

# OPERATION ACCREDITATION MANUAL

FINAL Version approved 07.01.2020

3rd Edition released 04.01.2024



## ACCT MISSION AND VISION STATEMENTS

### Content and 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 operations. The procedures in this document supersede all drafts and information printed or discussed prior to the distribution of this manual.

**IMPORTANT:** The parties both acknowledge that the operation of, and participation in, challenge course programs, including high and low challenge course elements, climbing, ziplining, and aerial trekking, involve risk that necessitates comprehensive management planning. Accidents may occur even if the standards of the Program are followed. ACCT does not assume, and expressly denies, responsibility and legal liability for loss or damage to persons who rely on these standards, or who use the activities, facilities, equipment, or services contemplated by them. In writing standards and developing a system to review and systematically accredit that an operation met current ACCT standards on a given day and at a given time, ACCT does not intend to create legal duties or liabilities, for ACCT or for those who rely on the standards, which would not otherwise exist. An operator's compliance with the ACCT Accreditation Program is not a guarantee of the Operation's compliance with state and federal laws, regulations, industry standards, or manufacturers' requirements. An Operation's membership in the ACCT Accreditation Program is not a guarantee of safety, nor does accreditation mean that accidents and injury cannot occur.

### Copyright © 2019 by Association for Challenge Course Technology.

All rights reserved. No part of this work covered by the copyrights hereon may be reproduced or distributed in any form or by any means—graphic, electronic, or mechanical, including photocopying, recording, taping, or information storage and retrieval systems—without prior written permission of the copyright holder.

Boulder, CO  
303.827.2432  
[office@acctinfo.org](mailto:office@acctinfo.org)  
[www.acctinfo.org](http://www.acctinfo.org)

**TABLE OF CONTENTS**

<b>1. INTRODUCTION</b>	<b>2</b>
OVERVIEW	2
PURPOSE	2
PROCEDURE	3
<b>2. OPERATION ACCREDITATION REQUIREMENTS</b>	<b>3</b>
<b>3. ROLES &amp; STRUCTURE</b>	<b>4</b>
ACCT STAFF	4
OPERATION REVIEWER (Qualified Course Professional)	4
<b>4. OPERATION ACCREDITATION APPLICATION PROCESS</b>	<b>5</b>
PRIOR TO APPLYING	5
PROGRAM SEEKS ACCREDITATION	5
PROGRAM CONTACTS QUALIFIED VENDORS OR INDIVIDUALS	6
PROGRAM COMPLETES APPLICATION AND SUBMITS TO ACCT OFFICE	6
PROGRAM RECEIVES ANNUAL RENEWAL REQUIREMENTS	6
<b>5. MAINTAINING ACCREDITATION</b>	<b>7</b>
On-Going Tasks Of Managing The Accredited Programs	7
Maintenance Requirements	7
Notification to ACCT Program Manager	8
Annual Report	8
Major Change / Incident Audit	9
Requests for Information	9
<b>6. REQUIREMENTS AND DOCUMENTATION</b>	<b>10</b>
<b>APPENDIX: guidance for operators preparing for the application</b>	<b>11</b>
<b>APPENDIX B: REPRESENTATION OF ACCT ACCREDITED Operation STATUS</b>	<b>13</b>
<b>APPENDIX C: CODE OF CONDUCT</b>	<b>13</b>
<b>APPENDIX D: Appeals</b>	<b>14</b>

## 1. INTRODUCTION

This manual outlines the process by which Business to Client members pursue Association for Challenge Course Technology (ACCT) Operation Accreditation. This document is intended for use by Operation Accreditation Applicants, Qualified Course Professional (QCP), Operation Reviewers (OR), ACCT Accreditation & Certification Committee (ACC), the ACCT Operation Accreditation Panel (OAP), and ACCT staff.

