



Pursuit of Excellence Training and Consulting Services

Our Goal is Your Success!

PO Box 83 Sandy Ridge North Carolina 27046

Phone: 336-406-5652

www.pursuitofexcellence.us

Accreditation Manager's Certification Series

About this Series:

Accreditation Manager Certification by Pursuit of Excellence includes a series of nine modules developed to give an Accreditation Manager the information needed to accomplish the task of achieving and maintaining accreditation in a law enforcement or correctional agency. Though this certification series is designed for public safety accreditation, the same concepts work with other accreditation programs. While requirements and terminology vary from one accrediting body to another, the processes and management are the same.

Agencies who are involved in or considering accreditation through a state, national, international, or other accrediting bodies should have staff attend this training. They will leave with knowledge of the benefits of accreditation as well as an understanding of the entire process from beginning to end. They will have a better understanding of what accreditation involves and how to build and maintain a successful accreditation program.

The material presented is based on years of experience by the professionals involved with Pursuit of Excellence in their roles as Accreditation Managers, Auditor/Assessors, and consultants. Much of it involves lessons learned from conducting assessments/ audits, successes, and of course a few failures along the way. This series is designed to give the agency and staff involved in accreditation everything necessary for success. The nine modules are designed to build on each other and are best taken in order.

This certification series is an ongoing training opportunity. If you miss one of the topics, you can attend the same session at a future scheduled date.

Who should attend this training:

- Command Staff who are responsible for overseeing the Accreditation Process.
- New Accreditation Managers.
- Accreditation Managers who are looking to improve their accreditation process or need a comprehensive review of their tasks and responsibilities.





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Who should attend this training:

- Agencies who are managing or considering multiple accreditations.
- All staff are responsible for the development, management, and implementation of policies, procedures, and written directives.



Visit www.pursuitofexcellence.us to register for any of the training modules listed below. Attendees can register for individual modules or for the series. The registration fee for the entire series is \$250.00. To register for an individual module, click on the module for the specific registration fee which ranges from \$50.00 to \$100.00. Each session is scheduled for 90 minutes. Sessions start at 1:00 pm Eastern Time.

The modules include the following topic:

ACCREDITATION MANAGER BASICS – FEBRUARY 07, 2024

This is an overview of a successful accreditation program. We will review the tasks and responsibilities of an Accreditation Manager and accreditation team. During this session we

will cover the beginning phases of the accreditation and what to expect. We will also do a quick review of the other modules in this series.

Who Should Attend: If your agency is involved in or interested in accreditation, you don't want to miss this module. It is recommended that current and future.

**ACCREDITATION
MANAGER
CERTIFICATION**

Accreditation Managers and others who are or will be involved in the accreditation process attend this module.



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UNDERSTANDING AND BREAKING DOWN STANDARDS FEBRUARY 14, 2024

WHAT ARE OUR ACCREDITATION STANDARDS?

One of the biggest challenges in accreditation is understanding the standards and what they require. Often, during assessments/audits the assessors/auditors find that agencies meet part of the standard but not all of the standard.

In order to become accredited, an agency must comply with the entire standard. In order to comply with the standards, the Accreditation Manager must understand it and be able to break it down to identify each part of the standard. This module will give the attendee the knowledge and ability to understand and breakdown standards so they meet all of the standards especially the standards with multiple elements.

Who Should Attend: Individuals who are involved in the development and/or review of agency policies, procedures, and other written directives should attend this session to give them a better

CONDUCTING A SELF-ASSESSMENT – FEBRUARY 21, 2024

The first step in the accreditation process is conducting a self-assessment. It helps an agency understand where the agency is currently regarding the accreditation process and what the agency needs to do to accomplish the goal of accreditation. While the focus of this module is on the initial self-assessment, it will also cover the value of ongoing self-assessments throughout the accreditation process.



Who Should Attend: Command staff and other individuals who are responsible for overseeing the accreditation should attend this module so they have a better understanding of what is required. It will also aid them in communicating the value and need of obtaining accreditation. After completing the Self-Assessment, the agency will be able to develop a plan to present to the stakeholders explaining the benefits and value of the accreditation process in order to gain the necessary support needed.



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POLICY AND PROCEDURE DEVELOPMENT AND REVIEW (DAY ONE) – FEBRUARY 28, 2024 (DAY TWO) – MARCH 06, 2024

POLICY AND PROCEDURE DEVELOPMENT AND REVIEW

Agency's policies, procedures, and other written directives are the foundation of the agency and the accreditation process. They are a key element in the professional and consistent operation of any agency or organization. This module will cover writing policies, procedures, and written directives in a manner which is:

- Understandable by staff,
- Defensible,
- Meet and identify training requirements, and
- Developed in a way to create consistency within the agency.



