



**Canadian
Supply Chain
Sector Council**

**Conseil canadien
sectoriel de la chaîne
d'approvisionnement**

Canadian Supply Chain Sector Council National Accreditation Program: Policies and Procedures

June 2010

Prepared in partnership with:



CONTENTS

ACKNOWLEDGEMENTS.....	ii
BACKGROUND.....	1
1 ACCREDITATION GOVERNANCE	2
1.1 Terms of Reference	2
1.2 Composition.....	2
1.3 Interest Categories.....	2
1.4 Chair and Vice-Chair.....	3
1.5 Members.....	3
1.6 Attendance at Meetings	3
1.7 Voting Process.....	3
1.8 Voting Options	4
1.9 Numerical Criteria for Approval	4
1.10 Disposition of Negatives.....	5
1.11 Conflict of Interest.....	6
2 ACCREDITATION ADMINISTRATION	6
2.1 Records	6
2.2 Confidentiality	7
2.3 Impartiality	7
2.4 Use of Name and Logo	7
2.5 Subcontracting.....	7
2.6 CSCSC National Accreditation Program Standards for Accreditation Maintenance.....	8
3 ACCREDITATION PROCESS	9
3.1 Application	9
3.2 Assessment	9
3.3 Decision.....	10
3.4 Reassessment.....	11
3.5 Maintenance	11
3.6 Renewal.....	12
3.7 Appeals and Complaints	12
3.8 Withdrawal.....	13

ACKNOWLEDGEMENTS

The Canadian Supply Chain Sector Council (CSCSC) gratefully acknowledges the contributions of the following CSCSC Education and Certification Working Group members in the development of this document:

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BACKGROUND

Canadian Supply Chain Sector Council

The Canadian Supply Chain Sector Council (CSCSC) was created with the assistance of Human Resources and Skills Development Canada (HRSDC) under the Sector Council Program. Its core purpose is to facilitate the growth of a talented pool of supply chain human resources which is available to the industry. CSCSC's approach to addressing skills requirements in the supply chain industry revolves around assisting Canadian supply chain firms and organizations recruit, develop and retain highly qualified and skilled workers who are in demand in Canada and the global marketplace.

For more information see www.supplychaincanada.org.

CSCSC National Accreditation Program

Accreditation is the process of quality assurance through which accredited status is granted to an education or training, course or program by an accreditation body. The CSCSC recognizes education and training, courses and programs that meet the CSCSC Standards for Accreditation through the CSCSC National Accreditation Program. The CSCSC grants recognition to a course/program after verifying that it has met the CSCSC Standards for Accreditation.

CSCSC accreditation is granted to the course/program. The CSCSC Standards for Accreditation include requirements for course/program needs assessment, design, development, delivery, and student evaluation. CSCSC accreditation is not granted to the Education or Training Provider ("Provider") or to the broader administration process (e.g., certification, apprenticeship) under which the course/program is delivered. The CSCSC Standards for Accreditation do not include requirements related to the Provider, such as their administrative management system, governance structure, or policies and procedures.

All Providers, both public and private, are eligible to apply for CSCSC accreditation of their supply chain related course(s) and/or program(s). To earn CSCSC accreditation, the course/program must meet all CSCSC Standards for Accreditation. To maintain CSCSC accreditation, the Provider must provide evidence of continued compliance with the CSCSC Standards for Accreditation.

1 ACCREDITATION GOVERNANCE

1.1 Terms of Reference

- 1.1.1 The Accreditation Review Panel Terms of Reference shall be approved by the CSCSC Board of Directors.

1.2 Composition

- 1.2.1 The Accreditation Review Panel composition shall be such that the number of members in any one interest category is not more than the sum of the number of members in any two of the smaller interest categories.
- 1.2.2 The Accreditation Review Panel Chair and Vice-Chair shall be considered part of the Accreditation Review Panel composition.
- 1.2.3 CSCSC staff shall not be considered part of the Accreditation Review Panel composition.

1.3 Interest Categories

- 1.3.1 All Accreditation Review Panel members shall be assigned to one of the following interest categories based on their predominant interest:

Provider Interest – those who are predominantly involved in the design, development, delivery, and/or administration of education and/or training courses and/or programs.

