

# Canadian Education and Training Accreditation Commission

## Process for Accreditation and Annual Reviews

February 2010

### I. Application and Initial Accreditation

| Maximum Timeline for completion | Responsibility of Institution   | Responsibility of CETAC  |
|---------------------------------|---|--|
| Month 1                         | <b>PRE STAGE 1: APPLICATION</b><br>1. Complete Application Package and submit with required documents and fee   |  |
| Month 2                         |   | 2. Decision on acceptance of application within 25 days of receipt of complete package and fee; CETAC advises institution of decision within 5 working days. Applicant college is so indicated on CETAC website. |
| St 1: Month 1                   | <b>STAGE 1: ACCREDITATION OF ELEMENTS 1-3</b><br>1. Provide CETAC with names and e-mail addresses of individuals who have graduated or left the institution in the previous 12 months, for CETAC survey purposes. |  |

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|  | <p>Institutions offering distance programs provide CETAC with contact information for all students currently enrolled, for CETAC survey purposes.</p> <p>In both cases, the institution is responsible to have obtained permission from the students and former students to provide contact information to CETAC.</p> |  |
| St 1. Month 3                                      | 2. Download, complete and submit SER for elements 1-3 within 3 months.  |  |
| St.1.Month 4                                       |   | 3. Within 15 working days, feedback provided on SER by Reviewer for elements 1-3; additional information requested if required.                |
| St.1 Month 5                                       |   | 4. On-line survey is conducted with former students for all types of institutions and with current students of distance education institutions |
| St. 1Month 6                                       |   | 5. SER and file re: elements 1-3 presented to Commission for approval to conduct on site visit   |
| St. 1 Month 7                                      |   | 6. Commission decision whether to proceed to on site visit. On site visit scheduled with institution.  |

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|  |  |   |
| St. 1 Month 7                                      |  | 7. If decision to proceed to on site visit, institution is given instructions as to how to administer on-line surveys to students attending on-site, all instructors / tutors, and administrative personnel. Results of surveys are available only to CETAC officials.  |
| St. 1 Month 9                                      | 8. Conduct on-line survey to students, instructors/ tutors, administrative personnel, per CETAC instructions; to be completed at least five days prior to on-site visit. | 9. On-site visit re: elements 1-3 conducted by Reviewer. Report prepared, including results of surveys. Reviewer submits to Executive Director within twenty working days. Report forwarded to assigned Commissioners.  |
| St. 1 Mon 11                                       |  | 10. Assigned Commissioners meet (in person, via teleconference or on-line conference) to discuss report. Decision rendered on accreditation status re: elements 1-3 within 40 days of receiving report. Decision will be one of: <ul style="list-style-type: none"> <li>a. Unconditional Candidate Status: Institution moves to Stage 2 without condition.</li> <li>b. Conditional Candidate Status: Institution must meet certain conditions within a specified time period, as described by the Commission, prior to moving to</li> </ul> |

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|   |   | <p>Stage 2.</p> <p>c. Non-Acceptance: Institution has significant short falls with respect to elements 1-3 and must wait a minimum of 12 months before re-applying for accreditation.</p> <p>After appeal period of 30 calendar days, status of Accreditation is listed on CETAC website; appropriate provincial / territorial Regulator is advised of status.</p> |
| <p><b>NOTE: Once Candidate Status Stage 1 is awarded, annual surveys of students, graduates, instructors/ tutors, and administrative personnel are conducted. Details of process are described under “Annual Surveys” later in this document.</b></p> |   |  |
| Stage 2 Mon 1   | <p><b>STAGE 2: ACCREDITATION OF ELEMENTS 4-6</b><br/><b>(Timeline begins with the granting of Unconditional Candidate Status Stage 1)</b></p> |  |
| St 2 Mon 4  | <p>1. Download, complete and submit SER for elements 4-6 within 3 months of being awarded candidate status.</p>                               |  |
| St 2 Mon 5  |   | <p>2. Within 15 working days, feedback provided on SER by Reviewer for elements 4-6; additional information</p>  |

