



Republic of Mauritius

**Ministry of Labour, Industrial Relations,
Employment and Training**



Manual

JULY 2015

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1. BACKGROUND

1.0 INTRODUCTION

Among the causes of unemployment in Mauritius is the mismatch between the qualifications possessed by unemployed and the skills required by employers on one hand, and the lack of work readiness of the jobseekers on the other hand. Feedback from employers indicates the limitations of the jobseekers in terms of communication skills, job awareness on completing their tertiary level courses and practical skills and competencies as required by employers.

1.1 THE EXISTING APPRENTICESHIP SCHEME

Inspired from the German Dual System, it is a mode of training which combines on-the-job training with Centre-Based Learning to provide an apprentice with the necessary skills and knowledge to learn a trade. It has proved to be the most effective mode of training as it encompasses a very strong work base component, resulting in employment of practically all apprentices upon the completion of their studies.

An apprentice is traditionally defined as someone who works for a skilled or qualified person in order to learn a trade or profession, especially for a recognized period.

This system is practiced in several countries, notably Germany, Austria, France, and for some years now in China, and is rapidly gaining prominence in several other advanced and emerging economies as one of the most effective instruments in consolidating capacity building, fostering innovation and addressing supply-side bottlenecks to access the next level of economic development.

Presently, the highest qualification obtained through the apprenticeship mode of training in Mauritius is a National Trade Certificate Level 3/ National Certificate level 3/National Certificate level 4 delivered by the MITD. However, the Dual Training Programme enables the apprenticeship mode to be used for Diploma and Degree courses as well.

2. DUAL TRAINING PROGRAMME

2.0 THE DUAL TRAINING PROGRAMME (DTP)

The Dual Training Programme (DTP), which is a mix of practical on-the-job training and classroom studies, is being implemented by the Ministry of Labour, Industrial Relations, Employment and Training (MLIRET) in collaboration with the Human Resource Development Council (HRDC) and the Skills Working Group (SWG). The SWG is co-chaired by the MLIRET and the Joint Economic Council (JEC). The main objective of the DTP is to address the problem of skills mismatch in the labour market and to ensure the availability of skilled manpower for employers.

2.1 OPERATION OF DTP

The operationalization of the system would require the close collaboration between the Ministry of Finance and Economic Development; Ministry of Labour, Industrial Relations, Employment and Training; the Mauritius Employers' Federation; the Joint Economic Council; the Human Resource Development Council; private sector companies and Tertiary Institutions.

For Diploma and Degree level courses under the Dual Training Programme, the ratio of time spent in industry and with Tertiary Institution may vary depending on the course. It could be of block release and of a ratio of 60% in industry and 40% with Tertiary Institution or vice versa.

2.2 MODUS OPERANDI

Employers would enter into an agreement with the MLIRET with a view to select, recruit and sponsor unemployed Mauritians under the DTP that would meet their immediate needs with the necessary award course (diploma or degree) by an

accredited awarding body. Unemployed Mauritians can be recruited from the MLIRET database or directly by employers.

2.2.1 DTP courses will be selected and designed on sectoral basis. Employer/ Tertiary Institutions would together design and develop Diploma/Degree courses to be offered on a dual basis, which would satisfy the accreditation criteria of the Tertiary Education Commission (TEC)/Mauritius Qualifications Authority (MQA), where necessary.

2.2.2 DTP courses will be delivered in both industry and Tertiary Institutions. During the design, the number of weeks to be spent respectively in industry and tertiary institutions would be defined clearly. The structure and contents of the entire course will have to be spelt out together with the necessary prerequisites for admission of the unemployed onto the course.

2.2.3 These DTP courses will then be approved and accredited by the Tertiary Education Commission/Mauritius Qualifications Authority (TEC/MQA), where necessary before being offered.

2.3 RESPONSIBILITY OF THE SKILLS WORKING GROUP (SWG)

The Skills Working Group under the MLIRET will among others, oversee and manage the DTP.