### OVERVIEW

Operation Accreditation is a review process administered by ACCT recognizing, challenge courses, aerial adventure/trekking parks, zip lines, and canopy tour sites (referred to as courses) that meet the procedural and standard compliance requirements established by ACCT. The accreditation is conferred on one site that has demonstrated compliance with the ACCT Standards through inspection, training documentation, and a detailed on-site operation review. Organizations having multiple sites will require a separate review process for each location.

ACCT staff will oversee accreditation, with advice and support from appointed volunteer groups. A reviewer meeting the ACCT Operational Reviewer qualifications and approved by ACCT Staff will provide all Operation Accreditation site visits.

The Operation Reviewer, their organization, and their organization's owner(s) shall not be directly involved in the operation of the site. The Operation Reviewer, their organization, and their organization's owner(s) shall not have a financial interest in the operation seeking accreditation through ownership, employment, or investment. The ACCT Staff, with the assistance of appointed group(s), shall address conflicts or perceptions of conflicts related to the accreditation process.

Reviewers are responsible for completing the ACCT Site Visit Report form. Applicants will complete an application, attach the required documents, and pay associated fees. The application is received by ACCT Staff, and reviewed and approved by ACCT Staff with the assistance of appointed volunteer groups.

### PURPOSE

Operation Accreditation's purpose is to identify challenge courses, aerial adventure/trekking park courses, zipline, and canopy tour organizations that serve the general public through a commitment to quality, professional conduct/business practices, and ongoing use and adherence to ACCT standards. Organizations will be required to demonstrate compliance with all accreditation requirements and the current ANSI/ACCT standards.

Operation Accreditation benefits the industry, organization, and staff being reviewed, and the end user by:

- Elevating professionalism
- Providing accountability of the organization through ongoing quality review
- Identifying a list of accredited organizations
- Recognizing the commitment of accredited organizations toward industry excellence
- Creating a benchmark for Authorities Having Jurisdiction regarding operation quality
- Providing awareness of ACCT and its services

## PROCEDURE

Operation Accreditation will be administered by the ACCT Staff under the authority of the Executive Director. All ACCT forms will be created and updated by the ACCT Staff. ACCT Staff will establish an advisory group to provide a collective resource with a broad knowledge base. ACCT Leadership will establish and maintain an appeals panel to assist the ACCT Staff if necessary. The operation shall submit documentation to ACCT, which is outlined in the Accredited Operation Documents. Once accredited, the operation shall receive access to digital files of the current ACCT Accredited Operation logos that the operation may use and display; an accreditation certificate and the rights to display it at the accredited location; listing on the ACCT website as an Accredited Operation; and additional benefits described in the Accredited Operation Documents.

## 2. OPERATION ACCREDITATION REQUIREMENTS

To move forward in the accreditation process, each operation's site must meet the following requirements: Organizations seeking Operation Accreditation shall submit adequate documentation (for each program/site) to demonstrate compliance with all application requirements. Those requirements are outlined below. More detail will be provided for each of these areas in Section IV: OA Application Process.

### CHECKLIST

- Proof of course program delivery for a minimum of one (1) year.
- Insurance Requirement:
  - ✓ For U.S.-based organizations, proof of adequate insurance coverage includes commercial general liability, property insurance, workers' compensation, and comprehensive business automobiles. U.S.-based companies must have ACCT listed and a certificate holder.
  - ✓ Non-U.S.-based operations shall submit a signed letter or waiver outlining the insurance requirements of their jurisdiction. Proof of appropriate insurance showing they meet the jurisdictional requirements shall also be submitted.
- Course Inspections are performed in accordance with the Original Equipment Manufacturer's requirements and in compliance with the current ANSI/ACCT Standards. The Professional Inspection Report must include an ACCT Inspection Cover Sheet.
- Inspections shall be performed by an ACCT PVM inspector, an ACCT-certified Professional Inspector, or a licensed professional engineer within the last 365 days.
- ACCT Training Affidavit and supporting documents for the last five (5) trainings. Training shall meet Chapter 3 of the ANSI/ANSI Standards.
- If requested, provide proof of skills verification and/or certification processes for facilitators/guides.
- Certificate of Good Standing (or equivalent) within the jurisdiction of operation. (If available in the jurisdiction)
- Operation Accreditation Program Agreement

### 3. ROLES & STRUCTURE

Operation Accreditation is designed to align with other ACCT accreditation services. The ACCT Staff manages this accreditation program and has an advisory group for assistance. An ACCT-Approved Operation Reviewer conducts the on-site review.

