legal status, form of control and ownership of the institution;
5. Merging with other institution;
6. Change of trainers delivering the accredited courses.

Any decision taken by the Department regarding the above shall be submitted to the training provider in question within a period of two weeks. Denials will include reasons for denial as well as advice on corrective action.

31. Roles and Responsibilities

The roles and responsibilities of the Department of Occupational Standards and the training provider are as follows:

The Department of Occupational Standards shall be responsible for:

- a) Evaluation of the training provider's application and supporting documents;
- b) Determining training provider's eligibility for course accreditation;
- c) Conducting onsite verification of training provider;
- d) Providing technical support as required;
- e) Selection of external accreditation assessor (accreditors);
- f) Collating and disseminating institutional documentation to the external accreditation assessor at least four (4) weeks before the onsite verification;
- g) Inform the training providers of the outcome of the onsite visit not later than 2 weeks after the onsite visit;
- h) Monitor and audit training providers with courses accredited on a regular basis; and
- i) Any other functions that would expedite the accreditation process.

The Training Provider shall be Responsible for:

- a) Preparation and submission of course accreditation application with all necessary documents to the Department;
- b) Informing staff/trainers on the accreditation evaluation process;
- c) Arranging initial meeting with relevant staff/trainer, so that accreditation assessor may introduce themselves;
- d) Requesting additional technical support, if required;
- e) Providing any documents as requested by either the Department or the evaluation team before or during the onsite verification;
- f) Any other functions that would expedite the accreditation process.

GLOSSARY OF TERMS

Accreditation:	Confirmation that a particular course meets the accreditation criteria set by the DOS for the delivery of teaching and learning programs
Assessment:	Process of collecting evidence and making judgments in order to decide if a training provider can deliver courses according to requirements and criteria stated by the Department of Occupational Standards
Audit:	A systematic and independent examination to determine whether teaching, learning and assessment services comply with planned arrangements and whether these arrangements are implemented effectively and are suitable to achieve goals and objectives of the training provider
Accreditors :	Person officially nominated to conduct assessment to determine if the requirements of the accreditation requirements and criteria have been met and to award course accreditation certificate.
Certificate:	Qualification awarded at levels 1-3 in the national vocational qualifications framework
Curriculum	Specification of how knowledge, skill and attitudes from the competency standards can be transferred through structured training.
Monitoring:	On-going surveillance to verify that the delivery processes continue to meet or exceed the requirements and criteria demonstrated upon initial registration and accreditation.
National occupational skill standards	The national recognized competencies identified through knowledge, skills and attitudes required for effective workplace performance

National Vocational Qualification Framework	Bhutan's national system for technical and vocational qualifications.
Quality assurance:	The processes identified by the regulatory body (QAD, DOS) to ensure that training providers are meeting or exceeding specified quality standards.
Quality management system	An integral part of the management system of a training provider that focuses upon all the processes used to ensure that the training provider has adequate and appropriate management systems to achieve its goals and objectives; and to satisfy the needs, expectations and requirements of its stakeholders including quality assurance parameters set by the Department of Occupational Standards
National certificate (NC)	Qualification awarded at levels 1-3 of the national vocational qualification framework.
On the Job Training (OJT)	Training in a real working environment (usually in industry) that allows the trainees to gain hands on experience.

Application Form for Course Accreditation

Part A- Details of the Training Provider				
Name of Training Provider:				
Dzongkhag		Location:		
Telephone:		Fax No:	e-mail address:	
Registration no:		Grade:	Date of Registration:	
Ownership type: (tick)	Govt. <input type="checkbox"/>	Private <input type="checkbox"/>	Corporation <input type="checkbox"/>	NGO <input type="checkbox"/>
Part B-Details of the course applied for Accreditation				
Title of the Course(for which accreditation is sought)				
National Occupational Skills Standards Code(s) covered by the course			Date of course commencement	
Part C- Details of Modules, Code and Level of Certification				
No	Code. (e.g. 5121)	Module. (e.g. M6-01.)	Level. (e.g. L2.)	
1				
2				
3				
4				
5				

Part D-Course Details and Training Documents

Type of Curriculum used for the training delivery (Please tick)

CBT Curriculum Non-CBT Curriculum (Please attach a copy of curriculum)

Part E-Curriculum and Course Duration Details

Sl.No.	Module No.	Module Name	Duration (Hours)	NOSS Unit Code
			Theory	Practical
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

TOTAL DURATION OF THE COURSE

Part F-OJT/In-Plant Training Details

Do you arrange OJT to the trainees?

