



AGENDA for Board Meeting July 19, 2023

Meeting: 07/19/2023 7:30 am Mountain Time

Location: Zoom Meeting
<https://zoom.us/j/8256677745>
Meeting ID: 825 667 7745

ATTENDEES

Presiding Officer:

Korey Hampton – **Chair**

Board Member Attendees:

Rohan Shahani – **Vice Chair** Leslie Sohl – **Member** Jason Ong – **Member**
 Michael Smith – **Secretary** Kennerly de Forest - **Member** Billy Simpson – **Member**
 Erik Marter – **Treasurer** Connor James – **Member**

Quorum?

Yes No

Guests:

Heather Brooks Ryan Olson (joined at 7:52)
Melissa Webb

Meeting called to order at 7:31 am Mountain Time by Korey Hampton.

Welcome Guests & Housekeeping | 7:31a (Korey)

Approval of Agenda | 7:32a – 7:35a (Korey)

Motion: Review and approve the meeting agenda
Made by: Kennerly
Seconded by: Jason
Discussion:
Vote: In Favor – all
 Opposed – none
 Abstaining – none
Motion Carries: Yes No



Approval of Minutes from 06/21/2023 | 7:35a – 7:40a (Korey)

Motion: Review and approve the minutes from Regular Board Meeting June 21, 2023
Made by: Leslie
Seconded by: Jason
Discussion:
Vote: In Favor – all
Opposed – none
Abstaining – none
Motion Carries: Yes No

Vendor Accreditation Program | 7:40a – 8:31a (Rohan)

- Vendor Accreditation Program Manual Approval – effective 3/1/2024
 - Background: VA Program Manual was submitted to the Board by ACC two months ago. The document was reviewed by a task force with questions sent back to ACC. Responses were received and the manual was updated and sent out for legal review. Legal review is complete. Forms are still to be completed and reviewed. Formatting will be completed following approval.
 - Program fees are included in the manual and are being reviewed. They depend largely on the model for Vendor Auditor which still needs to be determined.
 - Kennerly requested that we add to a future agenda a discussion about program accountability/compliance.

Motion: To approve the Vendor Accreditation Program Manual, *LEGAL COPY 2023-07-05 DRAFT Vendor Accreditation Manual.docx*, as the procedures for administration of the Vendor Accreditation Program. These procedures to be effective on March 1, 2024, sunsetting all previous procedures.
Made by: Rohan
Seconded by: Connor
Discussion:
Vote: In Favor – Leslie, Michael, Connor, Jason, Rohan, Leslie, Korey
Opposed – none
Abstaining – none
Motion Carries: Yes No

ACTION ITEM – Rohan and Mike to clean-up left over comments and grammar in manual

- Vendor Accreditation Program Education Session Development and Delivery
 - Under the current structure of committees, there are some grey areas about who is responsible for rolling out the education of the program (ACCT Staff, ACC, VAPDTF, VAP).



Motion: Under the direction and supervision of the Executive Director, ACCT Staff shall begin planning for the transition of the Vendor Accreditation Program from the old to the new program including but not limited to program education. Furthermore, staff should make to the Board of Directors any recommendations regarding the sunsetting of any motions, policies, or procedures pertaining to the previous management of this program.

Made by: Rohan

Seconded by: Jason

Discussion: ACCT Staff are responsible for the execution and delivery of the program and will supervise any volunteer groups to that effort.

Vote: In Favor – Rohan, Kennerly, Jason, Leslie, Michael, Connor, Korey
Opposed – none
Abstaining – none

Motion Carries: Yes No

- Vendor Auditor Models and Insurance Considerations
 - Reviewed possible auditor models with Robert Monaghan and Laura. There is a difference between a contract laborer and an independent contractor. While independent contractors are not covered under ACCT insurance policies, contract laborers are covered. Contract laborers are individuals who work for you for a short-term purpose. For purposes of insurance, they are considered an employee.
 - Bookkeeper costs would be high when we have employees working in multiple states and countries. Laura would prefer that we use the contract laborer model.
 - When we go the contract laborer model, we are hiring the individual and not their company. ACCT is providing the insurance and liability coverage.
 - Contract laborer model is more international friendly.
 - How do we reconcile the difference between Operation Reviewer Model and Vendor Auditor Model? There are some concerns from members. There is no need to resolve this today.

ACTION ITEM – Rohan to suggest August dates for education sessions with goal of bringing models to vote at fall face-to-face meeting.

Secretariat Update | 8:31a – 8:39a (Leslie and Connor)

- Accredited Procedures Task Force (APTF) Update
 - Group started meeting last week and has set schedule and goals for the task group to develop new Accredited Procedures that are in alignment with ANSI Essential Requirements.
 - Changes in common wording to align with ANSI Essential Requirements
 - Changing Secretariat to Accredited Standards Developer (ASD)
 - Consensus Group to Consensus Body
- Consensus Group Update



- Balloted the vote to discontinue the PINS. There is one negative with comments. John Lazarus and Pete Sawyer are working to resolve the negative based on our current Accredited Procedures.
- There was a complaint made by an individual regarding balloting of votes and participation in the group. The complaint is being addressed.
- As we are in the process developing new accredited procedures, how do we want to task volunteers?

ACC | Practitioner Certification | 8:39a – 8:47a (Rohan)

- Rohan sent a letter on behalf of the Board of Directors to the ACC after last meeting to learn more about what they are requesting.
- There are two issues that will need to be addressed: 1) confusion with the status of the Practitioner Certification Standards, and 2) interest of ACC to change and modify the Practitioner Certification Program.

Technical Information, Research, and Education Committee (TIRE) Discussion | 8:47a – 9:03a (Leslie)

- TIRE is seeking guidance from the Board of Directors as to where they are most needed. Examples include developing educational pieces, researching new topics and activities which might fall under the scope of our standards, etc.
- Staff would like to see some support with developing standards educational content to roll out with new LMS.
- Recommendation that research used to develop draft standards be published. At minimum, to develop procedures by which we might accept research to be published. Publication of research and or opinion papers that help to clarify disagreements between interpretations in Chapter 1 and Chapter 2.
- Staff and members have been researching ISO standards and the role ACCT might play. A possible task for TIRE would be to research harmonization and globalization of ACCT Standards.

Volunteer Reimbursement Policy | 9:03a – 9:19a (Korey)

- Further discussions need to be held regarding expectations of volunteers. How do we make participation equitable and balanced.
- Possible options: manage costs through specific allotments, or through approval of staff liaisons or ED.
- Draft policy is based on the conference work group. Policy needs to cover members in different circumstances and be equitable. Melissa believes that guardrails are necessary to protect ACCT.

