



TEVET STANDARD 3.1
REGISTRATION OF TEVET INSTITUTIONS

April 2012

REGISTRATION AND ACCREDITATION OF TRAINING INSTITUTIONS

1. Introduction

In 1996, The Government of the Republic of Zambia formulated a National Policy on technical education and vocational training. The aim of the Policy was to improve the provision of technical education and vocational training in Zambia and link the improvement to the requirements of the employment sector. With the Policy in place, in 1998 the Zambian Government established the Technical Education, Vocational and Entrepreneurship Training Authority (TEVETA) through an Act of Parliament. TEVETA was established in order to regulate all Institutions providing technical education, vocational and entrepreneurship training in Zambia.

The functions of TEVETA are to regulate, monitor and coordinate technical education, vocational and entrepreneurship training in consultation with industry, employers, workers and other stakeholders. The specific functions of TEVETA are defined in the TEVET Act No. 13 of 1998 and TEVET amendment Act No. 11 of 2005.

This document provides information on the Registration of Training Institutions offering training leading to the attainment of vocational, entrepreneurship and technical qualifications.

2. Definitions of Training Institution

A Training Institution is a place where systematic instruction and learning activities for the purpose of acquiring skills for particular occupations is conducted.

3. Registration

Registration is the process of recognising and granting legal status to technical education and vocational training Institutions that meet the Minimum Training Standards as prescribed by TEVETA. The Registration of Institutions is carried out in order to:

- 3.1 ensure that Institutions have the capability to conduct quality education and training;
- 3.2 assure quality of training and learning outcomes;
- 3.3 comply with the Legal requirement for offering training services in Zambia.

4. Categories of Training Institutions

There are 3 categories of training Institutions namely College, Trades Training Institute and Training Centre. A **College** is a registered training Institution providing education and training leading to qualifications up to Level 5 and Level 6 of the TEVET Qualifications Framework. A **Trades Training Institute** is a registered Training Institution providing education and training leading to qualifications up to Level 4 of the TEVET Qualifications Framework. A **Training Centre** is a registered training Institution providing education and training leading to qualifications up to Level 3 of the TEVET Qualification Framework.

5. Applying for Institutional Registration

5.1 Registration Process

Training Institutions seeking registration with TEVETA will undergo the following process:

- 5.1.1 Applicant collects the Registration form from TEVETA Offices or downloads from the TEVETA website www.teveta.org.zm
- 5.1.2 Applicant submits the completed Registration Form with the applicable non-refundable registration fees
- 5.1.3 TEVETA conducts a desktop evaluation on the submitted application and a physical inspection at the premises of the Institution applying for registration
- 5.1.4 TEVETA registers the Institution that meets the requirements
- 5.1.5 A Certificate of Registration valid for a period of 3Years is then issued
- 5.1.6 The registered Institution is published in the Government Gazette.

5.2 Requirements for Registration

A Training Institution is registered with TEVETA when it meets the TEVETA Minimum Training Standards. The process starts with a desk top evaluation process and followed by an on-site inspection visit. A desk top evaluation and an on-site inspection visit are conducted in order to ascertain whether the Institution meets the minimum training standards.

5.2.1 Desk Top Evaluation

The desk top evaluation of the applicant's documents is conducted as a first step in the appraisal process.

The evaluation is done in order to ascertain the Institutions' legal status, financial capability and the governance of the Institution. The following have to be submitted for the desk top evaluation to be successful conducted:

- 5.2.1.1 Certificate of Incorporation/ Registration of a Business Name/Society
- 5.2.1.2 List of proprietors, board members/directors, management staff and the copies of their professional qualification and curriculum vitae
- 5.2.1.3 Name and profile of officer accountable for training standards
- 5.2.1.4 Sworn affidavit /declaration that the proprietor, board members and staff have not been found guilty of any criminal offence
- 5.2.1.5 Tenancy agreement or proof of ownership of training premises
- 5.2.1.6 Bank statements or financial statement for a minimum period of 6 months with a minimum balance of K5million at any given time
- 5.2.1.7 Evidence of registration with the Zambia Revenue Authority and National Pensions Authority
- 5.2.1.8 List of programmes to be offered
- 5.2.1.9 Proof of availability of appropriate infrastructure
- 5.2.1.10 Authority for change of use of premises from local authority where applicable

