



# **ACCREDITATION GUIDELINES**

## **1.0 The purpose of accreditation**

Accreditation is a process of meeting organisational and programme/service standards. It is aimed at recognising training institutions for the quality and integrity of their training programmes, which entitles them to the confidence of stakeholders including students, parents and guardians and the public at large. The process provides an assessment of a training institution's proficiency and that it has reliable mechanisms in operation to continuously improve the quality of services it delivers and enhance the quality of students learning programmes.

In particular, accreditation of training institutions by BICA is intended to:

- a) Ensure that the overall quality of education and training for BICA courses is maintained at a consistently high level;
- b) Assure the students and other stakeholders that the training institutions possessed adequate and appropriate human, financial and physical resources and such other facilities necessary to run the courses efficiently and effectively;
- c) Encourage institutional improvement in the quality of training through continuous self-study and evaluation.

The accreditation process will be guided by the tenets of fairness, integrity, confidentiality and professional judgement with a focus on rigorous application of standards and rules. The successful implementation of the accreditation exercise is also premised on the culture of trust between BICA and the training institution being accredited.

The product of accreditation will be a formal and public acknowledgement by BICA, through certification, of a training institution's continuing capacity to provide effective learning programmes and services based on set standards.

BICA accreditation will not be a one-time evaluation. The institutions will undergo periodic accreditation to ensure that they continue to meet quality standards set by the profession. The results provide lasting benefits to students, the institution, employers, the professions and society as a whole.

## **2.0 Guidelines for tuition providers**

The BICA accredited tuition provider scheme recognises the shared relationship and mutual interest that we hold in the development of students and the delivery of professional qualifications and training programmes. It helps us to work together in areas such as credit for prior learning (exemptions), syllabus development, sharing knowledge and expertise, learning materials, and graduate recruitment activities. If we can work together and communicate openly, your students will reap the benefits as they embark on their future careers.

## **3.0 Becoming a BICA Accredited Tuition Provider**

In order for your organisation to become accredited as a tuition provider for the BICA qualification, you need to demonstrate that your organisation meets the core principles of the scheme. The core principles are designed to ensure that there is a consistent standard in the tuition being offered countrywide for the BICA qualification.

Your organisation may comply with the core principles by following the best practice indicators listed in this document (where relevant). Each of your organisations' recognised centres must confirm compliance with the core principles by submitting an annual declaration.

BICA will visit centres on a sample basis to ensure they are complying with the scheme and to provide additional support and guidance where required.

## **4.0 Benefits of Becoming a BICA Accredited Tuition Provider**

Accreditation acknowledges a level of organisational competence to other organisations accredited by the BICA. It identifies areas in need of improvement and provides suggestions on how those improvements could be made. Accreditation requires that an organisation has numerous management controls in place related to accountability and efficient, effective use of available resources in providing services.

### **4.1 Benefits to consumers/clients and the public being served by an accredited organisation/Institution:**

- Level of assurance that service quality meets or exceeds international standards;
- Can be confident that there are appropriate protections in place for privacy, staff competence and supervision, handling of complaints, physical safety, etc;
- There are mechanisms for accountability to the person served;
- Know that there is a quality improvement process in place to continually improve services;

- Know that there is an opportunity to have input into services generally and can expect to participate in the planning for one's own services.

## **4.2 Benefits to the Organisation/Institution being accredited**

### **4.2.1 Promotion and Marketing**

- Use of the BICA logo on relevant pages of your website, and in classroom and marketing materials;
- Promotional material for display in your centre(s) and at promotional events;
- Listing as an accredited tuition provider on our Website.

### **4.2.2 Resources and Support**

- Access to our dedicated tutor website for all teaching and administrative staff;
- Attendance at relevant conferences and events;
- Access to Training and Professional Development alerts on educational matters;
- If BICA becomes aware that an accredited tuition provider has deviated from the core principles, the organisation will lose its accredited status and all support will be withdrawn;
- BICA reserves the right to withdraw the accredited tuition provider status at its sole discretion.

