

# FAQs - Accreditation Services Council

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ICE is creating an Accreditation Services Council (the Council) in response to the growth opportunities facing ICE's accreditation services. The following FAQs explain the background and the details of the Council and how it will impact you.

## 1. What are ICE's Accreditation Services?

The portfolio of accreditation services offered by ICE is referred to as ICE's Accreditation Services Components. They currently consist of the National Commission for Certifying Agencies (NCCA), the Assessment-Based Certificate Accreditation Program (ACAP), and the ICE/IAS (International Accreditation Service) ISO 17024 accreditation process.

## 2. What is the Council?

The Council will be a standing committee of ICE, responsible for the oversight of the Accreditation Services Components while ensuring that each has an appropriate level of autonomy. The Council's assignment is to address strategic issues related to accreditation, accreditation processes, and policies. The Council will work collaboratively with the Accreditation Services Components and the ICE Board of Directors to develop strategy, monitor processes, and improve quality. The Council will not make, or influence, accreditation decisions.

## 3. Why is the Council necessary?

The demand for ICE's Accreditation programs (NCCA, ACAP, ISO 17024) presents a terrific growth opportunity for ICE and its member organizations. Feedback from accredited programs, applicants, and the Accreditation Services Components has made it clear that in order to take advantage of this opportunity while continuing to improve customer service, we need to focus attention and resources on improving and increasing capacity within the accreditation programs. Some examples might include: addressing the increasing volume of applications, retooling the application review process to reduce workload of the Commission/Council members, and decreasing the length of time needed to inform applicants of accreditation decisions. Free of operational duties, the Council will be able to help the Accreditation Services Components with strategic planning and additional process improvements.

## 4. How was it developed?

The ICE Board of Directors, NCCA Commission, and ICE management worked collaboratively to develop the new organizational model. Laura Rasar King, MPH, MCHES, a facilitator with accreditation experience, was retained to facilitate discussions. An Accreditation Services Working Group, including Board and NCCA representatives, was formed to refine the Council's roles and responsibilities and develop the Council's governing Charter.

## 5. What is the Council's focus?

The Council will:

- Set overall 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 role is intended to increase consistency, improve efficiency, and align strategy among the Accreditation Services Components.

## 6. How will the Council impact members or applicants for accreditation?

The Council's role as a resource to NCCA, ACAP, and the ISO 17024 accreditation process is intended to increase efficiency and improve customer service. The resulting impact on applicants should include improved communications and reduced response times.

## 7. What is the development timeline?

We welcome feedback from ICE members and stakeholders regarding the Accreditation Services Council. An Interim Council is expected to be appointed in January 2017 and will serve until the election and appointment process set forth in the Council's Charter can occur. Regular Council meetings are anticipated to begin in mid-2017.

## 8. Who will serve on the Council?

The Accreditation Services Council is composed of ten voting members.

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

## 9. Will this Council change the accreditation application process?

The Council's charter does NOT include making accreditation decisions or becoming involved in operational processes of the Accreditation Services Components. Therefore, there should be no delay in application processing as a result of the establishment of the Council. On the contrary, the Council's focus on quality improvement and sharing best practices is intended to increase the efficiency of the Accreditation Services Components.

## 10. Where can I get more information?

Please direct questions to Denise Roosendaal [droosendaal@credentialingexcellence.org](mailto:droosendaal@credentialingexcellence.org) or Linda Anguish [linda.anguish@credentialingexcellence.org](mailto:linda.anguish@credentialingexcellence.org) or call ICE at (202) 367-1165. In addition, ICE will utilize a new webpage to more clearly explain the accreditation services offered by the organization and provide comprehensive information about how the Council member application process will work. Stay tuned!