



VENDOR ACCREDITATION Reaccreditation Manual

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ACCT Overview

The Association for Challenge Course Technology (ACCT) is an international trade association dedicated to standards, government relations, credentialing, professional development, and advancement of our members. ACCT is an American National Standards Institute (ANSI) Accredited Standards Developer (ASD) focused on publishing current consensus standards for the industry, the public, and regulators.

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 Vision and Mission Statement

Vision

The Association for Challenge Course Technology (ACCT) is an industry leader, advancing the industry and enabling members’ ongoing success.

Mission

The Association for Challenge Course Technology (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 aerial adventure industry.

Content, Application, and Disclaimer of Liability

These guidelines and procedures herein are intended for use by professionals who have experience in design, installation, inspection, and training of courses 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 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.

Program Introduction

This manual is a resource that has been crafted to provide a thorough understanding and a guide through the Vendor Reaccreditation process.

Purpose of the Program

The primary objective of the Vendor Accreditation Program is to recognize service providers whose operational protocols and delivered services consistently adhere to the standards and requirements set forth by ACCT. Furthermore, this program seeks to determine alignment with established business norms within the challenge course, aerial adventure/trekking parks, zip line, and canopy tour industry.

Overview of Program

Vendor Accreditation is a voluntary initiative overseen by the Association for Challenge Course Technology (“ACCT”). This results in global recognition for service providers in the challenge course, aerial adventure/trekking parks, zip line, and canopy tour industry. This program is specifically structured to assess vendor applicants' utilization of and adherence to ACCT Standards and their unwavering commitment to quality, professionalism, and established business practices through the presentation of work records, procedures, and comprehensive documentation. At a minimum, vendor applicants seeking accreditation must demonstrate significant alignment with program requirements and ACCT Standards. The Vendor Accreditation Program (“Program”) presently extends its evaluation and accreditation services across the following domains: design, installation, inspection, training, and practitioner certification.

Successful completion signifies that a service provider has met specific program prerequisites, program requirements, and ACCT Standards at the time of assessment. This does not imply future compliance with state and federal laws, legal obligations, regulatory standards, industry-accepted practices, manufacturer-specific requirements, or the ACCT Standards and program requirements. Participation in the Vendor Accreditation program by a service provider neither assures safety nor suggests that accidents and injuries are impossible. Accreditation pertains explicitly to only the services reviewed as part of the vendor accreditation process. Accreditation does not encompass services outside this purview or services from additionally owned companies for which the Applicant Vendor was not reviewed during the accreditation process. Each Vendor Company requires its own accreditation.

The evaluation of a service provider's compliance with ACCT Standards, program requirements, and prerequisites may encompass diverse methods, including, but not limited to, scrutiny of documentation, information elicited through interviews, direct oversight, and rational inferences.

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 for having met specific, 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.

Accredited Vendor: A company that offers vended services has successfully completed all the steps of the Vendor Accreditation Program and has been approved by ACCT as an Accredited Vendor.

Applicant Liaison: A member of the Program Work Group who works directly with the Applicant and ACCT Program Manager through the application and renewal process.

Fail-Critical: The standard has been deemed critically important for accreditation and/or non-compliance could result in serious injury or death.

Fail-Non-compliance: The operation was shown to not be in compliance with the Standard being evaluated.

Full Accreditation: Granted to Vendor Applicants who meet the Program requirements and prerequisites in a satisfactory manner.

Pass-No Contradictions: There is an absence of behaviors or conditions that would contradict the standard.

Pass- Reported: The vendor reports compliance in certain areas that were not directly observed.

Pass-Observed: There is evidence in terms of behavior, documents, or conditions present in at least one staff member or situation that would indicate at least that a person or document is in compliance.

Priority 1: Critical: Item(s) listed on the report that are considered critical and may cause serious injuries or fatalities. Immediate action is required. A subsequent site audit may be required to ensure the item(s) listed are completed and are no longer considered critical.

Priority 2: 30-Day Written Response: Item(s) listed on the report that are not considered critical but require additional clarification or documented verification from the Applicant. A written response from the Applicant is required within 30 days.

Priority 3: Next Annual Compliance Report: Item(s) listed that need to be rectified before the current year's Annual Compliance Report. Proof of completion must be submitted to the Program Manager.

Priority 4: Next Site Audit: Item(s) listed that will be carried over as a priority to be addressed by the next site audit.

Program Manager (PM): An ACCT employee who administers the Vendor Accreditation Program.

Reaccrediting Vendor: An Accredited Vendor who is going through the Reaccrediting process.

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.

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

Special Circumstances: Situations requiring a decision outside the standard Program procedures.

Suspended Accreditation: A program awarded full accreditation may be suspended when the Program Manager has evidence that the vendor is not currently in satisfactory compliance with the Program requirements.

Vendor Applicant: A service provider that has submitted the required documentation and initial application with the intention of becoming an Accredited Vendor.

Vendor Auditor: An individual who applied, completed training, received approval, and has been assigned by the Program Manager to perform the on-site audit to complete the On-site Audit Report.

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

Roles and Structure

Vendor Accreditation is designed to align with other ACCT accreditation services. On-site audits are conducted by ACCT Vendor Auditors. The accreditation program is managed by ACCT Staff, and as such, they may request assistance from volunteers to assist with conducting the program.

Board of Directors (BOD)

The Board of Directors has a fiduciary responsibility to ACCT to act in good faith in the best interest of ACCT. New programs or substantial changes to existing programs shall be approved by the Board of Directors. Substantial changes to a program shall include:

- Changes to the program's purpose or goals
- Changes to the business structure of the program
- Changes to the fundamental structure of the program (i.e., levels)
- Conduct appeals process should it be elevated to the Board of Director level
- In the absence of a Compliance Committee, the Board may review grievances

Executive Director (ED)

While the Executive Director must propose major business structure and other changes to the program, as well as new programs to the BOD, the ED does have the right to:

- Approve documents that require legal review
- Approve changes that aren't substantial
- Approve fee changes
- Approve new workgroups or task forces
- Approve program policy changes
- Propose new programs to the Board of Directors
- Propose major program changes to the Board of Directors
- Propose major business structural changes to the program to the Board of Directors
- Revocation decisions

Program Manager (PM)

The Program Manager is the staff member who is assigned by the Executive Director to manage and administer the program.

