



IACDE ACCREDITATION

Handbook

International Accrediting Commission for
Digital Education (IACDE)

Accreditation Handbook of the International Accrediting Commission for Digital Education (IACDE)

**International Accrediting
Commission for Digital Education**
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International Accrediting Commission for Digital Education (IACDE)

Accreditation Handbook

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Section 1: Introduction

1.1 Purpose of the Handbook

The Accreditation Handbook of the International Accrediting Commission for Digital Education (IACDE) serves as the official guide for institutions and programs seeking accreditation. This handbook outlines the eligibility requirements, accreditation pathways, standards of quality, evaluation processes, and ongoing compliance expectations necessary to achieve and maintain accredited status. It is designed to ensure transparency, provide clear guidance, and support institutions committed to excellence in online, hybrid, and technology-enhanced education.

Institutions are encouraged to review this handbook carefully and use it as a reference throughout their candidacy, self-study, peer review, and accreditation maintenance processes.

1.2 Mission, Vision, and Core Values

Mission

IACDE exists to uplift and validate institutions that deliver meaningful, high-quality education through virtual and hybrid formats. We provide a rigorous, transparent accreditation process that recognizes academic excellence, technological advancement, and outcomes that truly serve today's learners—whether they are earning degrees, professional credentials, or faith-based qualifications.

Vision

We envision a future where digital education is not an alternative but a global standard for quality learning. IACDE seeks to be the leading accreditor of virtual institutions and programs, empowering providers who are redefining access, flexibility, and success in education across borders and communities.

Core Values

The work of IACDE is grounded in six core values:

- Integrity
- Innovation
- Student Success
- Global Collaboration
- Continuous Improvement
- Digital Trust

These values guide our peer review processes, support services, and institutional relationships.

1.3 About IACDE

The International Accrediting Commission for Digital Education (IACDE) is a global quality assurance body dedicated to accrediting online, hybrid, and technology-enhanced education providers. Through a fully digital accreditation process, IACDE serves universities, colleges, professional academies, faith-based institutions, continuing education programs, and training providers that prioritize academic rigor, innovation, and learner success in the digital age.

1.4 Scope of Accreditation

IACDE offers both Institutional Accreditation and Programmatic Accreditation to a diverse range of digital learning providers. Our scope includes fully online universities, hybrid schools, competency-based education programs, coaching academies, microlearning platforms, and faith-based institutions. Institutions achieving programmatic accreditation may also earn specialized Accreditation Distinctions aligned with high-demand fields, including business, technology, cybersecurity, health and wellness, leadership, and religious studies.

Section 2: Accreditation Pathways

2.1 Institutional Accreditation

Institutional Accreditation is designed for organizations seeking to accredit their entire educational enterprise. This pathway is intended for universities, colleges, academies, and other providers offering multiple programs or degrees through online, hybrid, or digital learning platforms.

Institutions applying for Institutional Accreditation must demonstrate that their governance, academic programs, faculty qualifications, student support services, technological infrastructure, and financial stability collectively meet IACDE's standards of quality. Institutional Accreditation affirms the overall effectiveness and integrity of the organization as a whole.

2.2 Programmatic Accreditation

Programmatic Accreditation is available to organizations that wish to accredit specific programs, departments, or learning tracks rather than their entire institution. This pathway is ideal for specialized academies, professional training programs, faith-based learning tracks, continuing education providers, and other entities offering targeted educational experiences.

Institutions may apply for Programmatic Accreditation for one or more programs. Each program submitted for accreditation must independently demonstrate compliance with IACDE's standards for academic rigor, student outcomes, curriculum design, faculty credentials, and learner support services.

Programmatic Accreditation awards a seal of excellence to validated programs, enhancing market recognition and affirming the quality of specialized educational offerings.

2.3 Accreditation Distinctions

To recognize exceptional specialization, IACDE offers Accreditation Distinctions to institutions and programs that meet targeted criteria in key areas of professional and global demand. Institutions earning these distinctions may publicly display their specialized seals alongside their accredited status.

