

CSK



The Computer Society of Kenya

ACCREDITATION OF COMPUTER TRAINING ESTABLISHMENTS

Issued by:

The Computer Society of Kenya
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RATIONALE

The aim of accrediting computer training establishments is to have a coordinated and nationally recognised procedure and reference for assessing the professional quality of training schemes offered by such training schemes. Specification that a training establishment is accredited by the CSK is an indicator that it is meeting certain high standards of professionalism in its discharge of information technology training services, and also an assurance that the establishment has voluntarily accepted to operate under the CSK Training Accreditation Code of Practice.

CSK accreditation is a purely voluntary matter, both for CSK Corporate members and non-members. The accreditation is renewable annually. However only CSK accredited training establishments can offer professional examinations under the CSK Professional Syllabus. Secondly, only CSK accredited establishments are eligible for CSK examination and certification of user training (application packages).

MINIMUM REQUIREMENTS FOR ACCREDITATION

1. Incorporation or Business Certification.
2. Established training premises.
3. Adherence to the CSK provisions on Short Computer Courses as regards minimum facilities (Number of computers etc.) and faculty (teaching staff).

ACCREDITATION PROCEDURE

1. Applications for accreditation will be made on the prescribed form available from the CSK Secretariat.
2. Accreditation will be handled by the CSK education committee.
3. The CSK reserves the right to visit any training establishment to establish the authenticity of any information given on the application forms.
4. Accreditation will be on an annual basis renewable on the date of first accreditation.

EXAM FEE PER PACKAGE IS KSHS. 450/= PER STUDENT

STUDENT MEMBERSHIP IS: KSHS. 200/= PER ANNUM.

THE CSK TRAINING ACCREDITATION CODE OF PRACTICE

1. PREAMBLE

This code of practice is established as the basis for creating and monitoring a list of approved providers, within Kenya, of Information Technology training organisations which undertake voluntarily to abide by the terms of this code of practice and can demonstrate that they are eligible to be accredited by the CSK.

The Code of Practice for the accredited establishments is of a dual significance. First, it is an expression of the practices which the accredited establishments voluntarily accept. Secondly, it forms the basis of the standards that have been applied by the CSK before accepting a training institution onto this register.

In even the best regulated systems, there is always the possibility of a slip or misunderstanding. CSK accredited institutions therefore accept the complaints procedure which is described in this code of practice, whereas the SED Committee of the CSK will assess against the provisions of the Code any complaint made by a student. Any such complaint should be made in the first instance direct to the institution and the CSK complaints procedures need only be involved if a satisfactory outcome cannot be achieved.

CLASSIFICATION OF TRAINING ESTABLISHMENTS

The listing of accredited establishments is done using the dual classification of User Training and Professional Training as explained in the CSK publication "The Guide to Computer Training in Kenya". Where user courses are offered, the details and any groupings are given, together with the examining and certification body if any. Where Professional Training is given the professional examining and certification body(ies) is/are given.

2. DEFINITIONS

In this code of practice:

- (a) The "Computer Society of Kenya" (CSK means the Society which gives effect to and administers the accreditation system.

- (b) "Client" means any person for training in Information Technology.
- (c) "Course" means any program of training in Information Technology, however conducted, which purports to be complete in itself.
- (b) "Student" means any person taking a course.
- (e) "Subscriber" means any person, institution, organisation or body accredited by the CSK as an approved provider of Information Technology training.
- (f) "Offer" means a written assertion (e.g. in the form of a brochure) that a subscriber is able to provide training at an indicated cost.
- (g) "He" and other gender-based terms are used to represent "She" and others respectively where applicable.

3. PUBLICITY

- (1) In advertisements, subscribers shall express themselves clearly and without ambiguity so that the reader may know exactly what is being offered and to what he is committing himself by responding.
- (2) Subscribers shall not give false or misleading indications, whether by words, illustrations or any other means, in relation to an offer or offers made by other training organizations.
- (3) Subscribers shall not make statements which cannot be substantiated.
- (4) Subscribers shall not publish any advertisement which may be confused with that of any other training establishment.
- (5) Subscribers shall not issue any publicity material containing tests (to be returned or not), likely to encourage students to enroll on impulse.
- (6) Advertisements or publicity material may make reference to this code of practice only in such form as the csk may approve.

