

 ICB ACCREDITED BUSINESS QUALIFICATIONS	Policy Name:	Provider Quality Monitoring Visit
	Policy Name:	8013.2019.V1
	Approved date:	1 June 2019
	Expiry Date:	30 June 2020

1. PURPOSE

The purpose of monitoring is to ensure the systematic assessment of performance. Information from monitoring provides the basis for making decisions and taking corrective action. Quality Monitoring Visits (QMV) will focus on confirming that the Institute of Certified Bookkeepers (ICB) accredited providers will and are continuing to operate in accordance with the information provided in their Application for Accreditation and that good standards and practice exists with respect to physical resources, facility health and hygiene; staffing, provision of training and quality assurance.

It is intended that this document will provide sufficient guidance to providers and the ICB's Monitoring Representatives (hereafter referred to as 'Representatives') to ensure that QMVs are efficiently and effectively carried out.

Monitoring aims to do the following:

- a. Verify and improve quality and management
- b. Identify successful strategies for extension/expansion/replication
- c. Modify unsuccessful strategies
- d. Measure effects and benefits of programme, project or service interventions
- e. Give stakeholders the opportunity to have a say in programme or service
- f. output and quality

2. SCOPE

This policy applies to all Providers both Theory, Correspondence and Workplace Providers, ICB monitoring representatives and all ICB employees. This policy is governed by the QCTO requirements for monitoring of providers as well as ICB criteria set. The onus remains the responsibility of Providers to ensure compliance with all relevant Acts. Implementation of this policy is the responsibility of the Academic Department and Providers.

3. POLICY

The policy exists to create and adhere to the criteria for accreditation of Providers who offer ICB occupational financial qualifications to ensure quality delivery in every aspect of education to the student. Monitoring and evaluation is about enhancing the quality of the programmes and services of the Provider; ongoing support to the Provider in offering ICB programs and about improving the ability of the Provider to support these.

This policy includes Provider application for extension of program and providers wanting to apply for accreditation for additional branches. Please refer to the branch accreditation application form.

The QCTO has conferred upon the ICB the role and responsibility of accrediting and quality assuring Providers who offer the occupational financial and business qualifications as follows:

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- a. Accredite Providers for qualifications listed
- b. Monitor the provision by providers of learning programs
- c. Evaluate student assessment and facilitation of moderation of student assessments by providers
- d. Maintain a learner database
- e. Perform any other function allocated to the ICB by the QCTO

4. RESPONSIBILITIES OF THEORY TRAINING PROVIDERS

- 4.1 Provide tuition towards the programmes and qualifications which are externally examined by the ICB in accordance with the outcomes provided by the ICB. Refer to the curriculum statements and qualifications.
- 4.2 Ensure sufficient facilities and resources required for externally assessed learners
- 4.3 Ensure that students are registered with the ICB annually
- 4.4 Ensure that students are registered for the theory exams in accordance with the relevant policies and procedures
- 4.5 Provide appropriate resources and qualified personnel to offer tuition and guidance to learners studying for an ICB registered qualification
- 4.6 To ensure staff training and development programmes available for all personnel involved in the tuition of students
- 4.7 Provide appropriate administrative procedures to ensure the smooth running of the programmes and qualifications
- 4.8 Where appropriate, provide computer and Information Technology facilities and other appropriate learning resources
- 4.9 To ensure that the Provider remains accredited by the ICB, as a Quality Assurance Partner of QCTO, for the duration of the registration of the qualification /s.
- 4.10 Notify the ICB within 7 days should the physical address i.e. premises, of the provider change, and arrange an inspection of the new training premises.
- 4.11 Notify the ICB of any changes to facilities i.e. additional classrooms
- 4.12 Furnish written notice to the ICB should the provider discontinue offering the ICB programs or stop operating entirely.
- 4.13 Ensure portal passwords are updated as per the ICB process and that access to the download of exams is controlled as per the ICB process
- 4.14 Ensure Provider details are continuously updated on the Provider Portal

5. RESPONSIBILITIES OF A THEORY PROVIDER WHEN GRANTED EXAM VENUE STATUS

- 5.1 Ensure that the ICB exams are conducted properly and run according to the ICB standards and as per the ICB Exam and Exam Invigilation & Irregularity policies. (Refer to the policy)
- 5.2 Ensure that the exams are conducted on the date and at the time specified by the ICB. All exams are conducted in the morning from 9:00 a.m. – 12:30 p.m.
- 5.3 Make rooms available for the conducting of exams – when and where required. Ensure there is a seating plan of where students will sit and ensure that there is only one student per desk and all desks are placed one behind the other at least one meter apart to minimize the risk of an irregularity occurring.
- 5.4 Ensure security of exam question papers before date and time of exam.
- 5.5 Ensure invigilation of exams by persons independent of person facilitating students.

