



International Accreditation Handbook

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1. Introduction

1.1 About CEC

We are an independent organization that provides education providers worldwide with quality assurance body specializing in the institutional accreditation.

CEC provides information and partnerships to create, build, and accredit Canadian k-12 schools overseas. Working with our partners, we help set-up and operate successful Canadian Curriculum K-12 schools outside Canada that allow students to enroll in a Canadian school while living in their home country.

**** Throughout this Handbook, the term “institution” has been used to include all relevant educational institutions, whatever their name, and “Principal” has been used for the Head of the Institution.**

1.2 Benefits of Accreditation

Accreditation by CEC will help to raise the profile of institutions both within their own countries and worldwide as it confirms that they conform to internationally accepted standards in education.

Accreditation with CEC is not a one-time process. CEC believes in developing partnerships with its accredited institutions and will assist in activities such as ongoing quality assurance, ethical recruitment, working with agents, and the drafting of policies, procedures and codes of practice.

This ongoing work will involve training programmes in subjects such as ethical student recruitment, recruiting and monitoring agents, developing suitable admissions systems and improving and updating ethics policies and codes of practice.

As part of the process, we can provide the following benefits to your school:

- Assistance with preparation for Canadian Ministerial government inspections,
- Access to accredited recruitment agents in over 30 countries,
- Certificate of Accreditation, artwork of CEC logo for use on business cards, letterheads, publicity materials, website, Facebook and Twitter,
- Sample policy and procedures documents as you require them.

- Help with setting up effective internal auditing and evaluation systems.
- Help with developing suitable quality control documentation.
- Advice on how to improve and optimize the standards of management at your school.
- Help to achieve international recognition for awards .
- Help with joining relevant international networks.
- Access to more than three hundred accredited agents in over ninety countries around the world.
- Being included in CEC's marketing activities, which include exhibition attendance, online and printed newsletters, and publicity in several overseas publications.
- Online information on all aspects of student recruitment, which is updated regularly..
- CEC will provide guidance, consulting and advise through conducted visits.

1.3 Accreditation Areas

Our accreditation process consists of a set of key performance indicators split into 10 main areas, namely;

A – Premises, and Health and Safety

B – Governance, Management and Staff Resources

C – Learning, Teaching and Research Activity

D – Quality Assurance and Enhancement

E – Student Welfare

F – Awards and Qualifications

G – Marketing and Recruitment of Students

H – Systems Management and Compliance with Immigration Regulations

I – Leadership of Learning

J – Growth in Learning

1.4 About Accreditation

CEC helps schools to obtain approved Canadian Curriculum. This is done through receiving Canadian Accreditation/Certification to operate as Canadian Education Council Accredited Canadian School.

Please learn more about our [Silver and Gold Accreditation Programs](#). We provide extensive curriculum, preparation materials, teachers professional development to meet Canadian standards. We also provide Quality assurance evaluators to ensure that schools are meeting standards.

2. Accreditation

2.1 Accreditation Process

Our accreditation process involves three different stages.

Stage 1: Scrutiny of Application Form and Accompanying Documents

The initial information provided to us will be inspected and assessed by a member of our Accreditation Committee. If it meets our required standards, we can then move onto the next stage in the process. If it does not, we may inform the school why they are unlikely to gain accreditation at this point, advise the school to go back to the accreditation guide to complete the missing requirements.

Stage 2: Inspection – Part 1

The inspectors will focus on how the school complies with the quality of management and student support; the health and safety of the premises; and the suitability of the available resources for the courses.

The inspectors will need to examine procedural documentation, attendance recording systems, examples of marked work and feedback forms from students*, and statutory documentation, such as approvals from the local Ministry of Education and fire regulations. During their visit, the inspectors will also meet with key management staff and the Principal.

The inspectors will need to meet the Principal and CEO, and possibly the institution's owners. If possible, a meeting will be held with staff, where everyone will be informed of the nature of the inspection. Then detailed surveys and assessments will take place, teaching sessions will be observed, inspectors will meet with groups of teaching faculty and administration staff and then groups of students to gather their opinions and viewpoints. Finally, there will be a final meeting with the Principal where the inspectors will provide informal feedback on their findings.

*At this point for newly established schools, who have not yet recruited students (so we are unable to proceed to Part 2 where students and staff are interviewed, lessons observed, and academic provision further scrutinized), Pre- Accreditation may be awarded.

Stage 2: Inspection Part 2

This stage is mainly focused on assessing what was observed during the inspection visit and weighing up the evidence of the school's ability to uphold and maintain the standards needed for accreditation. We will carefully consider the documentation provided to us before the inspection, and the information gathered in the inspection itself.

The final decision on accreditation will be decided by the Accreditation Committee. The exact format of the Inspection stages will vary depending upon the size, location and type of institution – this will usually have already been discussed during Part 1 of the Inspection stage.