5.2.2 On-site Inspection

The on-site inspection is a physical evaluation of the Institution. A Training Institution is only eligible for an on-site inspection when the desk top evaluation has been successful. The inspection exercise comprises of 4 steps namely Introductory Meeting; Physical Inspection of the Institution, appraisal of Operational Documents and a Closing Meeting to give an overview of the findings.

The purpose of the Introductory Meeting is to allow the Inspector to indicate the purpose of the visit to the Training Institution. Present at this meeting may include the Principal of the Training Institution and the senior members of Staff especially those responsible for the quality of training.

The next step is the physical inspection of the Institution. The areas considered during the physical inspection are those key factors listed in the TEVET Minimum Training Standards Guide which include:

- Student lecturer ratio
- Classroom space
- Workshops
- Training equipment and Tools
- Learning environment
- Furniture
- Health and safety at the Institution

The third step is the appraisal of the following documents in terms of existence and implementation status:

- Organization Chart, job descriptions
- Strategic Plan, HRD Plan, Annual Work Plan and Budget
- Staff personal files – CVs and qualifications, Appraisals
- Staff and student recruitment files
- Disciplinary Code of Conduct for staff and students
- HIV/Aids Policy
- Gender Policy
- Disability Policy
- Environmental Policy
- Procurement Guidelines
- Fixed Asset Register
- Copies of Staff meeting files
- Students tracer systems

The fourth and final step is the closing meeting where feedback on the inspection findings is given to the Institution. A written report is then prepared and presented to the Training Institution from TEVETA.

5.2.3 Grading System Of Training Institutions

The elements are assessed and graded to reflect the Institution's capability to offer quality training against the Minimum Training Standards. The grade shows the capability levels of the training institutions to offer quality training as measured against the set minimum standards.

The grading of institutions is done as follows;

5.2.3.1 Grade One - Very Good [75% - 100%]

A very good training Institution is one with well-established procedures in terms of management systems, management staff having the requisite minimum qualifications and experience, accredited trainers, appropriately equipped workshops, enough classroom space, well stocked library, ITC facilities and equipment and adequate sanitary facilities.

5.2.3.2 Grade Two - Good [60% -74%]

A good Institution is one that meets the basic requirements as stipulated in the Minimum Training Standards. However, the Institution may have some areas that need to be improved upon for example in the area of established management systems, inadequate staff or inappropriately equipped workshops or classrooms or appropriate sanitary facilities. Over enrolment can also negatively affect the grade of an institution.

5.2.3.3 Grade Three - Satisfactory [45%-59%]

This Institution barely meets the minimum training standards. The Institution may have some strengths and weaknesses in the areas of management systems in place, qualified administrative staff, accredited trainers, workshops, classrooms, library, computer facility, adequate sanitary facilities. Such an institution is allowed to operate with a strong recommendation to improve.

5.2.3.4 Un-graded Institution – Unsatisfactory [below 45%]

An Institution scoring below 45% cannot be graded because it does not meet the minimum training requirements. Such institutions are usually found lacking in areas of number of qualified trainers, training equipment, appropriate physical infrastructure and are therefore not allowed to train.

5.2.4 Non Compliance to the Minimum Training Standards

Institutions that do not meet the Minimum Training Standards are communicated to in writing stating the weak areas that need to be worked on in a given time period. Training Institutions may reapply whenever they are ready and are usually encouraged to submit an Action Plan on how the identified weak areas shall be addressed stating by who, how and by when.

An Institution that fails an inspection may only be allowed a follow up inspection once within the year of application.