Available IACDE Accreditation Distinctions include:

- IACDE-MGT: Business and Management
- IACDE-LDR: Leadership and Organizational Development
- IACDE-MDV: Ministry and Divinity
- IACDE-CYB: Cybersecurity and Information Systems

- IACDE-TEC: Technology and Innovation
- IACDE-LWC: Life, Wellness, and Coaching
- IACDE-PSY: Psychology and Mental Health
- IACDE-MKT: Digital Marketing and Brand Strategy
- IACDE-HLTH: Health and Wellness
- IACDE-CPD: Continuing Professional Development and Microcredentials
- IACDE-EDX: eLearning and Instructional Design
- IACDE-FTH: Faith-Based Education and Religious Studies

Accreditation Distinctions allow institutions and programs to highlight their strengths, better serve their learner populations, and position themselves competitively in the global digital education marketplace.

Section 3: Eligibility Requirements

3.1 Institutional Eligibility

Institutions seeking Institutional Accreditation through IACDE must meet the following minimum eligibility requirements:

- Operate primarily as an online, hybrid, or technology-enhanced education provider;
- Offer structured academic or professional programs leading to degrees, certificates, diplomas, or credentials;
- Demonstrate sound governance, academic oversight, financial stability, and student support systems;
- Adhere to principles of academic integrity, nondiscrimination, and learner-centered practices;
- Commit to ongoing assessment and improvement aligned with IACDE's standards.

Institutions at all stages of growth are encouraged to apply, including emerging providers, provided they can demonstrate operational readiness.

3.2 Programmatic Eligibility

Programs seeking Programmatic Accreditation must:

- Be offered within a recognized institution, academy, or organization delivering online, hybrid, or digitally enhanced instruction;
- Maintain a coherent curriculum with defined learning outcomes and student achievement measures;
- Employ qualified faculty or instructional staff with relevant academic credentials and/or industry expertise;
- Provide access to academic resources, advising, and support services for enrolled learners;
- Demonstrate program effectiveness through assessment and continuous improvement efforts.

Both degree-granting and non-degree-granting programs are eligible, including faith-based, professional, or skills-based learning tracks.

3.3 Operational Readiness Criteria

While institutions may apply for Candidate Status at any time, they must demonstrate the following prior to being considered for Full Accreditation:

- At least one year of continuous operational history delivering instruction;
- Documented student enrollment, course delivery, and learner outcomes;
- Institutional policies, handbooks, or program catalogs outlining academic expectations;
- A commitment to financial transparency and sustainability.

Institutions and programs are encouraged to provide all available documentation to establish readiness for review.

3.4 Restrictions and Exclusions

IACDE does not accredit:

- Institutions or programs delivering primarily face-to-face, on-ground instruction with minimal digital enhancement;
- Organizations engaged primarily in religious ordination or exclusively ecclesiastical functions without an academic component;
- Entities operating without a legal structure or the authority to issue educational awards;
- Institutions that fail to meet basic operational or ethical requirements.

IACDE reserves the right to deny or defer applications that do not align with its mission, scope, or standards of professional practice.



Section 4: Accreditation Process Overview

4.1 Stage 1: Apply and Enter Candidacy

Institutions and programs begin the accreditation process by completing the IACDE Accreditation Application and submitting required documentation. At this stage:

- Applicants submit an institutional or program profile, including governance, academic offerings, and operational details;
- Pay the non-refundable Application Fee at the time of submission;
- Await eligibility review by IACDE staff and initial evaluators.

Institutions demonstrating basic operational readiness and alignment with IACDE’s mission and standards will be granted Candidate Status. Candidate Status allows institutions to prepare for full accreditation under guided mentorship.

What Candidate Institutions Receive:

- Official Candidate Status designation and digital seal;
- Access to the Self-Study Guide, planning toolkit, and accreditation standards framework;
- Assignment of an IACDE Advisor to assist during the candidacy period.

