



**BOTSWANA**  
Qualifications Authority

# **QUALITY ASSURANCE STANDARD 7 CRITERIA AND GUIDELINES FOR RECOGNITION OF AWARDING BODIES**

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# **QUALITY ASSURANCE STANDARD 7**

## **CRITERIA AND GUIDELINES FOR RECOGNITION OF AWARDING BODIES**

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## QUALITY ASSURANCE STANDARD 7 CRITERIA AND GUIDELINES FOR RECOGNITION OF AWARDING BODIES

### REVISION HISTORY

Date	Summary of changes	Version

**SECTION A****1. PREAMBLE****1.1 LEGAL FRAMEWORK**

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 section 4 sub-section 2 (l) of the Act, BQA has to register and accredit education and training providers, assessors, awarding bodies and moderators across all the education and training sub-systems - General Education (GE), Technical and Vocational Education and Training (TVET) and Higher Education (HE).

In accordance with Regulation 12 of the Botswana Qualifications Authority (National Credit and Qualifications Framework) Regulations, 2016, a qualification to be registered on the NCQF must be awarded by a registered and accredited ETP and a recognized Awarding Body (AB). In accordance with Section 14 where ETPs offer learning programmes for which the qualification is awarded by an external AB, the Authority shall seek evidence of accreditation by competent body in the country of origin. All AB wishing to have their qualification offered in Botswana are required to submit an application for recognition based upon the criteria set out in this document, Quality Assurance Standard 7 (QAS 7). Where the AB is not accredited in the country of origin, or where the accreditation body is not recognized by BQA, such AB shall apply for registration and accreditation as per QAS 7

## **1.1 AIMS FOR RECOGNITION OF AWARDING BODIES**

Recognition of ABs aims to:

- 1.1.1 ensure quality of education and training;
- 1.1.2 promote coherence in qualifications;
- 1.1.3 enable access, equity, relevance, mobility and progression;
- 1.1.4 ensure that the ABs standards are continuously maintained across the AB; and
- 1.1.5 contribute towards the credibility and marketability of the AB locally, regionally, and internationally.

## **1.2 PURPOSE**

This document provides guidance to entities on the process of recognition of ABs. In order to be recognized by the Authority, an Awarding Body must have a Quality Management System (QMS) that meets the recognition criteria as outlined in this document.

QAS7 represents the standard that must be met by the applicant and the basis upon which BQA will recognise an AB that is lawfully accredited and registered in its country of origin. It is the baseline of the quality assurance framework, which relates to the inputs, processes and outputs of the AB, as well as provides qualitative and quantitative benchmarks against which the quality of administrative and academic core functions of the AB are judged. BQA grants recognition to an AB when satisfied that it meets this criteria.

## **1. INTERPRETATION**

The terms listed below are some terms 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 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 Botswana Qualifications Authority (BQA) established under section 3 (1) of the Botswana Qualifications Authority Act, 2013;

“Awarding Body” (AB) - means an organization recognized by the Authority, which awards accredited qualifications;

“Criteria” – means statements against which 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;

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



“Higher Education” – means any studies undertaken beyond the level of secondary education, but excluding Technical and Vocational Education and Training (TVET);

“Learning programme”- means the sequential learning activities, associated with curriculum implementation, leading to the achievement of a particular qualification;

“Moderation” – means the process which ensures that assessment of outcomes described in NCQF standards or qualifications are 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;

“Qualification”- means a formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards;

“Registration” – means the process by which the Authority ascertains that the ETP has 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 the ETP's



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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;

“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.



## **SECTION B: THE CRITERIA**

### **CRITERION 1: LEGAL STATUS**

BQA seeks to ensure that the applicant represents a body corporate legally constituted in the country of origin. A body corporate can be a limited liability company, an incorporated society or a charitable trust. It cannot be a family trust, nor can the ultimate shareholder of the corporate entity be a family trust.

