



Quality Assurance (QA) Standards

for

Training Institutions

Date: January 2012

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1. Introduction

The Mauritius Qualifications Authority (MQA) is a corporate body under the aegis of Ministry of Education and Human Resources. It regulates training at the Technical & Vocational Level in Mauritius following the enactment of the Mauritius Qualifications Authority Act 2001 (as amended under the Education and Training (Miscellaneous Provisions) Act 2005) and the Mauritius Qualifications Authority (Registration) Regulations 2009.

In accordance with the MQA Act 2001, a training institution means a training provider at the technical and vocational level responsible for developing and dispensing knowledge, understanding and skills through any mode.

Section 15 of the Act provides that no owner or manager of a training institution shall operate a training institution unless it has been registered and accredited under this Act.

Any institution therefore intending to provide training should be registered as per requirements for registration of training institutions.

Non-Award courses and Award programmes will be approved/accredited subject to satisfying the criteria for course approval/programme accreditation respectively.

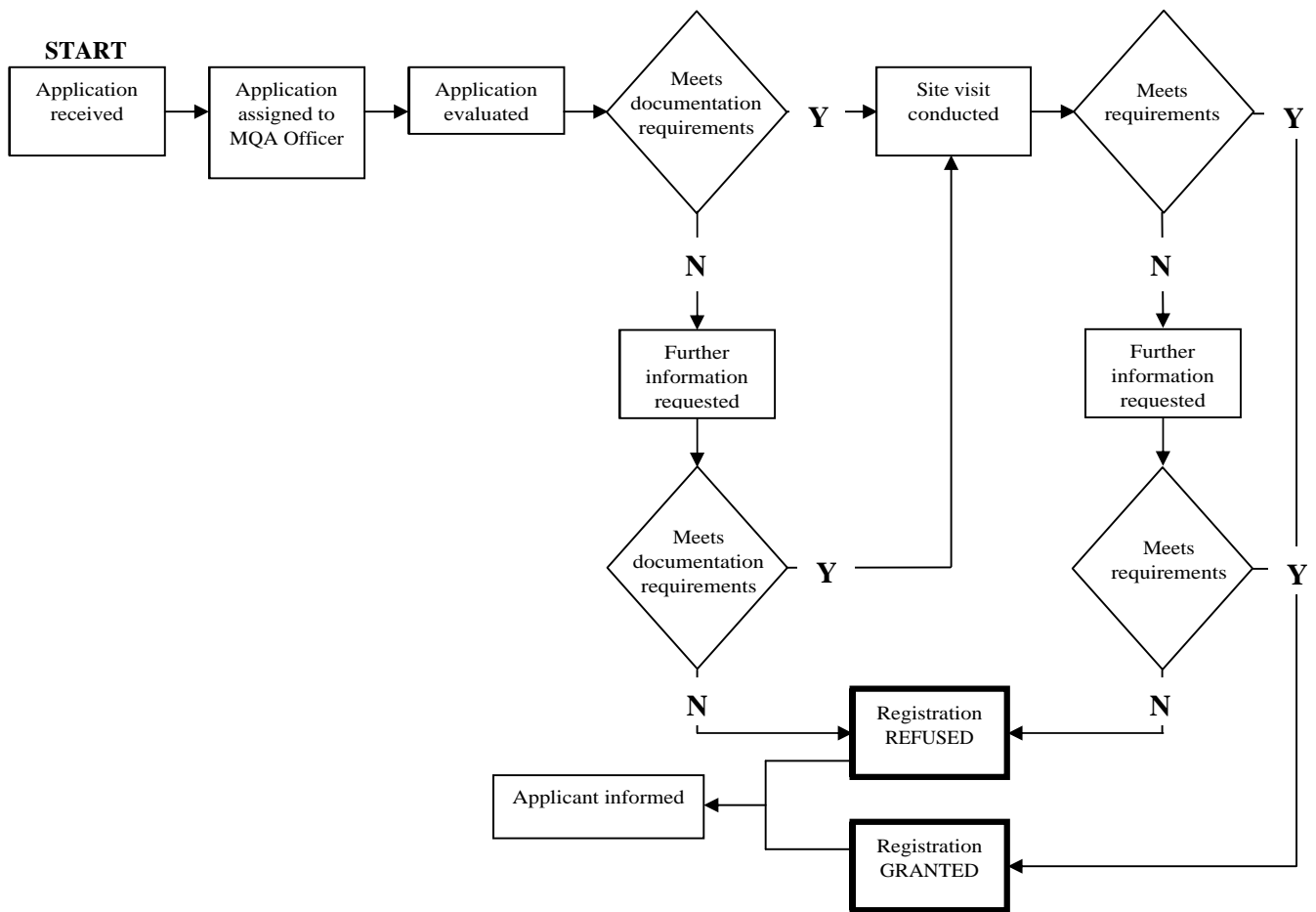
2. Registration of Training Institution

2.1. Requirements for Registration of Training Institution

Any organisation willing to provide training is required to be duly registered with the MQA and should meet the following requirements.