4.2 Stage 2: Submit Self-Study and Undergo Peer Review

Candidates are required to complete and submit a comprehensive Self-Study report demonstrating compliance with IACDE’s accreditation standards. Upon submission:

- A virtual peer review is scheduled and conducted by a team of qualified evaluators;
- Evaluators review documents, conduct interviews (virtual), and assess institutional effectiveness;
- A Peer Review Report with findings, commendations, and recommendations is prepared.

The Self-Study and Peer Review Report collectively inform the institution's readiness for full accreditation.

4.3 Stage 3: Achieve Full Accreditation and Maintain Compliance

Following peer review, the IACDE Accreditation Commission will issue a final accreditation decision. Upon granting of Full Accreditation:

- Institutions receive an Official Accreditation Certificate and full use of the IACDE seal;
- Accredited institutions are listed publicly in the IACDE Accredited Institutions Directory;
- Institutions gain access to evaluator training opportunities, special recognitions, and global networking support.

Institutions are required to maintain compliance through annual reporting, periodic review, and adherence to IACDE's standards for continued recognition.

Section 5: Accreditation Standards

5.1 Overview of Standards

IACDE accreditation is grounded in a comprehensive set of quality standards that reflect the expectations for academic excellence, operational integrity, learner success, and innovation in digital education environments.

All institutions and programs seeking accreditation are evaluated based on these core standards, which serve as the foundation for candidacy approval, peer review, and full accreditation decisions.

Institutions must demonstrate through documentation, outcomes data, and self-study analysis how they meet or exceed each standard.

5.2 Core Accreditation Standards

The following standards represent the essential components of IACDE accreditation:

Standard No.	Standard Title	Description
1	Mission and Purpose	The institution maintains a clearly defined, published mission that reflects its commitment to educational quality, innovation, and learner success.
2	Governance and Leadership	The institution demonstrates effective governance, ethical leadership, and administrative structures appropriate to its mission.
3	Academic Programs and Curriculum	Academic programs are structured, outcomes-based, aligned with the institution's mission, and continuously updated to reflect evolving knowledge and workforce needs.
4	Faculty and Staff Qualifications	Faculty possess appropriate academic credentials and/or professional experience, with ongoing development and evaluation processes.
5	Student Support Services	The institution provides academic advising, technical support, and other services to promote student persistence and success.
6	Learning Resources and Technology	Institutions ensure access to appropriate learning resources, library services, and technology tools supporting academic success.

7	Financial Stability and Integrity	Institutions operate on a sound financial basis, with responsible fiscal management, transparent reporting, and ethical practices.
8	Assessment and Continuous Improvement	Institutions systematically assess student learning outcomes, program effectiveness, and institutional operations to drive ongoing improvements.
9	Integrity and Transparency	Institutions conduct operations honestly, disclose information accurately to stakeholders, and demonstrate ethical recruitment, admissions, and marketing practices.
10	Commitment to Innovation and Access	Institutions promote innovation in digital education delivery and actively seek to broaden access for diverse, global learner populations.

Institutions must address each standard comprehensively in their Self-Study Report, providing evidence of achievement and ongoing evaluation efforts.

5.3 Evaluation Process and Peer Review

Peer evaluators assess the extent to which institutions or programs meet the Core Accreditation Standards based on:

- Review of the Self-Study Report;
- Review of supporting documentation and institutional data;
- Virtual interviews with leadership, faculty, staff, and learners;
- Overall institutional effectiveness in achieving mission-aligned outcomes.

Evaluators provide written findings, commendations, and recommendations for improvement where applicable. Final accreditation decisions are made based on the totality of evidence presented and peer review conclusions.

Section 6: Candidacy Status

6.1 Application for Candidacy

Institutions or programs seeking IACDE accreditation must first apply for Candidate Status by submitting the Accreditation Application, supporting documents, and the non-refundable Application Fee.

Applications are reviewed by IACDE staff and advisors to verify eligibility, mission alignment, operational readiness, and preliminary compliance with accreditation standards. Candidates are not required to have completed one year of operation at the time of application but must complete one year before advancing to Full Accreditation consideration.

Institutions granted Candidate Status are formally recognized as Candidates for Accreditation and may begin preparation for the Self-Study and peer review process.

