



AUDIT CRKBO registration at

Name contact person

KVS

#### Audit

### QUALITY CODE FOR TRAINING INSTITUTES OFFERING SHORT VOCATIONAL COURSES

The audit focuses on the principles of the quality code for short vocational courses:

1. Due care principle
2. Legal certainty principle
3. Transparency principle
4. Reasonableness principle
5. Reliability principle

These have been converted into requirements for the following subjects:

1. Organisation
2. Teachers
3. Information
4. Contract terms & Terms of payment and delivery
5. Course delivery
6. Examinations
7. Complaints regulations

To participate in the audit you must offer training courses or you have the intention to do so, and can as such be considered a training institute by the Dutch Tax Authorities. To improve the readability of this form, the term 'course' is used for education, training, workshop, etc. All auditable components should be judged positively in order to qualify for CRKBO registration. Assessment takes place solely in terms of S (sufficient) or I (insufficient). In some instances the outcome may be NA (not applicable). Since NA is equal to S, NA will have no negative impact on the final judgment. To give an example: You offer no examinations; in that case the assessment criteria of subject 6. Examinations are: NA.



Assessment criteria	Does the institute think it complies? (Yes/No)	Demonstrated by? (quality assurance manual, terms of payment and delivery, instructions, website, course catalogue, staff files etc.)	Auditor's assessment	Remarks
<b>1. Organisation</b>  <b>1a - Providing information</b> All information provided to potential participants (whether verbal or in writing) is truthful and accurate. <i>Audit: review information published on the website, in course catalogues, corporate brochures for B-to-B, etc.</i>	Yes      No		S      I	
<b>1b - Advertising</b> The institute respects the advertising code for courses in its advertising campaigns and advertising materials: Advertisements for courses give a fair reflection of the institute organising the course or of the organisation under whose auspices the course is organised, and of the course itself. Advertising materials do not at any point hint at unattainable results, nor do they mention non-recognised qualifications. In addition, the institute respectfully considers other institutes as competitors and does not communicate aggressive marketing messages. <i>Audit: demonstrate.</i>	Yes      No		S      I	
<b>1c -</b> Each of the courses offered, including what participants at least may expect and the contractual terms which apply, are thoroughly known by at least one person within the institute. <i>Audit: show or prove during site visit.</i>	Yes      No		S      I	
<b>1d -</b> Accurate records are kept of who has registered, for what course and in what period. <i>Audit: demonstrate.</i>	Yes      No		S      I	
<b>1e -</b> Questions of an administrative or course-related nature are answered within a set time period. For example, mention of response time in automatic reply, info on website or in brochure, etc.). Letters with a longer processing time will be answered within a set period with a confirmation of receipt, which will indicate when the institute expects to be able to provide a further answer. <i>Audit: demonstrate.</i>	Yes      No		S      I	

Assessment criteria	Does the institute think it complies? (Yes/No)	Demonstrated by? (quality assurance manual, terms of payment and delivery, instructions, website, course catalogue, staff files etc.)	Auditor's assessment	Remarks
<b>1f - Study guidance</b> The institute may be reached at all times, i.e. questions can be asked by telephone (using voicemail if necessary) or via email. <i>Audit: demonstrate (this does not concern technical or academic questions, but issues such as scheduling etc.)</i>	Yes      No		S      I	
<b>1g -</b> The institute collects feedback about courses and teachers by means of surveys, to be filled in by participants and acts on this feedback, if required. <i>Audit: demonstrate.</i>	Yes      No		S      I	
<b>1h - Confidentiality and Privacy</b> All information provided by participants is treated confidentially by the institute, its employees and the teachers, for instance by using non-disclosure agreements for confidential information about businesses, work processes, markets, strategies, etc. <i>Audit: demonstrate.</i>	Yes      No		S      I	
<b>2. Teachers</b>  <b>2a - Teacher training</b> Teachers on permanent contracts are adequately trained in the institute's procedures and in its administrative system (for instance, by way of a teacher's instruction). Teachers are adequately guided to meet the institute's professional criteria. <i>Audit: how are teachers informed about procedures?</i>	Yes      No		S      I      NA	
<b>2b -</b> The institute ensures that the teachers it recruits are qualified to teach their courses or subjects. <i>Audit: demonstrate.</i>	Yes      No		S      I	
<b>2c - Courses and examinations</b> All teachers are experts in their respective fields. <i>Audit: demonstrate.</i>	Yes      No		S      I      NA	

