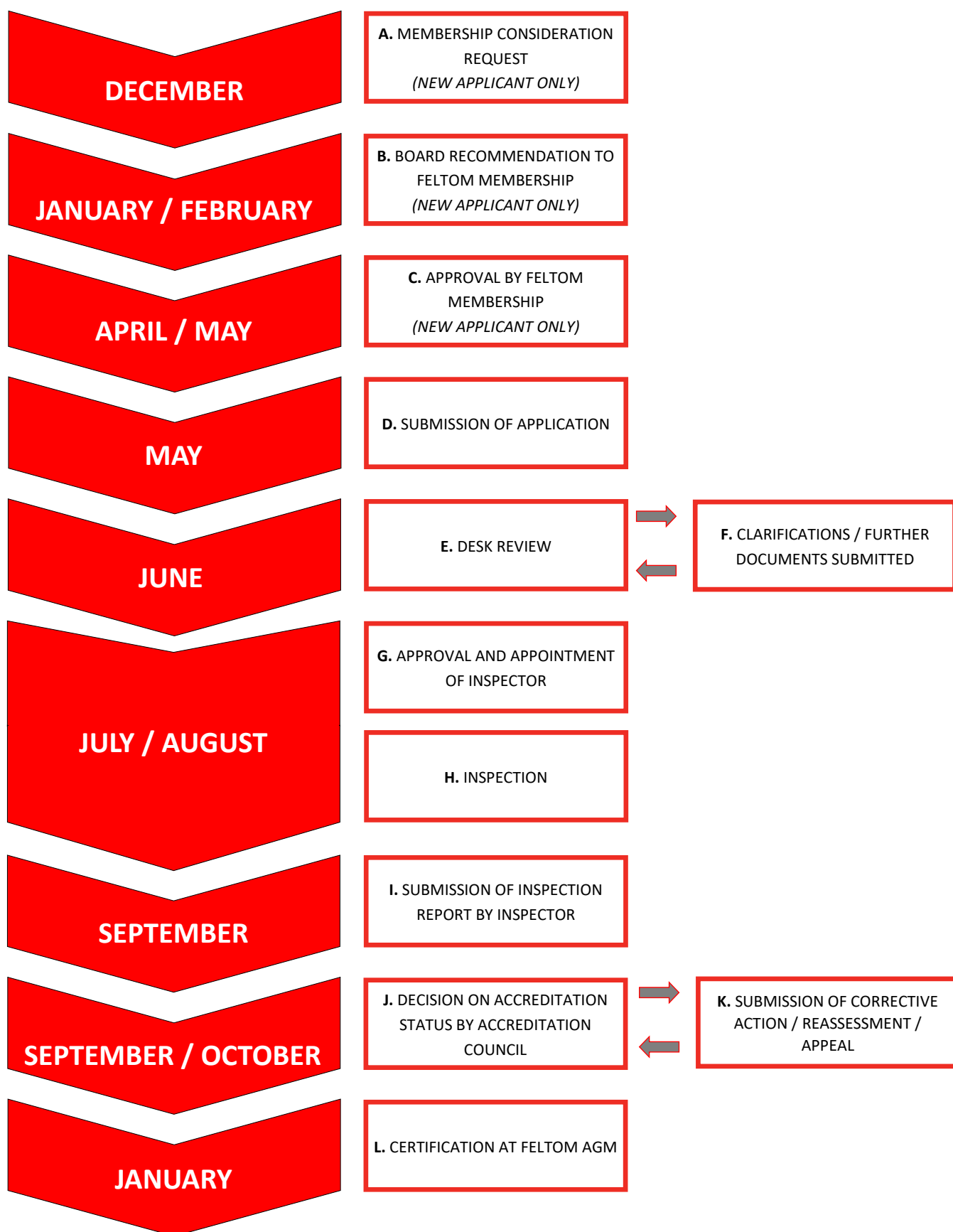


4. ACCREDITATION PROCESS AND REGULATIONS



The accreditation process of the FELTOM Accreditation Scheme involves a number of stages as follows:

A. Membership Consideration Request [new members only]:

1. All ELT organisations that have been licensed for at least five years and have handled a minimum of 10,000 student weeks over the five years and operate within the spirit of FELTOM, as indicated by FELTOM Accreditation Standards, are invited to submit their application to be accredited by FELTOM.
2. Prospective FELTOM members:
 - 2.1. Are invited to review the FELTOM Accreditation Standards and verify the compatibility of their current practices with the FELTOM objectives;
 - 2.2. Request a copy of the Accreditation Scheme documents from FELTOM;
 - 2.3. Are expected to nominate a person responsible for handling the FELTOM Accreditation;
 - 2.4. Will submit the FELTOM Membership Consideration Request Form to the FELTOM Board.