6.2 Candidate Recognition and Use of Seal

Upon approval of Candidate Status, institutions receive:

- An Official Candidate Status Certificate;
- The Candidate Digital Seal for promotional and informational use;
- Listing in the IACDE Candidate Directory;
- Access to the Self-Study Guide and planning resources;
- Assignment of an IACDE Advisor for support during the candidacy period.

Institutions may publicly state that they have achieved Candidate Status with IACDE but must clearly indicate that they are not yet fully accredited.

6.3 Duration and Responsibilities of Candidacy

Candidate Status is valid for a maximum of two (2) years. During this time, institutions are expected to:

- Complete a comprehensive Self-Study aligned to IACDE standards;
- Submit required documentation demonstrating compliance and operational effectiveness;
- Prepare for and participate in a virtual peer review evaluation.

Failure to progress toward full accreditation within two years may result in removal from Candidate Status unless an extension is granted for good cause.

6.4 Advancement to Full Accreditation

Upon completion of the Self-Study and successful peer review, Candidate institutions are eligible for consideration for Full Accreditation.

Institutions must demonstrate:

- Compliance with all Core Accreditation Standards;
- Continuous operational history of at least one year with measurable student outcomes;
- Institutional effectiveness across governance, academics, student services, finances, and assessment.

Successful candidates are formally awarded Full Accreditation and granted all associated rights, privileges, and responsibilities.

Section 7: Self-Study Guidelines

7.1 Preparing the Self-Study

The Self-Study Report is a critical component of the accreditation process. It provides a comprehensive, reflective, and evidence-based analysis of how the institution or program fulfills IACDE's Core Accreditation Standards.

Candidate institutions are responsible for:

- Organizing a Self-Study Team composed of administrators, faculty, and staff;
- Collecting institutional data, student outcome metrics, and supporting documentation;
- Conducting an internal review aligned to the ten Core Accreditation Standards;
- Preparing a narrative that clearly presents findings, strengths, areas for improvement, and plans for continuous development.

The Self-Study process should foster collaboration, transparency, and a shared institutional commitment to quality assurance.

7.2 Components of the Self-Study Report

A complete Self-Study Report should include:

- **Executive Summary:** Brief overview of institutional mission, history, programs, and goals;
- **Institutional Profile:** Organizational structure, governance model, student demographics, and delivery methods;
- **Standards Analysis:** Comprehensive section addressing each of the ten Core Accreditation Standards, supported by evidence and outcomes data;
- **Assessment and Improvement Plans:** Description of current assessment practices and strategies for continuous improvement;
- **Appendices:** Copies of strategic plans, catalogs, policies, assessment reports, and other supporting documents.

Institutions are encouraged to format the Self-Study clearly, logically, and professionally, ensuring ease of review by peer evaluators.

7.3 Submission and Review Process

Self-Study Reports must be submitted electronically through the IACDE digital platform or designated portal.

Upon submission:

- IACDE staff conducts an initial completeness review;
- A Peer Review Team is assigned to conduct a detailed evaluation of the report and supporting materials;
- Virtual interviews and documentation reviews are scheduled as part of the evaluation process.

Institutions are expected to respond promptly to any requests for additional information during the review period.

Section 8: Peer Review Procedures

8.1 Virtual Peer Review Overview

Peer review is central to the IACDE accreditation model. It ensures that evaluations are grounded in professional expertise, fairness, and collaboration.

Peer reviews at IACDE are conducted virtually to promote efficiency, affordability, and accessibility. Reviews typically involve:

- Analysis of the Self-Study Report and institutional documents;
- Virtual interviews with institutional leadership, faculty, staff, and students;
- Assessment of institutional practices against Core Accreditation Standards.

The virtual model enables IACDE to engage a diverse, global pool of experienced peer reviewers while minimizing costs to applicant institutions.

8.2 Selection and Responsibilities of Peer Reviewers

Peer reviewers are selected based on:

- Relevant expertise in online, hybrid, and digital education;
- Professional experience in institutional leadership, academic affairs, student services, assessment, or technology-enhanced learning;
- Commitment to ethical review practices and confidentiality.

