

**The Accreditation Council of
Trinidad and Tobago**



Administrative Report

2019/20



This Administrative Report
summarises the activities of The
Accreditation Council of Trinidad
and Tobago for the period October
01, 2019 to September 30, 2020.

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LIST OF ACRONYMS

ACTT	Accreditation Council of Trinidad and Tobago
CAAM-HP	Caribbean Accreditation Authority for Education in Medicine and other Health Professions
CQF	CARICOM Qualifications Framework
CANQATE	Caribbean Area Network for Quality Assurance in Tertiary Education
NTA	National Training Agency
NQF	National Qualifications Framework
PSTE	Post Secondary and Tertiary Education

Executive Summary

The Accreditation Council of Trinidad and Tobago (ACTT) is the nation's principal body for conducting and advising on the accreditation and recognition of higher education and training institutions, programmes and awards in Trinidad and Tobago. In 2004, the ACTT was established as a statutory body by Act Chapter 39:06 of the Laws of the Republic of Trinidad and Tobago and the organisation was launched in November, 2005. The ACTT is responsible for quality assurance through the services of Conferment of Institutional Title, Registration, Accreditation, Programme Approval and Recognition of Transnational Programmes, Foreign Awarding Bodies and Institutions. At present, the Council has on its register forty-three (43) registered institutions and twelve (12) accredited institutions. The ACTT is committed to furthering the advancement of quality higher education and protecting students and stakeholders' interests.

The ACTT embarked on a strategic planning process starting September 2019 and gained feedback from different groups of stakeholders to inform its new strategic plan. The ACTT conducted stakeholder surveys with four (4) main stakeholder groups: i) representatives of registered and accredited institutions, ii) external evaluators, iii) former employees and iv) former board members of the Council.

In July 2020, the Council approved the ACTT Strategic Plan for the period 2020-

2025. The Strategic Plan (2020-2025) will be used to guide the work of the ACTT over the next five years focussing on four priority areas; namely: i) Organisational Transformation, ii) Financial Sustainability, iii) Post Secondary and Tertiary Education (PSTE) Sector Quality and Performance and iv) PSTE Qualifications Recognition.

As the ACTT fulfils its mandated role of assuring the highest standards of higher education and training, the organisation ensures its world-class standards are met through relationships with international accreditation agencies. The ACTT aspires to the continual improvement of the higher education and training sectors and being a leader in innovation and best practice.

1.0

VISION, MISSION, STRATEGIC GOALS AND OBJECTIVES AND CORE VALUES

1.1

VISION

ACTT is to be the *vanguard* and *catalyst* of a quality post-secondary and tertiary education sector which is *globally relevant*, *responsive* and *supportive of the development* of a qualified workforce and society in Trinidad and Tobago and the wider Caribbean.

1.2

MISSION

ACTT assures and enhances the quality of post-secondary and tertiary education nationally and abroad through innovative business, globally-benchmarked standards and service excellence.

The Vision and Mission Keywords

Vanguard: ACTT is leading and paving the pathway for a quality PSTe sector

Catalyst: ACTT stimulates and challenges PSTe institutions to meet its standards

Globally relevant: ACTT embraces and adapts international models, best practices and standards in the design of its systems and services

Responsive: ACTT understands that it operates in an environment of constant change, is nimble and responds to needs

Supports the Development: ACTT ensures that PSTe institutions contribute to the development of a knowledgeable and skilled workforce and society

Assures and enhances: ACTT applies its policies, standards and processes for external quality assurance of PSTe institutions and qualifications

Nationally and abroad: ACTT engages and supports PSTe institutions and awarding bodies located in Trinidad and Tobago and overseas institutions and awarding bodies offering in-country or education abroad programmes via distance and online learning

Innovative business: ACTT establishes new business models and approaches that have been adopted or modelled after its own best practices

Globally benchmarked standards: ACTT contextualises and adapts global external quality standards to design its own

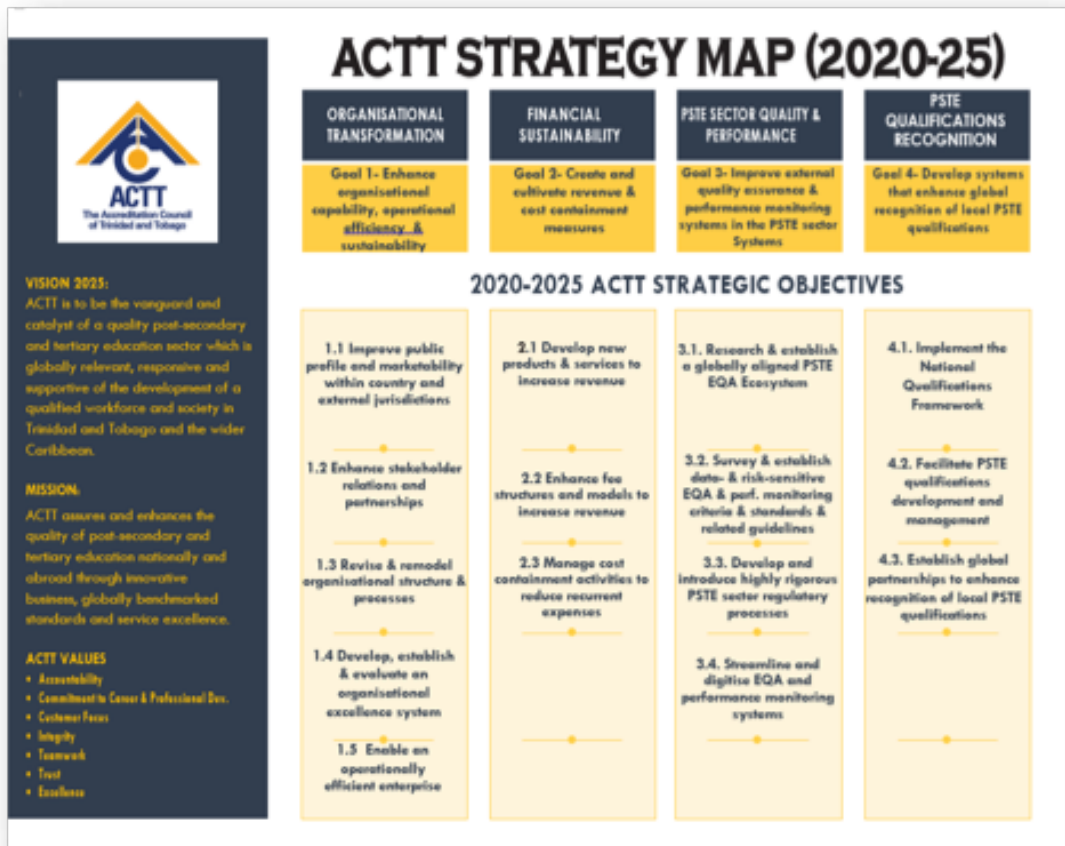
Service excellence: ACTT establishes standards for providing efficient and effective service to stakeholders

1.3

STRATEGIC GOALS AND OBJECTIVES

Over the next five years the Strategic Plan will focus on four priority areas: i) Organisational Transformation, ii) Financial Sustainability, iii) PSTE Sector Quality and Performance and iv) PSTE Qualifications Recognition.

Below is the strategy map for the ACTT outlining the four priority areas, four strategic goals and strategic objectives together with the Vision, Mission and Core Values.

