



NABET Criteria for **Accreditation of Training Organization (Institution)**

Section – 1: INTRODUCTION

- 1.1 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).
- 1.2 National Accreditation Board for Education and Training (NABET), one of the constituent Boards of QCI, offers accreditation to the Training Courses/Course Providers in various areas including Quality Management Systems, Environment Management Systems, Occupational Health and Safety Auditors etc. NABET is also accrediting schools and vocational training courses.
- 1.3 NABET is a member of International Personnel Certification Association (IPC), an international association of similar national bodies worldwide.
- 1.4 NABET is now offering its scheme for accreditation of competent Training Organization (Institution) for conducting training courses in various areas like Quality Management Systems, Environment Management Systems, Occupational Health and Safety Auditors, Management, Para – medical, security etc.
- 1.5 Any Training Organization (Institution - government, public sector or private organizations) who intends to get their organization/ institution accredited can apply to National Accreditation Board for Education and Training (NABET), a constituent of Quality Council of India for conducting various courses being accredited by NABET. **Institution/ organization/ Training Course provider applying for its course accreditation shall herein be referred to as applicant.**
- 1.6 The criteria have been developed to make all prospective applicants to know the minimum requirements that they must establish and operate before seeking accreditation with NABET.
- 1.7 NABET has developed the criteria for accreditation of Training Organization (Institution) with the aim to ensure that Training Organization (Institution) adhere to basic norms for quality delivery of domain specific education/ training.
- 1.8 Any applicant seeking accreditation with NABET under institution/ organization accreditation scheme can align its operations to the norms laid down herein after and create the necessary facilities to eligible for accreditation.
- 1.9 The criteria lays emphasis on following dimensions ;
 - a) Top Management Commitment and Effective Institution Management
 - b) Infrastructure and Support Facilities
 - c) Design, Development and Delivery of education/ training
 - d) Performance evaluation and improvement

1.10 Scope

The criteria stipulate requirements for accreditation of an institution or training provider with NABET which aim to seek and obtain objective evidence with regard to following:

- (a) Ability of the applicant to consistently design, develop and deliver management and allied areas of education and other training courses in any specific chosen area which meets the needs and expectations of interested parties.
- (b) Demonstrate fulfilling the course objective through appropriate design of curriculum, and its delivery process. Organization/ institution seeking accreditation should also ensure availability of competent Faculty Members (Tutors) / Resource persons for effective delivery.
- (c) Operation of a system for continual improvement by application of process approach.
- (d) Ability of the system to assess the student performance.

Section – 2: TRAINING COURSE ADMINISTRATION

2.1 Administrative Procedure

- 2.1.1 The applicant seeking accreditation shall maintain a quality management system based on ISO 9001: 2008 standard.
- 2.1.2
- 2.1.3 Applicant should institutionalize a mechanism for operating, monitoring, measuring, analyzing and improving the various processes for effective delivery of course.
- 2.1.4 It should develop a quality manual based on ISO 9001:2008, which may inter alia have the following -
- a) Vision
 - b) Mission
 - c) Quality objectives
 - d) Background of the institution
 - e) Organization structure
 - f) Profile of senior management
 - g) Facilities
 - h) Scope of services provided
 - i) Processes critical to quality of management
 - j) Accreditation/recognition, if any.
 - k) Lay down responsibility and authority of key functionaries
 - l) Define requirement of necessary documentation, records and a system of their control
 - m) Create, operate, maintain and upgrade the necessary infrastructure
 - n) Make necessary financial and human resources (academic and support staff) available and ensure sound financial management
 - o) Carry out periodical performance review and ensure continual improvement
 - p) Ensure meeting all statutory and regulatory requirements
- 2.1.5 The applicant seeking accreditation as an institution shall develop and maintain course specific 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 Faculty members/ Resource persons, procedures for their initial training, evaluation of their delivery of the course and ongoing review of performance.
 - vi Management reviews of the course.
 - vii Records of individual students and each course offering.
 - viii Student 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/Diplomas.
- xi Storage and eventual disposal of marked papers and assessment records.
- xii Methods used to analyze and improve student evaluations, Faculty members/ Resource persons' performance and overall course performance.
- xiii Notifying NABET of significant changes to the course before they are implemented.
- xiv Complaints and appeals.