Responsibilities of Peer Reviewers include:

- Conducting fair, objective, and thorough evaluations;
- Respecting institutional missions, cultures, and innovations;
- Maintaining confidentiality of institutional information;
- Submitting timely, detailed Peer Review Reports with findings and recommendations.

All peer reviewers receive orientation and training in IACDE evaluation practices prior to participating in a review.

8.3 Peer Review Reports and Recommendations

Following the virtual review:

- Peer Review Teams prepare a written report summarizing compliance with each Core Accreditation Standard;
- Reports include commendations for areas of strength and recommendations for areas requiring further development;

- Reports are submitted to the IACDE Accreditation Commission for final decision-making.

Institutions receive a copy of the Peer Review Report and may be asked to submit additional evidence or clarification before a final accreditation decision is rendered.

Section 9: Accreditation Decisions

9.1 Decision Categories

Following the review of the Self-Study Report, Peer Review findings, and institutional documentation, the IACDE Accreditation Commission renders one of the following accreditation decisions:

Candidate Status

Institutions that demonstrate basic operational readiness but require additional development to fully meet accreditation standards are granted Candidate Status. This status allows for continued preparation toward Full Accreditation.

Accredited

Institutions that demonstrate substantial compliance with all Core Accreditation Standards and institutional effectiveness measures are granted Full Accreditation for an initial term of five (5) years.

Probationary Status

Accredited institutions found to be out of compliance with one or more standards during a monitoring review, annual report review, or complaint investigation may be placed on Probationary Status. Institutions must correct deficiencies within a specified time frame to maintain accreditation.

Denial of Accreditation

Institutions that fail to demonstrate compliance with Core Accreditation Standards or operational viability after peer review and candidacy support will be denied accreditation. Institutions may reapply after addressing areas of deficiency.

9.2 Notification of Decisions

Official decisions of the Accreditation Commission are communicated in writing to the institution's chief executive officer and primary contact. Notification letters include:

- The accreditation decision;
- Areas of strength and commendation;
- Areas requiring improvement (if applicable);
- Conditions for maintenance or removal of status (if applicable);
- Next steps and appeal information (if applicable).

Institutions granted Full Accreditation receive an official Accreditation Certificate, the use of the IACDE seal, and a public listing in the IACDE Accredited Institutions Directory.

9.3 Public Disclosure Policies

Accredited institutions are listed on the IACDE website and may promote their accredited status in marketing and outreach materials, provided that:

- Accreditation claims are factual, current, and clearly identify IACDE as the accrediting body;
- Institutions use only authorized IACDE logos, seals, and designations;
- Candidate institutions clearly state that they are Candidates for Accreditation, not fully accredited.

Misrepresentation of accreditation status may result in corrective action, public notice of non-compliance, or withdrawal of accreditation.

Section 10: Maintaining Accreditation

10.1 Annual Reporting Requirements

Accredited institutions must submit an Annual Report each year, typically due by December 31. The Annual Report includes:

- Updated institutional profile information;
- Student enrollment and graduation/completion data;
- Updates to governance, leadership, or ownership (if applicable);
- Academic program changes or new program launches;
- Financial stability attestation or relevant audit documents;
- Progress on any conditions or recommendations from prior reviews.

Annual Reports allow IACDE to monitor ongoing compliance and support continuous improvement.

10.2 Compliance Monitoring

Institutions are required to maintain compliance with all Core Accreditation Standards at all times. IACDE may request additional information or conduct special monitoring reviews under the following circumstances:

- Significant changes in governance, ownership, or financial condition;
- Receipt of credible complaints alleging non-compliance;
- Failure to submit timely Annual Reports or pay required fees;
- Institutional changes impacting accreditation status.

Institutions must cooperate fully with all monitoring requests to maintain good standing.

10.3 Five-Year Reaffirmation Process

Accredited institutions undergo a full reaffirmation of accreditation every five (5) years. The reaffirmation process includes:

- Submission of a new comprehensive Self-Study Report;
- Updated peer review evaluation;
- Verification of ongoing compliance with Core Accreditation Standards.