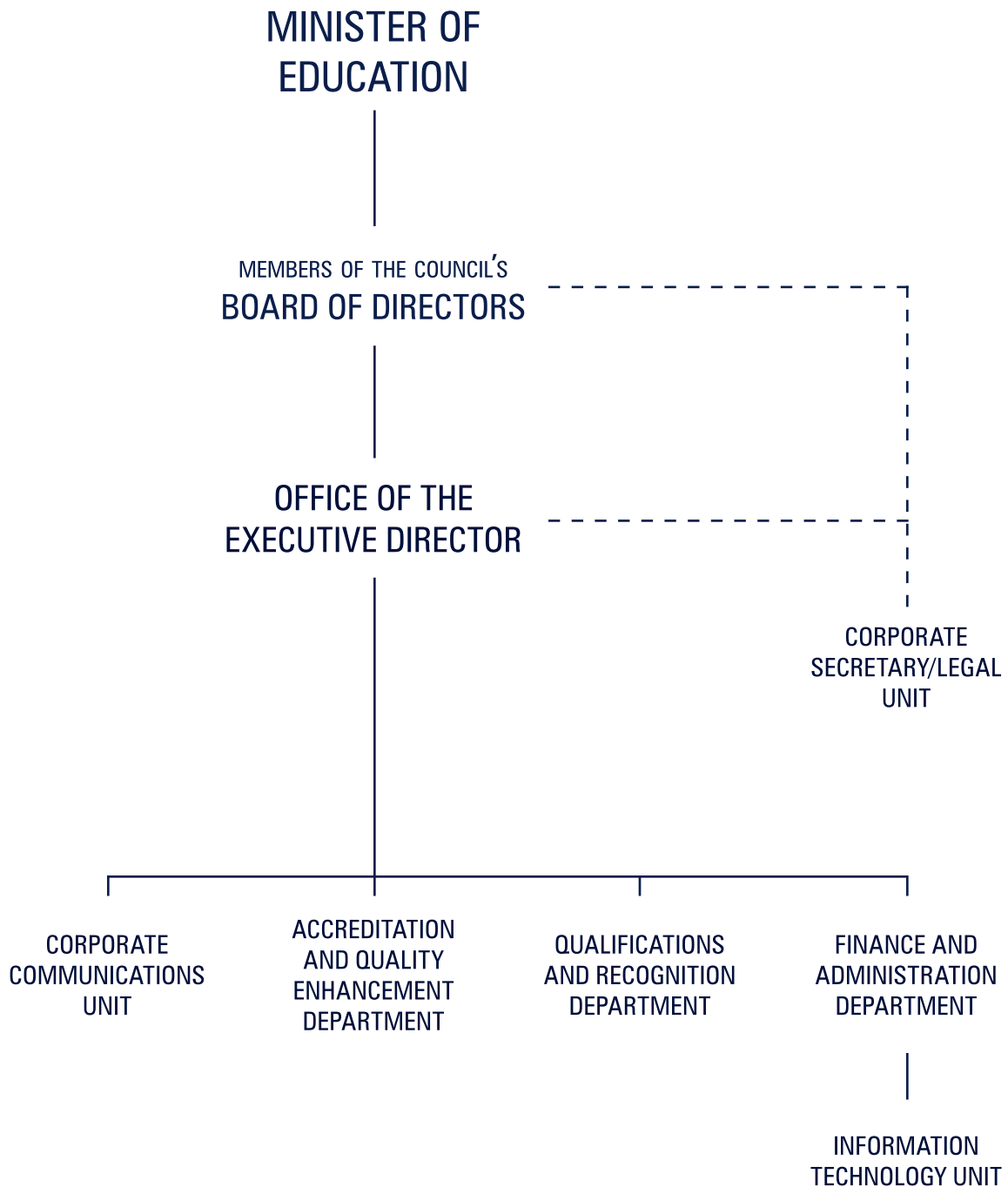


ACTT Strategic Plan, 2020

1.4 CORE VALUES

- Accountability - we answer to our governing authorities and ensure that our stakeholders do the same
- Commitment to Career and Professional Development - we support the career and professional development of our employees
- Customer Focus - we listen to and consider our customers' needs when making decisions and taking action
- Integrity - we embrace, comply with and administer national laws, Government policy, organisational policies and best-in-class post-secondary and tertiary education quality practices. We are above reproach in our actions
- Teamwork - we perform better together while seeking our stakeholders' interests instead of attempting to work individually
- Trust - we speak the truth and support and respect each other. We guarantee honest business when we engage our stakeholders
- Excellence - we model innovations and best practices, going beyond what our customers expect of us

2.0 ORGANISATIONAL STRUCTURE



2.1 THE ACTT'S ORGANISATIONAL PROFILE

A twelve (12) member Council (11 Executive Members and 1 Non-Executive Member), which is responsible for charting the overall direction of ACTT, governs ACTT's corporate structure. The Council composition and duration are contained in Section 4 of Chapter 39:06 (GORTT, 2004). All appointments to the Council are required to be published in the Trinidad and Tobago Gazette.

The board members for the period were:

- Professor June George – Chairman
- Dr Ruby S. Alleyne – Deputy Chairman
- Professor Emeritus Winston Mellowes
- Dr Sandra Reid
- Dr Alvin Ashton
- Mr Archibald Prime
- Mrs Denise Dennis-Horsford
- Mrs Wafaa Mohamed-Ghanny
- Mrs Pramatee Gajadhar
- Mrs Lennon Ballah-Lashley
- Mrs Shalene Suchit-Dwarika
- Dr Eduardo Ali – *Ex Officio*

A staff of forty-five (45), divided into three (3) departments and three (3) units, performs the operations of the organisation. Contract workers in these three (3) subgroups are categorised as:

- Management Team – four (4) members
- Technical staff – twenty (20) members
- Administrative Staff – twenty-one (21) members

ACTT is comprised of the following departments/units:

- Office of the Executive Director
- Accreditation and Quality Enhancement Department

- Qualifications and Recognition Department
- Finance and Administration Department
- Corporate Secretary/Legal Unit
- Corporate Communications Unit (reporting to the Office of the Executive Director)
- Information Technology Unit (reporting to the Director of Finance and Administration)

In the organisational structure, all departments report to the Office of the Executive Director.

2.2 LEGISLATIVE AND REGULATORY FRAMEWORK

The ACTT has the overarching responsibility for and jurisdiction over the registration and accreditation of post secondary and tertiary education institutions and programmes in Trinidad and Tobago. By virtue of the Act, the ACTT is empowered, *inter alia*, to:

- develop, implement and monitor national quality standards for the higher education sector
- confer institutional titles
- register post secondary and tertiary level institutions
- accredit institutions and programmes
- recognise qualifications awarded by foreign institutions
- grant approval for locally developed programmes
- collaborate with recognised accrediting and professional bodies in the fulfilment of its mission

In the execution of its functions and in accordance with Section 66D of the Constitution of the Republic of Trinidad and Tobago, the ACTT is required to report to the public on its performance annually. In this regard, the ACTT submits an annual Administrative Report to its line Minister detailing the Council's activities and containing financial statements and such other information relating to the operations and policies of the Council.

2.3 DELEGATED LEVELS OF AUTHORITY

Table 1 summarises the levels of authority for the approval of expenditure for the purchase of articles/works/services that have been procured, in keeping with the Council's Policy and Procedures.

VALUE OF PURCHASE/TENDERS	Authority
Up to TT\$30,000.00	Director, Finance and Administration
Up to TT\$100,000.00	Executive Director
TT\$100,001.00 - TT\$5,000,000.00	The Council members, on the recommendation of the Tenders Committee

TABLE 1
Levels of Authority

2.4 REPORTING FUNCTIONS

Table 2 summarises the ACTT's reporting functions and responsibilities, in relation to the Council's operations.

