

September 24th, 2024
Heather Brooks
Program Manager

In-Progress = Yellow
Complete = Green
With the Board = Blue
Needs Attention= Red

Acronyms:

PWG- Program Work Group
ACC- Accreditation and Certification Committee
ICE- Inspector Certification Exam
ADWG- Academy Development Work Group
LMS- Learning Management System
TIRE- Technical Information, Research, and Education
PM- Program Manager
IRMC- Insurance and Risk Management Committee
AR- Administrative Reviewer
TR- Technical Reviewer

PRM- PR and Marketing Work Group
API- Adventure Park Insider
VARTTF- Vendor Accreditation Reviewer Training Task Force
VAP- Vendor Accreditation Panel
OR- Operation Reviewer
CEU- Continuing Education Units
QCPTF- Qualified Course Professional Task Force
TF- Task Force
VAPDTF- Vendor Accreditation Program Design Task Force

Extra Projects			
Project	Summary	Progress	Needs
Program Transition	We have completed nearly one year under the Program Work Group. It has been a learning year, so everyone is up-to-date on all program operations. We have spent the last few months focusing on Operation Accreditation applications and the new Vendor Accreditation Program.	Complete	
Website Translations	Working with Jason and his team on getting translations for Inspector Certification on the ACCT Website. <ul style="list-style-type: none"> Spanish- Complete Malay- Complete Korean- Complete Japanese- Complete German- In-progress Hindi- In-progress French- In-progress Chinese- In-progress 	In-progress	
LMS	ICE Prep: Moved the current ICE prep course content to the LMS. The Academy Development WG (ADWG) assisted. COMPLETE!!! <u>ICE Tests: We hosted the ICE Testing in the LMS for the November Fall Testing Event. The system showed us the areas to pay attention to for future testing events.</u>	In-progress	

	<p><u>Operation Reviewer Training: The classroom portion will shift to the LMS system after the conference. - In-progress</u></p> <p>Vendor Auditor Training: I have been putting this content together minus the portions having to do with the Auditor Reports. Members from the ADWG have been putting the content in presentation templates and loading it into the LMS. I will be recording audio to voice over the presentations. Once complete, the VATTF will review the training. - COMPLETE!!</p> <p><u>I have added a QCP Update course to support the QCPTF efforts towards final comments. This will go out to all accredited members on January 15th and will be sent in an email blast to the general public to review before the conference. After the conference, this course will be updated with our presentation. In-progress</u></p>		
Programs/TIRE Project	<p>Standards Education conversations have started with TIRE.</p> <p>This may be a future conversation/collaboration that would include members of TIRE, PWG, CB, ADWG.</p>	<u>In-Progress</u>	

Vendor Accreditation Program			
<p>Current Accredited Vendors: 33 Applications in progress: 0</p>			
Project	Summary	Progress	Needs
Annual Reports	<p>Resource Questions sent November 19th Annual Reports were sent out on December 1st. Review submissions due January 9th</p> <p><u>The next steps will be for the PM and PWG to review</u></p>	<u>In-Progress</u>	
Education	<p>(This is public education), I am currently working on videos about the application process from start to finish that will go on the ACCT vendor accreditation web pages.</p>	<u>In-progress</u>	
Marketing	<p><u>I will work with Brittany in February to make a Marketing Plan for Vendor Accreditation.</u></p> <p><u>Programs will be hosting the morning Coffee Break on Friday at the conference. This will also be during the PWG's time at the ACCT booth.</u></p>	<u>In-progress</u>	<p>**Future question: will all accredited members need to sign the logo use policy again before they receive access to updated logos?</p>
Updates to Website	<p>I am done with the old pages on the ACCT website. These pages will look similar to other program pages.</p>	<u>Complete</u>	

Community Engagement	<u>Since the launch of the new program, information has been sent out to the 16 companies that have expressed interest in the Vendor Accreditation program. No one has applied yet.</u>	In-progress	
Vendor Auditor Training			
Training Syllabus	This was submitted to the Board with the vendor accreditation approval package as requested by the Board.	Complete	
Training Curriculum	<u>This has been actively updated and loaded into the LMS with the assistance of the ADWG.</u>	Complete	
Training Content	<u>I have drafted the content, which is being actively turned into content videos for the LMS.</u>	Complete	
Vendor Auditor Guide	<u>This is being finalized as we complete the training in the LMS</u>	Complete	
Acceptance of Application	I have made several announcements in the newsletter about accepting applications for vendor auditors. I have also sent information to Accredited Vendors and past TRs.	Complete	
Live Vendor Auditor Training	<u>As of right now, seven individuals have gone through Vendor Auditor Training. We have nine vendors going through reaccreditation. I would like to have at least one or two more so we do not overwork the auditors in the first round.</u> <u>The next steps will be to go through the interview and documentation process, and then we can start assigning auditors.</u>	In-progress	