5.3 Grant of Certification

5.3.1 Grant of Certification

The Certificate of Registration will be issued to the Institutions that meet the registration criteria. The Certificate of Registration is valid for a period of 3 years from the date of issue as stipulated in the TEVET Amendment Act No. 11 of 2005.

5.3.2 Refusal of registration

An Institution that does not meet the set registration criteria is not granted the registration status and is communicated to in writing stating exactly what the Institution needs remedial measures to take. This communication is done through a Post Inspection Report which highlights the reasons for not granting the registration.

5.3.3 Withdrawal of Registration Certificate

Institutions shall have the certificate of registration withdrawn if;

- The Institution is operating in a manner contrary to the TEVET Act No.13 of 1998 and TEVET Amendment Act No.11 Of 2005
- The Institution ceases to meet the TEVETA Minimum Training Standards
- Institutions enrolls students for examinations from unregistered Institutions without the approval of TEVETA

5.3.4 Cancellation of Registration

An Institution wishing to stop training shall notify TEVETA in writing. The Institution shall ensure a smooth transition of the students already enrolled.

5.4 Institutions training without a Registration Certificate

Institutions that shall be found operating without registration and accreditation from TEVETA shall be liable to a penalty.

5.5 Registration Periods

Applications for registration shall be processed twice in a year; in January and July of each year.

5.5.1 First time Applications for Registration

Applications for Institutions intending to commence training in January the following year shall submit the application documents by 30th September and the Institutions intending to commence training in July in the same year shall submit their application documents by 31st March.

5.5.2 Renewal of application

Registered Training Institutions seeking renewal of registration should apply 3 months prior to the expiry of the running registration with TEVETA.

5.6 Registration Fees

All registration applications submitted to TEVETA have to be accompanied by an applicable Non-Refundable registration fee. The Fee Structure can be accessed on www.teveta.org.zm

5.7 Accreditation of Programs

All registered institutions are required to accredit the programmes that they intend to offer with TEVETA. This process is conducted to ensure that minimum standards are adhered to as training institution make choices of the programmes they wish to offer.

The accreditation of programs is therefore conducted in order to ensure that the programmes delivered in the Institutions meet the set standards. Institutions should therefore accredit all the programs that they intend to offer. The Accreditation of Programs is conducted at the same time when the registration of the Institution is being conducted.

5.8 Introduction of New Programs

An Institution intending to introduce new programmes at the Institution shall seek approval from TEVETA in writing or by filing in the relevant Application form before the programmes commence. The Institution shall indicate the programs to be introduced. All the supporting documents in relation to the application must be attached to the letter.

An on-site inspection may have to be conducted to ascertain the Institution's capability to introduce and deliver the proposed programs. Once it is ascertained that the set requirements have been met, the Institution's Certificate of Registration will be amended or a new certificate issued to include the new approved programs to be introduced by the Institution.

5.9 Amendments to Applications

Institutions shall inform TEVETA of any changes that may take place at a training institution in writing attaching all the supporting documents stating the changes made.

5.10 Change of Physical Location of the Training Institution

In the event that an Institution's physical address has changed, the Registration status of the Institution ceases to be valid. The Institution should notify TEVETA immediately of the change of location to facilitate for the inspection of the new premises and the issuance of a Registration Certificate bearing the new location if standards are met.

5.11 Appeals

In the case where an Institution is dissatisfied with the results of the inspection process, the training Institution may appeal to the Director General within 30 days of the notification.

5.11.1 Appeal Process

5.11.1.1 The Institution shall appeal to TEVETA in writing

5.11.1.2 The Letter shall be addressed to the Director General of TEVETA

5.11.1.3 The Letter shall contain the following information;

5.11.1.3.1 Name of the Institution and contact address

5.11.1.3.2 Details of the issues being appealed against

5.11.1.3.3 The Appeal will then be acted upon through the Director General's Office within 7 days of receipt of the letter

5.11.1.4 The Director General shall respond to the Appeal explaining the decision taken within 14 days.

5.12 Complaints

Trainers, Students, Industry, Parents/Guardians and all other stakeholders may seek TEVETA intervention if they are dissatisfied with the service being provided at any Training Institution registered with TEVETA.

