

ICCA Board ANSI ISO Task Force Notes and Recommendations

Notes:

The ANSI Task Force (TF) held a conference call on December 12, 2011.

Task Force members:

Roy Gorena, CCA-NC, Chair

Allan Romander, CCA-CA

Russell Rubert, CCA-NW

Tom Kemp, CCA-SC

Gary Finn, CCA-IN

Nathan Hudson, CCA-CB (absent)

Betty Fishman, consultant

Susan Chapman, CAE, ASA Dir. Mem. Ser.

Michele Lovejoy, CCA Rep.

Luther Smith, CAE, ASA Dir Cert/Lic

The task force reviewed what was presented at the Charleston, SC ICCA Board meetings:

Benefits of ANSI accreditation –

- Showcases the validity of the credentials – helps stand out among competition
 - Internationally
 - Nationally
- Higher credibility and more recognition from government agencies at the federal and state levels
- Boost in prestige – depending on employer – raises level of credential
- Similar to why does an individual become a CCA – ANSI ISO is the certification for the CCA Program, third party evaluates the program's policies and procedures and says they meet the standards that others rely on to identify creditable programs

ANSI accredited organizations are listed on their web site:

<https://www.ansica.org/wwwversion2/outside/ALLdirectoryListing.asp?menuID=2&prgID=201&status=4>

There was concern by some members that local CCA board's responsibilities/authority had to be greatly reduced and/or eliminated to achieve ANSI ISO accreditation – that is **not** the case. This misunderstanding came from one of the three options that were presented to the ICCA Board where reviews would be centralized to increase consistency but it is **not** a requirement.

Two of the three options presented were quickly dismissed by staff but for transparency all three options were shared with the ICCA Board. None of the options altered the standards of the CCA Program only how the standards are implemented with the goal in mind to be as consistent across all processes as possible to ensure fairness to all candidates. Fundamentally changing the CCA Program or how it operates was not the

goal of evaluating the ANSI ISO credential. The goal is to improve overall effectiveness and efficiencies while adhering to nationally/internationally accepted certification standards. Doing so reduces costs, liability exposure and ensures consistency and fairness.

The TF agreed that seeking ANSI ISO accreditation does not have to be the goal to start. Ultimately achieving ANSI ISO accreditation would be a side benefit but not the primary goal. They preferred to take a slow, long term evaluation of what the Program's policies and procedures are. Determine how they could be enhanced to improve the policy, the procedure or both to improve the overall creditability of the program. This would be done in a step by step process rather than all at once. Each policy and procedure would be compared against nationally/internationally accepted standards. The ICCA Standards and Ethics Committee (SEC) would oversee the process with several members from the TF moving to the SEC for continuity. The SEC would report to the ICCA Board at each board meeting and via electronic communications to ensure that the process continues and remains on task.

Recommendation for CCA-International Council:

Motion: to develop a long term, internal evaluation system for all national and local boards to follow to ensure consistency across boards and creditability throughout the program by following these steps:

1. ICCA SEC will review existing policies and procedures against national/internationally accepted standards for certification of people to determine if adjustments need to be made, recommended changes will be presented to the CCA-International Council for approval.
 - a. Functional areas will be evaluated one at a time
 - b. A review process including a self evaluation check list will be developed that national and local boards will use to evaluate how they are doing compared to the international procedures for implementation of the policies.
 - c. National and Local boards will be provided assistance and training from ASA certification staff.
 - d. A plan will be developed with timelines for national and local boards to reach compliance where needed.
2. SEC will develop an ongoing evaluation process and schedule to ensure consistency at all levels of the program.
3. When all policies and procedures have been reviewed and all national and local boards are in compliance the SEC will determine if the ANSI ISO application should be completed and submitted.