ACTION ITEM –Board Members and Staff to comment on before next meeting.



Executive Director Report | 9:10a – 9:30a

- Executive Director Transition | 20 minutes

Motion: To move to closed session to discuss Association management
Made by: Rohan
Seconded by: Kennerly
Discussion:
Vote: In Favor – all
Opposed – none
Abstaining – none
Motion Carries: Yes No

Entered closed session at 9:12 am

Motion: To exit closed session
Made by: Kennerly
Seconded by: Leslie
Discussion:
Vote: In Favor – all
Opposed – none
Abstaining – none
Motion Carries: Yes No

Exited closed session at 9:40 am

Meeting Closing | (Korey)

Motion: To adjourn the meeting.
Made by: Leslie
Seconded by: Rohan
Discussion:
Vote: In Favor – all
Opposed – none
Abstaining – none
Motion Carries: Yes No

Meeting adjourned at X:xx am Mountain Time.



Parking Lot

- **Membership Policy** (Korey)
ACTION ITEM –Board Members and Staff to comment on before next meeting.

- **Volunteer Policies (to be signed annually)** (Mike)
 - ACCT Conflict of Interest (draft)
 - ACCT Non-Disclosure Agreement (combined with COI Policy)
 - ACCT Employee and Volunteer Technology Use Policy (draft)
 - ACCT E-mail and Electronic Communication (combined with Tech Use Policy)**ACTION ITEM** –Board Members and Staff to comment on before next meeting.

APPROVED



VENDOR ACCREDITATION PROGRAM MANUAL

**Association for Challenge Course Technology (ACCT)
PO Box 19797
Boulder, CO 80308
<https://acctinfo.org>**

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The Association for Challenge Course Technology (ACCT) is an international trade organization dedicated to standards, government relations, credentialing, professional development, and the advancement of our members.

ACCT is an American National Standards Institute (ANSI) accredited standards developer for Challenge Courses, Aerial Adventure/Trekking Parks, Canopy Tours, and Zip Line Tours (hereinafter referred to as “Courses”).

ACCT Mission Statement

The ACCT establishes and promotes the standard of care and measure of excellence that defines professional practice and effective challenge course programs. ACCT develops, refines, and publishes standards for installing, maintaining, and managing challenge courses; provides forums for education and professional development; and advocates for the challenge course and adventure industry.

ACCT Vision Statement

The ACCT is an industry leader, advancing the industry and enabling members' ongoing success.

Content, Application, and Disclaimer of Liability

These guidelines and procedures herein are intended for use by professionals who have experience in challenge course, canopy/zip line tour, and aerial adventure/trekking park course design, installation, inspection, and training, and whose organizations are applying for or are already a part of the ACCT Vendor Accreditation Programs. The procedures in this document supersede all drafts and information printed or discussed prior to the distribution of this manual.

Disclaimer

Operation of, and participation in challenge course programs, including high and low challenge course elements, climbing, zip lining, and aerial trekking, involve a significant risk that necessitates comprehensive management planning and compliance with the standard of care. Accidents may occur even if ACCT Standards are followed, or an organization is accredited.

ACCT does not assume and expressly denies and disclaims all responsibility and legal liability for loss or damage to persons who rely on these standards or who provide or partake in the activities, facilities, equipment, or services contemplated by them.

In writing standards and developing a system to review and systematically accredit that a vendor organization has met ACCT Standards and accreditation policies on a given day and at a given time, ACCT does not intend to create legal duties or liability for ACCT or for those who rely on the standards, which would not otherwise exist. All individuals and entities are responsible for ensuring that they comply with all legal duties, requirements, and standards of care.

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Introduction

This manual outlines the process by which Business-to-Business members pursue ACCT Vendor Accreditation. This document is intended for use by Vendor Accreditation applicants, Accredited Vendor Members, Vendor Reviewers (VR), the ACCT Accreditation & Certification Committee (ACC), the ACCT Vendor Accreditation Panel (VAP), and ACCT staff.

Purpose

The purpose of the Vendor Accreditation Program is to identify service providers whose business practices and vended services have a history of meeting the ACCT Standards as well as aligning with accepted business practices in the challenge course, aerial adventure/trekking parks, zip line, and canopy tour industry.

Overview of Program

Vendor Accreditation is a voluntary program administered by ACCT that results in international recognition for service providers for the challenge course, aerial adventure/trekking parks, zip line, and canopy tour industry. This program is designed to audit the vendor applicants' use and adherence to ACCT Standards and their commitment to quality, professionalism, and accepted business practices through proof of work, procedures, and documentation. At a minimum, applying service providers must demonstrate substantial compliance with accreditation program requirements and ACCT Standards. The Vendor Accreditation Program currently offers review and accreditation services for the following areas: design, installation, inspection, training, and practitioner certification.

Successful completion of the Vendor Accreditation Program identifies that a service provider has met specific program requirements and ACCT Standards at the time of audit and does not purport to evaluate or predict continuing compliance with state and federal laws or other legal requirements, regulations, industry standards, or manufacturer's requirements. A vendor's participation in the ACCT Vendor Accreditation Program is not a guarantee of safety, nor does accreditation mean that accidents and injury cannot occur. Accreditation does not apply to services within vendor organizations that are not reviewed as part of the vendor accreditation process.

Although compliance does not have to be observed directly, an informed decision shall be reached with respect to all applicable standards and program requirements. A service provider's compliance with standards and program requirements may be assessed through different methods including but not limited to review of documentation, information gathered from interviews, direct observation, and reasonable inference.

Definitions

Accreditation: A non–governmental, voluntary process that evaluates organizations and programs. Accreditation is defined as the process through which an agency or association grants public recognition to a company or organization (such as ACCT’s Vendor Accreditation Program) for having met certain established qualifications or standards; these standards are determined through initial and periodic evaluations that involve submitting self-evaluation reports, site inspections by a team of experts, and evaluation by an independent board or community.

Accreditation and Certification Committee (ACC): A group of volunteers who assist the Program Manager in overseeing all of ACCT’s accreditation and certification programs. The ACC reports to the ACCT Board of Directors.

Accredited Vendor: A company/organization that has successfully completed all the steps of the Vendor Accreditation Program and has been approved as an Accredited Vendor.

Applicant: A company that has recently (within the last 6 months) submitted the documentation to become an Accredited Vendor.

Applicant Liaison: Applicant Liaisons are members of the Vendor Accreditation Panel (VAP) who work directly with the Applicant and ACCT Program Manager through the application and renewal process.

Decision-Making Quorum: Two-thirds of the members constitute a quorum for decision-making purposes. When a member has withdrawn (recused) from a portion of the meeting, that position is not counted in determining a quorum. The vote of the majority of the members at a meeting in which a quorum is present is required to make a program decision.

