



# NAECOB

NATIONAL ACCREDITATION AND  
EQUIVALENCY COUNCIL OF THE BAHAMAS

## Registration Manual

*The National Accreditation & Equivalency Council  
of The Bahamas  
(NAECOB)*

**2018 -2020**

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## ***PREAMBLE***

*It is the institution's responsibility to demonstrate that their programmes, procedures, policies, and processes are within The National Accreditation & Equivalency Council of the Bahamas (NAECOB) recognized standards and scope of authority. NAECOB reserves the right to circumscribe its review functions to the types of institutions and programmes that are within its recognized standards & scope of authority and to liaise with specialized consultants. NAECOB also reserves the right to decline undertaking the review of institutions and programmes that are determined to be outside of NAECOB's purview, capacity, competence, or where information presented by the institution is not apropos for a substantive evaluation.*

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# **ABOUT NAECOB**

## **Brief History of NAECOB**

The National Accreditation and Equivalency Council (NAECOB) is a statutory body established under the National Accreditation and Equivalency Council ACT of The Bahamas on 4th October 2006; assented 29th December, 2006 and came into force 28th February, 2007. NAECOB is responsible for registering and accrediting primary schools, secondary schools, post-secondary schools, and any institution that offers training in The Bahamas. The National Accreditation and Equivalency Council of The Bahamas began operation in 2016.

## **Mission Statement**

NAECOB is committed to providing quality assurance and a platform for shared values and practices, through a process of self-evaluation and peer review to address the needs of students and the society.

## **Vision Statement**

To be a model quality assurance body that ensures that all registered institutions and providers of education are accredited as a result of meeting established regulations and having a continuous quality enhancement plan.

