

NACCAS Rules of Practice & Procedure
February 2012

Part 3 – On-Site Evaluation Of Applicants And Accredited Schools

Section 3.0 **Purpose of On-Site Evaluations**

The Commission shall conduct on-site evaluations of applicant and accredited schools as necessary to assist in its determination of compliance with NACCAS accreditation requirements.

Section 3.1 **Categories of On-Site Evaluation**

The categories of visits are:

- (a) Regular Evaluation Visits: Regular Evaluation Visits include visits to evaluate applicants for initial accreditation, renewal of accreditation, provisional additional location and full accreditation for an additional location, and Change of Control visits.

- (b) Special monitoring or investigative on-site evaluations: The Commission shall conduct additional on-site evaluations of applicant and accredited schools as necessary to assist in its determination of compliance with NACCAS accreditation requirements. The Commission may also order an on-site evaluation in conjunction with any other process, including but not limited to:
 - (1) Relocation (new and/or old location);
 - (2) Annual Report;
 - (3) Complaint;
 - (4) Show Cause;
 - (5) Any action taken pursuant to [Part 8](#) (see page 101) of these *Rules*;
 - (6) Information from the U.S. Department of Education or other government entities;
 - (7) Unresolved stipulations, reason for deferral, or reporting requirement; or
 - (8) Commission directive.

These visits may be announced or unannounced, carried out by full or partial evaluation teams, and the cost will be paid by the school unless the Commission determines otherwise.

- (c) Consultation Visits: Eligible schools in candidate status will receive a consultation visit by one or two NACCAS staff members and/or evaluators. Any school may request a representative of the Commission to consult with school representatives. The Commission may order a consultation visit.

Section 3.2 **Function of On-Site Evaluators**

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The on-site evaluation provides an opportunity for discussion among the evaluators and school officials, faculty, staff, students, and other relevant individuals. The evaluators shall not recommend the action the Commission should take on any institution nor make any specific recommendations to the institution on how to comply with NACCAS [Standards and Criteria](#) (see page 6). These functions are reserved to the Commission.

- (a) In the case of a regular visit the function of the evaluators shall be to verify and to ascertain the accuracy of the information submitted by the school in its application and the Institutional Self-Study and to independently evaluate the institution's compliance with accreditation requirements.
- (b) In the case of a special monitoring or investigative visit, the function of the evaluators shall be in accordance with the Commission's directives in each case.
- (c) In the case of consultation visits, the function of the evaluators shall be to provide technical assistance to help the personnel at the institution understand accreditation requirements.

Section 3.3 On-Site Evaluators

NACCAS shall compile and maintain a list of qualified on-site evaluators and, to the extent practicable, shall match their qualifications with the school they evaluate. Evaluators shall be added to the list and selected to participate in the on-site evaluation without discrimination on the basis of sex, race, religion, age, color, or ethnic origin. Each team conducting a regular or special evaluation shall consist of at least one evaluator in the academic field and one administrator. Each evaluation team shall include an evaluator knowledgeable in each field or specialty in which programs, meeting requirements of [Section 1.3](#) (see page 56) of these *Rules*, are offered at the institution. One evaluator may represent more than one field or specialty. If neither the academic nor administrator evaluator meets this requirement, a practitioner will be added to the team. The school shall bear the expense of any additional team members required.

- (a) Evaluator in the Academic Field: In order to qualify as an evaluator in the Academic Field, a candidate must:
 - (1) Have expertise and teaching experience in post-secondary education, and
 - (2) Have knowledge in pedagogy and in the development of curriculum.
- (b) Evaluator in the Field of Administration: In order to qualify as an evaluator in the Field of Administration, a candidate must:
 - (1) Have a minimum of two years of experience in an administrative position in a NACCAS accredited school and be active in school operations; or
 - (2) Have five years experience in an administrative position in a NACCAS accredited school and demonstrate relevant industry involvement by:
 - (i) active membership in professional organization(s) in the field, or
 - (ii) recent authorship of professional publications, or
 - (iii) evidence of continuing education in the field.

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The Executive Director shall have the authority to waive the requirements of this [Section 3.3\(b\)](#) (see page 69) in exceptional circumstances.