An AB may be a subsidiary of a wider organization with business interests beyond education. To keep accountabilities clear, applicants should separate the educational activities of the wider organization into a discrete body corporate that will become the AB. If the AB is not a separate entity, it must be clear to BQA where the responsibility lies for AB activities. The AB must identify any additional trading name(s) of the body corporate that differs from its legal name.

The AB's name should not be misleading, and should also not be similar to the name of another AB.

The applicant shall:

- a) produce verifiable proof of the legal status of the AB in the country of origin, for example a certificate of incorporation as a company, or deed of trust;
- b) provide the full name and the company registration number of the entity applying for recognition and accreditation as an AB;
- c) provide the trading name of the AB (where applicable); and
- d) ensure the name does not offend, demean, defame, or discriminate against particular persons, groups, or organizations.
- e) Provide proof of R&A obtained from the country of the AB's origin.

## **CRITERION 2: OWNERSHIP**

BQA seeks to establish the ownership of an AB.

The applicant shall:

- a) provide the name(s) of the person(s) legally and financially responsible for the AB and shall ensure that the name(s) is the same as and/or partly includes those listed in relevant Articles of Association (or similar) required for the registration of a company, society or trust.

## **CRITERION 3: VISION, MISSION AND STRATEGIC PLANNING**

BQA seeks to establish that the AB has a clearly stated mission and vision with goals priorities and that there are strategies for the realization and monitoring of these goals and priorities.

The applicant shall provide:

- a) a clear vision, mission and purpose with goals and priorities, which are responsive to its international context;
- b) strategies in place for the realization and monitoring of these goals and priorities.

## **CRITERION 4: MANAGEMENT OF THE AB**

BQA seeks to establish that the AB has access to sound guidance, direction, and management of its day to day and long-term affairs.

The applicant shall:

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

#### **CRITERION 5: SCOPE OF ACCREDITATION**

BQA seeks to establish that the AB and provision of its services are responsive to government policies that the AB is clearly aligned with the development needs of Botswana and its people. In this context, the applicant shall define the scope of the recognition in terms of fields and NCQF levels applied for.

The applicant shall

- (a) provide scope in terms of fields and NCQF levels and provide a list of qualifications to be registered in Botswana.

## **CRITERION 6: QUALITY MANAGEMENT**

BQA has to be satisfied that the applicant endeavors to ensure that effective quality management is the overarching principle in the business processes of an AB.

The applicant shall ensure that:

- a) there is a policy on Quality Management System;
- b) the objectives and functions of the quality system are clearly defined and documented;
- c) objectives and mechanisms for quality management are integrated into AB's planning;
- d) the AB's quality management policy adequately provides for all key areas of operation;
- e) roles and responsibilities and levels of accountability for quality management system implementation are clearly defined and documented;
- f) there is provision for ensuring that the objectives and mechanisms for quality management within each functional area of the AB are consistent with the AB's vision and strategic priorities;
- g) there is a system or process for monitoring and evaluation of the internal quality management system;
- h) there are mechanisms and procedures for the collection and analysis of data and dissemination of information on quality management matters to relevant stakeholders;
- i) there are procedures for acquiring feedback on the effectiveness of the ABs service from the key stakeholders and customers against its key performance indicators; and
- j) there is provision for involvement of learners, staff and external partners in the quality management system implementation, monitoring and evaluation.

## **CRITERION 7: RECORDS MANAGEMENT SYSTEM**

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

- a) ensure there is a records management policy 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 AB evidence include classification
- c) ensure that the records management system is consistent with quality standards and principles characteristic of systems used in ABs;
- 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 8: 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.

The applicant shall:

- a) have a bank account;
- b) ensure that the financial plan presented spans a minimum of five years;
- c) ensure that the financial plan and projections are realistic, given the stated goals and objectives of the AB;
- d) provide a financial statement or letter of guarantor signed off by a registered accountant;

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- e) 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;
- f) provide clarity of how different functional areas of the AB are financially catered for and managed;
- g) have a refund policy for protecting the financial interests of ETPs or learners who may have directly paid to the AB;
- h) ensure that the funding arrangements and associated revenue generating activities are consistent with the vision, mission, and values of the AB; and
- i) ensure that there are arrangements for internal and external financial audits to keep track of the AB's financial condition and control over its finances

### CRITERION 9: HUMAN RESOURCES

Should an AB set up an office in Botswana, BQA requires that the AB demonstrate the availability of adequate human resource capacity to conduct its core business and achieve its mission and goals.