- Administers the application and approval of Vendor Applicants and Reaccrediting Vendors
- Manages applicant data.
- Manages Qualified Course Professional files and eligibility requirements for Vendor Auditors.
- Review applicant files and reports and make the determination for accreditation.
- Maintains communication with Accredited Vendors.
- Forwards appeals to ACCT Leadership
- Determines when Accredited Vendors are in arrears of meeting Program requirements and send notification when delinquent.
- Manages Accredited Vendor renewal and annual compliance reporting processes.
- Manages conflict of interest with ACCT Leadership.

Program Work Group (PWG)

The Program Work Group is a volunteer group managed by the Program Manager. This group may be called upon to assist the Program Manager with the following:

- Assistance in the review of an Application
- Provide input on any application that may not clearly meet enough of the criteria to warrant a site visit.
- Providing updates to program documents
- Assistance in conversations on extensions
- Assistance in Vendor Auditor Training
- Assistance in the review of Auditor Reports
- Assistance in the review of Annual Compliance Reports
- Assistance in the Complaints process
- Assistance in the Suspension Process
- Assistance in the Revocation Process

Applicant Liaison

An Applicant Liaison is a member of the Program Work Group who will act as the lead volunteer on a specific application and will work directly with the Vendor Applicant or the Reaccrediting Applicant and ACCT Program Manager through the initial application or reaccreditation process.

- Assigned by the Program Manager once the application is received.
- Review the application and ensure the documents submitted are organized and match Program requirements and prerequisites for each service area.
- Work with the applicant and Vendor Auditor to schedule the Site Audit.

- Keep the ACCT Project Manager involved (cc'ed) in all correspondence with the Applicant and Vendor Auditor.
- Ensure the process stays on schedule.

Vendor Auditor (VA)

Vendor Auditors are individuals who submitted an application, completed training, and been approved by the ACCT Program Manager to conduct Site Audits and complete the Site Audit Report. The ACCT Program Manager assigns Vendor Auditor(s) for reviews.

Vendor Auditors will be vetted for conflicts of interest with the Vendor Applicant or Reaccrediting Vendor prior to assignment by the ACCT Program Manager.

Vendor Auditor Group

The purpose of the Vendor Auditor Group is to provide support to Vendor Auditors to improve consistency in audit results. The group is populated by active Vendor Auditors and reports to the ACCT Program Manager.

Benefits for Accredited Vendors

Accredited Vendors receive the additional benefit, along with the benefits of Business-to-Business (B2B) membership in the ACCT. 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 a designated amount of standards based on the number of accredited service areas. (please see chart below)
- 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.
- Eligibility to submit industry-related events for posting to ACCT social media.

Accreditation Documents

Vendor Accreditation Manual

This manual outlines the process by which Business-to-Business members (Initial Applicants) pursue ACCT Vendor Accreditation. This manual is intended to be used by Vendor Applicants, Accredited Vendor Members, Vendor Auditor (VA), ACCT Staff, and applicable volunteers.

Vendor Reaccreditation Manual

This manual outlines the process by which an Accredited Vendor navigates the reaccreditation process. This manual is intended to be used by Accredited Vendor Members, Vendor Auditor (VA), ACCT Staff, and applicable volunteers.

Vendor Service Self-Assessment

Self-assessment form(s) (one for each service area) are written in accordance with the guidelines and requirements. These documents are available on the ACCT website and are updated by the Program Manager with the assistance of applicable volunteer groups. The topics in these guidelines follow the sequence of the criteria and allow the Vendor Applicant and Reaccrediting Vendor to document in detail how it complies in its own unique fashion with the several items in the requirements.

The self-assessment form must be uploaded as a part of the application. This should also be reviewed, revised, and submitted as a part of the reaccreditation process.

Vendor Accreditation Application

The applicant will fill this out once they have completed their Self-Assessment(s) and feel ready to start the accreditation process. The application is hosted through Jotform and includes logic features to show only the services the applicant is applying for.

The Vendor Applicant will list previous Design, Installation, and Inspection services over the identified time period that may be reviewed during the site audit. For Training and Practitioner Certification, the application requires a schedule of the Vendor Applicant's upcoming events to assist with audit scheduling. Mock training and testing will not be allowed as a part of the on-site audit.

The application fee will be added to the form, so no additional invoicing will need to be done.

Vendor Reaccreditation Application

The applicant will fill this out once the reaccrediting vendor has updated their Self-Assessment(s). The application is hosted through Jotform and includes logic features to show only the services the applicant is applying for.

Similar to the Vendor Accreditation Application, the Reaccrediting Vendor will list previous Design, Installation, and Inspection services over the last three-year period that may be reviewed during the site audit. For Training and Practitioner Certification, the reaccrediting vendor is required to submit a schedule of the vendor's upcoming events to assist with audit scheduling. Mock training and testing will not be allowed as a part of the on-site audit.

The application fee will be added to the form, so no additional invoicing will need to be done.

Vendor Agreement

The Vendor Agreement is a document signed after the Vendor Applicant becomes accredited. It is an agreement between ACCT and the Vendor regarding the responsibilities of both parties. The agreement is signed before the newly Accredited Vendor receives their accreditation package.

This document would need to be signed again any time there is a change in the program.

Annual Compliance Reports

The Annual Report verifies ongoing compliance with ACCT Standards and program requirements. It provides an overview of the services provided within the past year through design, installation, inspection, training, and practitioner certification.