## **4.3 Benefits to Funding Bodies**

- Reasonable level of assurance that the organisation is well-run and provides good return on investment, which should mean fewer major problems that arise compared to non-accredited service provider organisations;
- Ongoing programme/outcome evaluation providing information on effectiveness, efficiency, and client satisfaction;
- Identification over time of common problems related to similar agencies that need attention, e.g. through focused training.

## 5.0 Core principles

Tuition providers wanting to offer courses for the BICA qualification that follow the six core principles can apply to be accredited as tuition providers.

- 1 Course offerings are developed and continually monitored to meet market and stakeholder needs, based on appropriate research;
- 2 Course offerings are realistic and deliverable, and are presented by experienced, appropriately qualified tutors;
- 3 Courses are delivered in compliance with all local laws and regulations;
- 4 Regular, open communication is maintained with BICA and all stakeholders;
- 5 Students are provided with one copy of BICA learning materials on each relevant course;
- 6 Tutorial staff undertakes continuing professional development (CPD), and their development needs are reviewed on an ongoing basis;

On the following pages we give best practice indicators to help organisation demonstrate compliance with the core principles

## **6.0 Best practice indicators**

The best practice indicators are designed to provide guidance on how an organisation may meet the core principles. The best practice indicators relevant to your organisation may vary depending on the courses offered and the method of course delivery

The headings below reflect the different elements of course delivery. The best practice indicators that follow are grouped according to their relevance at each stage

### **6.1 Status of tuition provider**

#### **Best practice indicator**

- (a) Has an effective and balanced governance structure designed to promote institutional integrity, autonomy and flexibility of operations,
- (b) Has developed policies and procedures for the selection, appraisal and development of the teaching and administrative staff and for assessment of students' performance and progress
- (c) Has an internal quality assurance system aimed at ensuring continuous evaluation and improvement of instructional policies, processes and procedures.
- (d) Is registered with the relevant Ministry and any other regulatory authorities as appropriate
- (e) The premises are secure and in a safe location (e.g. reasonable precautions taken against theft) and are easily accessible
- (f) Presentation equipment is appropriate for the size of the room and is suitable for the content of classroom material
- (g) The institution has adequate and appropriate lecture halls/classrooms and staff common room (s)
- (h) Student numbers are appropriate for the size of the room, and are facilities provided ensure a reasonable level of comfort for students.
- (i) The institution has a library which is suitably and adequately stocked
- (j) The institution has adequate and appropriate information technology resources.
- (k) Has other physical and sanitation facilities which are adequate and of appropriate quality
- (l) The institution has an adequate number of qualified and competent teaching and administrative staff to facilitate delivery of uninterrupted learning programmes to students

- (m) All tutorial staff comply with relevant CPD requirements and ethical guidelines
- (n) All tutorial staff have access to an ongoing training programme to ensure that they are fully up to date in their particular field, to a level that allows them to deliver training effectively
- (o) The institution has a sound financial base and demonstrated financial stability to support its programmes and services
- (p) The tuition provider has experience in delivering professional education

## **6.2 Developing a tuition programme**

### **Best practice indicator**

- (a) Market research must be undertaken in each locality. The tuition offered must be tailored to suit the needs of the local market. This may include offering day, evening, weekend or distance learning courses, for example.
- (b) Each exam subject is assigned to a specific member of the tutorial staff. These tutors are responsible for producing detailed teaching plans and providing training to fellow tutors on the most effective teaching methods for their particular subject area.
- (c) All promotional material complies with local standards, laws and BICA guidelines and ethical principles. Promotional material for BICA courses must be submitted to BICA on request
- (d) The BICA logo is displayed only on promotional material for courses leading to BICA qualifications
- (e) The website includes full details of course offerings and is kept up to date

