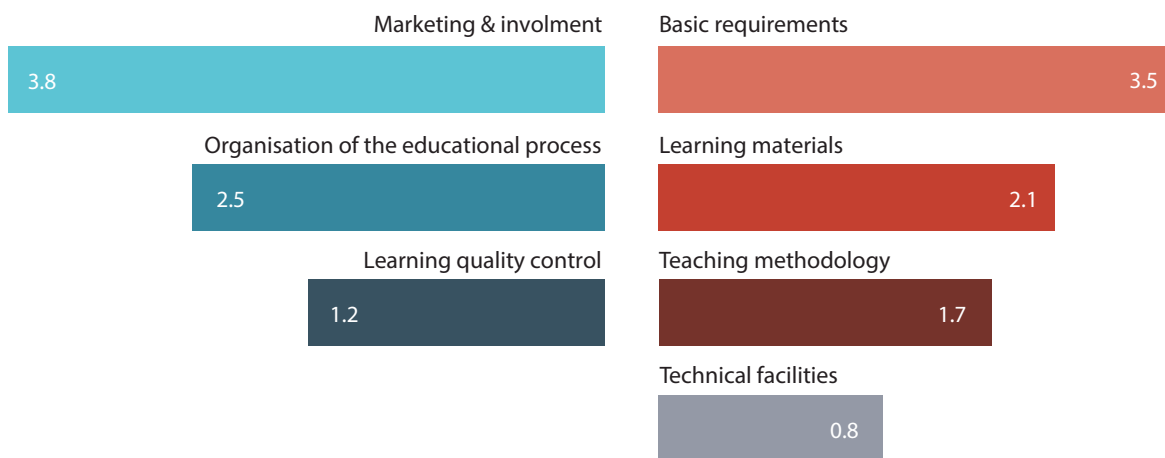


Online Education Skills Institute <<Training Organization Name>> Certification Audit

Total grade: Average.
Certification procedure successfully passed.
Certificate ##### issued on ##.##.2020



Section I Basic requirements for an application for online learning certification

Result: Above moderate

1. A document confirming the registration of the educational organization (State registration).
– *Confirmed. Professional training center, operating internationally*
2. A declaration of compliance with legislation in the field of personal data security in accordance with GDPR or SOX or equivalent.
– *Company operates under US jurisdiction in accordance with compliance regulations*
3. A declaration of compliance with intellectual property rights when preparing training materials.
– *Displayed at the website*
4. Confirmation of the inclusion of students with physical limitations. Attach documents, links, and examples.
– *General declaration exists*

Recommendation: Clearly define how students with disabilities are supported

Section II Subject matter area requirements

An educational organization must comply with the following requirements in the fields of competence:

I Preparation of learning materials

Result: Average

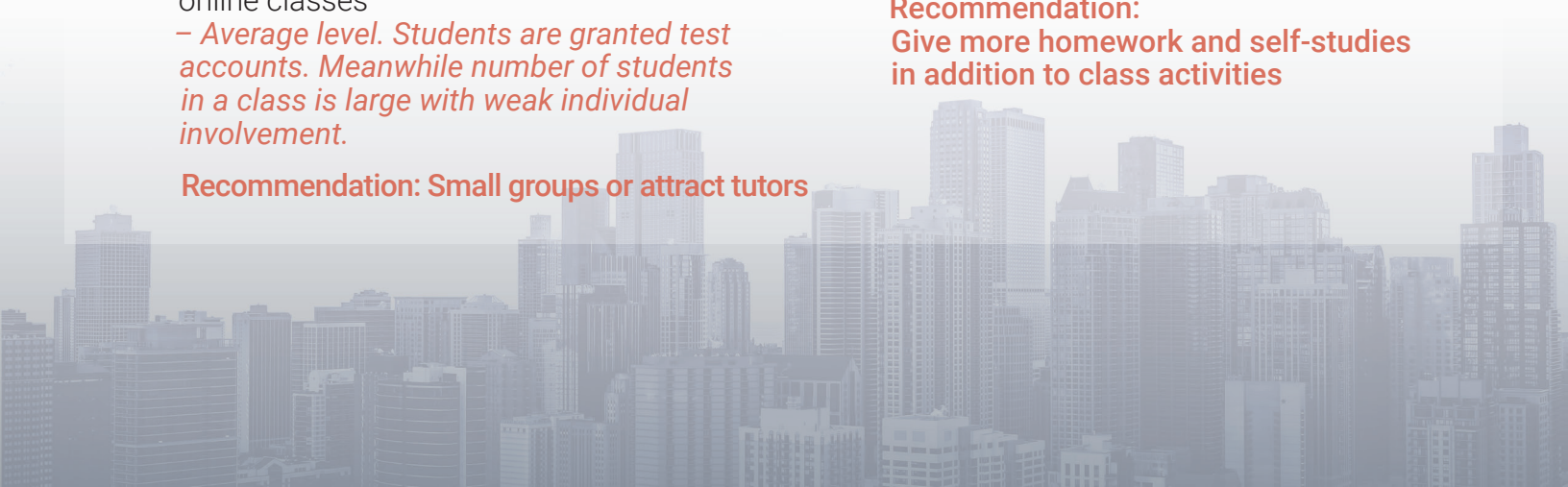
1. Real-time learning
Electronic learning materials on the course topic: syllabus, study guide and/or other learning materials for students and teachers
– *Syllabus, study guides, presentations exist*
2. Access for students to laboratory and practical sessions as well as simulators
– *Not identified.*
3. Provide marketing materials confirming correct representation of the forms and methods of learning, methods of students' cooperation with the educational organization, certifications
– *Marketing materials correctly reflect the online education offer*

Recommendation: Organize access to online "sandbox" for practice studies

II Teaching methodology

Result: Average

1. Real-time learning
Teachers' qualifications to deliver classes in real-time (reviews; parts of recordings of lessons; e-learning instructional design certificates)
– *Partially delivered*
Recommendation: Recordings show strong quality. Instructor's/teacher's certifications and experience in online teaching should be clearly presented
2. Describe methods and provide examples of how students are kept involved during online classes
– *Average level. Students are granted test accounts. Meanwhile number of students in a class is large with weak individual involvement.*
Recommendation: Small groups or attract tutors
3. Video recording of a lesson
– *Recordings are prohibited*
Recommendation: perform video recording during a lesson and grant access to students after classes
4. A sample of the teacher's workbook
– *Provided. High quality.*
5. Describe the methodology of conducting lessons and provide samples of students' independent work: labs, practice, projects, etc.
– *Provided.*
Recommendation: Give more homework and self-studies in addition to class activities



III Organization of the educational process

Result: Average

1. The procedure for notifying students about course enrollment. Describe the business process. Provide samples of notifications (mail, messenger, and social network channels)
– *Procedure exists.*

Recommendation: Procedure is too complicated, make it more simple for students and teachers

2. The procedure for the provision of study materials. Describe the business process.
– *Procedure exists.*

3. Describe the methods and provide examples of how students and teachers interact during the period of learning (letters, screenshots of messengers, corporate social networks, and so on)
– *Online interaction exists. Afterward support not performed.*

Recommendation: Organize post class student consultations

4. The procedure for controlling the learning process and upon completion of the course. Describe the methods, techniques, and tools of knowledge control. Provide examples and samples.

– *Procedure exists. Feedback from students and teachers*

5. The procedure for issuing the documents of completion. Terms of issuance (criteria of successful completion).
– *Not defined.*

Recommendation: Define the procedure and post it at company's website

6. Issue of certificates of completion. Availability of a service for validating certificates (study completion). Providing students with the opportunity to post information about receiving their certificates on open/public networks
– *Not defined.*

