

Accreditation Standards — Educational Programs

The following standards apply to all post-secondary programs seeking DOMAC accreditation. Programs must demonstrate compliance with Standards A through H as part of the application and ongoing accreditation process.

Fee Schedule: Accreditation fees are outlined in the DOMAC Accreditation Fee Schedule, available at officemanagers.ca/program-accreditation. Questions may be directed to the Executive Director at info@officemanagers.ca.

Standard A — Administration

1. Administration of the program must be consistent with the goals of the program and its scope of activities.
2. The program must be under the continuous guidance of an administrative authority and/or individual responsible for its quality, content, and ongoing currency.

Standard B — Needs Assessment

3. Program providers must utilize identifiable mechanisms to objectively determine the current professional needs and interests of the intended audience. Program content must be based upon these identified needs.

Standard C — Objectives

4. Specific written educational objectives identifying the expected learner outcomes must be developed for each activity and published in advance for the intended audience.

Standard D — Admissions

5. In general, the program must be made available to the general public.
6. Where activities require previous training or preparation, the necessary level of knowledge, skill, or experience must be clearly specified in course announcements.

Standard E — Instructors

7. Instructors chosen to teach courses must be qualified by education and/or experience to provide instruction in the relevant subject matter.
8. The number of instructors employed for a course activity must be adequate to ensure effective educational results.
9. Program providers must have a policy demonstrating that instructors are not discriminated against on the basis of gender identity, ethnicity, religion, age, disability, socioeconomic status, and/or sexual orientation.

Standard F — Publicity

10. Publicity must be informative and not misleading. It must include:
 - a. Course title
 - b. A description of the course content
 - c. The educational objectives
 - d. A description of teaching methods to be used
 - e. Costs
 - f. The name of the program provider, joint-providers, and contract source
 - g. Course instructor(s) and their qualifications
 - h. Refund and cancellation policies
 - i. Location
 - j. Dates
 - k. Number of hours awarded by educational method used (lecture, clinical participation, self-instruction, etc.)
 - l. Time and period of availability for self-instruction courses
 - m. The names of any entities providing commercial support
11. For effective presentation and assimilation of course content, the prior level of skill, knowledge, or experience required (or suggested) of participants must be clearly specified in all publicity materials.

Standard G — Evaluation

12. Program providers must develop and utilize activity evaluation mechanisms that:
 - n. Are appropriate to the objectives and educational methods used
 - o. Measure the extent to which course objectives have been accomplished
 - p. Assess course content, instructor effectiveness, and overall administration

Standard H — Self-Instruction and Electronically Mediated Programs

13. Self-instruction activities that are primarily audio or audiovisual must include supplemental information that further explains the audio or audiovisual material.
14. Electronically mediated programs must include a documented technology plan that addresses electronic security measures to ensure both quality standards and the integrity and validity of information (e.g., password protection, encryption, back-up systems, and firewalls).
15. Participant interaction with faculty or individuals having expertise in the subject area, and/or with other participants, is an essential characteristic and must be facilitated in a timely manner through a variety of methods such as voicemail, email, or chat rooms.
16. Participants who complete self-paced self-instructional programs should receive credit based on an educator's estimate of the time required to complete the program segment, with a minimum of one half-hour (30 minutes) of credit.

17. For self-instructional or electronically mediated activities, a mechanism must be provided by which the learner can assess their mastery of the material.
18. Participants must be informed of specific hardware and software requirements and must have access to technical assistance throughout the duration of the course. Course design must support easy navigation for even novice users.
19. Courses must include resources, references, and information to assist participants in securing relevant supplementary material.
20. Embedded advertising and direct commercial links within educational content are inappropriate and must be avoided.
21. Program providers planning self-instructional activities must ensure the input of individuals with technical expertise in both the relevant media and self-directed learning techniques, and the application of those techniques to adult learning.
22. For live electronically mediated events, a provision must be made to ensure periodic interchange between instructor(s) and participants, including but not limited to polling, direct questions, and surveys.
23. Providers offering self-instructional activities must review those activities at least once every three years, or more frequently if indicated by new developments, to ensure that content remains current and accurate.

Recommendations (Standard H)

The following are recommendations, not requirements, for self-instructional and electronically mediated programs:

- i. *For self-instructional activities, audiovisual materials may offer valuable learning experiences when their usefulness as a means — rather than an end — is appreciated.*
- ii. *Program providers should direct participants to where appropriate software needed to utilize the electronic media used in the course can be obtained or downloaded.*
- iii. *If providing electronically mediated distance learning, security measures should be in place to ensure both quality standards and the integrity and validity of information (e.g., password protection, encryption, back-up systems, firewalls, secure servers).*
- iv. *Feedback to participants about assignments and questions should be constructive and provided in a timely manner.*
- v. *Courses should provide participants with the flexibility to access and review course materials on demand during the period of announced availability.*
- vi. *Questions directed to course personnel should be answered promptly and accurately. A structured system to address participant complaints should be in place.*

For the full fee schedule, application process, and required documentation, refer to the DOMAC Accreditation Fee Schedule and Application Checklist, available at officemanagers.ca/program-accreditation.