



RABQSA International

Training Course Certification Criteria

Requirements for E-training

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REQUIREMENTS FOR ELECTRONIC TRAINING

These requirements are to be applied in addition to the requirements of the relevant criteria document(s). No requirements of the criteria documents may be considered as superceded. The following criteria are mandatory for a training provider seeking certification of its electronic training/blended learning program.

VOCABULARY

Blended learning: a combination of electronic, knowledge-based training and face-to-face, skills-based training

Electronic training: training that is conducted through computer-based methods (e.g., on-line, cd-rom)

Unitized course: electronic training that is provided in a series of sections (e.g., modules) that when combined meet the course criteria.

COURSE FORMAT

1. The training provider shall be able to demonstrate that all of the learning objectives of the training intended to be covered in the electronic environment can be effectively measured and successfully met without face-to-face interaction.
2. Courses in which new auditing skills are to be learned (e.g., lead auditor course, internal auditor course) shall be conducted in a “blended learning” format using a combination of electronic and face-to-face activities.
 - Assessment of auditing skills shall occur in a face-to-face, interactive environment.
 - The electronic portion and the face-to-face portion of the training shall be provided by the same training provider (i.e., a student cannot take the electronic portion of one training provider’s course and attend the face-to-face portion of a different training provider’s course).
 - Verification of successful completion of the electronic portion of the training shall be completed by the training provider prior to the start of the face-to-face training. This verification shall be completed in sufficient time to ensure the student does not attend the face-to-face portion of the training without having fully completed the electronic portion.
 - Any student who does not successfully complete the electronic training prior to the face-to-face activities shall be considered as failing the electronic portion of the training. Such students shall be required to re-take the entire course.
 - There shall be no more than 90 days between the completion of the electronic portion of the training and the commencement of the face-to-face training. The training provider’s registration procedures shall ensure this is accomplished.
3. Courses in which additional auditing skills are to be learned (e.g., transition training course) may be conducted completely in an electronic environment.



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4. The amount of time the student is allowed to complete the electronic portion of the training shall not exceed 90 days.

COURSEWARE

1. Each student shall be provided with instructions for the operation of and navigation through the electronic portion of course (e.g., a guide for the operation of a software program).
2. The guide and the program's display shall illustrate good organization, layout and formatting, including program revision, security procedures and appropriate sequencing.
3. The program shall be developed in a format that is easily accessible for review, is compatible with standard systems, is capable of measurement, and has capability to meet appropriate security requirements.
4. The program shall include all important points of the learning objective/concept being covered.
5. Examples of typical documents, reports and forms shall be included.
6. The program shall include practice testing capability.

COURSE EXECUTION

1. If the relevant standard is not supplied as part of the program, each student shall be required to bring a copy to the course (hard copy or an official electronic copy).
2. The training provider shall ensure that student questions can be answered by a qualified instructor (for course content) or technical support representative (for operation and navigation of the courseware) in an expedient time frame (i.e., 1 business day).
3. A unitized course shall be held to the same requirements as a self-contained & complete course.

SECURITY

1. The training provider shall have adequate controls in place to ensure the integrity of the course content is not compromised.
2. The training provider shall submit to RABQSA a detailed description of the measures used to ensure verification of student identification and validity of student assessment results.
3. The training provider shall have adequate back-up systems to ensure the availability of the course content as approved by RABQSA.

STUDENT LEARNING OBJECTIVES IN A UNITIZED COURSE

1. All learning objectives specified in the criteria shall be met by the aggregate of the course units.

2. For courses or course units delivered and/or supported by software, the training provider shall clearly indicate how the necessary teacher/student interaction is supported by the software.

STUDENT EVALUATION

1. The training provider shall have adequate processes to ensure effective measurement of student learning.

COURSE DESIGN

1. The design of the course shall include the involvement of at least one Subject Matter Expert (SME) , who is thoroughly experienced in the principles and practices of auditing the relevant management system and shall be capable of imparting his/her knowledge and assessing the application of their knowledge.
2. Course offerings shall be delivered in the language of the student. Translators provided to the student are not acceptable.

ADMINISTRATION

1. The training provider shall have documented procedures to ensure the effective operation and control of the electronic course, including, but not limited to:
 - The criteria for selecting course designers, procedures for their initial training and evaluation of their subject matter competence and for the on-going review of their performance.
 - Storage and eventual disposal of computer files.
 - Qualification of instructors and courseware administrators/technical support representative.
 - Methods such as statistical techniques used to measure software performance and overall course performance.
2. The training provider shall remain responsible for any activities subcontracted to another person or organization (i.e., database maintenance, examination proctoring).
3. Records for each course presentation shall include, as appropriate:
 - Address of the main web site;
 - Release level of the course software used;
 - Revision level of the software guide provided to the students.

EVALUATION PROCESS

1. Any course incorporating electronic components shall be subject to the same evaluation process as described in the relevant criteria documents.
2. A course comprised of separate units shall be submitted for evaluation in its entirety.
3. RABQSA shall conduct an annual surveillance of the electronic training and/or blended training in addition to the normal surveillance schedule.

End of Criteria