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October 23, 2020

TO: IAS-ACCREDITED TRAINING AGENCIES FOR WORKFORCE QUALIFICATION PROGRAMS, CURRICULUM DEVELOPERS FOR WORKFORCE QUALIFICATION PROGRAMS AND OTHER INTERESTED PARTIES.

SUBJECT: Proposed Revisions to the Accreditation Criteria for Training Agencies for Workforce Qualification Programs, AC371-202012-R0 and Accreditation Criteria for Curriculum Development for Workforce Qualification Programs, AC372 (GA)

Hearing Information:

IAS Accreditation Committee
Monday, December 14, 2020
8:30 a.m. (Pacific Standard Time)
WebEx Meeting – Refer to IAS website for details.

Dear Madam or Sir:

IAS is proposing several changes to the Accreditation Criteria for Training Agencies for Workforce Qualification Programs, AC371 and Accreditation Criteria for Curriculum Development for Workforce Qualification Programs, AC372. The changes are being requested: in order to develop a new, improved and more effective Accreditation Program; to comply to updated market requirements; and to comply to the latest national and international standards for the accreditation of training providers and training course developers.

The changes proposed are summarized below:

1. Merging and updating the requirements of AC371 and AC372
2. The new document will be an integrated AC371
3. The new document will be titled “Accreditation Criteria for Training Providers and Training Course Developers”
4. The previous document AC372 will be withdrawn by December 31, 2022

5. Transition period for current IAS accredited customers under AC372 to the proposed AC371 will be 2 years from January 1, 2021,
6. All modifications to the criteria are presented in attached draft.

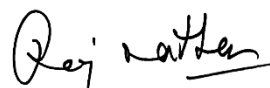
You are cordially invited to submit written comments, or to attend the WebEx committee hearing and present verbal comments. Written comments will be forwarded to the committee, **prior to the hearing**, if received by November 25, 2020. For your convenience, a comment form is provided. The link can be found on the Accreditation Committee meeting page on the IAS website, www.iasonline.org. Comments may be postal mailed to the address above or emailed to iasinfo@iasonline.org.

Any written material submitted for committee consideration will be available for public distribution as set forth in the Rules of Procedure for Accreditation Committee Meetings found on the IAS website. Since this is a web meeting, comments for public distribution will be placed on the IAS website prior to the meeting.

Your cooperation is requested in forwarding to IAS, as noted above, all material directed to the committee. Prior to the hearing, parties interested in the deliberations of the committee should refrain from communicating, whether in writing or verbally, with committee members regarding agenda items. The committee reserves the right to refuse communications that do not comply with this request.

If you have any questions, please contact IAS at 562-364-8201. You may also reach us by e-mail at iasinfo@iasonline.org.

Yours very truly,



Raj Nathan
President

Enclosures: Proposed Revised AC371

cc: Accreditation Committee

1 **PROPOSED REVISIONS TO THE ACCREDITATION CRITERIA FOR TRAINING**
2 **PROVIDERS ~~AGENCIES FOR WORKFORCE QUALIFICATION PROGRAMS~~ AND**
3 **TRAINING COURSE DEVELOPERS AND PROVIDERS**
4

5 **AC371**
6

7
8 **Proposed December 14, 2020**
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11
12 **PREFACE**
13

14 The attached accreditation criteria have been proposed to provide all interested parties with an
15 opportunity to comment. These criteria may be further revised as needed. The criteria are
16 developed and adopted following public hearings conducted by the International Accreditation
17 Service, Inc. (IAS), Accreditation Committee and are effective on the first of the month following
18 approval by the Accreditation Committee, but no earlier than 30 days following the approval

19 PROPOSED REVISIONS TO THE ACCREDITATION CRITERIA FOR TRAINING PROVIDERS AND
20 TRAINING AGENCIES
21 FOR WORKFORCE QUALIFICATION PROGRAMS COURSE DEVELOPERS AND PROVIDERS
22

23 1. INTRODUCTION

24 1.1 Scope: These criteria set forth the requirements for obtaining and maintaining International
25 Accreditation Service, Inc. (IAS), accreditation of ~~nondegree-granting training agencies for~~
26 ~~workforce qualification programs~~ Training Course Providers and Training Course Developers and
27 Providers. These criteria supplement the IAS Rules of Procedure for Accreditation of Training
28 Course Providers and Training Course Developers and Providers ~~Training Agencies for~~
29 ~~Workforce Qualification Programs~~.