REPORTS	Line Minister	Ministry of Planning	Ministry of Finance	Auditor General	Parliament	Office of Procurement
Annual Operating Budgets	✓	✓	✓			
Strategic Plan	✓	✓				
Monthly/Annual Financial Reports	✓		✓			
Annual Financial Statements	✓		✓	✓	✓	
Monthly/Annual Performance Reports	✓	✓	✓			
Annual Audit Report	✓			✓	✓	
Annual Administrative Report	✓				✓	
Public Sector Investment Programme: Monthly, Quarterly, Bi-annual and Annual Reports	✓	✓	✓			
Contribution to the Ministry of Education's (MoE's) Budget Presentation/Achievement Reports	✓	✓	✓			
Confirmed Minutes of Board Meetings	✓					
Performance Monitoring Reports	✓	✓				
Quarterly Reports on 1-year Action Plan	✓	✓				
Litigation Quarterly Reports	✓					
Annual Procurement Plan	✓					✓
Quarterly Return of Award of Contracts Report	✓					✓

TABLE 2
Summary of the ACTT's Reporting Functions to the
Government of the Republic of Trinidad and Tobago

3.0

CORE FUNCTIONS / SERVICES

3.1

CONFERMENT OF INSTITUTIONAL TITLE

Conferment of Institutional Title is the granting of permission to institutions to use any of the titles protected by law. These titles are as follows:

- *Community College*: a post secondary or tertiary institution that offers a variety of programmes primarily at the sub-baccalaureate level geared to meet the needs of the community in which it exists;
- *Polytechnic or Technical College or Technical Institute*: a post secondary institution that offers programmes that prepare graduates for technical occupations and grants sub-baccalaureate awards in applied disciplines;
- *Technical University*: a tertiary institution that has as its major emphasis the preparation of graduates for technological occupations through the award of baccalaureate and post-baccalaureate awards and also conducts research of an applied nature;
- *Tertiary College or College*: a tertiary institution that offers a range of programmes and grants awards mainly at the sub-baccalaureate level; and
- *University*: a tertiary institution that offers programmes leading to awards at the baccalaureate or post-baccalaureate levels and is characterised as well by a commitment to research that maintains, advances, disseminates and assists the application of knowledge.

In accordance with Chapter 39:06, the ACTT has the authority to confer institutional titles on post secondary and tertiary level institutions in Trinidad and Tobago. This applies to institutions established subsequent to the proclamation of the Act in 2004, as well as to institutions that wish to change their names. In Trinidad and Tobago, an institution must apply for Conferment of Institutional Title if it wishes to carry any of the protected titles.

Conferment of Institutional Title is the only service offered by the ACTT prior to Registration. All other services of the ACTT are accessible after Registration.

During this period,
there were no institutions
requiring Conferment of
Institutional Title.

3.2

REGISTRATION OF POST SECONDARY AND TERTIARY INSTITUTIONS

Section 8(2)(c) of the Act requires that local and foreign post secondary and tertiary level institutions desirous of operating in Trinidad and Tobago be registered by the ACTT. Registration is mandatory and is the process through which an institution is evaluated to determine if it has met the requirements to offer post secondary and tertiary education and training to the public. Registration provides the legal status to do so.

An institution must be registered before it can access any of the other quality assurance services offered by the ACTT. The only service that may be accessed before Registration is Conferment of Institutional Title. There are seven (7) criteria and twenty-two (22) standards that cover a wide scope of institutional activities, such as: i) Legal, Policy and Regulatory Requirements, ii) Governance and Administration, iii) Quality Management System, iv) Resource Management, v) Teaching-Learning Process, vi) Review and vii) Continuous Improvement. An institution must provide relevant narrative and evidence, demonstrating how it has met or surpassed the requirements of the standards for Registration.

As part of the evaluation process, a site visit is conducted to verify the evidence through interviews with key stakeholders and examination of documents and resources. The evaluation is conducted by a team of External Evaluators who are education and subject matter experts in fields relevant to the programmes to be offered by the institution. An institution may be registered for a maximum period of three (3) years. From October 01, 2019 to September 30, 2020, the ACTT received fourteen (14) Letters of Intent from institutions seeking to be registered.

During the reporting period, the ACTT:

- conferred registered status (Initial) on **1** new institution
- conferred registered status (Continuing) on **9** institutions

During the reporting period, the ACTT reviewed **13** Registered Institution Annual Reports (RIARs) for the following institutions:

- Automation Technology College Limited
- Caribbean College of the Bible International Limited
- Darul Uloom Trinidad and Tobago Limited
- Dawill Law Academy and Consultancy Services Limited
- Emergency Training Institute of Trinidad and Tobago
- Kenson School of Production Limited
- Omega Advanced School of Interdisciplinary Studies (OASIS) – Institute of Higher Learning
- Professional School of Accountancy Limited
- Score Valves (Trinidad and Tobago) Limited
- SITAL College of Tertiary Education Limited
- Students Accountancy Centre Limited
- The Trinidad and Tobago Civil Aviation Authority
- Trinidad and Tobago Police Service, Police Academy

The number of registered institutions as at September 30, 2020 was **43**.

3.3 ACCREDITATION OF POST SECONDARY AND TERTIARY INSTITUTIONS AND PROGRAMMES

The ACTT is the official body responsible for accrediting post secondary and tertiary institutions operating in Trinidad and Tobago, as well as programmes offered by these institutions. Accreditation is a voluntary process through which the ACTT, as the external quality assurance body, evaluates registered institutions in order to assure academic quality, improve accountability and support continual institutional development. While Registration ensures that institutions have basic systems to operate, Institutional Accreditation examines the effectiveness of these systems. The evidence to be provided and the comprehensive site visit for Institutional Accreditation are greater in scope and depth than that of Registration. Institutional Accreditation is a status granted to an educational institution that has been evaluated and found to have met or exceeded stated criteria of educational quality. An institution may be accredited for a maximum period of seven (7) years.

The purpose of Accreditation is to:

- evaluate the standard of education to assure its quality;
- encourage institutions to improve the quality of their offerings;
- ensure that institutions are accountable for their educational offerings; and
- foster public confidence in educational institutions.

The benefits of Accreditation include:

- acceptance of qualifications internationally from graduates of

- accredited institutions and programmes;
- easier access to programmes and scholarships;
- smoother transfer of students and credits between institutions; and
- increased confidence that graduates from accredited institutions have the requisite knowledge, skills and attitudes for the workplace.

Specialised Programme Accreditation examines programmes offered at an accredited institution, focussing on programmes that require a licence to practise, such as Medicine, Engineering and Law. These specialised programmes are evaluated in collaboration with the relevant national, regional or international statutory and regulatory bodies, such as the Nursing Council of Trinidad and Tobago for programmes in Nursing and the Caribbean Accreditation Authority for Education in Medicine and other Health Professions (CAAM-HP) for programmes in Medicine and Allied Health. A close working relationship between the ACTT and recognised professional associations helps to ensure that the requirements for accreditation are related to the current requirements for professional practice.

Programme Accreditation evaluates programmes using criteria that include, but are not limited to, the quality of teaching and the support of learning; design and planning of programmes of study; assessment and feedback to learners; learning environments and learner support systems; programme evaluation and quality assurance systems.

By the end of the reporting period, the total number of accredited institutions was **12**, as follows:

- Arthur Lok Jack Global School of Business, The University of The West Indies
- Caribbean Nazarene College
- Cipriani College of Labour and Co-operative Studies
- College of Science, Technology and Applied Arts of Trinidad and Tobago
- MIC Institute of Technology
- National Energy Skills Center
- The University of the West Indies, St Augustine Campus
- The University of Trinidad and Tobago
- Tobago Hospitality and Tourism Institute
- University of the Southern Caribbean
- UWI School of Business and Applied Studies Limited
- West Indies School of Theology

During the period, the ACTT reviewed Annual Accredited Institution Reports (AAIRs) for the following **7** institutions:

- Arthur Lok Jack Global School of Business, The University of The West Indies
- Cipriani College of Labour and Co-operative Studies
- The University of Trinidad and Tobago
- Tobago Hospitality and Tourism Institute
- University of the Southern Caribbean
- UWI School of Business and Applied Studies Limited
- West Indies School of Theology

3.4 PROGRAMME APPROVAL

This quality assurance process ensures that local programmes are consistent with the institution's mission, are appropriately designed and structured, have stated learning outcomes and assessment strategies appropriate to the level of the qualification to be awarded and are adequately resourced for delivery. Also, it ensures that programmes developed locally are aligned or referenced to other countries. It is a mandatory activity that registered post secondary and tertiary institutions access as a means of validating the quality of their locally developed programmes.