Program Manager: An individual employed by ACCT who administers the Vendor Accreditation Program.

Serious Injury: A personal injury which results in death; dismemberment; significant disfigurement; a fracture; loss of a fetus; permanent loss of use of a body organ, member, function, or system; permanent consequential limitation of use of a body organ or member; significant limitation of use of a body function or system; or a medically determined injury or impairment of a non-permanent nature which prevents the injured person from performing substantially all of the material acts which constitute such person's usual and customary daily activities for not less than 90 days during the 180 days immediately following the occurrence of the injury or impairment.

Vendor Accreditation Panel (VAP): A group of volunteers who assist the Program Manager in maintaining and administering the Program. The VAP reports to the Accreditation and Certification Committee (ACC).

Vendor Auditor: An individual who has been trained by ACCT and assigned to perform the on-site review as specified by the On-site Audit Report

Vendor Auditor Work Group: A group of volunteers of active Vendor Auditors who provide support to Vendor Auditors and improve consistency in audit results.

Vendor/Service Provider: A company/organization that provides design, inspection, construction, training, and/or operation review services to challenge courses, aerial adventure courses, and/or canopy/zipline tours.

Benefits for Accredited Vendors

In addition to the [benefits of Business-to-Business \(B2B\)](#) membership in the ACCT, Accredited Vendors receive the benefit of being allowed to register 15 employees to receive benefits. Each registered person must be legally employed by the member organization and listed on the payroll. These benefits include:

- Access to an annual Symposia for Accredited Members.
- A licensed company version of the current ACCT Standards, with permission to print 15 copies for internal use.
- Participation in an industry-recognized accreditation process.
- Licensed use of the ACCT Accredited Vendor Logo for print and online advertising.
- Eligibility to submit events to the ACCT Calendar at no charge.
- Company listing in the Accredited Vendor Directory on the ACCT website.
- Discounted rates for exhibiting at the ACCT Annual Conference.
- Eligibility to post unlimited employment opportunities with your company on the ACCT Job Board at no cost.
- Access to posted resumes on the ACCT Job Board through the member portal.
- Eligibility to submit industry-related events for posting to ACCT social media.

Vendor Accreditation Application Process

1. Interested service providers should review this Vendor Accreditation Manual to become familiar with the Program, its requirements, and fees. Additional information can be found on the ACCT website and ACCT Program Manager.
2. Accreditation is available for the following service areas:
 - a. Design
 - b. Installation
 - c. Inspection
 - d. Training
 - e. Practitioner Certification

3. ACCT Business-to-Business members interested in applying for Vendor Accreditation should perform a self-study in each applicable service area to determine readiness for the application process.
4. Applicant completes and submits Vendor Accreditation Application, including uploading all requested documentation, and pays the application fee. Completed applications are valid for one (1) year from the date of submission. If the application period expires, the Applicant must re-apply.
5. Applicants shall not present themselves as “in process” through any marketing material, advertisements, presentations, etc. until ACCT officially approves their accreditation status. The usage of the ACCT Accredited Vendor Logo is strictly forbidden by Applicants until the ACCT has issued final accreditation approval.
6. ACCT Program Manager reviews the application and submitted materials for completeness. Follow-up communication may be needed. Applicants whose application has been accepted will be issued an Audit Packet which includes:
 - a. Audit report template
 - b. Typical Schedule Expectations (6–8-month process; see section 11)
 - c. Instructions to set up digital file sharing
 - d. Copy of the submitted application with referenced documents
 - e. List of eligible Vendor Auditors to choose from
 - f. ACCT Conflict-of-Interest form
7. ACCT assigns qualified auditor(s) to audit the service areas requested. The auditor(s) visits the place of business and/or sites where services are provided.
 - a. Once the Applicant’s application is accepted and approved, and payment is received for the site visit, the ACCT Program Manager will provide the Applicant with a list of qualified Auditors tailored to the Applicant’s service areas. The Applicant shall choose an auditor(s) from the provided list, ensuring all service areas being audited are covered.
 - b. The ACCT Program Manager forwards the Applicant’s application to the Applicant Liaison. The Applicant will choose a file-sharing program of their choice to make documents available to necessary parties. ACCT Staff will provide a list of recommended options. Temporary access will be granted to the Applicant Liaison and the ACCT Program Manager after receipt of application, and in advance of the review. Access shall be granted to the Vendor Auditor once the Vendor Auditor is assigned. Following the completion of the audit, the Applicant will remove the access rights of the parties. The final review report is the only document that the ACCT will maintain.
 - i. If the Applicant does not wish to share documentation digitally ahead of time, additional in-person day(s) will be added to the audit at the Applicant’s expense.
 - c. The Applicant Liaison ensures all the required documents are accounted for and the Applicant’s documents are organized. It is their responsibility to initiate and

- keep the planning and scheduling of the site audit moving forward, while sharing scheduling progress with the Program Manager.
- i. Confirm Site Visit Schedule. The Applicant Liaison shall confirm site visit schedule with the Program Manager as soon as dates are known.
 - ii. Confirm Day-by-Day Schedule. Applicants shall provide to the Vendor Auditor general details for each day's schedule of the site visit(s) no less than 30 business days prior to the on-site audit.
 - iii. Unsolvable scheduling conflicts shall be reported to the ACCT Program Manager immediately. Auditor reassignment shall be considered at the sole discretion of the ACCT Program Manager.
- d. Vendor Auditors will book their travel once site visit schedule is confirmed.
 - e. On-Site Audit occurs.
 - f. The Vendor Auditor(s) generates the final draft of the report and submits it electronically to the Applicant Liaison and the Program Manager.
 - g. ACCT Program Manager reviews the report with the Vendor Accreditation Panel for comment.
 - i. Recommendations by the Auditor(s) that needs to be addressed are prioritized by the Project Manager and Vendor Accreditation Panel and communicated to the Applicant with a process for remedy by the Applicant Liaison.
 - ii. If additional insight and/or clarity is needed, the Applicant Liaison will communicate with the Auditor(s) and Applicant.
 - h. The VAP may consider the following outcomes based on the report:
 - i. Accept the Auditor(s)' positive recommendation for Vendor Accreditation, forward the report to the Applicant and the recommendation to accept to the Accreditation and Certification Committee (ACC).
 - ii. Accept the Auditor(s)' recommendations to forward the report to the Applicant along with prioritized follow-up request(s) based on Auditor(s)' recommendations. Once the Applicant has addressed the priorities to the satisfaction of the Program Manager and VAP, the report is revised and resent to the Applicant and the ACC with a positive recommendation for Vendor Accreditation.
 - iii. It is determined the Applicant *does not* meet the criteria for becoming an Accredited Vendor.
 - iv. Regardless of the outcome, all balances will need to be paid in full before the final determination regarding accreditation.
8. Upon approval, Accredited Vendors are provided with a credential user packet and ongoing/re-accreditation requirements and benefits, including:
- a. Issuance of Confirmation Letter and Accredited Vendor Certificate.
 - b. Access to ACCT Accredited Vendor Logo files.
 - c. Access to Accredited Vendor listserv.
 - d. Access to Accredited Vendor Resources on the ACCT website.
 - e. Annual reporting and dues requirements.
 - f. Publication of status on ACCT Website.

