

QUALITY ASSURANCE STANDARD 1(4) CRITERIA AND GUIDELINES FOR REGISTRATION AND ACCREDITATION

- CONVETIONAL SATELLITE ETPs (TVET AND HE)

Block 7, Plot 66450 Private Bag BO 340, Gaborone, Botswana
TEL: +267 365 7200 **FAX:** +267 395 2301
E-mail: customerservice@bqa.org.bw
Website: www.bqa.org.bw
Toll Free Line: 0800 600 934

SMS: (+267) 75671114
Twitter: @BQA_BWUpdates,
Facebook: BotswanaQualificationsAuthority, bqa
Skype : BQA_Botswana Qualifications Authority

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Qualifications Authority

REVISION HISTORY

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Date	Summary of changes	Version



SECTION A

1. PREAMBLE

1.1 LEGAL FRAMEWORK

The Botswana Qualifications Authority (BQA) is mandated by the Botswana Qualifications Authority Act, 2013 to maintain a National Credit and Qualifications Framework (NCQF) and coordinate a quality assurance system for education, training, and skills development. Pursuant to part II, section 4 sub-section 2 (l-m) of the Act, BQA has to register and accredit education and

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training providers, assessors, moderators, awarding bodies, and accredit learning programmes across all education and training sub-systems - General Education (GE), Technical and Vocational Education and Training (TVET) and Higher Education (HE).

In accordance with the BQA Act, all Education and Training Providers (ETPs), across all sub-systems, (GE, TVET and HE), that seek to offer qualifications in Botswana, are required to be registered and accredited with BQA. The registration and accreditation of ETPs requires all prospective applicants to submit an application based upon the criteria set out in this document, Quality Assurance Standard 1 (QAS 1). The development of this document has taken into cognisance other relevant Acts, national policies, regulatory structures and global trends in so far as the registration and accreditation of ETPs is concerned. National standard and related criteria will improve the comparability of similar ETPs, nationally and internationally, enhancing their ability to attract learners in a competitive environment.

1.2 AIMS FOR REGISTRATION AND ACCREDITATION OF ETPS

Registration and accreditation of ETPs aims to:

- 1.2.1 ensure the quality of education and training;
- 1.2.2 promote coherence in qualifications;
- 1.2.3 enable access, mobility and progression;
- 1.2.4 ensure that education and training standards are continuously maintained across the ETP; and
- 1.2.5 contribute towards the credibility and marketability of the ETP locally, regionally and internationally.

1.3 PURPOSE

This document provides guidance to entities on the process of registration and accreditation of Satellite Campus which is a prerequisite to learning programme accreditation. In order to become registered and accredited, an ETP must develop a Quality Management System (QMS) that meets the registration and accreditation criteria as outlined in this document.

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QAS1(4) represents the standard that must be met by the applicant and the basis upon which BQA will register and accredit a Satellite Campus. It is the baseline of the quality assurance framework, which relates to the inputs, processes and outputs of the SC as well as provides qualitative and quantitative benchmarks against which the quality of administrative and academic core functions of the ETP are judged. BQA grants registration and accreditation to a Satellite Campus when satisfied that it meets these criteria.

1.4 INTERPRETATION

The terms listed below are as defined in the Act, and others as generally used in the global context.

“Accreditation” – means a process of ensuring that ETPs and any programme of education and training offered, conform to any quality assurance standards set by the Authority;

“Act” – means the Botswana Qualifications Authority Act, 2013;

“Assessor” – means a person registered and accredited by the Authority in accordance with established criteria to collect evidence of learners’ work to measure and make judgement about achievement or non-achievement of specified NCQF standards or qualifications;

“Authority” – means the Botswana Qualifications Authority (BQA) established under section 3 (1) of the Botswana Qualifications Authority Act, 2013;

“Credit accumulation and transfer (CAT) system”- means an arrangement whereby the diverse features of both credit accumulation and credit transfer are combined to facilitate lifelong learning and access to the workplace;

“Criteria” – means statements against which the standards of performance are assessed;

“Education and Training Provider (ETP)” – means a person or entity that provides or organises a programme of education and training, including the provision of professional development services;

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“General Education” – means all formal, informal and non-formal education and training other than tertiary education;

“Higher Education” – means any studies undertaken beyond the level of secondary education, but excluding technical and vocational education and training (TVET);

“Moderation” – means the process which ensures that assessment of the outcomes described in NCQF standards or qualifications is fair, valid, reliable and consistent;

“Moderator” – means a person who is registered and accredited to ascertain whether or not the assessment of outcomes described in the NCQF standards and qualifications are fair, valid, reliable and consistent;