User Interest – those who predominantly represent end users (i.e., students) of education and/or training courses and/or program and who are not involved in any way in the design, development, delivery, and/or administration.

Industry Interest – those who predominantly represent employer or employee interests within the supply chain sector.

General Interest – those who do not predominantly represent any of the other interest categories but who demonstrate relevant expertise or credentials.

1.4 Chair and Vice-Chair

- 1.4.1 The Accreditation Review Panel shall have a Chair and Vice-Chair, each of whom shall represent a different interest category.
- 1.4.2 Accreditation Review Panel Chair and Vice-Chair shall be nominated by CSCSC staff in consultation with stakeholders and approved by the CSCSC Board of Directors.
- 1.4.3 Accreditation Review Panel Chair and Vice-Chair shall be appointed for a three (3) year term and shall be eligible for reappointment.

1.5 Members

- 1.5.1 Accreditation Review Panel members shall be selected by CSCSC staff in consultation with the Accreditation Review Panel Chair and Vice-Chair.

1.6 Attendance at Meetings

- 1.6.1 Members are expected to attend all Accreditation Review Panel meetings and actively contribute to the discussions of the Accreditation Review Panel. All members should review the agenda and supporting materials in detail and come to the meetings adequately prepared.
- 1.6.2 Guests and alternates are not permitted to attend Accreditation Review Panel meetings.
- 1.6.3 More than 50% of the total membership shall constitute a quorum. Accreditation Review Panel meetings should only be conducted if a quorum is expected.

1.7 Voting Process

- 1.7.1 Voting of the Accreditation Review Panel shall take place by letter ballot (i.e., mail, e-mail) or recorded vote at a meeting (i.e., face-to-face, video, teleconference).
- 1.7.2 Where needed, a letter ballot and recorded vote may be conducted to ensure all Accreditation Review Panel members are provide the opportunity to vote.

- 1.7.3 The Accreditation Review Panel membership shall be in balance in accordance with Clause 1.2.1 when a letter ballot is issued or recorded vote is taken.
- 1.7.4 Letter ballots, including all supporting materials, shall be issued by CSCSC staff. The time allotted for reply to a letter ballot shall be two (2) weeks. This may be shortened at the discretion of CSCSC staff and the Accreditation Review Panel Chair and Vice-Chair.
- 1.7.5 A notice advising that a recorded vote will be taken at the meeting, including all supporting materials, shall be issued by CSCSC staff at least two (2) weeks prior to the meeting. This may be shortened at the discretion of CSCSC staff and the Accreditation Review Panel Chair and Vice-Chair. Recorded votes shall be conducted by CSCSC staff.

1.8 Voting Options

- 1.8.1 One of the following voting options shall be used
- a) **Affirmative** – when the application is acceptable as presented.
 - b) **Affirmative with comment** – when the application is acceptable, but recommendations are proposed.
 - c) **Negative with comment** – when the application is deemed unacceptable or incomplete. Negative votes shall be supported with comments, including reasons for the negative vote and recommendations that would enable an acceptable application.
 - d) **Abstain** – only when a conflict of interest is identified in accordance with Clause number 1.11.
- 1.8.2 All comments received on an application shall be reported to the applicant by CSCSC staff.

1.9 Numerical Criteria for Approval

- 1.9.1 All Accreditation Review Panel members have the obligation to vote in order to determine accreditation decisions.
- 1.9.2 To meet the numerical criteria required for approval, the affirmative votes shall constitute at least 75% of all votes cast.

1.9.3 Abstentions shall be considered not cast for the purposes of meeting numerical criteria.

1.10 Disposition of Negatives

1.10.1 All negative votes shall be considered.

1.10.2 Acting on behalf of the Accreditation Review Panel and with the concurrence of the CSCSC staff, the Accreditation Review Panel Chair and Vice-Chair shall take one or more of the following courses of action, as appropriate, to respond to negative votes:

- a) Rule the negative vote nongermane if
 - i) it is not accompanied by supporting reasons; or
 - ii) the negative vote and supporting reasons are not relevant to the items being balloted.

