



1 **RULES OF PROCEDURE FOR TRAINING AGENCIES**
2 **FOR WORK FORCE QUALIFICATION PROGRAMS**

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4 **1.0 INTRODUCTION**

5 1.1 **Scope:** The purpose of these rules is to establish procedures governing accreditation of
6 Training Agencies for Work Force Qualification Programs by International Accreditation
7 Service, Inc. (IAS).

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9 IAS accreditation does not make any representation nor should it be construed as
10 making representation regarding attributes not specifically addressed by the
11 accreditation. Accreditation also does not constitute an endorsement or
12 recommendation for use of a particular training agency.

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14 **1.2 Reference Documents**

15 1.2.1 IAS Accreditation Criteria for Training Agencies for Work Force Qualification
16 Programs, AC371.

17 1.2.2 IAS Rules of Procedure for Appeals Concerning International Accreditation
18 Service, Inc., Actions

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20 **2.0 INITIAL ACCREDITATION**

21 **2.1 Initial Application, Fees and Assessment Costs**

22 2.1.1 Each initial application must be submitted through the IAS Customer portal.

23 2.1.2 The new applicant must submit appropriate basic fee and assessment cost as
24 identified in your quotation.

25 2.1.3 The basic fee covers one field of training, as applicable and as provided in your
26 quotation.

27 2.1.4 If any additional fields are identified during the course of accreditation,
28 additional fees may apply.

- 29 2.1.5 Initial applications held for more than 180 days, without the applicant's having
 30 fulfilled IAS requirements for accreditation, are subject to cancellation unless
 31 such term is extended by the IAS president or his/her designee.
- 32 2.1.6 All IAS fees are nonrefundable.
- 33 2.1.7 **Taxes and charges:** All sales, use, excise, value-added and similar taxes and
 34 charges are the responsibility of the applicant, and the applicant agrees to
 35 reimburse IAS for any such taxes and charges imposed on IAS with respect to
 36 services provided by IAS.
- 37 2.1.8 Required documentation as noted in Sections 4 and 5 of IAS AC371 must be
 38 submitted.
- 39 2.1.9 Desired scope of accreditation detailing the fields of training for which
 40 accreditation is sought must be submitted. As an example, the following format
 41 is recommended:

Construction	Instructor of Mason Tending for the Construction Industry	OSHA Construction Skills 1926 Subpart Q
Environmental	Instructor of Lead Abatement and Lead Renovator for the Construction Industry	OSHA 29 CFR 1926.62; EPA 40 CFR Part 745

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- 43 2.1.10 IAS may at any time, in addition to the required documentation noted above,
 44 require other information.
- 45 2.1.11 Initial applicants will be invoiced for the balance of costs and expenses
 46 resulting from the onsite assessment.
- 47 2.1.12 Additional fees, if any, due to identification of any additional fields of training
 48 (refer to section 2.1.4) at the conclusion of the accreditation process will be
 49 invoiced.

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51 **2.2 Initial Assessment**

- 52 2.2.1 Upon receipt by IAS of the application, applicable fees, required documentation
 53 and the desired scope of accreditation, IAS will process the application as
 54 follows:
- 55 2.2.1.1 A review of submitted documentation will be conducted to determine
 56 preliminary compliance with applicable requirements. A letter summarizing
 57 preliminary observations will be relayed to the applicant, including a request

58 for any additional data which may be required prior to scheduling the initial
59 assessment.

60 2.2.1.2 An (optional) onsite pre-assessment visit may be scheduled for the purpose
61 of determining preliminary compliance with applicable requirements. IAS and
62 assessors shall ensure that no consultancy is provided during this pre-
63 assessment exercise.

64 2.2.1.3 **Initial Assessment:** In consultation with the applicant, the full onsite
65 assessment will be scheduled no later than 180 days following the pre-
66 assessment visit to verify compliance with the accreditation requirements.
67 The assessment is conducted at the training agency's headquarters and may
68 include other offices in which training is conducted.

