



Institute for Credentialing Excellence

Accreditation Services Council Governing Charter

I. Introduction

The Accreditation Services Council (Council) is established as a standing committee of the Institute for Credentialing Excellence (ICE). The Council is empowered by the ICE Board of Directors and ICE Bylaws to oversee ICE Accreditation Services Components as defined in the ICE Bylaws.

Through the Council, ICE offers a portfolio of accreditation services (ICE Accreditation Services Components) to meet the needs of members and stakeholder groups. The Council is tasked with addressing strategic issues related to accreditation, accreditation processes, and policies related to ICE Accreditation Services Components.

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 ICE organizational structure, providing an appropriate level of autonomy to the Council to prevent undue influence over, and preserve the integrity of, ICE's Accreditation Services Components.

II. Purpose

The Council was created to:

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

The Council's strategic development role focuses on:

- Maintaining alignment of ICE's Accreditation Services Components with the established vision, mission, and strategic direction of ICE
- Establishing and upholding high standards of quality for ICE's Accreditation Services Components
- Identifying best practices for the development, implementation, and evaluation of Accreditation Services Components
- Providing appropriate strategic alignment across ICE Accreditation Services Components

III. Roles and Responsibilities

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

ICE Accreditation Services Components include the National Commission for Certifying Agencies (NCCA), the Assessment-Based Certificate Accreditation Program (ACAP), and ISO 17024 [as determined by the requirements of the Joint Sponsorships Agreement between ICE/International Accreditation Service (IAS)] that are empowered to make accreditation determinations.

A. Decision Making Responsibility

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

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

1. Developing Strategy:
 - a. Providing strategic leadership to each ICE Accreditation Services Component.
 - b. Conducting strategic planning and responding to strategic questions raised by the ICE Accreditation Services Components, ICE Board of Directors, and/or other ICE 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 ICE Accreditation Services Component.
 - b. Evaluating and recommending operating policies for each ICE Accreditation Services 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 each ICE Accreditation Services Component.
 - d. Ensuring appropriate and periodic legal review of policies of each Accreditation Services component and liaising with legal counsel as needed.
 - e. Reviewing policies regularly and communicating policy changes to the ICE Board and ICE Accreditation Services 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 of the ICE Accreditation Services Components. Quality assurance efforts will include, but are not limited to, addressing customer service aspects such as messaging, transparency, consistency, and responsiveness.
- c. Collecting standards revision suggestions from the ICE Accreditation Services Components (excluding those for ISO 17024), 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 ICE Accreditation Services 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 ICE and the Accreditation Services Components.

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

1. Advisory Role to the ICE 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 ICE Accreditation Services Components.
- b. Initiating and actively participating in strategic discussions around legislative and regulatory issues with input from ICE Accreditation Services Components and the Government Affairs committee as appropriate.
- c. Providing input related to marketing needs and initiatives.

2. Advisory Role to the ICE Editorial Committee (to be developed):

- a. Participating in ICE efforts in R&D, publications, ICE Digest, and other products/services to align messaging and to provide accurate and consistent communications related to accreditation services and products.
- b. Consulting with the ICE Editorial Committee to ensure that products developed and released by ICE provide consistent, accurate, and relevant information related to ICE Accreditation Services Components processes and standards.

IV. Limitations

The authority of the Council is limited to the authority granted in the ICE Bylaws and this Charter.

The Council will:

1. Not make accreditation decisions or override any accreditation decisions made by ICE's Accreditation Services Components, except as related to a formal appeals process.
2. Not respond to requests for reconsideration from accreditation applicants. Such requests are processed by the ICE Accreditation Services Components.
3. Not make policy decisions that impact ICE Accreditation Services Components without first soliciting, gathering, and considering input from the Accreditation Services Components.
4. Not establish operational procedures for ICE Accreditation Services Components.

V. Council Composition

A. Composition

The Accreditation Services Council is composed of 10 voting members.

1. Three (3) ICE Accreditation Services Component Representatives
2. Two (2) Stakeholder Representative
3. One (1) Public Member
4. One (1) ICE Board of Directors Representative
5. Three (3) Accredited Program Representatives

B. Qualifications

1. The ICE Accreditation Services Components Representatives include:
 - a. 1 current, voting NCCA Commissioner
 - b. 1 current, voting ACAP Council member
 - c. 1 representative who is either a current, active ICE/IAS auditor or who is from an organization with a certification program currently accredited by ICE/IAS under the 17024 Standards
2. The Stakeholder Representatives (2) represent the perspective of a credentialing program, 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 program accredited by non-ICE accreditation components, hospitals/third-party payers, military, human resource professionals, consultants.
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 certification organization employee or Board member (except Public Members serving on Boards), or a vendor/consultant to certification organizations.
4. The ICE Board of Directors Representative is a current, voting member of the ICE Board of Directors.

5. The Accredited Program Representatives represent organizations with a certification program currently accredited by the NCCA, ICE/IAS, and/or ACAP. At least 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.

D. Terms

Component and Board representatives (as outlined in section V.A.) will serve one-year terms. All other members will serve three years. All members may serve up to six total consecutive years. 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 ICE Accreditation Services Components Representatives, Stakeholder Representative, and Public Member will be appointed by majority vote of the Council.

The ICE Board Representative and Accredited Program Representatives will be appointed by a majority vote of the ICE 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 ICE Board of Directors and ICE Accreditation Services 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 communications 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 transmission is permitted where all Council members participate and vote unanimously in favor of a matter.

Proxy voting is not permitted.

X. Amendments

Amendments to this Charter may be recommended by the Council, ICE Accreditation Services Components, and/or the ICE Board of Directors. All amendments require the approval of the ICE Board of Directors. *Last amendment: August 2023*