

## **Annexure-II**

### **ACCREDITATION POLICY**

#### **Accreditation of Cooperative Training Institutions by C-PEC**

1. **Accreditation<sup>1</sup> is the process** of instilling an assurance and confidence amongst all stakeholders in respect of acceptable standards of institutional performance. Accreditation is the tool to monitor, assess, and evaluate the standards and quality of the training the trainees receive at an institution of learning and assures them that the training they are paying for has a value and is worth spending their time, money, and effort. Accreditation acknowledges a level of organizational competence that is comparable to other organizations accredited by the same accrediting body. By accepting accreditation status from a recognized accreditation organization, the accredited institution agrees to uphold the quality standards set by the accreditation organization. Accreditation also identifies areas requiring improvement and provides suggestions on how such improvements could be made in a time-bound manner. Accreditation organization, in turn, is accountable for the institutions to which it grants accreditation status. The trainees, faculty, administrators, State Government, and the funding agencies rely on them to thoroughly review an institution's working before granting accreditation. In the context of the cooperative training system, the accreditation by C-PEC helps in improving the quality of training as the accreditation status indicates that the CTI<sup>2</sup> meets the standards of quality set by the C-PEC in terms of faculty, curriculum, administration, libraries, financial well-being and the trainee services. The purpose of accreditation by C-PEC is to:

- Assess organizational proficiency as also reliable mechanisms in operation in the CTI
- Use standards of evaluation to ensure quality in training, consultancy, research, project work, etc. in the CTI
- Encourage CTIs to improve quality of training and its contents in line with the changing business environment
- Ensure the accountability of the CTI
- Provide a better sense of confidence in the CTI

It is worth mention here that C-PEC undertakes accreditation of CTIs and standardization of training programs; as such the training programs themselves are not accredited by C-PEC.

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<sup>1</sup> Accreditation/ Re-accreditation words have been used in this policy randomly and may be reckoned as per the case.

<sup>2</sup> Word CTI here above has been used with broader meaning encompassing ICMs/JLTC/other Cooperative Training Agencies.

## **2. Need for Accreditation of CTIs:-**

CTIs are being supported by NABARD for their training activities under its policy of SOFTCOB that has made it mandatory for the CTIs to get accredited with C-PEC established *within* BIRD. Similarly, the accreditation of Institutes of Cooperative Management (ICMs) set up under the aegis of National Council of Cooperative Training has called upon the CTIs to get accreditation from C-PEC so as to facilitate the procedures of assistance under the said scheme. 14 ACSTIs were the first set of institutions initiating the requests for accreditation, followed by other CTIs.

### **ii. Institutional Accreditation:-**

C-PEC undertakes accreditation of cooperative training institutions whereas it standardizes the training programs being / proposed to be undertaken by the CTIs. C-PEC does not undertake accreditation of training programs, *per se*.

### **iii. Eligibility of CTIs:-**

The CTIs set up by the cooperative institutions established under any statute governing the cooperative institutions in India in any manner, are eligible for accreditation by C-PEC. It is not mandatory for the CTIs to receive assistance under SOFTCOB of NABARD to be eligible for accreditation even-though such CTIs were the first institutions to benefit from C-PEC accreditation. These include the following:-

- Training Institutions under State Cooperative Banks
- Training Institutions under National Council for Cooperative Training
- Training Institutions under District Central Cooperative Banks
- Training Institutions under State Cooperative Federations / Unions
- Other Cooperative Training Institutions

Training Institutions under Private Sector could also be considered for accreditation provided that they are engaged solely in training of cooperative personnel.