It inter alia:-

- is responsible for the implementation and monitoring of the DTP
- enquires into any matter relating to the implementation and smooth running of the DTP and
- take appropriate decisions and measures related to issues encountered under the DTP (fraud, drop out cases among others)

2.4 CRITERIA REQUIRED UNDER DTP

Employers	Courses	Trainees
<ul style="list-style-type: none"> • Duly registered Private Companies (SME or large) • Duly registered Industry Associations 	<ul style="list-style-type: none"> • Diploma or Degree course • Maximum duration of three years • On a dual basis, that is, both in industry and in a recognized Tertiary Institution • Award course • Accredited by the TEC or MQA • The theoretical part of the training can be delivered by in-house training centres or by external training institutions. 	<ul style="list-style-type: none"> • Must satisfy the prerequisites of the course as specified by the Employer

2.5 RESPONSIBILITY OF EMPLOYER

- 2.5.1** The Employer must register on www.mauritiusjobs.mu and complete the application for DTP accordingly (Please see section 2.10).
- 2.5.2** The employer must, together with appropriate Tertiary Institutions, identify, design and develop a course under the DTP.
- 2.5.3** The employer must obtain from the Tertiary Institution a copy of the institution's registration with TEC and a copy of course accreditation with MQA.
- 2.5.4** The Employer shall select the number of unemployed from the register of unemployed Mauritian, kept and maintained by MLIRET; or may take on placement any other unemployed Mauritian to join the DTP.
- 2.5.5** The Employer must identify, select and recruit Mauritian unemployed under the DTP according to the approved prerequisites.
- 2.5.6** The employer must sign the following agreements:-
- 2.5.6.1** Agreement between the Employer and the MLIRET. This agreement stipulates all the conditions governing the participation of the Employer in the DTP.
 - 2.5.6.2** Agreement between the Employer and the Trainee to be recruited wherein all conditions of the recruitment and sponsoring on a DTP programme are spelt out clearly.
- 2.5.7** The Employer must submit to the MLIRET a copy of the contract signed between the Employer and the trainee.
- 2.5.8** The Employer shall on successful completion of the training programme by the trainee and provided that the trainee fulfills the requirements for the job, recruit the trainee in his enterprise.

2.5.9 The Employer must pay a monthly stipend to an unemployed enrolled on DTP as follows:-

2.5.9.1 Unemployed enrolled into DTP Diploma/Degree courses are to be paid a monthly stipend of Rs 3000 for a period not exceeding 3 years.

2.5.9.2 The stipend paid would be fully refunded by the HRDC.

2.5.10 The Employer must sponsor 60% of the course fees whereby 40% of the course fees or Rs. 45,000, whichever the lower, will be refunded by the HRDC, per year per trainee.

2.5.11 The Employer may also sponsor his existing employees under the DTP for Diploma courses only. The HRDC would refund the employer according to the same formula currently in practice for non-award courses. 60% of the course fees is refunded from the HRDC Training Grant depending on the ceiling of the Employer. No stipend will be paid to the existing employees enrolled under the DTP as they are already in employment and drawing a salary.

2.5.12 The Employer should claim refunds from the HRDC in such form and manner as the MLIRET may determine.

2.5.13 The Employer must identify appropriate mentor/s to supervise the trainee(s) during the workplace phase. In addition, the Employer must release the Mentors for necessary training.

2.5.14 The Employer must release the trainee(s) to attend scheduled courses, exams, relevant extra-curricular activities, in which case the trainee(s) shall have given one week's prior notice of the activity to the Employer.

2.5.15 The Employer must keep a record of attendance of the trainee(s) enrolled under DTP at the workplace.

- 2.5.16** The Employer must collaborate during the monitoring exercises and surprise visits that will be carried out by the MLIRET.
- 2.5.17** The Employer must participate in any survey conducted by the MLIRET.
- 2.5.18** The Employer must ensure that the trainee(s) work under supervision and that the relevant tools, equipment and other facilities are made available to them.
- 2.5.19** The Employer must arrange for an insurance cover for the trainee (s).
- 2.5.20** The Employer must not be benefitting from any other financial contributions from other institutions for the payment of stipends and training costs.
- 2.5.21** The Employer must not later than 15 days from the date of termination of placement of an unemployed Mauritian, notify in writing the MLIRET, of the event and the reasons thereof.
- 2.5.22** The Employer must make available, on demand by the MLIRET, any record, document or information for the purposes of ensuring the implementation of the DTP.
- 2.5.23** The Employer must report to MLIRET any difficulty encountered regarding the programme.
- 2.5.24** The Employer must request the Tertiary Institution to provide a report on the trainee(s) enrolled under the DTP after completion of each semester.

