

Stage I – Classroom and Online

Applicant submits a Stage I application for review in accordance with Instructions for Applicant with appropriate Stage I initial application fee as per the Schedule of Fees.

Reviewer verifies submission meets formatting requirements as defined in the Instructions for Applicant.

Reviewer returns application if submission does not meet formatting requirements.

Applicant resubmits a corrected Stage I application for review with appropriate Stage I resubmission fee as per the Schedule of Fees.

Reviewer identifies and documents deficiencies in the submission and provides Applicant with a review document.

Applicant corrects deficiencies and submits a revised Stage I application for review with appropriate Stage I resubmission fee as per the Schedule of Fees.

The revised Stage I application need only include those sections with identified deficiencies.

Applicant must meet 100% of Stage I requirements before proceeding to Stage II.

The ABCGA on behalf of the BCCGA will advise Applicant when Stage I is complete and invite Applicant to submit Stage II.

Applicant is allowed a maximum of 2 resubmissions, each with a resubmission fee, as per the Schedule of Fees, to achieve 100% of the Stage I requirements. If the Stage I requirements are not met with the 3 attempts (original plus 2 resubmissions) the application will be rejected. Should this happen, the Applicant would need to start over with a new application and fee.

Estimated review time = 16 hours.

Expected turnaround time for submissions and resubmissions by Applicant = 2 weeks from date of receipt by Reviewer.

Expected turnaround time for Applicants for resubmissions = 2 weeks from receipt of review document from Reviewer in order to maintain their positions in the queue.

If an Applicant does not resubmit within 3 months of receipt of a review document from the Reviewer or the ABCGA, the application will be considered abandoned,

At any point in the Stage I review process the Applicant has recourse to the Executive Director for the resolution of issues that the Applicant and the Reviewer have not been able to resolve.

Stage II – Classroom and Online

Applicant submits a Stage II application for review in accordance with Instructions for Applicant with appropriate Stage II initial application fee as per the Schedule of Fees.

Reviewer verifies submission meets formatting requirements as defined in the Instructions for Applicant.

Reviewer returns application if submission does not meet formatting requirements.

Applicant resubmits a corrected Stage II application for review with appropriate Stage II resubmission fee as per the Schedule of Fees.

Reviewer identifies and documents deficiencies in the submission and provides Applicant with a review document.

The Applicant may request a face to face or conference call meeting with the Reviewer to clarify the deficiencies. Should this be the case the Applicant will be subject to charges as per the Schedule of Fees.

Applicant corrects deficiencies and submits a revised Stage II application for review with appropriate Stage II resubmission fee as per the Schedule of Fees.

The revised Stage II application need only include those sections with identified deficiencies.

Applicant must meet 100% of Stage II requirements before proceeding to Stage III.

The ABCGA on behalf of the BCCGA will advise Applicant when Stage II is complete and invite Applicant to prepare for Stage III.

Applicant is allowed a maximum of 2 resubmissions, each with a resubmission fee as per the Schedule of Fees to achieve 100% of the Stage II requirements. If the Stage II requirements are not met with the 3 attempts (original plus 2 resubmissions) the application will be rejected. Should this happen, the Applicant would need to start over with a new application and fee.

Estimated review time = 8 hours.

Expected turnaround time for submissions and resubmissions by Applicant = 1 week from date of receipt by Reviewer.

Expected turnaround time for Applicants for resubmissions = 2 weeks from receipt of review document from Reviewer in order to maintain their position in the queue.

If an Applicant does not resubmit within 3 months of receipt of a review document from the Reviewer or the ABCGA, the application will be considered abandoned,

At any point in the Stage II review process the Applicant has recourse to the Executive Director for the resolution of issues that the Applicant and the Reviewer have not been able to resolve.

Stage III – Classroom

Applicant schedules a training class on a date acceptable to the Auditor.

Auditor attends training class to ensure program is delivered in accordance with completed Stages I and II submissions. The Auditor's costs, as per the Schedule of Fees, will be invoiced to the Applicant.

If the Auditor is satisfied that the requirements of the Stage III audit have been met, the Auditor will so report to the Chair or the Vice-Chair of the Training Standards Committee who shall present a recommendation to the Board that the Applicant's program be endorsed.

If the Auditor is not satisfied, the Auditor shall, upon completion of the classroom delivery, provide written identification of deficiencies or changes required before a recommendation for endorsement can be made. If the Auditor identifies major deficiencies in the classroom delivery, the Auditor shall report them to the Chair of Vice-Chair of the Training Standards Committee for further action.

The Applicant must provide documentation proving that the deficiencies have been addressed and/or changes have been made which may include scheduling another classroom assessment. Should another classroom assessment be necessary, the Auditor's further costs, as per the Schedule of Fees, will be invoiced to the Applicant.

The Applicant shall not advertise or otherwise indicate endorsement of the program until a formal letter of endorsement has been received from the ABCGA on behalf of the BCCGA.

The Stage III audit must be completed within 6 months of the date the Applicant was advised of the successful completion of Stage II or the application will be considered abandoned.

At any point in the Stage III audit process the Applicant has recourse to the Executive Director for the resolution of issues that the Applicant and the Auditor have not been able to resolve.

Stage III – Online

Applicant provides access to the final version of the online program acceptable to the Auditor. The Auditor will register as a student and will require four access opportunities. The Auditor's costs, as per the Schedule of Fees, will be invoiced to the Applicant.

Auditor completes the online program to ensure content meets what has been approved in Stage I.

Auditor tests the program to ensure the system processes and procedures meet what has been approved in Stage II.

If the Auditor is satisfied that the requirements of the Stage III audit have been met, the Auditor will so report to the Chair or Vice-Chair of the Training Standards Committee who shall present a recommendation to the Board that the Applicant's program be endorsed.

If the Auditor is not satisfied, the Auditor shall provide the Applicant with written identification of deficiencies or changes required before a recommendation for endorsement can be made. If the Auditor identifies major deficiencies in the program, the Auditor shall report them to the Chair or Vice-Chair of the training Standards Committee for further action.

The Applicant must provide documentation proving that the deficiencies have been addressed and/or changes have been made which may require further access to the program. Should further access to the program be necessary, the Auditor's further costs, as per the Schedule of Fees, will be invoiced to the Applicant.

The Applicant shall not advertise or otherwise indicate endorsement of the program until a formal letter of endorsement has been received from the ABCGA on behalf of the BCCGA.

The Stage III audit must be completed within 6 months of the date the Applicant was advised of the successful completion of Stage II or the application will be considered abandoned.

At any point in the Stage III audit process the Applicant has recourse to the Executive Director for the resolution of issues that the Applicant and the Auditor have not been able to resolve.

DOCUMENT TRACKING		
Version Number	Issue Date	Description
1.0	2018-03-22	Based on original Service Standard Version 1.2, 2016-11-30