B. Board Recommendation to FELTOM Membership [new members only]:

1. FELTOM Board may request further clarification of any information submitted on the FELTOM Membership Consideration Request Form
2. On reviewing the request for consideration the FELTOM Board will submit a recommendation of membership to FELTOM Membership.

C. Approval By FELTOM Membership [new members only]:

1. FELTOM Membership votes to allow prospective new members to begin the Accreditation Application process with the Accreditation Council. There must be 75% approval of Membership for the process to start.
2. The decision taken by FELTOM Membership with regard to this request is final.
3. Following approval by Membership, the Organisation can proceed with the submission of application.

D. Submission of Application:

1. Applicant Organisations need to perform an Internal Quality Assurance exercise based on the FELTOM Standards and Criteria prior to application and institute a plan of action to resolve any shortcomings before, or concurrently with, submitting their application.
2. The organisation will need to fill out an Accreditation Scheme Application Form: General, in line with the FELTOM Accreditation Scheme requirements. Supporting documents, as prescribed by the Scheme, are to be included.
3. In addition to these regulations, FELTOM will assist applicants with interpretation and gaining a better understanding of the Scheme's requirements when requested.
4. Applicant Organisations should take all necessary steps to ensure compliance with all legal and statutory national laws and regulations.
5. No Accredited Organisation will use any premises for the purpose of teaching and learning that have not been included in the totality of the Organisation's Accreditation.
6. Should the Organisation intend to use premises that were not part of the Organisation's full Accreditation, they are required to submit the FELTOM Application Form: Annexe no less than sixty (60) days before the intended start date of use.
7. Applicants are required to follow established deadlines according to the FELTOM Accreditation Table of Fees; FELTOM reserves the right to charge late submission fees.

E. Desk Review & F. Clarifications/Further Documents Submitted

1. Following receipt of the application, the Accreditation Council will review the application for validity and completeness. The Accreditation Council will communicate any shortcomings to applicant and agree a date for resolution and/or submission of additional information.
2. At this stage applicants can communicate directly with the Accreditation Council to obtain clarification about the Council's requests.
3. Should an applicant not be able to submit the full set of documentation requested, it is suggested that applicants should state a target date for delivery of any missing information. This will ensure that the Accreditation Council is able to commence vetting of the application and hence avoid delaying the process.
4. Notwithstanding the above, the Council will not recommend any applicant for the next stage unless it is satisfied that the application form and all requested documentation have been submitted and vetted to its satisfaction.

G. Approval and Appointment of Inspector

1. Once an application has been approved, the Accreditation Council will appoint one or more Inspectors (hereafter referred to as 'the Inspector').
2. The Accreditation Council will communicate the name of the Inspector to the organisation for approval.
3. Should an organisation have any objection regarding an appointed Inspector, this should be communicated to the Accreditation Council within one week of notification. Accreditation Council will consider the organisation's objection, deliberate and propose alternatives if necessary.
4. The Organisation is to settle all inspection fees prior to the first meeting with the Inspector.

H. Inspection

1. The Inspector will prepare for the inspection by reviewing the *Accreditation Scheme Application Form* and any submitted documentation which will be provided by the FELTOM Accreditation Council.
2. The Inspector is to prepare a schedule of inspection outlining when the different departments of the organisation will be visited. Organisations and the Inspector may need to agree the sequence of site/departmental visits and other details of how the inspection is to proceed. The Inspector will inform the Accreditation Council of the agreed dates of the inspection.
3. The inspection process should commence with a brief introductory meeting where the Inspector is introduced to the Organisation.
4. The Inspector, will be continuously accompanied by the Accreditation Officer or a member of staff, representing the Organisation undergoing inspection. The Inspector will visit all areas, departments and annexes as determined by the *FELTOM Accreditation Standards Checklist*. The Inspector will rate every section, applying a judicious and reasonable assessment according to the criteria highlighted in the *FELTOM Accreditation Standards and Criteria*.
5. The inspection will be conducted in an open and communicative manner. A strong spirit of dialogue between the Inspector, the Accreditation Officer and other auditees should prevail throughout.
6. With reference to the inspection of annexes, it is recognised that upkeep and maintenance works at sub-contracted annexes are the principal responsibility of the annexe owner. However the organisation needs to ensure it meets the standards stipulated in the *FELTOM Accreditation Scheme*. It is the duty of the Organisation to ensure that the provision of premises meet the requirements of the Scheme by either contracting works for improvement or opting for alternative premises.