Such votes shall be considered as not cast when considering the requirement for at least 75% affirmative votes from the votes that have been cast.

- b) Attempt to resolve each negative vote by explanation and thereby have the negative vote changed to affirmative; only the negative voter can change his/her vote.
- c) Rule the negative vote nonpersuasive if the particular reasons for the vote have previously been considered; this decision shall be supported by Accreditation Review Panel records. Negative votes that have been ruled nonpersuasive shall not be counted as affirmative votes unless the member, after explanation, revises his/her vote to affirmative.
- d) Refer the negative vote to the Accreditation Review Panel if the particular reasons for the vote have not previously been considered by the Accreditation Review Panel or if the vote has not been dispositioned under items a), b), or c) above.

1.10.3 If the negative vote is referred to the Accreditation Review Panel by the Chair and Vice-Chair in accordance with Clause 1.10.2, the Accreditation Review Panel may rule as follows

- a) The negative vote is persuasive and should be accepted. In this case, accreditation is not granted.
- b) The negative vote is nonpersuasive and the reasons for this decision shall be documented. In this case, accreditation is granted.

1.10.4 Accreditation Review Panel members that voted negative shall be notified of the action taken in reference to their negative votes.

1.11 Conflict of Interest

1.11.1 Potential perceived or actual conflict of interest shall be declared by Accreditation Review Panel members prior to any vote. Conflict of interest could constitute

- a) lack of independence and impartiality in relation to an applicant or application;
- b) commercial competitive interest; or
- c) other reasons.

1.11.2 Declaration of potential conflict of interest shall be declared prior to the circulation of any application materials to the Accreditation Review Panel. The CSCSC staff shall provide an opportunity for Accreditation Review Panel members to declare a potential conflict of interest and for the Accreditation Review Panel members to consider and provide comment on the potential conflict of interest. Based on the Accreditation Review Panel comments the Chair and Vice Chair in concurrence with the CSCSC staff will determine if it is a true conflict of interest.

1.11.3 Where a conflict of interest is determined to be true, the Accreditation Review Panel member with the conflict of interest shall abstain from voting on any agenda items that present the conflict of interest.

1.11.4 Where the Accreditation Review Panel Chair declares a conflict of interest, the Accreditation Review Panel Vice-Chair shall conduct the portion of the meeting that presents the conflict of interest independently. Where both of the Accreditation Review Panel Chair and Vice-Chair declare a conflict of interest, the Accreditation Review Panel shall elect an Accreditation Review Panel Interim-Chair to conduct the portion of the meeting that presents the conflict of interest.

2 ACCREDITATION ADMINISTRATION

2.1 Records

- 2.1.1 CSCSC shall maintain a record system that includes a means to confirm the status of an accredited course/program. The records shall demonstrate that the accreditation process has been effectively fulfilled, particularly with respect documents relating to accreditation decisions, maintenance, renewal, appeals and complaints, and withdrawal.
- 2.1.2 The records shall be managed and disposed of in such a way as to ensure the integrity of the process and the confidentiality of the information.
- 2.1.3 The records shall be kept for five (5) years.

2.2 Confidentiality

- 2.2.1 CSCSC shall keep confidential all information obtained in the process of its accreditation activities. These commitments shall cover all CSCSC staff, Accreditation Review Panel members, and subcontractors acting on behalf of the CSCSC.
- 2.2.2 Confidential information shall not be disclosed to an unauthorized party without the written consent of the Provider from whom the information was obtained, except where the law requires such information to be disclosed.
- 2.2.3 When CSCSC is required by law to release such information, the Provider concerned shall be informed beforehand of what information will be provided.

2.3 Impartiality

- 2.3.1 CSCSC staff and subcontractors acting on behalf of the CSCSC shall
 - a) be independent and impartial in relation to applicants; and
 - b) not offer or provide education or training, or aid others in the preparation of such services, unless independence of accreditation services is demonstrated.

2.4 Use of Name and Logo

- 2.4.1 Providers shall be entitled to use the name and logo of CSCSC in communication and promotions related to accredited courses/programs.

2.5 Subcontracting

- 2.5.1 Where CSCSC subcontracts work related to accreditation to an external body or person, a properly documented agreement covering the arrangement, including confidentiality and impartiality, shall be in place.
- 2.5.2 CSCSC shall
- a) take full responsibility for such subcontracted work;
 - b) maintain its responsibility for accreditation decisions, maintenance, renewal, appeals and complaints, and withdrawal;
 - c) ensure that the subcontractor complies with the applicable CSCSC policies and procedures; and
 - d) monitor subcontractor performance.

2.6 CSCSC National Accreditation Program Standards for Accreditation Maintenance

- 2.6.1 It is a joint responsibility of CSCSC and the Accreditation Review Panel that the *CSCSC National Accreditation Program Standards for Accreditation* be kept up to date and technically valid insofar as is practicable.
- 2.6.2 An amendment alters, adds to, and/or subtracts from the requirements of the *CSCSC National Accreditation Program Standards for Accreditation*. Amendments should not be issued to an edition that has existed for three (3) or more years.
- 2.6.3 Resources shall be considered in the decision to develop and publish amendments. Amendments should only be developed
- a) in cases of emergency, such as health and safety issues; or
 - b) where a conflict with another CSCSC standard or requirement is identified.
- 2.6.4 No more than two separate amendments, or any single amendment replacing more than one-third of the content, should be published modifying the current *CSCSC National Accreditation Program Standards for Accreditation*. The development of a third amendment or an amendment exceeding one-third of the length of the current edition should result in the publication of a new edition.
- 2.6.5 The *CSCSC National Accreditation Program Standards for Accreditation* shall be reviewed at least every three (3) years by the Accreditation Review Panel. Review should be undertaken six (6) to twelve (12) months before the expiry of the three-year

period. The current edition of the *CSCSC National Accreditation Program Standards for Accreditation* shall be reaffirmed or withdrawn and replaced with a new edition.

2.6.6 The *CSCSC National Accreditation Program Standards for Accreditation* shall be considered for

- a) reaffirmation if it remains technically valid without change; or
- b) withdrawal if a new edition has been developed to bring it up to date.

2.6.7 Reaffirmation, withdrawal, and new editions shall require approval by the Accreditation Review Panel.

2.6.8 Public notification of the reaffirmation, withdrawal, and new edition of the *CSCSC National Accreditation Program Standards for Accreditation* shall be given.

3 ACCREDITATION PROCESS

3.1 Application

3.1.1 Electronic application materials shall be made available to the applicant on the CSCSC website.

3.1.2 The applicant shall submit the completed application electronically to CSCSC by one of the four (4) annual application deadlines: May 1st, August 1st, November 1st, or February 1st.

3.1.3 The completed application shall constitute

- a) completed compendium information on-line;
- b) completed application information on-line; and
- c) payment.

3.2 Assessment

3.2.1 Within one (1) week of the application deadline, CSCSC staff shall send a notice to the Accreditation Review Panel members indicating the names of the applicants and the

courses/programs being submitted and request that Accreditation Review Panel members indicate their potential conflicts of interest within two (2) weeks of the application deadline.

- 3.2.2 Within three (3) weeks of the application deadline, CSCSC staff shall
- a) assess the application based on the Standards for Accreditation;
 - b) where possible, contact and work with the applicant to resolve and document any areas for improvement prior to preparing an Accreditation Decision Recommendation Report;
 - c) prepare an Accreditation Decision Recommendation Report based on the results of the application assessment and where possible, discussions with the applicants; and
 - d) provide the Accreditation Review Panel with a copy of the Accreditation Decision Recommendation Report.

3.3 Decision

- 3.3.1 Within six (6) weeks of the application deadline, the Accreditation Review Panel shall make the accreditation decision based on review of the Accreditation Decision Recommendation Report.
- 3.3.2 Where needed, a letter ballot following a recorded vote may take place within six (6) weeks to eight (8) weeks of the application deadline.
- 3.3.3 Within eight (8) weeks of the application deadline, the CSCSC shall notify the applicant of the accreditation decision.
- 3.3.4 Where accreditation is granted, the CSCSC notification shall constitute a CSCSC Letter of Accreditation signed by the CSCSC Executive Director. The CSCSC Letter of Accreditation shall contain
- a) a unique accreditation number;
 - b) the name of the Provider;
 - c) the name of the accredited course/program;
 - d) the effective date of accreditation;
 - e) the expiration date of accreditation; and
 - f) a notification that the information contained in the CSCSC Letter of Accreditation will be added to the CSCSC National Accreditation Program public registry.