Successful reaffirmation results in the continuation of Full Accreditation for an additional five-year cycle.

10.4 Voluntary Withdrawal and Reapplication

Institutions may voluntarily withdraw from accreditation at any time by providing written notice to IACDE. Withdrawal terminates all rights to use the IACDE accreditation seals, logos, and public listing.

Institutions seeking to reapply after voluntary withdrawal or revocation must:

- Resolve any outstanding compliance issues;
- Submit a new application and undergo a full accreditation review;
- Pay applicable reapplication fees.

Section 11: Accreditation Fees and Payments

11.1 Fee Structure

IACDE maintains a transparent and structured fee schedule to support the costs associated with the accreditation process, peer reviews, administrative operations, and quality assurance initiatives.

IACDE Accreditation Fee Schedule

Stage	Fee Description	Amount	When Paid
Application	Application Fee	\$600–\$650 (+5% surcharge)	Paid with application submission
Candidate Status Approval	Candidate Recognition Fee	\$650 (+5% surcharge)	Invoiced after candidacy approved (or prepaid)
Self-Study Submission	Full Accreditation Fee	Small (1–250 students): \$2,500 (+5%)	Invoiced after self-study submission
		Medium (251–1,000 students): \$3,000 (+5%)	
		Large (1,001+ students): \$4,000 (+5%)	
Full Accreditation Awarded	Annual Maintenance Fee	\$500/year (+5% surcharge)	Paid yearly after full accreditation is awarded

** A 5% administrative surcharge is applied to all fees to account for inflation, operational costs, and annual review adjustments. Final invoice totals will reflect this surcharge.*

11.2 Application and Candidate Recognition Fees

The non-refundable Application Fee is due at the time of application submission and covers the initial review and eligibility screening.

Upon approval for Candidate Status, institutions must pay the Candidate Recognition Fee before receiving the Candidate Seal, Directory listing, and access to candidacy support resources. Institutions may choose to prepay the Candidate Recognition Fee at the time of initial application.

11.3 Full Accreditation Fees (Size-Based Tiers)

The Full Accreditation Fee is assessed based on the institution's size, determined by total enrollment at the time of Self-Study submission. Payment of this fee is required prior to final Commission decision-making.

Institutions must accurately report enrollment figures and notify IACDE of significant changes that may impact the fee tier.

11.4 Annual Accreditation Maintenance Fees

All fully accredited institutions must pay an Annual Maintenance Fee to maintain active accredited status, listing in the IACDE Directory, and continued use of the IACDE Accreditation Seal.

Annual fees are invoiced each fall and are due no later than December 31 of each year.

11.5 Refund and Non-Payment Policies

All Application Fees and Candidate Recognition Fees are non-refundable.

Accreditation Fees may be eligible for partial refund if withdrawal occurs prior to peer review assignment, subject to administrative deductions.

Institutions failing to pay required fees by established deadlines may:

- Be subject to late penalties;
- Be suspended from active accreditation status;
- Be removed from the IACDE Accredited Institutions Directory.

IACDE reserves the right to withhold accreditation decisions, suspend Candidate Status, or revoke accreditation based on non-payment.

Section 12: Rights, Responsibilities, and Ethics

12.1 Institutional Responsibilities During Accreditation

Institutions participating in the IACDE accreditation process have the following responsibilities:

- Provide accurate, complete, and timely information throughout the accreditation process;
- Maintain ongoing compliance with all Core Accreditation Standards;
- Notify IACDE of major institutional changes, including changes in leadership, ownership, governance, financial condition, or academic offerings;
- Cooperate fully with peer reviewers, staff inquiries, and monitoring processes;
- Uphold ethical practices in marketing, recruitment, admissions, and public disclosures.

Institutions are expected to engage actively in continuous improvement efforts and demonstrate accountability to students and stakeholders.