This module gives attendees the knowledge necessary to implement and distribute policies as well as outline the review process for policies, procedures, and other written directives.

Who Should Attend: All staff who are part of the policy development and review process should attend this module.

IMPLEMENTATION AND SUSTAINING AN ACCREDITATION PROGRAM MARCH 13, 2024

Many projects, including accreditation, fail not through lack of understanding or desire, but through the lack of an effective implementation and maintenance program. This module focuses on how to implement and sustain an accreditation program from the initial agreement through to the assessment/audit and on to many years of reaccreditation.





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Many agencies fall behind after obtaining their initial accreditation or re-accreditation. It often becomes a cram fest just months before the next assessment/audit.

Attendees who attend this module will have a better understanding of how to manage, plan, and be successful in implementing and sustaining an accreditation program.

Who Should Attend: Command Staff overseeing accreditation and accreditation staff.

IDENTIFYING PROOFS OF COMPLIANCE MARCH 20, 2024

“What makes a good proof?” is one of the most common questions asked when it comes to accreditation. Agencies need to show proofs of compliance with the standard, but sometimes struggle on what makes a “good proof”.

This module will give the attendees the knowledge of how to identify the different types of proofs as well as how to collect and organize them on an ongoing basis. Attendees will better understand what a proof of compliance is and how to ensure the proof doesn't show non-compliance with another standard.



Who Should Attend: All staff responsible for identifying and collecting proofs of compliance should attend this training. It will make their job much easier and provide the accreditation manager with better proofs of compliance.



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DOCUMENTING COMPLIANCE AND BUILDING ACCREDITATION FILES MARCH 27, 2024



Accreditation involves files which must be built based on the standard, agency directive, and proof of compliance. Some agencies are still using paper while others are using electronic files. This module shows how to build “auditor friendly” files which show compliance through properly identified and/or highlighted proofs. Easy and organized files are extremely important in a successful

assessment/audit. The file often sets the tone for the assessment/audit. Files which are not assessor/auditor friendly will often lead the agency and accreditation manager to more work and lots of stress.

Who Should Attend: Staff responsible for developing, reviewing, and working with agency accreditation files should attend this session regardless of how big or small their part is.

CONDUCTING A MOCK AUDIT APRIL 03, 2024



Think you’re ready for your audit or assessment? Are you sure? A thorough mock audit/assessment will give you a clear idea of whether you are ready for the audit or assessment team to visit your agency. This module will give attendees the guidance and

knowledge on conducting a Mock Audit. It is recommended that agencies use an outside source who is knowledgeable and experienced in conducting assessments/audits as a preparatory step for the actual assessment/audit. However, it is equally important that accreditation managers and command staff understand how to conduct mock assessments/audits so they can conduct them themselves on an annual basis.



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This module will show attendees what assessors/auditors look for during the onsite assessment/audit and help you get your staff ready.

Who Should Attend: Command staff, Accreditation Managers, Supervisors who will be conducting assessments throughout the accreditation cycle, Fire and Safety Officers.

PREPARING FOR AN AUDIT/ASSESSMENT APRIL 10, 2024

“By failing to plan, you are planning to fail,” said Benjamin Franklin. Successful assessments/audits don’t just happen. They are the result of careful planning and execution of the plan by the agency, led by the Accreditation Manager. This final module will cover the steps necessary to prepare the agency for a successful assessment/audit. The plan must include everything from the original contact with the assessors/auditors to their departure and thereafter. Attendees in this module will understand what it takes to plan for the assessment/audit. This includes what to ask the assessors/auditors prior to their arrival, how to plan the agency tour, and manage the onsite visit.



Who Should Attend: Command Staff, Accreditation Managers, Accreditation Team members, and Individuals who are involved in the onsite visit should attend this module regardless of their role.

FOR MORE INFORMATION OR TO REGISTER, VISIT WWW.PURSUITOFEXCELLENCE.US, EMAIL US AT TRAIN@PURSUITOFEXCELLENCE.US, LONNIE@PURSUITOFEXCELLENCE.US, OR CALL US AT 336-406-5652.

ASK ABOUT OUR ONSITE TRAINING PROGRAM WHERE WE BRING THE TRAINING TO YOUR AGENCY