Programmes submitted by institutions for approval are evaluated by an External Evaluator who is an expert in the relevant field. Programmes, once evaluated and found to have met the standards, are approved for a maximum period of three (3) years or for a period that coincides with the institution's period of Registration. Prior to the expiration of the period of approval, programmes must be submitted for re-evaluation. Further, any substantive changes to programmes must be approved by the ACTT before being implemented.

During the reporting period,
the ACTT approved **14**
programmes from accredited
institutions and **4** programmes
from registered institutions.

3.5 RECOGNITION

The Act mandates that the ACTT recognises programmes and awards of foreign institutions operating in Trinidad and Tobago. The aim of recognition is to verify that requirements are met for the delivery of foreign post secondary and tertiary education and training programmes through partnership arrangements with institutions registered by the ACTT. While local institutions may apply for recognition of individual transnational programmes, a foreign awarding body/institution may alternatively seek recognition by the ACTT. A transnational institution is one that has its origin and main establishment in a foreign territory and is offering programmes in collaboration with a registered or accredited institution in Trinidad and Tobago.

Through this process, foreign awarding bodies and institutions must provide evidence that the transnational qualifications offered locally are equivalent and comparable to qualifications that carry the same or similar titles in the country of the awarding institutions. The foreign awarding bodies/institutions must also ensure that the local context is considered in the design and/or delivery of the programmes.

Foreign awarding bodies/institutions must also implement reliable and tested systems to avoid credential fraud and maintain the highest integrity of the qualification. Enrolled students should also have the same rights of access to information regarding changes in fees, policy, examination results and other information available to students at the awarding institutions.

During the reporting period, the ACTT:

— conducted **1** site visit for continuing Recognition of the following transnational programme at the following institution:

- Shadrack Safety Institute – National General Certificate in Occupational Health and Safety offered in collaboration with the National Examination Board in Occupational Safety and Health (NEBOSH)

— reviewed **25** Annual Reports from the following ACTT-recognised foreign awarding bodies/institutions and their local partner institutions:

- Anglia Ruskin University
- City and Guilds of London Institute:
- Professional Institute of Marketing and Business Studies Ltd for programmes awarded by the Association of Business Executives
- SITAL College of Tertiary Education for programmes awarded by the Association of Business Executives
- CTS College of Business and Computer Science Limited for programmes awarded by the Australian Institute of Business
- SITAL College of Tertiary Education for programmes awarded by the Australian Institute of Business
- School of Higher Education Limited for programmes awarded by the Australian Institute of Business
- University of Bedfordshire
- CTS College of Business and Computer Science Limited for programmes awarded by the University of Bedfordshire
- School of Higher Education Limited for programmes awarded by the University of Bedfordshire
- SITAL College of Tertiary Education for programmes awarded by the University of Bedfordshire
- SITAL College of Tertiary Education for programmes awarded by the University of Hertfordshire
- CTS College of Business and Computer Science Limited for programmes awarded by the University of Hertfordshire
- University of London
- DAWILL Law Academy and Consultancy Services Limited for programmes awarded by the University of London
- Institute of Law and Academy Studies for programmes awarded by the University of London

- Academy of Tertiary Studies for programmes awarded by the University of London
- Chartered Institute of Procurement and Supply
- CTS College of Business and Computer Science Limited for programmes awarded by the Chartered Institute of Procurement and Supply
- SBCS Global Learning Institute Ltd for programmes awarded by the Chartered Institute of Procurement and Supply
- ABMA Education Limited
- University of Greenwich
- SBCS Global Learning Institute Ltd for programmes awarded by the University of Greenwich
- University of Sunderland
- SBCS Global Learning Institute Ltd for programmes awarded by the University of Sunderland

During the reporting period, the ACTT:

— reviewed Annual Reports
for the following **3**
recognised transnational
programmes:

- Arthur Lok Jack Global School of Business, The University of The West Indies for the Professional Certificate in Events Management awarded by George Washington University
- ENSAFE: Institute for Health, Safety and Counselling Training Ltd for the National General Certificate in Occupational Health and Safety awarded by the National Examination Board in Occupational Safety and Health
- UWI School of Business and Applied Studies Limited for the Bachelor of Science in Business Psychology awarded by Franklin University

3.6 REGISTRATION OF LOCAL AWARDING BODIES

Section 8(2)(c) of Chapter 39:06 empowers the ACTT “to register post secondary institutions, foreign and local, which offer programmes in Trinidad and Tobago”. Organisations that develop content and/or standards for educational programmes leading to the award of qualifications in their name are known as awarding bodies. Awarding bodies are not directly involved in the delivery of the tuition for the programme. Awarding bodies are also subject to Section 8(2)(c). To determine whether an awarding body meets the criteria and standards for registration, it is required to submit to an evaluation by the ACTT.

During the reporting period, the ACTT:

- conducted **1** site visit for accreditation of a local awarding body qualification at the following institution:
 - Institute of Banking and Finance of Trinidad and Tobago, Certificate for Financial Advisors
- reviewed an Annual Report for **1** local awarding body registered by the ACTT:
 - Trinidad and Tobago Insurance Institute

3.7 STATEMENTS ON RECOGNITION

Employers, higher education institutions and other entities (e.g. those responsible for awarding scholarships) require that local and foreign institutions and programmes be recognised. The ACTT provides authoritative advice and guidance on the recognition of local and foreign qualifications through Statements on Recognition. A Statement on Recognition confirms the status of qualifications from local and foreign institutions/awarding bodies. From March 2020, the ACTT began offering its Statement on Recognition service (minimum 10 working days applications) online.

During the reporting period, the ACTT:

- processed **829** applications for Statements on Recognition
- collaborated with the Ministry of Foreign and CARICOM Affairs on the assessment of **321** qualifications for issuing CARICOM Skills Certificates

From the start of its operations to the end of the reporting period, the ACTT has issued **18,293** Statements on Recognition.

3.8 EQUIVALENCE ASSESSMENT

This service determines the comparable academic value of foreign qualifications in Trinidad and Tobago. An Equivalence Assessment is an evaluation of a foreign qualification to determine its comparative level and value to a similar qualification awarded by an institution in Trinidad and Tobago.

The ACTT conducts assessments of foreign post secondary and tertiary level qualifications and issues statements on the equivalence of these qualifications. A Statement on Equivalence also provides information on the accreditation/recognition status of the institutions and programmes of study, which may:

- assist a student to gain access to further study in Trinidad and Tobago; and
- facilitate credit exemptions.

However, in the case of further study, the institution receiving the student makes the final decision on the acceptability and value of credits towards completion of its programmes. From March 2020, the Equivalence Assessment service was suspended as the organisation was not prepared to facilitate this service online to the public during the pandemic.

During the reporting period,
the ACTT completed **6**
Equivalence Assessments.

3.9 QUALITY ENHANCEMENT / INSTITUTIONAL DEVELOPMENT

Quality Enhancement support is afforded to institutions to provide guidance on meeting the requirements of the ACTT's criteria and standards for the various services offered. Quality Enhancement is achieved through one-on-one preparatory meetings, workshops, seminars, training and technical support.