The applicant shall show that:

- (a) there is a clear policy on recruitment and selection of staff which provides for equality of opportunities and inclusive practice;
- (b) the policy provides adequately for recruitment of core staff with relevant qualifications required for the scope of services offered;
- (c) there is provision for compliance with relevant legislation regarding the recruitment, selection and appointment of staff as well as welfare, occupational health and safety;
- (d) there is a policy on localization;



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- (e) there is a staff performance appraisal system which is consistent with labour laws;
- (f) there is a training and development policy which is realistic and provides for inclusive practice;
- (g) the AB has documented conditions of service which are consistent with relevant legislation;
- (h) there is a clear organizational structure with clear roles and responsibilities and well defined levels of accountability across all functional areas of the AB;
- (i) there is provision for regular review of the effectiveness of the implementation of the human resource recruitment, development and management policies of the AB;
- (j) there is commitment to engaging BQA accredited assessors and moderators;
- (k) assessors and moderators are qualified at a minimum, at least one level higher than they would be assessing or moderating; and
- (l) administrative staff is relevant and appropriate to the size of the AB.

### CRITERION 10: PHYSICAL RESOURCES

Should an AB set up an office in Botswana, BQA seeks to establish whether the applicant has adequate and appropriate, physical resources.

The applicant shall show that:

- a) there is evidence of adequate financial provision for the acquisition and maintenance of resources required;
- b) the planned staff amenities are consistent with the staff numbers and that their composition is fair in terms of gender and special needs;
- c) the AB has appropriate structures and mechanisms, with clarity of roles and

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responsibilities as well as levels of accountability, for coordination and monitoring of resource utilization across all functional areas of the AB;

- d) there is evidence of, or policy provision for, inclusive practice regarding availability and access to facilities and resources to cater for staff with special needs;
- e) there is monitoring and evaluation system to establish the effectiveness of the maintenance provision;
- f) the site(s) or building(s) meets requirements associated with the Local Authority zoning for the nature of services offered;  
buildings or premises meet building, health and safety regulations set by the appropriate Local Authority; and the site has a land board certificate/lease/title deed.

### CRITERION 11: SAFETY, HEALTH AND THE ENVIRONMENT

Should an AB set up an office in Botswana, BQA requires that the AB operates within an environment that has the capacity to cater for and adhere to Safety, Health and Environment (SHE) standards. The safety of staff and clients is the primary responsibility of the AB.

The applicant shall ensure that:

- a) Provide evidence of compliance to health and safety in the form of health and safety inspection report from the relevant Authority;
- b) there is a safety, health and the environment policy that is consistent with relevant legislation and regulatory requirements;
- c) there is a structure for coordinating the implementation of the policy on safety, health and the environment;
- d) there is provision for adherence to legislative requirements related to general

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- environmental hygiene including handling and disposal of waste;
- e) the AB has clear evacuation procedures to be displayed in strategic areas for all to see;
  - f) there is provision for signage within the AB including location of emergency exit and assembly points;
  - g) there is provision for adequate firefighting equipment and opportunity to train personnel on first-aid;
  - h) there is provision for internal and external health and safety inspection; and
  - i) the AB has provision for processes of SHE hazard identification and risk assessment to ensure consistent compliance with institutional policy and relevant legislation.

### **CRITERION 12: QUALITY ASSURANCE OF AB**

The AB whose learning programme is offered by an independent ETP shall undertake quality assurance of the delivery of this programme and associated assessment and moderation processes.