#### ACCT STAFF

- Administers the application and approval of applicant operations.
- Manages applicant data
- Manages QCP files and eligibility requirements for Operational Reviewers
- Review and determine accreditation based on applicant files.
- Maintains communication with Accredited Operations
- Forwards appeals to the ACCT Leadership
- Determines when Accredited Operations are in arrears of meeting the Operation Accreditation obligations and provides notifications to delinquent operations.
- Manages Accredited Operation's reaccreditation and annual reporting process
- Publication of Operation Accreditation Annual Report

#### OPERATION REVIEWER (Qualified Course Professional)

An Operation Reviewer (OR) is an individual who:

- Meets the ACCT Qualified Course Professional (QCP) Operational Reviewer guidelines.
- Is employed by an organization insured to provide reviews and inspections OR an individual with such insurance.
- Has applied to and been approved by the ACCT Staff to be an Approved Operation Reviewer.
- Agrees to the ACCT Operation Reviewer Agreement
- Has completed the training provided by the Operation Accreditation Panel for Operational Reviewers

The Operation Reviewer, their organization, and their organization's owner(s) shall not be directly involved in the site's operation. The Operation Reviewer, their organization, and their organization's owner(s) shall not have a financial interest in the operation seeking accreditation through ownership, employment, or investment. With the assistance of appointed group(s), the ACCT Staff shall address conflicts or perceptions of conflicts related to the accreditation process.

## 4. OPERATION ACCREDITATION APPLICATION PROCESS

An operation that desires Accreditation may review the ACCT website to learn the following:

- Cost
- Eligibility
- Accreditation Process Description
- Application forms
- Associated Fees
- List of Approved Operation Reviews
- Review and Accreditation FAQs

The operation will contract with qualified and approved persons to schedule and complete the following services.

- ACCT Professional Inspection using the ACCT Inspection Cover Sheet → ACCT Professional Inspector, ACCT Professional Inspector, Licensed Engineer inspecting to ACCT Standards.
- Operational Review completing the ACCT Operation Review Report → The Approved Operation Reviewer is recommended to be an individual from an entity outside the normal vendor relationship.

The site will also ensure that trainings are documented with ACCT Training Affidavits by qualified trainers. Qualified trainers are established for this program by following the QCP Guidelines for Trainer/Tester.

The operation will then collect the reports and complete the ACCT Accreditation Application. This packet, with payment, is submitted to the ACCT Program Manager for review and approval.

If the documents are acceptable, then the site will receive the following:

- Certificate of Accreditation
- Access to digital ACCT Accreditation Logo files
- Annual reporting requirements
- Publication of status on ACCT Website.
- Newly Accredited Operation will be added to the ACCT Website with contact information and a link to their website.

### PRIOR TO APPLYING

It is recommended that Operations carefully review the requirements and begin organizing their documentation prior to applying for operation accreditation. Sites are encouraged to use ANSI/ACCT Chapter 2 Operation Standards and the Operation Reviewer Report as a blueprint to conduct an internal audit of program operations and documentation **prior to beginning the process.**

Companies seeking ACCT Operation Accreditation can begin the process by visiting the ACCT website

<http://www.acctinfo.org>.

### PROGRAM SEEKS ACCREDITATION

- May directly contact the ACCT Program Manager
  - The ACCT Program Manager is available to answer questions about the process. ACCT Staff can forward information about the process, a list of qualified individuals, and a list of ACCT fees. The group's contact information is recorded to track sites' interest and progress toward accreditation.