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|  |                                      | requested if required.  |
| St 2 Mon 6   |                                      | 3. SER and file re: elements 4-6 presented to Commission for approval to conduct on site visit  |
| St 2 Mon 7   |                                      | 4. Commission decision whether to proceed to on site visit. On-site visit scheduled with institution.   |
| St 2 Mon 8   |                                      | 5. On-site visit re: elements 4-6 conducted by Reviewer. Report prepared, including results of annual surveys. Reviewer submits to Executive Director within twenty working days. Report forwarded to assigned Commissioners.   |
| St 2 Mon 10  |                                      | 6. Assigned Commissioners meet (in person, via teleconference or on-line conference) discuss report. Decision rendered on accreditation status re: elements 4-6 within 40 days of receiving report. Decision will be one of: <ul style="list-style-type: none"> <li>a. Unconditional Candidate Status Stage 2: Institution moves to Stage 3 without condition.</li> <li>b. Conditional Candidate Status Stage 2: Institution</li> </ul> |

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|                                 |  | <p>must meet certain conditions within a specified time period, as described by the Commission, prior to moving to Stage 3.</p> <p>After appeal period of 30 calendar days, status of Accreditation is updated on CETAC website; appropriate provincial / territorial Regulator is advised of updated status.</p> |
| Stage 3 Mon 1                   | <p><b>STAGE 3: ACCREDITATION OF ELEMENTS 7-9</b><br/> <b>(Timeline begins again with the granting of Unconditional Candidate Status Stage 2)</b></p> |   |
| St 3 Mon 4                      | <p>1. Download, complete and submit SER for elements 7-9 within 3 months of being awarded candidate status stage 2.</p>                              |   |
| St 3 Mon 5                      |  | <p>2. Within 15 working days, feedback provided on SER by Reviewer for elements 7-9; additional information requested if required.</p>  |
| St 3 Mon 6                      |  | <p>3. SER and file re: elements 7-9 presented to Commission for approval to conduct on site visit</p>   |
| St 3 Mon 7                      |  | <p>4. Commission decision whether to proceed to on site visit.</p>  |

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|                                 |                               | On-site visit scheduled with institution.  |
| St 3 Mon 8                      |                               | 5. On-site visit re: elements 7-9 conducted by Reviewer. Reviewer submits report to Executive Director within twenty working days. Report forwarded to assigned Commissioners.   |
| St 3 Mon 10                     |                               | <p>6. Assigned Commissioners meet (in person, via teleconference or on-line conference) to discuss report. Decision rendered on accreditation status re: elements 7-9 within 40 days of receiving report. Decision will be one of:</p> <ul style="list-style-type: none"> <li>a. Accreditation</li> <li>b. Accreditation with conditions: Institution must meet certain conditions within a specified time period, as described by the Commission, prior to achieving full accreditation.</li> </ul> <p>After appeal period of 30 calendar days, status of Accreditation is updated on CETAC website; appropriate provincial / territorial Regulator is advised of updated status.</p> |

## II. ANNUAL SURVEYS

| Maximum Timeline for completion                               | Responsibility of Institution  | Responsibility of CETAC  |
|---|--|--|
| No later than the end of the month following program end date | 1. Graduates and former students<br><br>Provide CETAC with names and e-mail contact information of graduates and former students (those who do not complete their program as well as those who graduate) |  |
| Five months after program end date                            |  | Administer on-line survey of graduates, former students, over two week period. Aggregated results for institution reviewed during annual review process. |
| February annually   | 2. Students in non-distance programs   | Provide institution with instructions as to how to administer on-line surveys to students in non-distance programs.                                      |
| March 1- May 31   | Administer on-line survey to all students in non-distance  | Aggregated results for institution reviewed during annual  |

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|--|---|---|
| annually                               | programs, per CETAC instructions.   | review process.   |
| March 15 annually                      | <p>3. Students in distance programs</p> <p>Provide CETAC names and e-mail addresses of all students enrolled in distance programs as of March 1</p> |   |
| Two weeks prior to on-site visit       |   | By e-mail, invite students in distance programs to participate in on-line survey. Aggregated results for institution reviewed during annual review process. |
| Three weeks prior to on-site visit     | 4. Instructors / tutors, administrative personnel   | Provide institution with instructions as to how to administer on-line surveys to instructors / tutors, administrative personnel                             |
| Ten days prior to on-site visit        | Administer on-line survey to instructors/ tutors, administrative personnel, per CETAC instructions.   | Aggregated results for institution reviewed during annual review process.   |