✓	The following should be submitted:
	<p>1. Complete application/s on MQA prescribed form/s for</p> <ul style="list-style-type: none"> -Training Institution -Manager -Programme Officer/s <p><i>Note: Registration of Manager & Programme Officer will be subject to complying with respective criteria</i></p>
	2. Appropriate processing fees
	<p>3. List of trainers</p> <p>Trainers should be appropriately qualified staff for each course</p> <p><i>Note: Trainers will be registered subject to complying with criteria for registration as trainer.</i></p>
	<p>4. List of non-training staff</p> <p>Support staff present for the day to day operation of the training institution, wherever applicable</p>
	<p>5. List of courses</p> <p>A list of courses to be dispensed</p> <p><i>Note: Course (non-award course and award programme) will be approved / accredited subject to satisfying criteria for course approval/ programme accreditation respectively</i></p>
	<p>6. Organisation's legal document/s</p> <p>Organisations should exist as a legal entity</p>
	<p>7. Business registration certificate (where applicable)</p> <p>Nature of business should be specific to technical, vocational and professional training</p>
	<p>8. Authorities' clearances</p> <p>Organisations should show compliance to building, health & safety and fire requirements</p>
	<p>9. Site plan/s</p> <p>Site plan should indicate the exact geographical location/s of the organisation</p>
	<p>10. A refund policy</p> <p>Evidence of system in place for refund to trainees</p>
	<p>11. An insurance cover</p> <p>Public liability insurance cover against accidents/hazards occurring within the premises of the training institution</p>

2.2 Process for Registration of Training Institution



2.3 Training Institution Registration Decision

Registration of training institution may be

- granted for a period valid up to **three (3) years** subject to continued compliance with conditions and regulations, or
- refused

2.4 Cessation of training activities

Registered training institutions wishing to cease operation should inform the Authority in writing preferably three (3) months prior to the date of closure and should ensure that all trainees have completed their course/programme or should make alternative arrangement acceptable to the Authority.

2.5 Renewal of Registration of Training Institution

At the expiry of registration of training institution, the registration renewal may be considered subject to:

- adherence to respective criteria for registration;
- submission of updated information as applicable;
- submission of an evaluation report
- having complied with conditions governing registration;
- having complied with MQA Regulations;
- not having any adverse report.

Application for renewal of registration of Training Institution should be made on the prescribed application form three (3) months before the date of expiry of registration.

The MQA will communicate the applicant of the decision of the Authority at latest one (1) month before the expiry of registration.

2.6 Appeal

Any appeal should be made as per provisions made under the MQA Regulations within 21 days of the decision of the Authority.

3. Registration as Manager/Programme Officer

Each training institution shall have a Manager and a Programme Officer.

A Manager may, subject to the required appropriate academic qualifications being held by her/him, also be appointed to act as Programme Officer.

The Manager should ensure quality and relevance of training at his institution.

The Programme Officer will be responsible for academic, technical and vocational matters.

An application for Registration as Manager/Programme Officer should be made on the respective MQA prescribed application forms.

3.1. Criteria for Registration as Manager/Programme Officer

The Manager should have managerial competencies acceptable to the Authority.

A person can act as Manager for only one (1) training institution at a time.

The Programme Officer should be registered as trainer and should have at least two (2) years training/teaching experience in the academic, technical and vocational sector.

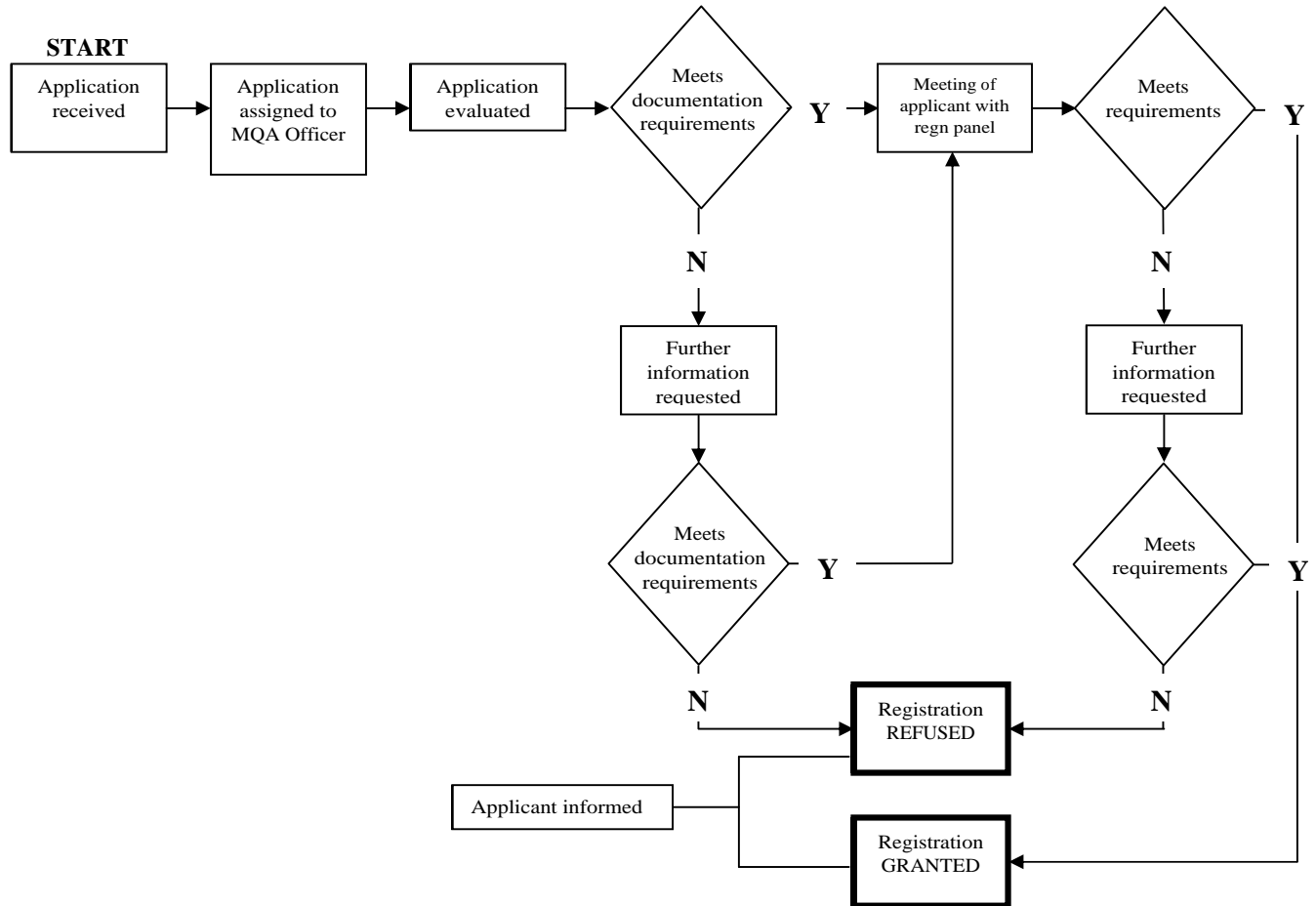
A person can act as Manager/Programme Officer provided that s/he:

- is resident in Mauritius;
- is of good character;
- is medically fit.