- May review the ACCT website where information is available for download:
  - List of Operation Accreditation Requirements
  - List of Approved Operation Reviewers
  - Training Affidavit and Checklist
  - Professional Inspection Cover Sheet
  - Operation Accreditation Application Link
  - Frequently Ask Questions
  - Non-Disclosure Agreement
  - Logo Usage Agreement

## PROGRAM CONTACTS QUALIFIED VENDORS OR INDIVIDUALS

ACCT does not dictate, contribute, or negotiate contracts between the operation and its vendor(s). These services are available through the open market.

- **Inspection:** A physical inspection of the site must be performed by an ACCT PVM inspector, an ACCT certified Professional Inspector, or a licensed professional engineer. This inspection is required to be to ACCT Standards. To be accepted, the inspector must complete the ACCT Professional Inspection Coversheet. If you use an engineer, please ensure they understand these requirements.
- **Training:** All training must meet ANSI/ACCT 03-2019 Chapter 2 Operations Standards B.3.6 AND Chapter 3 Training Standards AND must have a completed Training Checklist and Affidavits for a minimum of the last five (5) trainings. The qualified trainer must complete this Checklist and Affidavit. A qualified trainer is determined by the Trainer/Tester Qualified Course Professional Guidelines. You will be asked to upload documents reflecting your last five trainings. There needs to be a Training Checklist and Affidavit for each specific training. They can not all be represented on one Affidavit.
- **Operation Review:** The Operation Review shall be conducted by an Operation Reviewer approved by ACCT. There is considered a Conflict of Interest if the Operation Reviewer, their organization, and their organization's owner(s) are directly involved in the operation of the site and/or the Operation Reviewer, their organization and their organization's owner(s) have a financial interest in the operation seeking accreditation through ownership, employment, or investment. With the assistance of appointed group(s), the ACCT Staff shall address conflicts or perceptions of conflicts related to the accreditation process. The Operation Reviewer is contracted directly by the operation and shall do their due diligence to provide their services ethically.

The Operational Reviewer will create the complete operational review using the ACCT Professional Inspection Cover Sheet, the Training Affidavits, and the ACCT Operation Review Report Form.

## PROGRAM COMPLETES APPLICATION AND SUBMITS TO ACCT OFFICE

- The application can not be submitted without the required documents being attached and associated fees being paid.
- Once received, the ACCT Program Manager (PM) reviews the application for completeness.
- Questions and clarifications may be asked to Operation
- A letter stating approval or rejection is forwarded to the Operator.

## PROGRAM RECEIVES ANNUAL RENEWAL REQUIREMENTS

### Operation Accreditation must be maintained annually.

- The program submits an Annual Report by the due date.
- Annual Fee is paid by July 30th



- Confirms Insurance status through Insurance Certificate.
- Report all significant accidents and incidents to the ACCT within 48 hours.

## 5. MAINTAINING ACCREDITATION

To maintain accreditation, organizations are obligated to remain in good standing with the Association and demonstrate ongoing compliance with accreditation requirements, changing standards, and jurisdictional requirements.

### On-Going Tasks Of Managing The Accredited Programs

- The ACCT PM sends ACCT OA paperwork and obligations, which include:
  - Annual Fee Structure:

Non-profit:	\$500 for the Application Fee  \$250 for the Reaccreditation Application Fee (3rd year)	\$350 for the Annual Accreditation fee	\$325 Annual Membership Fee
Commercial:	\$500 for the Application Fee  \$250 for the Reaccreditation Application Fee (3rd year)	\$350 for the Annual Accreditation fee	\$440 Annual Membership Fees

- Annual Reporting Information, Questions, and Form
- Accredited Operation Incidental Audit Notification Form
- Accreditation requires an Operation Review Site Visit every three (3) years
- The ACCT PM sends out Annual Fee notifications, Annual Reporting notifications, and Reaccreditation notifications

### Maintenance Requirements

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

- Maintain Business to Client ACCT Membership.
- Submit any changes to, or loss of insurance policies and/or coverage limits to ACCT within 30 days.
- Submit all Professional Inspection documents, including the signed Professional Inspection Cover Sheet.
- Notify ACCT of any and all serious injuries requiring treatment at a hospital or transportation to a medical facility, or any work-related injury or illness resulting in time away from work to the ACCT office within 48 hours.

