

Accreditation Services Council Governing Charter

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I. Introduction

The Accreditation Services Council (Council) is established as a standing committee of the Institute for Credentialing Excellence (I.C.E.). The Council is empowered by the I.C.E. Board of Directors and I.C.E. Bylaws to oversee I.C.E. Accreditation Services Components (referred to hereafter as ‘Component’ or “Components”) as defined in the I.C.E. Bylaws.

Through the Council, I.C.E. offers a portfolio of accreditation services (Components) to meet the needs of I.C.E. members and stakeholder groups. The Council is tasked with addressing strategic issues related to accreditation, accreditation processes, and policies related to the Component(s).

This Governing Charter (Charter) establishes and defines the purpose, roles, and responsibilities of the Council, and documents the operational framework that sustains the Council. This Charter also establishes the Council’s place within the I.C.E. organizational structure, providing an appropriate level of autonomy to the Council to prevent undue influence over, and preserve the integrity of, the Components.

II. Purpose

The Council was created to:

- Establish strategic direction for the Components
- Oversee the development, maintenance, and evaluation of the Components
- Uphold established standards of excellence and best practices for the Components

The Council’s strategic development role focuses on:

- Maintaining alignment of the Components with the established vision, mission, and strategic direction of I.C.E.
- Establishing and upholding high standards of quality for the Components
- Identifying best practices for the development, implementation, and evaluation of the Components
- Providing appropriate strategic alignment across the Components

III. Roles and Responsibilities

The Council actively solicits and considers input from the Components, makes determinations regarding this input that support the established strategic direction and alignment of the Components and informs the Components and I.C.E. Board regarding Council decisions.

The Components include the National Commission for Certifying Agencies (NCCA) and the Assessment-Based Certificate Accreditation Council (ACAC), that are empowered to make accreditation determinations.

A. Decision-Making Responsibility

The Council works cooperatively and collaboratively with the leadership of each Component.

The Council is responsible for the Components in the following areas:

1. Developing Strategy:

- a. Providing strategic leadership to each Component.
- b. Conducting strategic planning and responding to strategic questions raised by the Components, I.C.E. Board of Directors, and/or other I.C.E. committees and staff.

2. Monitoring Processes:

- a. Evaluating and recommending policies related to accreditation processes and decision making with input from and collaboration with each Component.
- b. Evaluating and recommending operating policies for each Component, including but not limited to confidentiality; conflict of interest; security; use of accreditation marks; records retention and document management; Council member recruitment, nomination, selection processes; and quality assurance.
- c. Reviewing accreditation program eligibility requirements with input from Component.
- d. Ensuring appropriate and periodic legal review of policies of each Component and liaising with legal counsel as needed.
- e. Reviewing policies regularly and communicating policy changes to the I.C.E. Board and the Components.
- f. Monitoring processes with the express purpose of streamlining workload:

3. Improving Quality:

- a. Monitoring and analyzing data and trend information related to accreditation best practices, accreditation standards development, and ongoing quality improvement.
- b. Establishing and ensuring implementation of quality assurance processes, policies, and procedures to include internal review audits with input from all the Components. Quality assurance efforts will include, but are not limited to, ensuring strategic consistency in customer service aspects such as messaging, transparency, consistency, and responsiveness.
- c. Collecting standards revision suggestions from the Components, sponsors of accredited programs, and other stakeholder groups.

d. Initiating periodic Standards review and revision processes.

4. Increasing Value and Visibility:

a. Reviewing and creating external messaging related to the Components and the value of accreditation to ensure consistency, accuracy, and relevance.

B. Advisory Roles

Members of the Council are expected to serve as active, supportive, and informed ambassadors for I.C.E. and the Components.

The Council has responsibility to make recommendations and develop advisory opinions in the following areas:

1. Advisory Role to the I.C.E. Board of Directors:

a. Providing budgeting and resource allocation recommendations related to accreditation fees, staff support, technology support, meetings, marketing, legal issues, overall messaging, and other items as appropriate with input from the Components.

b. Initiating and actively participating in strategic discussions around legislative and regulatory issues with input from the Components and the Government Affairs committee as appropriate.

c. Providing input related to marketing needs and initiatives.

2. Advisory Role to other I.C.E. Committees as applicable:

a. Participating in I.C.E. efforts in R&D, publications, Credentialing Insights, and other products/services to align messaging and to provide accurate and consistent communications related to accreditation services and products as requested.