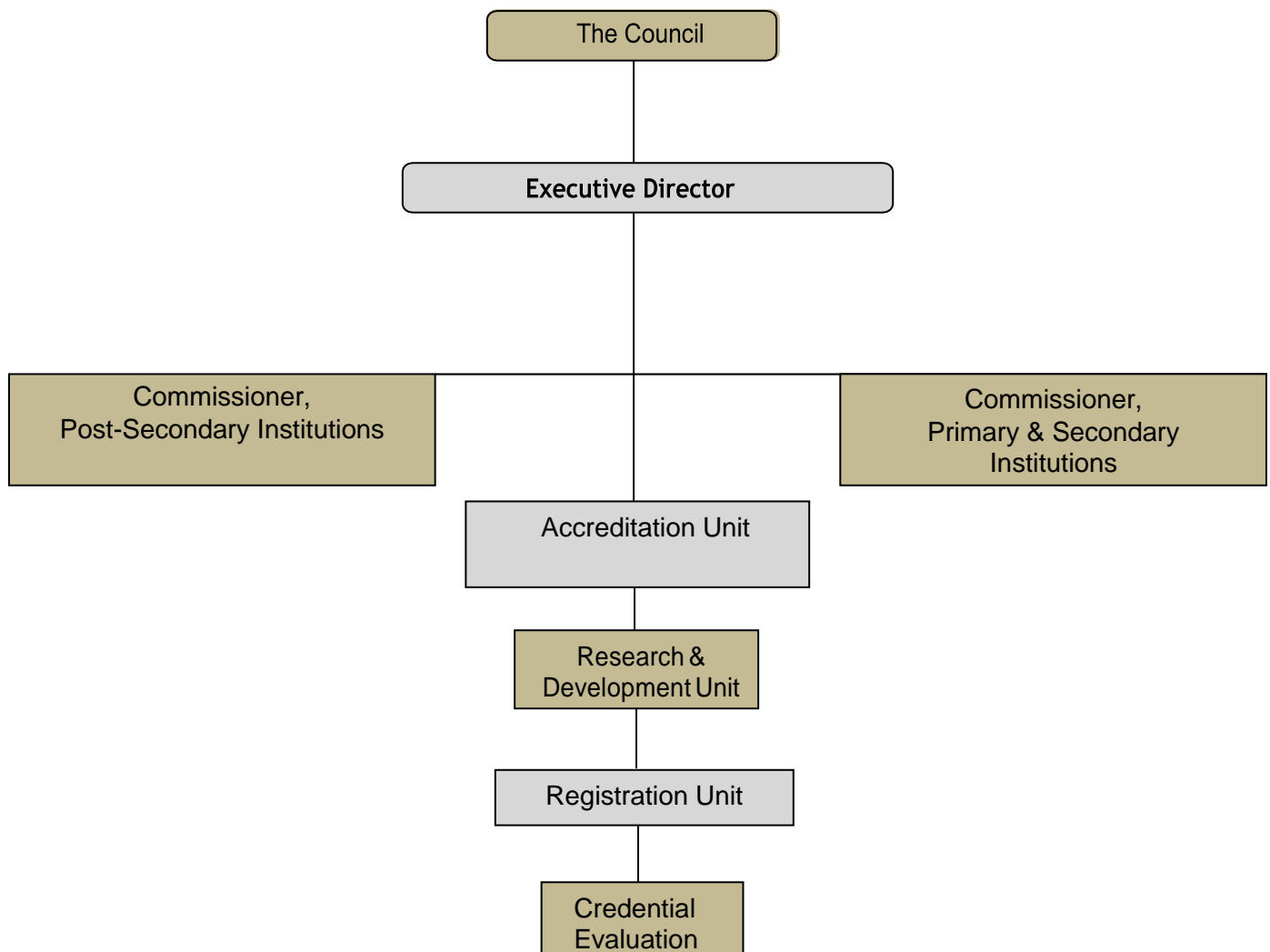
## **Philosophy**

NAECOB is committed through its principles and philosophy to provide the public with affirmation of institutions offering effective programmes and services based on agreed regulations. Institutions are expected to create an environment in which instruction, student engagement, learning, evaluation of student competencies, public service, and research occur. Accreditation allows for self-governance which in turn permits institutions to also employ continuous improvement strategies in order to achieve their goals for quality education. Through the process of accreditation, assessment of effectiveness in fulfilling its mission, adherence to set regulations, enhancement in quality of learning, programmes and services offered is revealed. This process calls for integrity, adherence to regulations, documentation and informed judgment.

## **Organizational Goals**

- 1.** To uphold the Ministry of Education's philosophy for improving the quality of education in The Bahamas to comparable international levels.
- 2.** To advance the mission and vision of NAECOB through quality assurance network partnerships, affiliations and agreements.
- 3.** To promote open communication and awareness concerning the value of accreditation to institutions and the public.
- 4.** To ensure that the programmes and resources provided by institutions and providers of education are diverse, innovative, and relevant to success in graduation and employment in the 21st century.
- 5.** To ensure that there are quality assurance mechanisms in place to hold institutions and providers of education accountable to established standards.
- 6.** To provide prescriptive and instructive guidance that supports institutions throughout the entirety of the accreditation process.
- 7.** To perform continuous cross-unit planning and data analysis that informs and strengthens NAECOB's operational processes.
- 8.** To continuously integrate relevant technologies and infrastructure that support the efficient execution of NAECOB's operational processes.
- 9.** To provide continuous professional development, skills training and learning opportunities for NAECOB's team members.
- 10.** To provide information sessions, events, workshops, publications, and paraphernalia, concerning education and accreditation.

## Quality Assurance Units of NAECOB



## Quality Assurance Functions of NAECOB

QUALITY ASSURANCE AREAS	BRIEF DESCRIPTION
<b>Registration of Post-Secondary Institutions</b>	The formal pathway for <b>Registration of Post-Secondary Institutions</b> . NAECOB's criteria, standards, and guidelines for <u>Registration Status</u> must be met in its entirety to achieve this.
<b>Registration of Primary &amp; Secondary Institutions</b>	The formal pathway for <b>Registration of Primary &amp; Secondary Institutions</b> . NAECOB's criteria, standards, and guidelines for <u>Registration Status</u> must be met in its entirety to achieve this.
<b>Accreditation of Post-Secondary Institutions</b>	The formal pathway for <b>Accreditation of Post-Secondary Institutions</b> . NAECOB's criteria, standards, and guidelines for <u>Accreditation Status</u> must be met in its entirety to achieve this.
<b>Accreditation of Primary &amp; Secondary Institutions</b>	The formal pathway for <b>Accreditation of Primary &amp; Secondary Institutions</b> . NAECOB's criteria, standards, and guidelines for <u>Accreditation Status</u> must be met in its entirety to achieve this.
<b>New Programme Approval</b>	The formal pathway for <b>New Programme Approval</b> for Institutions that are already <u>Registered</u> , <u>Accredited</u> or <u>Recognized</u> by NAECOB and would like to add new programme(s) to their academic offering. NAECOB's criteria, standards, and guidelines for New Programme Approval must be met in its entirety to achieve this.
<b>Institutional Recognition</b>	The formal pathway for <b>Institutional Recognition</b> for <i>Non-Bahamian Institutions</i> that are already <b>Fully Accredited</b> by an international or regional accreditation body recognized in The Bahamas. NAECOB's criteria, standards, and guidelines for <u>Institutional Recognition</u> must be met in its entirety to achieve this.
<b>Credential Evaluation</b>	The formal pathway for evaluation and verification to determine educational qualifications and equivalencies. Applicants requesting evaluation of qualifications will receive a basic report. This report will describe each credential submitted and for each credential give the national and/or international equivalent.



## Quality Assurance Network Affiliations

In an effort to advance our mission and vision, NAECOB has developed agreements, partnerships, and affiliations with the following quality assurance network:

Name of Quality Assurance Network	Overview about Quality Assurance Network
<b>The International Network for Quality Assurance Agencies in Higher Education (INQAAHE)</b>	The International Network for Quality Assurance Agencies in Higher Education (INQAAHE) is a world-wide association of over 200 organizations active in the theory and practice of quality assurance in higher education.
<b>Council for Higher Education Accreditation (CHEA)</b>	The Council for Higher Education Accreditation (CHEA) is a United States organization of degree-granting colleges and universities. It identifies its purpose as providing national advocacy for self-regulation of academic quality through accreditation in order to certify the quality of higher education accrediting organizations, including regional, faith-based, private, career, and programmatic accrediting organizations.