- 5.6 Dispatch completed PoE's to the ICB for marking/assessment in accordance with the prescribed timetable.

6. RESPONSIBILITIES OF A WORKPLACE PROVIDER WHO WANTS TO OFFER ICB LEARNERSHIPS

- 6.1 The Workplace Provider (employer) must apply to the ICB for workplace accreditation approval before offering ICB learnerships.
- 6.2 The Workplace Provider must supply the ICB with copies/scans of the completed Learnership Agreements once signed, including the required attachments of the employment contract, the learner's identity document and proof of registration as a student. The provider is then to submit them to their SETA.
- 6.3 The Workplace Provider is to supply the ICB with a Learnership Feedback Report bi-annually, until the learnership is completed (refer ICB's Learnership Policy and Procedure.)

7. CRITERIA FOR ACCREDITATION/ONGOING ACCREDITATION

Providers must meet and adhere to the following criteria:

Financial:- (these must be available for viewing at all site inspections per delivery site)

- i. Financial Audits must be available for viewing and submitted with the initial application for accreditation
- ii. Adherence to payment of Skills Development Levies in the form of the EMP 201 or 501 except in instances of exemption i.e. Government departments that are applying for Workplace Accreditation
- iii. A valid tax clearance certificate must be available
- iv. Student refund policy

Human Resources:- (these must be available for viewing at all site inspections per delivery site)

- i. Proof of all HR policies
- ii. Student support policy and/or grievance/disciplinary policy
- iii. Proof of facilitator/lecturer performance monitoring to be available for viewing
- iv. Proof of class room/training delivery monitoring for example student feedback forms

Provider Facilities and Student Support: -

- i. Exam venues to have desks cordoned off if desks are not placed one behind the other and if there are two seats to one table to ensure that cheating does not occur
- ii. Ventilation and lighting to be sufficient
- iii. Exam/Classroom venue temperature to be comfortable i.e. a constant temperature of 18 degrees
- iv. All facilities to be clean and free of dirt; wall or door grime and litter
- v. Facilities to meet OHS regulations in that first aid kits must be available and clearly sign posted
- vi. First aid kits must be regulated first aid kits as prescribed by the Occupational Health and Safety Act
- vii. Classrooms to have sufficient space; desks and chairs for students and must be in good repair
- viii. Proof of lesson plans for ICB classes. This could be in the form of the course outlines but should also include Lecturer additions to the learning material i.e. additional handouts for students supplementing the prescribed learning material.
- ix. Proof of correct textbooks distributed to students (includes actual text book but not limited to proof of payment for textbooks that includes textbook version)

Additional Supporting Documentation to be submitted:

1. Marketing/Business Plan listing number of students' monthly that the Provider plans to register. Provider must supply list of competitors in the plan.
2. List of facilitators with qualifications linked to the ICB qualifications they will be lecturing.
3. List of Exam Invigilators if the venue is an exam venue as well.
4. **Certified** copies (within 3 months of accreditation application) of facilitator qualifications even if this is outsourced
5. IT Policies in respect of password protection; access to and use of social media with regards to the sharing of copy righted information
6. Provider Exam policy that includes access to exam papers; exam paper storage and dispatch and troubleshooting i.e. what processes are in place in the event of a missing paper. This policy must not be the ICB policy copied and pasted onto the Provider letterhead. It must be an internal policy setting out internal exam protocol.
7. If the Provider is accredited for other qualifications registration student registration statistics and through put rates are to be provided for the last two years for the different qualifications.
8. Learning support planned for students or learning support provided to existing students with an example
9. Proof of the Student Induction program
10. Proof of DHET registration

The following accreditation status can be awarded: -

1. Provisional valid for 12 months and pending the minimum number of students registered as per the standard operating agreement
2. Full accreditation
3. Accreditation declined meaning accreditation is not awarded

8. TUITION MATERIAL

Providers are to ensure that the material they provide to their learners covers the syllabus/unit standards set by the ICB for the ICB's qualifications, and comply with current company law, business law and taxation legislation as and when updated. This may be done in one of two ways:

- 8.1 Use of the ICB approved material developed and distributed currently by Edge Learning Media, who currently have a license agreement with the ICB.
- 8.2 This material has been specifically developed to cover all learning areas of the ICB qualifications and is updated regularly to ensure relevance.

Use of the provider's own material with the following provisions:

- 8.3 Providers are required to submit detailed tuition notes to the ICB for evaluation and acceptance prior to the use thereof, ensuring that ICB's minimum standards are met. There is a scrutiny fee applicable for this per learning area, which is payable with each submission.
- 8.4 Such material, once approved, may not be published and distributed in terms of the agreement to other tuition providers and is for the sole internal use of each provider.