69 2.2.1.4 **Response to Assessment Report:** A written response to any Corrective
70 Action Requests (CARs) and Concerns identified during the initial
71 assessment shall be submitted to IAS within thirty (30) days of the conclusion
72 of the assessment as follows:

73 2.2.1.4.1 Corrective Action Requests (CARs) require a mandatory response on
74 actions taken by the training agency to resolve the CARs, including
75 objective evidence substantiating the actions taken. The response
76 must include root cause analysis to support CAR closures where
77 appropriate. Resolution of CARs requiring revisions to the training
78 agency's management and technical system must be documented
79 and submitted to IAS. Objective evidence may be in the form of
80 revisions to procedures, additional training, mentoring and monitoring
81 given to personnel accompanied by appropriate records, and/or other
82 data.

83 2.2.1.4.2 Concerns require a mandatory written response from the training
84 agency within 30 days of submission of the assessment report. While
85 objective evidence addressing Concerns is not mandatory, the
86 training agency must inform IAS on the action taken or intended
87 action to be undertaken with a timeline for completion. The action
88 taken by the organization to implement actions to resolve concerns
89 will be verified at the agency's next scheduled assessment or during a
90 follow-up assessment.

- 91 2.2.1.4.3 If more than 30 days are needed to resolve CARs or Concerns, the
92 training agency must request, in writing, for an extension from IAS.
93 Requests for an extension should be accompanied by a reasonable
94 estimate on when the responses will be submitted for review.
- 95 2.2.1.4.4 IAS reserves the right to conduct a follow-up assessment to determine
96 if CARs and Concerns have been satisfactorily resolved.
- 97 2.2.1.4.5 Failure to resolve all CARs and Concerns within six months from the
98 date of assessment will result in a reassessment or further action
99 against the accreditation as called for in these rules.
- 100 2.2.2 IAS will grant accreditation upon determination that based on the onsite
101 assessment and review of evidence submitted, the applicant has met all the
102 accreditation requirements as a training agency for the fields of training noted
103 in the scope of accreditation certificate and available on the IAS website.
- 104 2.2.3 IAS may decide not to grant accreditation to the applicant for not fulfilling
105 accreditation requirements. Any applicant denied accreditation may appeal this
106 decision as per requirements noted under Section 6.2 of these rules.
- 107 2.2.4 Each initial accreditation is valid for a one-year period from the accreditation
108 date.

110 **3.0 MAINTENANCE OF ACCREDITATION**

111 **3.1 Renewal Application, Fees and Assessment Costs**

- 112 3.1.1 Each renewal application must be submitted through the IAS Customer portal.
- 113 3.1.2 An application to renew accreditation must be filed at least 15 days prior to the
114 expiration date if continued accreditation is desired and shall be accompanied
115 by the applicable fee as identified in the renewal notice.
- 116 3.1.3 Accreditation is subject to cancellation if an application to renew accreditation
117 is not completed by the renewal date.
- 118 3.1.4 **Taxes and charges:** All sales, use, excise, value-added and similar taxes and
119 charges are the responsibility of the applicant, and the applicant agrees to
120 reimburse IAS for any such taxes and charges imposed on IAS with respect to
121 services provided by IAS.
- 122 3.1.5 All expenses, including but not limited to travel and staff time, related to the
123 assessments are reimbursable to IAS by the training agency.

124 3.1.6 Additional fees, if any, due to identification of any additional fields of training
125 (refer to section 2.1.4) at the conclusion of the accreditation process will be
126 invoiced.

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128 3.2 Surveillance Assessment after Initial Year of Accreditation

129 3.2.1 All accredited training agencies are subject to a surveillance assessment at the
130 end of the initial year of accreditation. IAS will determine whether the
131 surveillance assessment may be conducted remotely or onsite. Determination
132 will be based on factors including: severity of CARs and Concerns from the
133 initial assessment, changes in the management system as indicated in the
134 renewal application, complaints received by IAS in the past year and the risk
135 associated with the scope of accreditation.

136 3.2.2 Onsite Surveillance Assessment

137 3.2.2.1 If IAS determines an onsite surveillance assessment is required, IAS staff will
138 contact the training agency to schedule the assessment.

139 3.2.2.2 At minimum, the following information shall be reviewed during the onsite
140 surveillance assessment: the training agency's internal audit and
141 management review reports/minutes; any complaints; actions resulting from
142 any Concerns noted in the previous assessment report; any major changes in
143 key personnel, facilities or in the training agency's management system and
144 fields of training that are within the training agency's scope with IAS.

145 3.2.2.3 Surveillance assessment process is similar to the initial assessment process
146 noted above.