5.12.1 Complaints Procedure

5.12.1.1A complainant shall lodge their complaint to TEVETA in writing

5.12.1.2The written complaint must be addressed to the Director General of TEVETA

5.12.1.3The written complaint shall include the following information;

5.12.1.3.1 Full name and contact address of the complainant. In cases where the person lodges a complaint on behalf of another person, the person must state the capacity and reason for doing so.

5.12.1.3.2 The name of the Institution against which the complaint is being made

5.12.1.3.3 Particulars of the complaint together with copies of any document in support of the complaint

5.12.1.3.4 The nature of the injustice or harm that has been suffered by the complainant as a result of the action taken by the Institution

5.12.1.3.5 The relief being sought by the complainant

5.12.1.4 Once the complaint is received at TEVETA, the following actions are undertaken

5.12.1.4.1 The Institution being complained against is communicated to about the complaint received

5.12.1.4.2 A meeting is held between TEVETA and the Training Institution and sometimes with the aggrieved party

5.12.1.4.3 A decision is then made from the meeting held

5.12.1.4.4 The Complainant and the Training Institution are then communicated to in writing stating the decision and action to be taken

5.12.1.5TEVETA then conducts follow-up visits that the decision made is reinforced by all parties involved.

5.13 Conduct of Examinations and Assessments

Assessments and Examinations shall be conducted only at Institutions which are duly registered with TEVETA and in the programs so accredited by TEVETA.

6. Benefits of Registration

6.1 Legal recognition of a training institutions;

6.2 Institutions receive advisory services in relation to training;

6.3 Institutions offer training that is nationally recognized in accordance with the TEVET Qualifications Framework

6.4 Use of curricula that is recognized by industry and all other stakeholders

6.5 Continuous improvement in the delivery of quality training as a result of interaction between TEVETA and other training Institutions through the registration and monitoring and quality audits.



REGISTRATION OF TEVET INSTITUTIONS

MINIMUM TRAINING STANDARDS GUIDE

Quality has a direct impact on the standing of any product or service, and the provision of technical education and vocational training is no exception. The concept of quality is closely related to the excellence of a service and in the case of Technical Education and Vocational Training (TEVET), it relates to the relevance of curriculum, the efficiency and effectiveness of course delivery and student management, the provision of required equipment and resources, quality of lecturers or trainers and the training environment. Training standards, therefore, play a key role in the quality of trainees in the TEVET system.

This Minimum Training Standards Guide covers the following areas:

1. Minimum qualifications of Management Staff, Lecturers and Instructors.
2. Ratio of Teaching Staff to number of Students.
3. Maximum teaching/workshop hours per day.
4. Physical (built) environment and surroundings.
5. Minimum equipment and tools.
6. Furniture
7. Syllabi
8. Examination Facilities
9. Documents for management systems
10. Asset base of institution

1. MINIMUM QUALIFICATION OF THE MANAGEMENT STAFF

1.1.A DIRECTOR/PRINCIPAL FOR TRAINING INSTITUTIONS OFFERING LEVELS 5 TO 6 OF TRAINING ON THE ZTQF

- 1.1.1 Bachelors degree in any relevant field plus relevant Post Graduate Qualifications
- 1.1.2 Knowledge and experience in Human Resources Management
- 1.1.3 Financial Management knowledge and experience
- 1.1.4 Five years minimum management experience
- 1.1.5 Post-graduate Diploma in Education Management and 5 years teaching experience
- 1.1.6 At least 35 years old

1.1.B DIRECTOR/PRINCIPAL FOR TRAINING INSTITUTIONS OFFERING LEVELS 4 OF TRAINING ON THE ZTQF

- 1.1.1 Diploma Certificate in a relevant field
- 1.1.2 Knowledge and experience in Human Resources Management

- 1.1.3 Basic Financial Management knowledge and experience
- 1.1.4 Three years minimum management experience
- 1.1.5 Diploma in Education Management and 5 years teaching experience
- 1.1.6 At least 35 years old.