2.2 Records

- i The applicant shall maintain records of accredited courses to demonstrate conformance to the NABET requirements.
- ii Records shall be maintained in English.
- iii Records may be in the form of any type of media, such as hard copy or electronic media.
- iv These records shall be maintained for at least three years.
- v These records shall be made available to NABET.
- vi The records of course shall include :
 - a) Venue, dates, related advertisement and promotional literatures.
 - b) Identification of the sessions conducted by support Faculty (Tutor)/ resource persons
 - c) Identification of the examination papers used.
 - d) Identification of the specific issue (revision level) of the course documentation used.
 - e) The percentage of students that successfully completed the course.
 - f) Names of each student who took a re-examination, together with the re-examination result for each.
 - g) Unique identification number of each Certificates of successful completion and the name of the student to whom it was issued.
- vii Following specific records for management / vocational related courses needs to be maintained by applicant over and above the records mentioned in 2.2 vi-
 - a) Names of all students who attended the course, together with the evaluation on the basis of Project work, case study presentation and practice in documentations forms and related summaries.

- b) Names of Faculty members, their qualifications and experience, name with qualification and experience of the trainee Faculty members/ Resource persons and observers.
 - c) All copies of marked examination papers, Project work, case study presentation and related summaries
- viii Following specific records for conformity assessment related courses (like ISO 9001/ 14000/18000/22000/27000 etc.) needs to be maintained by applicant over and above the records mentioned in 2.2 vi-
 - a) Names of all students who attended the course, together with the continuous evaluation results and the examination result for each student
 - b) Names of Faculty (Tutor) members, with their auditor certification/ registration status at the time of that course presentation, trainee Faculty (Tutor), observers
 - c) All copies of marked examination papers, continuous evaluation forms and related summaries

2.3 Management Review

- 2.3.1 The management of the applicant providing the course shall review its administrative procedures at least annually and shall maintain records of these reviews for at least three years.
- 2.3.2 The management shall review the following at least annually for effectiveness and conformity:
 - a) Actions outstanding from previous management review meetings
 - b) Actions resulting from surveillance by the approval body
 - c) Administrative procedures
 - d) Course design
 - e) Course presentation
 - f) Performance of Faculty members/ Resource persons and future training required for the Faculty members/ Resource persons
 - g) Complaints and appeals
 - h) Analysis of student feedback and pass/fail rates

2.4 Course Material

- 2.4.1 Each student shall be provided with a complete set of course note to supplement the course/ training program.
- 2.4.2 Applicant seeking accreditation to specific course must refer to course material section of that course.

2.5 Faculty (Tutor) Materials

Faculty (Tutors) must be provided with all the necessary materials and supporting documentation for effective planning and delivery of the course. Faculty (Tutor) must have specific guidelines for students performance evaluation for each specific course.

2.6 Duration of Course

Minimum duration of each course is specified in the course accreditation criteria. Applicant must refer to the same for complying with the requirement related to duration of course.

2.7 Faculty (Tutor)/ Resource person Competence

2.7.1 Faculty (Tutor) / Resource person requirements are laid down in specific course accreditation criteria. Applicant must refer to the same for fulfilling the requirement related to the faculty (Tutor) for each course.

2.7.2 Applicant must ensure that competence of Faculty (Tutors) Resource persons are monitored and maintained.

2.7.3 If interpreters are used for delivering a course, competency of interpreter must be verified and ensured to deliver the course.

2.7.4 If interpreter are used for whole duration of the course, course duration must be suitably increased to ensure that Learning Objectives of the course are met.

2.8 Facilities

2.8.1 In general, the applicant shall ensure that suitable facilities for training are provided, including classroom, audio-visual and other training equipment, and facilities for team activities.

2.8.2 Course specific facility requirements are enumerated in course accreditation criteria. Applicant needs to fulfill those requirements.

2.9 Evaluation of Students

Each student shall be evaluated using the following two elements, both of which shall be satisfied if the student is to successfully complete the course;

- a) Continuous evaluation, evaluation on the basis of project work, case study and practice in documentation, physical fitness etc,(whichever is applicable as explicitly laid down in course criteria)
- b) Written examination that tests students' ability in understanding the subject matters including their principles and practices (whichever is applicable as explicitly laid down in course criteria)

2.10 Certificates

2.10.1 Applicant are eligible to issue following two types of certificates

- a) Certificate of Successful Completion
- b) Certificate of Attendance

- 2.10.2 Criteria for issuing a Certificate of Successful Completion and Certificate of Attendance are laid down in each specific course criteria.
- 2.10.3 Contents of Certificate are also laid down in each specific course criteria.
- 2.10.4 The design and content of the Certificates and any changes thereto, shall be approved by NABET.
- 2.10.5 No alterations shall be made in the Certificates format without prior approval of NABET.

2.11 Complaints and Appeals

- 2.11.1 The applicant shall have documented procedures for handling and disposal of complaints within a reasonable time.
- 2.11.2 The applicant shall have a documented appeal mechanism for handling appeals against its decisions and disposal of appeals within a reasonable time.
- 2.11.3 The documented procedure shall include provision for 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.
- 2.11.4 The applicant shall inform all students of the right to make a complaint or an appeal and shall provide written details of the process for doing so, as and when required.
- 2.11.5 The applicant shall notify each complainant or appellant in writing of the result of the complaint or appeal and of the right to appeal against the decision to NABET.
- 2.11.6 The applicant shall maintain records of all complaints and appeals, of their resolutions and the corrective and preventive actions taken.