9. APPROVAL OF ADVERTISING MATERIAL

- 9.1 The Provider shall be entitled when describing the ICB Occupational programmes in advertising and promotional material to use the phrase "accredited by the ICB".
- 9.2 All advertising and promotional material relating to the programmes and qualifications shall be approved, in writing, by the ICB before the Provider may make use of it. The ICB shall have the right to veto such material. Such right of veto shall not be unreasonably exercised.

10. STAFF/EMPLOYEES STUDYING AN ICB QUALIFICATION

- 10.1 Should any staff member/employee of a Provider want to become enrolled as an ICB learner, the Provider is to immediately furnish ICB with their Policy on management of the program in order to guarantee its integrity, including full security of the POE's and assessments.
- 10.2 The ICB will give feedback regarding the Policy and whether it is acceptable or needs amending.
- 10.3 A Provider employee, who becomes an ICB Student may not have access to the Provider portal whatsoever therefore the Provider must ensure that an alternative person is trained in ICB Policy and Procedure.

11. CERTIFICATION

- 11.1 As the ICB qualifications fall under the scope of Fasset as the ETQA, it is the responsibility of the ICB to upload learners to the Fasset database.
- 11.2 Fasset will issue Qualification certificates after the data uploads.
- 11.3 Due to the high level and intensity of data verification required, prior to uploading to Fasset's database, timeframes for certification cannot be confirmed but the minimum is 3 months from date of results release (refer to the Certification Policy)

12. REAPPLICATION FOR ACCREDITATION

Should a provider be de-accredited or the accreditation application declined, the Provider may apply again for accreditation. The ICB reserves the right to review the previous application and/or accreditation along with the new application in order to reach a decision. This means that existing Providers past performance will be considered in the new application. For new Provider applications that were declined, the ICB will look at the original application and the reasons for declining the application will be reviewed.

13. DE-ACCREDITATION

Providers can be de-accredited for the following reasons:

- 13.1 If found in breach of the accreditation contract
- 13.2 Compromise the integrity of learner achievements
- 13.3 Provider request to withdraw accreditation status
- 13.4 Insolvency
- 13.5 Fraud
- 13.6 Failure to enter into an accreditation contract
- 13.7 Failure to remedy/rectify/act upon complaints received from learners after a Quality Monitoring Visit set up to assist learners in complaints with providers, within an agreed time period
- 13.8 Failure to remedy/act upon Findings of a Quality Monitoring Visit
- 13.9 Failure to provide/register learners with the ICB (for assessments) for a period longer than 12 months

- 13.10 Failure to register active learners for the ICB assessments
- 13.11 Conducting exams on behalf of the ICB without the learners being registered for those exams at the specified venue.
- 13.12 Any fraudulent activity or contravening of any South African Education Regulation
- 13.13 Failure to provide proof of registration with DHET.

The Accreditation Committee of the Institute of Certified Bookkeepers will be convened to:-

- Evaluate Providers performance and if found to be contravening any of the above reasons, the Committee will instruct the Provider to inform the Institute as to the reason/s for breach. If proved valid reasons for breach, the Provider will be given 30 days to rectify the breach. Failure to adhere to this request by the agreed date will automatically result in de-accreditation of the Provider.

14. PROVIDER SUPPORT:

Once the Provider is accredited the ICB offers the following support: -

- 14.1 A welcome letter with accreditation certificates
- 14.2 A welcome pack consisting of ICB policy and procedure
- 14.3 ICB Orientation Toolkit

Additional Support:-

- Annual Provider Workshop
- Monthly webinars
- Quality Monitoring Visits
- Courtesy Visits
- Provider Open day attendance if feasible
- Representation at Provider graduations if invited
- Top Achievers on ICB Facebook page
- Newsletters

15. CONCLUSION

Through accreditation, the following main purposes are served:

- 15.1 support and advice to Providers in the maintenance and enhancement of their quality of provision.
- 15.2 confidence and assurance on quality to various stakeholders including students
- 15.3 assurance of the good standing of the Provider to government departments and other interested bodies
- 15.4 enabling a Provider to state publicly that it has voluntarily accepted independent inspection and has satisfied all the requirements for satisfactory operation and maintenance of quality in education.

ASSOCIATED DOCUMENTATION:

- The Basic Conditions of Employment Act (BCEA), 1999
- The Labour Relations Act (LRA), 1995
- The Occupational Health and Safety (OHS) Act, 1993
- Provider accreditation application form
- Quality Monitoring Report
- Provider Standard Operating Agreement
- Assessment and Assessment Invigilation & Irregularity policies

- Learnership Policy and Procedure
- Certification Policy
- Portal Access (registration form or Policy to be written?)
- ICB Curriculum Statements
- ICB Course outlines
- Provider extension of program application
- Branch Accreditation application form