5.14 Accreditation

5.14.1 Aspects of Accreditation

5.14.1.1 Definition of Accreditation

Accreditation is the procedure by which an association is assessed to be in compliance or lacking compliance with IPPF membership standards. Accreditation reviews are carried out by a number of separate bodies IPPFs membership committee, regional council and the association under review itself.

This section of the IMS is fundamental in guidance through the phases of the accreditation process.

5.14.1.2 Permissions to Accreditation

Access to the accreditation menu options depends on user permissions. There are two levels of access, one ‘Accreditation-Self-Assessment’, those responsible for carrying out the self-assessment for the association will have access to this group which grants permission to the ‘FPA Self-Assessment (F1)’ and ‘Member’s Guide’ menu options. The group ‘Accreditation’ provides access to all upper menu options ‘Review Team Assess.’, ‘RO Assessment (F2)’ and ‘Regional Overview’ as well as those granted by the ‘Accreditation-Self-Assessment’ group. Provides access to review team assessment and regional office assessment forms and information and is limited to those within the assessment team and regional office personnel.

5.14.1.3 Adding Accreditation Details

The ‘Accreditation’ sub menu option is located between ‘Human Resources’ and ‘Time Line Status’ under the ‘Data Entry’ main menu option. Upon activation of ‘Accreditation’ upper menu options appear (directly dependent on the users access).

Figure 5-116 Accreditation Upper Menu

| Self Assessment (F1) | Review Team Assess. | Regional Direct Ass. (F2) | Regional Overview (F2) | Member’s Guide |

In most circumstances access to accreditation will be limited to the ‘Accreditation-Self-Assessment’ group, in this case ‘Self-Assessment (F1)’ and ‘Member’s Guide’ will be the only menu options that appear.

Even though the upper menu options follow the sequence Self-Assessment, Review Team Assess, Regional Direct. Assess, Regional Overview and Member’s Guide. It is best if Member’s Guide is explained first as this is essential reference information.

5.14.2 Member’s Guide

5.14.2.1 Functionality of the Member’s Guide

1. The Member’s Guide menu option is located on the right of the upper menu bar. Upon selection of this option an introductory page is displayed with information pertaining to using the guide.
2. The Member’s Guide is designed to assist IPPF members prepare themselves for an accreditation review. This includes assessing themselves prior to formal accreditation review.

5.14.2.2 Using the Member’s Guide

1. Start Using Members Guide – This is a button located at the top of the introductory page and when activated displays the first page of the member’s guide.

2. The layout of this page is consistent across the Member’s Guide with the Standard itself and Issues to Consider being the only changing features. Please refer to the numbers on fig 5-118

1 – Category of the standard
2 – IPPF Membership Number and Standard
3 – Issues to Consider – Tips for the association, ie what is required to meet the IPPF Membership Standards.
4 – Dropdown list of all categories of IPPF Membership Standards enabling the user to jump between categories.
5 - Single arrows on with side of the category selector can be used to jump to the next or previous standards one by one.
6 - Double arrows can be used to jump to the first or last standard.

5.14.3 FPA Self-Assessment (F1)

5.14.3.1 Functionality of FPA Self-Assessment

FPA self-assessment is completed by the FPA under accreditation review. Self-Assessment enables the FPA to identify any areas of non-compliance, provides time to plan and take corrective action prior to the official review and to establish reasons why any non-compliance with membership standards may exist.

5.14.3.2 Adding and Viewing FPA Self-Assessment Details

1. FPA Self-Assessment (F1) is located on the left of the upper menu bar. Upon activation of this option a new page including 5 buttons is displayed.

Figure 5-119 FPA Self-Assessment Control Buttons

2. Activation of these buttons depends on the progress of the specific FPAs Self-Assessment.
   a) FPA self-assessment not opened – Only button active is ‘Add New Self-Assessment (Format 1)’.
   b) New Self-Assessment has been added – All buttons active except for ‘Add New Self-Assessment (F1)’ and ‘Print Certificate’.
   c) Self-Assessment Closed – ‘Print Certificate’ and ‘Print Format 1’ are the only active buttons.

3. Adding a New Self-Assessment results in the presentation of a new page with ‘Instructions for completing the FPA Assessment: Format 1’.

Figure 5-120 FPA Self-Assessment Instructions

Instructions for completing the FPA Assessment: Format 1

9. The form is to be completed entirely by the Association or by a person designated by the Association and/or by a person designated by the Accreditation Board. It must be completed by the Association or by a person designated by the Accreditation Board prior to the official review.