4. RESPONSE TO ENQUIRIES

- (1) Training institutions accredited under the CSK accreditation scheme must make all offers for any course they offer to clients in writing, for example on a printed brochure. The brochure or offer in writing must be retainable by the client.
- (2) The brochure or written offer must indicate the fees of undertaking each course including all supplementary charges e.g. for materials and examination fees. The brochure must indicate the validity end-date of the fees if these are subject to change in the future, or in lieu a clear statement that the fees are subject to change with or without notice.
- (3) Where an offer provides for payment by installments, the amount, the number of installments and the schedule of payments shall be clearly stated; as well as the total installment price if this is different from the cash price.
- (4) Fictitious testimonials of the establishment, management or staff shall not be used in advertising or in offers.

5. FORM OF OFFER

The offer, preferably on a standard brochure, must include the following information:

- (1) The title of the course or group of courses.
- (2) The training performance objectives to be achieved.
- (3) The award and its significance if any, for which the course is designed to prepare students, and the name of the awarding body.
- (4) The method of evaluation and the conditions for the award or the withholding of completion certificate.
- (5) The syllabus of the course indicating the emphasis placed on each section including practical work.
- (6) The duration, total hours and contact hours of the course.

- (7) Training methods used (e.g. teacher to student and students per machine) and if classroom, indication of the class size.
- (8) A profile of the student for whom the course is designed, including prerequisite and/or desirable experience.
- (9) The practical work that students carry out, including a statement of the equipment available.
- (10) A list of information available on request, such information to include details of the qualifications and experience of lecturers and/or tutors.

Where an award is offered, the subscriber shall, on request, make available to the client a full syllabus.

Should the prospective client wish to inspect the training facilities he should be given a chance to do so as far as is practical. The prospective client will bear any costs involved in showing him the facilities.

6. BUSINESS CONSIDERATIONS

Each subscriber shall state:

- (1) The cost and payment schedule if payment is by installment.
- (2) The items of cost included in the total course fee.
- (3) Any reserved rights to change the content, timetable, location, date and fee in respect of any course.
- (4) The rights of the clients and the subscriber if for any reason the course is not completed.
- (5) The refund policy, if any.
- (6) The responsibility for payment of fees and the associated liabilities of the client.
- (7) If the course documentation is subject to copyright law.

7. CLIENT ACCEPTANCE

For any course requiring regular attendance at the subscriber's premises, a document shall be shown to, and agreed by, a prospective client before he/she signs an application or a contract. The document shall include:

- (1) Starting and finishing times
- (2) Expected standards of appearance for students.
- (3) Rules, if any, governing student conduct while attending the course.
- (4) The consequences of any lapse from the standards or rules.

Subscribers shall accept and retain as students, only those applicants whom they reasonably believe will be able to successfully complete the course.

Any aptitude test used in a selection process shall be administered with care and interpreted with caution.

Aptitude tests shall be used only as directed by the supplier of the test.

Aptitude tests shall be used as a method of selection on appropriate courses.

Students should display a good command of the language of instruction.

Subscribers shall provide every client with a copy of this document at the time of the enrolment.

Any contract or application signed by a prospective client shall be subject to a 48 hour delay to allow for reconsideration.

8. COURSE CONTROLS

Subscribers shall:

- (1) Ensure that lecturers/tutors possess the necessary technical expertise to present a course and are fully competent in the appropriate techniques of instruction.
- (2) Ensure that lecturers and/or tutors keep abreast of current developments and problems and are prepared to

describe how this is achieved.

- (3) Ensure that all course materials and documentation are reasonably accurate and up-to-date.
- (4) Assume full responsibility for any training, whether or not it is conducted by full-time employees of the subscriber.

At the completion of the course, the student shall be offered the opportunity of giving a written evaluation of the course to the subscriber.

9. JOB PLACEMENT

Where subscribers offer placement assistance, details of the assistance shall be made clear prior to commencement of the course. The details given to clients and/or students from recent courses who used the service and the number placed in suitable employment.

A disclaimer of guarantee for securing job placement for students on the completion of their training shall be made by the subscriber.

10. CSK CONTROLS

- (1) Subscribers shall make available to the CSK such statistical and other information as the CSK may reasonably require to be assured that the code of practice is being observed.
- (2) CSK's decision on whether a subscriber is observing the code of practice shall be final and such decision shall not be unreasonably delayed.

11. COMPLAINTS PROCEDURE

The complaints procedures are appended to this code of practice. In the case of a complaint by a client which falls under the ambit of the provisions of the code of practice the subscriber must make available to the client complainant the complaints procedure.