# REGISTRATION

## What is Registration?

“Registration” certifies that an institution/provider offering/proposing to offer an educational service in the Bahamas has met the criteria for the provision of such services stated in the Education Act (1962 as amended). The criteria for registration are designed to provide registered institutions with a foundation for logical development towards accreditation. **Registration status; however, can in no way be equated to accreditation.** Institutions/Providers that are registered by the National Accreditation & Equivalency Council of The Bahamas (NAECOB) should not purport for promotional purposes to be “accredited” by NAECOB. Institutions/Providers making such a claim do so in contravention of the Act.

## The Importance of Registration

- It helps students to determine if the programme offerings at an institution are relevant and credible in their jurisdiction.
- It prevents students from investing their funds in academic programmes that are not viable in the marketplace.
- It helps employers to determine if a job applicant’s academic qualification is from a registered institution whose programme offerings and institutional operations are in compliance with industry standards.
- It guides employers who offer tuition assistance in sending their employees to registered institutions whose programme offerings and institutional operations are in compliance with industry standards.
- It helps Governments and Not-For Profit Institutions that issue grants and funds in support of educational pursuit to target institutions whose programme offerings and institutional operations are in compliance with industry standards.

## The Registration Liaison Officer

The Registration Liaison Officer (RLO) is an appropriately qualified and experienced representative of the institution appointed by the Chief Executive Officer (CEO) that will be responsible for leading and managing the **Registration Process**; they will be the main point of contact with NAECOB officers; ensuring that communications, information sharing, and requests are carried out in a timely manner. The Registration Liaison Officer must be a full-time employee who works on-site at the main campus.

Please note that The Chief Executive Officer cannot serve as the Registration Liaison Officer.

## Criteria for Registration

**To be eligible to apply for *Registration* an institution must meet the following criteria:**

1. Have a clearly defined structure of governance which is the final authority with respect to the formulation and implementation of basic policies that govern the institution/provider.
2. Have a clearly defined statement of the mission and purpose of the institution/provider in terms of its specific aims and goals within the context of the national goals.
3. Have Educational Programmes with clearly defined objectives and be consistent with the institution's/ provider's mission and purpose.
4. Have an evaluation process on which the award of a certificate, diploma, or degree is to be based.
5. Have Admissions Policies compatible with its stated mission and instructional objectives.
6. Own or have access to sufficient learning resources and services to adequately support the proposed courses and programmes.
7. Have sufficient academic, administrative and support staff with the requisite qualifications and experience appropriate for their tasks and to institution's/provider's mission and purpose.
8. Have a plan for the educational, physical, and financial growth of the institution/provider as well as a method of evaluation of its efficiency and effectiveness.
9. Disclose all information required by NAECOB for the purpose of evaluating and registering the institution/provider.

