

MEMBERSHIP CRITERIA

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SECTION 1 MANAGEMENT AND STAFF RESOURCES

1.1 THE INSTITUTION IS EXPECTED TO BE OFFICIALLY REGISTERED AND LICENSED.

Evidence: Business Registration Certificate

1.2 THE INSTITUTION HAS A CLEAR ORGANIZATIONAL STRUCTURE AND HIERARCHY.

Evidence: Organizational structure diagram

1.3 THE INSTITUTION COMPLIES WITH LOCAL, REGIONAL, AND INTERNATIONAL EDUCATIONAL REGULATIONS.

Evidence: Recognition Certificate and/or any other supporting documents.

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SECTION 2 DIGITAL INFORMATION TRANSPARENCY

2.1 THE INSTITUTION MAINTAINS A FUNCTIONAL AND MOBILE-FRIENDLY WEBSITE WITH AN INTUITIVE INTERFACE.

Evidence: Visual evidence of the website layout, demonstrating design elements.

2.2 THE INSTITUTION'S WEBSITE INCLUDES DETAILED COURSE DESCRIPTIONS, SYLLABI, AND INFORMATION ON TEACHING STAFF INVOLVED IN EACH COURSE.

Evidence: Direct URLs to course pages containing comprehensive course descriptions, learning outcomes, and course modules.

2.3 THE INSTITUTION'S WEBSITE PRESENTS A TRANSPARENT PRICING STRUCTURE WITH NO HIDDEN FEES.

Evidence: Direct URLs to the website sections where course prices are clearly listed.

2.4 THE INSTITUTION MAINTAINS ACTIVE AND REGULARLY UPDATED SOCIAL MEDIA CHANNELS.

Evidence: Direct URLs to social media pages.

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SECTION 3 CERTIFICATION AND RECOGNITION

3.1 THE INSTITUTION OFFERS CERTIFICATES UPON COURSE COMPLETION.

Evidence: A digital or physical copy of a certificate issued by the institution to a student upon completing a course and a screenshot or direct link to the part of the website where it states that certificates are awarded upon course completion.

3.2 THE INSTITUTION OFFERS CERTIFICATES THAT ARE RECOGNIZED BY RELEVANT PROFESSIONAL BODIES OR INSTITUTIONS (IF APPLICABLE).

Evidence: Letters or statements from professional bodies or institutions acknowledging the recognition of the institution's certificates or direct links to the professional bodies' websites where they list the recognized courses or institutions.

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SECTION 4 CONTRACTS AND TERMS OF SERVICE

4.1 THE INSTITUTION PROVIDES CLEARLY DEFINED TERMS OF SERVICE OR USER AGREEMENT.

Evidence: Direct link to the section or page on the institution's website where the Terms of Service or User Agreement is posted.

4.2 THE INSTITUTION PROVIDES CLEARLY DEFINED PRIVACY POLICY.

Evidence: Direct link to the section or page on the institution's website where the Privacy Policy is posted.

4.3 THE INSTITUTION PROVIDES CLEARLY DEFINED REFUND POLICY.

Evidence: Direct link to the section or page on the institution's website where the Privacy Policy is posted.

4.4 ALL LEGAL DOCUMENTS, INCLUDING TERMS OF SERVICE, PRIVACY POLICIES, AND REFUND POLICIES, ARE EASILY ACCESSIBLE BY USERS.

Evidence: Screenshots and links showcasing the clearly marked sections on the website where users can find the documents.

4.5 MECHANISMS FOR USERS TO ACKNOWLEDGE TERMS ARE IN PLACE, WITH RECORDED ACKNOWLEDGMENTS.

Evidence: Screenshots or a description of the mechanism, such as a checkbox during signup or course enrollment, where users must agree to the terms.

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SECTION 5 LEARNING PLATFORM AND TECHNOLOGY

5.1. THE INSTITUTION UTILIZES A STABLE LEARNING MANAGEMENT SYSTEM (LMS) WHICH COULD BE COMPLIANT WITH E-LEARNING STANDARDS SUCH AS SCORM, XAPI, OR OTHER RELEVANT STANDARDS.

Evidence: Screenshots, demo videos or demo access showcasing the LMS's functionality.