1.1.C DIRECTOR/PRINCIPAL FOR TRAINING INSTITUTIONS OFFERING LEVELS 4 OF TRAINING ON THE ZTQF

- 1.1.1 Technician Certificate in a relevant field
- 1.1.2 Knowledge and experience in Human Resources Management
- 1.1.3 Basic Financial Management knowledge and experience
- 1.1.4 Five years minimum management experience
- 1.1.5 Diploma in Education Management and 5 years teaching experience
- 1.1.6 At least 35 years old.

1.2 MINIMUM QUALIFICATION OF LECTURERS AND INSTRUCTORS

- 1.2.1 A Theory Lecturer should have a qualification of a higher level than the class s(he) is handling.
- 1.2.2 A workshop Instructor can teach or handle a class of the same level as his/her qualification with relevant industrial experience and works under the supervision of an Instructor/Lecturer with a higher qualification.
- 1.2.3 Instructors and lecturers must have a teaching qualification such as the Technical and Vocational Teachers' Diploma.
- 1.2.4 The Trainer should be accredited with TEVETA
- 1.2.5 Minimum industrial experience as follows:
 - Degree and Diploma holders – 3 years
 - Certificate holders – 5 years

2. RATIO OF TEACHING STAFF TO NUMBER OF STUDENTS

For quality training, the recommended staff to student ratio is; 1: 40 for theory subjects. 1: 10 for practical lessons.

3. MAXIMUM TEACHING / WORKSHOP HOURS PER DAY

- 3.1 For Theory Lecturers, s(he) should not exceed 05 hours per day .
- 3.2 For Practical Instructors, s(he) should not exceed 06 hours per day .

4. NUMBER OF PART-TIME AND FULL-TIME INSTRUCTORS

60% of the lecturing staff of a given program should be full-time.

5. MINIMUM BUILT ENVIRONMENT STANDARDS

5.1 CLASSROOMS

- 5.1.1 All classrooms should be cross-ventilated.
- 5.1.2 Each class room must have at least one chalkboard or whiteboard
- 5.1.3 Minimum area per student is 1.25m²
- 5.1.4 Each intake of a given program must have its own classroom
- 5.1.5 Approved documents from the Buildings Department or Local Authority
- 5.1.6 Buildings Inspector Report

5.1.7 The class room area should have a provision of toilet facilities with the ratio of one toilet per 11 students with provision for hand washing

5.2 WORKSHOPS

5.2.1 All workshops should be cross-ventilated with opening windows on both long opposite walls.

5.2.2 Each workshop must have a chalkboard or a whiteboard

5.2.3 Fully stocked first aid kit in each workshop

5.2.4 Appropriate workbenches

5.2.5 Area per student should be 4.25 m².

5.2.6 At least one fire extinguisher per Workshop / Laboratory.

5.2.7 Clearly marked gangways in every workshop

5.3 HOSTELS

5.3.1 For study bedroom the minimum area per student is 4.67 m²

5.3.2 One toilet / shower per 11 students with provision for hand washing

5.3.3 Copy of the Public Health Inspectors Report

5.3.4 Copy of the Buildings Inspectors Reports

5.3.5 Evidence of Change of Use of Premises from Local Authority for Boarding Houses

5.4 LIBRARY

5.4.1 Reading area will be 1.25 m² per student.

5.4.2 The Library should accommodate atleast 40% of the student population

5.4.3 There should be 1 copy of the reference books per 5 students

5.4.4 There should be 1 copy of the recommended textbooks per 2 students

5.5 DINING

5.5.1 In the case where the Institution is offering catering services to the students:

5.5.1.1 The Institution shall have the appropriate cooking utensils;

5.5.1.2 a Dining Area will accommodate at least 60% of the student population at 0.35 m² per student.