IV. Limitations

The authority of the Council is limited to the authority granted in the I.C.E. Bylaws and this Charter. The Council will **NOT**:

1. Make accreditation decisions or override any accreditation decisions made by the Components.
2. Respond to requests for reconsideration from accreditation applicants. Such requests are processed by the Components.
3. Make policy decisions that impact the Components without first soliciting, gathering, and considering input from the Components.
4. Establish operational procedures for the Components.

V. Council Composition

A. Composition

The Accreditation Services Council is composed of no fewer than eight (8) and no more than ten (10) voting members.

1. Two (2) Component Representatives
2. Up to three (3) Stakeholder Representatives
3. One (1) Public Member
4. One (1) I.C.E. Board of Directors Representative
5. Three (3) Accredited Program Representatives

B. Qualifications

1. The Components Representatives include:
 - a. One (1) current, voting NCCA Commissioner
 - b. One (1) current, voting ACAC member
2. The Stakeholder Representatives (up to 3) provide the perspective of a credentialing program and/or other related organizations or agencies with an interest in accreditation or credentialing issues who do not meet the requirements of other Council positions. These representatives may include, but are not limited to, individuals associated with government, regulators, members of the public, non-accredited organizations/programs or programs accredited by non-I.C.E. accreditation components, hospitals/third-party payers, military, human resource professionals, and consultants. The Council may specify the qualifications of a Stakeholder Representative based on current priorities of the organization.
3. The Public Member's role is to champion the public or consumer interest, bring forward new ideas and goals, contribute an unbiased perspective, encourage consumer-oriented positions, and bring additional public accountability and responsiveness. The Public Member should have a track record of advocacy on behalf of the public interest, have a basic understanding of credentialing and accreditation, and have previous experience serving on the governing or advisory board of a business, religious or civic organization, or similar entity. The Public Member will not be a credentialing organization employee or Board member (except Public Members serving on Boards), or a vendor/consultant to credentialing organizations.
4. The I.C.E. Board of Directors Representative is a current, voting member of the I.C.E. Board of Directors.
5. The Accredited Program Representatives represent organizations with a credentialing program currently accredited by the NCCA and/or ACAP. At least one (1) Accredited Program Representative will represent an organization with a certification program currently accredited by the NCCA.

C. Officers

The Council will elect a Chair and Vice-Chair as officers of the Council. An individual may not hold more

than one office on the Council at a time.

Officers will be selected from among the voting members of the Council and elected by majority vote of the Council.

In the event of a tie during an election, a runoff election will be held among the tied candidates.

D. Terms

Component and Board representatives (as outlined in section V.A.) will serve a one-year term. All other members will serve three years. All members may serve up to six consecutive years total. Officers are elected for a term of one year and may serve additional terms within the limits of their Council terms.

VI. Selection Process

The I.C.E. Accreditation Services Components Representatives, Stakeholder Representatives, and Public Member will be appointed by majority vote of the Council.

The I.C.E. Board Representative and Accredited Program Representatives will be appointed by a majority vote of the I.C.E. Board of Directors.

The Council will establish policies and procedures for the recruitment, nomination, and selection of appointed members. The process for recruitment, nomination, and selection of all Council members will be transparent and publicly available through an open nominations process. Component representatives will be recommended by components as applicable.

VII. Committees

The Council may appoint committees, working groups, or task forces as needed to accomplish its purpose. All committees, working groups, or task forces will act in an advisory capacity to the Council.

VIII. Reporting & Transparency

The Council will maintain open and transparent communication with the I.C.E. Board of Directors and the Components including providing periodic activity reports. The Council's Policies will be publicly available.

IX. Meetings

The Council will meet at least two times per year and may meet more often as needed.

Meetings may be held in person, by conference telephone, or by any means of communication by which all persons participating in the meeting are able to communicate with one another. A majority of Council members is required for a quorum, with an expectation that all components will be represented, and a majority of votes is required to pass a motion at any meeting at which a quorum is present.

Voting by mail or electronic means is permitted, provided that all council members participate in the vote and unanimously agree on the decision.

Proxy voting is not permitted.

X. Amendments

Amendments to this Charter may be recommended by the Council, the Components, and/or the I.C.E. Board of Directors. All amendments require the approval of the I.C.E. Board of Directors.