Guideline for Accreditation of Training Providers

ASTM E2659

Document No. G-TRP-01
1. Scope:

This document provides guidance to training providers and certificate issuers based on ASTM E2659, for developing and administering training programs and to stakeholders for determining the quality of certificate programs.

2. Requirements for training providers / Certificate Issuers

2.1 Structure Requirements

2.1.1 The training provider shall be, or reside within, a legal business entity or governmental agency.

2.1.2 The training program’s purpose, scope, and intended outcomes shall be consistent with the stated mission and work of the training provider.

2.1.3 The training provider shall create and sustain an advisory group advise on issues integral to ensuring the training and certificate programs are current, relevant, and valuable to its primary stakeholders

2.2 Management System requirements

2.2.1 Documentation:

2.2.1.1 The management shall establish and document objectives and policies for its certificate program activities.

2.2.1.2 Policies (and procedures, where applicable) shall be fair and equitable and comply with all applicable regulatory and statutory requirements and legal obligations.

2.2.2 Document Control:

2.2.2.1 The training provider shall have a process for document control that addresses the proper control of document creation, approval, revision and reapproval, distribution, and prevention of obsolete document use.
2.2.3 Records Control:

2.2.3.1 The training provider shall have a process for records control that addresses which records are kept, by whom, for how long, and how they are disposed.

2.2.3.2 Records of training provided and certificates issued shall be maintained for a period of time beyond the term identified on the certificates to allow stakeholders reasonable access to such records.

2.2.4 Internal Audit:

2.2.4.1 The internal audits shall be planned and conducted on a regular basis.

2.2.4.2 The results of the audits shall be documented and communicated to the management.

2.2.5 Corrective and Preventive Action:

2.2.5.1 The training provider shall have a process for identifying current or potential issues in its activities and for managing corrective and preventive actions.

2.2.5.2 The training provider shall identify the causes of issues/potential issues and plan for their correction/prevention.

2.2.5.3 The training provider shall track corrective and preventive action progress and issue resolution.

2.2.6 Management Review:

2.2.6.1 The training provider shall have a process to review the management system to ensure continued suitability, adequacy, and effectiveness.
2.2.6.2 These reviews shall be planned and conducted on a regular basis.

2.2.6.3 The input to the management review shall include, at minimum:
   a) Results of internal audits;
   b) Results of external audits, if available;
   c) Status of corrective or preventive actions;
   d) Results of contractor performance monitoring;
   e) Results of program evaluation(s);
   f) Complaints received;
   g) Appeals received; and
   h) Follow-up actions from previous management reviews.

2.2.6.4 The output of the management review shall include, at minimum, decisions and, if applicable, actions related to the following:
   a) Improvement of the management system;
   b) Improvement of the training program activities; and
   c) Resource needs.

2.3 Personnel requirements

2.3.1 Personnel shall be assigned to implement the training/certificate program policies (and procedures, where applicable).

2.3.2 The training provider shall communicate current policies (and procedures, where applicable) to relevant personnel and provide training as needed.

2.3.3 The training provider shall have sufficient personnel to conduct training program activities properly.

2.3.4 The training provider shall define the qualifications for personnel involved in training program activities.

2.3.5 Personnel shall be qualified for their assigned roles on the basis of appropriate education, training, or experience, or combination thereof.

2.3.6 The training provider shall evaluate on an ongoing basis the
qualifications of personnel to perform assigned roles. Training and development plans shall be implemented where deficiencies are found.

2.4 Outsourcing:

2.4.1 If a training provider contracts with other individuals or entities in carrying out one or more of the training program activities, the responsibility for assurance of quality and conformance with these standards rests with the training provider.

2.4.2 The training provider shall have current contracts or agreements with contractors that clearly specify the responsibilities assigned and include provisions to ensure confidentiality and prevent conflicts of interest.

2.4.3 The training provider shall ensure each contractor is qualified to carry out the responsibilities assigned.

2.4.4 The training provider shall monitor on an ongoing basis the performance of contractors in carrying out assigned responsibilities in accordance with documented policies (and procedures, where applicable) and in compliance with the provisions of this practice.

2.4.5 The decision to issue the certificate shall not be outsourced.

2.5 Complaints and appeals

2.5.1 The process for complaints and appeals shall:

2.5.1.1 Be readily accessible by certificate program learners.

2.5.1.2 Include a mechanism to track and record complaints and appeals, including actions taken in response to them.

3. Requirements for the training Programs

3.1 Course and assessment

3.1.1 The course(s) and summative assessment shall be:
3.1.1.1 Designed, developed, and delivered by qualified personnel following training and education industry generally accepted practices for instructional design and adult learning;

3.1.1.2 If course(s) are translated into one or more languages, measures shall be taken to ensure accurate and appropriate translation.

3.1.1.3 Aligned with the certificate program’s purpose, scope, and intended learning outcomes; and

3.2 Summative Assessment Scoring System

3.2.1 The assessment scoring system shall:

3.2.1.1 Be designed and conducted by qualified personnel following training and education industry generally accepted practices in assessing learner outcomes;

3.2.1.2 Use methods appropriate for and consistent with the certificate program’s purpose, scope, and intended learning outcomes;

3.2.1.3 Include passing score(s) identified through a method appropriate for a criterion-referenced assessment; and

3.2.1.4 Include documented answer key(s), rubric(s) or other scoring guide(s).

3.3 Summative Assessment Results

3.3.1 The results of the summative assessment(s) shall be:

3.3.1.1 Communicated to participants in a consistent, timely, and appropriate manner; and

3.3.1.2 Documented as part of the learner’s record.

3.4 Credit

3.4.1 If the certificate issuer grants academic or continuing education credit,
it shall:

3.4.1.1 Adhere to a uniform system of measurement and granting of credits (if deploying its own credit system) or adhere to its chosen organization’s requirements for granting academic or continuing education credits (if using another organization’s credit system) and

3.4.1.2 Determine and publish the type and quantity of credits granted and requirements for earning credits in advance of offering the certificate program.

3.5 Training Program Evaluation:

3.5.1 The training provider shall conduct a comprehensive evaluation of the program on a regular basis.

3.5.2 The program evaluation shall measure the quality, effectiveness, and value of the certificate program against stated program performance objectives.

3.5.3 The program evaluation shall measure the quality and effectiveness of learner assessment methods/instruments.

4. Requirements for Certificate Issuance and Use

4.1 A certificate shall be issued to all certificate holders.

4.2 The certificate shall be issued after all requisites for the certificate are fulfilled by learners and verified by the certificate issuer.

4.3 The certificate issued shall be signed or otherwise authorized by an authority designated by the certificate issuer and shall include, as a minimum, the following information:
   a) Name of the certificate holder;
b) Unique identifier;
c) Title and scope of the certificate program;
d) Name of the certificate issuer;
e) Designation and associated acronym granted, if applicable; and
f) Certificate issue date and certificate term.