### **iv. Accreditation Criteria:-**

C-PEC has developed the criteria for accreditation of CTIs with the aim to ensure that the CTIs adhere to basic norms for quality in the process of delivery of cooperative training / education. Any CTI seeking institutional accreditation with C-PEC needs to align its operations to the norms laid down by C-PEC and ensure necessary infrastructure and facilities to be eligible for accreditation. The criteria broadly considered by C-PEC during the process of accreditation of a CTI are as follows:-

a. The accreditation would lay emphasis on the following aspects:-

- i. Curriculum Design and Development
- ii. Faculty Expertise and Development
- iii. Governance and Leadership
- iv. Infrastructure
- v. Training Methodology**
- vi. Project and Consultancies**
- vii. Implementation of Operational and Technical Manual**
- viii. Initiatives/Innovations undertaken by CTIs**

b. With the above considerations, the C-PEC would look for the record and evidence for the following aspects in an objective manner:-

- i. Ability of the CTI to do the training needs analysis and based thereupon, to consistently design, develop and deliver the training courses that meet the requirements and expectations of cooperative institutions.
- ii. Ability of the CTI to achieve the objective of the individual training programs through appropriate design of curriculum, and its delivery process.
- iii. Availability of competent Faculty Members / Resource Persons and their capabilities for effective training delivery
- iv. Operationalisation of a system of on-going improvement in training delivery
- v. Ability of the CTI to assess the performance improvement of participants.

c. Institutional Mission, Vision and Objectives of the CTI should relate to the training and education primarily of the personnel associated with the cooperative institutions.

d. The CTI should be willing to institutionalize a mechanism for managing, operating, monitoring, evaluating and improving various processes for effective delivery of required training in cooperative sector as also to abide by other standard practices as evolved by the C-PEC from time to time in respect of cooperative training and other related areas of work normally expected of CTIs in fulfilment of their objectives.

e. The promoting / sponsoring organisation of the CTI should have a commitment to ensure necessary financial & human resources, infrastructure as also a sound management support to the CTI. It should also ensure the CTI meeting all statutory and regulatory requirements whatsoever.

f. The CTI should be willing to ensure that only those training programs / courses as standardised by C-PEC are conducted in the CTI after its accreditation. For other

programs evolved by the CTI as a part of its training needs analysis, it will ensure that the new training programs/ courses designed by CTI are referred to C-PEC for standardization well in advance of the date of commencement of the training program / course. Though the CTIs could undertake minor adaptations in the standardised program only to the extent of requirements of the local context, any major changes could not be introduced by the CTI in a standardised program without the prior approval of C-PEC. In turn, if C-PEC advises any changes in any standardised course / program package to CTI, the latter would ensure carrying out those changes within a reasonable time and, then, discontinue using the old material. Exception to this rule may be a tailor-made training program / course sponsored by any other organisation to be conducted by CTI for the benefit of the people nominated / specified by the sponsor organisation.

g. The Faculty Members conducting the training programs in the CTI should be well-trained and should have completed the course entitled “Certified Trainer for Financial Cooperatives” (CTFC) offered by C-PEC soon after its accreditation; the new Faculty Members inducted in the CTI should also complete this course within a period of not more than one year of their joining the CTI. Similarly, the accredited CTI shall regularly monitor and evaluate the performance of the Guest Faculty Members / Resource Persons and keep record of the same for perusal of Accreditation / Validation Teams as and when necessary.

h. The training and teaching methodologies adopted by the CTI shall be in conformity with those recommended by C-PEC and broadly guided under the CTFC course to the Faculty Members. Similarly, the training / reference material being provided to the participants would conform to the standards suggested by C-PEC. The CTI should maintain the high operational standards of institutional efficiency.

i. The participants of the training programs in accredited CTI would be evaluated for their performance improvement and shall, accordingly, be awarded a Certificate of Participation in the specified training program in the standard format that it will be duly serial-numbered. A serial record of such certificates issued by CTI shall be maintained by it.

j. The applicant CTI should be committed to maintain appropriate program-wise records of the training and other activities as also financial accounts as prescribed by C-PEC from time to time, provide C-PEC all the information necessary for accreditation and to, subsequently, furnish the periodical information and data including the self-assessment report as prescribed by C-PEC for continual review of accreditation status of CTI. The CTI holding the accreditation or seeking the same shall engage in the whole process in good faith by providing truthful and accurate information to C-PEC during and after the process of accreditation.

k. The CTI would be required to ensure confidentiality of all communications between the C-PEC and the concerned CTI in relation to the accreditation.