7. The Inspector will seek explanations and clarifications from the Organisation's representative to check the accuracy of his/her findings and correct any misperceptions by allowing the organisation to provide further information and supporting evidence whenever doubts regarding interpretation of the *FELTOM Accreditation Scheme's* requirements arise.
8. Any minor observations that readily call for the Organisation's easy remedial action that are addressed and corrected within the course of the inspection should not be considered as deviations from standard.
9. Upon completion of the inspection, a round up meeting will be held during which the Inspector will outline his/her findings to the Organisation. The Inspector will not be in a position to advise organisations regarding whether or not organisations will be accredited since this decision is at the sole discretion of the Accreditation Council.
10. The Accreditation Council reserves the right to perform unannounced spot checks of Accredited Members.

I. Submission of Inspection Report by Inspector

1. The Inspector will submit a written report in the format stipulated by the *FELTOM Accreditation Scheme* to the Accreditation Council. The report will have to include a recommendation for approval or otherwise. The *FELTOM Accreditation Scheme* recognises three major classifications: "Recommended for approval", "Recommended for approval pending corrective action [specified]", and "Not recommended for approval".
2. Together with the final approval for accreditation, the Inspector shall issue confidential observations for each of the six subsections in the *FELTOM Accreditation Standards*, highlighting areas of strength and weakness which should be improved upon, to the Accreditation Council.
3. At this stage the Accreditation Council may need to contact the Organisation for clarification(s) regarding any objections or deviations raised by the Inspector.

J. Decision on Accreditation Status by Accreditation Council & K. Submission of Corrective Action/Reassessment/Appeal

1. In the case of an inspection report highlighting limited and clearly identified deviations from the standard, which the Accreditation Council considers likely that the organisation can overcome within a defined period of time, the Council may consider awarding a positive report provided that the shortcomings are rectified within the stated period and that proof of corrective measures are sent within the established deadlines.
 - 1.1 The Accreditation Council may require a follow up visit in cases where corrective action cannot be verified through correspondence. This is at the expense of the Organisation as indicated in the *FELTOM Accreditation Table of Fees*.
 - 1.2 Upon conclusion of the review of evidence of corrective action, the Accreditation Council will inform the organisation of the result. An organisation is to conform to all the criteria of the Scheme to be awarded accreditation.
 - 1.3 The organisation may formally ask for an extension to the deadline prior to expiration of said deadline. The Organisation is to provide clear and specific reasons for said request. The Accreditation Council will decide on whether this extension is to be granted and inform the Organisation accordingly.
 - 1.4 If the deadline expires and no request is made, a Late Corrective Action Submission fee will apply as per *FELTOM Accreditation Table of Fees*. The Accreditation Council will send an inspector on an unannounced spot check to verify that the non-conformities identified have been rectified. In the case that

the inspector's report finds that the same non-conformities still persist, the Accreditation Council may decide either to suspend and ask the member to reapply for accreditation or to terminate accreditation.

2. Should a Member Organisation receive a negative report (not recommended for approval), the Accreditation Council will inform the organisation of the nonconformities behind the decision and request a full reassessment of conformity to the Accreditation Scheme through another inspection visit, at the expense of the organisation as indicated in the *FELTOM Accreditation Table of Fees*.
 - 2.1 Following this inspection, failure to rectify the nonconformities identified will result in termination of accreditation.
 - 2.2 In the case of non-member applicant, a negative report will result in the termination of the accreditation process and require the organisation to reapply for accreditation.
 - 2.3 Should a member organisation choose not to continue the process as above, it is required to formally communicate said decision to the Accreditation Council, within two weeks of date of notification of a negative report.
 3. An Organisation which receives a negative report can contest the decision of the Accreditation Council by formally requesting the appointment of the Accreditation Appeals Board. This request needs to be submitted to the FELTOM Board within two weeks of date of notification of a negative report. Fee to be settled as indicated in the *FELTOM Accreditation Table of Fees*.
 4. In line with the FELTOM Constitution, following the submission of a formal appeal,
 - 4.1 The Organisation and the FELTOM Accreditation Council have two weeks to nominate a representative on the Accreditation Appeals Board and submit relevant documentation. Should either fail to nominate a representative or submit documentation, the Chairperson of the Accreditation Appeals Board shall reserve the right to proceed with the hearing of the case;
 - 4.2 The FELTOM Board shall liaise with the Chairperson of the Accreditation Appeals Board to convene the first meeting within four weeks of receipt of the documentation as specified above;
 - 4.3 The Chairperson of the Accreditation Appeals Board is required to submit a report with the decision on the appeal to the FELTOM Board within six months of the first meeting. This decision is final and cannot be contested.
 5. An Organisation which receives a negative report and does not appeal is deemed to have accepted its nonconformity to the *FELTOM Accreditation Scheme* and is consequently ineligible to be or remain a FELTOM member.
 6. Following termination of membership to FELTOM, the organisation shall:
 - 6.1 Return the accreditation certificate and plaque to FELTOM;
 - 6.2 Immediately remove any reference to FELTOM membership and accreditation from its website and online material;
 - 6.3 Discontinue use of the FELTOM Accreditation Mark and reference to accreditation in publicity, documents and promotional material;
 - 6.4 Cease to distribute any printed material referring to accreditation or showing the FELTOM Accreditation Mark or Logo.
- L. Certification at FELTOM AGM**
1. Organisations whose application for accreditation has been accepted will receive certification during the FELTOM AGM.
 2. FELTOM Accreditation is valid for a period of three years at which time Organisations are required to restart the process.