Quality Enhancement support is also provided to registered and accredited institutions to strengthen an institution's ability to deliver quality education and training. It also extends its services to quality assurance bodies in the wider CARICOM region, facilitating attachments to the ACTT and observation at site visits for registration and accreditation.

Monitoring of registered or accredited institutions is also under the remit of quality enhancement support. This monitoring is achieved through the evaluation of progress reports, annual reports, mid-term reviews, scheduled focussed site visits and unscheduled site visits.

During the reporting period, the ACTT conducted Focussed Site Visits to the following **2** accredited institutions:

- The University of the West Indies (UWI) St Augustine South Campus at Penal-Debe
- UWI School of Business and Applied Business Studies Limited South Campus, located at The University of the West Indies (UWI) St Augustine South Campus at Penal-Debe

3.10

COMPARISON OF MAJOR ACHIEVEMENTS BETWEEN OCTOBER 01, 2018 – SEPTEMBER 30, 2019 AND OCTOBER 01, 2019 – SEPTEMBER 30, 2020

DESCRIPTION	October 01, 2018 – September 30, 2019	October 01, 2019 – September 30, 2020
Conferment of Institutional Title	None	None
Registration	<ul style="list-style-type: none"> • registered one (1) new institution • re-registered nine (9) institutions • number of registered institutions as at September 30, 2019 was thirty-six (36) 	<ul style="list-style-type: none"> • registered one (1) new institution • re-registered nine (9) institutions • number of registered institutions as at September 30, 2020 was forty-three (43)
Institutional Accreditation	<ul style="list-style-type: none"> • conferred initial institutional accredited status on one (1) institution • conferred continuing institutional accredited status on two (2) institutions • number of accredited institutions as at September 30, 2019 was nine (9): <ul style="list-style-type: none"> – Arthur Lok Jack Global School of Business, The University of The West Indies – Caribbean Nazarene College – Cipriani College of Labour and Co-operative Studies – College of Science, Technology and Applied Arts of Trinidad and Tobago – National Energy Skills Center – The University of the West Indies, St Augustine Campus 	<ul style="list-style-type: none"> • Zero (0) institutions received initial institutional accredited status • conferred continuing institutional accredited status on three (3) institutions • number of accredited institutions as at September 30, 2020 was twelve (12): <ul style="list-style-type: none"> – Arthur Lok Jack Global School of Business, The University of The West Indies – Caribbean Nazarene College – Cipriani College of Labour and Co-operative Studies – College of Science, Technology and Applied Arts of Trinidad and Tobago – National Energy Skills Center – The University of the West Indies, St Augustine Campus – The University of Trinidad and Tobago

DESCRIPTION	October 01, 2018 – September 30, 2019	October 01, 2019 – September 30, 2020
Institutional Accreditation (cont'd)	<ul style="list-style-type: none"> – The University of Trinidad and Tobago – UWI School of Business and Applied Studies Limited – West Indies School of Theology 	<ul style="list-style-type: none"> – UWI School of Business and Applied Studies Limited – West Indies School of Theology – MIC Institute of Technology* – Tobago Hospitality and Tourism Institute* – University of the Southern Caribbean*
Programme Approval	<ul style="list-style-type: none"> • approved twenty-five (25) programmes from accredited institutions • approved two (2) programmes from registered institutions 	<ul style="list-style-type: none"> • approved fourteen (14) programmes from accredited institutions • approved four (4) programmes from registered institutions
Statements on Recognition	<ul style="list-style-type: none"> • processed one thousand, two hundred and forty-two (1,242) applications for Statements on Recognition • number of statements processed as at September 30, 2019 - seventeen thousand, four hundred and sixty-four (17,464)** 	<ul style="list-style-type: none"> • processed eight hundred and twenty-nine (829) applications for Statements on Recognition • number of statements processed as at September 30, 2019 - eighteen thousand, two hundred and ninety-three (18,293)
Equivalence Assessments	<ul style="list-style-type: none"> • issued forty-three (43) Equivalence Assessments 	<ul style="list-style-type: none"> • issued six (6) Equivalence Assessments
Workshops	<ul style="list-style-type: none"> • hosted two (2) 'Guiding the Self Study Process' workshops for Candidacy for Institutional Accreditation: <ul style="list-style-type: none"> – The Institute of Medical Education Limited – Council of Legal Education 	None

DESCRIPTION	October 01, 2018 – September 30, 2019	October 01, 2019 – September 30, 2020
Special activities/projects	<ul style="list-style-type: none"> • Hosted the Annual Conference of Accredited Institutions (ACAI) on October 18, 2018 • Hosted three (3) public sensitisation fora on the adoption of the CARICOM Qualifications Framework (CQF) on: <ul style="list-style-type: none"> – November 12, 2018 at the Scarborough Library Auditorium, Scarborough – November 23, 2018 at the University of Trinidad and Tobago, Pt Lisas Campus – November 30, 2018 at the Arthur Lok Jack Global School of Business, The University of The West Indies, Mt Hope 	<ul style="list-style-type: none"> • Hosted three Annual Business Meetings with stakeholders from registered institutions, accredited institutions and external evaluators on April 15, 16 and 17, 2020 • Hosted a panel discussion entitled 'External Quality Assurance of Online Learning' on June 01, 2020 • Hosted a webinar on 'Digitisation Practices for Effective Employee Performance Management' on June 08, 2020 • Hosted an online meeting on September 03, 2020 to discuss challenges and adjustments faced by PSTE institutions (registered and accredited) and local awarding institutions
Staff Count	<ul style="list-style-type: none"> • Management Team (6) • Technical Staff (19) • Administrative Staff (23) 	<ul style="list-style-type: none"> • Management Team (4) • Technical Staff (20) • Administrative Staff (21)

**These three (3) institutions were awaiting conferment of their Institutional Accreditation status during the fiscal period, however, this could not have been awarded as the Council did not have a Board in place.*

***The number of Statements on Recognition processed for the period 2018-2019 has been corrected in this report.*

3.11 THE ACTT SWOT ANALYSIS

STRENGTHS	WEAKNESSES
<ul style="list-style-type: none"> • First port of call in the country for registration, programme approval, institutional accreditation, transnational programme recognition and recognition of qualifications • Specialised technical staff performing roles that support regulation of tertiary education institutions • Receives income from clients and customers for services offered • Stable/permanent location of headquarters and remote office sites • Positive reputation among students, graduates, CARICOM nationals and employers for Statements on Recognition • Qualified Board members representing different sectors impacting higher education governance • Quality assurance standards, policies and processes regularly utilised by institutions • Frequently consulted and utilised evaluators and Team Chairs to support the evaluation process • Potential to establish unified credit-based system or National Qualifications Framework articulated to the CARICOM Qualifications Framework • Potential for systems and structures to be developed to meet the requirements for external review 	<ul style="list-style-type: none"> • Varied response times for services create frustration • Insufficient coordination between the ACTT and NTA as it pertains to regulation of programmes • Staff qualifications, compensation, knowledge, skills and competencies are not at a comparable level to other international accreditation agencies in most instances • Volume of income streams is inadequate and fees are not at desired rates as compared to other accreditation agencies • Lack of online payment platform to receive payment from stakeholders • High rental cost with primary customers a distance away • Building has deteriorated condition posing threat to occupants • Absence of Boards for prolonged periods negatively impacting workflows and approvals • Standards, policies and processes have not been sufficiently revised or updated since inception • Inadequate number of qualified, competent and experienced locally-based evaluators in certain areas or fields • Delay in finalisation and implementation of a National Qualifications Framework • Lack of readiness to undergo external review

OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> • Market position can be maintained given that there are no competing entities except for specialised accreditation • Channels for expansion of ACTT services to stakeholders online with a special emphasis on Tobago • Technical staff to be trained and compensated to provide higher level value-added services to support sector accountability and quality assurance • Revenue generation through the provision of traditional as well as diversified services • Several local providers available for processing online payments at low cost • Market available for additional accreditation services in countries with no accrediting bodies • Alternative cost-effective facilities available on the market to relocate headquarters • Available online and mobile-friendly application solutions to automate workflows • Readily available international best practices in higher education quality assurance which can be used for benchmarking • Available highly qualified and experienced evaluators/experts documented on database from national and international jurisdictions • CARICOM Quality Assurance Register (CQAR) recently established by CARICOM to facilitate regional external review 	<ul style="list-style-type: none"> • Regulatory TVET agency i.e. NTA engaged in provision of registration/centre approval and accreditation services to post secondary education and training providers • International accreditation agencies offering transnational and international accreditation services • Existing technical staff attrition due to resignations or poaching by institutions • Institutions with declining revenues may not be in a financial position to remit fees • Inadequate budgetary allocations for identified facility for relocation • Loss in income when moving to new facility; adjustment period for stakeholders • Workflow automation solutions are unavailable or customers not using applications • Inadequate budgetary allocations for automated services • Board does not sanction revised corporate governance processes, policies and regulations to ensure that decisions can be made in the absence of Board • Absence of Board could lead to greater Ministry involvement in Council affairs • Absence of budget and personnel to facilitate revisions of standards, policies and processes • Inability to source and recruit potential evaluators • Cabinet does not approve the NQF • Funding unavailable for research-based project for implementation of the NQF • Lack of funding and personnel to facilitate external review

4.0

SPECIAL ACTIVITIES AND PROJECTS

4.1

FINALISATION OF ACTT'S STRATEGIC PLAN 2020-2025

The Strategic Plan is aligned to regional and national education policies. Benchmarking of strategies from similar external quality assurance bodies and systems resulted in the adoption of suitable approaches. As part of its strategic planning process, which started in September 2019, the ACTT gained feedback from different groups of stakeholders to inform its new strategic plan. The ACTT conducted stakeholder surveys with four (4) main stakeholder groups: (i) representatives of registered and accredited institutions, (ii) External Evaluators, (iii) former employees and (iv) former board members of the Council. In July 2020, the Council approved the ACTT Strategic Plan 2020-2025.

4.2

ANNUAL BUSINESS MEETINGS

On April 15, 16 and 17, 2020, the ACTT hosted three (3) Annual Business Meetings with stakeholders from registered institutions, accredited institutions and its External Evaluator Corps. These meetings provided an opportunity for these key stakeholders to consider new proposals from the ACTT, to discuss changes being made or recommended and to engage in a shared governance mechanism for

policy formulation, standards-setting and operational models and systems. The event received a 90-95% subscription for all the stakeholder groups invited.

4.3

PANEL DISCUSSION

On June 01, 2020, the ACTT hosted a panel discussion entitled *External Quality Assurance of Online Learning*. Presentations covered various areas related to emerging and new modalities, models for online learning and challenges impacting external quality assurance. Participants were afforded the opportunity to learn of experiences from different contexts in the Caribbean, Europe, United Kingdom and North America.

4.4 CONFERMENT OF INSTITUTIONAL ACCREDITATION

The ACTT conferred accredited status on three (3) of the nation's post secondary and tertiary education institutions at its Conferment of Institutional Accreditation Ceremony on July 13, 2020. Certificates of Institutional Accreditation were presented to the University of the Southern Caribbean (USC), MIC Institute of Technology (MIC-IT) and the Tobago Hospitality and Tourism Institute (THTI).

Institutional representatives from each of the three (3) institutions signed the General Conditions of Institutional Accreditation for Post-Secondary and Tertiary Institutions and the Trademark Licence Agreement. These conditions outline an accredited institution's obligations after Institutional Accredited status is granted by the ACTT.

4.5 ONLINE MEETING WITH PSTE INSTITUTIONS

In acknowledgement of 2020 being an unprecedented year for education locally and globally as a result of the COVID-19 pandemic, the ACTT hosted an online meeting on September 03, 2020, to discuss challenges and adjustments faced by PSTE institutions (registered and accredited) and local awarding institutions. The ACTT introduced its Covid-19 Monitoring Project, which would assist in:

- assessing and monitoring PSTE institutions and awarding bodies that are implementing emergency remote teaching, learning and assessment (ERTLA) practices; and

- determining emerging requirements and quality precepts that would inform standards for Open, Distance and Online Learning (ODOL) for PSTE institutions and awarding bodies.

4.6 THE ACTT HEADQUARTERS RELOCATION PROJECT

The ACTT has been located at Pan American Life Plaza, St Vincent Street, Port of Spain since September 2005. With increasing rental costs and issues with the building which the Council occupied on St Vincent Street, Port-of-Spain, ACTT has embarked on a relocation project to relocate its headquarters to, 29 Tenth Avenue, Barataria, Level 1 at the Maritime Centre. The move would increase the square footage available to staff from 11,876 over two floors to 16,250 sq. ft. located on the southern end of the first floor of Maritime Centre. Additionally, there would be a significant decrease in rental from \$274,262.63 to \$146,250 inclusive of Common Area Maintenance (CAM) fees. Where the rental fees at Pan American increased approximately every two years, ACTT was able to secure a Deed of Lease for a period of 5 years with a fixed rental price for the duration of the deed.

4.7 TECHNICAL WORKING COMMITTEES

The ACTT has established four (4) higher education technical working groups comprising of professionals in the higher education sector with expertise to contribute to the development of the higher education sector in Trinidad and Tobago. Thus far, three (3) out of four (4) groups have been mobilised and are in the process of completing reports for submission to the ACTT. Contributions from these groups will entail (but are not limited to) the depiction of a cohesive external quality assurance ecosystem, development of standard key performance indicators for institutions in the sector and a quality assurance portal for institutions to access their information in a centralised location from the ACTT.

4.8 APPEARANCE BEFORE THE JOINT SELECT COMMITTEE ON LOCAL AUTHORITIES, SERVICE COMMISSIONS AND STATUTORY AUTHORITIES (INCLUDING THE THA)

The ACTT made two report submissions and received formal feedback and advice from the Parliament of Trinidad and Tobago through the Joint Select Committee on Local Authorities, Service Commissions and Statutory Authorities (JSC-LASCSA) on the efficiency and effectiveness of the organisation. The advice was incorporated in the SWOT Analysis stage of the ACTT's strategic planning process, with recommendations to be considered for improvements. In July 2020, the ACTT received the 16th Report on an Inquiry into the Efficiency and Effectiveness of ACTT, which it reviewed and responded to. Recommendations made in this report will be reflected in future initiatives for the Council and in the 2020-2025 Strategic Plan.

5.0

POLICY AND DEVELOPMENT INITIATIVES

5.1

TECHNICAL POLICIES

The Council's core services, as mandated by the Act, are governed by its Technical Policies on Conferment of Institutional Title, Registration of Post Secondary and Tertiary Institutions, Accreditation of Institutions, Programme Approval, Recognition of Foreign Awarding Bodies and Institutions, Recognition of Transnational Programmes, and Statements on Recognition and Equivalence.