2.5.25 Any breach of any of the terms of the Agreement signed between MLIRET and the Employer may result in the termination of the Agreement and the disqualification of the Employer from further participating in the DTP and the Employer may be subject to legal proceedings as a result of the breach of any terms of the Agreement.

2.6 SUMMARY OF SPONSORSHIP AND REFUNDS

Trainee under the DTP	Related costs	MLIRET/HRDC	Employer
Unemployed <i>(applicable for both diploma and degree courses)</i>	Course fee	Refund of 40% of the course fees or Rs. 45,000, whichever the lower (by MLIRET)	Balance
	Stipend	-	Employer pays Rs. 3,000 per trainee per month for maximum of 3 years. Amount will be refunded to Employer by the HRDC
Existing employee <i>(applicable for diploma courses only)</i>	Course fee	60% is refunded from the HRDC Training Grant depending on the ceiling of the Employer	Balance to be paid by Employer
	Stipend	-	Salary

2.7 RESPONSIBILITY OF UNEMPLOYED

The unemployed must:

- register on www.mauritiusjobs.mu;
- satisfy the course entry requirements;
- be present and punctual at the Tertiary Institution and the workplace;
- abide by the rules and regulations at the Tertiary Institution and the workplace;
- fill in his/her logbook regularly and get it signed by the Mentor at the workplace;
- take all the course assessments at the Tertiary Institution and the workplace;
- must collaborate during the monitoring exercises and surprise visits that will be carried out by the MLIRET; and
- must give one week's prior notice to the Employer to attend scheduled courses, exams and relevant extra-curricular activities.

2.8 RESPONSIBILITY OF EMPLOYERS

Industry Associations or employers in specific cases, must together with appropriate Tertiary Institutions identify, design and develop courses under the DTP.

2.9 RESPONSIBILITY OF TERTIARY INSTITUTIONS

The Tertiary Institutions:

- must provide the employer with a copy of institution registration with TEC and a copy of course accreditation with MQA;
- must ensure that the courses under DTP are accredited by the TEC/MQA where necessary;
- must ensure that courses under DTP are being implemented as per approved structure and schedule;

- are responsible for the conduct of the examinations as well as any assessment of the diploma/degree courses under the DTP and the award of the qualifications;
- should inform the employer of any problem encountered with a student, for example absenteeism, misconduct, and
- should provide a report for each student enrolled under the DTP to the respective Employer after completion of each semester.

2.10 APPLICATION PROCESS FOR EMPLOYER

All application for the DTP should be made on the website www.mauritiusjobs.mu. The application process to be followed by the Employer is illustrated on Chart 1 below.