The applicant shall:

- a) establish the quality assurance system for ETPs that are delivering its learning programmes.
- b) ensure that all ETP(s) within which delivery and assessment of their programmes will take place meet the full requirements of the ETP approval criteria prior to any candidates being enrolled, assessed or certificated for a registered qualification;
- c) provide potential centres with appropriate guidance and support on the AB's approval process;
- d) issue a certificate to approved ETP(s) showing among others duration of approval, qualification(s) and NCQF level(s) for which the ETP is approved;
- e) maintain a database of approved ETPs; and

- f) ensure that each ETP identifies with a single named point of accountability.

### **CRITERION 13: ACCESS AND EQUITY**

BQA requires that the AB ensures that its qualifications and their assessment are inclusive and accessible to learners. The AB should also develop a culture that values and strives for standards of excellence in all areas of access, including premises, curriculum design, communication, and technology.

The applicant shall:

- a) have policies for access and equity which comply with relevant legislation; and
- b) ensure that there are no unnecessary barriers which could affect access and equity.

### **CRITERION 14: MANAGEMENT OF COMPLAINTS AND APPEALS**

The awarding body shall have an open and transparent system to manage complaints and appeals.

The applicant shall:

- a) establish, maintain and publish a written complaints and appeals procedure(s);
- b) take appropriate, corrective and/or preventative action where a complaint or appeal is upheld.

### **CRITERION 15: REGISTRATION AND CERTIFICATION OF LEARNERS**

The AB shall have effective, reliable and secure systems for the registration and

certification of learners.

The applicant shall:

- a) maintain systems which hold secure information on learner achievement and progress;
- b) ensure each learner taking a qualification is registered in a way that permits the learner to be clearly and uniquely identified;
- c) ensure that candidates who complete the requirements for a qualification or part qualification receive a certificate in the format that meets the minimum requirements set by the Authority;
- d) ensure that certificates are issued when all the requirements for the qualification have been met and authenticated;
- e) recognise the previous achievement of any part qualifications that may be common to other qualifications and to uphold the principle of credit transfer;
- f) ensure precautions are in place to protect against fraudulent, invalid or mistaken claims for certification;
- g) have a system in place for the issuing of replacement certificates; and
- h) ensure that replacement certificates are clearly marked as such.

#### **CRITERION 16: MALPRACTISE AND MALADMINISTRATION**

An AB must take all reasonable steps to prevent the occurrence of any malpractice or maladministration in the development, delivery and award of qualifications which it makes available.

The applicant shall:

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- a) establish, maintain and comply with written procedures for investigation of alleged or suspected malpractice or maladministration.
- b) establish preventative measures to guard against recurrence of the malpractice or maladministration; and
- c) inform BQA when any cases, or suspected cases, of malpractice and/or maladministration are discovered.

### **CRITERION 17: PROTECTION OF ENROLLED LEARNERS**

The AB shall have a policy in place to ensure protection of learners' interest in the event that the registered qualification they are studying towards is withdrawn. The policy should among others, guide the AB on the reasonable steps to take where it intends to withdraw, or is obliged to withdraw a qualification.

The withdrawal of a registered qualification would apply where the AB:

- ceases to register learners for the qualification;
- ceases to deliver or award that qualification to learners;
- surrenders its recognition in respect of that qualification; or
- has its recognition withdrawn by BQA with respect to that qualification

The applicant shall:

- a) notify BQA of its anticipated withdrawal of a qualification and must do so prior to the time at which it provides that information to any Learners and ETPs;
- b) where it intends to withdraw, or is obliged to withdraw, a qualification,
- c) promptly prepare, maintain, and comply with a written withdrawal plan, which must

specify how the interests of learners in relation to that qualification will be protected; and  
d) provide information about the withdrawal to learners and ETPs, who are likely to be affected by the withdrawal.  
ensure that any withdrawal plan which it prepares is approved by BQA prior to implementation.

#### **CRITERION 18: QUALIFICATION DEVELOPMENT AND REVIEW**

The AB shall ensure that it has a policy for qualification development and review in line with the NCQF requirements.

The policy shall include:

- a) identification;
- b) design;
- c) development;
- d) implementation and
- e) review of qualifications.

#### **CRITERION 19: ASSESSMENT AND MODERATION**

The AB is required to operate a coherent system to ensure that assessment and moderation requirements are met across all qualifications that they plan to make available.