5.2

FINANCIAL POLICIES

The Council's financial policies are guided by the public service regulations and are in compliance with the following:

- The Exchequer and Audit Act, Chapter 69:01
- The Statutory Authorities Act, Chapter 24:01
- Guidelines for Contract Employment in Government Ministries, Departments and Statutory Authorities subject to the Statutory Authorities Act, Chapter 24:01
- Circulars from the Chief Personnel Officer (CPO), Ministry of Finance, Comptroller of Accounts and the Director of Personnel Administration
- Public Procurement and Disposal of Public Property Act No. 1 of 2015
- State Enterprises Performance Monitoring Manual

5.3

ADMINISTRATIVE POLICIES

The Council maintains an Administrative and Personnel Policies Manual that provides information and procedures to all staff. This equips them with clear, specific and systematic approaches to executing their duties and to developing and maintaining the ACTT's relationships with various stakeholders. It is a fundamental communication tool containing information and instructions pertinent to the duties, responsibilities and functions of staff.

The Administrative and Personnel Policies are currently being revised in accordance with Public Service guidelines and best practice related to contract employment in the Government service.

6.0 FINANCIAL OPERATIONS

6.1 BUDGET FORMULATION

The ACTT is funded through subventions from the Government of Trinidad and Tobago for recurrent expenditure. Based on the ACTT's projected activities for the fiscal year and in accordance with its strategic direction, a budget request of \$16,868,402.00 for Recurrent Expenditure was submitted to the line Ministry. Arising from the budget presentation for fiscal 2019/2020, the ACTT was allocated funds under Estimates of Recurrent Expenditure for fiscal year 2019/2020 in the sum of \$12,000,000.00.

6.2 BUDGET / RECURRENT EXPENDITURE

The ACTT was allocated \$12,000,000.00 to fund its Estimates of Recurrent expenditure for financial year 2019/2020 and total releases received from Ministry of Education as at fiscal year 2019/2020 amounted to \$12,000,000.00. The ACTT had incurred total recurrent expenditure of \$15,023,096.00 for the fiscal year. Table 3 below summarises the ACTT's Estimates of Recurrent Expenditure for the period October 01, 2019 to September 30, 2020.

SUB-HEAD	Budget Releases \$	Actual Expenditure \$	Variances \$
Personnel Expenditure	675,000.00	574,444 .00	100,556.00)
Goods and Services	10,325,000.00	13,237,319 .00	(2,912,319.00)
<i>of which contract employment</i>	<i>7,325,000.00</i>	<i>8,228,995 .00</i>	<i>(903,995.00)</i>
Minor Equipment	0.00	2,125 .00	(2,125.00)
Current Transfers and Subsidies	1,000,000.00	1,210,078.00	(210,078.00)
Total Recurrent Expenditure	12,000,000.00	15,023,966.00	(3,023,966.00)

TABLE 3
The ACTT's Budget Releases / Actual Expenditure
October 01, 2019 to September 30, 2020

The ACTT's unavoidable expenditure on salaries (\$8,228,995.00), gratuity (\$1,210,078.00) and rent (\$3,335,805.00) amounted to \$12,774,878.00. These three (3) items of expenditure alone exceeded the ACTT's total 2020 subventions of \$12,000,000.00 by \$774,878.00. It should be noted that all the ACTT's staff members are employed on contract and a gratuity becomes payable upon successful completion of each employment contract.

There was no budgetary allocation for minor equipment expenses, resulting in a negative variance of \$2,125.00. Throughout fiscal 2019/2020, the ACTT employed stringent cost-cutting measures and opted to repair rather than replace its equipment to better manage its finances. Notwithstanding these measures, the ACTT still incurred a deficit of

(\$3,023,966.00). This was due to the ACTT's significantly reduced 2019/2020 allocation and the fixed nature of over 80% of the ACTT's recurrent expenses.

The ACTT's deficit was funded from accumulated revenues generated through its services from previous years. A breakdown of revenues for the period under review is shown in Table 4.

REVENUE/EXPENDITURE	Actual Amounts \$
Fee Income	561,672.00
Interest Income	150,338.00
Less: Expenses	(497,068.00)
Net Internal Revenue	214,942.00

TABLE 4
The ACTT's Internally Generated Revenues
October 01, 2019 to September 30, 2020

6.3

BUDGET / PSIP EXPENDITURE

The ACTT did not receive any allocations under the Public Sector Investment Programme (PSIP) for fiscal year ended September 30, 2020.

6.4

DEBT POLICY

Section 19 of the Act gives the ACTT the power to borrow for the purpose of discharging its functions, subject to the approval of the Minister of Finance. To date, the Council has never sought to exercise this power.

6.5

INVESTMENT POLICY

Under Section 18 of the Act, the Council may “... *accumulate reserves and such reserves and all other funds of the Council not immediately required to be spent in meeting the obligations of the Council or the discharge of any of its functions may be invested, from time to time, in such securities as the Council may with the approval of the Minister with responsibility for finance deem fit.*” The ACTT currently maintains an interest-bearing account with its bankers, First Citizens Bank (FCB), under this proviso. Revenues generated by the ACTT are held in this account. The Council follows guidelines set out in the State Enterprises Performance Monitoring Manual, outlined by the Ministry of Finance.

6.6 FINANCIAL COMPARISONS

ITEM	2019	2020	Comments
INCOME			
Government Subventions	10,000,000.00	12,000,000.00	
Evaluation/Registration/ Certification Fees	471,856.00	(108,772.00)	
Statements on Recognition Fees	164,488.00	173,375.00	
Conferences and Workshops	25,064.00	0.00	No conferences held in 2020
Total Recurrent Income	10,661,408.00	12,064,603.00	
EXPENDITURE			
Personnel Expenditure	396,323.00	574,444.00	New Council term began in October, 2019
Goods and Services	5,353,569.00	5,008,324.00	Overall reduction in expenditure
<i>Contract Employment</i>	<i>8,468,413.00</i>	<i>8,228,995.00</i>	
Vehicles, Furniture, Fixtures & Equipment	13,664.00	2,125.00	
Current Transfers and Subsidies	1,102,715.00	1,210,078.00	Contracts matured in Fiscal 2020, resulting in increased gratuity payments
Total Recurrent Expenditure	15,334,684.00	15,023,966.00	
Surplus/(Deficit)	(4,673,276.00)	(3,959,363.00)	<i>Deficit funded from ACTT's reserves</i>

TABLE 5
Financial Comparisons
for years ended September 30, 2019 and September 30, 2020

7.0 HUMAN RESOURCE DEVELOPMENT

7.1 ORGANISATIONAL ESTABLISHMENT

For the development of the organisation, its personnel and the effective and efficient execution of its operations, the Council places emphasis on planning its human resource needs in order to achieve its strategic goals and objectives.

7.1.1 Categories of Employees

- Management Team (4)
- Technical Staff (20)
- Administrative Staff (21)

7.1.2 Career Path Systems

The employees of the ACTT are contract employees. When positions become vacant, eligible officers may apply for higher positions when advertised.

7.1.3 Performance Assessment / Management Strategies

The ACTT utilises a Performance Management Appraisal System as detailed in Policy 4:09 of the Council's Administrative and Personnel Policies Manual. Position descriptions have been developed for all officers. Periodic reviews, as well as annual Performance Appraisals, are completed to evaluate officers' performance. These annual Performance Appraisals are usually completed one month prior to the end of the anniversary date or contract.

7.1.4 Selection Procedures

The Council recruits persons on contract in accordance with terms and conditions approved by the Chief Personnel Officer.

7.2 EMPLOYEE SUPPORT SERVICES

The ACTT offers employee support as follows:

- Employee Assistance Programme (EAP)
- Professional development workshops
- Access to learning resources
- Examination leave
- No pay study leave
- Employee recognition

7.3 TRAINING

During the period, in an effort to promote a positive work environment and increase employee morale, the ACTT hosted sensitisation sessions which focussed on topics such as Loyalty and Belonging; Forgiveness in the Workplace; Trust; Respect; Caring for Others; and Equality and Inclusion.