### III: Annual Reviews

| Maximum Timeline for completion              | Responsibility of Institution                                     | Responsibility of CETAC   |
|--|---|---|
| November annually                            |   | 1. Contact each accredited institution to establish time of annual review process commencement for following calendar year.   |
| December 15 annually                         |   | 2. Accredited colleges informed that Self-Evaluation Response (SER) document for elements to be reviewed in following calendar year is available for downloading from the CETAC website. A table is provided later in this document, showing the elements to be reviewed in each of the four years after full accreditation is awarded. |
| Agreed date of commencement of annual review | 3. Download, complete and submit SER for elements to be reviewed. |   |
| Commencement date + 1 month                  |   | 4. Reviewer reviews SER, provides feedback if needed, evaluates response  |

| <b>Maximum Timeline for completion</b> | <b>Responsibility of Institution</b> | <b>Responsibility of CETAC</b>  |
|--|--------------------------------------|---|
| Commencement date + 4 months           |                                      | 5. Reviewer presents file to assigned Commissioners for approval to conduct on-site visit   |
| Commencement date + 5 months           |                                      | 6. Commission decision on on-site visit; request additional information of institution or schedule on-site visit  |
| Commencement date + 7 months           |                                      | 7. Reviewer conducts on-site visit; submits report, including appropriate annual survey results, to Executive Director within 20 working days. ED submits report to assigned Commissioners.   |
| Commencement date + 9 months           |                                      | 8. Assigned Commissioners meet (in person, via teleconference or on-line conference) to discuss report. Decision rendered on accreditation status within 40 days of receiving report. Decision will be one of: <ul style="list-style-type: none"> <li>a. Accredited</li> <li>b. Accredited with Conditions: Institution must meet certain conditions within a specified time period, as described by assigned Commissioners, after which they will consider a change in the status.</li> <li>c. Suspension: In the event of findings of significant issues of non-compliance with standards and / or failure to provide appropriate evidence requested by specified deadlines, a suspension may be levied.</li> </ul> |

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|---------------------------------|-------------------------------|--|
|                                 |                               | <p>Assigned Commissioners may outline a set of criteria to be met in order for consideration of removal of the suspension.</p> <p>d. Accreditation withdrawn: If Commissioners find evidence of significant non compliance with standards, or of a change in the status of the institution so that it no longer meets CETAC eligibility requirements, or if the institution is found to be in non-compliance with federal, provincial or territorial legislation, regulation or policy, CETAC accreditation may be withdrawn. The institution must wait at least twelve months before submitting a new application for CETAC accreditation.</p> <p>After appeal period of 30 days, status of Accreditation is updated on CETAC website; appropriate provincial / territorial Regulator is advised of updated status.</p> |

**Schedule of Elements / Components to be Examined By Year Post Initial Accreditation**

|           | <b>Year 1</b>     | <b>Year 2</b> | <b>Year 3</b>     | <b>Year 4</b>     |
|-----------|-------------------|---------------|-------------------|-------------------|
| <b>1a</b> | X                 |               |                   |                   |
| <b>1b</b> | X                 |               |                   |                   |
| <b>1c</b> | X                 |               |                   |                   |
| <b>2a</b> | X                 | Evidence 1    | Evidence 1        | Evidence 1        |
| <b>2b</b> | X                 |               |                   |                   |
| <b>2c</b> | X                 |               |                   |                   |
| <b>2d</b> | X                 |               |                   |                   |
| <b>2e</b> | X                 |               |                   |                   |
| <b>2f</b> | X                 |               |                   |                   |
| <b>2g</b> | X                 | Evidence 3    | Evidence 3        | Evidence 3        |
| <b>3a</b> | Evidence 1,8,9,10 | X             | Evidence 1,8,9,10 | Evidence 1,8,9,10 |
| <b>3b</b> |                   | X             |                   |                   |
| <b>3c</b> |                   | X             |                   |                   |
| <b>3d</b> | X                 | X             | X                 | X                 |
| <b>3e</b> | X                 | X             | X                 | X                 |
| <b>3f</b> |                   | X             |                   |                   |
| <b>4a</b> |                   | X             |                   |                   |
| <b>4b</b> | X                 | X             | X                 | X                 |
| <b>4c</b> |                   | X             |                   |                   |
| <b>4d</b> |                   | X             |                   |                   |