10. The Association or a person designated by the Association must be familiar with the standards and be able to answer the questions in the form accurately. The form must be completed by the Association or a person designated by the Accreditation Board prior to the official review.

11. The form must be submitted to the Accreditation Board by the Association or a person designated by the Association. The form must be submitted to the Accreditation Board by the Association or a person designated by the Accreditation Board prior to the official review.

12. The form must be submitted to the Accreditation Board by the Association or a person designated by the Accreditation Board. The form must be submitted to the Accreditation Board by the Association or a person designated by the Accreditation Board prior to the official review.

13. The form must be submitted to the Accreditation Board by the Association or a person designated by the Accreditation Board. The form must be submitted to the Accreditation Board by the Association or a person designated by the Accreditation Board prior to the official review.
4. ‘Start Working with Format 1’ button produces the first page of the FPAs self-assessment, this is where the FPA must enter evidence of compliance or non-compliance with the FPA membership standards. There are two main sections to this form, the first section is very similar to the Member’s Guide, and the second part requires the FPA to provide details regarding their compliance with each standard.

Figure 5-121 Standards and Navigation

Provides the standard category and standard without the considerations as in the Member’s Guide and the ability to jump between standards and categories by utilising the dropdown list and arrows.

Figure 5-122 Self-Assessment Details

Enables the user to enter evidence to support compliance or non-compliance with the specific standard, assessment date and target date (for ease of selecting and entering a date click on the calendar icon located near these fields), if the FPA is undertaking actions to rectify non-compliance and finally the question whether the FPA itself believes it is complying with the standard.
Please Note – Please be aware if the user is operating under US English configuration, the date format of the calendar will display MM/DD/YYYY, however on the screen the instructions present the date format to be DD/MM/YYYY.

5. One of these forms needs to be completed and submitted for every IPPF membership standard. Once this is done and the FPA is sure no further editing (‘Edit Format 1’) is required the user can close the self-assessment by activating ‘Close Format 1’. It is vital the FPA carefully considers the contents of Format 1 prior to closing as it is not possible to reopen Format 1. ‘Edit Format 1’ and ‘Close Format 1’ are buttons which appear on the first page once the upper menu option ‘FPA Self-Assessment(F1)’ is selected.

**Important Closing Aspects**

a) A new format cannot be opened until the previous one is closed, the order of accreditation is FPA Self-Assessment, Review Team Assessment, RO Assessment and Regional Overview.

b) Once closed format 1 cannot be reedited or open, a new self-assessment can be added 5 years after the previous has been opened when another accreditation cycle begins.

c) Upon selection of the close button IMS performs a validation check and displays necessary results to ensure the FPA is not closing Format 1 prior to completion. The validation check cannot validate information that has been entered only the FPA can do this, but it will confirm –

1. Text has been entered in at least one of the evidence/comment fields for every standard.
2. A date of assessment is specified for every standard.
3. If the association deems it is not in compliance a date has been entered when it believes compliance will be reached.

This allows the association to add missing information identified by the validation check and while it does not guarantee the Self-Assessment is finalised and complete it greatly assists with the achievement of this.

6. ‘Print Format 1’ and ‘Print Certificate’ are the only options available to the organisation once ‘FPA Self-Assessment’ has been closed. ‘Print Format 1’ produces a report of all standards and evidence entered by the FPA for each, this can be viewed and printed prior to closing the FPA self-assessment as well as after. ‘Print Certificate’ creates a certificate that must be printed and sent to RO once the FPA self-assessment has been closed. This certificate is called a validation certificate and confirms format 1 has been completed to the satisfaction of the Association’s Executive Director.

### 5.14.4 Review Team Assessment

#### 5.14.4.1 Functionality of Review Team Assessment

The Review Team Assessment is conducted by an independent group of assessors with the objective of ensuring the FPA under review adheres to all membership standards. Review Team Members collect documentation from the associations, which provide evidence that standards are being met and where this is not enough interviewing staff and volunteers and other record checks are carried out. The Review Team Assessment predominantly together with Format 1 provide the Regional Office with the assessment details required to make an informed decisions
regarding the association’s compliance. Therefore it is essential the evidence recorded here be as complete and factual as possible.