Summary of What will be Done During STAGE 2 VISIT INSPECTION:

- Procedural documentation.
- Quality manual.
- Staff/student handbooks.
- Attendance monitoring systems.
- Sample student & parents feedback forms.
- Marked student assignments.
- Performance monitoring systems (cohort analysis systems, student feedback systems, staff performance systems and research programmes).
- Statutory documentation (health and safety, fire regulations, local Ministry of Higher Education approvals, agreements with external bodies, legal requirements).
- Progress Monitoring.

Stage 3- Final Inspection Visit

During this stage, the inspector will mainly focus on the academic matters, including:

- Learning and teaching,
- Resources and quality management, together with student welfare and reporting to official bodies.

The inspector will also ensure that any issues that may have arrived during stage 2, has been resolved to a satisfactory standard. They might suggest further improvements to be done.

This inspection visit normally is scheduled to be a one day visit, however, the duration might change depending on the actual size of the school and number of student bodies

present. This also applies to the number of inspectors, depending on the range of programme diversity and institution size, there might be more than one inspector.

During STAGE 3 VISIT INSPECTION there will be:

- meetings with the senior management team, with other staff (without senior management staff being present) and with a group or groups of students (without any staff being present) to assess the operation of the institution.
- Observations of teaching sessions
- Inspection of learning resources and student/staff refreshment facilities and accommodations
- A report will be conducted based on the 8 areas of accreditation (section 1.3)

****There will be fees for each visit. Please read section 6 for more information**

2.2 Accreditation Decision

The Accreditation Committee will make all decisions regarding the award of accreditation, maintaining accreditation and the withdrawal/suspension of accreditation on the basis of

- a) evidence provided by the Reporting Inspectors following inspection visits;
- b) evidence arising from the consideration of complaints and appeals; and documentation provided by the institutions.

2.2.1 Pre-Accreditation

Once the accreditation report has been checked by the Accreditation Advisor/inspector (stage 2), it will be considered by the CEC Accreditation Committee, which will determine one of the following outcomes:

- Award Interim Pre- Accreditation for a total period not exceeding 12 months, during which a Stage 3 visit must be arranged.
- If there are some weaknesses in the institution's provision, a deferred decision will be given. A 3 months period will be given to submit additional documentation and/or photographs of improvements that have been made. A follow-up visit (with a fee) might be decided by the accreditation committee to confirm the improvements.
- Refuse accreditation on the grounds that the Inspectors believe that there are serious shortcomings in provision. In this case the institution has the right of appeal, the procedures for which are set out (section 4)

2.2.2 Full Accreditation

Once the final accreditation report has been checked by the Accreditation Advisor (stage 3), it will be considered by the CEC Accreditation Committee, which will determine one of the following outcomes:

- Award Full Accreditation for a total period not exceeding four years, after which accreditation must be renewed.
- If there are some weaknesses in the institution's provision, a deferred decision will be given. A 3 months period will be given to submit additional documentation and/or photographs of improvements that have been made. A follow-up visit (with a fee) might be decided by the accreditation committee to confirm the improvements.
- Refuse accreditation on the grounds that the Inspectors believe that there are serious shortcomings in provision. In this case the institution has the right of appeal, the procedures for which are set out (section 4)

In some instances when an institution demonstrates excellent practice in particular areas, that institution may be featured on the CEC website as a Premier Accredited Institution.

2.3 Listing on the CEC Website

The accredited institutions will be listed on the CEC website. The website listings also include the school website and contact email address, useful for other stakeholders when searching for an accredited provider.

They will be given the right of use to the CEC logo and wordings, as well as, other benefits in *section 1.2*

2.4 New Institutions Accreditation

Although, stage 3 is very important because educational resources are being inspected thoroughly, CEC is aware that any new institutions may not have begun to recruit students or run classes at the time the Stage 2 visit takes place.

New institutions which satisfy certain accreditation requirements and which have all of the facilities required to begin to deliver courses may be considered for Pre-

Accreditation for a period of 12 months. This period gives a new institution time to become established and recruit the required number of students.

******The annual fee is payable when the institution gains pre-accreditation following an inspection visit. During this period of Pre-Accreditation a standard Stage 3 visit would be undertaken with a view to considering the institution for full accreditation.

3. Maintaining Accreditation

Maintaining your CEC Accreditation gives you access to many benefits, including:

- Discounts to events
- Quality business enhancement and development
- International partnerships
- Other benefits mentioned in *section 1.3*

These benefits are covered by the annual fees paid by you.

3.1 Call Support

CEC's friendly and reliable staff will follow-up with our clients throughout the year. The purpose of the follow-up contact is to check on how your institution is doing, offer any assistance or advice on issues you are experiencing, and inform you of upcoming events and CEC services which may be helpful. This is also a chance to update us on any changes to the institution or to contact details.

******It is the institution's responsibility to notify CEC when call support contacts you, if any changes has occurred. These changes include:

- Change in address or the use of additional premises
- Change in ownership
- changes in senior management
- Significant changes in course provision.

*******It is also the institution's responsibility to complete an annual return about the changes in operation. The annual reports will be sent by the CEC staff prior to the accreditation anniversary and returned to you promptly.