- v. **Accreditation Parameters:** The parameter adopted by C- PEC for assessment of CTI for the purpose of accreditation are as follows:-
- a. Training Needs Assessment and Preparation of Course Calendar that includes the practices adopted by CTI in respect of TNA, functioning of Syllabus Committee, process of finalizing the annual training calendar and its circulation. A view is also taken on adherence to the calendar during the course of the year.
  - b. Coverage and relevance of course content, preparation of course material, inclusion of Case Studies, Articles and Success Stories, etc. in the course material. A view is also taken about the language used in the course material as also the training material.
  - c. Introduction of new programs based on TNA or sponsorship, customization of other programs, up-dation of training modules and course material for regular (old & ongoing) programmes, etc.
  - d. Degree of academic flexibility in conduct of programmes and taking up field assignments.
  - e. System of Feedback from participants in terms of entry / exit tests, structured feedback, etc. as also the feedback from Cooperative Institutions by way of performance improvement impact evaluation, etc.
  - f. Evaluation of Faculty Expertise and Development that focuses on faculty qualification, experience, selection process, tenure of faculty members, faculty development initiatives, average number of training days per faculty, sessions handled by core faculty / guest faculty, utilization of experts as guest faculty, faculty capability in respect of catering to diverse training needs and any other achievements / innovations by the faculty. Feedback on Faculty Members from the participants in specific training programs is also taken into cognizance.
  - g. Assessment of Training Methodology that includes the class room sessions, group discussions, case studies, management games / cases, case exercises, brain-storming, assignments, presentations, role-play, field games, etc.
  - h. Availability and use of audio-visual and other modern devices for enhancing efficacy of training.
  - i. System of organising the field exposure visits and their efficacy.
  - j. Involvement of CTI in project preparation and consultancy work, research work / studies, etc. on fee-basis and extent of use of such work in training up-gradation.
  - k. Other faculty's initiative like support extended to State Government, sponsoring organisation or various cooperative institutions, adoption of societies / villages, etc.
  - l. Assessment of Governance and Leadership covering the Vision, Mission and Objective of the CTI, Leadership Structure & its efficacy, functional strategy development and

deployment, strategy for marketing of training programmes, organizational culture / processes, reporting system and compliance, etc.

m. A review of Financial Management that focuses on finalisation of annual budgets, mobilisation and effective utilization of resources, maintenance of account books, finalisation of accounting statements / returns / reports and claim of reimbursement of expenses.

n. Comprehensive review of availability, maintenance and use of Infrastructure including the classroom, conference room, discussion rooms, auditorium, computer lab and internet facility, library and reading room, hostel and catering, office equipment, audio-visual aids, etc. A view is also taken of the systems of general house-keeping & cleanliness of premises.

o. Initiatives / Innovations Undertaken by the CTI are also taken on record.

#### **vi. Evaluation of Accreditation Parameters:-**

C-PEC places all the parameters mentioned above in eight broad categories as the basis for its assessment of the CTIs for the purpose of Accreditation with an assumption that all the functions of the CTIs are broadly covered in these parameters. For the purpose of evaluation of CTI, weights have been assigned for each parameter under each of these categories. The weights are in the form of marks. The relative weightage assigned is as follows on the scale of 1000:-

<b>S No.</b>	<b>Parameters</b>	<b>Weightage</b>
1	Curriculum Design and Development	230
2	Faculty Expertise and Development	210
3	Training Methodology	80
4	Projects and Consultancies	75
5	Governance and Leadership	200
6	Infrastructure	145
7	Initiatives / Innovations Undertaken during the period under review	10
8	Implementation of Operational and Technical Manual of C-PEC	50
9	Response to Off-Site Surveillance System	-
	<b>Grand Total</b>	<b>1000</b>

The weights assigned as above are sub-divided for various parameters under each category and a CTI has to score necessarily at least 50% marks under the **parameters 1**

and 2 as above for consideration of accreditation. This assessment is done by a validation team ***comprises of representatives from C-PEC, BIRD; Concerned Regional Office of NABARD and Sponsoring Bank of CTI / representative of NCCT in case of ICM, RICM, VAMNICOM*** on the basis of a letter of intent and the self-assessment report received by C-PEC from the applicant CTI.

