



Australian Government
Australian Sports Commission

Monitoring NCAS / NOAS Accreditation Programs

Background

The National Coaching and Officiating Schemes (NCAS and NOAS) provide a framework for the accreditation of coaching and officiating accreditation programs. Accreditation programs submitted for approval must meet the requirements set out in the Australian Sports Commission's (ASC) *Guidelines for the Design and Registration of NCAS and NOAS Accreditation Programs*. The ASC has an accreditation program monitoring process to ensure that providers are delivering their accreditation programs in accordance with the approved curricula. The emphasis is on self-monitoring, with a back-up auditing process where necessary.

Policy

- National Sporting Organisations (NSOs) must include within their accreditation programs the quality control monitoring systems they will implement (for example, participant and presenter feedback sheets, complaints/appeal mechanisms, delivery monitoring by the National Coaching or Officiating Director).
- NSOs are responsible for ensuring that accreditation program deliverers keep on file a summary of participant/presenter feedback sheets for one year and implement a process to act on recommendations of participants. They must also agree to release this information to the ASC where a complaint is made directly to the ASC.
- A complaints mechanism will be provided by the ASC, whereby coaches and officials with legitimate complaints about accreditation program delivery can access. Complaints will be referred to the accreditation program deliverer or NSO to deal with in the first instance. If the complainant is unable to resolve the problem with them, they may request that the ASC review the complaint.
- Complaints must be lodged formally and must include:
 - the complainant's name and telephone number
 - details of their complaint
 - the steps they have taken with the accreditation program deliverer/NSO to have their complaint addressed.
- The NSO will be required to formally respond to the ASC regarding the complaint and demonstrate if/how they will address the issues raised.
- Should the NSO fail to address the issues appropriately and further complaints are received, the NSO will be required to pay the expenses for an ASC representative to attend an accreditation program and conduct an audit. This audit will assess whether the accreditation program is being delivered in accordance with the registered accreditation program currently approved by the ASC, and may involve discussions with presenters and accreditation program participants. Recommendations will be made to address any deficiencies in delivery and if these are not acted upon within the stipulated time period, the NSOs accreditation program will be removed from the NCAS/NOAS and no new coaches/officials will be accredited until the recommendations have been acted upon.
- The ASC also reserves the right to conduct random audits on NSO accreditation programs. The processes outlined above would also apply to random audits.





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Sample Checklist for Assessment of NCAS/NOAS Course Delivery

Sport: _____

State: _____ Course Date: _____ Course Venue: _____

Assessed by: _____

Issue	Satisfactory	Unsatisfactory	Comment
Course Delivery			
Qualifications of presenter(s)			
<ul style="list-style-type: none"> Presenter 1 _____ (Name)			
<ul style="list-style-type: none"> Presenter 2 _____ (Name)			
<ul style="list-style-type: none"> Presenter 3 _____ (Name)			
<ul style="list-style-type: none"> Presenter 4 _____ (Name)			
Quality of presentation(s)			
Presenter 1 <ul style="list-style-type: none"> Attitude of presenter Ability to engage the participants Use of a range of presentation methods Quality learning process for participants 			
Presenter 2 <ul style="list-style-type: none"> Attitude of presenter Ability to engage the participants Use of a range of presentation methods Quality learning process for participants 			
Presenter 3 <ul style="list-style-type: none"> Attitude of presenter Ability to engage the participants Use of a range of presentation methods Quality learning process for participants 			
Presenter 4 <ul style="list-style-type: none"> Attitude of presenter Ability to engage the participants Use of a range of presentation methods Quality learning process for participants 			
Coverage of learning outcomes and course content as outlined in the curriculum			
<ul style="list-style-type: none"> Module 1 			
<ul style="list-style-type: none"> Module 2 			

Issue	Satisfactory	Unsatisfactory	Comment
• Module 3			
• Module 4			
• Module 5			
• Module 6			
• Module 7			
• Module 8			
• Module 9			
• Module 10			
Duration of training:			
Adequate time spent on each module to enable effective learning			
Meets the time requirements as outlined in the curriculum (<i>Note: time spent on each module need not be an exact match with the curriculum, but must provide participants with 'value for money'</i>)			
Assessment			
Qualifications of assessor(s):			
<ul style="list-style-type: none"> Assessor 1 <hr/> (Name)			
<ul style="list-style-type: none"> Assessor 2 <hr/> (Name)			
<ul style="list-style-type: none"> Assessor 3 <hr/> (Name)			

Issue	Satisfactory	Unsatisfactory	Comment
Ability of assessor to conduct an effective assessment:			
Assessor 1 <ul style="list-style-type: none"> • Create a supportive environment • Use assessment criteria to make an effective decision • Assessment process is valid, reliable, flexible and fair • Provision of feedback to candidate 			
Assessor 2 <ul style="list-style-type: none"> • Create a supportive environment • Use assessment criteria to make an effective decision • Assessment process is valid, reliable, flexible and fair • Provision of feedback to candidate 			
Assessor 3 <ul style="list-style-type: none"> • Create a supportive environment • Use assessment criteria to make an effective decision • Assessment process is valid, reliable, flexible and fair • Provision of feedback to candidate 			
Assessment task(s) meet the requirements as outlined in the curriculum.			
Adequate time allowed for an effective assessment to be conducted			
Participant Input/Feedback			
Evaluation forms or other method used to gain participant feedback			
Presenters open to questions and work positively with participants			
Other Requirements for Accreditation			
Code of Ethics sign on completed			
Coaching Practice component – Participants advised of post-course practical requirements, including who will supervise/mentor			
Updating process explained to participants			
Information provided on where to go for further information (ie/ state & NSO contacts)			