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<b>3. Information</b>  <b>3a</b> - The course catalogue, course information, the website or quotation, provide at least the following information: <i>Audit: demonstrate.</i>	Yes    No		S    I	
<b>3b</b> - Name of the course	Yes    No		S    I	
<b>3c</b> - Contents of the course	Yes    No		S    I	
<b>3d</b> - Level of the course	Yes    No		S    I	
<b>3e</b> - Duration of the course	Yes    No		S    I	
<b>3f</b> - Objectives of the course	Yes    No		S    I	
<b>3g</b> - Target group for the course	Yes    No		S    I	
<b>3h</b> - Entry requirements for students (for instance, prior education requirements)	Yes    No		S    I	
<b>3i</b> - Exemption policy	Yes    No		S    I    NA	
<b>3j</b> - Study load for participants (in hours per week)	Yes    No		S    I	
<b>3k</b> - Clear explanation of special terms, as specified by the institute or the authorities for the course or in the course contract	Yes    No		S    I    NA	
<b>3l</b> - Information on course materials provided and/or course materials to be purchased	Yes    No		S    I	

Assessment criteria	Does the institute think it complies? (Yes/No)	Demonstrated by? (quality assurance manual, terms of payment and delivery, instructions, website, course catalogue, staff files etc.)	Auditor's assessment	Remarks
<b>3m</b> - Qualifications that can be attained	Yes      No		S      I      NA	
<b>3n</b> - Internal (institute's) examinations and/or external (sectoral/state) examinations which the course prepares for.	a      No		S      I      NA	
<b>3o</b> - Number of final tests or examinations and resit options for the course <i>Audit: demonstrate.</i>	Yes      No		S      I      NA	
<b>3p</b> - The institute should indicate whether passing the examinations entitles participants to legally recognised qualifications, sector-recognised qualifications, exemptions from examinations in other courses, etc.). <i>Audit: demonstrate.</i>	Yes      No		S      I      NA	
<b>4. Contract terms &amp; Terms of payment and delivery</b>				
<b>4a</b> - The language in which (study)contracts have been drafted is clear and unambiguous. <i>Audit: contracts are drawn up in correct Dutch, English, French or German. If contracts are stated in another language, a translation can be requested by the auditor.</i>	Yes      No		S      I	
<b>4b</b> - Participants must receive a copy of the terms and conditions of enrolment for their own records. <i>Audit: demonstrate.</i>	Yes      No		S      I	
<b>Contracts state:</b>				
<b>4c</b> - Name of the institute and title of the course	Yes      No		S      I	
<b>4d</b> - Tuition fees	Yes      No		S      I	
<b>4e</b> - Cost of textbooks/course materials	Yes      No		S      I      NA	
<b>4f</b> - Guidance and services which are included	Yes      No		S      I      NA	

Assessment criteria	Does the institute think it complies? (Yes/No)	Demonstrated by? (quality assurance manual, terms of payment and delivery, instructions, website, course catalogue, staff files etc.)	Auditor's assessment	Remarks
<b>4g</b> - Terms of payment	Yes    No		S    I	
<b>4h</b> - Payment instalments	Yes    No		S    I    NA	
<b>4i</b> - Payment method	Yes    No		S    I	
<b>4j</b> - Duration of the contract	Yes    No		S    I	
<b>4k</b> - Conditions under which the course may not be offered	Yes    No		S    I    NA	
<b>4l</b> - Cancellation conditions and refund options	Yes    No		S    I	
<b>4m</b> - Details of any guarantee provisions	Yes    No		S    I    NA	
<b>4n</b> - For participants (consumers) a grace period of at least fourteen days. <i>This grace period also applies if the participant books the course and the company or employer pays for it. If a company signs the contract, no grace period applies.</i>	Yes    No		S    I    NA	
<b>4o</b> - Copyright owner	Yes    No		S    I	
<b>4p</b> - Property right owner of course materials (participant or institute) <i>Audit: demonstrate.</i>	Yes    No		S    I	
<b>4q</b> - All reimbursements are processed within a fixed period of time. <i>Audit: toon aan.</i>	Yes    No		S    I	