Reaccrediting Requirements

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

- Maintain a Business-to-Business ACCT Membership
- Submit the completed Vendor Accreditation Annual Compliance Reporting using the template provided by ACCT by the specified due date
- Pay dues/accreditation fees by the specified due date
- Undergo a Reaccreditation Vendor Auditor Site Audit every three (3) years
- Follow Program Policies

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

General Requirements

- Provide a minimum of three (3) references of clients serviced within the past three (3) years. A form will be sent to each reference, and all applicants must have a minimum of three (3) references to respond to the survey.
 - The Program Manager will send the survey to the three references listed. The Program Manager must receive a minimum of two responses from the three to fulfill this requirement. If ACCT does not receive a 2/3 response, the Program Manager will request two more references.
- The subsequent portions in the Auditor Report will be filled in by the Program Manager and added to the folder where the Applicant Vendor files will be stored for the Vendor Auditor to refer back to if needed. The Vendor Auditor does not need to go back and review these items as a part of their Audit.
- Provide evidence of business registrations in the jurisdiction(s) where work is conducted, as applicable.
- Maintain appropriate insurance for the vended service areas being provided in each location. Reference the ACCT Insurance Policy as appropriate.
- Shall follow applicable laws and regulations in jurisdictions where accredited services are provided.
- Conduct business in accordance with the [ACCT Code of Ethics](#).
- Market itself appropriately.

Personnel

- Identify all company owner(s) and director(s).

Quality Control

- 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.
- Provide a 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 Requirements

- Designs 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.
- For reaccreditation purposes, the course designs shall be categorized 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.
- 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 Reaccrediting Vendors, these projects shall include evidence of three (3) projects within the last audit cycle.
 - Provide evidence of a pre-design process to include, but not be limited to:
 - Understanding the client's program goals and operating limitations.
 - Gathering property data and/or site visit procedures.
 - Jurisdictional design and permitting requirements.
 - Designers provide concept drawings that correspond to proposed design plans.
 - Provide evidence of the design process to include, but not be limited to:
 - Design plan and scheduling process.
 - Hazard analysis and mitigation planning.
 - Drawing control procedures to track changes during the design process.
 - Relevant design calculations.
 - Final design documentation and delivery to client.
 - Provide evidence of a construction administration process to include, but not be limited to:

- Approve and document field changes in the structural design made during installation.
 - Approve the use of alternative materials in existing design as requested by installers.
 - As-built verification process and a punch list for installers before course commissioning.
- As-built documentation relevant to design as part of commissioning.

Personnel

- 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 a licensed engineer with project experience specific to challenge course, aerial adventure/trekking parks, zip line, and canopy tour.
- Designers show evidence of company practices related to employing/contracting with at least 1 professional engineer licensed in the jurisdiction where projects will be installed.
- Staffing:
 - Job Descriptions
 - Qualifications
 - Training requirements
 - Designers have experience and receive training or certifications for structural design where determining the strength of challenge course elements and structures by applying accepted engineering practice for appropriate resistance to live loads and dead loads for the material under consideration (e.g. wood, steel, concrete).
 - Designers have experience and receive training or certifications for course usage where compatibility of belay system components and equipment can be determined to fit the needs of the owner/operator's staff and their program clientele.

Quality Control

- Provide a documented quality assurance program that includes:
 - Process for selecting Staff.
 - Process for integrating new innovations and alternative materials into designs.
 - Process for maintaining consistency between designs and documentation.
 - Ensuring alignment between design, documentation, and installation.
 - Testing and verifying the applicability of new equipment, hardware, and materials.
 - Testing and verifying the 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 ensure processes for identifying and mitigating risks, addressing installer/employee safety, including working-at-height, and the final product is functioning effectively as part of the owner/operator's desired program. The installation service provider shall provide the owner/operator with adequate installation documentation, including sufficient resources for the operator to maintain and/or modify the course moving forward.

General Requirements

- 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.
- For one (1) of the five (5) projects, provide an acceptance inspection report completed by a qualified third party within the past year that is representative of current installation projects and processes. 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 each of the deficiencies shall be documented. Documentation shall also include the descriptions of items listed that require follow-up documentation.
- The acceptance inspection 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.
- Installations and major modifications shall comply with ACCT Design, Performance, and Inspection Standards (Chapter 1) and provide for the effective operation of the course.
- 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.
- 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 a Reaccrediting Vendor, these projects must be within the past three (3) years.
- Provide evidence for the following installation events and processes for each of the chosen projects:
 - A *Pre-Installation* process to include, but may not be limited to:
 - Licensing, permitting, or exemption based on jurisdictional requirements
 - Material Sourcing, shipping, and receiving

- Subcontractor vetting
 - A worker safety plan that includes procedures for installers working at height.
- An *Installation* process to include, but may not be limited to:
 - Evidence of safety topics discussed with installers throughout projects
 - Installation plan and schedule
 - Clearing of potential hazards in the immediate area of the course/elements
 - Emergency Response
 - Proof testing, specification verification, or redundancy used to assure system integrity of all life safety systems
 - Access limitations
 - Installation material inspection and/or control procedure. (i.e., receiving, inspecting, storage)
 - Staff supervision and oversight plan
 - If trees are used, a process to ensure they have been inspected and evaluated by a qualified person.
 - Appropriate documentation for installation testing (i.e., Anchors, Engineered Foundations/Concrete, Installed Brake System(s))
 - Construction materials being inventoried, inspected, and controlled at an installation site.
 - For Zip Line Installation:
 - Process for determining Emergency Break
 - Operational testing for each brake system
 - Sufficient space provided for brake system operation and rider dismount
 - Zip line corridors free from potential hazards
- A *Post-Installation* process to include, but may not be limited to:
 - Acceptance Inspection procedures showing evidence the installation meets design criteria.
 - Course/element successfully completes a documented systematic process to verify that it operates as intended
 - Manufacturer documentation provided to Owner/Operator, including:
 - Normal operation and limitations
 - Operational instructions
 - Participant safety briefing procedures
 - Recommended rescue procedures
 - Maintenance, inspection, and equipment replacement criteria
 - Identification of critical components and systems
 - For zip lines, brake system operational limits, and reasonably anticipated hazards
 - Material and equipment specifications
 - Commissioning turnover process with the owner/operator
 - Documentation upon commissioning certifying that the course meets all the requirements of the ANSI/ACCT DPI Standard and that it is ready for

- participant use
 - Procedure for owner/operator to follow if modifications to the installation are desired in the future.
- **Vendors Reaccrediting Installation-only status** must detail how design, operations aspects, and equipment compatibility are addressed with the client and overall project.