YES (If yes, complete the table) NO (If NO, go to part G)

Sl.No	Unit of Competency Element of Competency	Time (Hours)	Where the training is conducted
1			
2			
3			
Total Duration of on-job training			Months :

Part G-Training Delivery Documents

(Please tick)

1. Have you prepared a year/month plan for the entire course?

YES (If yes, please attach a copy) NO

2. Have you prepared a scheme of training for the entire course?

YES (if yes, attach a copy of one module NO

3. Have you prepared a Lesson Plan for the entire module/task?

YES (if yes, attach a copy of one module NO

4. Have you prepared a weekly timetable?

YES (if yes, attach a copy of one module NO

5. Are you maintaining trainees' assessment checklist?

YES (if yes, attach a sample copy) NO

6. Are you maintaining a trainees' progress record book

YES NO

Part H(A)-Training Facilities

1. No. of Classrooms: Available floor area for theory class
sq.m

2. No. of Workshops: Available floor area for practical class
sq.m

3. No. of technical laboratory: Available floor area for practical
class sq.m

4. If others (Please explain)

Part H (B)-Details of Machinery and Equipment Available for the Course

(Please do not attach any photo copy. Write the brief description on the space below)

No	Name of machine & equipment	Basic Specifications	Quantity Used	Utilization for this course(Hours)
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

PART H(C)- Tools

(Group of the Tools) e.g. Number of sets of working tools

No	Name of the group of tools	Quantity Used	Utilization for this course(Hours)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			

Part H(D)- Other Facilities

<p>1. First aid facilities available: YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>2. Toilet facilities available: YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>3. Lighting/power supply available: YES <input type="checkbox"/> NO <input type="checkbox"/></p> <p>4. Fire Safety: YES <input type="checkbox"/> NO <input type="checkbox"/></p>	<p>5. Instructor-Trainee ratio for theory class: <input type="text"/></p> <p>6. Instructor-Trainee ratio for practical class: <input type="text"/></p> <p>7. Maximum number of trainees admissible to the course at a time: <input type="text"/></p> <p>8. Present number of trainee in the course (at the submission of application) <input type="text"/></p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Part I-Trainer attached to the Course

(Please attach CVs & copies of certificates pertaining to qualification of the academic staff)

No	Name	Academic/ Professional Qualification	Industrial Experience (Year)	Teaching Experience (Year)	Subject/ Module Taught	Teaching/ Demonstration (Hours)
1						
2						
3						
4						
5						

Part J(A)-Trainees’ Entry Requirements	Part J(B)-Trainees’ Selection Procedure(Please tick)
1. Trainees’ minimum entry academic qualification: 2. Age limit : Years 3. Other:	1. An Aptitude/entrance test only Y[] N[] 2. An Aptitude/entrance and test interview only Y[] 3. Interview only Y[] N[] 4. Other:
Part K-Certificate	
1. Do you award a certificate from your institute to the trainees Y[] Please attach a copy N[] 2. Do you have any scheme of survey of the students to find employment after completing the course Y[] N[] 3. Other:	
Part L-Details of Quality Management System (QMS)-If, available	
Have you installed a Quality Management System?	
YES <input type="checkbox"/>	(if yes, please specify the type of quality management system) <input type="text"/> Date Installed No. of Audits Last date of Conducted already done Audit <input type="text"/> <input type="text"/> <input type="text"/>

NO	<input type="text"/>	(if NO, please specify when to complete the QMS)
		<input style="width: 100%;" type="text"/>

Part M- Checklist (This section MUST be completed) (Please tick appropriate answer and attach the documents according to order.)				Office use only	
				YES	NO
Items	YES	NO	YES	NO	
1. Have you duly filled in the application form					
2. Have you attached the summary of curriculum(if CBT curriculum is not used)					
3. Have you attached the training contract for in-plant training(if applicable)					
4. Have you attached a copy of year plan to entire course					
5. Have you attached a copy of scheme of training(T1)for one module					
6. Have you attached a copy of lesson plan(T2)for one module					
7. Have you attached a weekly time table					
8. Have you attached a trainees' assessment checklist (sample copy)					
9. Have you attached a detailed sketch of the location of the institute (please indicate distance from your nearest town in sketch)					
10. Have you attached copies of CVs and certificates pertaining to qualifications of academic staff attached to the course					
11. Have you attached a sample copy of certificate which is being awarded to the trainees by the institute					