“National Credit and Qualifications Framework” – means an instrument developed under section 4 (2) (d) of the Botswana Qualifications Authority Act, 2013 for the classification of qualifications according to a set of criteria for specified levels of learning achieved;

“Recognition of Prior Learning (RPL)” - means the principles and processes through which the prior knowledge and skills of a person are made visible, mediated and assessed for the purposes of alternative access and admission, recognition and certification, or further learning and development;

“Registration” – means the process by which the Authority ascertains that the ETP has the requisite human and material resources, systemic structures, policies and processes to operate as an ETP;

“Registration and Accreditation of an ETP” – means a process that an ETP shall undertake with the Authority as a pre-requisite for learning programme accreditation to ascertain that the ETP’s capacity to provide for a defined scope of education and training in accordance with the Act;

“Regulations” – means Botswana Qualifications Authority (Registration and Accreditation of Education and Training Providers) Regulations 2016;

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“Technical and Vocational Education and Training (TVET)” – means an education, training and learning programme which provides knowledge, skills and competencies relevant for employment or self-employment.

“Satellite Campus” – a campus of an ETP that is physically distant away from the main ETP with operational management in place.



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SECTION B – THE CRITERIA

CRITERION 1: LEGAL STATUS AND NAME

The ETP shall:

- a) provide the Trading name of the ETP where applicable

CRITERION 2: MANAGEMENT OF THE SATELLITE ETP

BQA seeks to establish that the proposed ETP will have access to sound guidance, direction, and management of its day to day and long-term affairs and that the management has the right experience and competencies to manage an ETP.

The applicant shall:

- a) make available an organisational chart and associated duty statements or terms of reference showing lines of authority, responsibilities and allocations of functions and accountabilities for every proposed management position within the proposed organisation;
- b) show that at least one position is assigned to a person capable of providing educational leadership;
- c) show that the position that is assigned responsibility of educational leadership is enabled by the organisational structures, responsibilities and accountabilities to act decisively to protect and enhance the provision of quality educational services;
- d) show that senior management role descriptions include provisions requiring the establishment and maintenance of educational quality;
- e) provide Management team's CVs and job descriptions; and
- f) show that the proposed organizational structure of the ETP is inclusive of a representative(s) of the student body.

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CRITERION 3: SCOPE OF ACCREDITATION

BQA seeks to establish that, the applicant shall define the scope of the accreditation in terms of fields, subfields, domains and NCQF levels applied for.

The applicant shall:

- a) define the scope of accreditation in terms of fields and/or sub-fields, and/or domains and to what NCQF level; and
- b) ensure that the scope is in line with Accreditation of the ETP

CRITERION 4: RECORDS MANAGEMENT SYSTEM

BQA requires that the applicant maintains accurate documents, records and data.

The applicant shall:

- a) ensure there is provision for Satellite Campus(s) in the records management policy for 'main campus' which clearly indicates provision for access, security, confidentiality, retention, disposal, etc;
- b) ensure the records management system provides for the nature and scope of operation of the satellite ETP;
- c) ensure the proposed records management system is consistent with quality standards and principles characteristic of systems used in ETPs;
- d) have off-site documents backup arrangements; and
- e) ensure there is a document control system and all key documents are to be centrally controlled and version numbers and revision status indicated.

CRITERION 5: FINANCIAL VIABILITY AND MANAGEMENT

BQA requires the applicant to verify financial viability and proof of engagement in fiscal planning and budgeting. The plans should promote intended goals and objectives.

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The applicant shall:

- (a) have a local bank account (does not apply to public ETPs whose finances are controlled by Botswana Government);
- (b) provide a declaration to set up a trust fund or any other mechanisms to protect learner fees;
- (c) have a policy, regulations and procedures for financial management and control;
- (d) have a policy and clear processes for procurement planning, budgeting and expenditure monitoring and control with clarity of roles and responsibilities as well as levels of accountability.
- (e) have a refund policy for protecting the financial interests of learners as per the Protection of Enrolled Learners guidelines (PEL).
- (f) ensure that the funding arrangements and associated revenue generating activities are consistent with the vision, mission and values of the ETP; and
- (g) ensure that there are arrangements for annual internal and external financial audits to keep track of the ETP's financial condition and control over its finances;

CRITERION 6: HUMAN RESOURCES

BQA requires that the proposed ETP has adequate human resource capacity to conduct its business and achieve its mission and goals.