5.2 THE LMS IS ACCESSIBLE TO ALL USERS, INCLUDING THOSE WITH DISABILITIES, AND IS COMPLIANT WITH WEB CONTENT ACCESSIBILITY GUIDELINES (WCAG).

Evidence: A list or documentation from the LMS highlighting accessibility features like screen reader compatibility, keyboard navigation, etc.

5.3 THE INSTITUTION ENSURES DATA REPORTING AND TRACKING MECHANISMS RELATED TO EDUCATIONAL PROCESSES (E.G., STUDENT PROGRESS TRACKING, COURSE COMPLETION RATES, ETC.)

Evidence: Screenshots showcasing the LMS's data tracking capabilities.

5.4 THE INSTITUTION IMPLEMENTS LEGAL, CLEAR AND SECURE PAYMENT METHODS AND PROCEDURES.

Evidence: Screenshots or walkthroughs of the payment process.

5.5 THE INSTITUTION IMPLEMENTS MECHANISMS TO PREVENT DISRUPTIONS (E.G., BACKUP SYSTEMS, CLOUD STORAGE).

Evidence: Documents highlighting the institution's policies for data backup, frequency, storage, and recovery procedures.

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SECTION 6 CONTENT QUALITY

6.1 THE INSTITUTION ENSURES THAT COURSES AND/OR ACADEMIC SUBJECT AREAS ARE MANAGED BY APPROPRIATELY QUALIFIED AND EXPERIENCED STAFF.

Evidence: CV/Resume that display the qualifications, certifications, and relevant experience of the teaching staff or course managers.

6.2 THE INSTITUTION INCORPORATES MECHANISM FOR PERIODICALLY REVIEWING AND UPDATING COURSE CONTENT TO KEEP IT CURRENT.

Evidence: Procedure showing periodic review of the course content.

6.3 THE INSTITUTION SETS CLEAR LEARNING OBJECTIVES FOR EACH COURSE OR MODULE.

Evidence: Documents or web links to course syllabi that outline clear learning objectives for each module or course.

6.4 TOPICS WITHIN COURSES ARE DECOMPOSED AND STRUCTURED EFFECTIVELY.

Evidence: Screenshots that display the breakdown of topics,

6.5. THE INSTITUTION ENSURES CONTENT HAS MINIMUM LEVELS OF INTERACTIVITY AND ENGAGEMENT.

Evidence: Screenshots or demo links to interactive elements within courses like quizzes, simulations, or discussions.

6.6. CONTENT IS DESIGNED TO BE DIVERSE AND INCLUSIVE (E.G., VIDEOS HAVE CAPTIONS OR ALTERNATIVE TEXT RESOURCES).

Evidence: Screenshots showing alternative multimedia content.

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SECTION 7 ASSESSMENT AND FEEDBACK

7.1 THE INSTITUTION USES VALID TESTING METHODS.

Evidence: Documentation detailing the methods and principles adhered to when creating tests, showcasing their alignment with best practices.

7.2 THE INSTITUTION PROVIDES FEEDBACK IN A TIMELY MANNER.

Evidence: Documentation specifying the expected timeframe for feedback provision after tests, assignments, or queries.

7.3 THE INSTITUTION INCORPORATES INTERACTIVE ELEMENTS, SUCH AS QUIZZES, ASSIGNMENTS, AND ONLINE DISCUSSIONS.

Evidence: Screenshots, videos, or demo links highlighting quizzes, assignments, or discussion boards within courses.

7.4 THE INSTITUTION PROVIDES OPPORTUNITIES FOR PEER-TO-PEER LEARNING AND NETWORKING ARE FACILITATED BY THE INSTITUTION.

Evidence: Links or screenshots of online forums, discussion boards, or other platforms provided for peer networking.

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SECTION 8 SUPPORT AND COMMUNICATION

8.1 THE INSTITUTION PROVIDES DEDICATED SUPPORT CHANNELS (E.G., EMAIL, CHAT, PHONE).

Evidence: A webpage showing the available support channels (email addresses, chat links, phone numbers) and screenshots of the support or contact us page on the institution's website.