During the re-accreditation process in the second and subsequent stages of a CTI, a rigorous assessment would be done and there would be more focus on Governance and Leadership as also on Training Methodology and less weightage to the Physical Infrastructure.

#### **vii. Gradation of Accreditation:-**

Based on the evaluation of the CTI under various accreditation parameters as mentioned above, the gradation of the CTI is done as per the rating achieved by it as indicated in the following table:-

<b>S.No.</b>	<b>Marks Obtained</b>	<b>Rating</b>	<b>Grade</b>
1	900 and above	Outstanding	A+
2	Between 800 to 899	Excellent	A
3	Between 700 to 799	Very Good	B+
4	Between 600 to 699	Good	B
5	Between 500 to 599	Satisfactory	C
6	499 and below	Average	D

***The CTIs securing ‘C’ grade would be awarded the provisional accreditation subject to scoring of at least 50 % marks under each parameters 1 & 2.***

***Such CTIs may be advised to comply with specific observations of C-PEC within a period of one year. On the basis of compliance, increase in marks may be re-assessed on the compliance related aspects of Accreditation Format and ensure that CTIs qualifies for “B category and above of Accreditation”. The assessment of compliance may be done as desk review or through a short visit of Officer from concerned Regional office of NABARD. No further extension of the compliance period would be given to the CTI. Considering the peculiar situation and availability of a limited number of training institutions for Cooperatives, the CTIs of North Eastern States may be given extension of accreditation for another one year based on improvement in performance of CTIs vis-a-vis increase in marks based on***

**the compliance to the observations given by C-PEC pertaining to previous accreditation.**

***In case compliance is assessed as satisfactory after the date of provisional accreditation, the accreditation may be awarded w.e.f. retrospective date for continuation for next 02 years (completely 03 years). However, it may be ensured that C-PEC must receive compliance within the period of one year of provisional accreditation period (i.e. 31<sup>st</sup> March or 30<sup>th</sup> September as the case may be).***

***If the compliance is not satisfactory or not brings the CTI to “B Category” or compliance is not given, the CTI may reapply for fresh accreditation for the period from 3rd half year (1<sup>st</sup> April or 1<sup>st</sup> October –as the case may be) after completion of cooling period of one year.***

***Similarly, in case of CTI of North Eastern States, after getting provisional accreditation for two continuous years, if the CTI is not able to score more than 60 % in next accreditation visit, cooling period of one year may be given.***

The CTI securing ‘D’ **grade** would not be awarded the accreditation; C-PEC would communicate reasons and suggestions for improvement to the CTIs denied accreditation so as to enable them to improve their standards of performance and prepare for re-assessment. Such CTIs may apply for re-assessment after meeting the requisite standards. Other institutions would also be communicated about the areas of improvement in their functioning so as to achieve higher standards of performance.

#### **viii. Accreditation Certificate:-**

The CTI securing adequate marks / rating as above shall be issued the Accreditation Certificate upon satisfaction about the professional competence of the applicant CTI as also the approval of the gradation of accreditation by the Accreditation Board of C-PEC, based on the recommendations of the Validation Committee set up by C-PEC for each institution under consideration of accreditation. The Accreditation Certificate shall bear all the details pertaining to the accreditation including the Grade awarded to the CTI concerned as also the date of its validity period. Conditions, if any, as also the suggestions for improvement would also be sent to the CTI along with the certificate. The accreditation status would be reviewed on an annual basis and in case of any major slippages noticed in the performance of CTI, the Accreditation Board shall have powers to review and de-accredit the institution.

#### **ix. Accreditation Validity Period:-**

***Full Fledged Accreditation of a CTI will be valid for a period of 03 years from the date of grant of the Accreditation and provisional Accreditation***

*will be valid for a period of 01 year from the date of grant of Accreditation. The accreditation/re-accreditation issued in the first half year ending September of each financial year would be effective from 1<sup>st</sup> October to 30<sup>th</sup> September for 01/03 year(s). Similarly, the accreditation/re-accreditation issued in the second half year ending March of each financial year would be effective from 1<sup>st</sup> April to 31<sup>st</sup> March for 01/03 years (as the case may be).*

**x. Re-assessment:-**

The CTI not satisfied with the grading awarded to it will have an option to seek re-assessment of the grade allocated by the Accreditation Board by way of an application in prescribed format along with a re-evaluation fee equivalent to 50% of the accreditation fee within a period of one month from the date of receipt of accreditation advice by it from C-PEC. In case of any dispute, the decision of Accreditation Board would be final.