*Definition of a 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 ninety days during the one hundred eighty days immediately following the occurrence of the injury or impairment.*

- Notify ACCT in writing within 48 hours of any fatality on the site
- Submit the completed Operation Accreditation Annual Report using the template provided by ACCT.
- Schedule a reaccreditation Operation Review Site Visit every three years.
- Paying dues in a timely manner: Payment shall be due within thirty days of the Operations receipt of the invoice from ACCT. If dues are not paid, the operation forfeits its accreditation status and will lose ACCT website recognition and access to the operation accreditation logos. It will also receive a letter to remove accreditation status from its marketing and public information.

### Notification to ACCT Program Manager

Changes in jurisdictional requirements or deficiencies brought on by changes in policy, procedure, business structure, suspension or loss of insurance, new program requirements, etc., must be communicated to the ACCT Program Manager as soon as the change occurs.

Accredited Operations must notify the ACCT Program Manager within 48 hours if any of the following events occur:

- The Operation must notify ACCT in writing of any serious injuries requiring treatment at a hospital or transportation to a medical facility or any work-related injury or illness resulting in time away from work.
- The operation must notify ACCT in writing within 48 hours of any fatality on the site.

Accredited Operations must notify the ACCT Program Manager within 15 calendar days if any of the following events occur:

- Any time a lapse in required insurance coverage occurs
- The organization is named in a lawsuit
- The organization becomes insolvent, enters into bankruptcy proceedings, or elects dissolution
- A change in management occurs that results in a loss of qualified personnel
- A change in ownership

### Annual Report

- All Accredited Operations shall submit an Annual Report. The Annual Report is part of an Accredited Operation's continuing responsibility to demonstrate ongoing compliance with requirements. The report is important to maintaining the quality and integrity of the Operation Accreditation process. Annual reports document significant changes in any of the following areas:
  - 1) Volume of business by category
  - 2) Services or products offered
  - 3) Principals or lead staff
  - 4) Major accidents or incidents
  - 5) Operating procedures and practices
  - 6) Business structure
  - 7) Insurance coverage

Annual Reports may also document basic program information such as:

- 1) Participant days

- 2) Staff days
- 3) Additions to the site
- 4) Activities removed from the site
- Operation Accreditation is granted on a three-year basis with annual compliance checks. The ACCT PM shall receive payment of associated fees annually. The ACCT PM shall reserve the right to suspend/revoke accreditation at any time should a program fail to meet the program requirements or fail to submit an annual report and associated program fees.
- The Annual Report Form will be available from the ACCT PM at least 30 days before the end of each year. If Accredited Operations haven't received a copy by the expected date, it is their responsibility to contact the ACCT PM to acquire one.
- Ongoing documentation demonstrating compliance with demonstrated requirements must be submitted on the following schedule:

DOCUMENT	PERIOD
Certificates/Proof of Insurance (see requirements) <ul style="list-style-type: none"> <li>▪ Commercial General Liability</li> <li>▪ Commercial Property Insurance</li> <li>▪ Workers' Compensation</li> <li>▪ Comprehensive Business Automobile Liability Insurance (as required)</li> </ul>	Annually or upon change in insurance.
Course Inspection Report and Profession Inspection Cover Sheet (see inspector requirements)	Annually
Staff Skill Verification/Certification (see trainer/tester requirements) <ul style="list-style-type: none"> <li>▪ List of delivery staff and level of training, skills verification and/or copy of individual certificates from certifying body</li> </ul>	Annually
Certificate of Good Standing issued by the jurisdiction in which the program operates	Annually

### Re-Accreditation

Accreditation is granted for three years based on the completion of annual reports/fees and meeting all other requirements. At the end of three years of operation, the company can apply for re-accreditation. A completed Site Visit Report provided by an approved ACCT Operational Reviewer must be submitted within three (3) years of the initial accreditation.