## **6.3 Delivering a tuition programme**

- (a) Contact details of students and employers are recorded and kept up to date. The information is stored securely, and its use complies with relevant local legislation on data protection
- (b) Clear, appropriate joining instructions are sent to students in advance of each course.
- (c) Students are given clear instructions and guidance about the exact location of the course upon arrival.
- (d) Students have contact details of tutors and appropriate administration staff, and have a designated point of contact for support with studies or queries about the administration of the course
- (e) Any reasonable requests from employers to meet students or tutors at the premises are accommodated where possible

- (f) Students' attendance is recorded on a daily basis and available to the employer upon request
- (g) Students performance reports are available to the employer upon request
- (h) A minimum of two weeks' notice must be given for any cancellations or changes to timetables. Students and employers must be contacted to ensure that an appropriate alternative course has been offered
- (i) Courses that have started must not be cancelled, unless acceptable alternatives are offered
- (j) Each student receives one copy of BICA learning materials for each relevant course.
- (k) Use of any non BICA material in the classroom is kept to a minimum and any such material must NOT be promoted as official BICA material. Copies of any classroom material created by the tuition provider must be supplied to the BICA on request
- (l) Progress tests and course exams are marked and returned to students within 10 working days of receipt
- (m) Feedback is sought from students on a regular basis regarding the service and tuition they receive; such feedback is made available to the BICA on request. Any relevant points must be followed up within 10 working days

## **7.0 Assessment**

- (a) Students are reminded to submit their application for exams before the appropriate deadline
- (b) Final mock exams are marked and returned to students in advance of the date of the real exam
- (c) Tutorial staff recommends that students seek advice from the BICA if they have any issues with the exams, for example, where special arrangements are required.
- (d) Pass rates are consistent from session to session, unless the calibre of the students varies significantly
- (e) If there are significant variations in pass rates, these variations must be investigated. Where there is negative variation, appropriate action is taken, such as tutor development.

## **8.0 Working with BICA**

- (a) An appropriate senior member of the staff is nominated as the main point of contact with the BICA for the organisation. This person monitors the tutor area of the BICA website, BICA news and other relevant sources. They ensure that all relevant staff are kept informed of changes or issues affecting course content and delivery and must be identified to the students as a point of contact for any issues or concerns;
- (b) An appropriate senior tutorial staff member must attend meetings with BICA when required, and ensure that any relevant information is circulated within the organisation to the appropriate staff;
- (c) Requests for visits from BICA staff are accommodated wherever possible;
- (d) A list of tutorial staff at each centre is provided to the BICA upon request;
- (e) An official BICA questionnaire is distributed to students on request;
- (f) Copies of BICA students material e.g. BICA News are available in the premises;
- (g) Feedback is provided to the BICA on learning materials upon request;

# APPENDIX A

## INSTRUCTIONS FOR APPLYING FOR ACCREDITATION

An institution which wants to apply for accreditation as Tuition Provider of BICA should do so on a prescribed Application Form to the Chief Executive Officer, BICA. This form will be available in the BICA website [www.bica.org.bw](http://www.bica.org.bw) to be downloaded for use. Photocopies of the application forms will not be accepted.

An Institution can apply for accreditation to function as a Tuition Provider in the following two ways:

- (i) Online application for accreditation
- (ii) Off-line application on the application form for accreditation
  1. For off-line application, the Application Forms duly filled in, providing correct information and substantiated by necessary documents as stipulated in the form would need to be submitted.
  2. Incomplete application forms can lead to delay in processing or rejection.
  3. The Application form should be endorsed and certified by the Management of the applying institution.
  4. Depending on the nature of the institution, the following need to be provided along with the application.

