

Registered Credential Training Provider (RCTP) Program Policy

July 5, 2021

A. POLICY INTRODUCTION AND PURPOSE

This Registered Credential Training Provider Program Policy (Provider Policy or Policy) establishes and explains the requirements for educational and training providers to offer programs and courses qualified for eligibility credit concerning the CCE credentialing programs. In addition, the Policy explains the rules that must be satisfied in order for provider courses and course materials to qualify for CCE credential eligibility credit. The Policy is intended to support CCE credentialing programs by regulating qualified training providers and the offering of content-appropriate credential preparation and eligibility courses to applicants. CCE has the sole discretion and authority to determine if a training provider or course satisfies the rules in the Policy and related CCE agreements and requirements.

B. REGISTERED TRAINING PROVIDER REQUIREMENTS

In order to participate in a CCE credential program as a recognized training provider, and to offer and grant credit for eligible courses, a provider must be qualified and approved as a Registered Credential Training Provider (RCTP or Registered Provider) consistent with the terms of this Policy. A Registered Provider may be approved to offer eligible courses for one or more CCE Credential programs, as determined by CCE.

Specifically, to qualify and be recognized as a Registered Provider, the training provider (Provider) must satisfy the following RCTP Program application and continuing registration rules and conditions.

1. Policy Compliance Requirement: The Provider must conduct all activities and qualified courses consistent with this Policy, and related CCE agreements and requirements.
2. Provider Application and Continuing Registration Requirements: The Provider must submit to CCE complete and accurate application and continuing registration information, materials, agreements, and fees in a timely manner as required by CCE. All such information and materials become the property of CCE, and all application and continuing registration fees are not refundable or transferable.
3. Provider Representative Requirement: The Provider must designate a qualified and authorized representative to serve as the primary contact person with CCE concerning all matters related to the Policy.
4. Provider Course Content Requirement: The Provider must have developed an educational course(s) or program(s) consistent with the Policy that would qualify a trainee for a specific CCE credential.
5. Provider Legal and Ethics Requirements: The Provider must conduct all educational and business activities in a responsible, lawful, and ethical manner, including compliance with all applicable federal, state, and local legal requirements, and CCE policies and agreements.

6. **Provider Governance and Principles Requirements:** The Provider's organizational governance documents and operational principles must be consistent with CCE policy and agreement requirements, and applicable legal rules. The Provider's organizational governance documents and operational principles must not include or promote any unlawful discriminatory policies, rules, or practices.
7. **Provider Americans With Disabilities Act (ADA) Requirements:** The Provider must conduct all programs in a manner consistent with the requirements of the Americans with Disabilities Act (ADA) and similar state, federal, and local laws, and provide reasonable and appropriate accommodations to training course trainees with qualifying disabilities. However, Providers conducting training programs solely outside of the United States may request a waiver or modification of such disability accommodations requirement that is consistent with the applicable laws of the nation(s) (country(ies)) in which the trainings are conducted. The Provider must provide appropriate accommodations to all course participants (trainees) with disabilities, including physical, visual, and auditory disabilities, consistent with applicable legal requirements.
8. **Prohibited Provider Discrimination Requirements:** The Provider must not discriminate against any individual or group with respect to any service, course, or activity on the basis of gender, race, creed, national origin, sexual orientation, religion, age, organizational membership, or any basis prohibited by law. Limited or closed course participation is permitted for in-service trainings and experience-based trainings, so long as the Provider does not engage in any unlawful discrimination related to such trainings.
9. **Prohibited Provider Belief Acceptance Requirements:** The Provider must not require or encourage course trainees to accept or support any particular political or religious beliefs, principles, or creeds.
10. **Provider Confidentiality of Information Requirements:** The Provider must protect the confidentiality of information related to course trainees, including the identity of trainees, and the information and materials submitted to the Provider by trainees. Providers are required to maintain a published confidentiality policy protecting such trainee information, or provide to CCE a complete explanation of the manner in which such information is kept securely.
11. **Provider Complaint and Policy Requirements:** The Provider must maintain a written and published policy concerning the review and resolution of trainee complaints and disputes related to Provider courses. The Provider must also maintain policies concerning training course fees, refunds, and trainee course withdrawal.
12. **Provider Complaint Reporting Requirements:** The Provider must report to CCE each complaint, dispute, or other grievance (complaint matter) concerning the Provider that directly or indirectly relates to this Policy, including all complaint matters received from a trainee, another organization, or a government agency or authority. Such complaint matters must be reported to CCE within sixty (60) days of the Provider's initial knowledge of the complaint matter.

13. **Provider Communication and Conduct Requirements:** Provider representatives must communicate and interact with CCE and trainees in a professional and appropriate manner. CCE reserves the right to impose conditions or sanctions on a Provider whose representative acts contrary to these requirements, including suspension or termination of Registered Provider Status, course approval, and/or other conditions or sanctions.
14. **Provider Information Reporting Requirements:** Once granted RCTP status, the Provider must promptly notify CCE in writing of any change or modification with respect to the information and materials provided to CCE related to this Policy, and CCE agreements and requirements. This requirement includes, but is not limited to, prompt, written notification to CCE of any change or modification concerning: the Registered Provider's contact information, name, or business form, e.g., corporation, LLC, or sole proprietorship; a bankruptcy, merger, or acquisition related to the RCTP; and/or, the individual designated as the Registered Provider representative. Such notice must be provided to CCE within thirty (30) days of the change or modification. Changes or modifications to such information and materials previously submitted to CCE, and/or failure to satisfy this reporting requirement, may affect Registered Provider status, including the issuance of a Compliance Deficiency Notice.
15. **Provider Legal Matter Reporting Requirements:** The Provider must report to CCE its involvement in any criminal matter, any civil court (litigation) matter, and/or any government agency matter. Such involvement must be reported to CCE within thirty (30) days of the Provider's initial knowledge of the criminal, civil, or government agency matter.
16. **Prohibition Concerning the Offering of CCE Credentials:** The Provider must not offer, claim to offer, or attempt to issue any credential administered or sponsored by CCE, unless specifically authorized by CCE in a current, binding agreement.
17. **Failure to Satisfy Provider Requirements:** In the event that a Provider fails to satisfy, or acts contrary to, the requirements of this Policy, or a related CCE agreement or requirement, CCE has the sole authority and discretion to impose conditions or sanctions on any such Provider, including suspension or termination of RCTP status.