On April 13, 2020, staff participated in an eight-week online course titled *Quality Assurance in Blended Learning for the Caribbean Higher Education Context* facilitated by the Commonwealth of Learning.

On June 01, 2020, staff participated in the ACTT's Panel Discussion, *External Quality Assurance of Online Learning*. Additionally, they participated in the ACTT's webinar entitled *Digitisation of Employee Performance Management* on June 08, 2020, facilitated by Mohamed Khalifa, Consultant – Workforce Management, of the Dehora Consultancy Group in Amsterdam, Netherlands.

8.0

PROCUREMENT PROCEDURES

The ACTT is guided by its existing Procedures for Procurement and Disposal of Assets and is currently revising these procedures to ensure that all its procurement activities are in keeping with the provisions of the Public Procurement and Disposal of Public Property Act No. 1 of 2015 as amended by the Public Procurement and Disposal of Public Property (Amendment) Act, 2016 and 2017. Section 7 of the ACTT's Procurement policy prescribes the forms of procurement used.

Open tendering

This is a process where Tenders and/or Bids are invited through advertisements or other forms of public notice. Open tendering is used in the following instances:

- when the Council's list of approved Vendors does not cater or adequately cater for particular types of articles/works/services;
- where it is competitively more advantageous; and
- where the terms and conditions of the Council's borrowings so require.

Selective tendering

Tenders and/or Bids are invited from the Council's list of approved suppliers. A minimum number of invitees shall be set so as to allow adequate competition in the procurement process. The invitees selected shall be the top ten (10) ranked suppliers registered to provide the particular articles/works/services. In cases where there are

less than ten (10) registered suppliers, all the suppliers registered to provide the particular articles/works/services shall be invited.

Sole tendering

Where the circumstances so require, Merit Awards for purchase of materials/works/services shall be issued without inviting competitive bids.

Consultancy services

The Council recognises that, due to the specialist nature of certain types of professional and technical services classified as Consultancy Services, it may not be viable to engage in open or selective tendering. Once a determination is made by the office of the Corporate Secretary/Legal Officer that the Services are classified according to Tenders and Procurement Policies, Rules and Procedures as Consultancy Services, and suitable consultants/service providers with a proven record/reputation of efficiently providing services of the kind required have been identified, the following procedure shall apply:

- *Consultancy Firms:* Except for Merit Consultancy contracts, all consulting services shall be competitively tendered out either using open tendering or selective tendering as appropriate.
- *Individual Consultants:* Individual consultants are normally hired to carry out assignments for which the experience

and qualifications of the individual are crucial to the task. They are selected on the basis of their qualifications and relevant experience for the assignment. An advertisement may not be required and Consultants do not need to submit proposals. Consultants shall be selected through comparison of qualifications and relevant experience of at least three (3) candidates among those who have expressed interest in the assignment or who have been approached directly by the Council. Individuals considered for comparison of qualifications and relevant experience shall meet the minimum qualifications deemed relevant for the assignment and those selected by the Council shall be the best qualified and fully capable of carrying out the assignment. Capability is judged on the basis of academic/ professional competence, as well as experience. Where appropriate, knowledge of the local conditions (such as local language, culture and administrative system), as well as the capacity to deliver on the proposed products or service within the prescribed timeframe required by the Council, may also be considered.

8.1

EMERGENCIES

In cases of emergency where the safety of people, property, plant and equipment is in jeopardy, the most senior official responsible for that operation, if unable to contact the Executive Director or the Chairman of the Tenders Committee, may award contracts for Articles, Works or Services necessary to avert the danger or to bring the situation under control. These contracts will then be brought to the attention of the relevant authority in the ACTT for subsequent ratification.

9.0

PUBLIC AND COMMUNITY RELATIONS

9.1

CLIENT AND PUBLIC ACCESS TO SERVICES / SERVICE DELIVERY SYSTEMS

The ACTT continued to operate three (3) offices, located at:

Head Office

Ground Floor and Level 3, Building B
Pan American Life Plaza
91-93 St Vincent Street
Port of Spain, Trinidad

South Outreach Office

40-44 Sutton Street
2nd Floor SSL Building
San Fernando, Trinidad

Tobago Office

MIC-IT/YTEPP Tobago Technology Centre
79 Milford Road
Canaan, Tobago

The public may also access the ACTT's services through its website (www.actt.org.tt) and social media sites (www.facebook.com/ACTTNews, www.twitter.com/ACTTNews and www.linkedin.com/company/acttnews/).

9.2

STRATEGIC PARTNERSHIPS

The Council recognises the importance of establishing and maintaining good relations with its stakeholders, which ensures

the longevity of its operations. The ACTT continually seeks new ways to improve relations with existing stakeholders and to establish strong relationships with new stakeholders.

9.2.1 The ACTT Partners

Local:

- The Association of Professional Engineers of Trinidad and Tobago (APETT)
- The Institute of Chartered Accountants of Trinidad and Tobago (ICATT)
- The Medical Board of Trinidad and Tobago (MBTT)
- The National Training Agency of Trinidad and Tobago (NTA)
- The Nursing Council of Trinidad and Tobago (NCTT)
- The Trinidad and Tobago Association of Psychologists (TTAP)
- The Trinidad and Tobago Group of Professionals Association (TTGPA)

Regional:

- Caribbean Evangelical Theological Association (CETA)

International:

- The Council for Adult and Experiential Learning (CAEL), US
- UK National Recognition Information Centre (UK NARIC)

Conclusion

The ACTT continues to carry out its mandate set out in Chapter 39:06. This is accomplished despite diminishing and aging resources; the Council's achievements outlined in this Report are testament to this. As the ACTT continues to make adjustments to the needs of the sector during the COVID-19 pandemic, the following initiatives are planned to continue meeting the needs of its stakeholders:

Online Conference

The ACTT will host its first Artificial Intelligence Conference on November 05, 2020, titled *The Future of Online Learning: Best Practices in Artificial Intelligence and Competency-Based Credentialing*. The goal will be to provide a forum to consider emerging models, approaches and best practices in online learning that have implications for the ACTT's regulation of post secondary and tertiary education (PSTE) and will feature international speakers.

Panel Discussion

The ACTT will host a panel discussion to engage stakeholders and share key information on January 08, 2021, entitled *Leading Tertiary Education Institutional Capacity Building through a Time of Crisis*. The goal of this session will be to provide a forum to discuss how leadership affects capacity building with senior leadership teams of PSTE institutions and local awarding bodies in Trinidad and Tobago.

Webinar

The ACTT will host a webinar titled *Strategies for Student Recruitment and Retention during a Pandemic*, scheduled for March 26, 2021. The aim of this session will be to provide a forum to discuss issues, challenges and factors that influence PSTE institutions regarding recruitment of students in a time of COVID-19.

Annual Business Meetings

The ACTT will continue to host Annual Business Meetings, scheduled for April 14-16, 2021, with registered institutions, accredited institutions and external evaluators. The aim of these meetings will be to provide an opportunity for registered and accredited institutions to consider new proposals from the ACTT, to discuss changes that are being made or proposed and to engage institutions in a shared governance mechanism for policy formulation, standards setting and operational models and systems.

The ACTT will continue to focus on its mandate and responsibilities to the changing higher education sector and will be committed to initiatives such as:

- greater and more frequent engagement with institutional stakeholders to understand the challenges faced throughout the COVID-19 pandemic;
- streamlined application processes for certain services, which would provide benefits and resource-savings for both the Council and its stakeholders;

- online application process for Equivalence Assessments; and
- introduction of new services:
 - accreditation of short and professional courses
 - registration of online and distance learning institutions and providers
 - accreditation of online and distance learning programmes and courses
 - recognition of micro-credentials
 - accreditation of specialised programmes.



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