

# Course and Course Provider Requirements

## Applications Requirements

Course provider application that attests they meet and will meet all Course and Course Provider Requirements.

The application must include:

For eLearning Courses	For Physical or Virtual Classroom Courses	For Combination Courses
<ul style="list-style-type: none"> <li>Syllabus, Course Outline, and document describing the alignment with the Learning Outcomes prescribed by the Industry Councils</li> <li>Access to eLearning course eBook or eManual</li> </ul>	<ul style="list-style-type: none"> <li>Syllabus, Course Outline, and document describing the alignment with the Learning Outcomes prescribed by the Industry Councils</li> <li>Instructor materials (e.g., lesson plans, presentations and other materials used to support the instructor)</li> <li>Copy or access to classroom and course assessments, manual, and education materials provided to learners</li> <li>The Course Provider's Instructor Code of Conduct</li> </ul>	<ul style="list-style-type: none"> <li>Syllabus, Course Outline, and document describing the alignment with the Learning Outcomes prescribed by the Industry Councils</li> <li>Instructor materials (e.g., lesson plans, presentations)</li> <li>Copy or access to manual</li> <li>Copy or access to classroom and course assessments, manual, and education materials provided to learners or eBook /eManual</li> <li>The Course Provider's Instructor Code of Conduct</li> <li>Access to eLearning course</li> </ul>

# Course Requirements

## Part 1 – Course Design Requirements

Course Requirements	Supporting Documentation to be Maintained on File
1. Course Learning Outcomes align with the corresponding Competency Profile and Learning Outcomes prescribed by Industry Councils	<ul style="list-style-type: none"> <li>• Relevant documentation is provided during the application process.</li> </ul>
2. The course design and activities relate directly to the Competency Profile Learning Outcomes.	<ul style="list-style-type: none"> <li>• Detailed course outline and lesson plans, or eLearning storyboard</li> </ul>
3. Courses must respect Human Rights and accommodate persons with disabilities as set out by the <i>Alberta Human Rights Act</i> .	<ul style="list-style-type: none"> <li>• Documentation of the Course Provider's policy supporting persons with disabilities and the corresponding course design and delivery learner accommodations</li> <li>• Documentation of the Course Provider's policy supporting Human Rights</li> <li>• Documentation that Course material uses examples that reflect diverse populations and uses inclusive language (especially within case scenarios and examples)</li> </ul>

## Part 2 – Course Delivery Requirements

Course Delivery Requirements	Supporting Documentation to be Maintained on File
1. Instructors are provided with support materials that indicate how to deliver course content and evaluate learning outcomes.	<p>Instructor Guide that includes a lesson plan template that at minimum contains the following:</p> <ul style="list-style-type: none"> <li>• Course and Lesson title</li> <li>• Specific Learning Outcome(s): referenced from the Industry Council Competency Profile (including Specific Learning Outcome number)</li> </ul>

	<ul style="list-style-type: none"> <li>• Resources (Instructor and Learner; includes course material reference)</li> <li>• Activity Description(s)</li> <li>• Time estimates for presentation, activities, and assessment(s)</li> <li>• Vocabulary</li> <li>• Learner Accommodations</li> <li>• Assessment (formative / summative as applicable)</li> </ul>
<p>2. For classroom courses (physical and virtual), the instructor facilitates the course as designed.</p>	<ul style="list-style-type: none"> <li>• Onboarding process</li> <li>• Instructor audit plan</li> <li>• Instructors audit schedule, audit results, and improvement feedback</li> </ul>

## Course Provider Requirements

Industry Councils may waive course provider requirements where circumstances warrant.

### Part 1 – Infrastructure

Infrastructure Requirements	Supporting Documentation to be Maintained on File
<p>1. Learning facilities must meet relevant provincial and/or federal legislative requirements regarding building, fire, health and safety, and accessibility for those with disabilities.</p>	<ul style="list-style-type: none"> <li>• Statement of compliance with relevant provincial and/or federal legislative requirements regarding building, fire, health and safety, and accessibility for those with disabilities</li> <li>• General liability insurance certificate</li> <li>• Provider workplace accessibility policy</li> <li>• Emergency exit plans/postings</li> </ul>
<p>2. Course Providers must have a secure, reliable, and scalable course administration and delivery management system.</p>	<p>Detailed description of the Course Provider’s LMS or equivalent system features and how it meets the following requirements:</p> <ul style="list-style-type: none"> <li>• Enrolls learners</li> <li>• Records learner contact and demographic information</li> <li>• Tracks learner progression through course and programs</li> <li>• Records learner exam scores</li> <li>• Meets applicable privacy legislation</li> </ul>
<p>3. Course providers must consistently apply clear and transparent guidelines to select, train, supervise, and evaluate instructors.</p>	<ul style="list-style-type: none"> <li>• Instructor resumes</li> <li>• Instructors feedback summaries</li> <li>• Course Provider instructor supervisor(s) qualifications</li> <li>• Instructor job descriptions</li> <li>• Instructor selection, orientation, supervision, and evaluation Course Provider policies</li> <li>• Contingency plans for Instructor supply (unavailability)</li> </ul>