2.12 Franchising, Licensing or Subcontracting of Course/programmes

- 2.12.1 A subcontractor is any organization not owned by the applicant that is given the authority to administer or present NABET accredited course.
- 2.12.2 No NABET accredited course can be subcontracted to a second organization, a person or course provider.
- 2.12.3 A Branch is an office/site owned and controlled by the applicant and authorized to market, administer or present NABET accredited training course under your name, responsibility and control.
- 2.12.4 The applicant should have appropriate methods to monitor and measure the performance of the course to ensure that the NABET requirements are consistently met.

2.13 Confidentiality

2.13.1 The applicant shall have adequate arrangements consistent with applicable laws to safeguard confidentiality of all information provided by students, including results of examinations. These arrangements shall be extended to include organizations or individuals acting on its behalf and representatives of the applicant.

2.13.2 Except as required in this criteria, information about a student shall not be disclosed to a third party without written consent of the student, nor shall information about a student's sponsor be disclosed without written consent of the sponsor.

2.14 Changes

2.14.1 The applicant shall ensure that any major changes it tends to make to the training course are first approved by NABET.

2.14.2 Following a decision on and publication of changes, the applicant shall verify that each of its course Faculty members/ Resource persons carries out necessary adjustments to the course and materials within a reasonable time.

2.14.3 The applicant shall notify NABET of any changes of address or any significant changes in organization structure or provision of services.

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

2.15 Advertising and Using NABET Logo

NABET Logo can be used by Accredited Institutions/ organizations in conjunction with training course/ course being accredited by NABET.

NABET Logo can be used by Training provider i.e. institution at the following places –

- a) On promotional material stating that the course is accredited by NABET and mentioning course accreditation number.
- b) On certificate issued to candidates clearly stating the course accreditation number.
- c) On cover page of the course materials stating course accreditation number.
- d) On letter head and visiting cards mentioning that the organization is accredited by NABET for the courses being accredited by NABET.
- e) Institution should ensure that NABET logo should not be used to indicate the courses not accredited by NABET, be accredited by NABET.

Section – 3: ASSESSMENT OF ORGANIZATION/ INSTITUTION PROVIDING THE COURSE

3.1 INITIAL ASSESSMENT

3.1.1 Documentation assessment

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

- i. **Quality Manual**
- ii. The course material, including the subjects to be covered, the time schedule for the various activities, and all the student and Faculty (Tutor)/ Resource persons materials such as course notes, student reading materials, case studies, simulations, tutor notes.
- iii. The examination format, questions and answers, time allotted, grading procedure, pass/fail requirements, policy and procedures for re-examination, techniques for continuous evaluation, procedures used to assure the quality of measurements. Wherever applicable evaluation on the basis of Project work, case study presentation and practice in documentations etc.
- iv. The criteria for selecting Faculty (Tutors)/ Resource persons, procedures for assessing their performance and a current list of Faculty (Tutors)/ Resource persons, their resumes and their registration/certification status (wherever applicable).
- v. Course administration documents including policies for admission of participants, course registration forms, fee schedules, course Certificates and promotional material.

3.1.2 After the evaluation, NABET will inform the applicant of the non-conformities and/or observations if any.

3.1.3 The applicant shall be required to close all observations and non-conformities before the next stage of assessment.

3.2 Facility Assessment (Applicable in case of Management/ Vocational Courses only)

Following review and acceptance of documentation procedures, NABET shall undertake assessment of the office and the facilities intended for use for the course. The duration of the same shall be decided by NABET Assessor.

3.3 Course Assessment

3.3.1 Following review and acceptance of the documentation procedures, NABET shall undertake at least one full assessment of the presentation of the course. NABET shall evaluate all aspects of the course and all activities of the Faculty members/ Resource persons for conformance to the applicable NABET criteria and applicant procedures, and evaluation of students for effective delivery of the course.

3.3.2 The applicant shall be informed of the findings and non-conformities if any in the closing meeting by the Assessor. However, final report and the

recommendation will be sent after the decision of the Accreditation Committee.

- 3.3.3 In case any corrective action is required, the applicant shall make the necessary corrections & improvements and submit the appropriate documentation within a defined time schedule to NABET.
- 3.3.4 An additional full or partial evaluation of a course offering may be done by NABET to verify the compliance of corrective actions.