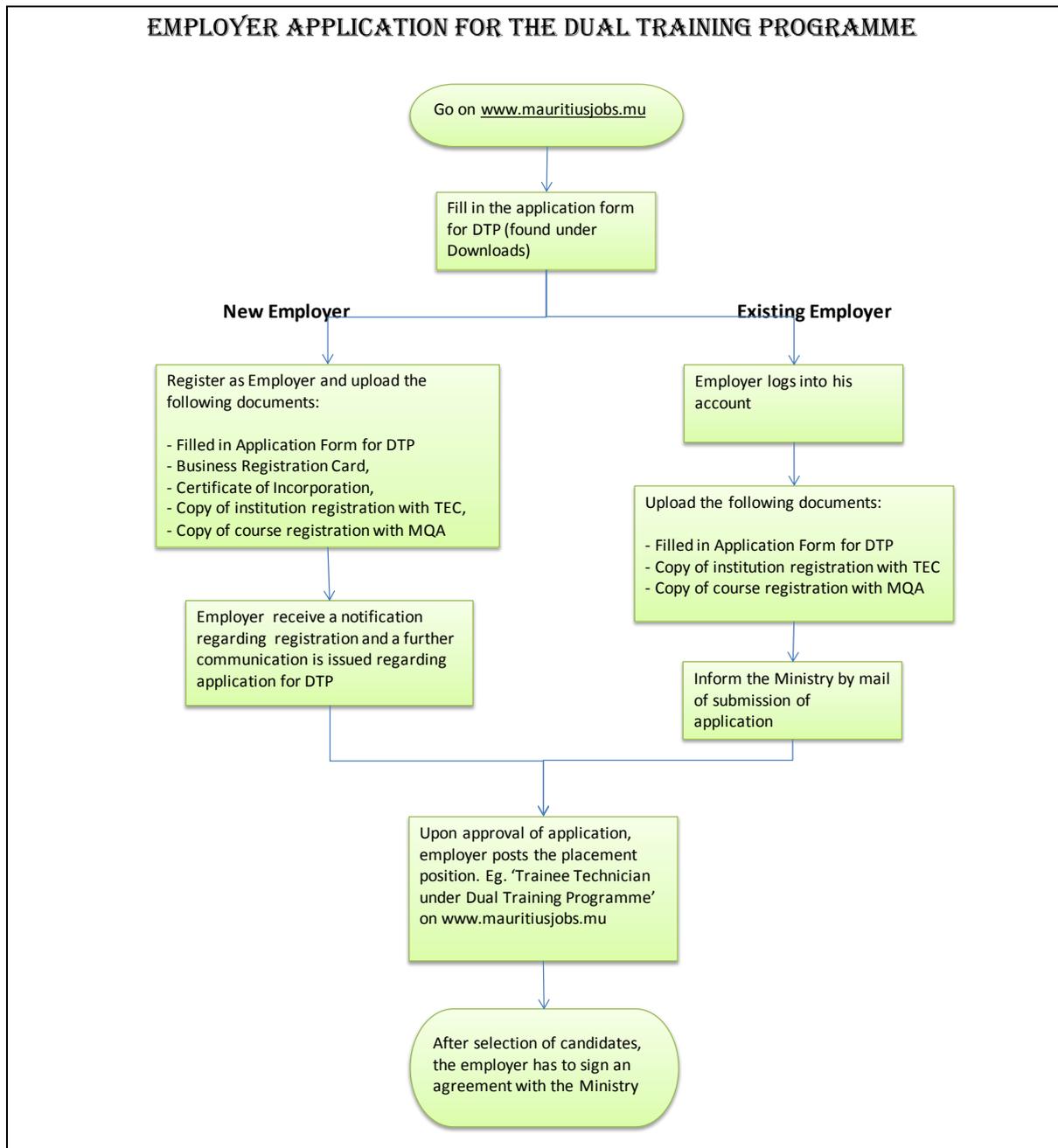


Chart 1: Application process for Employer

3. AGREEMENT FOR DTP

Agreement

between

**The Ministry of Labour, Industrial Relations,
Employment and Training**

and

.....
(The Employer)

for the implementation of

THE DUAL TRAINING PROGRAMME (DTP)

This Agreement is entered into on the day of 2015, between the Ministry of Labour, Industrial Relations, Employment and Training, hereinafter referred to as “MLIRET” with address 11th Floor, Victoria House, Cnr St Louis and Barracks Streets, Port Louis and represented by –

Mr Motichand SEEBAH, Permanent Secretary, MLIRET and

Mr Surrendrasingh MUNORUTH, Acting Assistant Manager Financial Operations,

on the one hand

AND

....., Company Business Registration No. having its registered office at, and its principal place of business at, registered with the MLIRET under the Dual Training Programme (DTP) on, and represented by –

....., acting in his capacity as, (hereinafter referred to as “the Employer”),

on the other hand

WHEREAS

- (1)
 - (a) The MLIRET registers jobseekers, provides them with assistance and guidance on employment prospects and facilitates their placement in gainful employment.
 - (b) Within the National Resilience Fund established under the Finance and Audit (National Resilience Fund) Regulations 2012, a Skills Working Group (SWG) has been established, as a joint public-private initiative, to provide tailor-made and practical solutions to put the unemployed Mauritian to work.
 - (c) The SWG is co-chaired by the MLIRET and the Joint Economic Council (JEC) and will work with, and support the efforts of, the Ministry of Finance and Economic Development, Ministry of Technology, Communication and Innovation, Ministry of Education and Human Resources, Tertiary Education and Scientific Research, and the National Empowerment Foundation;
- (2) The Dual Training Programme (DTP) with a good mix of practical experience and classroom studies has been set up to address unemployment and skills mismatch in the labour market and will cover both diploma and degree courses with a view to eliminating the so-called skill mismatch and ensuring availability of diploma holders and graduates for immediate employment.
- (3) The DTP shall, subject to paragraph (7)(b), be financed by the MLIRET through the HRDC and the objects of the DTP shall be –
 - (a) to help an employer select and sponsor unemployed Mauritian to follow the appropriate Dual Training Programmes (DTPs) which are accredited by an accredited awarding body and will contribute to meeting the needs of the employer;
 - (b) to arrange for the training of unemployed Mauritian selected under subparagraph (a) in duly accredited tertiary institutions and placement in private enterprises during the diploma or degree course in the fields defined by the employer;