A person can act as Programme Officer for only one (1) training institution at a time, and s/he is allowed to coordinate courses for a maximum of three (3) different fields of training and s/he should be registered as trainer in at least one of these fields.

In case the Manager/ Programme Officer moves to another training institution, the MQA should be informed immediately.

3.2. Process for Registration as Manager/Programme Officer



3.3. Manager/Programme Officer Registration Decision

Registration as Manager/Programme Officer may be

- granted for a period valid up to **3 years** subject to continued compliance with MQA Regulations and respective conditions governing the registration of Manager/Programme Officer, or,
- refused.

The registration as Manager/Programme Officer ceases to be valid, inter alia:

- if the Manager/ Programme Officer is in non-compliance with the conditions governing registration as Manager/ Programme Officer and Mauritius Qualifications Authority (Registration)Regulations;
- if the registration of the training institution has been cancelled.

3.4. Renewal of Registration as Manager/Programme Officer

At the expiry of registration of Manager/ Programme Officer, renewal of registration may be considered subject to:

- adherence to respective criteria for registration;
- submission of updated information as applicable;
- having complied with conditions governing registration;
- having complied with Regulations;
- not having any adverse report.

Application for renewal of registration of Manager/ Programme Officer should be made on respective prescribed application forms three (3) months before the date of expiry of registration.

The MQA will communicate to the applicant of the decision of the Authority at latest one (1) month before the expiry of registration.

3.5. Appeal

Any appeal should be made as per provisions made under the MQA Regulations within 21 days of the decision of the Authority.

4. Registration as Trainer

No person is authorised to act as a trainer unless s/he is duly registered with the MQA.

An application for Registration as Trainer should be made on the MQA prescribed application form.

4.1. Criteria for Registration as Trainer

4.1.1 The applicant should possess the following:-

1. Basic Qualifications

-Cambridge School Certificate with 5 credits including English, French and Mathematics or an alternative/equivalent qualification;

-Cambridge Higher School Certificate or an alternative/equivalent.

2. Higher Qualifications

-Academic/ Technical/ Vocational/ Professional qualifications issued by a recognised institution.

3. Experience

- Applicants should preferably have relevant working experience.
- Applicants should preferably have followed an approved train the trainer programme or any alternative programme acceptable to the Authority.

Exceptionally applicants without basic academic qualification/ s but having at least five (5) years of experience in certain specific trades or areas may be considered for registration.

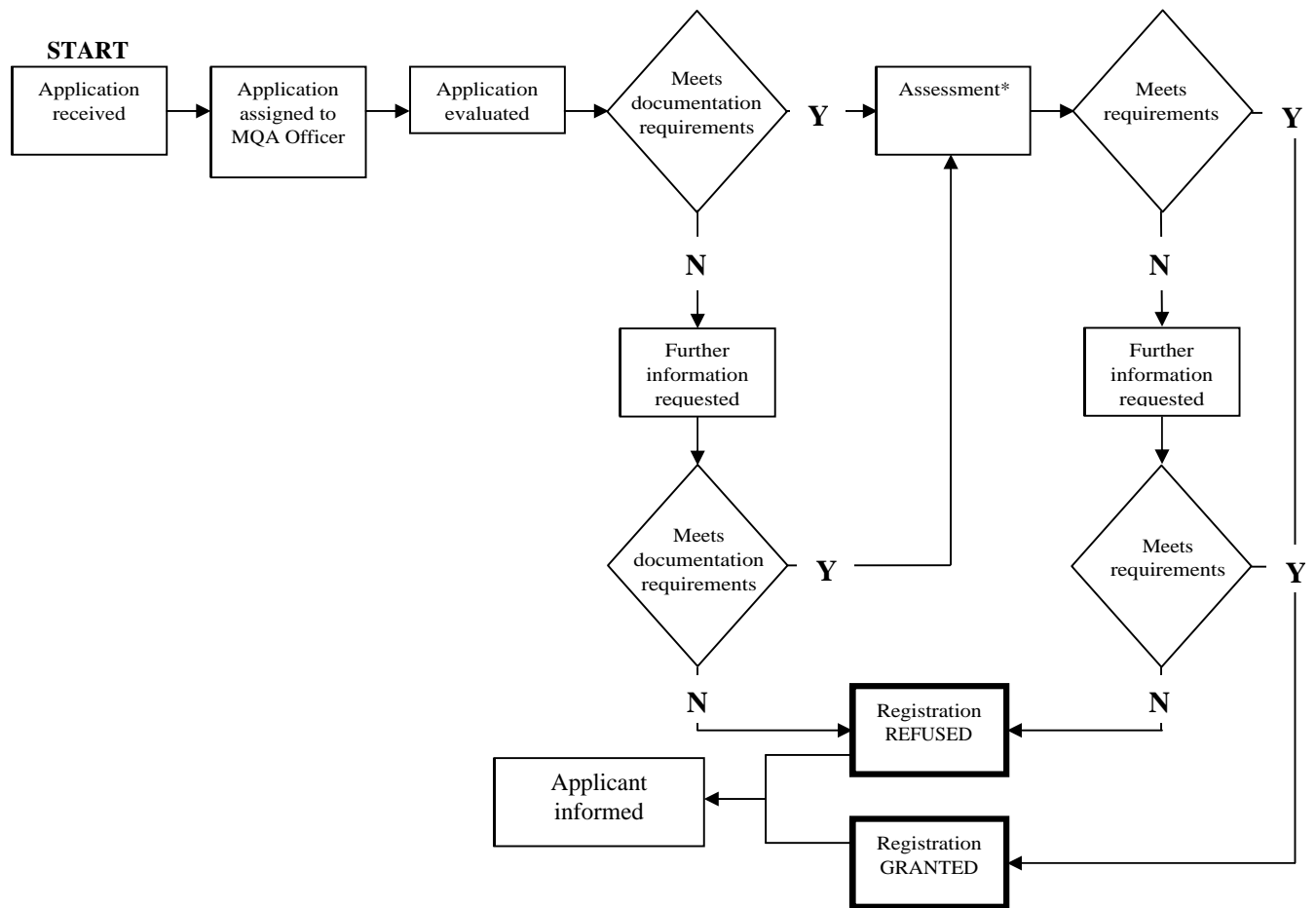
4.1.2 A person can act as Trainer provided that s/he:

- is resident in Mauritius;
- is of good character;
- is medically fit.

In addition to above, applicants of foreign nationality should submit the following:

- valid work/residence permit/occupation permit;
- photocopies of relevant pages of passport;
- a Curriculum Vitae and photocopies of all certificates duly certified as “true copies” by relevant Authorities;
- relevant documents as required by the applicable laws.

4.2. Process for Registration of Trainer



**An assessment may include, inter alia, the following:*

- *interviewing the applicant;*
- *appraising applicant's training delivery skills.*

4.3. Upgrade in level and extension of field of competence

Request for upgrade in level and extension of field of competence will be entertained upon submission of duly filled prescribed application form.

4.4. Trainer Registration Decision

Registration as trainers will be granted in respect of the Technical and Vocational Training (TVT) sector based on the **National Qualifications Framework (NQF)** valid for a period of **three (3) years** subject to compliance with the conditions governing registration as Trainer.

For trainers of foreign nationality, validity of registration will be subject to work/residence/occupation permit being in order.

4.5. Appeal

Any appeal should be made as per provisions made under the MQA Regulations within 21 days of the decision of the Authority.

5. Approval of Course

Training providers willing to offer non-award courses should submit their application for approval of course in the MQA prescribed forms.

Courses may be conducted at

- **permanent site (one or multi sites)**
- **temporary site/workplace**

as identified by the applicant and may be offered either through face-to-face or distance mode.

Applicants intending to offer courses through mixed mode should ensure adherence to the respective requirements.

Criteria for approval of course include Course Detail Requirements, Course Delivery Requirements and mechanism in place for Course Evaluation.

Approval of course will be subject to submission of complete application preferably two **(2) weeks** before the start date of the course and satisfying the criteria.

5.1. Criteria for course approval

Any approval of course should be in accordance to criteria specified at sections 5.1.1, 5.1.2 & 5.1.3. Criteria at *sub-sections 5.1.2.1 and 5.1.2.2 are specific to courses delivered at multi-sites or temporary site/workplace and through distance/online mode respectively.*

5.1.1 Course Details Requirements

The provider should adequately and appropriately design, develop, deliver and review its courses to be consistent with its goals and objectives.

The goals and objectives should be clear defining the training provider's aim and the steps to be taken to achieve same. Goals and objectives identify the type and scope of educational services provided, for whom, and why such provision is important. The goals and objectives should be measurable so that the provider and others will know with certainty whether aims are achieved and if not, what actions are being taken.

Courseware/Teachware

- The title of the course should reflect the subject area.
- The course objectives are consistent with the knowledge, skills and attitudes to be imparted in order to fulfil the stated training needs.
- The course is relevant to business/social/industrial training needs.
- The course content/syllabus is relevant to the course objective.
- The course is outcome oriented (course content should be competency-based).
- The targeted population satisfies the entry requirements which should be clearly spelt out.
- The training approach/ strategy/ methodology to be employed is suitable for the attainment of the course objectives.
- Equipment, tools and consumables are as per the requirement of the course.
- Availability of books, handouts, training materials, student manuals, trainer manuals, diskettes, CDs, training videos and internet facilities pertaining to the course are desirable.
- Course duration, schedule and implementation plan including trainer's schedule should be specified.

5.1.2 Course Delivery Requirements

Positive learning outcomes for learners depend on the effective delivery of well-designed programmes. Programme delivery is effective when learning is purposeful, there is attention to learner needs, the delivery methods used are appropriate and varied and there is an appropriate balance of theory and practice.

Staff

- Training staff should be duly registered as trainers with the MQA.
- There should be a valid agreement between trainer/s and the provider in respect of the course being delivered.

Note: In case course is delivered on line, MQA registered Trainer is optional (see section 5.1.2.2.).

Exceptionally, training institutions/organisations willing to have the services of foreign trainer for short period of time shall submit a detailed CV of the foreign trainer prior to the running of course and in this respect, the trainer will be issued a “no objection” letter to provide training.

Facilities

- Training premises are adequate for training purposes and comply with the applicable laws relating to the occupational health and safety of persons on the premises and have licenses as issued by the relevant authorities.
- The environment is conducive to teaching, and learning is easily accessible to trainees and provision has been made for accessibility for disabled person (as far as possible).
- Evidence of licensing agreement between the training institution and the licensor wherever applicable.
- Photocopying facilities and teaching aids such as board, multimedia computer, projector, video & audio equipment, and laboratory are available as applicable.

