



ACCREDITATION ADVISORY BOARD

QUALITY ASSURANCE SCHEME APPEALS POLICY AND PROCEDURES

Programs are informed, in writing, of the results of their accreditation review by Orion Assessment Services of Canada (Orion).

A program that has been denied accreditation has the right to appeal the decision according to the procedures outlined below.

Any dispute or appeal referring specifically to Orion Assessment Services of Canada (Orion) and not to the content of the program audit will be reviewed by Languages Canada (LC).

Procedure to Set up an Appeal:

1. A program wishing to appeal an accreditation decision is required to send **written notice of the intent** to appeal to LC within fifteen (15) working days of receiving official notification of its status from Orion. *(Please refer to Accreditation Appeal Form)*
2. Languages Canada will review the nature of the appeal, determine ownership of the appeal process and allocate to the appropriate body.
3. Programs are required to **send complete details** pertaining to the appeal, along with a non refundable fee of \$1,000, to Orion Assessment Services of Canada (or Languages Canada, if, as noted above, the appeal pertains to Orion itself) within fifteen (15) working days of sending their notice of intent to appeal.
4. Upon receipt of the details of the program's appeal of the accreditation decision or process and the applicable fee, the President of Orion Assessment Services of Canada will appoint an evaluator not involved in any part of the initial review, to review the file and determine the accuracy of the initial accreditation decision.
5. In reviewing the file, the evaluators will examine emailed copies of:

- the application and related documents, as initially submitted for preliminary review
- the On-site Review Report and the On-Site Summary Report
- Any related documents submitted by appellant program
- Written comments by the evaluator(s) responsible for the site visit
- Any other relevant documents

Please Note: Reports from other accrediting bodies will not be considered.

6. The independent evaluator will forward the report to the Accreditation Advisory Board for review and consideration within 15 days of receiving the emailed documents from the program.
7. The Accreditation Advisory Board will inform the program of the decision, in writing, within fifteen (15) working days of receipt of written report from the evaluator.
8. With respect to a **previously accredited program** that is under appeal, the program maintains its status as an accredited program during the appeal process. Should the appeal be rejected, the program is immediately deleted from the LC list of officially accredited programs and must cease to use the LC logo in its publicity materials and marketing.
9. For rejected appeals, the \$1000 fee shall be retained by Orion to be used to compensate the new evaluator and to cover the costs associated with the Accreditation Advisory Board review.

All rejected programs may re-apply for accreditation twelve (12) months following the appeal. Please note that the application will be deemed to be a completely new application and will be charged full accreditation processing fees and.

10. Where an appeal is upheld, the \$1,000 Appeals fee will be refunded.
11. All Accreditation Advisory Board decisions regarding appeals are final.

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