Operation Accreditation Program			
Current Accredited Operations: 34 Applications in progress: 2			
Project	Summary	Progress	Needs
Annual Reports	<u>Resource Questions sent November 19th</u> <u>Annual Reports were sent out on December 1st.</u> <u>Review submissions due January 9th</u> <u>The next steps will be for the PM and PWG to review</u>	In-Progress	
Application Review	The PWG has been assisting with the review of applications. In 2024, the PWG and I accredited 13 operations	On-going	
Forms	Transferring forms to Adobe for a better user experience	In-progress	

Tutorials	Updating tutorials and content on the website	In-progress	
OA Procedures Manual	I will be writing a procedures manual for this program.	Not Started	
Marketing	I will work with PR&M and Brittany to continue putting content together. The potential target markets are travel and parent magazines.	In-progress	
<p style="text-align: center;">Operation Reviewer</p> <p>Approved Operation Reviewers: 30</p>			
Renewals	We have shifted renewals from every year to every two years. This will still require 32 CEUs.	Complete	
Training	Working on getting the classroom portion of OR training in the LMS and hosting the scenarios and conversation portion in-person or virtual.	In-progress	
Reviewer Report	One of our Operation Reviewers adjusted our review report to be more user-friendly.	Complete	

<p style="text-align: center;">Inspector Certification Program</p> <p>Current Inspectors: Pro- 170 In house- 35</p>			
Project	Summary	Progress	Needs
Application Review	The PWG has been assisting with the review of applications.	On-going	
Education	I have worked with identifying content at the conference that could be recorded, and I am working with different groups to identify educational content that can be added to the LMS.	On-going	
Forms	Transferring forms to Adobe for a better user experience	In-progress	
Testing in the LMS	<u>With every new platform comes new opportunities to learn. Unfortunately, this was a learning-in-the-moment opportunity. Although we did extensive testing of the platform, we did find things that we need to focus on and adjust for future testing events in the LMS. This will require assistance from the platform provider and numerous volunteers to test any</u>	In-progress	

	<u>system limitations for testing and other learning opportunities.</u>		
Application Review	I compiled a Google form to assist in application review, streamline the process, and maintain consistency.	Complete	
Florida Support	We have had three people go through this process and receive their support letters.	Complete	
Prep Course	<u>Moved the current ICE prep course content to the LMS. Participants will have 15 days to complete the course, which must be completed no later than 5 days before a test day to meet the requirement.</u>	Complete	

Program Work Group

Alex Moore, Andy Brash, Austin Paulson, Bee Lacy, Brandon Burt, Brenda Reep, Dick Hammond, Diego Alvarez, Jason Marker, Jeffrey Chua, JJ Stapleton, Kyle Hansen, Rish Petteruti, Bodhi Ogle, Same Spence, Tim Prairie

Project	Summary	Progress	Needs
Applicant Liaison Training	This group went through the first training opportunity in the LMS with the Applicant Liaison Training.	Complete	
Operation Accreditation Trainer Requirements	<u>Through many Operation Accreditation application reviews, the PWG and I have had numerous discussions about trainer requirements relating to this program. A couple of members and I drafted a proposal, and the PWG approved updating this requirement from ALL trainers must meet the QCP to the operation needs to either have a QCP on staff who oversees training or have a business relationship with a vendor who would oversee training to ensure it meets the standards.</u>		

Related Groups

Project	Summary	Progress	Needs
QCPTF Chair: Dick Hammond John Turman Alex Moore Tim Prairie	The QCPTF has started putting together their presentations for the PWG. They seek guidance on whether the PWG understands what they created, why they went in the direction they did, if they support the direction, and if they have any final recommendations. This information has fed into how the QCPTF will present at the conference and the information that will go into the LMS.	On-going	

	<u>This group will present to all Accredited Members in the morning at the Accredited Member Symposium and on Saturday as a general session.</u>		
Professional Inspector's Forum Task Force PWG Liaison: Jason Marker Lead: Don Nagy John Turman Paul Hancock Jonathan Lumb Hank Backofen	The PWG approved this task force to provide the Professional Inspector's Forum as a Pre-Con at the conference. Current members are members of the recent Inspector Certification Panel.	On-going	
Universal Portfolio	This TF will be on hiatus until the QCP task force has updated QCPs. I am hoping that we can start getting this group back up and running after the conference to work with the QCP group for information and pass it off once QCPTF is complete and approved.	Paused	
TIRE	I have been the Staff liaison to this group. See New Projects above as well as TIRE's Board report.	On-going	
Accredited Operations Affinity Group Chair/Liaison: JJ Stapleton	<u>See ED Report</u>	On-going	
PR&M Chair: Matt Marcus	I have been working with PR&M on potential marketing plans for Vendor Accreditation and will soon bring up the topic of Operation Accreditation marketing again.	On-going	
Accredited Vendor Symposium Planning Group Chair/Liaison: Dick Hammond	<u>See ED Report</u>	On-going	