Recommendation: Define the procedure and post it at company's website

7. The procedure for working with underachieving students
– *Certificate is not delivered.*

Recommendation: improve the procedure and offer students additional services

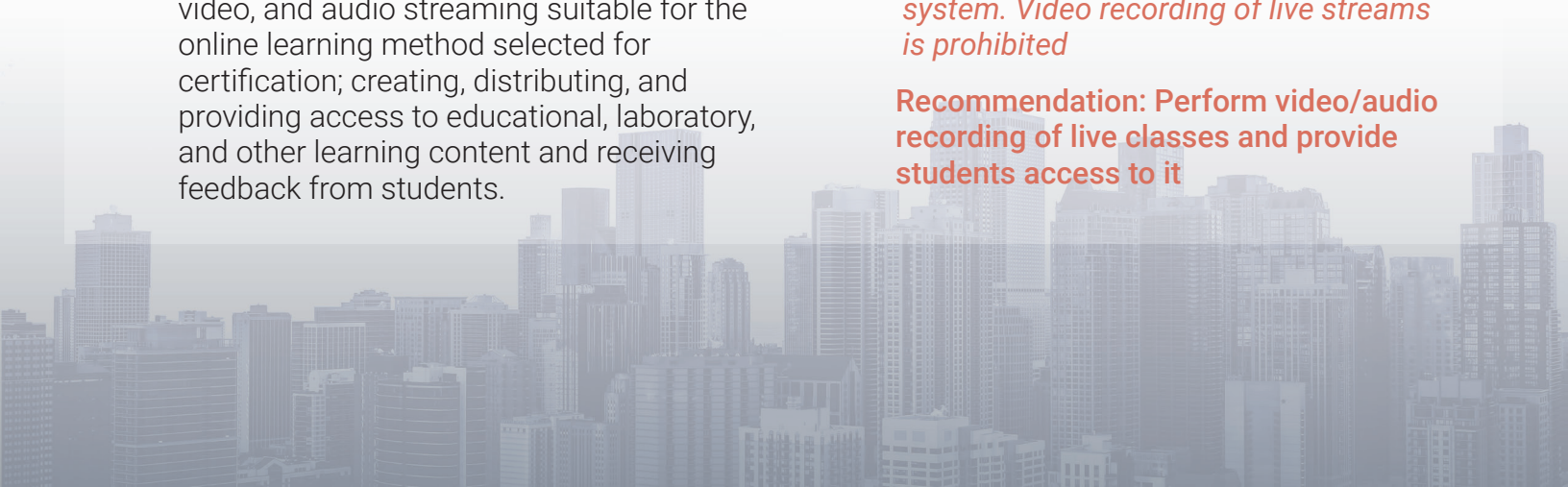
IV Use of technical facilities

Result: Average

1. Describe the methods and techniques of using video recording, podcasts, real-time video, and audio streaming suitable for the online learning method selected for certification; creating, distributing, and providing access to educational, laboratory, and other learning content and receiving feedback from students.

– *Feedback forms exist; learning content is distributed using internal software system. Video recording of live streams is prohibited*

Recommendation: Perform video/audio recording of live classes and provide students access to it



V Following the procedures of learning quality control

Result: Above moderate

1. Requirements for teachers and their experience. Methods of choosing, training, certification, or other kinds of teachers' evaluation
 – *Teacher's selection, training, audit procedures are well-defined*
2. Procedures for controlling the work of sales, administrative, and technical staff
 – *Procedures are declared, but work occasionally*
Recommendation: strengthen control
3. Guarantee of the quality of training, retraining, and refunding in case of low-quality training
 Procedures for settling disputes
 – *Exist.*
4. Guarantee of providing the training services in case of negative risks specific to online learning: loss of connection; inability to access learning materials. Solving other problems of the education process.
5. Procedures for receiving feedback from students. Provide samples of the completed feedback forms
 – *Well-done feedback forms. The procedure is mandatory*
6. Procedures for the internal control and continuous quality improvement of: teaching methodology; training of teachers and methodologists; technical support; technical and administrative services, and so on. Provide documentation and a sample (proof) of applied implementation
 – *Quality procedure exists and proved by ISO certification.*
7. Complying with the safety of confidential information and online connections
 – *The training organization strictly follows US regulations.*

VI Marketing and involvement of students

Result: Above moderate

1. An educational organization must provide samples (electronic copy) confirming correct promo and advertisement information for onlinestudents
 – *Exist at the website, in social nets and brochures*

