

IACET

Standards for Lifelong Learning



A Guide to Working with Third Parties and Maintaining IACET Accreditation

INTERNATIONAL ASSOCIATION FOR CONTINUING EDUCATION AND TRAINING

TABLE OF CONTENTS

1 Background..... 2

 1.1 Examples of Working with Third Parties 2

2 COMPLIANCE with the ANSI/IACET Standard..... 3

3 ANSI/IACET Standard Categories and Elements 4

 Category 1: Organization, Responsibility, and Control 4

 Category 2: Learning Environment and Support Systems..... 4

 Category 3: Planning and Instructional Personnel 5

 Category 4: Needs Analysis 5

 Category 5: Learning Outcomes 6

 Category 6: Content and Instructional Requirements 6

 Category 7: Assessment of Learning Outcomes 7

 Category 8: Awarding IACET CEUs and Maintaining Learner Records..... 7

 Category 9: Evaluation of Learning Events..... 8

In Summary 8

1 BACKGROUND

The ANSI/IACET Standard requires the Accredited Provider (AP) to have the responsibility and control over the development, design and delivery of the learning events; however, this does not preclude them from hiring a third party to help with any of the aspects of their educational events. Often times, this can cause confusion and may require some clarification of how to remain in the compliance with the ANSI/IACET Standard. This document is intended to provide guidance when working with third parties to deliver components of the continuing education and training program.

1.1 EXAMPLES OF WORKING WITH THIRD PARTIES

- *Engage a market research firm to identify the knowledge and/or performance needs of prospective learners*
- *Contract a consultant to design an event based on identified needs*
- *Purchase content from a developer that meets the identified needs and adheres to the providers accredited policies and processes*
- *Deploy its course announcements via a 3rd party web hosting provider*
- *Use a cloud-based Learning Management System (LMS) accept registrations and maintain learner records*
- *Contract with independent trainers to deliver events*
- *Contract with a firm to development or manage a Content Management System (CMS) or LMS and the courses hosted within it (content may be “owned” by the contractor or developed by the AP as long as the AP’s processes and policies are followed)*
- *Mandate completion of workshops as its professional development process*
- *Rely on a psychometrician to develop a criterion-referenced assessment of the mastery of learning outcomes*
- *Adopt a proprietary analytics approach to gather evaluation data from learners*

2 COMPLIANCE WITH THE ANSI/IACET STANDARD

In order for an AP to be in compliance with the ANSI/IACET Standard, they must be able to answer “yes” to each of the following questions:

1. *Is the event offered in the AP’s name?*
2. *Do learners receive a certificate from the AP?*
3. *Does the AP have oversight over the enrollment/registration process?*
4. *Was the event designed with the AP’s authorization, following their processes & policies?*
5. *Is the event delivered under the AP’s authorization?*
6. *Does the AP have oversight in verifying the mastery of learning outcomes?*
7. *Does the AP maintain the learner records or have oversight over the learner records?*
8. *Does the AP make decisions about revision(s) to the event based upon, among other information, feedback from learners?*
9. *If learners have a problem with the learning event, does the AP have the authority to handle it?*
10. *Is the AP an integral part of every phase of the learning event process?*

For any phase of the event, which the applicant chooses to outsource to a third party, the AP must demonstrate that:

- They have complete oversight over the process(es).
- They monitor and verify consistent application of the process(es). **This monitoring function cannot be outsourced or delegated to third parties.**
- When selecting third parties, the requirements and qualifications align with the AP’s approved process(es).
- The third parties’ processes are comprehensive and include all elements of the applicable category of the ANSI/IACET Standard. They should be included in the application and site visit reviews. The application cannot rely on the implementation of processes by 3rd parties which are not made available for review. IACET recommends that the AP involve the third party during the application for accreditation to ensure they are aware of the accreditation requirements of the AP.

3 ANSI/IACET STANDARD CATEGORIES AND ELEMENTS

CATEGORY 1: ORGANIZATION, RESPONSIBILITY, AND CONTROL

1.8 The Provider shall have a policy regarding intellectual and legal property rights for all material used in its learning event.

Guidance: The Provider of the learning event is required to have a policy that respects the ownership rights of intellectual property and its use in the learning event. Permissions to use copyrighted intellectual property should be requested or purchased, and proof of permission granted needs to be kept on file. All copyrighted materials should be appropriately cited when used in the learning materials.

The Provider should have a policy on intellectual and legal property rights, which outlines who owns the materials being developed as well as the use of copyrighted materials. This policy should be a part of the agreement with the third party.

CATEGORY 2: LEARNING ENVIRONMENT AND SUPPORT SYSTEMS

2.1 The Provider shall ensure relevant instructional and learning resources are available for instructors, learners and staff.

2.2 The Provider shall have a process to ensure learning environments support the achievement of learning outcomes.

2.3 The Provider shall have a process to disseminate information including, but not limited to, the learning outcomes, criteria to earn the IACET CEU, prerequisites and other requirements in advance of the learning event.

2.4 The Provider shall ensure support services are available to learners prior to, during and following the learning event.

2.5 The Provider shall ensure administrative and technical support services are available to instructors, instructional design and development staff, program evaluators and administrators prior to, during and following the learning event.