Note: optional, in case course is delivered online, (see section 5.1.2.2).

5.1.2.1. Course delivered at different Sites

In case the course is being delivered at

- multi-site (more than one permanent site)
- temporary site/workplace

the provider, in addition to “Course Delivery Requirements”, should satisfy the following:

(i) Multi-site (more than one permanent site)

There should be systems in place to ensure that policies and procedures are applied consistently across all sites as follows:

- all sites are integrated into a single coherent quality management system
- all sites are accountable to a single management body
- there is a clearly designated head office
- there are clearly identified lines of reporting and accountability between the sites and head office
- the name of the organisation is clearly displayed and used at each site
- records are accessible at the central management body
- students at each site know they are enrolled as part of a multi-site establishment
- students and others know where and how to contact the head office and there are no unreasonable barriers to this
- all advertising and documentation, including letterhead page, indicate the multi-site nature of the establishment

(ii) Temporary Site/workplace

The provider should

- ensure that temporary site/workplace are suitable as training venues and are properly equipped and distinct
- ensure that health and safety norms are respected.
- submit evidence that it has made necessary arrangement with the potential venue where training will be conducted.

5.1.2.2. Courses delivered through Distance Mode

The approach used in the delivery of courses as used by the provider influences the learning outcome. Therefore in case courses are being delivered through distance mode there should be evidence on the policies and procedures which reflect the nature of distance learning delivery and should result in positive learning outcomes for trainees. In particular, this includes

- programme development and review processes that take cognizance of the mode of delivery
- learning resources that are appropriate for the particular mode of delivery
- learner information and support systems that ensure learners working in isolation receive the necessary level of support and guidance
- recruitment and selection of staff with experience in distance learning
- systems for monitoring student satisfaction that are appropriate for the needs of distance learners
- systems for recording student progress and final achievement that are appropriate

- **E-learning**

In addition to the above, in case courses are being delivered through e-learning, there should be in place the minimum requirements that include:

- PCs
- CDs, DVDs, Tapes, TV, Video, Telephone etc (as applicable)
- Main Server, Network set-up (as applicable)
- Relevant Software & its corresponding licence
- Facilitator (optional)

- **Online mode**

In addition to the requirements of distance learning and e-learning, in case courses are being delivered through online mode, there should be in place the minimum requirements that include:

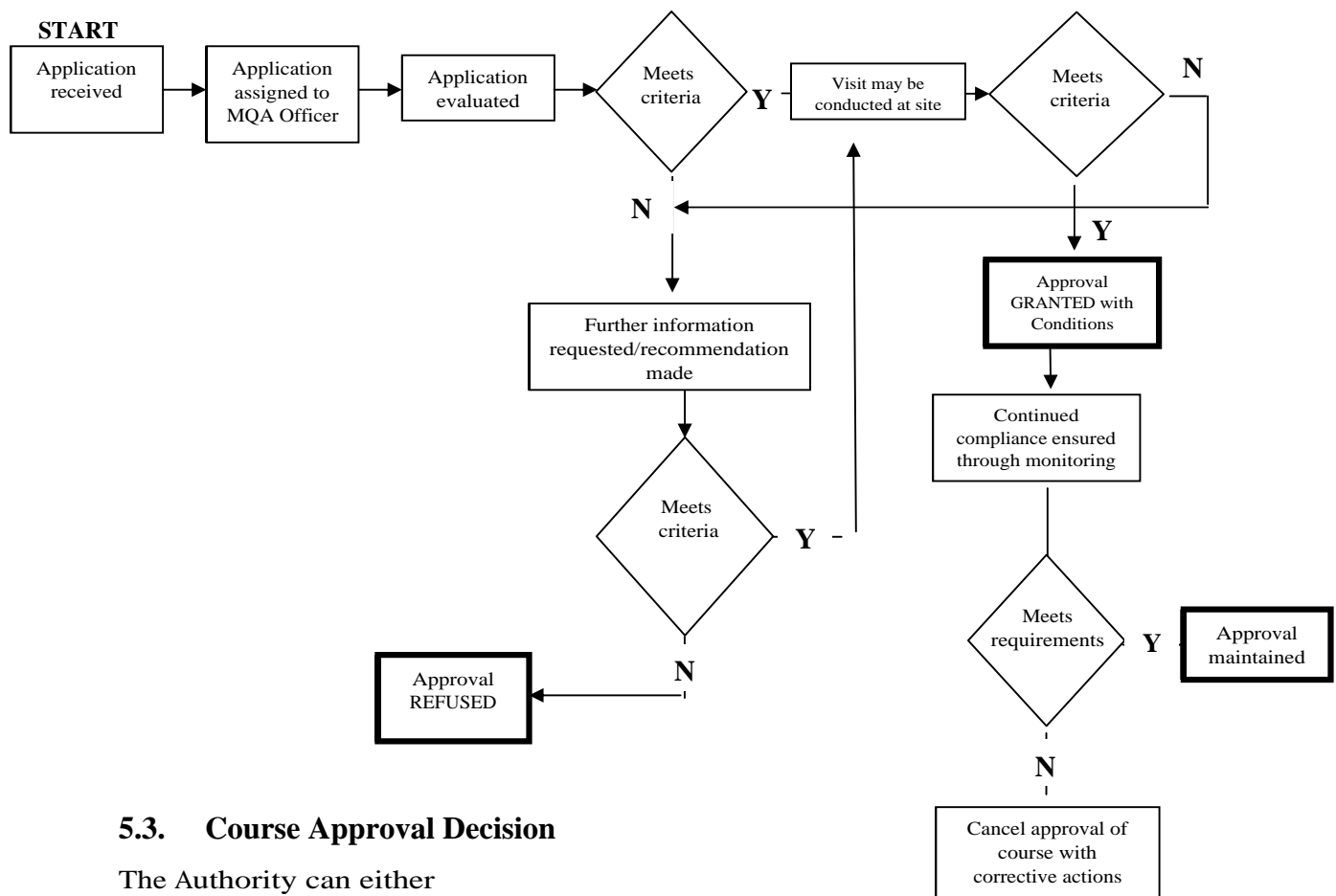
- High speed Internet/Intranet/ LAN/ WAN with a most recent browser (as applicable)
- Audio equipment
- Trainer (facilitator)

5.1.3 Evaluation

The provider should have mechanism in place for evaluation.