Guidelines for Accreditation of Course | 2011

DECLARATION	This acknowledgement must signed by the main applicant	
<p><u>BY SIGNING THIS APPLICATION:</u></p> <p>I declare that all information provided in or with this application is true and correct.</p> <p>I hereby authorized DOS to make any enquiries it considers necessary or desirable to assist in the processing of my application and assessment of Course</p>		
Name of Applicant (Head of Institute) Signature Date		
<p>Application to be sent to: Director, Department of Occupational Standards, Ministry of Labour and Human Resources, Thimphu.</p>	<p>Contact us: Quality Assurance Division: PABX NO: 975-2-333867/324845Tel EXTENSION NO:2069/2034 FAX:975-2-326873 E-mail address: dorji.tandin03@gmail.com/rig_79@yahoo.com Web:www.molhr.govt.bt</p>	
OFFICE USE ONLY		
<p>Desk evaluator's Name: _____ Signature: _____</p> <p>Date: _____</p> <p>Remarks(If any): _____</p>		

Course Accreditation –Assessment Checklist

Name of the Training Provider:					
Name of the Course/Unit(s) to be Accredited:					
NO	Criteria	Do not meet Stds	Meet Stds	Exceed Stds	Remarks
1	Human Resources (Trainer)				
1.1	Trainers are registered with the Department				
1.2	Trainers' qualification (one level higher)				
1.3	Training of Trainers certificate (teaching/training experience)				
1.4	Relevant Industry experience of Trainers				
1.5	Relevant training received by the Trainers				
1.6	Full time trainers to conduct the course				
1.7	Trainer-trainee ratio of 1:20 for theory				
1.8	Trainer-trainee ratio of 1: 12 for practical				
1.9	Collection of Trainees' feedback				
1.10	Monitoring and evaluation of the trainers				
2	Student Record Keeping System				
2.1	Trainees' entry qualification requirement				
2.2	Enrollment system (by exam, interview etc)				
2.3	Trainees' attendance record				
2.4	Trainees' admission register				
3	Course Curriculum				
3.1	Use of nationally endorsed unit of competency or other standards				
3.2	Use of CBT curriculum or other non CBT curriculum				
3.3	Time allocation for practical and theory lessons (module, task,)				
3.4	Theory and practical course content with appropriate learning outcomes				
3.5	Provision of OJT/In-plant training for trainees				

Guidelines for Accreditation of Course | 2011

4	Training Delivery Documents				
4.1	Training /course plan (total length of course)				
4.2	Weekly timetable (no of hrs/course content)				
4.3	Trainers' daily note books				
4.4	Trainers' lesson plans				
4.5	Trainees' logbook				
4.6	Trainees' theory notebook				
4.7	Trainees' practical notebook				
4.8	Trainees' project work/assignment sheet				
5	Instructional Resources				
5.1	Audio visual materials (LCD projector/OHP/ transparencies etc)				
5.2	Instructional resource materials (handouts/ text book/ white/green board/ charts/model/simulation equipment etc)				
6	Physical Facilities				
6.1	Fire safety facilities				
6.2	First aid facilities in the workshop				
6.3	Training environment in classroom (minimum 1.65M2/trainee)				
6.4	Training environment in workshop and lab (indoor & outdoor)				
6.5	Training facilities (workbench, tools and equipment/ storage system				
6.6	Training materials				
7	Training workshops and facilities				
7.1	Workshop space (5- 8 sq.m/trainee)				
7.2	Tools and equipment including machines				
7.3	Maintenance of machines and equipment				
7.4	Training/work stations with facilities				
7.5	Power tools for training				
7.6	Hand tools for practical training				
7.7	Housekeeping in the training places				
8	On-the Job Training/ In-plant Training				
8.1	Competencies to be covered during OJT				
8.2	On-the job training plan/schedule				