30 Those criteria permit the accreditation options as shown below:

- 31 a) Training ~~Course~~ Providers with integrated Training Course Development;
32 b) Training Course Providers without integrated Training Course Development; or,
33 c) Training Course Development ~~of~~ for training curriculum only.

34 These criteria are applicable to training courses developed and/or provided by private or public
35 organizations, institutions, unions, government agencies, employers, independent
36 training institutions and organizations of all levels, community colleges, universities, professional
37 and trade associations.

38 4.1. IAS accreditation does not make any representation, nor should it be construed as
39 making representation regarding attributes not specifically addressed by the accreditation.
40 Accreditation also does not constitute an endorsement or recommendation by IAS for use of a
41 particular training ~~provider agency~~ and/or training course ~~developer~~.

42
43 4.2. Normative 1.2 Normative and Reference Documents: Publications listed below refer to current
44 editions.

45 4.2.1. IAS AC372: Accreditation Criteria for Curriculum Development for Workforce
46 Qualification Programs.

47 4.2.2. 1.2.1 ISO Standard 9000: Quality management systems – Fundamentals and
48 vocabulary.

49 4.2.3. 1.2.2 ISO Standard 9001: Quality management systems – Requirements.

50 1.2.3 ASTM E2659: Standard Practice for Certificate Programs.

51 4.2.4. 1.2.4 IPC SC-11-002, Specification on IPC Recognition of Training Courses and
52 Training Providers

53 4.2.5. 1.2.5 APA/AERA/NCME Standards for Educational and Psychological
54 Testing.

55

56 **2. DEFINITIONS**

57 Applicable definitions found in ISO 9000, ~~and~~ ASTM E2659 and IPC SC-11-002 apply.

58

59 **3. ELIGIBILITY**

60 Accreditation services are available to training providers and training agencies for workforce
61 qualification course developers and providers programs that meet all of the following requirements:

62

63 3.1. Program Training course development curriculum is completed developed and proofread; and

64 3.2. Training course Provider has ~~been~~ administered to at least one (1) class of students, with
65 certificates issued for students who successfully completed the class;

66 3.1.3.3. Training course developer has developed and proofread at least one course;

67 3.2.3.4. Completion of at least one (1) internal audit, and one (1) management review.

68

69 **4. REQUIRED BASIC INFORMATION**

70 Training Course Providers and Training Course Developers and Providers agencies must
71 demonstrate compliance with each of the following requirements:

72

73 4.1. ~~Either IAS AC371 or~~ and relevant requirements of ASTM E2659 or IPC SC-11-002;

74 4.2. IAS Rules of Procedure for Training Providers and Training Course Developers and
75 Providers Agencies for Workforce Qualification Programs.

76

77 **5. ADDITIONAL INFORMATION (AS APPLICABLE)**

78 Training Providers and Training Course Developers and Providers agencies shall maintain documents
79 and records demonstrating compliance with each of the following requirements, and shall make these
80 available to IAS at scheduled assessments:

81

82 **5.1. Administration**

83 5.1.1. **Corporate:** The agency training provider and the training course developer and
84 shall provider shall be a legal entity. Records shall include an organizational chart,
85 vision or mission statement, quality policy and objectives, and descriptive information
86 on the corporate structure.

87 5.1.2. **Facilities:** The agency training provider and training course developer and provider
88 shall have adequate facilities to fully support the activities being accredited. Records
89 shall include a description of the physical plant and infrastructure.

90 5.1.3. **Financial:** The agency training provider and training course developer and provider
91 shall have the financial resources necessary to administer training programs in

92 accordance with the requirements of these criteria, and to cover associated liabilities
93 and commitments. ~~Records shall include a statement of compliance.~~

94 ~~5.1.4.~~ **Staffing:** The ~~agency training provider and training course developer and provider~~ shall
95 have sufficient qualified personnel to administer training programs in accordance with
96 the requirements of these criteria.

