

# ACCREDITATION MANAGER TRAINING

## SYLLABUS

0800-0810 **Opening Remarks**

0810-0840 **The Role of the Accreditation Manager**

Overview: This 30-minute block of instruction will cover the specific duties and responsibilities of the position, along with how these duties and responsibilities evolves or encompasses other roles – i.e., policy writing, inspections, etc.

0840-0925 **Accreditation 101**

Overview: This 45-minute block of instruction presents a broad overview of the entire accreditation process, including terms, definitions, and logistical concerns.

0925-1025 **Interpreting Standards**

Overview: This one-hour block of instruction will emphasize the importance of interpreting standards so that the Accreditation Manager can evaluate their applicability to his/her agency and decide the best way to demonstrate compliance with them. “Key” words or phrases used in standards will be covered so that Accreditation Managers will understand that while there are no “trick standards, there is a knack to reading them.

1025-1125 **File Assembly and Maintenance**

Overview: This one-hour block of instruction will describe for attendees the different ways – “do’s” and “don’ts” - of assembling and maintaining files, as they prepare for their mock and official on-site assessments. Conflicting directives and “proofs”, CALEA’s “Appendix G”, file maintenance and applied discretion issues, setting up electronic files and setting up “working files” will be also be discussed.

1125-1155 **Question and Answer (Q&A) and Test**

Overview: The final 30 minutes of the training is set aside for any questions that attendees have that maybe weren’t answered during the class, along with any areas that may need clarification. After the Q&A, a written test will be administered. Because this class has been approved for four (4) hours of in-service training credit through the Maryland Police Training Commission (MPTC), officers attending the class who will be seeking in-service training credit must take the written test and achieve a passing score of at least 70%. For others, the test is optional, but recommended.

# ACCREDITATION MANAGER TRAINING

## COURSE OBJECTIVES

Given pen and paper, attendees will:

- 1) List two qualities of a successful Accreditation Manager
- 2) Demonstrate an understanding of a “linking” standard
- 3) Demonstrate an understanding of a “conditional” standard
- 4) Describe the difference between a “policy” and a “procedure”
- 5) Demonstrate an understanding of the terms “file maintenance” and “applied discretion”
- 6) Demonstrate an understanding of an “other-than-mandatory” standard and what it means to “20%” a standard
- 7) Demonstrate why the file for a standard that is Not Applicable (N/A) should still contain documentation to justify or “prove” the N/A
- 8) Demonstrate an understanding of the various accreditation process phases

# MOCK ASSESSOR TRAINING

## COURSE SYLLABUS

### 1200-1225 **The Role of the Mock Assessor**

Overview: This 25-minute block of instruction will stress the importance of the mock assessor to the efforts of the agency being assessed as the agency plans and gets ready for their official on-site assessment. One of the major reasons an agency has a mock assessment is to evaluate the agency's efforts and looks to the mock assessor to find any areas where agency written directive(s) and compliance documentation fails to meet the requirements of the standard. In addition, the mock assessor must also inform the agency of areas that are exemplary.

### 1225-1255 **Construction of Mock Assessments**

Overview: This 30-minute block of instruction will discuss different types of mock assessments that some agencies use. They include "dress rehearsals", just a file review, just a tour, or file review and tour, etc. Mock Assessors must be flexible to meet the agency's needs

### 1255-1510 **File Review**

Overview: This two-hour-and-fifteen-minute block of instruction will cover the specifics for attendees, such as what mock assessors should look for in terms of "procedures", "policies", "plans", etc; suitable (and unsuitable) proofs of compliance; is the analysis *really* an analysis; completion of mock ISSRs, etc.

### 1510-1540 **Question and Answer and Test**

Overview: The final 30 minutes of the training is set aside for any questions that attendees have that maybe weren't answered during the class, along with any areas that may need clarification. After the Q&A, a written test will be administered. Because this class has been approved for three (3) hours of in-service training credit through the Maryland Police Training Commission (MPTC), officers attending the class who will be seeking in-service training credit must take the written test and achieve a passing score of at least 70%. For others, the test is optional, but recommended.

### 1540-1600 **Close Out and Final Remarks**

# MOCK ASSESSOR TRAINING

## COURSE OBJECTIVES

Given pen and paper, attendees will:

- 1) List two qualities of a successful mock assessor
- 2) List two types of mock assessments
- 3) Identify the difference between a procedure and a policy
- 4) Demonstrate their knowledge of the definition for the term “analysis” and will identify the accreditation standards for which an analysis is required
- 5) Demonstrate their understanding of appropriate and inappropriate uses for the mock ISSR
- 6) Identify at least two criteria that makes a file problematic