12.2 Ethical Expectations for Institutions

IACDE expects all accredited and candidate institutions to:

- Operate with the highest levels of integrity, transparency, and ethical leadership;
- Promote academic honesty, nondiscrimination, and fairness in all institutional practices;
- Represent their accreditation status accurately and refrain from misleading or deceptive practices;
- Respect intellectual property rights, learner privacy, and data security standards.

Violations of ethical expectations may result in investigation, probation, or revocation of accreditation.

12.3 Use of IACDE Name, Seals, and Accreditation Statements

Accredited institutions and programs may:

- Publicly state their accredited status;
- Display the official IACDE Accreditation Seal on websites, publications, and marketing materials;
- Refer to IACDE Accreditation Distinctions earned through programmatic review.

Use of IACDE materials must comply with branding guidelines provided by IACDE at the time of accreditation approval.

Candidate institutions must:

- Clearly state that they hold Candidate Status and are not yet fully accredited;
- Use the Candidate Seal only in the formats authorized by IACDE.

Unauthorized use, misrepresentation, or misuse of IACDE seals, logos, or claims may result in corrective action or withdrawal of status.

Section 13: Appeals and Complaints

13.1 Appeals of Accreditation Decisions

Institutions have the right to appeal adverse accreditation decisions made by the IACDE Accreditation Commission.

Appealable decisions include:

- Denial of Candidacy Status;
- Denial of Full Accreditation;
- Placement on Probationary Status;
- Revocation or withdrawal of accreditation.

Institutions wishing to appeal must submit a formal written notice of appeal within thirty (30) days of receiving the official decision letter.

The notice of appeal must:

- Clearly identify the decision being appealed;
- State the grounds for the appeal;
- Provide supporting evidence or rationale for reconsideration.

Appeals are reviewed by an independent Appeals Committee, whose decision is final. During the appeal process, the original accreditation status remains unchanged unless otherwise stated.

13.2 Filing a Complaint Against IACDE or an Institution

IACDE recognizes the importance of allowing stakeholders to raise concerns regarding potential non-compliance or ethical violations by accredited institutions, candidate institutions, or IACDE itself.

Complaints must:

- Be submitted in writing;
- Include specific factual information and supporting evidence;
- Identify the standard or policy allegedly violated.

Anonymous complaints may be considered at the discretion of IACDE if sufficient evidence is provided.

Complaints against institutions are reviewed to determine whether the issue involves potential non-compliance with Core Accreditation Standards. If so, an investigation or monitoring process may be initiated.

Complaints against IACDE operations or staff are referred to an internal Ethics and Compliance Officer for review and resolution.

13.3 Procedures for Handling Complaints and Appeals

All complaints and appeals are handled confidentially, fairly, and without retaliation.

Procedures include:

- Acknowledgment of receipt of the complaint or appeal;
- Preliminary review to determine jurisdiction and sufficiency of evidence;
- Formal investigation or appeal hearing (if warranted);
- Notification to the institution and complainant (where appropriate) of the outcome.

Institutions are expected to cooperate fully with complaint investigations.
Failure to do so may impact accreditation status.

IACDE reserves the right to publish public statements regarding final adverse actions or decisions following due process.

Section 14: Contact Information

14.1 IACDE Office of Accreditation Contacts

All communications regarding applications, candidacy status, accreditation reviews, annual reporting, appeals, and complaints should be directed to:

International Accrediting Commission for Digital Education (IACDE)

Office of Accreditation

8206 Louisiana Blvd NE, Ste B #10025

Albuquerque, NM 87113

United States

Email: info@iacde.org

Website: www.iacde.org

Phone support is available by appointment only.

14.2 Inquiries, Support, and Additional Resources

For general inquiries about accreditation, eligibility, application processes, or standards:

- Visit the IACDE website at www.iacde.org;
- Access the Accreditation Standards Overview and Fee Schedule online;
- Download available resources, including the Self-Study Guide and Accreditation Handbook.

IACDE is committed to supporting institutions through every stage of the accreditation journey, offering guidance, transparency, and a collaborative review experience.

Institutions are encouraged to maintain regular communication with their assigned IACDE Advisor throughout candidacy and accreditation.