97 ~~5.1.4.~~

98 ~~5.1.5.~~ **Quality Management:** The ~~agency training provider and training course developer and~~
99 ~~provider~~ shall identify person(s) ~~who are~~ responsible for maintenance of the quality
100 management system ~~with. They shall have~~ access to top management and ~~shall have~~
101 appropriate authority to implement and maintain the requirements of these criteria

102 ~~5.1.4.1.~~

103 ~~5.1.4.2-5.1.6.~~ **Job Descriptions:** The ~~agency training provider and training course developer~~
104 ~~and provider~~ shall have job descriptions which include minimum qualifications,
105 education and experience ~~required for the relevant functions.~~

106 ~~5.1.5-5.1.7.~~ **Outsourced Services:** The ~~agency training provider and training course~~
107 ~~developer and provider~~ shall have agreements for all outsourced services. ~~The~~
108 ~~agency~~ ~~Either parties~~ shall take full responsibility for all outsourced services, and shall
109 assess and monitor the compliance of these services for compliance to requirements of
110 these criteria ~~on a regular basis or when there has been a modification to the original~~
111 ~~service agreements.~~

112 ~~5.1.6-5.1.8.~~ **Public Information:** Public information about the program shall be available
113 ~~without request~~, which shall include the target audience; program or course
114 descriptions that include program or course goals and objectives or learning outcomes;
115 requirements for successful completion of programs or course(s); requirements for
116 student registration/qualification; and requirements for renewal of certificates (if
117 required).

118 ~~5.1.7-5.1.9.~~ **Confidentiality and Security:** The ~~agency training provider and training course~~
119 ~~developer and provider~~ shall have a policy on confidentiality and security of student
120 records, and shall maintain evidence of compliance by staff and vendors. The ~~agency~~
121 ~~training provider and training course developer and provider~~ shall have a policy for
122 protection of trademarks and copyrights (if applicable) ~~when obtaining raw training~~
123 ~~material for developing courses curriculum and/or training.~~

124 ~~5.1.8-5.1.10.~~ **Management System:** The ~~agency training provider and training course~~
125 ~~developer and provider~~ shall have a management system which meets relevant
126 requirements of ~~the latest version of ISO 9001 or equivalent.~~ Records shall include the
127 following:

128 5.1.8.1-5.1.10.1. **Internal Audits:** Internal audits shall be conducted at least annually.
129 Records shall include an audit checklist and report of any findings of nonconformity.

130 5.1.8.2-5.1.10.2. **Management Reviews:** Management reviews shall be conducted at
131 least annually. Records shall include an agenda of the management review meeting
132 and minutes of the meeting, including a summary of action items as a result of the
133 management review.

134 5.1.8.3-5.1.10.3. **Human Resources:** The agency training provider and training course
135 developer and provider shall have a policy and procedure for recruiting, hiring,
136 training, mentoring and monitoring the performance of personnel staff. Records shall
137 include records on training, qualification and monitoring of the performance of staff
138 personnel and instructors.

139 5.1.8.4-5.1.10.4. **Complaints:** The agency training provider and training course
140 developer and provider shall have a policy and procedure for investigation and
141 resolution of complaints. Records shall include all complaints received by the agency
142 training provider and training course developer and provider, their investigation and
143 resolution.

144 5.1.8.5-5.1.10.5. **Appeals:** The agency training provider and training course developer
145 and provider shall have a policy and procedure for appeals from participants/students
146 who do not successfully complete the training. Records shall include appeals
147 received, their investigation and resolution.

148 5.1.8.6-5.1.10.6. **Service to the Customer:** The agency training provider and training
149 course developer and provider shall have a policy and procedure for monitoring the
150 satisfaction of students its clients customers and other impacted parties (e.g., their
151 employers). The agency training provider and training course developer and provider
152 shall seek feedback, both positive and negative. The feedback shall be used and
153 analyzed to improve the management system, training activities and customer
154 service. Records shall include a summary of survey responses, and the agency
155 training provider and training course developer's and provider's conclusions based
156 on evaluation of these data.

157 5.1.8.7-5.1.10.7. **Process Monitoring:** The agency training provider and training course
158 developer and provider shall have a policy and procedure for monitoring the
159 processes related to service and product quality.