<p>4. Course Providers must have, and require instructors to acknowledge and adhere to, a Code of Conduct equivalent to RECA's Code of Conduct for Instructors</p>	<ul style="list-style-type: none"> <li>• All instructor contracts include a signed Instructors' Code of Conduct</li> <li>• Policies and Procedures for the investigation and adjudication of Code of Conduct breach allegations</li> <li>• Investigation and adjudication case files for complaints alleging breaches to the Code of Conduct</li> </ul>
<p>5. Instructors must have strong subject matter knowledge, the applicable license, and a minimum 2 years of experience. Lawyers, accountants, and other professionals may instruct portions of courses that fall under their scope of professional practice.</p>	<ul style="list-style-type: none"> <li>• Instructor resume and documentation of relevant license(s), history, and applicable work experience</li> </ul>

## Part 2 – Course Marketing Materials

Course Marketing Materials	Supporting Documentation to be Maintained on File
<p>1. Course marketing materials are transparent, complete, and enable learners to make informed decisions regarding selecting a course to meet their education goals</p>	<p>Course overviews must indicate:</p> <ul style="list-style-type: none"> <li>• Learners must first meet RECA's eligibility requirements</li> <li>• Target audience</li> <li>• Pre-requisites</li> <li>• Class schedule (where applicable)</li> <li>• Duration (Time required in class/online and for additional work or study)</li> <li>• Course fees and all other required expenses to be incurred by the learner</li> <li>• Completion requirements</li> <li>• Learners will need to successfully complete RECA examinations to become licensed</li> <li>• Language of instruction is English</li> <li>• Licensing education requirements fulfilled by the course or program</li> <li>• Course overview and other course advertising materials</li> </ul>

## Part 3 – Course Enrollment Process

Course Enrollment Process	Supporting Documentation to be Maintained on File
<p>1. Course Providers require that learners agree to abide by RECA's Education Code of Conduct for Learners upon enrolling in a course.</p>	<ul style="list-style-type: none"> <li>Documentation showing the learner has agreed to abide RECA's Education Code of Conduct for Learners</li> </ul>
<p>2. When a learner seeks a recognized course for licensing purposes, Course Providers may only enroll learners who have met RECA's age, identity, and ability to study and work in Canada eligibility requirements</p>	<ul style="list-style-type: none"> <li>For learners wishing to be licensed: Document from RECA confirming the learners has met the Industry Council's eligibility requirement, or</li> <li>For learners who do not wish to be licensed: Document with learner's signature acknowledging they are unable to use the course to meet licensing education requirements, the Course Providers will not confirm their preparation to RECA, and they will not be able to write RECA's pre-licensing exams if the learner does not meet RECA's eligibility requirements.</li> </ul>
<p>3. Providers may only enroll learners who have completed a high school education and are proficient in the English language when taking the course for licensing purposes.</p>	<ul style="list-style-type: none"> <li>Policy describing the process the Course Provider follows to review the learner's education history and English Language Proficiency.</li> <li>For learners wishing to be licensed: Documentation that demonstrates the learner has completed high school education or equivalent education and they have proficiency in the English language, or</li> <li>For learners not wishing to be licensed: Document with learner's signature acknowledging they are unable to use the course to meet licensing education requirements, the Course Providers will not confirm their preparation to RECA, and they will not be able to write the Provincial Qualification Exams.</li> </ul>

## Part 4 – Record Keeping and Reporting Requirements

Record Keeping and Reporting Requirements	Supporting Documentation to be Maintained on File
<p>1. Course Providers must maintain accurate, up-to-date, and comprehensive approved course development and delivery records (including initial detailed course design documents and subsequent course updates/changes).</p>	<ul style="list-style-type: none"> <li>• Initial course syllabus</li> <li>• Summary of course changes</li> <li>• Updated master course outline</li> <li>• Revised course materials</li> <li>• Record of substantive change recognition by the applicable Industry Council</li> </ul>
<p>2. Course Providers must address learner requests for assistance with technical issues, subject matter questions, and course provision complaints in a timely manner.</p>	<ul style="list-style-type: none"> <li>• Documentation that is readily available to learners that describes the Provider’s contact information, including a telephone number and email address, must be clearly available on the Provider’s website and other course marketing materials (e.g., “contact us” or customer service contact information)</li> <li>• Provider’s described complaints process must be easily accessible.</li> <li>• Provider must document all learner (and instructor) complaints and their resolution. This documentation must be maintained for the minimum of 3 years</li> <li>• Learner Service policy</li> <li>• Learner Support Representative (LSR) job descriptions</li> <li>• Complaints policy and procedures</li> </ul>
<p>3. Course Providers must submit course statistics and reports for each course offering within 30 business days of the end of the course or every 6 months if the course is an asynchronous eLearning course. This includes:</p> <ul style="list-style-type: none"> <li>• Learner demographic data per course</li> <li>• List of names and marks of learners who completed the course.</li> <li>• Course completion rate (i.e., number of learners who complete the course/total number of learners who enrolled in the course).</li> </ul>	



<ul style="list-style-type: none"> <li>• Course exam pass rate (i.e., number of learners who pass the Course Provider exam/total number of learners who write the exam)</li> <li>• Number of course provider exam rewrites</li> <li>• Summary of course evaluations</li> </ul>	
<p>4. Course Providers must allow RECA representatives entry/access to approved courses and co-operate with RECA requests to conduct course audits. The request may include keeping the attendance of the RECA auditor confidential and not disclose it to the Instructor and other Learners.</p>	
<p>5. Course Providers must report:</p> <ul style="list-style-type: none"> <li>• Allegations of breaches of RECA's Education Code of Conduct for Learners</li> <li>• Allegations of breaches against licensed course instructors that relate to recruiting, encouraging or acquiescing to schemes that involve breaches to RECA's Education Code of Conduct for Learners, and exam question harvesting</li> </ul>	