The applicant shall show that:

- (a) there is a clear organisational structure with clear roles and responsibilities and well-defined levels of accountability across all functional areas of the ETP;
- (b) proposed administrative staff is relevant and appropriate to the size of the Satellite ETP;
- (c) Ensure that the enrollment projection is consistent with projected human resource; and
- (d) The Human resource both academic and support staff has the relevant skills, experience and requisite competencies.

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CRITERION 7: PHYSICAL RESOURCES

BQA seeks to establish whether the applicant has or will have adequate and appropriate, physical resources. The learning conditions at the satellite campuses should be comparable to those at the main campus.

The applicant shall show that:

- (a) there is evidence of adequate financial provision for the acquisition and maintenance of resources required for the proposed scope of accreditation and co-curricular activities.
- (b) the proposed resource centre meets the library standards as per BQA Norms and Standards.
- (c) the planned staff and learner amenities are consistent with proposed learner enrolment and staff numbers and that their composition is fair in terms of gender and special needs;
- (d) there is evidence of, or policy provision for, inclusive practice regarding availability and access to facilities and resources to cater for learners and staff with special needs;
- (e) there is monitoring and evaluation system to establish the effectiveness of the maintenance provision.
- (f) the proposed Satellite site(s) is justified in relation to strategic positioning, accessibility to learners and compliance with relevant legislation and statutory requirements.
- (g) the proposed site(s) or buildings meets requirements associated with the Local Authority zoning for the nature of education and training services proposed;
- (h) buildings or premises, if any, meet building, health and safety regulations set by the appropriate Local Authority.
- (i) the proposed site has a land board certificate/lease/title deed;
- (j) the size of land or premises available is sufficient for the proposed project; and
- (k) proposed development plans including Architectural drawings approved by the appropriate local authority, showing infrastructure that is sufficient for the proposed project, are consistent with the financial plan submitted.

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CRITERION 8: SAFETY, HEALTH AND THE ENVIRONMENT

BQA requires that the ETP operates within an environment that has the capacity to cater for and adhere to Safety, Health and Environment (SHE) standards. The safety of learners, staff and guests is the primary responsibility of the ETP.

The applicant shall ensure that:

- a) there is a structure for coordinating the implementation of the policy on safety, health and the environment;
- b) they have complied with the minimum safety, health and environment quality standards of a Competent Authority (SHE certificates or report);
- c) there is provision for adherence to legislative requirements related to medical examination requirement for kitchen staff and general environmental hygiene including handling and disposal of waste;
- d) the ETP has clear evacuation procedures to be displayed in strategic areas for all to see;
- e) there is provision for signage within the ETP including location of emergency exit and assembly points;
- f) there is provision for adequate firefighting equipment and opportunity to train personnel on first-aid;
- g) there is provision for internal and external health and safety inspection; and
- h) the ETP has provision for processes of SHE hazards identification and risk assessment to ensure consistent compliance with institutional policy and relevant legislation.

CRITERION 9: LEARNER SUPPORT SERVICES

BQA requires the ETP to have policies on learner support services to ensure that all learners have appropriate support and guidance to meet their learning needs and goals.

The applicant shall:

- (a) have a structure for coordinating provision of learner welfare services.

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SECTION C: ETP REGISTRATION AND ACCREDITATION PROCESS

All enquires on Registration and Accreditation of ETPs will be attended to at the Authority's One Stop Shop operated by the Customer Service Division.

1.1 SUBMISSION OF APPLICATION

A customer who is ready to apply will complete an application form that will be accompanied by documents stipulated by this Criteria and Guidelines. Most of the documents that are required are policy documents and each policy area must address the following as a minimum:

- introduction or rationale
- policy statements;
- statements of procedures to be followed in relation to the policies;
- resource allocations;
- associated documents
- accountabilities; and
- evaluation and review mechanisms.

The applicant should ensure that the correct application fee is paid during the submission of an application to avoid delays in processing of an application. The application documents will be checked for completeness and any missing information will be communicated to the applicant.

1.2 ACKNOWLEDGEMENT OF RECEIPT OF APPLICATION

The Authority will acknowledge receipt of complete application and capture it on its database.

1.3 DESK EVALUATION

The Authority will conduct desk evaluation on application documents to satisfy itself that the application meets specific requirements, and may request for additional information from the applicant.

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1.4 VALIDATION VISIT

Following desk evaluation, the Authority may undertake a validation visit to the ETP where necessary.

1.5 DECISION ON REGISTRATION AND ACCREDITATION

The reports produced from the assessment of an application will go through the Authority's decision-making structures which consider recommendations and make the decision depending on the category of the ETP. The applicant will be notified about the decision. Where registration and accreditation has been granted a certificate will be issued to the ETP.