8.2 INQUIRIES AND TROUBLESHOOTING REQUESTS ARE ADDRESSED PROMPTLY.

Evidence: Reports or data showing the average response and resolution times for inquiries and troubleshooting requests.

8.3 THE INSTITUTION HAS A WELL-DEFINED AND ACCESSIBLE SUPPORT PROCEDURE.

Evidence: A document or webpage detailing the steps for users to seek support, what to expect, and how issues are addressed.

8.4 THE INSTITUTION HAS A WELL-DEFINED AND ACCESSIBLE COMPLAINTS PROCEDURE.

Evidence: A document or webpage detailing the steps users should follow to file a complaint, how the complaint will be processed, and what resolution they can expect.

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SECTION 9 EDUCATIONAL STAFF MANAGEMENT

9.1 THE INSTITUTION ENSURES TEACHING STAFF POSSESS RELEVANT QUALIFICATIONS, VERIFIED BY RECOGNIZED BODIES.

Evidence: Documentation or certificates from recognized bodies that have verified the qualifications of the tutors.

9.2 DEFINED AND APPROVED TEACHING STYLES ARE IN PLACE.

Evidence: A documented guide or manual that describes the approved teaching styles and methods endorsed by the institution.

9.3 THE INSTITUTION HAS A COMPREHENSIVE HIRING PROCEDURE, INCLUDING TEMPLATES AND GUIDELINES.

Evidence: A detailed document outlining each step of the hiring process, from job posting to onboarding.

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SECTION 10 DATA SECURITY AND PRIVACY

10.1 THE INSTITUTION FOLLOWS BEST PRACTICES IN DATA PROTECTION, INCLUDING COMPLIANCE WITH GDPR OR EQUIVALENT REGULATIONS.

Evidence: Documentation, compliance report and records showing staff training on data protection best practices.

10.2 THE INSTITUTION HAS A WELL-DEFINED AND ACCESSIBLE DATA PROTECTION POLICY THAT OUTLINES HOW PERSONAL DATA IS COLLECTED, PROCESSED, STORED, AND PROTECTED.

Evidence: Direct link or screenshot of the data protection policy, available to users, detailing how data is managed.

10.3 THE INSTITUTION HAS A WELL-DEFINED AND ACCESSIBLE DISCLOSURE AGREEMENT DETAILING ANY POTENTIAL SHARING OR USE OF USER DATA WITH THIRD PARTIES, ENSURING USERS ARE INFORMED AND CAN PROVIDE INFORMED CONSENT.

Evidence: Direct link or screenshot of the disclosure agreement, detailing the extent and reasons for any data sharing with third parties. Screenshots showing how users are given clear options to allow or deny the sharing of their data with third parties.

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SECTION 11 CULTURAL INCLUSIVITY AND RESPECT

11.1 THE INSTITUTION PROMOTES CULTURAL UNDERSTANDING AND RESPECT AMONG ONLINE PARTICIPANTS.

Evidence: Direct link to a webpage or documentation promoting cultural understanding and respect.

11.2 DIVERSE VIEWPOINTS ARE ENCOURAGED IN ONLINE DISCUSSIONS AND FORUMS.

Evidence: Documentation or screenshots of guidelines and instructions given to participants emphasizing the importance of diverse viewpoints.

11.3 A DIVERSITY, INCLUSION, AND CULTURAL COMPETENCE POLICY IS IN PLACE AND ADHERED TO.

Evidence: A copy or link to the institution's diversity, inclusion, and cultural competence policy.

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SECTION 12 INTEGRITY AND ETHICS

12.1. THE INSTITUTION HAS A CLEARLY DEFINED CODE OF CONDUCT OR ETHICS POLICY FOR BOTH EDUCATORS AND LEARNERS.

Evidence: Direct link to the institution's official Code of Conduct or Ethics Policy, applicable to both educators and learners. Documents have explicit expectations regarding academic honesty.

12.3 PROCEDURES FOR REPORTING AND ADDRESSING VIOLATIONS ARE ESTABLISHED VIA THE INSTITUTION'S COMPLAINTS HANDLING PROCEDURE.

Evidence: Descriptions or screenshots of online systems where learners or educators can report violations, reinforcing the institution's commitment to address concerns.