



THE INTERNATIONAL SOCIETY FOR PROSTHETICS AND ORTHOTICS (ISPO) EDUCATION ACCREDITATION APPEALS PROCEDURE

All ISPO accredited P&O education organisations are required to maintain certain standards. Pursuant to these standards, ISPO has the authority to award accreditation and may withhold, place on probation, suspend or revoke accreditation if an Organisation¹ does not achieve or maintain these Standards.

In the event of an organisation not being awarded accreditation or not being renewed; the following Appeal Procedure is available.

1. Requirements of an Appeal Request.

An Organisation must include, in its written Appeal Request, proof that the:

- A. Non-compliances found by the ISPO Auditor Team lack a factual basis, with clear indication of which Standard/s the organisation believes has been incorrectly evaluated; and
- B. Resulting sanction, the basis of the ISPO Auditor Team's recommendation, or the conclusions drawn are arbitrary, unreasonable, or capricious.

If the Appeal Request does not adequately address one or both of these requirements, the Appeal Request will be denied.



The Appeal Request may include additional evidence that is to be considered by the ISPO Education Core Committee² and ISPO Accreditation Sub-Committee³. All such evidence must be new and different from the evidence considered by the ISPO Auditor Team and must set forth adequate reasons why such evidence was not provided during the audit.

2 Decision to Granting or Refuse an Appeal Request.

Within thirty (30) days of receiving the Appeal Request, the ISPO Head Office shall deliver it to the Accreditation Sub-Committee for consideration.

Within thirty (30) days of receiving of the Appeal Request, the Accreditation Sub-Committee shall consider if the Appeal Request meets the requirements set forth in Section 1 above.

If the Accreditation Sub-Committee determines that the Appeal Request:

- Meets the requirements in Section 1, the Appeal Request Procedure shall proceed.
- Does not meet the requirements in Section 1, the Appeal Request and recommendation from the Accreditation Sub-Committee will be forwarded to the Education Core Committee.

Within thirty (30) days of receiving the Appeal Request and the Accreditation Sub-Committee recommendations, the Education Core Committee shall review and deliberate the documentation; and makes the decision as to whether or not the Appeal Request Procedure shall proceed.

The Education Core Committee's decision shall be final.

Within thirty (30) days from the Education Core Committee's determination, the ISPO Head Office shall notify the organisation of the decision on whether the Appeal Request has been approved or denied.

If the Appeal Request is permitted, the procedure will continue as follows.

3. Review by the Accreditation Sub-Committee.

Within thirty (30) days from approval of the Appeal Request, the Accreditation Sub-Committee's shall review and deliberate the Appeal Request. This review and deliberation may be conducted in a virtual meeting, by email or in person.

The Accreditation Sub-Committee may allow a representative of the Organisation to attend, on a case-by-case basis.

Upon the conclusion of those deliberations, it should provide the Appeal Request and its written recommendations to the ISPO Education Core Committee.

4. ISPO Education Core Committee Decision.

Within thirty (30) days of receiving the Appeal Request and the Accreditation Sub-Committee recommendations, the Education Core Committee shall review and



deliberate the documentation, and makes its decision. This review and deliberation may be conducted in a virtual meeting, by email or in person.

Within thirty (30) days of the final decision, the ISPO Head Office shall provide the Organisation with written notification of the decision.

The decision of the Education Core Committee is final and cannot be appealed further.

5. Burden of Proof.

A decision to reverse or modify the ISPO Auditor Team's recommendation will be made only in the event that the written Appeal Request shows, by clear and convincing evidence, that the grounds for the ISPO Auditor Team's recommendation lack a factual basis or that such basis or the conclusions drawn are arbitrary, unreasonable, or capricious.

6 ISPO Committee and Sub-Committee Restrictions.

No member of the ISPO Education Core Committee and/or Accreditation Sub-Committee who served on the ISPO Auditor Team shall review the Appeal Request.

Any Committee and Sub-Committee members shall be excused from voting on this Appeal in the case of an existing or potential conflict of interest, such as being in:

- A. Direct or indirect involvement with the organisation requesting the Appeal; or
- B. Competition with the organisation requesting the Appeal.

An Appeal Request should be sent by email to the ISPO Head Office: education@ispoint.org



Definitions:

1. The Organisation is the party making the Appeal Request.
2. The ISPO Education Core Committee (ECC) establishes educational standards and approves accreditation processes. The ECC formally reviews the recommendations for accreditation put forth by the ISPO Subcommittees for prosthetic and orthotic training programmes, multi-programmes or pathways (hereafter programme/s). The level of accreditation awarded is determined by the ECC.
3. The ISPO Accreditation Sub-Committee oversees accreditation processes and ensures that accreditation procedures are followed by the Organisations, ISPO auditors and ISPO Head Office before, during and after site visits. The subcommittee is also responsible for overseeing accreditation reports (produced by ISPO auditors) and making recommendations to the ISPO ECC about accreditations.
4. ISPO auditors are volunteers with expertise in prosthetics and orthotics education. They are responsible for assessing prosthetic and orthotic training programmes, multi-programmes and pathways against the relevant ISPO Education Standards and making recommendations to ensure compliance with these standards. ISPO auditors are selected and trained by the ISPO Education Committee.