Personnel

- 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).
- Staffing
 - Job Descriptions
 - Qualifications
 - Training requirements
- Submit a documented worker safety plan that includes procedures for installers working at height.

Quality Control

- Provide a quality assurance program that includes, but is not limited to:
 - Installation practices are compliant with new technology, innovations, processes, materials, and systems.
 - Consistency of installation practices and quality among projects
 - Processes for training and developing installers for applicable industry trades.
 - Compliance with an effective worker safety program in accordance with jurisdictional requirements.
 - Process to resolve issues with clients (e.g., conflicts, errors, deficiencies).

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 and report findings to the owner/operator. Further, the inspection service provider shall ensure processes for identifying and mitigating risks, including work-at-height protocols, and its staff shall possess the training and judgment to recognize critical problems on a course.

General Requirements

- Inspections shall be consistent with the requirements in the ACCT Design, Performance, and Inspection Standards (Chapter 1).
- Provide a minimum of five (5) Professional Inspection Reports completed within the past three (3) years. The provided inspection reports must be completed by the individuals referenced in the Personnel section below.
 - The Professional Inspection Reports shall represent courses where items failed inspection, deficiencies were identified, or where recommendations for adjustments were issued.
 - Reports shall meet the current ACCT Standards Chapter 1: B.3.1.1. for documentation of professional inspection reports.
- *Acceptance Inspection Report*
 - Provide one (1) Acceptance Inspection Report completed in the past three (3) years
 - Acceptance Inspection represents the company's process to verify compliance with the current ACCT DPI Standards.
 - Reports shall represent the process followed to verify compliance with the current ACCT Standards.
 - Reports shall include testing of systems(s) and use of materials prior to commissioning.
 - If a deficiency list was issued as a part of the acceptance inspection process, the company shall provide evidence submitted to clear the deficiencies along with descriptions of items that still require further follow-up.
- *Inspection Process*
 - Process followed by the organization when performing Professional Inspections and Acceptance Inspection
 - Procedures for ensuring inspectors are ready to inspect without supervision, both direct and indirect supervision.
 - Alternate methods of evaluation when a safe means of access is not previously determined in the design.
 - Evaluating elements and structures by applying accepted engineering practice for appropriate resistance to live loads and dead loads for the material under consideration (wood, steel, concrete).
 - Consulting other qualified persons when issues or questions arise that fall outside the inspector's scope of expertise.
 - Communication to the course owner any conditions or observations that indicate improper use of elements and equipment.
 - Notification to course owner when elements(s) or equipment fail inspection or if there is a finding that significantly impacts the safety of the system.

Personnel

- Identify and provide documentation for a minimum of one (1) current employee, owner with a current ACCT Level 2 Professional Inspector certificate.
- Job Description
- Provide evidence of personnel practices related to competence and supervision.
 - Training and skill verification processes for personnel conducting inspections
 - Approval and skill verification processes related to approving an inspector to inspect without supervision, both direct and indirect
- Provide written minimum requirements and procedures for personnel who perform inspections.
- Provide a documented worker safety plan that includes procedures for inspectors working at height.

Quality Control

- Provide a quality assurance program that includes, but is not limited to:
 - Selecting inspectors based on knowledge and experience for the given course.
 - Reviewing and approving inspection reports prior to delivery to client.
 - Inspectors assistance with the programs in developing a remediation plan to address failed items or deficiencies
 - Process to resolve issues with clients (e.g., conflicts, errors, deficiencies).

Training

Purpose Statement

Determine that a training service provider, who provides training to the challenge course, aerial adventure/trekking parks, zip line, and canopy tour industry, has developed and established a formal training process to assess, design, deliver, and evaluate training programs specific to the structures, operating systems, and program needs of the clients they serve. The training service provider shall have a process for identifying and mitigating risks. Training shall be delivered and documented in accordance with the current ACCT Standards and shall include content delivery methods for the operation of the course(s) and associated life safety equipment.

General Requirements

- *Training Documentation*
 - Provide descriptions and supporting training documentation, including records and syllabi, for five (5) trainings delivered in the past three (3) years. When multiple training delivery approaches are offered, each shall be presented. Training records shall include:
 - trainees present (Roster)
 - training dates and times
 - training locations
 - training content

- training objectives
 - completion status for each trainee
 - Trainers receive training and/or complete skill verification processes.
 - Approval and skill verification processes exist to determine trainers' readiness to teach curriculum without supervision, both direct and indirect.
 - Employee practices related to trainer supervision within the organization exist.
- *Pre-Training*
 - Provide a process to ensure a site is prepared for training before arrival.
 - Professional inspection within one (1) year
 - Availability of appropriate equipment necessary to operate the course(s)
 - Availability of operational documentation for reference.
- *Training Observation*
 - Training shall address the competencies and delivery approaches offered:
 - Competencies
 - Core
 - Technical
 - Interpersonal/Program Management
 - Delivery Approaches
 - 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.
 - 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.
 - 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.
- 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.
- Trainer demonstrates following organizational (vendor and client/operation) policies and procedures.
- Reinforcement or increase staff competencies with the knowledge, skills, and understanding required to operate the course effectively.
- Provide a safety plan that allows the trainer to manage risk and allow for trainee error while reducing the likelihood of serious injury or death.
- Provide evidence for reasonable accommodations made for persons with different abilities or current medical, physical, or learning limitations that account for the essential functions of their position.
- Ongoing assessment of trainee competency to determine the readiness for progression to more advanced skills.