M. Other Regulations

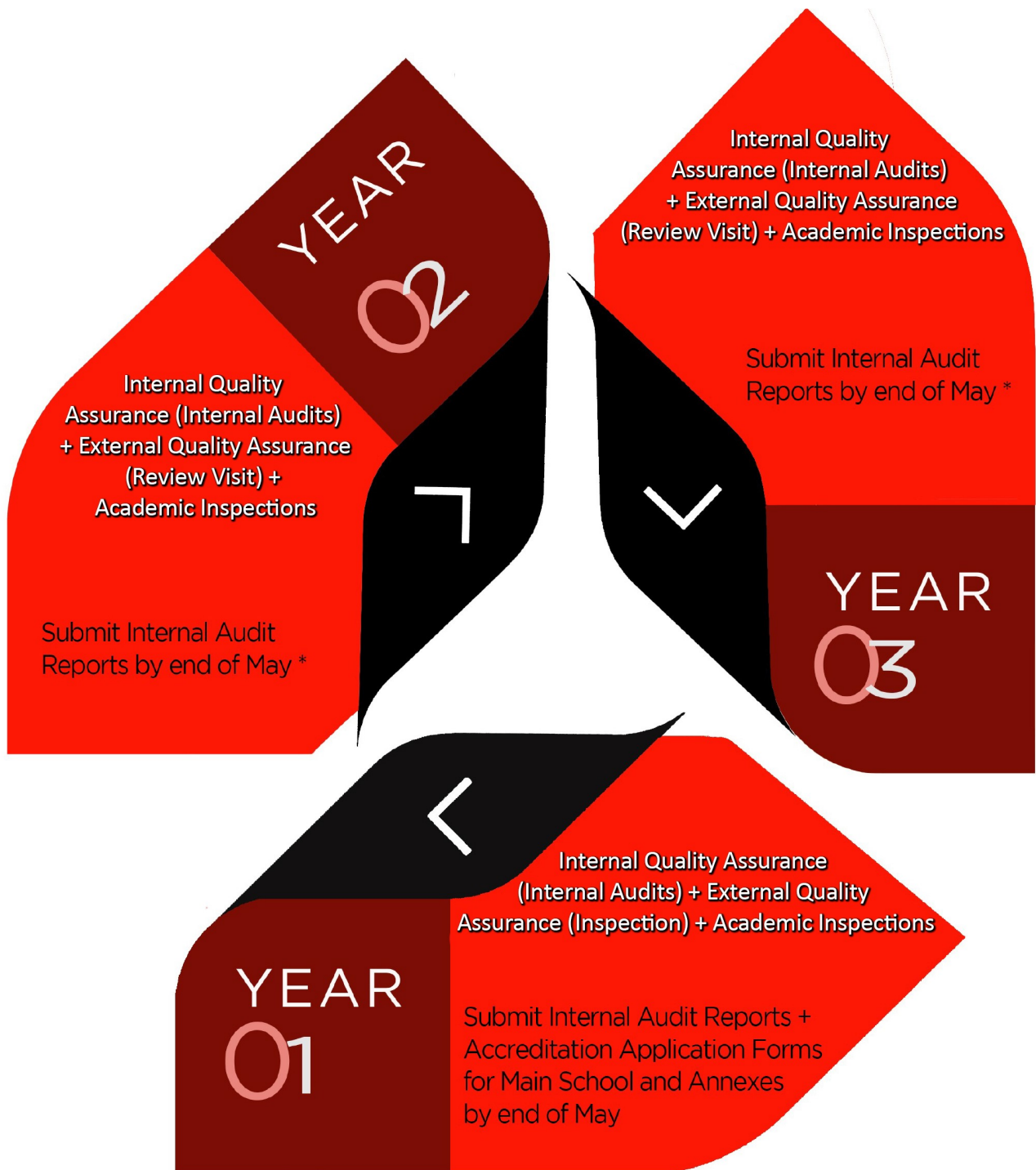
1. Review Visits
 - 1.1 The FELTOM Accreditation Council will appoint inspectors to hold interim visits within the triennial cycle of full inspections.
 - 1.2 As part of the obligations of an Accredited Member, Organisations are required to submit to Review Visits.
 - 1.3 Review visits will focus on the Internal Quality Assurance activities carried out by the Organisation, areas where corrective action was carried out following previous inspections and any other areas deemed important by the Inspector.
 - 1.4 The Organisation will be provided with feedback from the Inspector's report and will need to consider this feedback in subsequent Internal Quality Assurance activities carried out by the organisation.