- All participants must be given an opportunity to evaluate the quality and delivery of course.
- The provider has processes to regularly monitor student satisfaction.
- The processes and tools used should be appropriate to the learning environment and the types of students enrolled.
- The provider should ensure that a certificate of attendance is issued to trainees with a minimum attendance of **80%** be issued a certificate of attendance subject to satisfying the institution's rules and regulations.
- The provider should submit feedback/ evaluation of course as requested by the MQA in relation to the approved course.

5.2. Process for Course Approval



5.3. Course Approval Decision

The Authority can either

- grant approval of the course valid for a **maximum period of 3 years**. The approval will be valid subject to the following conditions:
 - submission of a time table for **each run** specifying the exact date, time and venue of delivery prior to start of the approved course.
 - request for change/ s, if any, pertaining to the approved course has been notified and approved by MQA prior to the start of the course.
 - provided the training institution is still registered.
- require the applicant to revise and re-submit application for further consideration;
- refuse approval of the course;

At the expiry of the approval period, fresh application for approval of course should be submitted.

Exceptionally, in case the applicant is not a registered training institution, approval of course will be granted on a one-off basis.

5.4. Cancellation of approval of course

The Authority may cancel the approval if the organisation has been found to have contravened the Act or any regulations made under the Act or has failed to continuously comply with the criteria and conditions as prescribed by the MQA.

6. Accreditation of Programme

6.1 Criteria for accreditation of programme run through collaborative arrangement

All registered training institutions intending to run programmes awarded by recognised awarding bodies have to adhere to criteria hereunder.

Training providers willing to offer award courses should submit their application for accreditation as prescribed by MQA.

Programmes may be conducted at

- **permanent site (one or multi sites)**
- **temporary site/workplace**

as identified by the applicant and may be offered either through face-to-face or distance mode.

Applicants intending to offer programmes through mixed mode should ensure adherence to the respective requirements.

Criteria for accreditation of programme include:

- Course Detail Requirements
- Course Delivery Requirements
- Course Evaluation
- Institutional Requirements
- Quality Assurance Requirements
- Collaborative Arrangement Requirements

Training institutions submitting application for accreditation of programme for the first time should submit their application together with a self-evaluation workbook.

The self-evaluation workbook should be prepared as per the **Guidelines for Self Evaluation Workbook** and same should be forwarded in **three (3) hard** copies together with an electronic copy and other related attachments as applicable **at least two (2) months** before the launch date of the course.

Every 3 years, training institutions offering accredited programme/s should forward an updated self-evaluation workbook to the Authority.

6.1.1 Course Details Requirements

The goals and objectives should be clear defining the training provider's aim and the steps to be taken to achieve same.

The provider should ensure that programmes:

- are based on the needs of learners and other stakeholders;
- specify the learning outcomes and expected standards of achievement;
- ensure learning outcomes are achievable within the timeframe of the programme;
- have appropriate content, teaching and learning strategies, resources and assessment activities;
- integrate any off-site practical or workplace components.

6.1.2 Course Delivery Requirements

Positive learning outcomes for learners depend on the effective delivery of well-designed programmes. Programme delivery is effective when learning is purposeful, there is attention to learner needs, the delivery methods used are appropriate and varied and there is an appropriate balance of theory and practice.

The training institution should have policies to:

- ensure that learning programmes are effectively organised and managed;
- ensure that teaching programmes are clearly articulated, made known to learners and regularly monitored;
- ensure that coursework and assessment are systematically scheduled.

Staff

- Training staff should be duly registered as trainers with the MQA.
- There is an agreement between trainer/s and the provider valid for the programme being run.

Note: In case course is delivered online, MQA registered Trainer (see section 6.1.2.2.).

Facilities

- Training premises are adequate for training purposes and comply with the applicable laws relating to the occupational health and safety of persons on the premises and have licenses as issued by the relevant authorities including insurance cover.
- The environment is conducive to teaching, and learning is easily accessible to trainees and provision has been made for accessibility for disabled person.
- Evidence of licensing agreement between the training institution and the licensor wherever applicable.
- Photocopying facilities and teaching aids such as overhead projector, board, multimedia computer, projector, video & audio equipment, and laboratory are available as applicable. *Note: optional, in case course is delivered online (see section 6.1.2.2).*
- Resource centre consisting of up to date books, magazines, CDs etc relevant to the courses being delivered. *Note: optional, in case course is delivered online (see section 6.1.2.2).*

6.1.2.1 Course delivered at different Sites

In case the course is being delivered at

- multi-site (more than one permanent site)
- temporary site/workplace

the provider, in addition to “Course Delivery Requirements”, should satisfy the following:

(i) Multi-site (more than one permanent site)

There should be systems in place to ensure that policies and procedures are applied consistently across all sites as follows:

- all sites are integrated into a single coherent quality management system
- all sites are accountable to a single management body
- there is a clearly designated head office
- there are clearly identified lines of reporting and accountability between the sites and head office
- the name of the organisation is clearly displayed and used at each site
- records are accessible at the central management body

- students at each site know they are enrolled as part of a multi-site establishment
- students and others know where and how to contact the head office and there are no unreasonable barriers to this
- all advertising and documentation, including letterhead page, indicate the multi-site nature of the establishment

(ii) Temporary Site/workplace

The provider should

- ensure that temporary site/workplace are suitable as training venues and are properly equipped and distinct.
- ensure that health and safety norms are respected.
- submit evidence that it has made necessary arrangement with the potential venue where training will be conducted.