9. Extensions and waivers to Program requirements may be considered on a case-by-case basis. Determinations shall be made at the sole discretion of the ACCT Program Manager, who may consult the Vendor Accreditation Panel.
10. If an Applicant does not meet the criteria for becoming an Accredited Vendor, they will receive the following from ACCT Staff:
 - a. A Letter with detailed information including where criteria was not met.
 - b. A copy of the Auditor's Report.
 - c. A list of potential resources and recommendations for growth.
 - d. Information for the Appeals Process (see Appendix below).
 - e. Information to reapply.
11. Application Schedule and Estimated Timeframe
 In general, the application and review process can take 8-12 months to complete. The following timelines are estimates only.

Event/Task	Estimated Time Frame*
Confirmation of receipt of application	5 business days
Application review by the ACCT Program Manager	15 business days
Questions or requests for additional information; this process is repeated until concerns are satisfied	20 business days
List of proposed auditors submitted to the applicant	10 business days
Finalize auditors, conflict of interest post documentation for auditors	20 business days
Document Review completed by Auditor	20 business days
Schedule site Audit	60 business days
On-Site Audit complete and report submitted to ACCT	30 business days
Questions and requests for additional information; this process is repeated until concerns are satisfied	30 business days
Final review by ACCT for decision	30 business days
<i>If it is determined the Applicant does not meet the criteria for becoming Accredited at the present time, the Applicant can reapply after 12 months from notification of the final determination.</i>	

Maintaining Vendor Accreditation

To maintain accreditation, Accredited Vendors must remain in good standing with ACCT and demonstrate ongoing compliance with the requirements of the Vendor Accreditation Program, current ACCT Standards, and jurisdictional requirements.

1. For the purpose of Vendor Accreditation, a vendor in “good standing” has followed the ACCT Membership requirements, Vendor Accreditation Program requirements outlined in this Manual, complies with the ACCT Code of Ethics, and their status as an Accredited Vendor or member of ACCT has not been suspended, revoked, and is not under current sanction or subject to pending disciplinary action.

Maintenance Requirements

To ensure ongoing compliance with the policies and requirements herein, Accredited Vendors shall:

1. Maintain Business-to-Business ACCT Membership.
2. Submit the completed Vendor Accreditation Annual Report using the template provided by ACCT by the specified due date.
3. Pay dues/accreditation fees by the specified due date.
4. Undergo a re-accreditation Vendor Audit Site Visit every three (3) years for applicants and every five (5) years for applicants who have been granted an extended review period.
 - a. Extended Review Period: Granted to accredited vendors in good standing that have received two consecutive audit reports with no outstanding deficiencies.

Reporting Requirements

1. Upon becoming aware of the following circumstances, Accredited Vendors must notify ACCT Leadership within 48 hours:
 - a. Accredited Vendor experiences the fatal loss or Serious Injury of an employee, subcontractor, volunteer, or agent during business.
 - b. The fatality or Serious Injury of any person participating in a service, training, or workshop offered by the Accredited Vendor.
 - c. The Accredited Vendor receives notice from a client that a fatality or Serious Injury occurred at the client’s Course(s) or during a client program.
2. Accredited Vendors must notify the ACCT Program Manager within 15 calendar days if any of the following events occur:
 - a. Any changes to, or loss of, insurance policies and/or coverage limits. [See [insurance](#)]
 - b. The organization is named in a lawsuit.
 - c. The organization becomes insolvent, enters bankruptcy proceedings, or elects dissolution.
 - d. A change in management occurs that results in a loss of qualified personnel for an accredited service area.
 - e. A change in ownership, business structure, or Qualified Course Professional for accredited service area(s).

3. Annual Reports.
 - a. All Accredited Vendors shall submit an Annual Report to ACCT. The purpose of the Annual Report is to verify ongoing compliance with ACCT Standards and program requirements. The report is presented as an alternative to more frequent site reviews. Under current program policies, the report is mandatory.
 - b. Provides an overview of challenge course, aerial adventure/trekking parks, zip line, and canopy tour vended services provided within the past year.
 - c. Each vendor shall document changes in the following areas in their annual report.
 - i. Services or products offered.
 - ii. Principals or staff directly responsible for the operation of the company
 - iii. Qualified Course Professionals registered for each accredited service area.
 - iv. Business structure
 - v. Major accidents or incidents
 - vi. Product recalls and service notices
 - vii. Operating procedures and practices
 - viii. Insurance coverage and any other significant changes.
 - d. Accredited Vendors meeting the deadline for submitting their Annual Report and annual dues secure their voting privileges. Failure to do so will result in the suspension of all voting privileges until deemed remedied by ACCT Staff.
 - e. The Annual Report Form will be made available to Accredited Vendor Members a minimum of sixty (60) days before the annual program renewal date. If the Annual Report Form has not been received by any member, it is the responsibility of the member to contact the ACCT Program Director for access.

Suspension and Revocation of Accreditation

Any infractions of Vendor Accreditation Program requirements may be grounds for suspension or revocation of the Vendor's accreditation status. Outcomes shall be determined by the ACCT Program Manager and affirmed by a vote of the Vendor Accreditation Panel which consists of at least 2/3 of the panel members.

1. Suspension of Accreditation. Suspension is generally considered a first step and may occur upon an Accredited Vendor's infraction or finding of non-compliance with the current ACCT Standards, policies, and/or program requirements.
 - a. The ACCT Program Manager will communicate the following to the Accredited Vendor in writing:
 - i. Written outline documenting the specific infraction(s)
 - ii. Criteria for the infraction to be rectified
 - iii. Time period for the infraction(s) to be rectified
 - iv. How the Accredited Vendor may represent themselves during the suspension
 - v. Information for the Accreditation and Certification Committee Appeals Process (see Appendix below)
 - b. Suspended Accredited Vendors that fail to respond or comply within the specified time frame shall have their accreditation status revoked and must reapply,

- including the submission of an application and site audit, to gain access back to the program.
2. Revocation of Accreditation. Revocation generally occurs following a serious infraction or finding of non-compliance with the current ACCT Standards, policies, and/or program requirements by the Accredited Vendor.
 - a. The ACCT Program Manager will communicate the following to the Accredited Vendor in writing.
 - i. Written outline documenting the specific infraction(s).
 - ii. Information for the Accreditation and Certification Committee Appeals Process (see Appendix below).
 - b. Accredited Vendors that have had their accreditation status revoked must wait 12 months to reapply to the program and must do so under the guidelines of a new program applicant.