Guidelines for Accreditation of Course | 2011

NO	Criteria	Do not meet stds	Meet Std	Exceed Std	Remarks
8.3	Monitoring of on-the- job training				
8.4	On- the- job training Assessment				
8.5	Industry- Institute partnership program				
9	Quality Management System				
9.1	Quality Management System				
9.2	Operational level of processes identified				
10	Assessment and Certification System				
10.1	Assessment resources				
10.2	Validation of assessment items				
10.3	Competency based assessment system				
10.4	Other assessment systems				
10.5	Final assessment system (Non- NC level)				
10.6	Record keeping system of assessment results				
10.7	Certification system (for Non-NC courses only)				

Assessment Summary

NO	Criteria	Do not meet Stds	Meet Stds	Exceed Stds	Remarks
1	Human Resources (Trainer)				
2	Trainees' Record Keeping System				
3	Course Curriculum				
4	Training Delivery Documents				
5	Instructional Resources				
6	Physical Facilities				
7	Training workshops and facilities				
8	On-the Job Training/ In-plant Training				
9	Quality Management System				
10	Assessment and Certification System				
	Overall				

Unit Assessment Summary

Name of Unit	Code no	Meet the Standards	Remarks

Assessors Comments and Recommendations

Process Status:	
Recommendations :	
Name of Assessor	Signature
1	
2	

Unit Assessment Checklist

Name of the Unit/Module to be Accredited:	
Unit/Module code No:	

Note: Each unit of the relevant qualification should be assessed by the assessor according to the parameters given below

No	Unit Assessment Requirements	Assessment			Remarks
		Do Not Meet Stds	Meet Stds	Exceed Stds	
1	Training Plan/Time Table				
2	Lesson plan				
3	No.of practical exercises (hrs)				
4	No.of theory class (hrs)				
5	No.of assignments				
6	No.of project works				
7	Instructional resources				
8	Audio visual materials				
9	Training Daily Notes				
10	Continuous assessment checklist				
11	Continuous assessment result sheets				
12	Any other assessment (If available)				
13	Arrangement of OJT				
14	Training work stations				
15	Training tools and equipment				
Signature of the Assessor			Signature of the Assessor(DOS)		
Date:			Date:		

Accreditation of Training Course Evaluation Report

(To be prepared separately in respect of each training course by the
Accreditor)

PART-A

A-1 PARTICULARS OF THE TRAINING PROVIDER:

Name of the Training Provider			
Type of ownership (Govt.Pvt.NGO, Corporation)			
Address: (as given at the time of Registration)			
(If there is a change in the address, please mention the location where the course is conducted):			
Level of course accreditation applied (tick)	Provisional	<input type="checkbox"/>	Full Accreditation
Registration No:			
The date QMS has been installed: (If applicable)			
Type of QMS adopted (DOS/ ISO etc...)			
Last date of QMS audit conducted:			

PART-B

B1- COURSE OVERVIEW:

Title of the course for which accreditation is sought: (as given in the application).		
Name of the related National Occupational Skills Standard and the NOSS code:	NOSS:	Code:
Medium of Instruction: (Dzongkha/English)		
Total No. of hours of instruction (delivery time)		

B-2 COURSES DETAILS (Please tick)

Has the development of training course based in the relevant NOSS?	Yes		No	
Does the topics taught cover modules of the relevant CBT Curriculum	Yes		No	
Duration of the Course:	Hours:		Month:	
Adequacy of curriculum: (if the CBT Curriculum is not used)	Yes		No	
Are all important areas mentioned in the National Occupational Skills Standard covered in the course curriculum?				
If NO, mentioned below the areas which are not covered or inadequate				
Sl. No	Subject/Module	No. of Theory hours taught	No. of Practical hours taught	Remarks Steps to be taken to improve the current situation (Mark the appropriate)
1				
2				
3				
4				
5				

Your general comments on the whole curriculum in respect of its subjects/Modules and adequacy of theory and practical hours in terms of the relevant National Occupational Skill Standard

.....

.....

.....

.....

.....

.....

Is training done according to a time table/training time schedule?

YES No

(If no, please give your comments)

.....

.....

.....