147 3.2.2.4 IAS may decide not to grant accreditation to the accredited training agency
148 for not fulfilling accreditation requirements. Any applicant denied accreditation
149 may appeal this decision as per requirements noted under Section 6 of these
150 rules.

151 3.2.2.5 For currently-accredited training agencies, failure to respond to an IAS
152 assessment report within 90 days will result in suspension of accreditation
153 and removal of the training agency's accreditation certificate from the IAS
154 website.

155 3.2.3 Remote Surveillance Assessment

156 3.2.3.1 If IAS determines that the training agency qualifies for a remote surveillance
157 assessment, the training agency shall provide the following information: the

158 training agency's internal audit and management review reports/minutes; any
159 complaints; actions resulting from any Concerns noted in the previous
160 assessment report; any major changes in key personnel, facilities or in the
161 training agency's management system and fields of training that are within
162 the training agency's scope with IAS.

163 3.2.3.2 IAS will review the submittals and make a determination if the accreditation
164 can be continued or an onsite surveillance assessment is required.

165 3.2.3.3 IAS may decide not to grant accreditation to the accredited training agency
166 for not fulfilling accreditation requirements. Any applicant denied accreditation
167 may appeal this decision as per requirements noted under Section 6 of these
168 rules.

169 3.2.4 IAS will grant accreditation upon determination based on surveillance
170 assessment and completion of renewal application that the accredited training
171 agency has met the accreditation requirements for the fields of training noted in
172 the scope of accreditation certificate and available on the IAS website.

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174 3.3 Onsite Reassessment

175 3.3.1 An onsite reassessment is required at the end of every two-year term
176 commencing from the date of initial accreditation.

177 3.3.2 In consultation with the accredited training agency, an onsite assessment will
178 be scheduled to verify compliance with the accreditation requirements.

179 3.3.3 Onsite reassessment process is similar to the initial assessment process noted
180 above.

181 3.3.4 For currently-accredited training agencies, failure to respond to an IAS
182 assessment report within 90 days will result in suspension of accreditation and
183 removal of the training agency's accreditation certificate from the IAS website.

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185 3.4 Scope Extension Assessments

186 3.4.1 Requests for extension of scope require submission of a formal request
187 detailing the extension (e.g., fields of training) requested.

188 3.4.2 Training agency's seeking extension of scope may be subject to an onsite
189 scope extension assessment.

190 3.4.3 In consultation with the accredited training agency, an onsite assessment will
191 be scheduled.

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3.5 Extraordinary Assessments

- 3.5.1 Extraordinary onsite assessments may be conducted, including unannounced assessments, to investigate formal complaints or other changes in a training agency's status that may affect the ability of the training agency to fulfill IAS requirements for accreditation.
- 3.5.2 All costs associated with the extraordinary assessment will be the responsibility of the accredited training agency.

4.0 RESPONSIBILITIES OF TRAINING AGENCY

4.1 Changes to Training Agency's Accreditation Status: Training agency's accredited under these rules shall notify IAS in writing within thirty days concerning the following:

- 4.1.1 Change in training agency name.
- 4.1.2 Change in training agency ownership.
- 4.1.3 Change in training agency address.
- 4.1.4 Changes in major subcontractors, financial resources, equipment, policies or procedures that affect the training agency's accreditation.
- 4.1.5 Changes in principal officers or key supervisory personnel.
- 4.1.6 Change in status, including but not limited to cancellation, revocation, suspension or withdrawal of other accreditations maintained by the training agency.

4.2 Training Agencies Operating Under Special Jurisdictional/Governmental Regulations

- 4.2.1 Regulatory entities may place specific compliance requirements on training agencies operating within their jurisdiction. If a training agency intends to seek acceptance of its fields of training by these entities, they must agree to comply with the additional assessment requirements, including more frequent onsite assessments, as applicable.
- 4.2.2 By executing the IAS application for training agency accreditation, the training agency agrees to furnish all needed documentation, pay the required fees, perform additional witness inspections, or otherwise fully comply with the requirements of the regulatory entities.

226 4.3 **Indemnification:** All applications for an IAS accreditation contain indemnification
227 provisions.

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229 4.4 **Unannounced Assessments:** The training agency agrees to permit unannounced
230 assessments of its office and facilities by the IAS for cause, such as formal complaints,
231 pattern of nonconformance, regulatory requests, etc.