Personnel

- Identify and provide documentation for a minimum of one (1) current employee, or owner who meets the criteria for a Qualified Certification Trainer/Tester according to the current version of the ACCT Qualified Course Professional (QCP) Guidelines.
 - Staffing
 - Job Descriptions
 - Qualifications and continuing education requirements
 - Training requirements
- Training and/or skill verification processes for personnel conducting training.
- Approval and skill verification processes related to approving a trainer to train without supervision, both direct and indirect.
- Provide a documented worker safety plan that includes procedures for trainers working at height.

Quality Control

- Provide a quality assurance program that includes, but is not limited to:
 - Selecting trainers based on knowledge and relevant experience for the given training.
 - Managing a trainer who lacks understanding and knowledge of a given element or course component.
 - Ongoing development of training materials and processes (e.g., new technologies, updated standards, revised regulations)
 - Quality and consistency of trainers
 - Process to resolve issues with clients (e.g., conflicts, errors, deficiencies).

Practitioner Certification

Purpose Statement

Determine that a practitioner certification service provider, who provides training to the challenge course, aerial adventure/trekking parks, zip line, and canopy tour industry, 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 practitioner certification service provider shall have a process for identifying and mitigating risks, including working-at-height. The skills verification process shall be in accordance with the publication "*ACCT Practitioner Certification Structure and Requirements.*"

General Requirements

- *Practitioner Certification Documentation*
 - Accreditation for Practitioner Certification is contingent on receiving accreditation for Training.

- Provide a process for determining participants' eligibility before testing for each level and track of certification. This process shall be in accordance with the "ACCT Practitioner Certification Structure and Requirements" publication.
- Provide a sample Certificate that includes:
 - Practitioner's name
 - Certification level and track
 - Certification date
 - Expiration date
 - Certifying body issuing the certification
 - Certification trainer/tester name(s)
 - Operating Systems and Delivery Approach in which the practitioner is certified in:
 - Site/System Specific Certification shall list the location and/or system on which they were certified.
 - Site/System Specific Certification documents shall state transferability or lack of transferability to other courses.
 - A practitioner use plan to satisfy standards not met due to disability.
- Provide a process for maintaining records that include the following information:
 - Roster of certification candidates
 - Test results for each certification candidate
 - Date(s) of testing
 - Location of testing
 - Name of qualified tester
- Provide written knowledge test for each level and track of certification that includes the following:
 - Copy of written test(s) & Answer Key
 - Variety of question types in each test
 - Questions related to *Core Competencies* for each level and track of certification the company is accredited for.
 - Questions related to *Technical Competencies* for each level and track of certification the company is accredited for.
 - Questions address the current Operation Standards for each level and track of certification the company is accredited for.
- 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.
- **Testing Observed**
 - Provide written knowledge test for each level and track of certification that includes the following:
 - Copy of written test(s) & Answer Key
 - Variety of question types in each test
 - Questions related to *Core Competencies* for each level and track of certification the company is accredited for.
 - Questions related to *Technical Competencies* for each level and track of certification the company is accredited for.

- Questions address the current Operation Standards for each level and track of certification the company is accredited for.
 - Level 1 testing should cover the routine Staff Competencies of the current operation standards.
 - Level 2 testing should cover non-routine situations and the ability to supervise the Staff Competencies of the current Operation Standards.
 - Course Manager should cover Operations Management of the current Operation Standards.
- Provide a practical skills test addressing the current Operation Standards for each level and track of certification the company is accredited for.
- The administration of the practical skills assessment is representative of the testing site and the expected skill level.
- Written and practical skills results are shared with the testing individuals.
- Specify reasonable procedures for testing accommodations for individuals with disabilities or physical limitations.
- Specify the location, system & limits on transferability if Site/System Certification is offered.

Personnel

- Identify and provide documentation for a minimum of one (1) current employee, owner that meets the requirements for Certification Trainer/Tester in the current ACCT Qualified Course Professional Guidelines (QCP) for each level and track of Practitioner Certification for which the company is applying.
- Job Description
- Provide written minimum requirements for trainer/testers and procedures identifying how trainer/testers are assigned to certification testing for different operating systems and delivery approaches.
- Provided written criteria and procedures for employees who perform tests.
- Provide a documented worker safety plan that includes procedures for testers working at height.

Quality Control

- Provide a quality assurance program that includes, but is not limited to:
 - Maintaining written and practical tests and marketing materials related to the company's certification in accordance with current ANSI/ACCT Standards and the *ACCT Practitioner Certification Structure and Requirements* publication.
 - Consistency when administering practical skills tests and written tests.
 - The quality and consistency of tester(s).
 - Maintaining records of certification candidates and test results.
 - Process to resolve issues with clients (e.g., conflicts, errors, deficiencies).

Vendor Reaccreditation Process

The reaccreditation process is initiated by the Reaccrediting Vendor company that submits itself for review. The burden of proof of compliance with the Program requirements rests with the Reaccrediting Vendor. Therefore, an application must be prepared with a degree of thoroughness that will satisfy detailed review by the ACCT Program Manager, the Vendor Auditor, and any applicable volunteer groups.