|           |                  |                  |                   |                |
|-----------|------------------|------------------|-------------------|----------------|
| <b>4e</b> |                  | X                |                   |                |
| <b>4f</b> |                  | X                |                   |                |
| <b>4g</b> | Evidence 1       | X                | Evidence 1        | Evidence 1     |
| <b>4h</b> |                  | X                |                   |                |
| <b>5a</b> |                  |                  | X                 |                |
| <b>5b</b> | X                | X                | X                 | X              |
| <b>5c</b> |                  |                  | X                 |                |
| <b>5d</b> |                  |                  | X                 |                |
| <b>6a</b> | Evidence 1,2,3   | Evidence 1,2,3   | X                 | Evidence 1,2,3 |
| <b>6b</b> | Evidence 4       | Evidence 4       | X                 | Evidence 4     |
| <b>6c</b> |                  |                  | X                 |                |
| <b>7a</b> |                  |                  |                   | X              |
| <b>7b</b> |                  |                  |                   | X              |
| <b>7c</b> |                  |                  |                   | X              |
| <b>7d</b> |                  |                  |                   | X              |
| <b>7e</b> |                  |                  |                   | X              |
| <b>7f</b> |                  |                  |                   | X              |
| <b>7g</b> | Evidence 1,2,3,5 | Evidence 1,2,3,5 | Evidence 1, 2,3,5 | X              |
| <b>8a</b> | X                | X                | X                 | X              |
| <b>8b</b> |                  |                  |                   | X              |
| <b>8c</b> | Evidence 2,3,5   | Evidence 2,3,5   | Evidence 2,3,5    | X              |
| <b>9a</b> | Evidence 4       | Evidence 4       | Evidence 4        | X              |
| <b>9b</b> | Evidence 3       | Evidence 3       | Evidence 3        | X              |

**IV Appeal of Commission Decisions – Institutions may appeal a decision of the Commission as to the accreditation status of the institution, according to the following.**

| <b>Maximum Timeline for completion</b>                       | <b>Responsibility of Institution</b>  | <b>Responsibility of CETAC</b>   |
|--|---|--|
| 30 calendar days after Commission decision is sent by e-mail | 1. Submit appeal request to CETAC Board of Directors, describing reasons why the specified decision of the Commission is felt to be in error, according to CETAC standards. |  |
| Month 2 post decision  |   | 2. Board of Directors determines if Appeal should proceed and if Appeal Board is required to resolve dispute. The Board may determine that an Appeal is not needed if it is clear that the institution does not meet or no longer meets the basic eligibility requirements of CETAC, including compliance with federal, provincial or territorial legislation, regulation or policy. |
| Month 3 post decision  |   | 3. If Board determines Appeal Board required, it submits to appellant institution and the Commissioners, names of five individuals to be considered to form a three person Appeal Board.   |

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|--|---|---|
| Month 4 post decision                  | 4. Institution and Commissioners each select one person and agree on third person, from list of five, to form Appeal Board.   |   |
| Month 6 post decision                  | 5. Submit to Appeal Board evidence to support their claim that Commission accreditation decision was in error. No evidence may be submitted which was not made available to the Commission during the initial process which resulted in the accreditation decision which is in dispute. Evidence to be provided electronically. | 6. Submit to Appeal Board evidence to support the accreditation decision that is in dispute. No evidence may be submitted which was not available during the initial process which resulted in the accreditation decision in dispute. |
| Month 8 post decision                  | 7. Appeal Board meets in person, via teleconference or via on-line conference to discuss evidence provided. Appellant and representatives of Commission may be invited to present information or provide clarification.   |   |
| Month 10 post decision                 | 8. Appeal Board renders decision on appeal. Decision of Appeal Board is final.  |   |