The applicant shall:

- a) have a policy on assessment and moderation to include at least the following;
  - assessment design with emphasis on standard based assessment



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- detailing the inclusion and involvement of relevant industry or professional stakeholders;
  - provision for re-assessment and associated support services for learners;
  - mechanisms to inform learners on assessment, re-assessment procedures, and appeals process;
  - pre-assessment moderation (to ensure the validity of its assessment tools and activities);
  - post assessment moderation (to ensure its assessment decisions are accurate and consistent);
  - internal moderation requirements;
  - external moderation requirements;
  - a structure for coordination of assessment and moderation with clear roles and responsibilities and levels of accountabilities; and
  - appropriate procedures on the security of assessments, for handling and securing confidential assessment materials.
- b) have a process for ensuring that assessment and moderation reports as well as feedback from learners, assessors and moderators are used to inform improvement of learning and assessment practice;
- c) have a system for monitoring the implementation of recommendations made by moderators, quality assurance entities and other stakeholders towards improvement of assessment practice;
- d) ensure that assessment and moderation are undertaken according to BQA assessment and moderation guidelines;
- e) have comprehensive RPL and CAT policies which are consistent with the National RPL and CAT policies to include at least the following;
- systemic structures and processes for coordinating the implementation of RPL and CAT;
  - clarity of roles and responsibilities regarding the implementation of RPL and CAT;

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- Information on development of appropriate instruments for the administration and management of RPL and CAT processes.
  - mechanisms for ensuring that information on the RPL and CAT provision is accessible to learners and other relevant stakeholders.
  - Statement of intent to conform to assessment principles and comparability to international best practice.
  - Use of RPL and CAT to promote access and equity.
  - Explicit quality assurance arrangements about requirements for recognition of credit from components of qualifications offered.
- f) ensure there is provision for feedback to learners on final achievement; and
- g) Have a system in place to enable the efficient and confidential reporting of credit to BQA National Learner Record Database.

### CRITERION 20: CORPORATE SOCIAL RESPONSIBILITY

Should an AB set up an office in Botswana, BQA will require the ABs to incorporate Corporate Social Responsibility into their business operations through their interaction with their local stakeholders, communities and industry by formulating strategies that will build strong relationships with such stakeholders.

The applicant shall show that:

- a) there is a policy and procedure for the management of programmes and activities pertaining to social responsibility;
- b) the policy clearly defines the nature of projects and programmes to be considered and such are feasible, sustainable and have no potential for deflecting the AB's attention away from its core business or mission;
- c) It has adequate resources allocated to facilitate quality delivery in community engagement;

and

- d) there is provision for review of the effectiveness of corporate social responsibility and to inform initiatives for improvement.



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## **SECTION C: RECOGNITION PROCESS FOR ABs**

All enquires on AB Recognition 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:

- 1.1.1 introduction or rationale
- 1.1.2 policy statements;
- 1.1.3 statements of procedures to be followed in relation to the policies;
- 1.1.4 resource allocations;
- 1.1.5 associated documents
- 1.1.6 accountabilities; and
- 1.1.7 evaluation and review mechanisms.

Application documents will be checked for completeness against a Checklist for recognition of ABs, and a payment invoice prepared to enable the customer to pay for the application.

### **1.2 ACKNOWLEDGEMENT OF RECEIPT OF APPLICATION**

The Authority will acknowledge receipt of a 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.

#### **1.4 APPOINTMENT OF VALIDATION TEAM**

The Authority will appoint a Validation Team to undertake validation of the application submitted by the AB. A validation report will be produced for consideration by the Authority.

#### **1.5 CONSIDERATION OF THE REPORT**

The recommendation will be processed through the Authority's review and decision making structures which include the Quality Assurance Department, Management Quality Assurance Committee (MQAC), Quality Assurance Committee (QAC) and the BQA Board.

#### **1.6 DECISION OF RECOGNITION**

Following consideration of recommendation, relevant structures within the Authority will make the decision and the applicant will be notified about the decision. Where recognition has been granted a certificate will be issued to the applicant within 30 days.

