What is EOCCS?
Thank you for your interest in EFMD Global Network’s Online Course Certification System (EOCCS). EOCCS is an international course certification system operated by EFMD Global Network. It aims to evaluate the quality of any online business and/or management course that has a contemporary perspective and, where of an appropriately high quality, to certify it.

The EOCCS Process
The entire process takes approximately 12 weeks with the Certification Board meeting 4 times a year. The Institution should appoint a single EOCCS Project Leader from their institution to manage this process (further responsibilities for this role can be found in the Process Manual available on our website http://www.efmdglobal.org/EOCCS).

The main stages of the EOCCS certification process are:

EOCCS Process Schedule

When applying for EOCCS, Institutions should consult two key documents which will have been provided at the enquiry stage:

- **Standards & Criteria**: Details, at length, the full standards and criteria for EOCCS certification. At the end of the document there is a Glossary of terms and definitions associated with EOCCS and Online Learning.
- **Process Manual**: Information and clarification of each stage of the EOCCS process. Additionally, this document specifies the roles and responsibilities of the Review Panel and addresses further formalities related to the EOCCS process.
Applying for EOCCS

For EOCCS eligibility the course(s) covered should have run at least once with more than 20 participants. The learning hours for the course(s) should normally be above 20. The EOCCS team will guide applicants through the process up to the point of application.

The Application Form consists of 2 parts; the Datasheet and the Course Self-Assessment Report (CSAR). The Datasheet requests basic information from the Institutions about their operation and the details of the applicant course(s). The CSAR is an in-depth reflective report by the Institution in regards to the applicant course(s). More detail about writing the CSAR can be found in the Process Manual.

The CSAR should be centred on the 4 Chapters in the Standard & Criteria which are visualised in the EOCCS Course Certification Framework below:

**EOCCS Course Certification Framework**

Within each Chapter there are key areas of Assessment Criteria (found in the grey boxes in the diagram above). Each chapter begins with the EOCCS standards relating to the area in question. Within each key area, the Institution is invited through the bullet points to describe, explain, summarise, analyse, assess and so on. A series of questions is included to guide the Institution in the construction of its response. It is not expected that every point is addressed, the Institution should judge what is most important to include, the Review Panel stage endeavours to examine any points that require further attention or that are absent.

The total length of the EOCCS Application Form should not exceed 15 pages excluding annexes. Annexes should provide detail and background for the application for example Module Outlines, ILOs, examples of assessment, teacher CVs and course satisfaction surveys or student feedback.
When submitting the Application Form Institutions should provide their EOCCS Contact Person with access to their VLE. If an Institution is applying with a MOOC it should also begin to recruit at least two students to take part in the next stage of the process, the Review Panel.

**The Virtual Review Panel**

For the majority, the Review Panel meeting will take place online and does not require a physical visit. The core information regarding the Review Panel Meeting can be found in the EOCCS Process Manual. There is also an example of a Review Panel Schedule as an annex to the main documents. The Review Panel will consist of around four expert peers and members of the EOCCS Management team; the meeting will be chaired by an expert in online learning.

EOCCS uses Zoom for its video-conferencing and a pre-meeting will be set up between the EOCCS Project Leader at the Institution and the EOCCS Contact person before the Review to ensure that technology is suitable. Institutions should set aside approximately 3-4 hours for the Review.

The Review is also structured around the four chapters in the Standards & Criteria. The Panel will refer to a document that will have been provided to your Institution under ‘Annexes’ called the EOCCS Quality Profile. Another annex, The Criteria Evaluation Guide, can be used by each member of the Panel in preparation for the review. This will guide the formulation of the Review Panel Report which will normally be drafted after the Review Panel by a member of the EOCCS Management Team.

Before the Review Panel Report is submitted to the EOCCS Certification Board for a decision the applicant Institution will be invited to check the document for factual errors and clarification only. Based on the recommendations of the Review Panel, the CB makes a certification decision. The Board of EFMD appoints members of the CB.

**The EOCCS Community**

For institutions holding EOCCS certification and those in the EOCCS application process on-line community membership is available. Selected staff in institutions are invited to join and participate in the EOCCS community where a dedicated platform facilitates discussions, webinars and networking. Each year a face-to-face symposium is held where EOCCS institutions share new directions in on-line education.

**To sum it all up...**

EOCCS is a process combining strategic development, on-going quality improvement and certification. Certification, in the most favourable circumstances, may be achieved within approximately ten (10) to twelve (12) weeks of application if the RP indicates that the course satisfies the criteria.

If you have any questions concerning the EOCCS certification system (that are not answered within the Standards & Criteria or Process Manual), or would like to receive more information, please consult the EFMD Global Network website where all documentation is available to download:

http://www.efmdglobal.org/EOCCS

Alternatively, you can contact the EOCCS Office:

eoccs@emfdglobal.org