### Major Change / Incident Audit

**Should an operation experience a significant change and/or Serious Injury/Fatality, an Audit Report may be required prior to the regular renewal cycle.** The following are examples of when an Audit Report may be required:

1. The accredited operation installs and initiates the operation of a new course, program, or technical system at the Accredited Site.
2. The accredited operation experiences a serious incident that results in a serious injury and/or fatality to a staff member, participant, or visitor.
3. The accredited operation changes ownership or has major changes in the program's managerial staff.

### Requests for Information

Accredited Operations asked by the ACCT Program Manager to supply information related to the requirements (such as the Annual Report or Operation Accreditation Application) shall respond in a timely fashion. Typically, accredited

operations have up to 30 days to respond to the request for information. Failure to respond may result in late fees, suspension, and/or revocation of status.

## 6. REQUIREMENTS AND DOCUMENTATION

### **Insurance Requirements for Operators inside of the United States.**

The Operation shall procure and maintain at its sole expense insurance of the following types of coverage and limits of liability:

- Worker's Compensation insurance for the Operation's employees as required by law and employers' liability, and disability benefits as required under the laws of the jurisdiction in which the Operation operates.
- Auto Insurance for operations and transporting passengers or staff by company-owned, leased, or rented vehicles, including Comprehensive Business Automobile Liability Insurance.
- Commercial General Liability Insurance, including liability rising from premises operations, independent contractors, products, property loss, operations, personal injury, and advertising injury, including injury to athletic participants, and associated defense costs. Operator shall maintain this insurance so long as the agreement is in effect and during the period of accreditation.
- The insurance for each policy shall include limits of at least One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) in the aggregate.
- Shall name ACCT as the Certificate Holder.
- In the event of an accident, loss, claim or suit, the operation's general liability policy shall be primary to ACCT's insurance, if any.

### **Insurance Requirements for Operators outside the United States.**

If the Operation is applying for Operation Accreditation and operating in jurisdictions outside the United States, the Operation shall submit with their application a signed letter or waiver outlining the insurance requirements of their jurisdiction. Proof of appropriate insurance shall be submitted to the OAP for review and verification.

## APPENDIX: GUIDANCE FOR OPERATORS PREPARING FOR THE APPLICATION

### Document Files

Please refer to the Application for additional details about naming digital file attachments for the items listed below.

- Proof of ACCT Membership**
- Proof of Business Operation for at least one (1) year following the commencement of program service delivery before application for accreditation.**
  - Non-For-Profit Certificate of Incorporation - Letter of good standing (or equivalent) within the jurisdiction of operation.
  - Screenshot of a calendar showing program service delivery at least a year prior to applying for accreditation.
- Operation Services**
  - Please include a list and description of ALL types of course programs and/or services provided by the organization in the application documents.
- Insurance Requirements for Operators inside of the United States.**
  - The Operation shall procure and maintain at its sole expense insurance of the following types of coverage and limits of liability:
    - Worker's Compensation insurance for the Operation's employees as required by law and employers' liability, and disability benefits as required under the laws of the jurisdiction in which the Operation operates.
    - Auto Insurance for operations and the transport of passengers or staff by company owned, leased, or rented vehicles, including Comprehensive Business Automobile Liability Insurance.
    - Commercial General Liability Insurance, including liability rising from premises operations, independent contractors, products, property loss, operations, personal injury, and advertising injury, including injury to athletic participants, and associated defense costs. Operator shall maintain this insurance so long as the accreditation is in effect.
    - The insurance for each policy shall include limits of at least One Million Dollars (\$1,000,000) per occurrence and Two Million Dollars (\$2,000,000) in the aggregate.
    - Shall name ACCT as the Certificate Holder.
    - In the event of an accident, loss, claim or suit, the operation's general liability policy shall be primary to ACCT's insurance, if any.
- Insurance Requirements for Operators outside the United States.**
  - If the Operation is applying for Operation Accreditation and operates in jurisdictions outside the United States, it shall submit with its application a signed letter or waiver outlining the insurance requirements of its jurisdiction. Proof of appropriate insurance shall be submitted to the OAP for review and verification.
- Acceptance Inspection and/or Inspection Reports**
  - Course inspections are performed in accordance with the Original Equipment Manufacturer (OEM) requirements and in compliance with the current ANSI/ACCT Standards.
  - An Acceptance Inspection shall be provided for any new course built or older course receiving major modifications within the last three years.
  - Inspections may be performed by an ACCT PVM Inspector, an ACCT Certified Professional Inspector, or licensed professional engineer within the last 364 days.