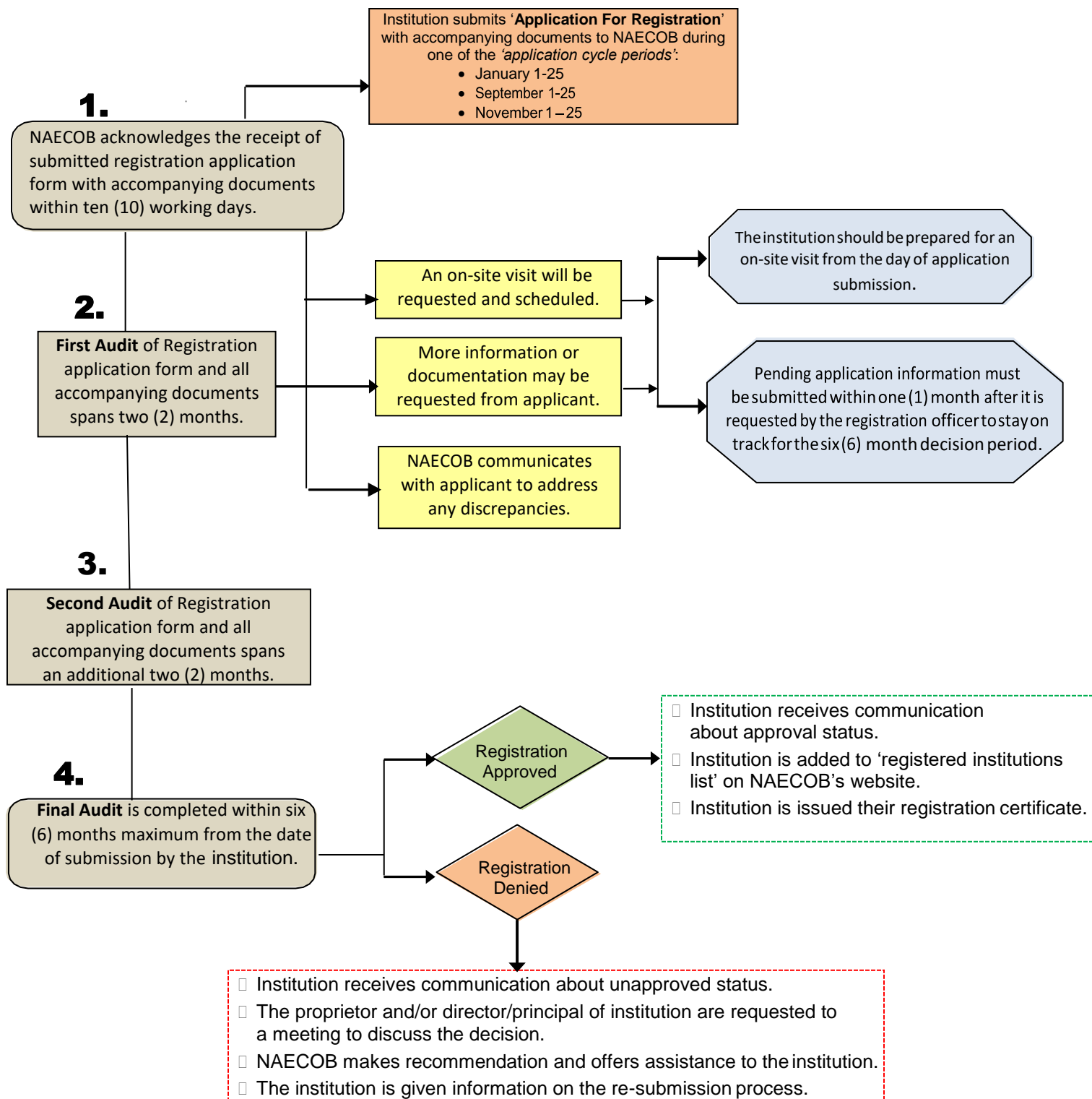
# THE REGISTRATION PROCESS

## Registration Steps

1. The Proprietor/Principal/President/Director of the institution/provider seeking registration should obtain copies of the relevant Regulation and Application Form from NAECOB.
2. The institution/provider should file an application with NAECOB along with documentation of its conformity with the criteria for registration. This will be the primary source of information to be used in the evaluation of the institution/provider.
3. NAECOB will review the application and documentation to make an initial determination of the institution's /provider's eligibility for registration. Where the information submitted by an institution/provider is incomplete /unclear, NAECOB shall seek additional clarification from the institution/provider.
4. In reviewing the application and documentation, NAECOB will seek the input of professionals/practitioners with appropriate expertise and objectivity, where necessary. It will also seek to verify affiliations/articulations/associations, whether locally or internationally.
5. NAECOB will schedule a suitable time for the Registration Evaluation Team to conduct a site visit of the institution/provider. The team will comprise members of NAECOB and when necessary, Professionals/Practitioners with appropriate expertise and objectivity. The purpose of the site visit is to determine the extent to which institution/provider is in conformity with the registration criteria.
6. The Registration Evaluation Team will prepare a written report and communicates to the institution/provider regarding any additional materials or matters in need of attention.
7. If approved, [NAECOB will forward a letter of registration and a registration certificate to the applicant](#). The letter of registration informs the institution/provider of the registration decision and specifies the programmes/courses for which the institution is registered and the island on which these services are to be offered. If not approved, the letter will state the reasons why the registration is being withheld and make recommendation for actions if resubmission is desired.