ACCT provides guidance to Accredited Vendors undergoing reaccreditation through:

- Vendor Education Webinars
- Vendor Accreditation Manual
- ACCT Website Content
- Correspondence with ACCT Staff

- STEP 1: The Program Manager sends reminders to the Reaccrediting Vendor.
- STEP 2: The Reaccrediting Vendor updates their Self-Assessment and submits the completed Reaccreditation Application to the Program Manager.
- STEP 3: The Program Manager signs and dates the application as received. A copy of the application will be made available for the Reaccrediting Vendor. Completed applications are valid for one (1) year from the date of submission. If the application period expires, the Applicant must re-apply.
- STEP 4: The ACCT Program Manager will assign an Applicant Liaison to the Reaccrediting Vendor.
- STEP 5: The Reaccrediting Vendor sets up a file-sharing program to make documents available to the necessary parties. The Reaccrediting Vendor grants access to the Applicant Liaison and the ACCT Program Manager after receipt of the application and before the review. The vendor shall grant access to the Vendor Auditor once the Vendor Auditor is assigned. Following the completion of the audit, the Reaccrediting Vendor will remove the access rights of the parties. ACCT shall only retain the final review report. Additional in-person day(s) will be added to the audit at the Reaccrediting Vendor's expense if the Reaccrediting Vendor does not wish to share documentation digitally before the review.
- STEP 6: The Program Manager and the Applicant Liaison review the application and documents for completeness. If an application is incomplete or clarity is required, the Applicant Liaison may request additional information.
- STEP 7: When the application and documents are ready, the Program Manager assigns a Vendor Auditor.
- STEP 8: The Applicant Liaison, Vendor Auditor, and Reaccrediting Vendor will work together to schedule the site visit. This will be confirmed with the Program Manager as soon as the dates are known. A day-to-day schedule will be provided 30 business days prior to the on-site audit.
- STEP 9: On-site audit occurs, and the Audit Reports are finalized and sent to the Program Manager.

- STEP 10: The ACCT Program Manager and Applicant Liaison review the report for comments and identify priorities.
- STEP 11: Should priorities be assigned, the vendor will follow the associated timelines to rectify any issues identified during the audit.
- STEP 12: Once the submitted report(s) and priorities are determined to be complete and meet all requirements, the Program Manager and Applicant Liaison will brief assisting volunteers who will ratify the approval of accreditation.
- STEP 13: The ACCT Program Manager will generate approval documents and inform the Reaccrediting Vendor of their continued accreditation. If it is determined that the Reaccrediting Vendor does not sufficiently meet Program requirements and prerequisites, the Program Manager will advise the Reaccrediting Vendor in writing of the reasons for its rejection. A Reaccrediting Vendor that have their application denied may file for an appeal within 30 days of receiving the denied accreditation letter.

Extensions

Any Extensions and waivers to Program requirements may be considered case-by-case. Determinations shall be made at the discretion of the ACCT Program Manager, who may consult the applicable volunteer groups.

Reaccreditation Application Timeline

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
Program Manager reviews available auditors and their conflict of interest post documentation for auditors.	10 business days
Program Manager assigns auditor(s) to the Reaccrediting Vendor	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>	

Site Audit

Purpose

The purpose of the Site Audit is for the ACCT Vendor Auditor to review the work, policies, and procedures of the Reaccrediting Vendor against the Program requirements. Through training, periodic evaluation, and communication systems with other Vendor Auditors, the program aims to ensure that each Reaccrediting Vendor meets the minimum Program requirements. Further, it is the goal of the Program to match experienced Vendor Auditors with Reaccrediting Vendors to help the Vendor benchmark their work, policies, and procedures against that of the community and the Program requirements. It is expected that the Site Audit will benefit the Reaccrediting Vendor in its quest for excellence.

Site Audit Arrangements

The Applicant Liaison may request the visit be to a site listed in the application for Design, Installation, and/or Inspection. For Training and/or Practitioner Certification, the application asks for a future schedule to assist with scheduling. The goal is to have all service area audits be in close proximity to each other if it is not possible to review all services at one location.

If the request is not forthcoming, the Applicant Liaison will make another recommendation. If all requests for locations are not forthcoming from a Reaccrediting Vendor, the Program Manager will let the Reaccrediting Vendor know their application has been withdrawn.

Upon receipt of the location decision, the Program Manager will assign a Vendor Auditor from a pool of Approved Vendor Auditors. In rare situations, more than one Vendor Auditor may be assigned.

Reaccrediting Vendors are responsible for covering the cost of travel, lodging, and food for the Vendor Auditor. The Applicant Liaison is to report confirmed site audit schedules to the Program Manager as soon as available and not less than 30 business days prior to the event. All applicants are to provide general details for each day's schedule of the site visit(s) no less than 30 business days prior to the event(s).

Vendor Audit

When the Vendor Auditor arrives at the Reaccrediting Vendor's location, the Vendor Auditor may review documents if they were not available before arrival. Sharing documents before the vendor audit will substantially decrease time on-site and potential costs. During scheduling, the Vendor Auditor should provide information on what they need to see while they are on-site.

Each requirement on the Vendor Audit Report has been identified as being reviewed through documents, observation on-site, or both. Your audit may also include interviews of staff.

The amount of time an auditor is on site is dependent on whether or not documents have to be reviewed on-site, how many service areas they are reviewing, and how efficient the Reaccrediting Vendor is while working with the auditor.

Vendor Auditor Report

The Vendor Auditor(s) shall forward to the Program Manager a written report on an approved template within 30 business days of the completion of the site audit. The report shall include the Pass/Fail grade for each applicable item and include the Vendor Auditor's comments and observations for the Program Manager to review. The written report of the Vendor Auditor should clearly distinguish between statements about actual or potential deficiencies in meeting criteria and statements offering consultative recommendations to the vendor.

Response to the Vendor

The Program Manager, with assistance from applicable volunteers, will review the Vendor Auditor Report(s) and identify the appropriate priorities.

- Priority 1: Critical
- Priority 2: Written Response
- Priority 3: Next Annual Compliance Reporting
- Priority 4: Next Site Audit

Each priority will be added and evaluated using the Evaluation List. This list will provide consistency in grading for each service area. A Reaccrediting Vendor can pass with a score of 79 or lower. This is meant for each service area, not as an overall score.

If the Reaccrediting Vendor receives the appropriate score, a deadline by which a response from the Reaccrediting Vendor is required. The final report shall be forwarded to the Reaccrediting Vendor, including priorities and remediation timelines. The Reaccrediting Vendor shall acknowledge receipt of the Vendor Auditor Report and list of priorities.

The timeline for a response or action may be extended once on a case-by-case basis, but only after the Program Manager receives a written request from the Reaccrediting Vendor.