160 5.1.8.8-5.1.10.8. **Document Control:** The agency training provider and training course
161 developer and provider shall have a policy and procedure for control of documents.
162 Records shall include a list of controlled documents, evidence of review and
163 approvals, issue and distribution controls.

164 ~~5.1.8.9-5.1.10.9.~~ **Control of Records:** The ~~agency training provider and training course~~
165 ~~developer and provider~~ shall have a policy and procedure for control of records,
166 including security, which shall include a registry of all students and related training
167 records.

168 ~~5.1.8.10-5.1.10.10.~~ **Corrective Actions:** The ~~agency training provider and training course~~
169 ~~developer and provider~~ shall have a policy and procedure for corrective actions,
170 which shall include identification of root causes.

171 ~~5.1.9-5.1.11.~~ **Documents and Records Retention Period:** Documents and records shall be
172 available for the previous ~~fourtwo~~ (24) years.
173

174 5.2. Technical Standards

175 ~~5.2.1.~~ **Technical and Administrative Oversight:** The ~~agency training provider and training~~
176 ~~course developer and provider~~ shall appoint an oversight ~~technical representative or a~~
177 committee of experts ~~which fairly represent all impacted parties~~. This ~~committee~~
178 ~~function person or committee~~ shall have responsibility for review and monitoring of the
179 quality of services. ~~This review shall be conducted at least annually or when the~~
180 ~~training structure or curriculum is modified~~ ~~This committee shall meet at least annually.~~

181 ~~5.2.2.~~ **Program Design:** The design of ~~the course~~ curricula shall include the following:
182 ~~instructional group size, student prerequisites, instructional format, instructional~~
183 ~~strategies, training environment, media selection and lesson planning. The design of~~
184 ~~course curricula can be based on job analysis research or other requirements (client~~
185 ~~customer, regulatory, etc.), needs and risks analysis and instructional objectives.~~
186 ~~Course c~~Curricula which meet design requirements of Section 6.2.5 of ASTM E2659
187 shall be deemed acceptable in meeting technical requirements of these criteria.

188 ~~5.2.1.~~

189 ~~5.2.2-5.2.3.~~ **Needs and Risk Analysis:** The ~~agency training provider and training course~~
190 ~~developer and provider~~ shall conduct appropriate needs ~~and risk~~ analysis for each of its
191 training services, which ~~shall may~~ reference appropriate market and job analysis
192 research, ~~which shall include~~including consideration of ~~critical incidents with risks~~
193 ~~related to life~~-safety implications for ~~workers and the public~~all involved parties. This
194 ~~research analysis~~ shall be reviewed and updated on a regular basis.

195 ~~5.2.4.~~ **Program Planning:** The ~~agency training provider and training course developer and~~
196 ~~provider~~ shall determine and document training schedules, participant qualifications
197 and logistics, ~~course logistics~~, and criteria for selection of instructors/facilitators.
198 Planning shall identify minimum prerequisites for students, requirements for successful
199 completion of training, and requirements for renewal of certificates (if applicable).

200 5.2.5. Program Implementation: The training provider and training course developer and
201 provider shall provide its customers with recommendations for marketing, instructor
202 training, formative student evaluations, revisions for individual student needs and
203 administration of training using the course curricula.

204 5.2.6. Product Development: Development of course curricula shall consider the following:
205 written media, audio-visual media, use of application examples/non-examples and
206 evaluation of student learning.

207 ~~5.2.3. _____~~

208 ~~5.2.4. Curricula:~~ The agency shall ensure that curricula comply with requirements of IAS
209 ~~AC372 or Section 6.2.5 of ASTM E2659. Curricula which are developed by an agency~~
210 ~~which is accredited to AC372 or ASTM E2659 shall be deemed acceptable.~~

211 5.2.5-5.2.7. Applications: The agency training provider and training course developer and
212 provider shall have a policy and procedure which ensures that applications are
213 processed objectivity and impartiality, including evaluation of participant/student
214 eligibility for training.

215 5.2.6-5.2.8. Instructor Qualifications: The agency training provider and training course
216 developer and provider shall have a policy and procedure for training and qualification
217 of instructors, and for assuring that instructors maintain their competencies through
218 participation in appropriate professional development activities. Where applicable,
219 instructor qualifications shall comply with recognized national standards for specific
220 sectors.