Fee Structure

- Annual ACCT Business-to-Business (B2B) Membership fees:
 - For-Profit Vendor Members: \$440/yr
 - Non-profit Vendor Members: \$325/yr (with proof of non-profit status)
- Service Area application fees: (paid when the application is submitted)
 - Vendor applicants must remit a non-refundable **\$500** application fee.
- On-Site Audit Fees: Determined between Vendor Auditor and applicant or Accredited Vendor. The amount is paid when the schedule is agreed upon by the applicant or accredited vendor. Reimbursements to Vendor Auditor(s) must be paid before accreditation is received.
- Annual Dues: (paid upon approval and then at the beginning of the calendar year)
 - \$1795.00

Program Requirements

The following requirements must be met by each Vendor and are necessary to move forward in the accreditation process for applicants, and to maintain accredited status for current Accredited Vendor Members. It is the responsibility of each Vendor Applicant and Accredited Vendor Member to submit adequate documentation (for each service area) to demonstrate compliance with all requirements of the accreditation program. Program requirements are outlined here.

General Requirements

Applicants

1. Provide a letter of support from an ACCT Accredited Vendor or an ACCT Accredited Operation familiar with the applicant company's services. This narrative should include: The author's knowledge of and experience with the applicant's expertise related to current ACCT Standards and business practices. If an applicant is unable to meet this requirement, they may seek approval from the ACCT Program Manager for another

acceptable letter of support. Such requests are uncommon and will be handled on a case-by-case basis. As a letter of support from an existing Accredited Vendor or Operation is the preferred method, applicants must support their request with a compelling reason. For example, there are no ACCT Accredited Vendors or ACCT Accredited Operations operating in their region or jurisdiction.

2. Have been a Business-to-Business member of ACCT for a period of 12 months prior to application.
3. Have been a legally registered business for a period of 12 months prior to application.

Applicants and Renewing Accredited Members

1. Provide a minimum of three (3) references of clients serviced within the past three (3) years. A form will be sent to each reference; all applicants must have a minimum of three (3) references to respond to the survey.
2. Provide evidence of business registrations in jurisdiction where work is conducted, as applicable.
3. Maintain appropriate insurance for the vended services area being provided in each location. Reference the ACCT Insurance Policy (See Appendix below) as appropriate.
4. The organization shall follow applicable laws and regulations in jurisdictions where accredited services are provided.
5. Conduct business in accordance with the [ACCT Code of Ethics](#).
6. The organization must market itself appropriately.

Employees (Applicants and Renewing Accredited Members)

1. Identify all owner(s) and director(s) of the company.

Quality Control (Applicants and Renewing Accredited Members)

1. Demonstrate use of relevant course designs, techniques, materials, operating systems, and equipment types in accordance with current applicable ACCT Standards in each service area for which they are applying for accreditation.
2. Provide process for communicating product safety notifications (ex. white papers, safety advisories, recalls, replacement products, regulatory body notices, etc.).

Service Area Requirements

Design

Purpose Statement: Determine that a Design service provider has the skills, knowledge, experience, and company procedures necessary to design structures for challenge courses, aerial adventure/trekking parks, zip lines, and canopy tours with compatible course equipment in accordance with the current ACCT Standards. Designs shall include construction drawings, relevant structural calculations, and procedures for making changes to the design during installation or a future modification. The design shall comply with applicable ACCT Chapter 1 Design, Performance, and Inspection Standards.

General

1. Design shall comply with ACCT Design, Performance, and Inspection Standards (Chapter 1), including but not limited to general requirements, inspection requirements, site considerations, element support structures, life safety systems, element support systems, platforms, zip line systems, and equipment, and the effective operation of the course.
2. For accreditation purposes, the course designs shall be categorized as follows using the operating systems listed in the current version of the ANSI/ACCT standards. Evidence specific to relevant operating systems by the applicant company shall be available for audit.
 - a. Spotted Activity - An activity that uses spotting to protect the participant against the consequences of a fall. Spotted activities may take place on low elements or on the ground.
 - b. Top Rope Belay - A belay system where the participant is protected by a belay rope that is terminated or redirected above ~~their~~his/her head, and rope is paid out or taken in by a belayer or belay team. Top rope belay systems may use traditional or team-style belaying techniques.
 - c. Belay System - An equipment system and corresponding techniques used to control a life safety rope connected to a participant where the rope may be taken in, let out and secured ~~in order~~ to protect participants at height. Included are top rope and team belay systems. Belay system components may include rope, connectors, shear reduction devices, belay devices and descent control devices.
 - d. Personal Safety System (Lanyards) - A system of equipment that connects a person to an anchorage or lifeline with the intention of limiting fall distance and impact force to a predetermined maximum. Used in situations where the individual is likely to regain footing and positioning. Operational requirements for personal safety systems vary across jurisdictions.
 - e. Rope Rigging System - A system of equipment and corresponding techniques used to assist a person in ascending or descending a tensioned rope. Included are rappel, ascent, and haul systems. Components of rope rigging systems may include rope, connectors, pulleys, and descent control devices.
 - f. Collective Safety System - Permanent and/or temporary systems that allow free movement on an elevated surface while reducing the risk of injury from falls. Examples include, and are not limited to, guard rails, balustrades, fences, stairs, and safety nets.
 - g. Positioning System - A personal safety system configured to allow a user to be positioned at height through the combined use of a tensioned rope system and balance from ~~their~~his/her feet. The tension in the rope prevents free fall.
 - h. Fall Arrest System - An anchor system and equipment that arrests a free fall before the user contacts the surface below and limits the impact force experienced by the user to predefined conditions. Operational definitions for fall arrest vary across jurisdictions.