2. Use of FELTOM Accreditation Mark and reference to accreditation
 - 2.1 The FELTOM logo will only be used by the FELTOM Office. FELTOM members may make use of the FELTOM Accreditation Mark.
 - 2.2 Only accredited members may make use of the FELTOM Accreditation Mark or reference to accreditation by or membership to FELTOM.
 - 2.3 The FELTOM Accreditation Mark may be published on letterheads, printed promotional material, signs, banners, websites and employees' business cards. Whenever use of the FELTOM Accreditation Mark for purposes other than those specified is required, the member shall obtain written consent from FELTOM prior to release.
 - 2.4 The FELTOM Accreditation Mark shall be published either as a single colour (black or white) or in its original colours (red: Pantone 485c and black). A 0.5cm surrounding border is to be left around the logo. The minimum size (width) of the logo should be of 3cm. The FELTOM Accreditation Mark can be enlarged but should not appear to be larger than the logo of the Organisation.
 - 2.5 Use of the FELTOM Accreditation Mark and reference to accreditation or membership shall be clear and unambiguous. Any published material shall be accurate and legible without any distortion.
 - 2.6 The FELTOM Member must ensure that the reference to accreditation does not imply approval by FELTOM to personnel, or services or products which do not form part of the scope of accreditation for which the Organisation was inspected. Whenever the accredited Organisation is a subsidiary or part of a group, it shall not imply that the whole group or other subsidiaries are accredited by FELTOM.
 - 2.7 FELTOM reserves the right to terminate membership, make public and/or institute legal proceedings in cases of misuse of the FELTOM Accreditation Mark or Logo, false or misleading references to FELTOM accreditation and membership as well as non-adherence to these regulations.

3. Submission of Internal Quality Assurance Report
 - 3.1 The Accreditation Officer of the Organisation is to compile a schedule for holding internal audits as part of the Internal Quality Assurance of the Organisation and ensure that this is followed and that records are kept. Internal audits must cover all areas specified in the *FELTOM Accreditation Scheme* both in the main premises and all annexes.
 - 3.2 An Applicant Organisation is required to carry out a full cycle of internal audits prior to application. A report with records of findings and any actions carried out is to be submitted with the application form.

- 3.3 Accredited organisations are required to carry out a full cycle of internal audits annually. The accreditation officer is to submit a report with records of findings and any actions carried out to the FELTOM Accreditation Council by the end of May of each year.
- 3.4 With reference to the above, if the deadline expires and the Organisation fails to submit the report or lodge a formal request for extension, or if the Accreditation Council deems the report to be incomplete, the Accreditation Council will hold an unannounced Spot Check (please refer to [FELTOM Accreditation Table of Fees](#)). In the case of an official request for extension being lodged, the Accreditation Council will grant the Organisation one month to submit the full report. If the extended deadline is not met, the Organisation would need to reapply and undergo a full inspection by the end of that year, otherwise accreditation is terminated.
- 3.5 The report shall be submitted using the *FELTOM Accreditation Standards Checklist*.

FELTOM ACCREDITATION SCHEME LIFE CYCLE



* Organisation may also submit Accreditation Application Forms for new annexes to be used that year, if applicable.