5.14.4.2 Adding and Viewing Review Team Assessment Details

1. The Review Team Assessment menu option is located to the right of FPA Self-Assessment (F1) and when activated displays a new page including 4 buttons. The Review Team Assessment option will only appear for users who have access to the ‘Accreditation’ group, if not, only two menu options will appear ‘FPA Self-Assessment’ and ‘Member’s Guide’. Refer to figure 5-119.

![Figure 5-123 Review Team Assessment Control Buttons](image)

2. Similar to FPA Self-Assessment, availability of these buttons depends on the progress of the specific FPAs Review Team Assessment.
   a) Review Team Assessment not opened – Only button active is ‘Add New Review Team Assess.’.
   b) New Review Team Assess. has been added – All buttons active except for ‘Add New Review Team Assess.’.
   c) Self-Assessment Closed – ‘Print Certificate’ and ‘Print Format 1’ are the only active buttons. Email sent to Mark about this

3. Upon activation of the ‘Add New Review Team Assess.’ Button a new page is displayed listing instructions for completing the review team assessment. A new Review Team Assessment can only be added once the FPA Self-Assessment is closed.

![Figure 5-124 Review Team Assessment Instructions](image)

4. To begin working within the Review Team Assessment the user is required to activate the ‘Start Working With Review Team Assessment’ button located at the top of this screen. There are two main sections to this form, the first part identical to the first section in the FPA Self-Assessment providing the standard...
and category and the ability to jump between standards and categories utilising the dropdown list and arrows.

Figure 5-125 Standards and Navigation

The next section guides the Review Team through various issues and checks enabling members to assess whether the FPA is in compliance with IPPF standards. This part of Review Team Assessment is divided into three segments, Practical Issues, Checklist and General Assessment.

Figure 5-126 Review Team Assessment Details

Practical Issues identifies potential problems the review team may experience in substantiating the association’s compliance with membership standards. Offers advice to members regarding the method of assessment used for each specific standard.

The checklist includes a set of suggested checks that should be made by the review team to prove compliance with each standard. In most instances this can be achieved by reviewing the associations documentation. ‘Not Applicable’ should be selected in the case the check is deemed inapplicable, this option is available in the dropdown list adjacent to the checklist item.

Finally a general assessment, the assessor has to decide based on the evidence collected whether the association fulfils the requirements of the standard.

The user is required to enter the date of assessment for each standard, once again please be aware of operating system settings US English will have the date format displaying MM/DD/YYYY even though the screen instructions present DD/MM/YYYY.

5. The review team is required to evaluate the association compliance with every membership standard. Once this has been completed and the Review Team is sure no further editing is required they can close the ‘Review Team Assessment’ by selecting ‘Close Review Team Assessment’ button located on the first page displayed after selecting the ‘Review Team Assessment’ upper menu option.
**Important Closing Aspects**

a) A new format cannot be opened until the previous one is closed, the order of accreditation is FPA Self-Assessment, Review Team Assessment, RO Assessment and Regional Overview.

b) Once closed the review team assessment cannot be reedited or open, a new review team assessment will be opened approx 5 years later, once the next accreditation cycle has begun.

c) Upon selection of the close button IMS performs a validation check and displays necessary results to ensure the Review Team is not closing the Review Team Assessment prior to completion. The validation check cannot validate information that has been entered only the FPA can do this, but it will confirm. The information required in this section does not allow for comprehensive validation checks unlike FPA Self-Assessment, however the IMS can check –

1. The date of assessment has been entered.

This allows the review team to add missing information identified by the validation check and while it does not guarantee the Review Team Assessment is finalised and complete it greatly assists with the achievement of this.

6. Once the Review Team Assessment has been closed the only option available to the Review Team is ‘Print Review Team Assessment’. This creates a report listing practical issues, checklist and general assessment results for each standard based on the associations performance.

**5.14.5 RO Assessment (Format 2)**

**5.14.5.1 Functionality of RO Assessment (Format 2)**

The Regional Office Assessment provides the Regional Office’s judgment of the associations adherence to membership standards. The regional office draws on a number of documentary sources to provide evidence of the association’s compliance or lack of before making their assessment decision concerning each standard. The main sources are FPA Self-Assessment, any documents held by RO but mainly the Accreditation Review Team report (hence the emphasis placed on entering complete and factual information in Review Team Assessment).

**5.14.5.2 Adding and Viewing Regional Office Assessment Details**

1. The ‘RO Assessment (F2)’ upper menu option is located between ‘Review Team Assessment’ and ‘Regional Overview (F3)’. When activated as with the FPA Self Assessment and Review Team Assessment a new page is displayed with this time 5 navigation buttons.