- i. Fall Restraint System - A device or devices, including any necessary components, for the purpose of preventing a person from reaching a fall hazard.
3. Evidence shall be presented for a minimum of three (3) course-specific design projects. Project descriptions and supporting design documentation shall align with the current applicable ACCT Design, Performance, and Inspection Standards. When multiple operating systems are included in a design, each shall be identified. The course designs should be representative of your current design practices. For applicants, these projects must be within the past three (3) years. For renewing Accredited Vendors, these projects shall include evidence of three (3) projects within the last audit cycle.
 - a. Provide evidence of a pre-design process to include, but not be limited to:
 - i. Understanding the client's program goals and operating limitations.
 - ii. Gathering property data and/or site visit procedures.
 - iii. Jurisdictional design and permitting requirements.
 - iv. Design concept drawings.
 - b. Provide evidence of the design process to include, but not be limited to:
 - i. Design plan and scheduling process.
 - ii. Hazard analysis and mitigation planning.
 - iii. Drawing control procedures.
 - iv. Relevant design calculations.
 - v. Final design documentation.
 - vi. Document delivery to client.
 - c. Provide evidence of a construction administration process to include, but not be limited to:
 - i. Responding to changes in design during construction.
 - ii. Acceptance walk-through and a punch list for installers.
 - iii. As-Built Documentation.

Employees

1. Identify and provide documentation for a minimum of one (1) current employee or owner who meets the criteria for Qualified Designer per the current Qualified Course Professional Guidelines (QCP) or is registered as a licensed engineer with project experience specific to challenge courses and canopy/zip line tours.
2. Staffing:
 - a. Job Descriptions
 - b. Qualifications
 - c. Training requirements

Quality Control

1. Provide a documented quality assurance program that includes:
 - a. Process for selecting Staff.
 - b. Process for integrating new innovations and alternative materials into designs.
 - c. Process for maintaining consistency between designs and documentation.
 - d. Ensuring alignment between design, documentation, and installation.

- e. Testing and verifying applicability of new equipment, hardware, and materials.
- f. Testing and verifying applicability and effectiveness of incorporating new technology, processes, and systems into existing designs.

Installation

Purpose Statement: Determine that an Installation service provider has established procedures and practices that ensure challenge course, aerial adventure/trekking parks, zip line, and canopy tour installations meet ACCT Design, Performance, and Inspection Standards (Chapter 1). The service provider shall have a process for identifying and mitigating risks in place addressing installer employee safety, and that function effectively as part of the owner/operator's desired program. The installation company shall also provide the owner/operator with adequate documentation of the installation, including sufficient resources to maintain and/or modify the course moving forward.

Applicants

1. Provide descriptions and supporting documentation available for review of a minimum of five (5) installations or major modifications completed within the past three (3) years. If multiple installation types exist, a variety of installation types shall be presented.
2. Provide an acceptance inspection report as a part of your five submitted installations for a course installed within the past year that is representative of the applicant's current installation projects and processes. A qualified third party must complete the report. If a deficiency list was a part of the acceptance inspection process, a description of that list shall be included, and evidence of remediation to clear that list shall be documented. Descriptions of items that require follow-up documentation shall be included. This report shall state the project complies with the applicable current ACCT Standards. The installation shall be representative of the company's current installation projects and practices.

Applicants and Renewing Accredited Members

1. Provide descriptions of key installations and supporting documentation available for review completed within the previous audit cycle. If multiple installation types exist, a variety of installation types shall be presented. Submit an acceptance inspection report for a new installation from a qualified third party since their last audit.
 - a. If this requirement is not able to be met (due to work permits, etc.), the ongoing audit cycle MUST include an on-site visit by a qualified auditor.

General

1. Installations shall comply with ACCT Design, Performance, and Inspection Standards (Chapter 1), including, but not limited to: general requirements, inspection requirements, site considerations, element support structures, life safety systems, element support systems, platforms, zip line systems, and equipment, and provide for the effective operation of the course.
2. For accreditation purposes, the course installations shall be categorized using the following operating systems definitions. Evidence specific to relevant operating systems by the applicant company shall be available for review.

- a. Spotted Activity - An activity that uses spotting to protect the participant against the consequences of a fall. Spotted activities may take place on low elements or on the ground.
 - b. Top Rope Belay - A belay system where the participant is protected by a belay rope that is terminated or redirected above his/her/their head, and rope is paid out or taken in by a belayer or belay team. Top rope belay systems may use traditional or team-style belaying techniques.
 - c. Belay System - An equipment system and corresponding techniques used to control a life safety rope connected to a participant where the rope may be taken in, let out, and secured ~~in order~~ to protect participants at height. Included are top rope and team belay systems. Belay system components may include rope, connectors, shear reduction devices, belay devices and descent control devices.
 - d. Personal Safety System (Lanyards) - A system of equipment that connects a person to an anchorage or lifeline with the intention of limiting fall distance and impact force to a predetermined maximum. Used in situations where the individual is likely to regain footing and positioning. Operational requirements for personal safety systems vary across jurisdictions.
 - e. Rope Rigging System - A system of equipment and corresponding techniques used to assist a person in ascending or descending a tensioned rope. Included are rappel, ascent, and haul systems. Components of rope rigging systems may include rope, connectors, pulleys, and descent control devices.
 - f. Collective Safety System - Permanent and/or temporary systems that allow free movement on an elevated surface while reducing the risk of injury from falls. Examples include, and are not limited to, guard rails, balustrades, fences, stairs, and safety nets.
 - g. Positioning System - A personal safety system configured to allow a user to be positioned at height through the combined use of a tensioned rope system and balance from his/her/their feet. The tension in the rope prevents free fall.
 - h. Fall Arrest System - An anchor system and equipment that arrests a free fall before the user contacts the surface below and limits the impact force experienced by the user to predefined conditions. Operational definitions for fall arrest vary across jurisdictions.
 - i. Fall Restraint System - A device or devices, including any necessary components, for the purpose of preventing a person from reaching a fall hazard.
3. Evidence shall be presented for a minimum of five (5) installation projects. Project descriptions and supporting design documentation shall align with the ACCT Design, Performance, and Inspection Standards. When multiple operating systems are included in an installation, each shall be identified. The course designs should be representative of your current design practices. For applicants, these projects must be within the past three (3) years. For Accredited Vendors, these projects must be since the last audit cycle.
 4. Provide evidence for the following installation events and processes for each of the chosen projects:

- a. A *Pre-Install* process to include, but not be limited to:
 - i. Installations are approved by a Qualified Designer.
 - ii. Staffing:
 - 1. Job Descriptions
 - 2. Qualifications
 - 3. Training requirements
 - iii. Licensing, permitting, or exemption
 - iv. Material sourcing
 - v. Subcontractor vetting
 - b. An *Installation* process to include, but not be limited to:
 - i. Scheduling and content of safety meetings
 - ii. Installation plan and schedule
 - iii. Installation testing procedures (anchors, concrete, zip line brake systems)
 - iv. Material control (i.e., receiving, inspecting, storage)
 - v. Staff supervision and oversight plan
 - c. A *Post-Installation* process to include, but not be limited to:
 - i. Acceptance Inspection procedures
 - ii. Manufacturer documentation provided to Owner/Operator including:
 - 1. Normal operation and limitations
 - 2. Operational instructions and participant safety briefing procedures
 - 3. Recommended rescue procedures
 - 4. Maintenance, inspection, and equipment replacement criteria
 - 5. Identification of critical components and systems
 - 6. For zip lines, brake system operational limits, and reasonably anticipated hazards
 - iii. Commissioning turnover process with the owner/operator
 - iv. Procedure for owner/operator to follow if modifications to the installation are desired in the future.
5. Applicants and Accredited Vendors pursuing Installation-only status must address how design, operational aspects, and compatible equipment are provided to the client.