- 3.3.5 Where accreditation is not granted, the CSCSC notification shall constitute
- a) a letter notifying the Provider of the accreditation decision;
 - b) a Recommended Areas for Improvement Report summarizing the areas requiring improvement and guidance on how to improve those areas; and
 - c) reassessment instructions.

3.4 Reassessment

- 3.4.1 Where accreditation is not granted, the Provider may submit a request for reassessment to the CSCSC within two (2) application deadlines of receiving the accreditation decision notification.
- 3.4.2 The request for reassessment shall constitute
- a) a brief description of the improvements that have been implemented in order to satisfy the areas requiring improvement as detailed in the Recommended Areas for Improvement Report;
 - b) an update of the original application with the areas of improvement clearly indicated; and
 - c) supporting materials.
- 3.4.3 The request for reassessment shall be considered in accordance with Clauses 3.1 through 3.3.

3.5 Maintenance

- 3.5.1 Proposed changes to the intended learning outcomes of an accredited course/program shall be approved by CSCSC.
- 3.5.2 The request for change approval shall constitute
- a) a brief description of the rationale for the proposed change;
 - b) an update of the original application with the proposed change clearly indicated; and
 - c) supporting materials.
- 3.5.3 The request for change approval shall be considered in accordance with Clauses 3.1 through 3.3.

- 3.5.4 CSCSC shall notify Providers of accredited courses/programs when revised CSCSC National Occupational Standards related to the accredited course/program are published.
- 3.5.5 The Provider shall revise the accredited course/program within six (6) months of receiving the notification of a revised CSCSC National Occupational Standards publication.
- 3.5.6 Proof of revision to an accredited course/program shall be considered in accordance with Clauses 3.1 through 3.3.

3.6 Renewal

- 3.6.1 Accreditation shall expire after three (3) years.
- 3.6.2 CSCSC shall notify Providers whose accredited courses/programs are approaching expiry at least one (1) year prior to the expiration date of accreditation.
- 3.6.3 To maintain accreditation, Providers shall apply for renewal at least one (1) application deadline prior to the expiry of the current accreditation.
- 3.6.4 The request for renewal shall constitute
 - a) a brief description of the continued need for and relevancy of the accredited course/program;
 - b) an update of the original application, as applicable; and
 - c) supporting materials, as applicable.
- 3.6.5 Applications for renewal shall be considered in accordance with Clauses 3.1 through 3.3.

3.7 Appeals and Complaints

- 3.7.1 Appeals and complaints received from any interested party about the Standards for Accreditation, the accreditation process, and/or accreditation decisions shall be resolved by the Accreditation Review Panel.
- 3.7.2 Where a complaint related to a specific Provider and/or accredited course/program is received

- a) CSCSC staff shall notify the Provider;
- b) the Provider shall respond to the complaint;
- c) the Provider shall provide the CSCSC with a report on the action taken to resolve the complaint; and
- d) CSCSC staff shall notify the Accreditation Review Panel of action taken.

3.8 Withdrawal

- 3.8.1 Where the Provider of an accredited course/program fails to comply with the Standards for Accreditation or the accreditation process
 - a) CSCSC staff shall notify the Provider of the concern;
 - b) the Provider shall provide the CSCSC with a report on the action taken to resolve the concern; and
 - c) CSCSC staff shall notify the Accreditation Review Panel of action taken.
- 3.8.2 Accreditation shall be withdrawn by CSCSC staff in consultation with the Accreditation Review Panel Chair and Vice-Chair if the concern is not resolved within six (6) months.
- 3.8.3 Accreditation may be withdrawn immediately at the discretion of the CSCSC staff in consultation with the Accreditation Review Panel Chair and Vice-Chair.