1.6 APPEALS

An applicant aggrieved by a decision of the Authority may appeal the decision in writing within 21 days of being notified of such decision.



SECTION D - POST REGISTRATION AND ACCREDITATION ACTIVITIES

To maintain its registration and accreditation, an ETP must continue to comply with the Act and the Regulations. The primary responsibility for managing compliance lies with the ETP itself, as part of its on-going self-assessment.

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1.1 ADVERTISING AND USE OF BQA LOGO

Permission for the use of the logo by registered and accredited ETPs will be granted by the Chief Executive Officer of BQA after a written request before the printing or publication of any commercial or non-commercial material.

BQA will respond in writing approving or disapproving use of the logo and will guide the ETP on acceptable use of the logo. ETPs are reminded that the BQA logo cannot be used on the certificates they award.

1.2 LEARNING PROGRAMME ACCREDITATION

An ETP that has been granted Registration and Accreditation should submit an application for accreditation of learning programmes within 12 months. This application will be made in the prescribed application form and it will be in accordance to the scope of accreditation that would have been granted with registration and accreditation of ETP.

1.3 INSTITUTIONAL AUDIT

The Authority shall conduct audits of registered and accredited ETPs at least midway through the lifecycle of the registration and accreditation. The audit process is outlined in Quality Assurance Standard 4 – Criteria and guidelines for Institutional Audits.

The ETP will be expected to submit a self-evaluation report three months prior to an audit. The report should be compiled in accordance with the Guidelines for Development of Self Evaluation Report available at BQA. The information contained in the report will be used to guide the audit.

Following the audit, BQA will develop an audit report based on the findings. The audit report will detail judgement as to the level of confidence placed in the ETP's quality management system and its implementation. Such judgement may be expressed as 'confidence', 'limited confidence' or 'no confidence' as stipulated in the Criteria and Guidelines of Institutional Audit.

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1.4 ANNUAL REPORT

BQA (Registration & Accreditation of ETPs) Regulations, 2016 Regulation 15, sub-regulation (1) requires ETPs to submit annual reports in accordance with the Authority's Annual Reporting Policy. ETPs are required to submit their annual reports by end of June, every year.

ETPs shall submit the annual report as prescribed by the Authority, using the Annual Report template available at BQA.

1.5 RENEWAL OF REGISTRATION AND ACCREDITATION

An ETP who wishes to remain registered and accredited shall, at least six (6) months before the period of registration and accreditation expires, apply for renewal of registration and accreditation. An application for renewal shall be made to the Authority on the Application Form for Renewal of Registration and Accreditation of ETPs.

The application shall be accompanied by a non-refundable fee and relevant documentation and information.

1.6 NOTIFICATION OF SIGNIFICANT CHANGES

Major changes to institutional arrangements have the potential to impact on the ETP's capacity to meet the requirements in the QAS 1 and must be reported to BQA. Major changes may be planned or due to circumstances which are unplanned. If any changes in circumstances of the ETP occur or changes are proposed or likely, an ETP should notify BQA using the applicable form. The notification should be done as early as possible to confirm the process to be followed and the level of approval required.

Significant changes include the following, but not limited to:

- a) a change in ownership;
- b) a change in legal status;
- c) a decision to cease operations;
- d) a change in location of sites used;

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- e) a change in the composition of the governing body;
- f) a change in senior management or senior academic personnel;
- g) a change in funding sources;
- h) a change in any franchising or partnership arrangements;
- i) an increase or decrease in enrolment of more than 10 %;
- j) a change in staffing status;
- k) the opening of a new site locally and outside Botswana; and
- l) a change in the mode of delivery of any programme or course and assessment.

1.7 REVOCATION OF REGISTRATION AND ACCREDITATION

1.7.1 The Authority may revoke registration and accreditation of an ETP where:

- a) the ETP has failed to meet the requirements for registration and accreditation or
- b) the ETP has failed to submit its annual report in accordance with the Authority's annual reporting policy.

1.7.2 Where the Authority decides to revoke the registration and accreditation of an ETP, it shall:

- a) issue a written notice to the governing body of the ETP, stating that registration and accreditation requirements referred to under the regulations are no longer being met and giving grounds for the findings: and
- b) grant the ETP a period of time, to be determined by the Authority, within which to comply with the registration and accreditation requirements.

SECTION E APPROVAL

This Quality Assurance Standard was approved by and signed on behalf by:

Issue No:	Version	Name	Designation	Signature	Date

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