- (c) to ensure that the unemployed Mauritian completing their diploma or degree course are immediately employed; and
 - (d) to enhance the skilled manpower of the employer.
- (4) The DTP training fees shall be financed by the MLIRET through the HRDC..

NOW THEREFORE THE PARTIES AGREE AS FOLLOWS –

- (5) The Employer –
- (a) shall select such number of unemployed Mauritian from the register of unemployed Mauritian, kept and maintained by MLIRET; or
 - (b) may take on placement any other unemployed Mauritian,

to join the DTP.

- (6) (a) Where the unemployed Mauritian is selected under paragraph (5)(a), his name should have been on that register for a period of at least 30 days.

(b) Where the unemployed Mauritian is selected under paragraph (5)(b) and his name is not on the register referred to in paragraph (5)(a), the Employer shall ensure –

- (i) that the unemployed Mauritian has remained unemployed for a period of at least 30 days immediately before the placement; and
 - (ii) that the unemployed Mauritian is forthwith registered in the register referred to in paragraph (5)(a).
- (7) (a) Every unemployed Mauritian selected under paragraphs (5) and (6) shall be paid by the employer, a monthly stipend of not less than Rs 3,000 for a period not exceeding 3 years where the unemployed Mauritian follows a diploma or a degree course.
- (b) The monthly stipend referred to in paragraph (a) shall be refunded to the Employer by the Human Resource Development Council (HRDC), subject to a maximum of Rs 3,000.
- (8) The MLIRET shall, through the HRDC, contribute to the payment of a training fee for every unemployed Mauritian selected under paragraph (6)

during the period of the diploma or degree course, as the case may be, as follows –

- (a) 40 per cent of the training fee or Rs 45 000, whichever is the lesser, per annum, per unemployed for a diploma or degree course during a continuous period not exceeding 3 years or such other amount as the MLIRET may, with the concurrence of the Ministry of Finance and Economic Development, determine;
 - (b) where an employer makes arrangements for the training under the DTP to one of his existing employees, the HRDC would refund the employer according to the formula for non-award courses currently in practice at the HRDC.
- (9)
- (a) Every claim by the employer under paragraphs (7)(b) and (8) shall be made to the HRDC in such form and manner as the MLIRET may determine.
 - (b) On receipt of a claim under subparagraph (a), the HRDC shall, on being satisfied that the claim fulfills the requirements of this Agreement, proceed to effect payment of the claim to the employer.
 - (c) The HRDC shall effect payment of the claim within 15 working days after submission by the employer of the claim duly supported by all relevant documents.
- (10) Where –
- (a) any sum claimed pursuant to paragraph (9) is subsequently found to have been made by error or mistake; or
 - (b) it is found, after due process, that the employer –
 - (i) was not eligible to the contribution; or
 - (ii) has failed to meet any of his obligations under this Agreement,

the HRDC shall immediately recoup the amount so paid and notify the matter in writing to the MLIRET for any action the Ministry deems appropriate.

- (11) The employer shall, in respect of the unemployed Mauritian taken on placement –
- (a) ensure that they work under supervision;
 - (b) ensure that the relevant tools, equipment and other facilities are made available to them.
 - (c) ensure that the unemployed Mauritian is released to attend scheduled courses and relevant extra-curricular activities, in which case the unemployed Mauritian shall have given one week's prior notice of the activity to the Employer;
 - (d) grant to the MLIRET access to the work premises where the unemployed Mauritian is on placement;
 - (e) provide a continuous assessment of the progress of the unemployed Mauritian during his placement to the training institution in such manner as initially defined during the design and development of the course;
 - (f) arrange for an insurance cover for them;
 - (g) not benefit from any other financial contributions from other institutions for the payment of stipends and training costs in relation to the recruitment of unemployed Mauritian;
 - (h) not later than 15 days from the date of termination of placement of a unemployed Mauritian, notify in writing the MLIRET, of the event and the reasons thereof;
 - (i) make available, on demand by the MLIRET, any record, document or information for the purposes of ensuring the implementation of the DTP;
 - (j) participate in any survey conducted by the MLIRET;
 - (k) inform the training institutions that the MLIRET –
 - (i) will monitor the progress of the candidate through regular visits to his work premises;