- In-House Inspector Certification (if applicable)**
  - Copies of In-House inspections done within the last 12 months will be included in the application.
  - If the In-House Inspector has any specific certifications applicable to the inspection process, copies of these will be included with the documents. Examples may include ACCT ICE, NAARSO, AIMS, etc.
  
- Training Type and Syllabi**
  - Training shall be consistent with Chapter 2 and Chapter 3 ACCT Standards
  - Proof of skills verification and/or certification processes for facilitators/guides by qualified training entities may be requested.
  - Syllabi and roster will be requested for each submitted training
  - Proof of qualifications for each trainer.
  
- Operation Review Report**
  - The Operation Review Report expires six months from the date it is delivered to the operation. This should be done last as you put your application documents together.

# EDITION 3

## APPENDIX B: REPRESENTATION OF ACCT ACCREDITED OPERATION STATUS

ACCT Accredited Operations in good standing may present themselves as an ACCT Accredited Operation under the following terms:

- The Accredited Operation shall accurately represent their ACCT Operation Accreditation status
- The Accredited Operation shall adhere to the current Logo Usage Policy. A signed Logo Use Agreement must remain on file with ACCT.
- Any statement established by the Association that verifies Operation Accreditation status must be used in its entirety without edits.
- If Operation Accreditation status is suspended/revoked:
  - The organization has 15 calendar days to remove all existing references to ACCT Accreditation (e.g. website, email signature, printed materials)
  - No new materials shall be created making reference to ACCT Operation Accreditation unless ACCT reestablishes status.
- For organizations with a layered business structure and multiple entities, the following apply:
  - Only the specific site of the company reviewed for which Operation Accreditation has been issued shall represent itself as an Accredited.
  - The site of the company which has been suspended or revoked must make clear in all marketing materials that it is excluded from the status

## APPENDIX C: CODE OF CONDUCT

All ACCT Members shall accurately represent themselves and their companies in accordance with the ACCT Code of Ethics [http://c.ymcdn.com/sites/www.acctinfo.org/resource/resmgr/Files/Policy\\_Code\\_of\\_Ethics.pdf](http://c.ymcdn.com/sites/www.acctinfo.org/resource/resmgr/Files/Policy_Code_of_Ethics.pdf). It is understood and expected that all members of ACCT conduct business and interact with the highest good of the challenge course community in mind, including the clients, vendors, end users, and ACCT itself. Accredited Operations shall be held to the highest standard as their behavior, operating practices, and business practices are a reflection of the Association and members.

Unprofessional behavior or breaches of the ACCT Code of Ethics shall be reviewed and referred to the Executive Director and/or the Chairperson of the Ethics Committee. Unprofessional behavior shall be defined in part as any behavior that might harm the Association, individual(s), or property. Misrepresentations of services by means of omission, overstatement, falsification of credentials or data, or misleading communications are grounds for suspension or revocation.