- (c) Practitioner evaluator: A practitioner evaluator is a representative of professional services operations in fields within NACCAS' scope. In order to qualify as a practitioner evaluator, the candidate:
- (1) Must have completed an education program in the field;
 - (2) Must have at least two years of experience as a practitioner on a day-to-day basis in a licensed establishment that provides services in the field of programs offered at the institution to be evaluated; and
 - (3) Must demonstrate an abiding interest in the field by:
 - (i) national certification in the field, or
 - (ii) active membership in professional organization(s) in the field, or
 - (iii) recent authorship of professional publications, or
 - (iv) evidence of continuing education in the field, and
 - (v) maintain a current practitioner license, if applicable.
 - (4) The practitioner evaluator may have a direct or indirect interest in a school offering programs within NACCAS' scope so long as the primary focus of his/her professional activity is to provide services to the public.
 - (5) The practitioner evaluator(s) must be selected from outside the market area of the applicant school.
- (d) On-site evaluators in the academic and practitioner categories may also serve as program evaluators.
- (e) NACCAS evaluators are subject to the NACCAS Workshop Requirements.
- (f) NACCAS' on-site evaluators are subject to the NACCAS [Evaluator Code of Ethics](#) (see page 201). On-site evaluators shall be informed that all information associated with the accreditation process is highly confidential and that misuse or unauthorized disclosure of such information is a breach of such confidence.
- (g) To safeguard the privilege of serving on NACCAS' on-site evaluation teams, the Commission reserves the right to delete an evaluator from the list for failure to comply with the NACCAS [Evaluator Code of Ethics](#) (see page 201), performance effectiveness and other requirements or conduct as stated in the Guidelines for On-Site Evaluation Teams in accordance with procedures set out in [Part 6, Sub-Part B](#) (see page 93).
- (h) Evaluators, Commissioners, or NACCAS staff members may be assigned to conduct consultation visits.

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Section 3.4 Announced Visits: Notice of Team Members to School

Upon appointment of the on-site evaluation team, the school shall be promptly notified of the names of the prospective team members. A school may not request that a specific individual serve as a member of the team.

- (a) If any conflicts of the types prohibited by the [Evaluator Code of Ethics](#) (see page 201) exist, the applicant's representative and/or the evaluator must make this known to NACCAS.
- (b) If the institution has other good grounds to believe that a member of the team does not meet the qualifications for an on-site evaluator or suffers from a conflict of interest, or for other good cause, it may request NACCAS to replace that team member.
- (c) If the Executive Director of NACCAS determines that good cause exists for replacing the team member, he or she shall be replaced. Written confirmation will be sent to the school once the team members have been approved.

Section 3.5 Observers

- (a) Persons with a direct interest in licensure or accreditation of cosmetology or massage schools and NACCAS Commissioners shall be permitted to accompany the on-site evaluation team for scheduled visits as observers. Permission to observe an evaluation team must be secured in writing from the Executive Director of NACCAS prior to the on-site evaluation. Such observers shall have no role in the on-site evaluation process.
- (b) A school may request that observers not be permitted to attend the on-site evaluation. NACCAS shall honor any such request where the school shows that there is good cause to bar observers from the evaluation.
- (c) Observers shall be reminded in writing by NACCAS that all information associated with the accreditation of an institution is highly confidential and that misuse or unauthorized disclosure of such information is a breach of that confidence.

Section 3.6 Announced Visits: Date and Postponements

- (a) The date(s) of the on-site visit shall be set forth after the consultation between NACCAS and the school. The visit shall last one or two days, in accordance with [Appendix #13](#) ("Determining Visit Length," see page 198). A longer visit may be required if the institution fails to cooperate with the visiting team, all additional expenses paid by the institution.
- (b) **Renewal Visits:** Renewal Visits shall be scheduled to take place between two and six months prior to an institution's anniversary date for renewal of accreditation.
- (c) **Regular On-Site Evaluations:** Requests for postponement of an approved visit date must:
 - (1) Be made in writing to the Executive Director of NACCAS within a reasonable time prior to the scheduled on-site visit; and

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- (2) Describe in detail the facts and circumstances that necessitate the postponement.

Requests will be granted only in extraordinary circumstances and for good cause shown and no more than once per visit. Expenses to the Commission as a result of postponements or cancellations will be billed to the institution.