5.5.2 In the case where the Institution is providing self-catering services, the Institution shall put in place

- A designated cooking area
- A stove with a provision of one plate per student at a given time
- A wash basin with running water for atleast 11 students per basin
- Appropriate dining furniture
- Dining area of 0.35m² per student
- A copy of the Public Health Report

5.6 LABORATORY

5.6.1 Laboratory area will be at least 4 m² per student.

5.6.2 Acid resistant work benches

5.6.3 Adequate laboratory equipment and apparatus as specified in the curriculum

5.6.4 A stool per student in a Laboratory

5.6.5 Non corrosive sinks

5.6.6 Appropriate laboratory taps

5.6.7 Fume Extractor or Hood

5.6.8 Fire extinguisher

5.6.9 Cross ventilation

5.6.10 First Aid Box

5.7 COMPUTER LABORATORY

- 5.7.1 There shall be 1 chair per student
- 5.7.2 There shall be appropriate computer laboratory furniture
- 5.7.3 A computer per student at a given time
- 5.7.4 A fully stocked First Aid Box
- 5.7.5 A serviced Fire extinguisher
- 5.7.6 Appropriate and safe wiring system
- 5.7.7 Cross ventilation and dust free Air-conditioned where applicable

6 TOOLS AND EQUIPMENT

- 6.1 One tool box for that trade per student or a maximum of 2 students / tool box
- 6.2 Maximum of three students for each power operated tool.
- 6.3 One set of apparatus or utensils per maximum of 2 students
- 6.4 Maximum of two students per computer.
- 6.5 One electronic typewriter per student.
- 6.6 One mechanical typewriter per student.

7 FURNITURE

- 7.1 There shall be an appropriate classroom chair for each student and 1 desk for maximum of 2 Students.
- 7.2 There shall be a bench for every 2 students in the workshop.

8 STORES FACILITIES

- 8.1 Shelves with proper labeling
- 8.2 Storage of items according to materials
- 8.3 Adequate lighting system
- 8.4 Appropriate documentation in place
- 8.5 Fire extinguisher
- 8.6 Clearly marked Gangways

9 SAFETY, HEALTH AND ENVIRONMENT FACILITIES

Every Institution shall have the following safety, health and environment facilities:

- 9.1 Serviced Fire Extinguishers / Sand buckets
- 9.2 Stocked First Aid Boxes
- 9.3 Fire Assembly Point
- 9.4 Fire Blankets
- 9.5 Displayed workshop rules

10 CURRICULUM

Each course shall have the latest approved Curriculum from an accredited Examination Board

11 EXAMINATIONS

Every Institution conducting examinations shall meet the following requirements:

- 11.1 At least one strong room/safe
- 11.2 Strong room should preferably be windowless and if possible up-staired. Access to the strong room/safe shall be restricted to only two (2) key holders
- 11.3 There shall be lockable steel cabinets

- 11.4 If a strong room is on the ground floor and has windows, burglar bars and grill door must be fitted
- 11.5 Enough classrooms, tables and chairs must be available to accommodate all candidates

12 Every TEVET Institution must have the following documents in place:

- a. Organization Chart
- b. Strategic Plan, HRD Plan, Annual Work Plan and Budget
- c. Staff personal files – CVs and qualifications
- d. Staff and student recruitment files
- e. Disciplinary Code of Conduct for staff and students
- f. HIV/Aids Policy
- g. Gender Policy
- h. Disability Policy
- i. Environmental Policy
- j. Bank statements and Audited Reports
- k. Procurement Guidelines
- l. Copies of Staff meeting files
- m. TEVET Act No. 13 of 1998 TEVET (amendment) Act No. 11 Of 2005
- n. Students tracer Records
- o. Fixed Asset Register
- p. Maintenance Policy

13 GOALS AND OBJECTIVES

Every Institution shall have clearly displayed Mission and Vision statements.