#### **1.7 APPEALS**

An applicant may submit a written letter for appeal within 21 days of receipt of the decision letter as per the BQA Appeals Procedure.

## **SECTION D: POST RECOGNITION ACTIVITIES**

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

### **1.1 ADVERTISING AND USE OF BQA LOGO**

Permission for the use of the logo in cases of recognized ABs 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 AB on acceptable use of the logo. ABs should not use the BQA logo on the certificates they award.

### **1.2 INSTITUTIONAL AUDIT**

The Authority shall conduct audits of recognized ABs at predetermined intervals as per the audit schedule availed by BQA.

The AB 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 on the AB'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.

### **1.3 ANNUAL REPORT**

ABs are required to submit an annual report within such period as may be prescribed by the Authority. The AB shall submit the annual report in accordance to the Annual Report template available at BQA.

### **1.4 RENEWAL OF RECOGNITION**

An AB who wishes to remain recognized shall, six (6) months before the period of recognition expires, apply for renewal.

An application for renewal shall be made to the Authority on a relevant form.

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

### **1.5 NOTIFICATION OF SIGNIFICANT CHANGES**

Major changes to AB arrangements have the potential to impact on the AB's capacity to meet the requirements in the QAS 7 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 AB occur or changes are proposed or likely, the AB should notify BQA as early as possible to confirm the process to be followed and the level of approval required. Significant changes include, but not limited to the following:

- 1.5.1 a change in ownership
- 1.5.2 a change in legal status
- 1.5.3 a decision to cease operations
- 1.5.4 a change in location of sites used
- 1.5.5 a change in the composition of the governing body



- 1.5.6 a change in senior management or senior academic personnel
- 1.5.7 a change in funding sources
- 1.5.8 a change in staffing status
- 1.5.9 the opening of a new site locally and outside Botswana
- 1.5.10 a change in the mode of delivery of any programme or course and assessment.

## **1.6 REVOCATION OF RECOGNITION**

The Authority may revoke recognition of an AB where:

- 1.6.1 the AB has failed to meet the requirements for recognition or
- 1.6.2 the AB has failed to submit its annual report in accordance with the Authority's annual reporting policy.

In a case where the Authority decides to revoke the recognition of an AB, a written notice shall be issued to the governing body of the AB outlining the conditions of revocation.

## **SECTION E: THE DESIGN, CONTENT, ISSUING AND REPLACEMENT OF CERTIFICATES**

### **1.1 DESIGN**

An AB shall ensure that the design of each certificate in relation to a qualification which it makes available complies with the Certificate Requirements which may be published by BQA and revised from time to time.

### **1.2 CONTENT**

An AB shall ensure that:

- 1.2.1 all certificates which it issues clearly and uniquely identify both the Learner and the certificate itself; and
- 1.2.1 all certificates which it issues clearly display the title of the qualification as it appears on the Register of qualifications.

### **1.3 ISSUING**

An AB shall, in relation to qualifications which it makes available:

- 1.3.1 publish the expected dates or timescales for the issue of certificates;
- 1.3.2 ensure that the issue of certificates is timely
- 1.3.3 not issue any certificate to a Learner who does not have a valid entitlement to that certificate;
- 1.3.4 only issue certificates which are clear and can readily be understood by users of qualifications;
- 1.3.5 only issue certificates which are accurate and complete; and

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1.3.6 maintain a record of all certificates and replacement certificates which it issues,

#### **1.4 REPLACEMENTS AND REVOCATIONS**

An AB must take all reasonable steps, including having procedures in place, to ensure that it:

- 1.4.1 issues any replacement certificate to any Learner who has a valid entitlement to that replacement certificate:
- 1.4.2 revokes any certificate if the result on the certificate is false because of malpractice, maladministration, or is revealed to be inaccurate as a consequence of an appeals process; and
- 1.4.3 meets any date or timescale published by it in respect of the issue of certificates and replacement certificates.

#### **SECTION F APPROVAL**

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

Issue No:	Version	Name	Designation	Signature	Date