The Reaccrediting Vendor may include any objections, corrections, additional facts, exhibits, or comments in their response. Any facts stated in the report that are not challenged or disagreed with in the response will be considered accepted and agreed upon

Accreditation Status Determination

- ACCT Program Manager and applicable volunteers review the Reaccrediting Vendor response to the identified priorities. If additional insight and/or clarity are needed, the Program Manager will communicate with the Reaccrediting Vendor.
- The following outcomes may be considered based on the report:
 - ACCT Program Manager and Applicant Liaison reviews and accepts the Vendor Auditor(s)' positive recommendation for Vendor Accreditation. Reports out to a applicable volunteers for ratification. The Executive Director is notified of approval.
 - ACCT Program Manager and Applicant Liaison reviews the Vendor Auditor(s)' recommendations and prioritized follow-up request(s) based on the Vendor Auditor(s)' written recommendations. Once the Reaccrediting Vendor has addressed the priorities to the satisfaction of the ACCT Program Manager and

the Applicant Liaison reports out to a applicable volunteers for ratification. The Executive Director is notified of approval.

- ACCT Program Manager and Applicant Liaison reviews the Vendor Auditor(s)' recommendations. If it is determined that the Reaccrediting Vendor does not meet the criteria for continuing as an Accredited Vendor. ACCT Program Manager and the Applicant Liaison reports out to a applicable volunteers for ratification of denied accreditation. The Executive Director is notified of denied accreditation.

Regardless of the outcome, all balances must be paid in full before the final determination regarding accreditation.

Awarding Accreditation

Upon approval, the Vendor will receive the Vendor Agreement. This agreement needs to be reviewed, signed and returned to the Program Manager. Once received, the Accredited Vendor is provided with a credential user packet and ongoing/re-accreditation requirements and benefits, including:

- Copy of the Vendor Audit Report(s)
- Issuance of a Confirmation Letter and Accredited Vendor Certificate.
- Access to ACCT Accredited Vendor Logo files.
- Access to Accredited Vendor listserv.
- Access to Accredited Vendor Resources on the ACCT website.
- Annual compliance reporting and dues requirements.
- Publication of status on ACCT Website.

Accreditation Rejection

Through substantial evidence, if a Vendor Applicant does not meet the criteria for becoming an Accredited Vendor, they will receive the following from ACCT Staff:

- A letter with detailed information, including the Program requirements that were not met.
- Copy of the Vendor Audi Report(s).
- List of potential resources and recommendations for growth.
- Information for the Appeals Process.
- Information to reapply.

Appeals

A person or vendor company who disagrees with the final decision or action and feels that they have not been afforded due process in resolving that disagreement shall have the right to appeal that decision.

In the event of an appeal, the person or vendor company shall contact the Executive Director for instructions and procedure information.

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.

For the purpose of Vendor Accreditation, a vendor in “good standing” has followed the ACCT Membership requirements and 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:

- Maintain Business-to-Business ACCT Membership.
- Submit the completed Vendor Accreditation Annual Compliance Report using the template provided by ACCT by the specified due date.
- Pay dues/accreditation fees by the specified due date.
- Undergo a re-accreditation Vendor Audit Site Visit every three (3) years.
- Follow Accredited Vendor Policies

Reporting Requirements

Upon becoming aware of the following circumstances, Accredited Vendors must notify ACCT Leadership within 48 hours:

- Accredited Vendor experiences a Serious Injury of an employee, subcontractor, volunteer, or agent during business.
- The Accredited Vendor experiences a fatal loss of an employee, subcontractor, volunteer or agent during business.
- A Serious Injury of any person participating in a service, training, or workshop offered by the Accredited Vendor.

- 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.

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

- Any changes to, or loss of, insurance policies and/or coverage limits.
- The organization is named in a lawsuit.
- The organization becomes insolvent, enters bankruptcy proceedings, or elects dissolution.
- A change in management occurs that results in a loss of qualified personnel for an accredited service area.
- A change in ownership, business structure, or Qualified Course Professional for accredited service area(s).

Annual Compliance Reports

All Accredited Vendors shall submit an Annual Compliance Reporting to ACCT. The purpose of the Annual Compliance Reporting is to verify ongoing compliance with ACCT Standards and program requirements. The report is presented as an alternative to more frequent site reviews and is mandatory under the current Program policies.

- Provides an overview of the challenge course, aerial adventure/trekking parks, zip line, and canopy tour vended services provided within the past year.
- Each vendor shall document in their Annual Compliance Reporting changes in the following areas of their business:
 - Services or products offered
 - Owners and/or employees directly responsible for the operation of the company
 - Qualified Course Professionals registered for each accredited service area
 - Business structure
 - Operating procedures and practices
 - Insurance coverage and any other significant changes
- Accredited Vendors meeting the deadline for submitting their Annual Compliance Reporting and annual dues secure their voting privileges. Failure to submit the Annual Compliance Reporting by the reporting deadline will result in the suspension of all voting privileges until the breach is deemed cured by the ACCT Program Manager.

The Annual Compliance Reporting will be made available to Accredited Vendors no later than December 1st of each year. If the Annual Compliance Reporting has not been received by any Accredited Vendor, it is the responsibility of the Accredited Vendor to contact the ACCT Program Manager for access.

The Annual Compliance Reportings are due two weeks before the Annual Conference to give the Program Manager the opportunity to review them.

If the report is not received by the designated due date, the Vendor loses the right to vote in the Board elections for that year. If the report is 30 days late, the Accredited Vendor will be removed from the Accredited Vendor listing on the ACCT Website, and a late fee will be issued to the Vendor. Both the late fee and the Annual Compliance Reporting must be submitted before the Vendor can be relisted on the website. If the Annual Compliance Reporting is 60 days late, the vendor will be considered non-compliant and shall be suspended from the Accredited Vendor Program.

The suspended Accredited Vendor may be reinstated within three (3) months from the suspension date once they submit the delinquent Accreditation Fees, pay any additional penalty fees, and pay the reinstatement fee of \$500.00.