3.4 Course Accreditation

- 3.4.1 The NABET Accreditation Committee will take the decision on NABET Accreditation for the course depending on the Course Assessment Report.
- 3.4.2 When NABET Accreditation Committee determines that the applicant's presentation is acceptable, NABET shall inform its approval to the applicant.
- 3.4.3 This accreditation in case of management/ vocational courses will be with effect from the date of office assessment.
- 3.4.4 This accreditation in case of conformity assessment courses and other courses will be from the first offering of the course which was subject to NABET assessment.
- 3.4.5 The annual accreditation fee shall be paid by the applicant on receipt of invoice from NABET.
- 3.4.6 Subsequently for every year the applicant will have to clear the surveillance assessment and pay the requisite fee for the renewal of accreditation.
- 3.4.7 A Certificate of accreditation will be issued by NABET on receipt of fees.

3.5 SURVEILLANCE AND ASSESSMENT

- 3.5.1 To assess applicants continuing conformance to NABET criteria and the effective implementation of the applicants procedures, NABET shall normally conduct an annual surveillance for :

- a. Administrative procedures, practices and records.
- b. A minimum (but not limited to) 2-3 days surveillance of a course offering.

During the assessment of the course, NABET Assessor reserves the right to allocate training session to the Faculty(Tutor) of the course.

- 3.5.2 Course surveillance and assessment of administrative procedures shall be planned to ensure that different aspects of the course and the applicants system are regularly reviewed.
- 3.5.3 Course presentation surveillance shall review different Faculty (Tutors)/ Resource person's course offerings and different venues (wherever applicable). NABET reserves the right to demand witness of a specific Faculty (Tutors)/ Resource persons.

3.5.4 NABET reserves the right to carry out more frequent or longer surveillance as necessary for specific applicant in case of complaints/concerns against the delivery or administration of the course. Cost for the same shall be borne by the applicant.

3.5.5 NABET may conduct surprise surveillance of the course offerings.

3.6 EXTENSION OF SCOPE

Any applicant can request for extension of its scope of accreditation to cover additional courses by making a written request to NABET. In case changes are to be made to the Quality Manual the revised Manual shall also be submitted.

3.7 RENEWAL OF ACCREDITATION

3.7.1 Any Accreditation granted automatically expires at the end of the period of its validity. A renewal notice will be issued for the recognized course to applicant by NABET before expiry of validity. However the responsibility for applying for renewal in time shall be that of the applicant concerned.

3.7.2 The applicant shall submit the renewal application along with the prescribed fee at least three months in advance of the expiry of the current Accreditation period. A renewal assessment, similar to the initial assessment, shall be carried out for considering further renewal.

3.7.3 If any non-conformities are found during the renewal assessment, the applicant shall have to take necessary corrective actions, which may need to be verified by NABET before the Accreditation is renewed for a further period of maximum of three years.

3.7.4 The renewal shall be based on assessment of performance during the previous validity period and report of renewal assessment. Any complaints received during the period shall also be duly considered.

3.8 SUSPENSION OR CANCELLATION OF ACCREDITATION

NABET may suspend or cancel the accreditation of the course/programme because of any of the following but not be limited to

- i. non-compliance or violation of the NABET requirements,
- ii. providing insufficient or incorrect information to NABET,
- iii. improper use of NABET certification/ accreditation Mark,
- iv. changes in the Certificates format without NABET approval,
- v. changes in the course material without NABET approval,
- vi. failure to report any major changes in the course to NABET
- vii. any other condition deemed appropriate by NABET,
- viii. non payment of fees.
- ix. At your request

3.9 EXPIRY OF ACCREDITATION

The Accreditation of a course shall automatically expire at the end of its validity unless renewal is sought by the applicant concerned along with the prescribed fees.

The Accreditation of the course shall also expire if the renewal is not agreed to by NABET.

3.10 APPEALS

Appeal against the decision of NABET can be made in writing to the Chairman, NABET Board. It will be processed in accordance with the appeals procedures:

This scheme is governed in accordance with Indian Law and is subject to the exclusive jurisdiction of Delhi Courts.

3.11 TERMS & CONDITIONS (Applicable to Management/ Vocational Courses)

- 3.11.1 The Institute is accredited to provide a course for a period of three years which shall be renewable for maximum of three years at a time, before expiry of earlier approval, subject to satisfactory performance based on surveillance report at least once a year.
- 3.11.2 The applicant providing the course shall conduct the course on its own and shall not sub contract it in part or full.
- 3.11.3 The applicant providing the course shall not make any change in the Certificate format and the course materials which form the basis for the grant of accreditation without prior approval of NABET.
- 3.11.4 The accreditation of the course shall be for each individual course provided by each branch/center of the applicant separately.
- 3.11.5 In the case of having multiple branches or centers of the same applicant, the applicant will not be required to pay the Application fee again. Only partial annual fee and assessment/surveillance fee and actual expenses will be charged from the organization.