- (ii) will visit the premises of the employer without prior notice to the employer and the candidate and
 - (iii) will be granted access by the Employer to the work premises.
- (12) The Employer shall on successful completion of the training programme by the trainee and provided that the trainee fulfills the requirements for the job, recruit the trainee in his enterprise.
- (13) The employer shall report to MLIRET any difficulty encountered regarding the programme.
- (14) The parties may, by mutual consent, amend the terms of this Agreement.
- (15) Any breach of any of the terms of this Agreement by the employer may result in the termination of this Agreement and the disqualification of the employer from further participating in the DTP and the employer may be subject to legal proceedings as a result of the breach of any terms of this Agreement.
- (16)
 - (a) Any dispute between the parties arising out of or in connection with the interpretation or application of this Agreement or of any supplementary agreement shall be settled by negotiation or other agreed mode of settlement.
 - (b) Where no settlement is reached under subparagraph (a), the dispute shall be referred to the Permanent Secretary, MLIRET for consideration and determination.
- (17) This Agreement shall –
 - (a) be effective on the date of the signature; and
 - (b) remain in force until such time as may be determined by the MLIRET.

MADE AND SIGNED BY THE PARTIES ON

**For the Ministry of Labour, Industrial Relations, Employment and Training
represented by**

Mr Motichand SEEBAH
Permanent Secretary

Mr Surrendrasingh MUNORUTH
Assistant Manager Financial
Operations

For the Employer

Name

Capacity in which acting

TEC GUIDELINES FOR PROGRAMME ACCREDITATION

1. PURPOSE OF THE GUIDELINES

These guidelines have been prepared to facilitate institutions in mounting their application for accreditation of programmes. It covers the essential features that need to be addressed in a programme. Providers of postsecondary education are advised that, as per the Education and Training (Miscellaneous Provisions) Act 2005 only programmes accredited by the Tertiary Education Commission (TEC) can be offered by them.

2. PROGRAMMATIC ACCREDITATION

A programmatic accreditation is concerned with the quality of a programme or course which is intended to be offered by an institution. An accreditation panel is appointed for the purpose of examining a programme. Such a panel consists of subject specialists and other academics conversant with tertiary education. They are supported by technical staff. Usually the professional courses/programmes are accredited by professional bodies and in practice such accreditation can be done jointly between the TEC and the professional organisation. Thus, programmes in Accountancy would be accredited by the TEC with the assistance of a body like the ACCA Mauritius. Similarly the Medical and allied programmes would be accredited by the TEC with the assistance of the Medical/Dental Council. All programmes must mandatorily be accredited prior to their offer.

Following an accreditation exercise, the programme is either given provisional approval with or without recommendations to be offered for a fixed period, to be followed up by further accreditation, or the provider is asked to make a resubmission taking into account the recommendations made or it is rejected. In all cases the explicit intention of accreditation is to ensure that minimum standards are being met.

3. PROCESSES INVOLVED IN PROGRAMMATIC ACCREDITATION

In assessing a programme for the purpose of accreditation the appointed panel will look at the following:

3.1 JUSTIFICATION FOR THE PROGRAMME

The application must have a synopsis giving rationale for programme, who it is intended for, how they will benefit from it, what pre-requisites they must fulfil and what job prospects exist with clear indications on which employer recognises/will recognise the programme.

3.2 AIMS AND OBJECTIVES OF THE PROGRAMME

What the students will learn in this programme, skills and attitude they will develop which will prepare them adequately for employment.

3.3 DETAILED PROGRAMME CONTENT WITH RATIONALE FOR ALL MODULES/UNITS ON A SUBJECT BASIS

Learners must have a clear understanding of the modules they will take right from the very beginning of the programme and the programme co-ordinator must state unequivocally the core modules that students must take together with electives that must necessarily complement the programme.