3.2 Circumstantial Changes to The Visit

If an institution undergoes major changes such as changing location of the premises, major changes in courses provision (more than 40%), change in ownership or management; a visit will be scheduled to revise these changes and if they meet requirements.

Fees are applicable for these visits. See section 6

3.3 Randomized Visits

An unannounced, random visits can occur. It is an additional inspection that is not part of the formal accreditation process.

Reason for Randomized Visits

- Response to information received from partner or government bodies,
- Failure to notify CEC of significant changes,
- Failure to respond to CEC requested information,
- To check that the institution is still operating in accordance with CEC's accreditation requirements.

3.4 Accreditation Withdrawal

Accreditation may be withdrawn by CEC at any time if:

- The institution fails to continue meeting CEC accreditation standards that has been illustrated in this handbook
- failure to disclose malpractice
- CEC receives significant substantiated complaints from students/ stakeholders regarding the practice of the institution and, after investigation, it is seen that the institution is not meeting the Accreditation Criteria.
- The institution is making false claims or misrepresenting itself in its publications (including its website), particularly in relation to claims about memberships and accreditations
- A noticeable shift in the control of the institution which has an impact on the operations and structure of the organization
- Payment/fees have not been paid to CEC on the agreed conditions

CEC is willing to discuss any issues and negotiate possible solutions.

4. Appealing

CEC recognizes and understands that institutions that have had their accreditation refused, suspended, or withdrawn; have the right to an appeal.

In the instance that a committee has withdrawn or refused an accreditation for an institution. The head of the accreditation will contact the institution within 10 working days of the decision to inform the institution of the reason for the decision, with the reminder of their right to appeal. The Principal, or other appropriate representative of the institution, should submit an appeal within a further ten working days of received notification of the Accreditation Committee's decision. If the appeal is made by an accredited institution, then accreditation will remain in place until the appeals process is completed. CEC reserves the right to withdraw accreditation with or without appeal.

The institution's right to appeal can be removed, if the institution's claims and provided documents were proven false.

4.1 Appeal Process

If the accreditation of an institution has been rejected following stage 2 visit the Principal may request that the report of the inspection visit should be reviewed followed by additional documentation, responding to the reasons for rejection.

The review of the rejected application will be performed by members of the accreditation committee whom were not involved in the original meeting that rejected the application. They will also review the new additional documentations.

If the appeal is upheld by the committee, then the accreditation process may progress to stage 3. If the committee upholds the original decision, then the institution has the right to request an appeal from CEC's appeal committee.

When submitting the appeal, it should include:

- Statement setting out the grounds for the appeal
- Any relevant additional documentation, within 15 working days of the appeal

The committee will review the documentation and the solidity of the appeal no later than 15 working days of receiving the request. The committee's decision may reach:

- Appeal dismissal
- Order a new inspection of the institution at CEC's expense
- Request accreditation grant or restoration

The Chief Executive of CEC will receive a report from the accreditation committee with the decision and any further recommendations that can be considered.

There is an initial fee to be paid if an institution chooses to make an appeal (section 6), which is refunded if the appeal is successful.

5. Complaints

CEC consider any genuine and relevant complaints against institutions, which are accredited by CEC and where the complainant has exhausted the institution's own complaints procedures.

Genuine complaints must include:

- Submission in a written form to CEC management.
- The writing must contain the basis of the complaint, related to the institution's alleged failure to comply with the accreditation criteria.
- Additional documents that supports the complaints are needed.

Students and staff must read the refund and the complaints procedure carefully prior to submitting a complaint. Staff must review the employment's contract before accepting the offer posts.

Complaints are not accepted when:

- The complaint does not involve CEC accreditation
- Students/staff fail to follow institution complaint procedures
- Complaint not submitted in writing form (ie. sent anonymously, via phone or email)
- Insufficient supporting documents
- student/staff is proceeding in any form of legal action (advise) with the institution
- Student has an agreement with institution that negates refund policy
- Staff going against employment contract.

6. Fees & Expenses

The accreditation Fees may vary depending on the institution's size. Please read carefully the fees guidelines. This section will cover all expected fees and policies during the accreditation process including appeals and cancelation.

Institutions are expected to pay all of the fees and expenses associated with their application for accreditation before the final outcome of the application.

Failing to pay the annual fee within 20 days, will result in the withdrawn of the accreditation process

	Price
One-time Application Fee	\$2,000
Annual Registration Fee	\$5000 per school level per annum

Inspection Fees Policy

For every inspection visit per each stage, payments must be completed in order to proceed to the next stage of the accreditation process. Failing to pay on the agreed time, will result in stopping the process of accreditation.

	Price
Professional Fee Per Inspector	\$228 per working day

Refund Policy

Application costs are **non-refundable**. In the event of cancelation during the accreditation process (ie during any of the stages) the paid fees are also **non-refundable**.

Appeal Policy

In the event of an institutions have requested an appeal during the accreditation process, the institution will be required to pay a deposit. **The deposit is refundable during the event of a successful appeal.**

	Price
Appeal Deposit Fee	\$2000