6.1.2.2. Programmes delivered through Distance Mode

The approach used in the delivery of courses as used by the provider influences the learning outcome. Therefore in case of courses being delivered through distance mode there should be strong evidence on the policies and procedures which reflect the nature of distance learning delivery and should result in positive learning outcomes for trainees. In particular, this includes

- programme development and review processes that take cognizance of the mode of delivery
- learning resources that are appropriate for the particular mode of delivery
- learner information and support systems that ensure learners working in isolation receive the necessary level of support and guidance
- recruitment and selection of staff with experience in distance learning
- systems for monitoring student satisfaction that are appropriate for the needs of distance learners
- systems for recording student progress and final achievement that are appropriate

- **E-learning**

In addition to the above, in case courses are being delivered through e-learning, there should be in place the minimum requirements that include:

- PCs
- CDs, DVDs, Tapes, TV, Video, Telephone etc (as applicable)
- Main Server, Network set-up (as applicable)
- Relevant Software & its corresponding licence
- Facilitator
 - Online mode

In addition to the requirements of distance learning and e-learning, in case courses are being delivered through online mode, there should be in place the minimum requirements that include:

- High speed Internet/ intranet/ LAN/ WAN with most recent browser (if applicable)
- Audio equipment
- Trainer (facilitator)

6.1.3. Evaluation

The training institution should

- ensure that feedback is regularly obtained from learners, employers, moderators and auditors, and analysed and acted upon as appropriate.
- have procedures for systematically monitoring and evaluating all programmes to sustain relevancy and using results to improve learning outcomes and achievement;
- have processes for monitoring learner and stakeholders satisfaction with the quality of education and training provided;
- have procedures for keeping qualifications and programme content current with needs of the workplace;
- submit an evaluation report after course completion.

6.1.4. Institutional Requirements

The Training Institution should:

Governance

- define ownership and governance structures
- manage in the best interests of the establishment

Mission

- state its training activities within a written statement of the establishment's goals and objectives.
- have performance indicators that will allow it to measure the achievement of its goals and objectives.

Learner support

- ensure that learners fully understand what is required from them in their course of study
- identify learner's specific learning needs and plan how to address those needs to ensure they have a reasonable chance of success.
- deal with learners fairly and equitably
- provide access to guidance, support systems and welfare services that, inter alia:
 - (i) protect students and the public from any physical, cultural, psychological, moral or emotional harm that may result from the teaching programmes or related activities.
 - (ii) respond appropriately to identified skill gaps or lack of learner achievement.
 - (iii) provide support and guidance appropriate to the method of delivery for each particular course of study so learners can plan their learning programme to achieve their goal.
 - (iv) inform students of guidance, support, welfare services and health and safety procedures.
 - (v) keep students' records.

Ethical Standards

- ensure that a copy of the code of practice is made available to each learner upon enrolment. This should cover the following aspects: educational standards, marketing, course information, recruitment, refund policy.

Financial Resources and Viability

- submit a statement prepared by an auditor attesting that the account system adopted by the training institution is acceptable and that the institution is in a sound financial position. This statement should also comment on the financial arrangement in place to guarantee a refund of student fees in accordance with the institution's refund policy.

6.1.5. Quality Assurance Requirements

The provider must apply rigorous quality assurance mechanisms which must include:

- systems and procedures for ensuring that assessment has been carried out systematically and validly;
- systems and procedures for the appointment, training, registration, deployment and monitoring of external verifiers, external moderator/ mode of assessment/ examiner to oversee assessment and awarding arrangements;
- systems and procedures that would provide written guidance to examiners, external verifiers, moderators etc to support the implementation of its quality assurance mechanisms.

Assessment

- The provider should submit the assessment policy and the capacity and procedures to conduct assessments. The certification process should be clearly described.

The provider should also:

- (a) define policies and procedures to ensure assessment:
 - processes and decisions will be open, systematic and consistent;
 - methods are appropriate, fair, manageable and integrated with work or learning;
 - evidence will be valid, authentic and complete.
- (b) have processes for internal moderation;
- (c) have an understanding of and procedures for involvement in external moderation activities;
- (d) ensure that there is a database for learner's work for moderation, reassessment and learner appeals;
- (e) ensure that learners are informed of the procedures for reassessments and appeals of assessment results.

6.1.6 Collaborative Arrangement Requirements

The training institution

- should ensure that the collaboration is legally binding through a formal agreement.
- should ensure that the awarding body is recognised in its country of origin or internationally.
- should ensure that learners benefit from the same standard of resources as the regular students of the awarding institution.
- should ensure that learners are fully informed of the nature of the collaboration between the institutions/organisations concerned.
- should ensure that the awarding institution undertakes the responsibility to assure the quality of the educational provision under the collaboration.
- should undertake the responsibility to assure the quality of the training provision under the collaboration.
- should guarantee and provide evidence that any franchised or licensed organisation offering its programmes will comply with the regulatory criteria and the applicant's submission; such arrangements must be authorised by the MQA.
- should ensure that the procedures must require partners or other stakeholders to report to the applicant of any suspected malpractice, and must make clear that failure to cooperate can lead to certificates not being issued and future entries and/or registrations not being accepted;
- should ensure that it is recognised by the awarding body.

6.2. Application for Accreditation of Additional Programme

In the event that an institution already accredited intends to run a new programme or new programmes, application for the accreditation of the new programme(s) should be made at least 3 months before the launch date together with the processing fee. In such cases, details only pertaining to the new programme(s) need to be submitted as per the criteria for Accreditation.

