



P . A . B

Professional Accreditation Body



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GUIDELINES REGARDING POLICY DOCUMENTS

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1. INTRODUCTION

Please note that this document serves as a basic guideline and for information purposes only. It should not be seen as an official statement of criteria. Institutions or persons utilizing this information should do so within the context of their operations and experience. The policies as listed under section 3 should also be seen as a guideline. PAB will not have a problem should institutions decide to incorporate different policies into one, or decide to break sections into different policies. The important factor is that all areas are addressed in specific policy statements.

2. BRIEF OUTLINE OF THE STRUCTURE OF A POLICY

- Name of policy
The name of a policy should be sufficiently differentiating to ensure easy identification and should make the policy distinctive.
- Purpose
A short statement on what is to be achieved by having the policy.
- Application
Parties the policy applies to as well as parties exempt from the policy.
- Policy
Keep the policy statements brief and clear. Remember to incorporate relevant legislation. Do not include implementation strategies or procedures, as this must be stated in the following section. When using acronyms, remember to first state them in full with the acronym in brackets after, to ensure clarification.
- Procedures
Write the procedures in a logical sequence. It is often easier if each action is stated under a subheading. Include the responsible person/s and give measurable criteria for compliance. It is better to state titles or designations than the names of actual people, as this can change. When using turnaround times, be realistic and practical.
- History
Date of policy, revision number, last revision date, next revision date, person who approved the policy, policy number.

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3. MINIMUM LIST OF POLICIES PER PAB PROVISIONAL ACCREDITATION CRITERIA
Assessment management
Moderation management
Internal quality assurance
Review policy
Learner entry, guidance and support
Refund and withdrawal
Staff selection, appraisal and development policy
Financial policy
Administration policy
Management of experiential learning
Language policy
Appeals policy
Physical resources management
Marketing policy
Internal monitoring and reporting policy
RPL policy
Learning programme review policy
Health and safety policy
Smoking policy

4. BRIEF DESCRIPTIONS OF POLICIES

Assessment management policy

Information given to learners after enrolment, assessment design, assessment criteria in terms of learner achievements, assessment guidelines for assessors, assessment process from assessment plan to assessment feedback, as well as the review of the assessment process, trends identified, etc.

Moderation management policy

Information and guidelines given to moderators, selection of and agreement with external moderators, moderation process from pre-moderation meeting and plan, through to review of assessment and moderation process with feedback, addressing theory and practical assessment moderation.

Internal quality assurance policy

Methods and procedures to ensure internal quality assurance of programme design, programme delivery, assessment, etc. Internal quality assurance should address all aspects which influence the performance of the institution as a whole.

Review policy

Review of QMS (process, cycle, parties responsible)

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Learner entry, guidance and support policy

Entry: Criteria for entry, procedure followed. Guidance and support: Assistance to learners in terms of choice of course/s, special needs they might have during their enrolment in terms of language or disability constraints, additional classes/revision/alternative aids, and emotional or psychological support mechanisms should it be required (usually outsourced).

Refund and withdrawal policy

Must state explicit procedure to be followed by learner should they decide to withdraw from the learning programme. Refund policy should provide fair, adequate protection for both the provider and the learner.

Staff selection, appraisal and development policy

Selection criteria and procedure, appraisal methods and timeframes, process of identifying staff development needs and provider's policy on staff development.

Financial policy

Petty cash, receipt of payments policy, responsible parties, lines of authority, auditors/bookkeeper, financial statements, payment of creditors policy, etc.

Administration policy

Staff members responsible, learner record confidentiality, administration processes and procedures, storage of documents (records and assessment tools security), access of learners to their records, paperbased and electronic storage of administrative documentation plus back-up procedures, staff records, etc.

Management of experiential learning policy

Communication to learners of criteria for experiential learning, criteria for salons, recordkeeping of hours, communication to salons on behalf of learners, feedback from learners, feedback from salons, feedback from clients, etc.

Language policy

Language of programme delivery, support mechanisms and allowances for learners whose first language is not supported, etc.

Appeals policy

Learner rights in terms of appeals, process with authority levels to follow for appeal with timeframes and relevant documentation to be completed, etc.

Physical resources management policy

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Equipment maintenance and repairs with timeframes, procedures to follow, liability in terms of damage, storage procedures, etc.

Marketing policy

Responsible staff, planning of marketing, use of logos and relevant terminology, budget allocations, methods of marketing, etc.

Internal monitoring and reporting policy

Levels of authority aligned to staff portfolios with reporting responsibilities, as well as management monitoring of staff responsibilities.

RPL policy

Recognition of prior learning process, communication, parties responsible, including relevant administration and fee structure.

Learning programme review policy

Review of learning material, methods of delivery, timetables, available resources, staff competency, review procedure with timeframes.

Health and Safety policy

Health and safety legislation compliance, inspections policy/procedure/forms, procedures to follow to ensure health and safety of personnel, learners and other parties involved, incident/accident report forms with policy and procedure, etc.

Smoking policy

Institution's stance on smoking must be contained in the policy statement. If allowed, areas where smoking is allowed to be specified, procedures in terms of learners and staff who smoke and how it is dealt with in terms of class and assessments, and doing treatments on clients/fellow learners, as well as smoking in uniform off premises, disciplinary procedures if in contravention of this policy, etc.

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