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233 4.5 **Usage of the IAS Name or Symbol by Accredited Training Agencies**

234 4.5.1 An accredited training agency can make reference to its IAS accreditation on
235 its certificates, on its website, in its general literature and promotional materials,
236 and in business solicitations, under the following provisions:

237 4.5.1.1 The training agency may not reference its accredited status in any way that
238 indicates or implies accreditation in areas outside the actual scope of the
239 specific IAS accreditation; or that indicates or implies IAS endorsement of any
240 particular training provided by the agency.

241 4.5.1.2 When the IAS name and/or the registered symbol are used, it shall be
242 accompanied by the word "ACCREDITED." The symbol must also include the
243 name of the accredited program, e.g., "Training Agency."

244 4.5.1.3 When the IAS name or the registered symbol is printed on letterhead and/or
245 other training agency stationery, such stationery **may not** be used for work
246 proposals or quotations if none of the work is within the training agency's
247 current scope of accreditation with IAS.

248 4.5.1.4 The IAS registered symbol is to be used on IAS-endorsed certificates. The
249 IAS registered symbol may not be changed in any way, although it may be
250 enlarged or reduced.

251 4.5.1.5 The IAS registered symbol displayed on the training agency's IAS-endorsed
252 certificates must include the name of the accredited program, e.g., "Training
253 Agency," provided the certificates relate to fields of training that are within the
254 training agency's IAS-approved scope of accreditation. Whenever the IAS
255 symbol is used on a certificate covering multiple fields of training, some of
256 which are within the training agency's scope of accreditation and some of
257 which are outside the scope, the training agency must clearly identify
258 whatever portion of the report is not covered by IAS accreditation.

259 4.5.2 It is the training agency's responsibility to not misrepresent its accreditation
260 status in any way, and to secure IAS approval in advance whenever there is a
261 question about the training agency's intended use of the IAS name and/or
262 symbol.
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264 **5.0 RESPONSIBILITY OF INTERNATIONAL ACCREDITATION SERVICE**

265 5.1 **Accreditation Documents:** A certificate of accreditation and scope of accreditation
266 document shall be issued and maintained current for each accredited training agency
267 upon satisfactory completion of the accreditation requirements. For each accredited
268 training agency, the scope of accreditation shall be posted on the IAS website.
269 Accreditation actions will also be noted on the IAS website.
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271 5.2 **Fee Modifications:** Any modifications to the fees must be reviewed and approved by
272 the IAS president or his/her designee.
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274 5.3 **Proprietary Data:** Data in any accreditation file or application are considered
275 proprietary to the applicant. The data may be disclosed by IAS only upon the written
276 consent of the applicant or pursuant to subpoena issued by a court or other
277 governmental agency of competent jurisdiction. Proprietary data may also be disclosed
278 to a staff member of IAS or an authorized representative of IAS having a legitimate
279 interest therein; any duly identified representative of any training agency, or like person
280 or organization who initially prepared the data, or a duly authorized representative
281 thereof stated to be an employee or principal thereof having a legitimate interest
282 therein. Governmental regulatory bodies may be granted access in the interest of public
283 safety or preservation of property as it relates to enforcement of laws/regulations upon
284 receipt of an official written request.
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286 5.4 **Access to Proprietary Data:** From time to time, IAS records and files are audited by
287 national and international bodies on a random basis to establish conformance with
288 international accreditation and conformity assessment standards. It is understood that,
289 by executing an accreditation application, training agencies grant IAS the authority to
290 allow such access.
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292 5.5 **Selection of Assessment Team:** IAS will provide an opportunity to the applicant or
293 accredited training agency to appeal against an assessor or assessment team assigned
294 to assess the training agency. This appeal must request in writing with the reasons
295 identified. IAS, in mutual agreement with the training agency, may arrange to assign a
296 different assessor or assessment team for the scheduled assessment.

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298 **6.0 DENIAL, REVOCATION, MODIFICATION, SUSPENSION OR CANCELLATION OF THE**
299 **ACCREDITATION, AND APPEALS**

300 6.1 Any accreditation is subject to denial, revocation, modification, suspension or
301 cancellation upon occurrence of any of the following:

302 6.1.1 Failure by the training agency to comply with the current or updated Rules of
303 Procedure.

304 6.1.2 Failure to comply with the current or updated Accreditation Criteria.

305 6.1.3 Failure to comply with any condition to the issuance of the accreditation.