Assessment criteria	Does the institute think it complies? (Yes/No)	Demonstrated by? (quality assurance manual, terms of payment and delivery, instructions, website, course catalogue, staff files etc.)	Auditor's assessment	Remarks
<b>5. Course delivery</b>				
<b>5a</b> - The course material specifies what participants ought to learn or which assignments they ought to complete. <i>Audit: interpret broadly.</i>	Yes      No		S      I	
<b>5b - E-learning/blended learning</b>  Participants must be given access to e-learning facilities, if this is a requirement. If e-learning facilities are offered as a supplement to other course materials, participants who do not have access to the facilities are given other options. <i>Audit: demonstrate.</i>	Yes      No		S      I      NA <i>In case you tick NA here, you may proceed to part 6. Examinations</i>	
<b>5c</b> - Participants signing in to e-learning programs are known to the institute.	Yes      No		S      I	
<b>5d</b> - Progress can be monitored/is monitored by means of a Learning Management System (LMS).	Yes      No		S      I	
<b>5e</b> - Questions put forward by participants are answered and personalised tutoring is offered by the institute.	Yes      No		S      I	
<b>5f</b> - The institute provides regular updates of digital course material, on the basis of the results of surveys among participants. <i>Audit: demonstrate</i>	Yes      No		S      I      NA	

Assessment criteria	Does the institute think it complies? (Yes/No)	Demonstrated by? (quality assurance manual, terms of payment and delivery, instructions, website, course catalogue, staff files etc.)	Auditor's assessment	Remarks
<b>6. Examinations</b>  <b>6a</b> - The institute has an appropriate assessment framework in place. <i>Audit: demonstrate (applies in particular to official courses and examinations).</i>	Yes      No		S      I      NA	
<b>6b</b> - Examinations must include clear instructions and explanations about the procedures. If the course is offered with the intention to pass formal (state) examinations, then the institute's examinations must prepare the participants for these adequately. The institute's examinations should be presented in the same format, ought to cover all of the course contents and should be assessed using the same assessment criteria and grading scheme. <i>Audit: demonstrate.</i>	Yes      No		S      I      NA	
<b>6c</b> - Qualifying tests and formal examinations are held and assessed, subject to the supervision or review by one or more independent, outside examiners. <i>Audit: demonstrate.</i>	Yes      No		S      I      NA	
<b>6d</b> - After having been informed about the final examination grades, participants who failed must be presented the options, available to them (other courses, resits, etc.). <i>Audit: demonstrate.</i>	Yes      No		S      I      NA	
<b>7. Complaints regulations</b>  <b>7a</b> - The complaints procedure is made public (website and course catalogue). The officials referred to are actual persons and they are mentioned in the complaints procedure. <i>Audit: demonstrate.</i>	Yes      No		S      I	



Assessment criteria	Does the institute think it complies? (Yes/No)	Demonstrated by? (quality assurance manual, terms of payment and delivery, instructions, website, course catalogue, staff files etc.)	Auditor's assessment	Remarks
<b>7b</b> - Complaints are always treated confidentially. <i>Audit: demonstrate.</i>	Yes      No		S      I	
<b>7c</b> - The institute responds to complaints within a period of four weeks. <i>Audit: demonstrate.</i>	Yes      No		S      I	
<b>7d</b> - Complaints are to be handled within a set time period. If more time is needed to study the complaint, the participant should be informed within the time period set, stating the reasons for the delay. The institute must indicate when it expects to come to a conclusion and inform the participant. <i>Audit: demonstrate.</i>	Yes      No		S      I	
<b>7e</b> - The institute has adequate complaints regulations in place which include at least the option of appeal to a known, independent third party. Please note: an independent third party does not mean the judge, but someone who has been requested by your organization to make a binding decision as an independent party. After that, the last, ultimate step to go to court remains open. <i>Audit: demonstrate.</i>	Yes      No		S      I	
<b>7f</b> - If this third party is an arbitration committee, association, or other appeal body, registration with/membership of this organisation is verified.	Yes      No		S      I      NA	
<b>7g</b> - The appeal body's verdict is binding for the institute; any resulting consequences will be handled by the institute within the established time limits. <i>Audit: demonstrate.</i>	Yes      No		S      I	
<b>7h</b> - Complaints and their handling are recorded; these records are kept for a set period of time. <i>Audit: demonstrate.</i>	Yes      No		S      I	



Shortcomings

Audit date

AuditOr

For agreement institute:

Name

Signature\*

\* Signing binds the institute to continue to comply with the CRKBO requirements for the duration of registration.