**xi. Re-accreditation:-**

On completion of 3 years of accreditation as indicated in para ix above, the CTI will be required to seek the re-accreditation. The re-accreditation process shall also be based on the same procedure that is prescribed for accreditation. To ensure continuity in accreditation, the CTIs may prefer forwarding their applications for renewal at least 3 months before the expiry of the accreditation validity period.

**xii. Provision for Cancellation of Accreditation or Keeping it in Abeyance**

In case of non-compliance of any norms or advices of C-PEC, submitted information being found to be incorrect subsequently, doing major changes in the standardised training programs without approval of C-PEC, unethical use of Accreditation Certificate or any other situation deemed appropriate by C-PEC, the accreditation of a CTI may be kept in abeyance for the time being pending corrective measures or it may be cancelled totally by C-PEC under appropriate advice to the CTI after giving prior opportunity of natural justice to CTI. If CTI would like to prefer any appeal against such a decision, it may prefer an appropriately worded appeal, alongwith supportive evidences, addressed to the Chairman of the Accreditation Board at the address of C-PEC. The accreditation may also be cancelled at the option of CTI if a specific request to that effect is made to C-PEC.

**xiii. Use of Accreditation Status by the CTI:-**

The accredited CTI may use the words “(Accredited by C-PEC)” in brackets under its name in appropriate size wherever it uses its name, like on Sign Boards, Banners, Advertisement, Letterhead, Stationery, Envelops, Books, Reading / Reference Material, Program Certificate or any other promotional material etc. A copy of the Accreditation Certificate, preferably a colour copy, may be displayed by CTI at appropriate places in its

premises. However, this being a voluntary accreditation, CTI may not use this in any legal document or may not put it to any commercial use.

#### **xiv. Accreditation Fee:**

C-PEC will levy an Accreditation fee as announced from time to time. The current rates are given as under:

<b>Category</b>	<b>North Eastern (N.E.) States</b>	<b>Other than N.E. States</b>
	<b>Fees (Rs.)</b>	<b>Fees (Rs.)</b>
Training Institutions under State Cooperative Banks	5,000	10,000
Training Institutions under National Council for Cooperative Training	5,000	10,000
Training Institutions under State Cooperative Unions / Federations	1,500	2,500
Training Institutions under District Central Cooperative Banks	2,500	5,000
Other Cooperative Training Institutions	5,000	10,000
Training Institutions under Private Sector imparting training to staff of Cooperative Institutions	10,000	20,000

Existing taxes (GST) would be applicable

### **3. Procedure for Accreditation:-**

The accreditation process involves the following steps:

- i. Submission of “Letter of Intent” along with “Institutional Self-Assessment Report” by the applicant Cooperative Training Institute (CTI) and with the prescribed fee. Formats for both these requirements are available on website of C-PEC. These formats may need a review in the light of acceptance of recommendations made in this Report in respect of the Accreditation.
- ii. “Desk Review” and completion of identified information-gaps.
- iii. “On-site visit” to CTI by a Validation Team constituted by C-PEC, if considered necessary; extensive guidelines are in existence in C-PEC for the use of Validation Teams for undertaking the work of validation.
- iv. Consideration of “Observation Report” of Validation Team by Accreditation Board.
- v. Accreditation Board’s decision on the Accreditation Status of the CTI.
- vi. Communication of the Accreditation Status to the CTI.
- vii. Issuance of Accreditation Certificate in line with the Accreditation Status

#### 4. Accreditation Board:-

The Accreditation Board comprises of the representatives of the institutions as follows:-