Employees

- 1. Identify and provide documentation for a minimum of one (1) current employee or owner who meets the criteria for Qualified Installer per the current Qualified Course Professional Guidelines (QCP).
- 2. Submit a documented worker safety plan that includes procedures for installers working at height.

Quality Control

- 1. Provide a quality assurance program that includes, but is not limited to:
 - a. Processes that address the adoption of new technologies, standard and regulatory changes.
 - b. Processes that are repeatable and demonstrate consistency of installation practices and quality among projects.
 - c. Processes for training and developing installers for applicable industry trades.
 - d. Worker safety plans in accordance with jurisdictional requirements.

Inspection

Purpose Statement:

Determine that an Inspection service provider has established procedures and practices to:
a) ensure challenge course, aerial adventure/trekking parks, zip line, and canopy tour inspections meet ACCT Chapter 1 Design, Performance, and Inspection Standards (Chapter 1), and b) clearly communicate findings to the owner/operator, including reporting. Further, the inspection service provider shall ensure a process for identifying and mitigating risks including work-at-height protocols and have the training and judgment to recognize critical problems on a course.

General

1. Inspections shall be consistent with the requirements in the ACCT Design, Performance, and Inspection Standards (Chapter 1).
2. Provide the process followed by the organization when performing Professional Inspections and Acceptance Inspections.
3. Provide ACCT Professional Inspection Reports
 - a. Quantity
 - i. Applicants. Minimum of five (5) reports completed within the past three (3) years.
 - ii. Renewing Accredited Vendors. Minimum of five (5) reports completed within the last audit cycle.
 - iii. Inspection reports provided must be completed by the individuals referenced in the *Employees* section below.
 - b. Reports shall represent courses where items failed inspection, had specific deficiencies, or have recommendations for adjustments.
 - c. Reports shall meet the current ACCT Standards Chapter 1: B.3.1.1. for documentation of professional inspection reports.
4. Provide ACCT Acceptance Inspection Reports
 - a. Quantity
 - i. Applicants. Minimum of one (1) report in the past three (3) years
 - ii. Renewing Accredited Vendors. Minimum of one (1) report completed within the last audit cycle.
 - b. Acceptance Inspection reports shall comply with the ACCT Standard Chapter 1: B.3.1.1.
 - c. Reports shall represent the process that was followed to verify compliance with the current ACCT Standards.
 - d. Reports shall include testing of systems(s) prior to commissioning.
 - e. If a deficiency list was implemented as a part of the acceptance inspection process, evidence submitted to clear the deficiency list and descriptions of items that require further follow-up documentation shall be provided.

Employees

1. Identify and provide documentation for a minimum of one (1) current employee or owner with a current ACCT Level 2 Professional Inspector certificate.

2. Provide evidence of employee practices related to employee competence and employee supervision.
 - a. Training and/or skill verification processes for inspection employees
 - b. Approval and skill verification processes for approving an inspector to inspect without supervision, both direct and indirect
3. Provide written criteria and procedures for employees who perform inspections.
4. Provide a documented worker safety plan that includes procedures for inspectors working at height.

Quality Control

1. Provide a quality assurance program that includes, but is not limited to:
 - a. Process for selecting Staff based on knowledge and experience for the given course.
 - b. Process for managing an inspector who lacks understanding and knowledge of a given element or course component.
 - c. Process for reviewing inspection reports prior to delivery to client.
 - d. Process for notifying the course operator of failed items or specific deficiencies.
 - e. Process for assessing failed items or deficiencies that have been corrected.

Training

Purpose Statement: Determine that a training service provider has developed a formal training program that can assess, design, deliver, and evaluate programs specific to the structures, operating systems, and program needs of the clients they serve. The service provider shall have a process for identifying and mitigating risks in place. Training shall be delivered and documented in accordance with the current ACCT Standards to include content delivery methods for the operation of the course(s) and associated life safety equipment.

General

1. Training shall be consistent with the requirements of the ACCT Training Standards (Chapter 3).
2. For accreditation purposes, the training curriculum shall align with the delivery approaches defined in the ACCT Operations Standards (Chapter 2).
3. Documentation specific to each type of training offered shall be available for review. Documentation shall address the competencies and delivery approaches offered.
 - a. Competencies
 - i. Core
 - ii. Technical
 - iii. Interpersonal/Program Management
 - b. Delivery Approaches
 - i. Facilitated - participants engage in an adventure-based learning experience designed to lead toward particular outcomes. Trained staff are responsible for the safety and the group's learning process.

- ii. Guided - participants engage in a set tour escorted by trained personnel who directly supervise (i.e., close enough to intervene physically) participant actions. Trained staff are responsible for safety and may provide educational programming.
 - iii. Self-Guided - Participants engage in an adventure-based experience and are able to select their own route or element. Trained staff monitor safety and do not directly supervise (i.e., are not close enough to intervene physically) participant actions.
- 4. Provide descriptions and supporting training documentation, including records and syllabi, that align with ACCT Training Standards.
 - a. Quantity.
 - i. Applicant. Five (5) trainings delivered in the past three (3) years.
 - ii. Renewing Accredited Vendors. Five (5) trainings delivered within the last audit cycle.
 - b. When multiple training delivery approaches are offered, each shall be presented.
 - c. Training records shall include, but not be limited to:
 - i. trainees present
 - ii. training dates
 - iii. training times
 - iv. training locations
 - v. training content
 - vi. training objectives
 - vii. completion status for each trainee
- 5. Provide a process to ensure a site is prepared for training prior to arrival.
 - a. Professional inspection within one (1) year
 - b. Appropriate equipment necessary to operate the course(s) is available.
 - c. Operational documentation is available for reference.
- 6. Provide evidence for how the applicant's training process provides trainees with the opportunity to obtain knowledge, skills, and understanding, including hands-on, deliberate practice.
- 7. Provide a safety plan that allows the trainer to manage risk to allow for trainee error while reducing the likelihood of serious injury or death.
- 8. Provide procedures for assessment of trainee competency.
- 9. Provide evidence for reasonable accommodations made for persons with different abilities, current medical, physical/learning limitations, etc., that account for the essential functions of their position.