6.3 Programme Accreditation Process

Preparation of the Self Evaluation workbook by the Institution

The first and most important step in the process of institutions seeking accreditation of programme is the preparation of the Self-Evaluation workbook by using the above criteria.

Steps of the Accreditation Process

The MQA has formulated a three stage process which comprises the following:

- (i) preparation of a Self Evaluation workbook by the Training Institution on criteria defined by the MQA;
- (ii) validation of the workbook by a Team appointed by the MQA through on-site visit; and
- (iii) accreditation decision by the MQA.

6.4 Visit to the Institution

On receiving the Self-Evaluation workbook from the institution, the MQA will constitute a Team with a Team Leader. Before commencement of the visit, the Team will meet beforehand to discuss their observations based on the Self-Evaluation workbook.

During the visit to the institution, the Team will look for evidences to validate the Self-Evaluation workbook.

From information gathered during the visit, the Team produces a written report to which the institution may respond. Both the team report and institution response, if any, together with the Self-Evaluation workbook and other documents are then considered by the MQA.

6.5. Programme Accreditation Decision

- The programme is given **Provisional Accreditation** for the first cohort provided the training institution maintains its registration and is subject to quality control as undertaken by the MQA. The MQA may grant Accreditation of the programme for a maximum period of **three (3) years** provided the training institution maintains its registration.
- The MQA can refuse to grant Accreditation of Programme.

The MQA may conduct periodical auditing to ensure continued compliance with the criteria and may require evidence of compliance, progress report and/or a visit from the institution.

6.6. Cancellation of Accreditation of Programme

The Authority may cancel the accreditation if the training institution has been found to have contravened the Act or any regulations made under the Act or has failed to continuously comply with the criteria and conditions as prescribed by the MQA.

6.7. Appeal

An institution that has not been granted Programme Accreditation or provisional programme accreditation or its Programme Accreditation or provisional programme accreditation cancelled can appeal to the decision.

Any appeal should be made within 21 days of the decision of the Authority together with payment of appropriate processing fees as prescribed in the schedule of fees.

In the advent the appeal is rejected or if the MQA maintains its decision of refusal or cancellation, the institution may re-apply in 12 months in light of any significant development in relation to the programme.

6.8. Re-Accreditation

Application for Re-Accreditation should be made in the prescribed application form at least 2 months before the expiry of the current period. Upon receipt of the application, the MQA will proceed with the Re-Accreditation. The Re-Accreditation will follow the same steps as the Accreditation process.

7. Authorisation and notification of changes

Where there is any significant change, evidence is required that adequate planning and analysis of that change has occurred. The Qualifications Authority requires evidence that the training institution has fully considered the impact of any significant change.

Prior notification from applicant and authorisation is required depending on the change.

Notification

Every registered institution shall notify the MQA immediately of the following change in the information submitted to the MQA in respect of registration of training institution.

- change of ownership;
- change in legal status;
- change of name of training institution;
- change in training facilities;
- the intent of an institution to acquire another entity or institution;
- change in any existing partnership, licensing or franchising arrangements.
- change in course title
- change in course fee
- change in Trainer
- any change in the site of delivery of a course/programme;
- changes to entry requirements

MQA reserves the right to accept/reject any change.

Authorisation

The MQA should be informed immediately of any significant change in the information submitted to the MQA that may include, inter alia,

- change in location
- change of Manager/Programme Officer
- changes to the structure of a course
- change in delivery mode (e.g. shift from face-to-face to distance delivery);
- any other significant change/s

The request should include sufficient detail to enable the MQA to confirm that the criteria for approval and accreditation will continue to be met following implementation of the changes.

Where appropriate, the Qualifications Authority evaluation may include consultation with any relevant stakeholders and a visit to the training institution/new site.

8. Monitoring

Registered Training institutions, non-award courses and accredited programmes will be subject to monitoring by the MQA.

The Authority or any of its officers authorised by it in writing, may, with or without notice, visit any training institution, and inspect any register or documents referred to in regulation 6 of the Mauritius Qualifications Authority (Registration) Regulations 2009.

The purposes of monitoring of a non-award course and accredited programme

Monitoring by the Qualifications Authority is in addition to providers' own monitoring and reviewing of their courses/programmes.

Monitoring of courses/programmes by the MQA is designed to ensure compliance with the MQA Act 2001 and its regulations particularly the following:

- the course/programme is being implemented and managed as planned and presented at the time of approval;
- appropriate consideration is given to any recommendations made by the Qualifications Authority;
- any modifications made by the provider are broadly consistent with the intent of the course/programme and the ongoing development of a quality course/programme;
- there is independent, external input during reviews and consideration of programme enhancements in case of accredited programme;
- the Authority is made aware of issues affecting the satisfactory provision of the course/programme.

9. Fees Applicable

Processing fees	Amount (Rs)
Application of registration of new Training Institution	7500
Application for renewal of Training Institution	3000
Application for registration as Manager/Renewal	1500
Application for registration as Programme Officer/Renewal	1500
Application for registration as Trainer per field/level of competence/renewal	1500
- application per field of competence	1500
- application for extension per field of competence	1500
- application for upgrade per field of competence	1500
Application for processing of accreditation of programme	3000
Application for processing of re-accreditation of programme	3000
Appeal for Accreditation of programme	4000
Application for approval of course	600
Application for authorisation of significant change	600

Registration fees	Amount (Rs)
Registration of Training Institution / Renewal	7500
Registration of Manager/Renewal	1500
Registration of Programme Officer/Renewal	1500

Accreditation fees	Amount (Rs)
Programme Accreditation fee	3000

No processing of applications will be undertaken until payment is received.

All applications should be addressed to:

The Director

Mauritius Qualifications Authority

MITD Compound

Pont Fer, Phoenix