# Timeline Associated with the Registration Process

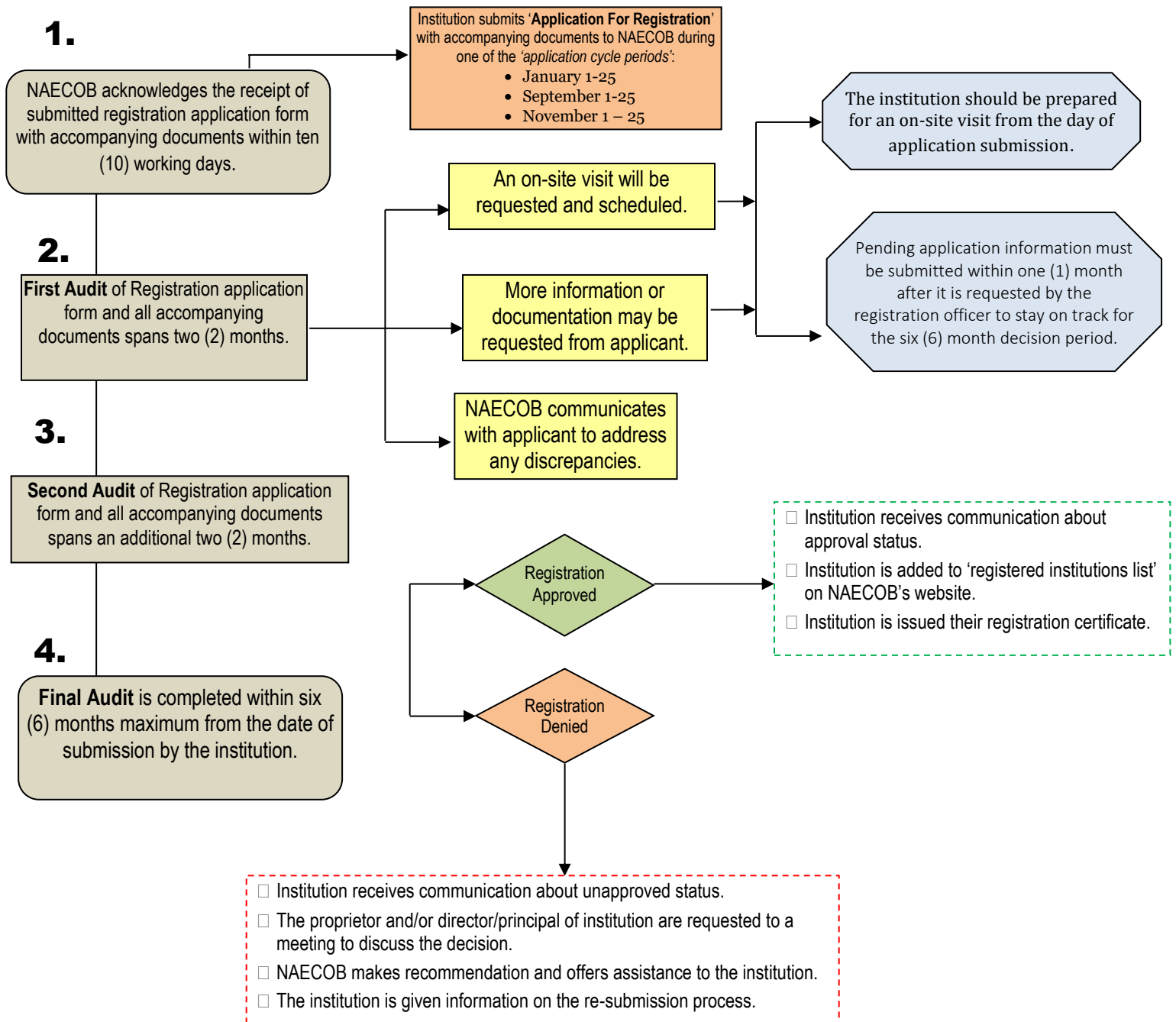
## (Post-Secondary Institutions)



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# TIMELINE ASSOCIATED WITH THE REGISTRATION PROCESS

(Primary & Secondary Institutions)



# **On-Site Visitation**

## **What Is The Purpose Of An On-Site Visit?**

On-Site visits are undertaken by NAECOB staff members to assess factors that cannot be determined in written form. On-Site visits are also done to verify the information submitted by the institution.

## **When Are On-Site Visits Scheduled?**

The institution should be prepared for an on-site visit from the day of application submission.

## **How Are On-Site Visits Scheduled?**

NAECOB will contact the Institution's President via email and telephone to communicate suggested dates for the On-Site Visit, prior to the visit. Please note that though NAECOB has standard timelines and deadlines associated with on-site visits, we may adjust visitation timelines based on any conflicting holidays or institutional events.

## **How Long Do On-Site Visits Last?**

Depending on the size of the institution and schedule of the On-Site visits may take one – three (1 – 3) days to complete. On-Site visits may occur during the weekdays, weekends, daytime, and evenings, depending on when in-session classes are held by the institution, among other factors. On-site visits located in Nassau, The Bahamas typically last for three (3) days. On-Site visits scheduled outside of Nassau, The Bahamas may take longer given additional travel time...etc.

## **What Does The Institution Do To Prepare For The On-Site Visit?**

The Institution will need to prepare the following ahead of the On-Site Team Visit:

### **LOGISTICS**

- The Institution will pay NAECOB a determined amount to NAECOB to cover the costs associated with transportation and accommodation per diem.
- The Institution will provide conference/meeting room on Institution's campus and branch campuses.

### **DOCUMENTS**

Prior to the on-site team visit, the institution must send printed and bounded copies of the following for the visiting team:

- The final completed registration application.
- Supporting documents/attachments.
- A minimum of a one (1) year strategic plan, inclusive of a financial plan that reflects actual and projected enrollment costs reflected in Bahamian Dollars.
- One (1) latest independently audited financial statements & management letters.
- Provide a map of all campuses, inclusive of directions to and from campus(es).

## **On-Site Visit Activities**

Activities that take place during an on-site visit are inclusive of but not limited to:

- Tour of Classrooms & Laboratories
- Tour of Administrative Areas
- Tour of Surrounding Property
- Tour of Other Key Facilities
- Demonstration of eLibrary
- Meeting/Interview with Select Administrative Staff
- Meeting/Interview with Select Student(s), if Institution is already opened
- Meeting/Interview with Programme Director(s)/Chair(s)
- Meeting/Interview with Programme Planning Committee
- Chief Administrative Officer Should Be Present
- Chief Academic Officer Should Be Present
- Meeting/Interview With Select Board Members
- Meeting/Interview With Other Persons Deemed Appropriate
- Review Of Current and Past Textbooks
- Review Of Resources Available To Students
- Review Of Past Student Assignments And Projects, Where Applicable
- Review Of Past Exams From A Selected Course(s), Where Applicable
- Review Of Past Course Assessment Materials/Rubrics, Where Applicable



# Registration Decisions and Actions

Decisions on an Institutions Application for Registration occurs after relevant documents, site visits, have taken place.