221 5.2.7-5.2.9. Delivery of Training: The agency training provider and training course
222 developer and provider shall have a policy and procedure for delivery of training,
223 including: pre-training formative student evaluations, revisions for individual student
224 needs, expectations for student engagement in training, classroom management,
225 control of the learning environment, program logistics and administration of hands-on
226 (practical) training (if applicable).

227 5.2.10. Assessment of Student Learning: Assessment processes shall includeThe agency
228 shall assess student learning assessments at appropriate intervals, which will include
229 including formative (during training) and/or summative (at the conclusion of training).
230 The assessments shall be based on course learning objectives and shall assess
231 acceptable competency ~~for workforce qualification. Agencies which~~Assessments that
232 demonstrate compliance to relevant requirements of APA/AERA/NCME Standards will
233 satisfy student assessment requirements of these criteria.

234 5.2.11. Surveillance: The course developer and provider shall maintain a registry of
235 authorized users/subcontractors of course curricula and training, and for monitoring the
236 application of course curricula and training by these users/subcontractors.

237 5.2.12. **Changes, and Updates:** The training provider or training course developer shall
238 promptly notify authorized users of applicable course curriculum and training changes,
239 and updates.

240 5.2.13. **Security:** The training provider and training course developer ~~and provider~~ shall have
241 a policy and procedure to control access to office and records to authorized persons,
242 adherence to its security policy, for protection of the provider's or course developer's
243 trademark and copyright protection of the product.

244 5.2.14. **Benchmarking:** Whenever applicable the training provider and training course
245 developer ~~and provider~~ shall monitor related research and industry "best practices"
246 relevant to course curriculum and training development. Records shall be maintained,
247 with a summary of any identified areas of weakness.

248 ~~5.2.8-5.2.15.~~ 5.2.15. **Library Management:** The training provider and training course developer ~~and~~
249 provider shall maintain a reference library related to development, management and
250 administration of its services, and shall ensure that this library is accessible to
251 appropriate relevant parties

252 5.2.16. **Course Evaluations:** The agency training provider and training course developer ~~and~~
253 provider shall have a policy and procedure for evaluation of participant/student
254 satisfaction and to evaluate the overall effectiveness of the training in achieving course
255 goals. Evaluations shall consider feedback from students, instructors, and other
256 relevant parties (e.g., employers of students). Where relevant, the provider shall share
257 these feedbacks with the training course developer.

258 ~~5.2.9.~~

259 ~~5.2.10-5.2.17.~~ 5.2.17. **Award of Certificates:** The agency training provider and training course
260 developer ~~and provider~~ shall have a policy and procedure for award of certificates to
261 students who successfully complete training. If certificates include an expiration date,
262 the agency provider shall define in its public information all requirements for renewal.
263 The agency provider shall not publicize or otherwise infer that any students are
264 "certified."

265 ~~5.2.11. **Benchmarking:** The agency shall actively monitor related research and industry "best~~
266 ~~practices" relevant to training services for workforce qualification. Records shall be~~
267 ~~maintained, with a summary of any identified areas of weakness.~~

268 ~~5.2.12. **Library Management:** The agency shall maintain a reference library related to~~
269 ~~development, management and administration of its services, and shall ensure that this~~
270 ~~library is accessible to appropriate staff and instructors.~~

271

272 6. LINKS TO ADDITIONAL REFERENCES

273 6.1. American Society for Testing and Materials (ASTM) – www.astm.org

- 274 6.2. International Accreditation Service (IAS) - www.iasonline.org
275 ~~6.3. International Code Council (ICC) - www.iccsafe.org~~
276 ~~6.4.6.3.~~ International Organization for Standardization (ISO) – www.iso.org
277 ~~6.5.6.4.~~ American Psychological Association (APA) – www.apa.org
278 ~~6.6.6.5.~~ American Educational Research Association (AERA) – www.aera.net
279 ~~6.7.6.6.~~ National Council on Measurement in Education (NCME) – www.ncme.net

280

281 *These criteria were previously issued May 2007, April 2008, September 2008, October 2009, August 2012, July 2013 and June*

282 *2016, April 25, 2017 and Editorially Revised January 22, 2019. AC371 and AC372 were combined December 14, 2020.*