



Ensuring the Quality of Credentials

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Personnel Certifications



- It is estimated there are 3,000 personnel certifications in the U.S. — growing everyday
- Less than 10% have had any type of third-party review



Personnel Certifications



- Estimated over 700,000 certificates (training that has exam at the end) issued in 2010 in the U.S.
- Very few reviewed by a third party



It Is a “Buyer Beware” Market



Why Is Third-Party Review Important?



- To ensure that the credential is accepted in the industry and is as advertised

- Certification's primary focus is to "protect the public"
 - Health
 - Safety
 - Finance
 - National Security

Why Is Third-Party Review Important?



- Certificates are used as “quick” ways of preparing individuals for jobs
 - Most prevalent method in the U.S. to prepare workers
 - Often not coordinated with industry - thus a “disconnect”
- Validates what is advertised
- Requires an organization to go through a self-assessment
- Facilitates continuous quality improvement
- Assures the public that a standard has been met

Why Is Third-Party Review Important?

- Helps consumers choose quality programs and has “market value”
 - It prevents buying the *credential to nowhere*
 - Publically lists those organizations that have been reviewed
- Provides accountability to the public
 - Mechanism for complaints

What Accreditation Evaluates In a Certificate Program



- Source and process of validated learning outcomes
- Measurable learning objectives
- Content supports learning outcomes
- Instructor qualifications – do they have the expertise to be teaching the content?
- Measurement of learning
- A systematic process for determining pass/fail of the student
- Measurement of effectiveness of the training/educational event(s)



for more information

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