## Actions: Granted, Denied and Deferred

### 1. Registration is Granted As Follows:

- Full Registration: **Full Registration** is granted to Institutions that meet **all** of the outlined *criteria for registration*.
- Provisional Registration – **Provisional Registration** is granted to Institutions who meet the majority of the outlined *Criteria for Registration*. Provisional Registration is granted with an explicit understanding that this type of registration is **NOT INDEFINITE** and the institution must address the 'lacking areas of compliance' by a period determined by NAECOB to achieve 'full registration'. **The Institution's Application For Registration will be denied should they fail to do this.**

### 2. Registration is Denied

Institutions that do not meet all criteria for registration or the majority of all criteria outlined in the Application for Registration will be denied 'Registered' Status. The institution will be allowed to reapply after they have demonstrated to NAECOB that they have addressed the major areas of concern that led to the denial. **An institution is allowed to reapply after a minimum of one (1) year has passed.**

- ### 3. **Defer Taking Action** – NAECOB will defer making a decision on the Application for Registration to allow an institution that demonstrates the potential to meet all criteria for registration in a maximum period of one (1) year to address outlined areas of concern.

## Sanctions: Warning, Probation, Deregistration, Suspension and Revocation

If a **Registered Institution** is found deficient or in violation of NAECOB's criteria for registration, then it may face one of the five sanctions - warning, probation, deregistration, suspension, or revocation. Please note that these sanctions **are not** in sequential order and NAECOB may make a decision to place the 'violating institution' on any of them based on the degree of seriousness of compliance violation. The following sanctions once invoked, are not appealable by the institution:

1. **Warning** – If a Registered Institution demonstrates significant non-compliance of NAECOB's criteria for registration and/or applicable laws within the jurisdiction(s) it operates, as well as failure to address areas of concern within the timeline outlined by NAECOB, then the institution will be placed on 'warning'. An Institution is placed on 'warning' for a maximum of two (2) years. NAECOB will issue a public statement about this decision.
2. **Probation** - A Registered Institution faces the more serious sanction of 'probation' for similar reasons outlined in 'warning' sanction, i.e. demonstrated significant non-compliance of NAECOB criteria for registration and/or applicable laws within the jurisdiction(s) it operates, as well as failure to address areas of concern within the timeline outlined by NAECOB. Additionally, an institution may be placed on 'probation' if it was initially placed on 'warning' and failed to remedy areas of deficiencies at the conclusion of the 'warning period'. An Institution is placed on 'probation' for a maximum of two (2) years. NAECOB will issue a public statement about this decision.
3. **De-Registration** – A Registered Institution may lose its status when a serious instance of noncompliance occurs and/or if the institution repeatedly violates NAECOB's standards and/or applicable laws within the jurisdiction(s) it operates. A Primary, Secondary, and/or Post- Secondary Institution faces de-registration for noncompliance for a minimum period of six (6) months. De-registration goes into immediate effect on the stated date once the decision is made.

Should the decision to de-register an institution occur during a semester/term that has already commenced, then the institution is required to make appropriate arrangements for students, faculty, administrative staff, support staff and other relevant stakeholders.

A De-registered Institution may reapply for registration after a minimum period of six (6) months. De-registered Institutions will be reinstated under a 'probationary period' for a maximum of one (1) year. NAECOB will issue a public statement about this decision.

4. **Suspension** – A Registered Institution may lose its status when a serious and deliberate instance of noncompliance occurs and/or if the institution repeatedly violates NAECOB's standards and/or applicable laws. A Primary, Secondary, and/or Post-Secondary Institution faces suspension for a deliberate act of noncompliance for a minimum period of one (1) year. Suspension goes into immediate effect on the stated date once the decision is made. Additionally, per the NAECOB ACT (Part IV-17), an institution/provider faces suspension if it:

- (a) operates or alters its operations without proper approval;
- (b) uses words such as “university”, “college”, “polytechnic”, “community college”, “technical college” or “technical university” in its title without such title and/or degree granting powers being approved; or
- (c) misrepresents to the public the recognition accorded to it or its courses or programmes or its awards,”.

Should the decision to suspend an institution occur during a semester/term that has already commenced, then the institution is required to make appropriate arrangements for students, faculty, administrative staff, support staff and other relevant stakeholders.

A Suspended Institution may reapply for registration after a minimum period of one (1) year. Suspended Institutions will be reinstated under a ‘probationary period’ for a maximum of two (2) years. NAECOB will issue a public statement about this decision.

5. **Revocation** – A Registered Institution may lose its status and be subject to closure when a severe and deliberate instance of noncompliance occurs and/or if the institution repeatedly violates NAECOB’s standards and/or applicable laws within the jurisdiction(s) it operates.

A Primary, Secondary, and/or Post-Secondary Institution faces [Revocation and Closure](#) for a deliberate act of noncompliance for a minimum period of one (1) year. Revocation and Closure goes into immediate effect on the stated date once the decision is made.