- (d) Special Monitoring or Investigative Visits: No postponement shall be allowed for special or investigative visits.
- (e) In the highly unusual circumstance that a member of the on-site evaluation team is unable to join the team or needs to leave early (e.g., due to illness or death in the family), NACCAS has the option of postponing the visit, using a substitute evaluator without prior notice to the school, or of having the partial team conduct its portion of the evaluation. In this latter case, the remaining portion of the evaluation will be conducted by the absent team member at some future time, and the school shall accept the findings of the partial team as if a full team had been present. The Commission shall schedule a visit by the absent team member, or, in the case of postponement, of the full team, at the earliest possible date. The accreditation status of the school does not change pending rescheduling of all or part of the on-site evaluation. Any additional costs due to use of a substitute or postponement of all or part of the visit shall be paid by the Commission.

Section 3.7 **School Representative During Visit**

The Owner of the school, or the full-time employee of the school designated by the Owner as responsible for the school's accreditation, who has attended the NACCAS Accreditation Workshop, shall be present at the school throughout the candidacy consultation visit and the initial accreditation visit and shall be available or present for all other on-site evaluation visits, including the exit interview, unless the school has contacted NACCAS in advance and demonstrated good cause as to why this requirement should be waived. If the person responsible for the school's accreditation is not at the school on the day of an interim visit, the evaluator will request that an attempt be made to notify that individual to be available during the visit.

Section 3.8 **The Visit Report**

At such time as all accreditation requirements, Standards and respective Criteria have been covered by the team, the team and NACCAS staff representative shall meet to write the findings of the team in the Visit Report. Although each member is responsible for criteria that fall under his or her own area of expertise, the findings in a Visit Report represent a consensus of the team. The NACCAS staff person shall edit the team's draft report and prepare the formal Visit Report upon returning to NACCAS headquarters, within fifteen business days following the visit.

- (a) In all cases, the Visit Report shall specify the date, location of the school, courses offered, and the number of clock hours, credits or competencies, as the case may be, in each program, as well as the duration of the visit.
- (b) The Visit Report shall specifically, and in detail, set forth areas where the applicant is not in compliance with NACCAS' [*Standards and Criteria*](#) (see page 6) or other NACCAS accreditation requirements. Any findings shall be reported with specific reference to the applicable [*Standards and Criteria*](#) (see page 6). The report shall also recite any and all

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evidence that supports the conclusion that a school is not in compliance with the [Standards and Criteria](#) (see page 6) or other accreditation requirement.

Section 3.9 **Exit Interview**

- (a) At the conclusion of a scheduled visit, the team shall hold an exit interview with the school's chief executive officer, manager, and/or any other staff the school's chief executive officer wishes to have present. During this interview, the team shall present the strengths and limitations of the school in relation to each of the NACCAS Standards as described in the Visit Report. The administration of the school shall then have the opportunity to present documentation to support that a limitation should not be cited or to provide evidence that a certain Standard and Criterion is being met by the institution. If the school's documentation is found to be appropriate, the limitation cited will be removed and not included in the Visit Report.
- (b) At the conclusion of any on-site evaluation, the school's chief executive officer or school-designated official must acknowledge that the exit interview took place, or that the exit interview was waived, as well as the time and duration of the interview. Additionally, the school's chief executive officer or school-designated individual must acknowledge the programs reviewed during the on-site evaluation and their corresponding hours, credits or competencies, as the case may be.

Section 3.10 **Response to Visit Report - Opportunity to Comment and Supplement**

- (a) Formal Visit Report Sent to Institution - 15 Days: Within fifteen (15) business days of the office's receipt of the report prepared during a visit, NACCAS shall forward a copy of the Visit Report to the school.
- (b) Institution may respond to the Visit Report - 45 days: The school shall have the opportunity to file a response to the Report of any visit before that report is forwarded to the full Commission. The school shall send its response to the Executive Director of NACCAS, and the response shall be postmarked no later than forty-five (45) days from the date of receipt of the report. The school's response to any Visit Report must include an explanation of how the institution has corrected the specific limitations and any documentation necessary to support the response.
- (c) If no response to the visit report is received by NACCAS, the Report shall be forwarded without response to the full Commission.
- (d) The Commission may designate a committee to receive the school file and make recommendations to the full Commission.

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Related Documents

The following documents may be helpful to you in understanding the requirements of this Part of the NACCAS *Rules*. They are available on the NACCAS web site at www.naccas.org in the *NACCAS Handbook*.

[Appendix #2](#) (see page 129)

Schedule of Fees – Posted on NACCAS’ Web site

[Appendix #13](#) (see page 198)

Determining Visit Length

[Appendix #14A](#) (see page 199)

Documentation for On-Site Evaluations

[Appendix #14B](#) (see page 201)

Evaluator Code of Ethics