For Private/Non Government Institutions, the Resolution of the concerned Organisation Management to run BICA courses
  5. The Application Form ought to be accompanied with a processing fee of P1000. Application without the processing fee will not be accepted

## **Procedure for Accreditation**

The basic procedure for accreditation includes the following steps:

1. After receiving the application for accreditation, a preliminary screening will be done to ensure eligibility for accreditation and the presence of the necessary documents;
2. The eligible Institutions are allocated an Application Number for future reference;
3. All shortlisted applications for accreditation are scrutinised as per laid down criteria for accreditation;
4. The institutions found suitable are shortlisted for inspection by the BICA Inspection Team constituted by the BICA;
5. The inspection team submits the Inspection Report with its recommendations after inspecting the institution;
6. The recommendations in the Inspection Report are considered by a Committee in BICA and if the recommendations are found suitable, the Committee recommends approval to BICA Council;
7. When accreditation of the Institution is granted, an Accreditation Number, which is used for all correspondence with BICA, will be issued.

Please note that accreditation as a BICA Tuition Provider is subject to the institution being granted Tertiary Education Council (TEC) approval.

## **Procedure for Withdrawal of Accreditation**

BICA may initiate proceedings for withdrawal of accreditation in case, an Accredited Institution is found indulging in any of the following improprieties

1. Failure to provide the necessary academic and administrative support to the learners as per schedules/norms fixed by BICA;
2. Deterioration of physical facilities and unwillingness to improve them to meet minimum requirements in terms of satisfactory classrooms, laboratories and library facilities;
3. Non- fulfilment of conditions of partnership as spelled out in Memorandum of Agreement executed with BICA;
4. Poor academic performance of the Accredited Institution for three consecutive years and not being able to keep the performance;
5. Any other misconduct in connection with the admission/examination/any other area, which in the opinion of BICA warrants immediate withdrawal of accreditation of the institution;
6. BICA shall provide adequate time and opportunity to the Accredited Institution served with a “show Cause Notice” up to a maximum period of three months for adequate compliance/removal of defects failing which BICA will declare the Institution disaccredited. Such a decision by BICA shall be final and binding.

## APPENDIX B

# BICA ACCREDITATION APPLICATION FORM

This Accreditation Compliance form addresses the general and institutional accreditation standards required by BICA from the institutions which want to offer BICA curriculum. The institution should be able to demonstrate evidence of each item by providing copies where applicable.

### A. GENERAL INFORMATION ABOUT THE INSTITUTION

1. Name of institution: \_\_\_\_\_
2. Physical address: Country \_\_\_\_\_ Town/city \_\_\_\_\_  
Plot No \_\_\_\_\_
3. Contact address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- (a) Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_
- (b) Email: \_\_\_\_\_ Website: \_\_\_\_\_
4. Campuses or branches (*indicate physical address, contact address, name and tel. no of contact person*) \_\_\_\_\_  
\_\_\_\_\_

### B. REGISTRATION PARTICULARS

1. Type of entity (tick as appropriate):

(a) Government institution,	<input type="checkbox"/>
(b) Limited company:	<input type="checkbox"/>
(c) Partnership:	<input type="checkbox"/>
(d) Sole proprietorship:	<input type="checkbox"/>
(e) Church sponsored.	<input type="checkbox"/>
- (f) Others (*please specify*) \_\_\_\_\_
2. Ministry under which institution is registered and date of registration (*attach a copy of registration certificate*): \_\_\_\_\_
3. Date(s) of registration/approval with regulatory authorities (*attach a copy of each registration certificate or other evidence*): \_\_\_\_\_
4. Names of directors/partners/owner (*if a non-governmental institution*):  
\_\_\_\_\_  
\_\_\_\_\_

**C. INSTITUTIONAL ADMINISTRATION AND GOVERNANCE**

**1. Administration, organization and governance**

(a) Provide the name of Head of the institution and details of his/her academic, professional qualifications, and previous experience? \_\_\_\_\_  
 \_\_\_\_\_

(b) Does the institution have a documented organizational structure? (if yes, attach a copy)

Yes                       No

(c) Is the governance, control, and organization of your institution appropriately documented?

Yes                       No

(d) Are the duties, responsibilities, and the organization structure formally explained to all employees?

Yes                       No

(e) Does the institution have off-site/satellite campuses or branches?

Yes                       No

If yes, in which cities/villages are they found. \_\_\_\_\_  
 \_\_\_\_\_

(f) Are the authority and responsibility relationships between the main institution and independent campuses/branches documented and clearly delineated?