Should the decision to close an institution occur during a semester/term that has already commenced, then the institution is required to make appropriate arrangements for students, faculty, administrative staff, support staff and other relevant stakeholders

**Please note that: if a post-secondary/tertiary institution loses its registration status and is closed then NAECOB will require the institution to submit a ‘teach-out’ plan and closure report for consideration and approval. All student records must be submitted to NAECOB.**

## What Public Statements Concerning Registration Status Is Allowed To Be Made?

Please note that submitting an ‘*Application for Registration*’ to NAECOB does not establish accreditation with NAECOB. An institution granted *Registered* status must only use the following statement whenever it makes reference to its affiliation with NAECOB:

**[Institution’s Name]** has been granted *Registered* status by The National Accreditation & Equivalency Council of The Bahamas (NAECOB).

The *Registered* status does not suggest that **[Institution’s Name]** now has accreditation with NAECOB nor does it guarantee that **[Institution’s Name]** is ensured eventual accreditation.

*Registered* status solely indicates that the institution has currently satisfied one of the several steps in progressing towards being accredited by NAECOB.

## Maintaining Registration Status

The Proprietor/Principal/President/Director of every registered institution/provider shall provide NAECOB, during the month of July each year, with an annual report of the performance of said institution/provider. The report should include particulars of any approved changes in the institution/provider since the date of its registration or the last annual report, as applicable.

Requests to offer additional programmes/courses and/or to expand operation to Islands other than that for which original registration was given must receive prior approval of NAECOB. Such request must be submitted under separate cover. The reviews of programmes/courses in this instance are guided by adherence to the same criteria as outlined in “**CRITERIA FOR REGISTRATION**” listed above.

# Substantive Changes

## What Are Substantive Changes?

An institution is granted '*Registered*' Status based on their programmes, processes, and procedures...etc. that is reviewed at the time of application. Given the evolving nature of the education industry, NAECOB understands that institutions may change certain aspects of its administration and operation to keep up-to-date with growing trends and best practices. There is however a difference in what is considered a 'minor change' as opposed to a 'substantive change'. The latter may require a new review of that 'significant change area' to determine if it is still in line with NAECOB's standards and/or if the change(s) adversely affects other criteria areas.

### **These substantive changes are inclusive of but not limited to:**

1. **Legal Status to Operate**- changes in business licensure agency.
2. **Ownership** - changes in ownership type of the institution.
3. **Organizational Leadership** - changes with the Chief Executive Officer, Chief Administrative Officer and Chief Academic Officer of The Institution.
4. **Board Members** – changes in structure, authority and autonomy of governing board members of the institution.
5. **Institutional Goals** - changes to organizational goals and objectives.
6. **Mission** - changes in the mission statement of the institution.
7. **Vision**- changes in the vision statement of the institution.
8. **Academic Programmes** - changes to curricula, catalogue, handbooks, personnel, departments, awards, student services...etc. associated with academic programmes.
9. **Agreements and Affiliations** - changes in who the institutions has affiliations with. (MOUs, Articulation Agreements, Instructional Service Center partnerships...etc.)
10. **Administrative and Support Staff** - changes to administrative and support staff.
11. **Instructional Staff** - changes to instructional staff.
12. **Fiscal Resources** - changes to fiscal resources of the institution.
13. **Learning Resources** – changes to learning resources (student management systems, eLibrary databases...etc.) that support programme delivery.
14. **Physical Resources**- opening, closing or other changes in the geographical location of campus(es) where students are enrolled and/or staff assigned; associated rental or mortgage agreements, infrastructure, facilities...etc.
15. **Strategic Development Plan** - changes to organizational strategic plan.

## When Should An Institution Notify NAECOB About A Substantive Change Request?

Registered Institutions making changes to any of the above mentioned areas must notify NAECOB early in the institution's planning process via the '*Substantive Change Request Application Form* **before** the change happens. NAECOB will be able to advise the institution accordingly if the planned changes will have an effect on their current candidate status or registration status. Failure to notify NAECOB about any substantive change(s) being undertaken by the institution will result in the possible penalty of loss of candidate status or registration status.

The institution is also encouraged to share information with NAECOB about changes in other areas not outlined above.

## Actions on Substantive Change Request

NAECOB takes one of the three following actions on substantive change request submissions:

- Accepts – NAECOB “accepts” a substantive change request when it has clearly demonstrated a thorough understanding of NAECOB's compliance standards in relation to outlined violations and other areas of concern, if any.
- Document Receipt Of – At its discretion NAECOB may instead simply “document receipt of” substantive change request instead of ‘accepting’ it. This indicates that the Institution demonstrated only a limited understanding of compliance standards in relation to outlined violations, and other areas of concern, if any.
- Rejects – NAECOB will “reject” an substantive change request when it is deemed insufficient and demonstrates a misunderstanding of NAECOB's compliance standards in relation to outlined violations and other areas of concern, if any

# Costs Associated With the Registration Process

## Registration Fees

There are a number of costs associated with the registration process; these are inclusive of a variety of dues, fees, and related expenses. Costs that are incurred by the Institution at various points through the process will be clearly communicated by NAECOB. Costs will vary between domestic institutions and international institutions.