All such matters shall be handled following the Grievance and Mediation Procedures in the ACCT Code of Ethics. Grievous violations shall be escalated to the OAP, ACC, and Board of Directors for review and consideration.

## APPENDIX D: APPEALS

The Accreditation and Certification Appeals Process provides a mechanism for adjudicating conflicts that arise related to decisions and actions taken by Panels in the administration of the Association for Challenge Course Technology's Accreditation and Certification Programs include:

- Vendor Accreditation
- Inspector Certification
- Operation Accreditation

### 1. Responsibilities of Panels

Panels are charged with the responsibility for granting or denying ACCT certification or accreditation credentials based on the policies of the ACCT and the requirements of the specific program. Additionally, Panels are charged with the responsibility for ensuring that certified individuals and accredited organizations maintain compliance with the policies, procedures, and professional obligations required by the program.

From time to time the Panel will require a response or corrective action from a certified individual or accredited organization in order to ensure compliance with the requirements of the program. Additionally, the Panel has the responsibility to sanction, suspend, or withdraw the credential of an organization who fails to meet their obligations.

All such decisions regarding corrective action, sanction, suspension or withdrawal of the credential shall be communicated to the party in writing. The Panel has an obligation to inform the party of their right to appeal.

### 2. Appeals

Persons or organizations who disagree with the final decision or action of a Credentialing Panel and feel that they have not been afforded due process in the resolution of that disagreement shall have the right to appeal that decision.

### 3. Complaint

The complainant shall file a written complaint with the Accreditation and Certification Committee within thirty days after the date of notification of a Panel's decision. The complainant shall state the nature of the objection(s) to the decision including any adverse effects, actions or inactions that are at issue, and the specific action(s) that would satisfy the complainant's concerns. Previous efforts to resolve the objection(s) and the outcome of each shall be noted. Appeals shall be submitted with a \$125.00 processing fee to the Accreditation and Certification



Committee. A fee reduction or waiver may be requested.

#### 4. Response

Within thirty days after receipt of the complaint, the representative of the Accreditation and Certification Committee (staff) shall respond in writing to the complainant, specifically addressing each allegation in the complaint to the extent possible. The Accreditation and Certification Committee shall attempt to resolve the complaint informally.

Accreditation and Certification Appeals Process  
Association for Challenge Course Technology  
PO Box 19797, Boulder CO. 80308  
(303) 827-2432

#### 5. Appeals Panel and Hearing

At the request of the appellant the Accreditation and Certification Committee shall appoint an appeals panel to hold a hearing on a date agreeable to all participants, with at least 15 working days' notice, but no more than 30 working days' notice. Appeals hearings may be held by conference call. The appeals panel shall consist of three individuals who have not been directly involved in the dispute and who are free of any conflicts of interest and are not affected by any decision made in the dispute. If ACC and the appellant cannot agree on the appeal panelists within 15 working days, the ACC may appoint the appeal panel.

#### 6. Conduct of the Hearing

The complainant has the responsibility of demonstrating improper actions or inaction, the adverse effects therefrom, and the efficacy of the requested remedial action. The Accreditation and Certification Committee has the responsibility to demonstrate that the Panel took all actions in question in compliance with the policies and procedures of the accreditation or certification program in question and that the requested remedial action would be detrimental or inappropriate.

#### 7. Decision

The appeals panel shall render its decision in writing within 30 days of the hearing, stating its findings of fact and conclusions, with reasons therefor, and citing the evidence. The Accreditation and Certification Committee shall send to the complainant a written decision and inform the Panel of the decision of the appeals panel, which shall be binding and final on all concerned.

#### 8. Further Appeal

Further appeal may be made directly to the Board of Directors, but only if the above process has been followed to its conclusion. If the complainant gives notice to the Accreditation and Certification Committee that such a further appeal to the Board of Directors is intended, all relevant materials, including the decision made by the appeals panel set forth above, shall be submitted to the Board of Directors by the Accreditation and Certification Committee. The decision of the Board of Directors is final.

EDITION 3