Figure 5-127 RO Assessment Control Buttons
2. Similar to ‘FPA Self-Assessment’ and ‘Review Team Assessment’, availability of these buttons depends on the progress of the specific FPAs RO Assessment (Format 2).
   a) Review Team Assessment not opened - Only button active is ‘Add New Review Team Assess.’.
   b) New Review Team Assess. has been added - All buttons active except for ‘Add New Review Team Assess.’.
   c) Self-Assessment Closed - ‘Print Certificate’ and ‘Print Format 1’ are the only active buttons. Email sent to Mark about this.

3. A new page displaying instructions for the ‘RO Assessment (Format 2)’ is displayed when either the ‘Add New Format 2’ or ‘Edit Format’ button is selected. The RO Assessment (Format 2) can only be added once the ‘Review Team Assessment’ for the specific accreditation cycle has been closed.

Figure 5-128 RO Assessment Instructions

![RO Assessment Instructions](image)

4. The user is required to activate the ‘Start Working with Format 2’ button, this presents the interface the RO is required to utilise while completing their assessment of the association. There are two main sections to this form, the first of these identical to the first part in the two previous assessments, displays the standard and category and provides the ability to jump between standards and categories utilising the dropdown list and arrows.

Figure 5-129 Standards and Navigation

![Standards and Navigation](image)

The second and final part of this form requires the regional office to enter their assessment, based on FPA Self-Assessment, RTA and other documentary evidence of the FPA’s compliance with each IPPF membership standard. In the situation where the FPA has failed to adhere to a standard and the RO believes there is convincing and acceptable reasons why they cannot comply and
therefore accreditation should not be withheld, those reasons should be stated in
the comments box on the left. Where the Regional Office has deemed the FPA to
be lacking in compliance but believes compliance can be achieved then a
comment should be made relating to this together with a list of required actions
by the FPA and entered in the comments box on the right. A target date only
needs to be entered if compliance is estimated for the future, please remember
the operating system settings and their effect on the date format (MM/DD/YYYY)
for US even though instructions are DD/MM/YYYY.

Figure 5-130 RO Assessment Details

5. The RO is required to go through each membership standard and assess the
FPAs adherence to each according to documentary evidence gathered and
include all particulars within the RO Assessment. When the Accreditation Team
Coordinator (responsible for the preparation of the RO assessment) believes the
assessment is complete the document is passed over to the Regional Director for
final approval prior to closing. Once the Regional Director has reviewed and
finalised format 2 and the RO is certain no further changes are required the user
can close the RO Assessment by selecting the ‘Close Format 2’ button located on
first page displayed after the upper menu option ‘RO Assessment (Format 2)’ is
activated. The Accreditation Team Coordinator and Regional Director approve
the RO Assessment by signing a copy of ‘Print Format 2’ in the ‘Prepared By’ and
‘Reviewed By’ fields on the last page.

Important Closing Aspects
a) A new format cannot be opened until the previous one is closed, the order
of accreditation is FPA Self-Assessment, Review Team Assessment, RO
Assessment and Regional Overview.

b) Once closed format 2 cannot be reedited or open, a RO Assessment can be
added approximately 5 years after the previous ‘FPA Self-Assessment’ has
been opened when another accreditation cycle begins.

c) Upon selection of the close button IMS performs a validation check and
displays necessary results to ensure the Regional Office is not closing
Format 2 prior to completion. The validation check cannot validate
information that has been entered only the Regional Office can do this, but
it will confirm –

1. Text has been entered in at least one of the evidence/comment fields
   for every standard where the RO has entered a judgement of non-
   compliance.

2. A target date is specified where comments on actions currently being
   undertaken or required have been entered.
This allows the Regional Office to add missing information identified by the validation check and while it does not guarantee the Assessment is finalised and complete it greatly assists with the achievement of this.

6. ‘Print Format 2’ and ‘Print Certificate’ are the only options available to the RO once they have decided to close the Assessment. ‘Print Format 2’ produces a report of the standards and assessment information entered by the RO and as mentioned previously is required to be signed by the Accreditation Team Coordinator and Regional Director. ‘Print Certificate’ creates a certificate that must be signed by the Regional Director and sent to the CO Policy and Governance Unit. This F2 certificate confirms that Format 2 has been completed to the satisfaction of the Regional Director and contains an important summary table in which the details of decisions made by the RD relating to accrediting an FPA that has not met all the standards are presented.