Please note that all fees, dues, and other related costs paid to NAECOB by the institution are non-refundable. Kindly review the following information:

REGISTRATION FEES	
Category	2018-2020 Fees
Application for Registration Fee	\$50.00
On-Site Visit	\$150.00
Accompanying Documents Review	\$250.00
Formatting Submission Penalty	\$75.00/each
Cancellation of On-Site Visit Penalty	\$100.00 (each time)
Programme Review – Associate Degrees & Below	\$300.00/each
Programme Review – Bachelor Degree	\$500.00/each
Programme Review – Master’s Degree	\$750.00/each
Programme Review – Doctoral Degree	\$1,000.00/each
Administrative Fee (25% of Total)	
Late Payment of Fees	50% of amount due/monthly

(+ determined travel expenses and stipends for On-Site Visiting team)

## Registered Institutions Annual Dues

<b>REGISTERED INSTITUTION ANNUAL DUES</b> (International dues are 150% of domestic dues)	
<b>Enrollment</b> (Full-Time and/or Part-Time)	<b>2018-2020 Dues</b> (Domestic)
1– 50	\$-100.00
51– 100	\$200.00
101 – 250	\$300.00
251 – 450	\$400.00
451 – 750	\$500.00
751 – 1000	\$600.00
1,001 – 2,000	\$700.00
2,001 – 3,000	\$800.00
3,001 – 4,000	\$900.00
4,001 – 5,000	\$1000.00
5,001 – 10,000	\$1,500.00



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# Glossary of Terms

**Annual Report** – The Annual Report is a comprehensive document outlining evidence-based data and information concerning the programme and institutional data, organizational activities, and financial performance from the preceding year.

**Appeal** - The process in place for institutions to address concerns that they may have about an accreditation decision and/or action made by NAECOB.

**Assessment** – A comprehensive process of using empirical data provided by an institution to measure their compliance against NAECOB’s standards, as well as against applicable laws within the jurisdiction(s) the institution operates.

**Award** – The certificate, diploma, degree, or other form of achievement presented to a student that completes their academic programme successfully.

**Benchmark**– a measure used to systematically gauge the quality or effectiveness of selected best practices.

**Best Practices** – a reasonable set of ideas, guidelines, and/or methodology that have been generally accepted by peers and authoritative bodies in the field of education as the most effective or exemplary demonstration of quality.

**CAO** - The Chief Academic Officer at an educational institution.

**CEO** - The Chief Executive Officer at an educational institution.

**CHEA** – “The Council for Higher Education Accreditation (CHEA) is a United States organization of degree-granting colleges and universities. It identifies its purpose as providing national advocacy for self-regulation of academic quality through accreditation in order to certify the quality of higher education accrediting organizations, including regional, faith-based, private, career, and programmatic accrediting organizations.”

**Criteria** – A set of principles concerning the accreditation process and protocol for an institution.

**INQAAHE** – “The International Network for Quality Assurance Agencies in Higher Education (INQAAHE) is a world-wide association of over 200 organizations active in the theory and practice of quality assurance in higher education”.

**Post-Secondary School** – an institution that delivers tertiary level education, this is inclusive of colleges, universities, technical & vocational schools, among others.

**Primary School** – an institution that delivers elementary level education, typically from Grade 1 to Grade 6.

**Programme** – An educational programme made up of a set of courses in a set discipline; designation and name of the programme will vary accordingly.

**Qualification**– an academic award(s) and/or professional experience(s) that demonstrates a person’s competency and authority in a given subject matter.

**Quality Assurance** – ensuring the benchmarked level of best practices of a service(s), programme(s), activity(ies), or other products offered by an institution to the general public are maintained.

**Registration** – indicates that a local Bahamian institution has applied and met NAECOB’s criteria, standards and guidelines for registration in its entered.

**Registration Liaison Officer** – The Registration Liaison Officer (RLO) is an appropriately qualified and experienced representative of the institution appointed by the Chief Executive Officer (CEO) that will be responsible for leading and managing the **Registration Process**; they will be the main point of contact with NAECOB officers; ensuring that communications, information sharing, and requests are carried out in a timely manner. The Registration Liaison Officer must be a full-time employee who works on-site at the main campus. Please note that The Chief Executive Officer cannot serve as the Registration Liaison Officer.

**Secondary School** – an institution that delivers secondary level education, typically from Grade 7 to Grade 12.

**Site Visit** - Site visits are undertaken by evaluators and/or NAECOB Members to assess quality assurance factors that cannot be determined in written form. On-Site visits are also done to verify the information submitted by the institution.

**Standards** – The Quality Assurances requirements that must be met by an institution to obtain programme accreditation or Institutional accreditation.

**Sanctions** - a penalty enforced upon an institution that is found deficient or in violation of NAECOB’s standards and/or applicable laws within the jurisdiction(s) it operates. The institution may face one of the three sanctions- warning, probation, or revocation (*loss of registration status*).