An AP may use a third party to provide learning environment and support services. If a third party is used, the implementation and responsibilities for these processes need to clearly designate who is responsible for which part of the process; however, it must also demonstrate that the AP has oversight over the entire process. The contract or agreement with any third party to whom these functions are outsourced should include the details by which the AP has control over the learning environment.

It should be clear to the learners that the AP is responsible for the overall learning event and support is available to resolve any potential issues.

CATEGORY 3: PLANNING AND INSTRUCTIONAL PERSONNEL

- 3.1 The Provider shall have a policy that individuals involved in the design, development, delivery and evaluation of learning events are qualified to perform their assigned tasks.
- 3.2 The Provider shall have a process that requires regular performance evaluations of instructors, instructional design and development staff, program evaluators and administrators.
- 3.3 The Provider shall have a process to document individuals' professional development activities for ensuring those who are involved in the design, development and delivery of learning events remain current in subject matter material and learning methods.

The selection criteria for third parties used by the AP should include the qualifications and requirements as approved in the application. The application for accreditation should include the policies, processes and evidence from the selection of the third party as well as documentation the staff of the third party meet the qualifications and requirements.

CATEGORY 4: NEEDS ANALYSIS

- 4.1 The Provider shall have a process for conducting a formal needs analysis for the learning event that guides the development of planned learning outcomes and learning event design.

The process used for conducting a needs analysis could include the use of a third party. The AP must document the implementation of the process but can do so by including evidence from the third party.

CATEGORY 5: LEARNING OUTCOMES

5.1 The Provider shall have learning outcomes that are specific and measurable, achievable, realistic and time-based.

5.2 The Provider shall establish the relationship between needs analysis and planned learning outcomes.

The process used for establishing learning outcomes based on needs analysis must be developed and implemented by the AP. The learning outcomes could be provided by a third party, but it is the responsibility of the AP to approve the learning outcomes and ensure that they meet element 5.1 and 5.2.

CATEGORY 6: CONTENT AND INSTRUCTIONAL REQUIREMENTS

6.1 The Provider shall have a process to ensure the selected content logically supports the learning outcomes.

6.2 The Provider shall have a policy to review course content for quality, currency, effectiveness and applicability.

6.3 The Provider shall have a process to ensure instructional methods are appropriately matched to achieve the learning outcomes and to incorporate adult learning principles.

An AP may use a third party to develop content or training materials. If a third party is used, the implementation and responsibilities for these processes need to clearly designate who is responsible for the process; however, it must also demonstrate that the AP has oversight over the entire process. The selection criteria for a third party should include the elements of the process as presented in the application. The application for accreditation should include the policies, processes and evidence from the selection of the third party as well as documentation the staff of the third party meet the qualifications and requirements. The contract or agreement with the third party to whom these functions are outsourced should detail how the third party accomplishes the AP's process(es) and how the AP is ultimately controlling the process(es.)

CATEGORY 7: ASSESSMENT OF LEARNING OUTCOMES

7.2 The Provider shall have a process to ensure learners have achieved the learning outcomes through the learning assessment.

The AP has the responsibility to ensure that the learner's mastery of learning outcomes is measured, and that the learner receives feedback. The third party may develop the assessment and/or implement an assessment tool used in the learning event, but it must be under the control of the AP in order to remain compliant with the ANSI/IACET Standard have oversight of the assessment.

CATEGORY 8: AWARDING IACET CEUS AND MAINTAINING LEARNER RECORDS

8.3 The Provider shall recognize successful completion of the established criteria either through a certificate of completion or a training transcript.

8.4 The Provider shall maintain an operational recordkeeping system, including backup, for each learner and learning event, including the following:

- 1) Provider's name and address.
- 2) Learner's name and/or unique identification.
- 3) Learning event title.
- 4) Learning event completion date.
- 5) Number of the IACETCEU awarded.
- 6) Description of codes used, if any.

The AP must issue the certificate and/or transcript. The hosting of the electronic data can be outsourced; however, the AP must have oversight to ensure the third party adheres to the requirements of the ANSI/IACET Standard.

8.5 The Provider shall have a process to maintain training records and make them available to learners for a minimum of seven (7) years.

8.6 The Provider shall have a policy for ensuring the privacy and information security of learners' records that addresses the role of information input, maintenance, release and issuance of learners' records following learning event completion.

A third party may be used to store the training records; however, the contract or agreement must ensure the ANSI/IACET Standard requirements are met and that the AP has ownership of and access to

the training records at all times. In the event the relationship is dissolved, it is the AP's responsibility to maintain the records according to the process approved through the application.

CATEGORY 9: EVALUATION OF LEARNING EVENTS

9.1 The Provider shall have a process that requires the comprehensive, systematic evaluation of the learning events.

9.2 The Provider shall have a process for analyzing learning event evaluation results and sharing them with instructors, instructional design and development staff, program evaluators and administrators to ensure these results are incorporated into continuous process improvement for the specific learning event and future learning events.

A third party may be used to conduct systematic evaluations and/or analyzing the evaluation results; however, the AP must have oversight of the process of continuous improvement.

IN SUMMARY

Any IACET Accredited Provider cannot bestow accreditation on another organization nor can it be purchased from an AP who sells its learning events to other organizations. The above guidelines are designed to help APs who use third parties to implement processes and aspects of their training programs remain compliant with the ANSI/IACET Standard for Continuing Education and Training. If there are circumstances not covered by this document, IACET encourages providers to contact us for further assistance.