306 6.1.4 Any misstatement, whether intentionally or unintentionally made, in the
307 application or any data or documentation submitted in support thereof.

308 6.1.5 Failure to comply with any provision contained in the application.

309 6.1.6 Failure to comply with any terms of the management system documentation on
310 which the IAS accreditation was based.

311 6.1.7 Any other grounds considered as adequate cause in the judgment of IAS.

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313 **6.2 Appeals**

314 6.2.1 The denial, revocation, modification, suspension or cancellation of accreditation
315 may only be appealed by the holder of the accreditation.

316 6.2.2 Procedures for appeals of denial, revocation, modification, suspension or
317 cancellation of accreditation shall be in accordance with the Rules of Procedure
318 for Appeals Concerning International Accreditation Service, Inc., Actions. The
319 IAS president or his/her designee, or the Board of Directors, as the case may
320 be, may shorten any of the time periods set forth in the Rules of Procedure for
321 Appeals Concerning International Accreditation Service, Inc., Actions, if such
322 action is deemed necessary, in their discretion, in the interest of public safety
323 and welfare.

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325 6.3 **With No Right To Appeal:** Notwithstanding anything in these rules to the contrary, any
326 initial application, or accreditation may be denied, revoked, modified, suspended or
327 cancelled by the IAS president or his/her designee for any of the following reasons with
328 no right of appeal:

329 6.3.1 Failure to pay required fees to IAS within thirty days from the date of the
330 mailing by IAS of written demand for payment.

331 6.3.2 Failure to perform any test or to furnish any material or data relating to training
332 agency accreditation required by IAS within the specified time limit, unless
333 extended by the IAS president or his/her designee.

334 6.3.3 Failure to respond and resolve IAS Corrective Action Requests or Concerns
335 resulting from an IAS assessment report in the allotted time, unless extended
336 by the IAS president or his/her designee.

337 6.3.4 Failure to permit or submit to an assessment as set forth in Sections 2 and 3
338 and, if applicable, the special oversight requirements stipulated in Section 4.3
339 of the Rules of Procedure.

340 6.3.5 Failure to furnish information and/or submit to a remote surveillance
341 assessment as required in Section 3.2.3 of these rules within the specified time
342 limit.

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344 **6.4 Results Of Denial, Revocation, Modification, Suspension or Cancellation**

345 6.4.1 Upon the occurrence of any of the events set forth in Section 6.1 or Section
346 6.3, IAS, by the decision of its president or his/her designee, may choose any
347 of the following actions:

348 6.4.1.1 Denial of the application.

349 6.4.1.2 Revocation of the accreditation.

350 6.4.1.3 Modification of the accreditation, on such terms as determined by the IAS
351 president or his/her designee.

352 6.4.1.4 Suspension of the accreditation for such period on such terms as determined
353 by the IAS president or his/her designee.

354 6.4.1.5 Cancellation of the accreditation.

355 6.4.2 The decisions of the IAS president or his/her designee with respect to any of
356 the actions set forth in this section may become effective immediately if
357 deemed necessary, in the interest of public safety and welfare, may be stayed
358 pending an appeal pursuant to the Rules of Procedure for Appeals Concerning

359 International Accreditation Service, Inc., Actions, or may be otherwise stayed
360 on such terms and conditions as determined by the president or his/her
361 designee.

362 6.4.3 Upon revocation or cancellation of the accreditation or during any period of
363 suspension, unless this provision is specifically modified by the terms of the
364 suspension, the accredited training agency shall discontinue all use of the IAS
365 symbol. The training agency shall also immediately discontinue any references
366 to IAS accreditation on any reports, certificates, or promotional material.

367 6.4.4 IAS shall have the right to immediately notify governmental jurisdictions and
368 any other interested parties of any improper and unauthorized reference to the
369 continuation of the accreditation, when in the sole judgment of IAS, as
370 determined by its president or his/her designee, such notification is necessary
371 in the interest of public safety or welfare.

372 6.4.5 Upon the determination by IAS that cause exists for any of the actions specified
373 in this section, with respect to the accreditation, IAS shall deliver to the training
374 agency a written statement, signed by the IAS president or his/her designee,
375 setting forth the factual basis for such action. This written statement shall
376 include a specific reference to the cause for the action which is set forth in the
377 Rules of Procedure. ▪