On-the-job training:

1	Is OJT a part of the course?	Yes	No	
2	Is there plan/procedure/system of providing OJT training for the trainees?	Yes	No	
3	Is it provided within the duration of the course?	Yes	No	
4	Is it provided at the end of the course?	Yes	No	
5	Is there proper monitoring and assessment system	Yes	No	

PART-C

C-1 TRAINING FACILITIES

Sl.no	Classroom facilities:	Floor area (sq. m)	Maximum number of trainees that can be accommodated
1	Floor area of theory classroom:		
2	Floor area of workshop/lab:		
3	Adequate classroom furniture for trainees	Adequate	In-adequate
4	Heating and cooling system in classroom	Adequate	In-adequate
5	White board/ green board/chalk board in each classrooms	Yes	No
6	LCD projector/OHP	Yes	No

Note: Classroom size should be minimum 2 sq.m/student

Instructional Resources (teaching/models) available for the course:
(give details below)

Sl.No	Description of teaching aids/models used	Adequacy			
		Yes		No	
1		Yes		No	
2		Yes		No	
3		Yes		No	
4		Yes		No	
5		Yes		No	
6		Yes		No	
7		Yes		No	
8		Yes		No	
9		Yes		No	
10		Yes		No	

If the teaching aids are inadequate explain the measures taken to improve the teaching aids.

.....

Sl.No	Facilities	Adequacy			
1	Library facilities (text book for the course)	Yes		No	
2	Sanitary facilities	Yes		No	
3	Lighting	Yes		No	
4	Ventilation	Yes		No	
5	Drinking water facility for trainees	Yes		No	
If NO, please specify in details:					

C-2 WORKSHOP FACILITIES

Sl. no	Workshop facilities	Adequacy		Present condition	
		Adequate	Inadequate	Acceptable	Not acceptable
1	Hand Tools				
2	Equipment (machinery, powertools.)				
3	Work benches/station				
4	Storage room for tools and equipment				
5	Space/layout of workshop/setup of workshop facilities (5-8 sq.m/trainee)				
6	Training materials				
	Other amenities				
1	First aid facilities				
2	Toilet facilities				
3	Lighting and power supply				
4	Safety measures (Fire safety...)				
Overall adequacy/condition of training facilities					

Note: (in terms of the qualities stated in the relevant NOSS/National Standards for Course Accreditation)

Trainees-Instructor Ratio: (as per the accreditation criteria)

1	Total number of trainees enrolled for the course?		
2	Present number in the course		
3	Trainer-trainee ratio for (theory class)		
4	Trainer-trainee ratio for (practical class)		
5	Does the present ratio conform to the National Standard for course Accreditation?	Yes	No
If no, please comment on the position:			

Comments on the trainers in general:

1	Number of trainers involved in the course	adequate		inadequate	
2	Their academic/professional qualifications in general	adequate		inadequate	
3	Industrial experience for trainers	adequate		inadequate	

4	Teaching experience for trainers	adequate		inadequate	
5	Are trainers registered with DOS	YES		NO	
Your comments on the trainers, delivering the course at the time of your evaluation:					

PART-D

D-1 STUDENTS' PERFORMANCE EVALUATION:

Give your views on the students' performance evaluation:

Sl. No	Assessment type	Availability		Adequacy	
		Available	Not Available	Adequacy	Inadequacy
	Continuous Assessment System (formative assessment)				
	Final/term assessment (summative assessment)				
	Valid assessment resources				
	Trained and registered assessors				

Others, if any? (Specify)

.....

.....

.....

.....

.....

D-2 Students' minimum entry qualifications and selection procedure:

1	Selection procedure	Satisfactory		Un-satisfactory	
2	Minimum entry qualifications	Satisfactory		Un-satisfactory	
3	Is there a scheme of assisting the passed out students to find employment?	YES		NO	
if yes, explain briefly:					

(For office only)

DECLARATION:

We the undersigned, members of the team of accreditors hereby certify that we have physically gone through all aspects of the evaluation process entrusted to us by DOS, and declare that this evaluation report depicts the actual situation, which prevailed at the training institution at the time of our evaluation.

Name of Accreditor (subject Expert)		
Signature		Date
Name of Accreditor (DOS)		
Signature		Date
Name of Representative (DHR) (for TTIs/NIZCs only)		
Signature		Date

Quality Assurance Division:

In considering the comments and recommendations made by the accreditors signed above after the physical assessment of the.....(Course name) against the relevant National Occupational Skill Standard, it is recommended / not recommended that the course referred to above, conducted by

.....of.....
be accredited/accreditation to
 within / for a period of.....year
 from.....to.....Qualifications Code:.....

.....
 Name (signature) Date:

Director –Department of Occupational Standards

In considering the accreditor’s report and the recommendation of the Quality Assurance Division, the course is recommended/not recommended for accreditation.

.....
 Director (DOS) signature Date: