

POLICY CATEGORY	Program
POLICY FOCUS	Accredited Provider



Policy PR-02: Accredited Provider Policy

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1 PURPOSE

The purpose of this policy is to:

- Establish standards for the consideration of program provider accreditation; including the assessment to determine the capacity of a program provider to satisfactorily apply the standards and guidelines for CCCEP accreditation and deliver quality continuing education; and
- Identify the review process for assessing the performance of accredited providers and whether to renew their authority.

2 CRITERIA FOR PROVIDER ACCREDITATION

There are nine core criteria and four optional criteria for provider accreditation. Providers who meet the core criteria may be eligible to be recognized as CCCEP accredited providers. Providers who also meet three of the four optional criteria may be accredited with commendation for leadership in continuing education.

The core criteria are based on the Standards and Requirements for CCCEP accreditation, which are used as the criteria for assessment of the capacity of the provider to assume and maintain the role of an accredited provider.

2.1 Capacity Area I: Purpose and Mission

- 2.1.1 **Criterion 1:** The program provider has an approved, written mission or purpose statement and a set of strategic goals/objectives that are driven by professional development and patient care needs and describe the purpose of its continuing pharmacy education programs, content focus, target audiences, types of activities and expected results.
- 2.1.2 **Criterion 2:** The program provider has a current strategic or business plan that is based on its mission and strategic directions or goals/objectives and describes the provider’s continuing education development and delivery priorities, how these continuing education activities will contribute to its strategic goals/objectives, and how they contribute to the organization’s overall mission, in measurable terms.
- 2.1.3 **Criterion 3:** The program provider has an ongoing program and organizational process to ensure the strategic goals and objectives related to continuing education development and delivery are being met.

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2.2 Capacity Area II: Continuing Education Program Development and Delivery

- 2.2.1 **Criterion 4:** The program provider develops, delivers, and reviews for accreditation, educational programs, ensuring they meet CCCEP standards and requirements for high quality learning activities, with specific consideration to the following:
- 2.2.1.1 *Standard 1:* All learning activities will be relevant to and facilitate the transfer of learning to practice.
 - 2.2.1.2 *Standard 2:* All learning activities will have written learning objectives.
 - 2.2.1.3 *Standard 3:* The content of a learning activity will be balanced, evidence-based, fair, and objective.
 - 2.2.1.4 *Standard 5:* The delivery of the learning activity will be unbiased, to facilitate effective adult learning.
 - 2.2.1.5 *Standard 6:* All individuals who are involved in any aspect of a learning activity will disclose real or potential conflicts of interest that may impair their objectivity or give rise to a perception of bias.
 - 2.2.1.6 *Standard 7:* A multi-faceted approach to assessment will be used to support learners' diverse learning needs.
 - 2.2.1.7 *Standard 8:* Feedback will be provided to support the learners to evaluate their strengths and identify areas for improvement.

2.3 Capacity Area III: Sponsorship, Promotion and Marketing

- 2.3.1 **Criterion 5:** The program provider appropriately manages sponsorship, and promotion and marketing activities, ensuring adherence to CCCEP standards and requirements for accreditation, with specific consideration to the following:
- 2.3.1.1 *Standard 4:* Learning activities will be educational and will not promote products or companies or contain promotional materials.
 - 2.3.1.2 *Guideline C:* Promotion and Advertising
 - 2.3.1.3 *Guideline J:* Sponsorship

2.4 Capacity Area IV: Program Improvement

- 2.4.1 **Criterion 6:** The program provider has a program monitoring and evaluation system (quality assurance system) which meets the CCCEP standards and requirements of accreditation, with specific consideration to the following.
- 2.4.1.1 *Standard 9:* The provider must evaluate each learning activity to facilitate ongoing improvement of the learning activity and the quality of the learning experience.

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2.5 Capacity Area V: Organization and Administration

- 2.5.1 **Criterion 7:** The program provider has an organizational and decision-making structure and capacity sufficient to develop and deliver programs in accordance with the standards and requirements for CCCEP accreditation and to fulfill its mission, goals and objectives related to continuing education. Specifically, the program provider has:
- 2.5.1.1 Sufficient financial resources for the sustainable delivery of quality programs.
 - 2.5.1.2 Sufficient Academic and administrative human resources, with the appropriate expertise.
 - 2.5.1.3 A secure manner of maintaining records pertaining to the development and delivery of continuing education programs, including, but not limited to, those of learner participation and statement of attendance records.
- 2.5.2 **Criterion 8:** The program provider ensures that its governance, operations, and activities meet accepted professional, ethical and legal standards.
- 2.5.3 **Criterion 9:** The program provider has policy(s) and processes in place that cover:
- 2.5.3.1 Learner grievance or complaints
 - 2.5.3.2 Conflict-of-interest
 - 2.5.3.3 Code of conduct
 - 2.5.3.4 Learner assessment, feedback, and remediation
 - 2.5.3.5 Learner records retention
 - 2.5.3.6 Privacy
 - 2.5.3.7 Financial supports for educational program development, delivery, and accreditation processes
 - 2.5.3.8 Educational program development, delivery, accreditation, and evaluation
 - 2.5.3.9 Sponsorship, promoting and marketing.

2.6 Capacity Area VI: Advancing Continuing Professional Development (Optional)

- 2.6.1 **Criterion 10 (Optional):** The program provider engages in research and innovation that contributes to the discipline of continuing health education and continuing professional development.

2.7 Capacity Area VII: Advancing Pharmacy Practice (Optional)

- 2.7.1 **Criterion 11 (Optional):** The program provider promotes practice change by:
- 2.7.1.1 Integrating continuing education programs/interventions into the process for improving professional practice.

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- 2.7.1.2 Using strategies to enhance change as an adjunct to educational activities (e.g., reminders, patient feedback).
- 2.7.1.3 Undertaking educational strategies to remove, overcome or address barriers to change created by pharmacy professionals and workplace.
- 2.7.2 **Criterion 12** (Optional): The program provider supports collaboration and cooperation among health professionals through policy and program initiatives in the area of interprofessional and collaborative practice.
- 2.7.3 **Criterion 13** (Optional): The program provider is positioned to provide leadership and to influence the scope and content of educational programs.

3 ELIGIBILITY TO BE AN ACCREDITED PROVIDER

- 3.1. A program provider seeking initial accreditation must be a legally incorporated, non-profit organization.
- 3.2. A program provider seeking status as an accredited provider should be experienced in the development and accreditation of learning activities with CCCEP and the infrastructure (i.e., staffing), policies and processes to assume the role of an accredited provider should be established at the time of application for Accredited Provider status.
- 3.3. The granting of accredited provider status does not automatically imply recognition of that provider’s satellite organizations, regional/provincial branches, or divisions.
 - 3.3.1. A provider wishing to obtain accreditation for divisions or satellite operations may submit a special request to obtain accreditations for all divisions.
 - 3.3.2. The provider may be required to submit documentation for all divisions or operations if these are deemed to operate with different policies or personnel or have a different history of providing continuing pharmacy education.
 - 3.3.3. A surcharge may be applied for the assessment of applications for the evaluation of multiple sets of policies and sites for organizations applying to accredit multiple satellite organizations.

4 APPLICATION AND MAINTENANCE OF ACCREDITED PROVIDER STATUS

4.1 Application

- 4.1.1. Providers applying for initial accreditation, and Accredited Providers applying for maintenance of accredited status, must submit data that documents their compliance with the CCCEP’s standards, guidelines, and other requirements for accreditation.

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4.1.2. In the assessment process, CCCEP will examine, among other things, the provider’s prior experience in continuing pharmacy education programming. CCCEP may seek additional detailed information as deemed necessary for a thorough assessment of the provider’s capabilities and may also survey participants and others regarding the provider’s educational activities.

4.2 Initial Accreditation Application

4.2.1. An organization seeking to become an Accredited Provider must submit an “Intent to Apply” form (see Appendix A) by in accordance with the deadlines specified in the form. The Accreditation Policy Committee may grant an exception to these dates.

4.2.2. Upon receipt of the Intent to Apply, CCCEP will provide the applicant with information on the application process and timeline, which will include the identification of documents required to support the application.

4.2.3. Application materials must be submitted to the CCCEP office. The application must be accompanied by an application fee.

4.2.4. Applications for Accredited Provider status will be reviewed by the Accreditation Policy Committee, who may form a Review Panel comprised of all or a subset of the Committee members. The Committee will make the decision respecting the application, following their review.

4.2.5. A summary of the application process is as follows (See Appendix B for timelines):

- 4.2.5.1. Submission of Intent to Apply for accredited provider status.
- 4.2.5.2. Submission of a Self-Assessment Report and supporting documents.
- 4.2.5.3. CCCEP staff review of the completeness of the application.
- 4.2.5.4. If an application is incomplete, CCCEP will advise the applicant of the items that need to be completed before the application can be reviewed.
- 4.2.5.5. Review of the application documents by a Review Panel.
- 4.2.5.6. Interviews with key personnel of the program provider, which may be conducted in person or remotely.
- 4.2.5.7. Accreditation review report prepared by the Review Panel for consideration of the Accreditation Policy Committee.
- 4.2.5.8. Decision by the Accreditation Policy Committee on the application.

4.2.6. Following the decision of the Accreditation Policy Committee, CCCEP will forward a formal notice to the applicant. The notice will indicate that:

- 4.2.6.1. CCCEP has awarded Accredited Provider status; or

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- 4.2.6.2. Request that the applicant revise and resubmit any relevant documents; or
- 4.2.6.3. Deny approval, in which case the report will indicate the reason(s) for the decision.

4.2.7. A provider that is awarded Accredited Provider status will be invoiced for the annual accreditation fee, as set by CCCEP and contained in its Accredited Provider Fee Policy. Upon receipt of this fee, the provider’s Accredited Provider status will be published on the CCCEP website.

4.3 Accreditation Period

4.3.1. For initial accreditation, the provider will be on probation for the first two years. A probationary review will occur within three months of the completion of the probationary term.

4.3.2. Following successful completion of the initial probationary term, the accreditation of a provider is an ongoing accreditation, subject to:

- 4.3.2.1 The submission of participant evaluations for each learning activity or conference accredited.
- 4.3.2.2 The submission of the annual accredited provider report.
- 4.3.2.3 The submission of any other information outlined in the section 7 of this policy - Monitoring and Reporting.
- 4.3.2.4 A satisfactory accreditation review conducted at least once every four years, except for those accredited with commendation whose accreditation review will be conducted at least once every six years.

4.3.3. A provider who fails to meet the two conditions outlined in 4.3.2 may be placed on probation.

4.3.4. After two years as an accredited provider, a provider who has demonstrated leadership and advanced practice in continuing education may apply for and be awarded an accreditation with commendation. The accreditation with commendation will be for a period not exceeding six years; after which the provider may re-apply for accreditation with commendation for another term.

4.4 Maintenance of Accredited Provider Status

- 4.4.1. The maintenance of accredited provider status requires that:
 - 4.4.1.1. The accredited provider affirms their desire to maintain their accredited provider status in each annual report.
 - 4.4.1.2. The accredited provider fulfills the reporting requirements as outlined in section 7 of this policy on Monitoring and Reporting.

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- 4.4.1.3. The annual review of the learner evaluations indicates satisfactory program quality and program management.
- 4.4.1.4. The quadrennial accreditation review indicates that the provider is in compliance with the criteria for provider accreditation and has the capacity and competencies to meet these on an ongoing basis.
- 4.4.2. CCCEP will review the learner evaluations each year and discuss the accredited provider’s follow-up actions to these evaluations.
- 4.4.3. CCCEP may, at its discretion, conduct an accreditation review at any time.
- 4.4.4. Except for those accredited with commendation, an accreditation review will be conducted of the accredited provider at least once every four years. Those accredited with commendation will be reviewed at least once every six years. This review will include:
 - 4.4.4.1. A review of one or more programs of the accredited provider.
 - 4.4.4.2. A review of the summary of the learner evaluations and the accredited provider’s follow-up actions on the basis of those evaluations.
 - 4.4.4.3. A review of the annual reports and the changes in the accredited providers structure, plans and personnel.
 - 4.4.4.4. A meeting with the provider’s representatives to discuss current and future activities and directions.
 - 4.4.4.5. An affirmation of the continuation of the accredited provider status or a notice of probation that includes changes required to maintain accredited provider status.
 - 4.4.4.6. The affirmation of continuation may include conditions or suggestions for improvement, as well as additional reporting obligations.

5 ACCREDITED PROVIDER PROBATION

- 5.1. All accredited providers are placed on probation for their first two years of accreditation.
- 5.2. In addition to the initial two-year probation period, an accredited provider may be placed on probation if:
 - 5.2.1. The Accredited Provider is no longer in compliance with the quality criteria or has otherwise failed to demonstrate its compliance to CCCEP’s satisfaction; or
 - 5.2.2. The Accredited Provider has not complied with the reporting requirements.
- 5.3. A provider placed on probationary status is expected to be in full compliance within the time period established by CCCEP, which period shall not exceed two (2) years.
 - 5.3.1. Withdrawal or denial of approval will occur if a provider fails to comply within the period specified by CCCEP.
 - 5.3.2. Such withdrawal or denial of approval is a decision of the Accreditation Policy Committee.

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5.4. If the provider’s accredited status is not restored, the education offerings produced during the provider’s term of approval will not be recognized as Accredited when offered to new audiences.

6 RIGHT TO APPEAL

- 6.1. An applicant or an accredited provider may appeal a decision of the Accreditation Policy Committee on any matter regarding their initial application or ongoing accreditation status, as applicable.
- 6.2. The appeal is to be submitted to the Executive Committee, via the Executive Director of CCCEP.
- 6.3. Upon receiving an appeal, the Executive Committee will establish an Appeals Committee. The Appeals Committee membership shall include at least one individual from the Executive Committee.
- 6.4. The Appeals Committee will review the appeal and submit a report to the Board of Directors.
- 6.5. The Board of Directors will review the report and decide on the appeal. The members of the Review Panel, the Accreditation Policy Committee or other individuals who made the original recommendations to the Board must abstain from the decision on the appeal.
- 6.6. The decision of the Board of Directors on the appeal is final.

7 MONITORING AND REPORTING

- 7.1. The Accredited Provider is responsible and accountable for demonstrating ongoing compliance with the criteria for provider accreditation.
- 7.2. The Accredited Provider must submit an annual report outlining:
 - 7.2.1. A list of programs that includes the course name, course number, number of CEUs, number of courses delivered and/or number of participants for each program.
 - 7.2.2. A summary of the participant evaluations of each program delivered.
 - 7.2.3. A summary of the official complaints received by the accredited provider and the resolution of each complaint.
 - 7.2.4. Changes in the mandate, mission, strategic goals/objectives, target audience and priorities.
 - 7.2.5. Changes in the organizational structure or senior personnel responsible for the continuing professional development programs of the Accredited Provider.

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- 7.3. The Accredited Provider must notify CCCEP within 30 days of a significant change in the continuing education unit of the organization, such as:
- 7.3.1. A change in the senior administrative position or other key personnel in the continuing education unit.
 - 7.3.2. A change of name of the organization.
 - 7.3.3. A major change in the organization’s policies.
 - 7.3.4. A change in the ownership, governance, or scope of operations of the organization.
- 7.4. An Accredited Provider may be requested, at any time, to submit reports designed to demonstrate compliance with the quality criteria, and/or to provide records of progress in the development of its educational activities and operations. CCCEP may survey participants in the provider’s programs for additional assurances. CCCEP may require other inspection or information concerning the provider and/or its programs at any time.

8 ACCREDITED PROVIDER RIGHTS AND LIMITATIONS

8.1 Accreditation of Programs

- 8.1.1. Accredited providers may accredit programs that they develop and deliver, ensuring that they meet the standards and guidelines for CCCEP accreditation.
- 8.1.2. An Accredited Provider may accredit a program that is co-developed or co-delivered with another CCCEP Accredited Provider.
- 8.1.3. An accredited provider must not accredit programs for another organization or directly compete with CCCEP’s individual program accreditation services. However, an accredited provider may apply to CCCEP for an exemption, on a case-by-case basis, to co-develop and co-deliver a program with an educational or non-profit organization.
- 8.1.4. An accredited provider may conduct the Stage 1 accreditation process of a program intended for accreditation as a Learning Objective Mapped Program but may not conduct the Stage 2 accreditation process.
- 8.1.4.1 Accredited providers must submit the Stage 2 application to CCCEP; and
 - 8.1.4.2 Pay the required fee, which is outside the Accredited Provider Fee policy.
- 8.1.5 An accredited provider may conduct the Stage 1 accreditation process of a program intended for accreditation as a Competency Mapped Program but may not conduct the Stage 2 accreditation Process.
- 8.1.5.1. Accredited providers must submit the Stage 2 application to CCCEP; and
 - 8.1.5.2. Pay the required fee, which is outside the Accredited Provider Fee policy.

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- 8.1.6 An accredited provider may accredit a Regularly Scheduled Series (RSS), provided:
- 8.1.6.1. The RSS is developed and delivered in accordance with the Regularly Scheduled Series Policy; and
 - 8.1.6.2. The RSS is only utilized where it is not feasible to develop, assess, and deliver the learning opportunities as regular learning activities.

8.2 Reference to Status

- 8.2.1. A reference by an Accredited Provider of their accredited provider status by CCCEP in announcements, promotional materials, publications, or in any other form of communication or publicity, must state the following:
- 8.2.1.1 For Providers with Standard Accreditation: “(Name of Provider) is accredited as a provider of continuing pharmacy education by the Canadian Council on Continuing Education in Pharmacy.”
 - 8.2.1.2 For Providers with Commendation: “(Name of Provider) is accredited as a provider by the Canadian Council on Continuing Education in Pharmacy with a commendation for leadership in continuing education in pharmacy.”
- 8.2.2. A provider on probation, except during the initial probation period, is required to indicate that they are on probation by using the following statement:
- “(Name of Provider) is on probation as an Accredited Provider of continuing pharmacy education by the Canadian Council on Continuing Education in Pharmacy. The next scheduled review for purposes of restoring or removing accredited provider status is (date).”
- 8.2.3. The Accredited Provider is authorized to use, and is required to use, CCCEP’s official “accredited provider” logo, in accordance with CCCEP’s Policy on Logos and Trademarks.

8.3 Registering Programs

- 8.3.1. Accredited Providers must enter programs into the online CCCEP program database at the time of accreditation. They must ensure that the information in the database is accurate and up-to-date and remains current.
- 8.3.2. The official program number to be used on all programs accredited by an Accredited Provider must be the program number generated by the CCCEP program database.

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8.4 Directory of Accredited Providers

- 8.4.1. CCCEP will add the name and contact information of the Accredited Provider to the directory of Accredited Providers of continuing education in pharmacy on the CCCEP website.
- 8.4.2. The directory will also contain the names of those newly Accredited Providers that have been placed on probation.
- 8.4.3. The directory will indicate that the provider is on probation, except for those in their initial probationary period.

9 COMPLAINTS

- 9.1. Complaints from other organizations or from learners against an accredited provider must be related to CCCEP standards, guidelines, policies, or procedures. All complaints shall be detailed in writing by the complainant and submitted to the CCCEP office.
- 9.2. Complaints shall be handled in accordance with CCCEP’s Complaints Policy.
- 9.3. Accredited Providers shall include in their program marketing materials the procedure for submitting any concerns or complaints related to the program to the accredited provider and to CCCEP. This may be achieved by a reference to the CCCEP website.

10 ACCREDITED PROVIDER FEES

10.1 The Board of Directors may establish:

10.1.1 An Application Fee.

10.1.2 An Annual Accreditation Fee, which may include a minimum fee, program volume fee and a maximum fee.

10.1.3 An RSS fee.

10.2 The program year, for purposes of billing the annual accreditation fee, is the year chosen by the accredited provider at the time of accreditation. The provider may choose any 12-month period as their program year.

10.3 Accredited Provider Fees will be outlined in CCCEP’s Accredited Provider Fee policy; RSS fees for Accredited Providers will be outlined in the Regularly Scheduled Series Policy.

10.4 Continuation of Accredited Provider status is contingent upon payment of the annual accreditation fees.

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APPENDIX A: INTENT TO APPLY

INTENT TO APPLY

For Assessment as an Accredited Provider
For First Time Applicants

Provider Information

Name	
Organization	
Address	
Phone Number	
Fax Number	
E-Mail	

Eligibility Requirements

The following eligibility requirements must be met:

- The provider unit became operational at least six months before the application date.

Please state the month and year on which your organization/unit was formed and/or became operational.	Month	Year

- At least one Pharmacy Professional is involved in the co-ordination or oversight of the Continuing Education programs

Please state your administrator's name and credentials	
Name	
Credentials	

- Your organization has had at least three education activities that were planned, implemented and evaluated using the CCCEP accreditation criteria. Please list below.

Program Title	CCCEP Number (If applicable)

Failure to meet these requirements may prevent your application from being reviewed.

My organization plans to apply for an assessment for accredited provider status with CCCEP on _____ (date).

Application Fee is due at the time of application.

The deadlines for submission of the Intent to Apply are July 31 (for decisions by December 31st) and January 15 (for decisions by June 30th)

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APPENDIX B: APPLICATION TIMELINE

The estimated time is 4-5 months from submission of Intent to Apply to the Board decision. These timelines may be adjusted if mutually agreed to by the applicant and CCCEP.

Step	Action	Time/Duration
1	<ul style="list-style-type: none"> • CCCEP receives the Intent to Apply for Accredited Provider Status. • Application should be sent by e-mail to the Executive Director at exec.dir@cccep.ca 	Schedule starts
2	<ul style="list-style-type: none"> • CCCEP provides information on the application process. 	Within one week.
3	<ul style="list-style-type: none"> • Applicant completes the required Application form and Self-Assessment and submits it and supporting documents to the Executive Director of CCCEP. • Applicant submits the Application Fee on receipt of the invoice from CCCEP. • The Applicant should consult with the Executive Director as required during this process, if any clarification is needed. 	Four to six weeks
4	<ul style="list-style-type: none"> • Accreditation Policy Committee appoints an Accredited Provider Review Panel. 	Concurrent with Step 3
5	<ul style="list-style-type: none"> • The Executive Director reviews the Application for Completeness • Executive Director consults with the Applicant to obtain the missing information. • Executive Director advises the Applicant that the Application is being sent to the Accredited Provider Review Panel. 	Within two weeks
6	<ul style="list-style-type: none"> • Accredited Provider Review Panel reviews the Application. • The Review Panel will seek additional information as needed. • The Review Panel conducts interviews with the Applicant remotely and/or via an on-site visit to the offices of the Applicant. 	Four weeks
7	<ul style="list-style-type: none"> • The Accredited Provider Review Panel briefs the Accreditation Policy Committee on the review outcomes, and makes a recommendation to the Committee regarding acceptance or rejection of the Application. 	Two weeks' notice to the board.

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8	<ul style="list-style-type: none"> Accreditation Policy Committee reviews the application 	Application and recommendations of the Panel are to be sent to the board two weeks prior to the meeting.
9	<ul style="list-style-type: none"> Accreditation Policy Committee makes a decision on the application. 	
10	<ul style="list-style-type: none"> Notification to Applicant of decision. 	Within two weeks of the decision
11	<ul style="list-style-type: none"> If approved, CCCEP invoices the provider for the initial annual accreditation fee. 	Within two weeks of decision.
12	<ul style="list-style-type: none"> CCCEP receives payment of invoice for the initial annual accreditation fee. 	Within 30 days
13	<ul style="list-style-type: none"> CCCEP posts the provider's accreditation status on the CCCEP Website CCCEP sends an administrative package (e.g., annual report template, accredited provider manual) to the provider and reviews the contents with the provider via videoconference. 	Within two weeks of receipt of payment.

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