The complaints procedure is always available from the CSK Secretariat and the CSK will endeavour to keep subscribers abreast of any changes,

The CSK will only entertain complaints that are not able to be resolved by the subscriber/client.

Both parties to a complaint that is channeled to the CSK shall be bound by CSK's decision on the matter.

THE CSK ACCREDITED TRAINING COMPLAINT PROCEDURE

1. PREAMBLE

This procedure is established in conjunction with the code of practice of the CSK Training Accreditation. It provides a mechanism for making, receiving and examining complaints by clients/students against subscribers in respect of any matter covered by the code of practice.

2. SED COMMITTEE

- (1) Complaints will be dealt with by the Standards, Ethics and Disciplinary (SED) Committee. This is a permanent committee set up by the CSK from within its members to manage all matters of standards, ethics and discipline, including Training. The SED Committee or the Executive Committee of the CSK can co-opt up to two more members to deal with specific cases or situations.
- (2) The SED Committee has a Chairman and Secretary in addition to the members.
- (3) The SED Committee shall comprise of not less than six (6) members including its Chairman/Secretary.
- (4) In the event of a tie in voting, the Chairman of the SED Committee shall cast an extra deciding vote.

3. NOTIFICATION OF COMPLAINTS

- (1) Complaints shall be in writing on a standard form supplied by subscribers and obtainable from the CSK.
- (2) Complaints by clients or students shall be made direct to the CSK and will not generally be entertained if submitted to the CSK more than sixty days after the event or situation giving rise to the complaint.
- (3) Complaints will be addressed to the CSK Secretariat where they will be logged.
- (4) A non-refundable complaints fee of Kshs. 300/= payable by the complainant must accompany every complaint.

4. PROCEDURE AFTER RECEIPT OF COMPLAINT

- (1) The secretary of the SED Committee shall take such steps as are necessary to clarify and define the complaint.
- (2) The Secretary shall thereafter refer the complaint to the subscriber.
- (3) The secretary shall refer any response made by the subscriber to the client.
- (4) The secretary shall exercise discretion in assessing responses.
- (5) If the client is not satisfied with the subscriber's response, the secretary shall refer the matter to the next SED Committee meeting.
- (6) The SED Committee shall consider the complaint and shall, if necessary, request further information.
- (7) The SED Committee shall notify the client and the subscriber of its findings.
- (8) Either party may, within thirty (30) days of being notified of the findings of the SED Committee, appeal to the CSK Executive Committee.
- (9) The secretary of the SED Committee shall keep the CSK executive committee informed of all complaints received and action taken on such complaints and shall keep the parties involved in a complaint informed at all stages.

APPEALS PROCEDURE

- (1) A non-refundable appeal fee of Kshs. 400/= shall be payable by the appellant.
- (2) The secretary of the SED Committee shall submit to the CSK Executive Committee all appeals together with all relevant material considered by the complaints committee.
- (3) The secretary of the SED Committee shall, if he is not already a member of the CSK Executive Committee, attend as an ex-officio (non-voting) member any Executive Committee meetings at which appeals and other matters of the SED Committee are under consideration.
- (4) The decision of the CSK executive committee shall be final.



THE COMPUTER SOCIETY OF KENYA

P.O. Box 70180 NAIROBI TEL: 3871822, 0733738793
INTERNET E-MAIL: info@cskonline.org

The accreditation will be as per the provisions of the Accreditation Guidelines issues by the CSK

NAME OF ESTABLISHMENT: _____

POSTAL ADDRESS : _____

PHYSICAL ADDRESS : _____

TEL: _____ FAX: _____

EMAIL ADDRESS: _____

NAME OF CONTACT PERSON: _____

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We wish be accredited by the CSK as an Information Technology (Computer) Training Centre. We agree to abide by the provisions of the CSK Guidelines on Accreditation of Training Establishments.

ACCREDITATION FEES - 4,000/= per annum.

If paying by cheques, please cross to "The Computer Society of Kenya". Other payment options: Direct to A/c 1108233287, Computer Society of Kenya, Kenya Commercial Bank, University Way (Pay at any KCB branch and send copy of deposit slip). MPESA business number 919600, for Account use the mobile number you are using to pay.

Date: _____ Signature of person responsible: _____

Name: _____

NB: Please allow 10 days to receive the Accreditation Certificate.