Yes                       No

(g) Is there a designated academic officer responsible for academic programs and faculty performance?

Yes                       No

If yes, briefly explain. \_\_\_\_\_  
 \_\_\_\_\_

(h) Does the institution have on file appropriate evidence of credentials and degrees of all administrative staff members?

Yes                       No

(i) Indicate the following details regarding the administrative staff that will deal with BICA students either directly or indirectly (list indicating qualification experience to be enclosed).

Division/Department	No of Permanent staff	No of Part-time staff	Total

(j) Does the institution promote an environment that supports academic freedom?

Yes

No

(k) Does the institution have the ability to attract and retain good employees?

Yes

No

If yes, briefly explain \_\_\_\_\_  
\_\_\_\_\_

(l) Do employees have a mechanism for input into administrative decision making?

Yes

No

(m) Has the institution established appropriate grievance policies and procedures for all employees and students?

Yes

No

Indicate any other significant institutional policies in existence and of relevance to accreditation. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## 2. Financial Responsibility/stability

(a) Does the institution have an independent financial audit conducted on an annual basis?

Yes

No

(b) Does the institution maintain in its records the financial statements for the last three years? (if yes, provide audited financial statements for the last three years)

Yes

No

(c) Are annual budgets prepared and monitored?

Yes

No

(d) Has the institution had deficit years?

Yes

No

(e) Comment on the financial stability of the institution \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### 3. Students

- (a) Is the institution's admissions policy and procedures fully disclosed in all recruitment materials? (if yes, attach a copy of recruitment procedures)

Yes

No

- (b) Does the institution maintain adequate records which reflect the basis for the admission of each student?

Yes

No

- (c) Are the institution's recruitment methods and procedures in compliance with BICA regulations?

Yes

No

- (d) Are admissions decisions made by an Admissions officer(s) knowledgeable of the institution and its programs?

Yes

No

- (e) Do the financial records of the student clearly show the charges for tuition and fees, the payments and dates of payments, and the balance due after each payment?

Yes

No

- (f) Are the tuition, fees, and other charges consistent for all students who enrolled at the same time?

Yes

No

- (g) Is the refund policy and procedures clearly stated and documented?

Yes

No

### D. INSTRUCTION & TRAINERS

#### 1. Trainers

- (a) Provide the names and details of academic and professional qualifications of Staff earmarked for the BICA qualification \_\_\_\_\_

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- (b) Are instructors evaluated on a regular basis against identified and published criteria? (If yes, attach copy of evaluation form)

Yes

No

- (c) Are class observations used in the evaluation of the instructors?

Yes

No

- (d) Is proper and timely feedback provided to trainers on the evaluation results?

Yes

No

Comment on the general effectiveness of the trainers' evaluation system.

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**2. Instructions**

- (a) Are the instructional methods appropriate to the subject matter and to the students in each course?  
 Yes  No
- (b) Are the instructional materials appropriate to the subject matter and to the students in each course?  
 Yes  No
- (c) Is the quantity and type of instructional material and equipment proportionate to the size of the institution and the nature of the programs?  
 Yes  No
- (d) Do instructors have the academic credentials and/or experience to teach BICA curriculum?  
 Yes  No

**3. Student learning outcomes**

- (a) Is there a system for trainers to periodically evaluate students' performance and progress?  
 Yes  No

If yes, briefly explain \_\_\_\_\_  
\_\_\_\_\_

- (b) Are continuous assessment tests and assignments compulsory for all students?  
 Yes  No

If yes, how is this enforced?  
Continuous Assessments: \_\_\_\_\_  
\_\_\_\_\_

Assignments: \_\_\_\_\_  
\_\_\_\_\_

- (c) How is this data regularly collected, analyzed, summarized, and used to improve institutional effectiveness? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- (d) In what ways are students, faculty/departments, staff, administration, alumni, advisory boards and employers involved in this process? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- (e) Is your institution providing the quality of education as demonstrated by student learning outcomes to aid students in reaching their goals?