S. N.	Organization	No of Members
1	Director, BIRD, Lucknow (Chairperson)	1
2	College of Agriculture Banking (CAB), RBI, Pune	1
3	NABARD, Institutional development Department, Head Office, Mumbai	1
4	National Federation of State Cooperative Banks (NAFSCOB), Mumbai	1
5	National Council for Cooperative Training (NCCT), New Delhi	1
6	VAMNICOM / NIBM / IIM-L (On rotation basis)	1
7	Registrar of Cooperative Societies of States (By Rotation)	1
8	Officer-in-Charge of C-PEC : Convener of the Board	1

Any other person of eminence / subject matter specialist may be invited by the Accreditation Board to assist it in the meetings. The Accreditation Board shall be chaired by the Director, BIRD, Lucknow. ***As the Accreditation Board is structured and has the members from identified institutions (including those on rotation basis), it shall be in place till the Director, BIRD, Lucknow (Chairperson) decides for a change in consultation with IDD, NABARD, HO, Mumbai.*** Operational guidelines for the use of C-PEC for the purpose of accreditation process have been approved by the Accreditation Board.

#### 5. Annual Accreditation Review:-

The accredited CTI shall be required to submit an Annual Status Report (in the Self-Assessment Format) and / or additional information in the format as might be prescribed by C-PEC for review, at the end of each year. The Format for Self-Assessment in use at present is same as referred to in the para 3.1. above.

#### 6. Annual Management Review:-

The Management Body (with whatsoever name it is called) of CTI should review the functioning of the CTI as per their own rules in this regard but necessarily it should undertake an Annual Management Review of CTI that should encompass all its activities and more particularly the following:-

- i. Action-points outstanding from previous Annual Management Review
- ii. Review / Action Taken Report on the Action Plan of CTI for the year under review and finalization of Action Plan for the ensuing year
- iii. Actions Taken Report on Review Advices sent by C-PEC, if any.
- iv. Developments regarding Administrative/Establishment Matters in the year
- v. Review of developments relating to training programs / courses as per the calendar
- vi. Review of New Training Programs developed or introduced by CTI
- vii. Review of Research, Studies, Consultancy /other Innovations during the year
- Viii. Review of adequacy and performance of Faculty Members/ Resource Persons; future needs of training / capacity development required for them.
- ix. Analysis of participants' feedback, Course Coordinators' Post-Program Report and Training Impact Evaluation Studies, if any, during the year
- x. Additions (or need for) in Building / Training Infrastructure / Other Assets in the CTI
- xi. Complaints of any nature, if received against CTI or its Staff members or for any specific training program.

A copy of such Review Note along with the Action Plan for the ensuing year as approved by the Management Body may be furnished to C-PEC by the CTI.

## **7. Accreditation/ Re-accreditation of Institutes during unforeseen conditions**

In normal case, the team comprising an officer of C-PEC, officer of the Regional Office of NABARD concerned and representative of Sponsor Bank/Institute of the CTI take up the on-site validation visit. In case of unforeseen conditions including pandemic/ riots/ emergency, etc. where the validation visit by the team comprising C-PEC officials from Lucknow is not possible, with a view to continue the work of accreditation and reaccreditation of CTIs in an uninterrupted manner, the following policy may be adopted:

C-PEC may be represented by a local retired officer of NABARD/RBI not below the rank of Assistant General Manager in the Validation Team. Suitable officer/s will be identified in each state based on their Curriculum Vitae (CV) and past experience in consultation with the respective Regional Offices of NABARD. C-PEC will equip the identified officers with necessary inputs/guidance to take up the visits.

Based on the marks/grades awarded by the Validation Team, accreditation shall be granted to the CTIs for periods specified as under:

<b>Sr. No.</b>	<b>Marks</b>	<b>Grade</b>	<b>Policy for accreditation/re-accreditation during unforeseen conditions</b>
1	700-1000	A+, A & B+	2 years
2	600-699	B	1 year
3	500-599	C	1 year provisional accreditation
4	less than 500	D	No accreditation

The identified retired officer who represents C-PEC in the Validation Team shall be paid a lump sum honorarium of Rs. 10,000/- as well as local conveyance expenses of Rs. 2000/- for the services rendered during the validation visit. He/ She will be responsible for submission of signed reports with recommendations to C-PEC. The payment of honorarium will be made after the final report is received and approved by C-PEC.

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