After three (3) months, the company must reapply to the Vendor Accreditation Program, including completing a new application and undergoing a site audit.

Duration of Accreditation

Accreditation Term Limits

Accreditation is awarded in three-year intervals during normal program operation. When awarding any of the five service accreditation categories, the ACCT Program Manager shall specify the year during which the next site audit shall occur. All awards are based on the presumption that the Accredited Vendor will maintain its degree of compliance with the program on an annual basis. Intervals of site audits may be changed for exceptional circumstances.

Annual Reaffirmation of Accreditation

Each Accredited Vendor shall pay the appropriate accreditation fees listed in the Fees and Charges section and file an Annual Compliance Report with the Program Manager in accordance with the Program guidelines of the current version of this manual. The Annual Compliance Reporting is intended to present evidence of the Accredited Vendor's continued compliance with the Program requirements at the level of its accreditation status. If this report is acceptable to the Program Manager, the Accredited Vendors' program compliance status shall be reaffirmed for one more year. If the report is deemed incomplete or demonstrates insufficient compliance with Program Requirements, the Program Manager may request additional information or require a site audit be scheduled before a decision to award reaccreditation is granted.

Grievance Procedures

ACCT has a Grievance and Mediation Procedure in place for organizations and individuals who cannot resolve ethical issues on their own.

It is important to note that the ACCT Code of Ethics and Grievance and Mediation Procedure is a reference for ethical behavior and actions as well as a framework to help resolve conflicts and misunderstandings between parties associated with ACCT. Behaviors that are deemed by the ACCT Compliance Committee, the ACCT Board of Directors, and the Executive Director to violate the Code of Ethics will result in action, including dialogue with the organization(s) and/or individual(s) responsible for the behavior, with the intent of resolving any ethical misconduct or perception of misconduct. In the event that a resolution cannot be reached, ACCT may take action up to and including revocation of accreditation or certification status, and/or dismissal from the ACCT community.

Suspension and Revocation of Accreditation

Any infraction of Vendor Accreditation Program requirements may be grounds for disciplinary action, suspension, or revocation of the Accredited Vendor's accreditation status. The ACCT Program Manager shall determine the outcomes and affirm them with the Executive Director.

Warnings

Disciplinary action during accreditation will include written reprimand and may include fines. This notice may occur if the credential is misused or if compliance has not been met.

Suspension of Accreditation

Suspension may occur upon an Accredited Vendor's infraction or finding of non-compliance with the current ACCT Standards, policies, and/or program requirements. The Program Manager makes this decision with the assistance of applicable volunteers. Reporting of the decision will go to the Executive Director for ratification.

- The ACCT Program Manager will communicate the following to the Accredited Vendor in writing:
 - Written outline documenting the specific infraction(s).
 - Criteria for the infraction to be rectified.
 - Time period for the infraction(s) to be rectified.
 - How the Accredited Vendor may represent themselves during the suspension.
 - Information for the Appeals Process.
 - Reinstatement fee

- 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, Application fee, and undergo a site audit, to gain access back to the program.

Revocation of Accreditation

Revocation may occur following a serious infraction or finding of non-compliance with the current ACCT Standards, policies, program requirements, repeated acts of negligence, and/or unprofessional conduct by the Accredited Vendor. This decision is made between the Program Manager, and the Executive Director, and may require the assistance of applicable volunteers.

The ACCT Program Manager will communicate the following to the Accredited Vendor in writing:

- Written outline documenting the specific infraction(s).
- Information for the Appeals Process.

Accredited Vendors that have had their accreditation status revoked must wait 12 months from the date of revocation to reapply to the program and must do so under the guidelines of a new program applicant.

Fee Structure

Accredited Vendor Accreditation Fees are unique from and in addition to annual membership fees. Program fees are set by the ACCT Staff and approved by the ACCT Board of Directors. All Program fees are subject to change without notice. Membership Dues and Accreditation Fees must be paid to the ACCT office by January 1 each year. The invoice will be sent in November.

- If dues are not received by January 15th, your company loses the right to vote in the Board elections that year.
- A late fee of \$100 shall be added on the first of each month after January 1 to any delinquent accounts. If dues are not paid by March 1st, the Accredited Vendor's status shall be suspended.
- A suspended Accredited Vendor's status, resulting from delinquent dues, may be reinstated within three (3) months of the suspension date if all delinquent dues, late fees, and a reinstatement fee of \$500 are submitted to the ACCT Program Manager.
- After three (3) months, the company must reapply to the Vendor Accreditation Program, including completing a new application and undergoing a site audit review process.

It is the responsibility of each Accredited Vendor to submit adequate documentation (for each service area) to demonstrate continued compliance with all program requirements. Accredited

Vendors must remain in good standing with ACCT and demonstrate ongoing compliance with program requirements to maintain accreditation.

For the purpose of Vendor Accreditation, “good standing” means the Accredited Vendor has followed all ACCT Membership requirements and program requirements, 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.

Membership Fee

- \$490 B2B Member
- \$360 B2B Member - Non-Profit

*This reflects the base membership price

Accreditation Fees

- Total of 1 Service Area- \$1795 (Base fee)
- Total of 2 Service Areas- an addition of \$495.00 will be added to the base fee = \$2290
- Total of 3 Service Areas- an addition of \$890.00 will be added to the base fee = \$2685
- Total of 4 Service Areas- an addition of \$1,185.00 will be added to the base fee = \$2980
- Total of 5 Service Areas- an addition of \$1,380.00 will be added to the base fee = \$3175

Additional Document Day for On-Site Audit

- For every additional day added to the site audit for document review, the Application Vendor or the Reaccrediting Vendor will be required to pay additional lodging, travel, and food as necessary for the auditor to be on site.

Late Fines: Requested Documents/Annual Compliance Reporting

- After 30 days, before 60 days, \$150

Reinstatement Fee

- If an Accredited Vendor needs their accreditation reinstated after disciplinary actions, \$500 will be invoiced to the company.

*All fees are in USD