Employees

- 1. Identify and provide documentation for a minimum of one (1) current employee or owner who meets the criteria for a Qualified Trainer according to the current version of the ACCT Qualified Course Professional (QCP) Guidelines.
- 2. Staffing
 - a. Job Descriptions
 - b. Qualifications and continuing education requirements
 - c. Training requirements

3. Provide a documented worker safety plan that includes procedures for trainers working at height.

Quality Control

1. Provide a quality assurance program that includes, but is not limited to:
 - a. Ongoing development of training processes
 - b. Quality and consistency of trainer(s)
 - c. Content relevance related to new technology and updated standards.

Practitioner Certification

Purpose Statement:

Determine that a practitioner certification service provider has developed a formal assessment program that can verify an individual's skills specific to the structures, operating systems, and program needs of the clients they serve. The service provider shall have a process for identifying and mitigating risks in place. The skills verification process shall be in accordance with the publication "*ACCT Practitioner Certification Structure and Requirements.*"

General

1. Accreditation for Practitioner Certification is contingent on receiving accreditation for Training.
2. Provide a process for determining participants' eligibility prior to testing for each level and track of certification. This process must be in accordance with the ACCT Practitioner Certification Structure and Requirements publication.
3. Provide a sample Certificate that includes:
 - a. Practitioner's name
 - b. Certification level and track
 - c. Certification date
 - d. Expiration date
 - e. Certifying body issuing the certification
 - f. Certification trainer/tester name(s)
 - g. Operating Systems and Delivery Approach in which the practitioner is certified in:
 - i. Site/System Specific Certification shall list the location and/or system on which they were certified.
 - ii. Site/System Specific Certification documents shall state transferability or lack of transferability to other courses.
 - h. A practitioner use plan to satisfy standards not met due to disability.
 - i. Current ACCT Accredited Vendor Logo and accreditation statement
 - i. This requirement is not applicable for applicants until after accreditation approval.

4. Provide written knowledge test with answer key, addressing the current Operation Standards for each level and track of certification for which the renewing Accredited Vendor company is accredited, or for which the applicant is applying.
 - a. Level 1 testing shall cover the routine Staff Competencies of the current operation standards.
 - b. Level 2 testing shall cover non-routine situations and the ability to supervise the Staff Competencies of the current Operation Standards.
 - c. Course Manager shall cover Operations Management of the current Operation Standards.
5. Provide a practical skills test addressing the current Operation Standards for each level and track of certification for which the renewing Accredited Vendor company is accredited, or for which the applicant is applying.
6. Provide a safety plan that allows the tester to manage risk while accommodating for candidate error and reducing the likelihood of serious injury or death.

Employees

1. Identify and provide documentation for a minimum of one (1) current employee or owner that meets the Qualified Course Professional (QCP) criteria for Certification Tester at each level and track of certification the company is accredited for.
2. Provide written criteria in accordance with the QCPs for all staff members who conduct certification testing.
3. Provide a documented worker safety plan that includes procedures for testers working at height.

Quality Control

1. Provide quality assurance program that includes, but is not limited to:
 - a. Process to maintain written and practical tests.
 - b. Maintaining accurate marketing materials related to the company's certification in accordance with current ACCT Standards and "*ACCT Practitioner Certification Structure and Requirements.*"
 - c. Process to ensure consistency when administering practical skills tests and written tests.
 - d. Process for testing accommodations for individuals with disabilities.
 - e. Process for maintaining records of certification candidates and test results.

Roles and Structure

Vendor Accreditation is designed to align with other ACCT accreditation services. The accreditation program is managed by ACCT Staff. The Accreditation and Certification Committee (ACC) oversees an advisory panel called the Vendor Accreditation Panel (VAP). On-site audits are reviews conducted by ACCT Approved Vendor Auditors.

ACCT Staff

- Administers the application and approval of Vendor applicants.
- Manages applicant data.
- Manages Qualified Course Professional files and eligibility requirements for Vendor Auditors.
- Reviews and makes the determination of accreditation based on applicant files.
- Maintains communication with Accredited Vendors.
- Forwards appeals to the Accreditation and Certification Committee.
- Determines when Accredited Vendors are in arrears of meeting the Vendor Accreditation program requirements and provides notifications to delinquent vendors.
- Manages Accredited Vendor renewal and annual reporting processes.

Accreditation & Certification Committee (ACC)

- Assures coordination between the ACCT Vendor Accreditation Program and other ACCT accreditation and certification programs.
- Conducts periodic reviews of ACCT Vendor Accreditation Program processes to ensure quality and relevance.
- Manages appeals related to the Vendor Accreditation Program.
- Oversees the Vendor Accreditation Panel (VAP).

Vendor Accreditation Panel (VAP)

- Works with ACCT Staff to promote the ACCT Vendor Accreditation Program.
- Works with ACCT Staff to review and update program requirements.
- Works with ACCT Staff to address conflicts or perceptions of conflicts related to the accreditation process.
- Reviews the Vendor Accreditation Audit Report.
- Reviews the Vendor Accreditation Annual Report submissions.

Applicant Liaison

- Applicant Liaisons are members of the Vendor Accreditation Panel (VAP) who work directly with the Applicant and ACCT Program Manager through the application and renewal process.
 - Assigned by the Program Manager once the application is received.
 - Review application and ensures the documents submitted are organized and match the criteria for each service area.
 - Work with the applicant and Vendor Auditor to schedule the Site Audit.
 - Keep ACCT Project Manager involved (cc'ed) in all correspondence with Applicant and Vendor Auditors.
 - Ensure the process stays on schedule.
 - Submit the Audit Report to the Vendor Accreditation Panel (VAP) for their review.

Vendor Auditor

- A Vendor Auditor (VA) is an individual who:
 - Reports to the ACCT Program Manager.
 - Meets the ACCT Qualified Course Professional (QCP) Guidelines for Vendor Auditor.
 - Has completed the training for Vendor Auditor.
 - Has applied to and been approved by the ACCT Staff to be an Approved Vendor Auditor and serve on the Vendor Auditor Work Group.
 - Acts on behalf of the ACCT when assigned by the ACCT to provide a vendor audit.
 - Agrees to be bound by the ACCT Vendor Auditor Agreement.
 - Has been vetted for conflicts of interest with the applicant prior to assignment by the ACCT Program Manager. Conflicts or perceptions of conflicts related to the accreditation process shall be addressed prior to assignment.

Vendor Auditor Work Group

The purpose of the Vendor Auditor Work Group is to provide support to Vendor Auditors and improve consistency in audit results. This work group is populated by active Vendor Auditors during the audit year. This group reports to the ACCT Program Manager and Vendor Accreditation Panel.

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