3.4 A RESUME OF MODULE/UNIT CONTENT WITH INDICATIVE LECTURES, SEMINARS, TUTORIALS, PRACTICAL/LABORATORY WORK AND READING (RECOMMENDED TEXTBOOKS)

A time table must be provided giving details of who will teach the subject and how it will be taught with accurate contact time for all methods of teaching, details of classrooms/laboratory etc and time.

3.5 DETAILS OF ASSESSMENTS AND INDICATIVE WEIGHTING OF THE DIFFERENT MODES OF ASSESSMENTS

Students must have a clear understanding of the different types of assessments and their weightings that will contribute to the award. They must know when assessments or assignments will be set. Rules and regulations concerning assessments must be made explicit and transparent

3.6 DETAILS OF HOW QUALITY OF TEACHING AND LEARNING WILL BE ENSURED

Mechanisms for monitoring teaching and learning must be in place. Comprehensive methods for evaluating teaching must be evident. Who will have responsibility for ensuring quality and what happens to feedback received from students must be

clearly stated. The organisation will be expected to have complete records of all evaluations, their analysis and steps taken to improve teaching practices in the light of the feedback.

3.7 CURRICULUM VITAE OF LECTURERS, INCLUDING FULL PARTICULARS OF OTHER EMPLOYMENTS ENGAGED IN

Full CVs of all lecturers must be provided, together with teaching and other experience they have. Their full time occupation with full details must be provided.

3.8 DETAILS OF SUPPORT SERVICES, INCLUDING LIBRARY

a. Academic

Facilities for use of IT with ratio of PC:learner for IT programmes and non-IT programmes at the specified times, access to internet – number of stations for such access and their ratio with student population, whether internet use is chargeable and the amount applicable. Library must have a collection of adequate textbooks prescribed for the programmes on offer. Provision should also be made for journals.

Provision must be made for remedial help where students encounter difficulties in their studies. Nature of this arrangement must be made explicit and transparent.

b. Non-academic

Provision must be made for pastoral care and student counselling for those experiencing emotional problems associated with difficulties with their studies.

3.9 STUDENTS INFORMATION BOOKLET

A Student's Information Booklet is available. It should have information on rules and regulations, fees, assessments, equivalence of courses/programmes in relation to their appellation, reimbursement of fees where the institution fails to provide the course/programme through to their completion or where it fails to provide the course/programme in the specified period.

On an appointed day the course providers will be asked to meet with the panel members and formally present their course/curriculum. Each programme must have a programme leader/ co-ordinator who has overall responsibility for the delivery of

the programme, including monitoring and evaluation. He/She would be expected to present the programme to the accreditation panel covering all the criteria applicable. The lecturers delivering the programme must also be present. The panel members will have an opportunity to probe into the course contents and its delivery. The panel must be satisfied that the course meets minimum requirements and with the overall integrity of the course/programme.

The panel will look at the infrastructure, including the laboratory (where applicable) and the support services. After the meeting the panel will deliberate and give an oral feedback on its findings. This will be followed up by a written report which will be made available within four weeks.

SPECIAL CONDITIONS

1. Where the provider is operating in collaboration with another institution, the nature of the collaboration must be made explicit and transparent and accessible by all stakeholders. The collaboration should be legally binding through a memorandum of understanding which should state the period of validity of the document.

A copy of the MoU must be submitted with the application.

2. The applicant must provide a sample of an authentic certificate, an exact copy of which will be issued on successful completion of the programme.

Any deviations from the authenticated version of the certificate will lead to IMMEDIATE DE-ACCREDITATION of the programme with attendant consequences on the status of the institution as addressed in the document concerning registration.

MQA GUIDELINES FOR PROGRAMME ACCREDITATION

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.

2. 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.

3. 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 3.2.).

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 3.2).**
- 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 3.2).**

3.1 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.

3.2 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 c s e 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)

3.3. 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 qualification s and programme content current with needs of the workplace;
- submit an evaluation report after course completion.

3.4. 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 with in 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.

3.5. 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/moderators 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.

3.6 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.

3.7 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.

3.8 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.

3.9 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.

3.10 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.

3.11 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.

3.12 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.

3.13 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.