Yes  No

**D. STUDENTS AFFAIRS AND SUPPORT SERVICES**

(a) Is there a person identified as being in charge of student services?

Yes

No

(b) Does the institution encourage and support democratic student leadership initiatives?

Yes

No

If yes, please explain how this has been achieved.

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(c) Does the institution have guidance and/or counselling program?

Yes

No

(d) Does the institution have academic and career advisory services?

Yes

No

(e) Does the institution have a platform for handling student's complaints?

Yes

No

(f) Does the institution provide a structured orientation program for all new students?

Yes

No

If yes, explain how this is done. \_\_\_\_\_

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(g) Are records and reports housed so they are safe from theft, fire, or other possible loss?

Yes

No

(h) Are students provided with an opportunity to evaluate the performance of management, lecturers and staff?

Yes

No

If yes, attach a sample of the evaluation form and state the frequency.

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(i) Does the institution maintain a current and permanent record (transcript) of each student's Academic progress (either hard copy or electronic)?

Yes

No

(j) Does the institution provide academic support to students with learning disabilities?

Yes

No

**F. PHYSICAL AND TECHNOLOGICAL RESOURCES**

**1. Infrastructure**

(a) Are the premises/buildings owned or rented/leased? (Attach evidence)

\_\_\_\_\_

If leased, the lease should be non-cancellable by notice for at least 4 years.

(b) Are the physical and technological resources within the premises owned or rented/leased? \_\_\_\_\_

(c) Infrastructure Details

<i>Item</i>	<i>Number of Rooms</i>	<i>Size in square meters</i>	<i>Seating capacity per room</i>
<i>Classrooms</i>			
<i>Library</i>			
<i>Computer rooms</i>			
<i>Lecture Halls</i>			
<i>Staff common room</i>			

(d) Are the conditions conducive for classroom instruction?

Yes

No

If yes, briefly explain how they are conducive. \_\_\_\_\_

\_\_\_\_\_

(e) Does the institution provide access to adequate technological resources?

Yes

No

(f) Does the institution have an adequate disaster recovery plan for facilities and technology?

Yes

No

**2. Library and books/reference materials**

(a) Does the size and holdings of the Library support instruction and meet the needs of students and faculty?

Yes

No

(b) Are the quantity and quality of the library holdings appropriate for the type and size of the institution?

Yes

No

(c) In the library, are appropriate reference materials and periodicals available in hard or electronic copy? \_\_\_\_\_

\_\_\_\_\_

(d) How are the instructional resources organized for easy access, usage, and preservation? \_\_\_\_\_

\_\_\_\_\_

- (e) Is the librarian(s) competent to both use and aid in the use of the technologies and resources available in the library?  
 Yes  No
- (f) Does the library have a development and/or acquisition plan?  
 Yes  No
- (g) Does the institution provide an adequate, annual budget for the purchase of library resources and equipment?  
 Yes  No
- (h) Does the library provide study and reading facilities necessary for an effective education program?  
 Yes  No
- (i) Does the institution have appropriate equipment to support BICA curriculum?  
 Yes  No
- (j) Are the equipment and resources up to date and current with today's technology requirements?  
 Yes  No

Provide additional comments in the space below which can help to accredit your institution

# APPENDIX C

## Checklist for Enclosures

(Dully attested copies are to be attached by an applicant institution)

Material/documents	Make a tick if enclosed
Copy of registration certificate	
Copy of registration certificate with regulatory body (TEC)	
Copies of financial statements for the last three years	
A copy of recruitment procedures	
List of qualifications for Administrative Staff	
Organisational Structure	
List of instructors indicating qualifications, designations, experiences and length of service in the institution	
Sample of the Instructor/Trainer Evaluation Form	
Copy of Lease Agreement if premises are rented/leased	

**NOTE:** All the above-cited documents must be submitted along with the application otherwise the application may not be considered.