

## Policies and Procedures, Learning Objectives

### Defining Policies and Procedures

- Distinguish between "policies" and "procedures"
- Identify the entities responsible for developing and revising policies and procedures
- Cite the advantages of integrating policies and procedures in a single document and the advantage of keeping them in separate documents

### Guiding Principles for Policies and Procedures

- Summarize the four guiding principles that should be considered when developing policies and procedures
- Identify what factors should be considered when contemplating an exception to a policy

### Certification System Policies

- Identify the three major categories of assessment system policies and procedures
- Summarize the issues that should be considered when selecting eligibility requirements
- Cite the typical policies and procedures related to the assessment component of the certification system and what should be specified in each policy
- Identify the information that should be included in policies and procedures pertaining to recertification
- Summarize factors that should be considered when selecting recertification requirements

### Other Program Policies

- List the information that should be specified in policies and procedures pertaining to each of the following: governance, conflict of interest, autonomy, security of assessments, confidentiality, document/data retention, appeals/complaints, discipline procedures/credential revocation, communications, and use of designation and logo
- Explain the impact of a security lapse on a certification program
- Cite the types of materials/files that should be treated securely
- List the types of information/materials that should be treated confidentially
- Identify the most common types of appeals/complaints
- Explain what practices related to policies and procedures can help to reduce the likelihood of appeals/complaints
- Specify the most common grounds for disciplinary action/credential revocation