C. QUALIFYING COURSE CONTENT REQUIREMENTS

In order for a Registered Credential Training Provider to offer content-appropriate training courses qualified for a specific CCE credential eligibility, the following requirements must be satisfied.

1. **Credential Training Course Content Requirement:** The training course, program, or presentation (course) must present qualifying content directly related to one or more of the CCE Credential Eligibility Content Topics (Eligibility Topics) specified for a certain CCE credential, consistent with Policy Section G. The qualifying course content must be directly relevant to the professional/occupational knowledge and skills related to the specific credential and intended for at least minimally qualified credential holders.

2. **Credential Training Course Alignment Requirement:** The Registered Provider must demonstrate that the content of each training course is aligned and consistent with a specific Credential Eligibility Topic, including the submission of supporting information and materials, consistent with this Policy, and related CCE agreements and requirements. Such supporting information and materials must include a clear statement of the course learning objectives, which are consistent with the qualifying course requirements of the Policy.
3. **Credential Training Course Ethics Requirement:** The training course content and materials must be consistent with the CCE ethical standards for the related CCE credential, the applicable *Code of Ethics*.

D. QUALIFYING COURSE CONTENT RESTRICTIONS

In order for an RCTP training course to be qualified for CCE Credential eligibility, the course content must be consistent with the following content restrictions.

1. **Training Course Content Restriction:** The training course content cannot primarily relate to a profession, occupation, or employment setting other than the occupational field aligned with the specific CCE Credential.
2. **Physical Health Content Restriction:** The training course content cannot relate to physical health or medical issues, unless directly related to a qualifying CCE Credential Topic Area identified in Policy Section E.
3. **Political And Religious Content Restrictions:** The training course content cannot support or challenge in any manner particular political or religious beliefs or principles, or state or imply that individuals who do not accept such beliefs are dysfunctional or acting inappropriately.

E. QUALIFYING TRAINING COURSE CREDENTIAL TOPIC AREAS

In order for a Registered Provider to offer a content-appropriate course qualified for CCE credential eligibility, the course subject matter must be directly and primarily related to a specific CCE Credential Topic Area as follows.

1. **Approved Clinical Supervisor (ACS) Credential Eligibility Content Areas**
 - a. Roles and functions of clinical supervisors
 - b. Theoretical frameworks and models of clinical supervision
 - c. Supervisory relationship issues
 - d. Methods and techniques for clinical supervision
 - e. Group supervision
 - f. Evaluation, remediation, and gatekeeping in supervision
 - g. Utilization of technology in clinical supervision

- h. Administrative procedures and responsibilities related to clinical supervision
- i. Legal and ethical issues and responsibilities in clinical supervision
- j. Culturally responsive clinical supervision

2. Board Certified Coach (BCC) Credential Eligibility Content Areas

- a. Ethical and Professional Standards
- b. Agreements and Goal Setting
- c. Coach Presence and Applied Skills
- d. Effective Coach–Client Communication and Rapport
- e. Facilitating Client Growth and Accountability
- f. Coaching Business Practices and Professional Development

3. Board Certified-Telemental Health (BC-TMH) Credential Eligibility Content Areas

- a. Orientation to Telemental Health
- b. Practitioner Protocols and Informed Consent
- c. Implementation of Telemental Health
- d. Professional, Legal, and Compliance Standards
- e. Professional Ethics
- f. Crisis Management

4. Global Career Development Facilitator (GCDF) Credential Eligibility Content Areas

- a. Helping Skills
- b. Labor Market Information and Resources
- c. Assessment
- d. Diverse Populations
- e. Ethical and Legal Issues
- f. Career Development Models
- g. Employability Skills
- h. Training Clients and Peers
- i. Program Management/Implementation
- j. Promotion and Public Relations
- k. Technology
- l. Consultation

5. Human Services-Board Certified Professional (HS-BCP) Credential Eligibility Content Areas

- a. Interviewing and Intervention Skills
- b. Group Work
- c. Case Management
- d. Human Development
- e. Ethics in the Helping Professions
- f. Social and Cultural Issues
- g. Social Problems
- h. Assessment/Treatment Planning
- i. Intervention Models/Theories
- j. Human Behavior
- k. Social Welfare/Public Policy

F. QUALIFYING TRAINING COURSE FORMAT REQUIREMENTS

In order for a Registered Provider to offer training courses qualified for specific CCE credential eligibility, the following delivery format requirements must be satisfied.

- 1. Credential Training Course Format Requirements: Qualified training courses may be offered and presented in either: live or virtual, real time, interactive format; and/or, virtual on-demand, video, audio, and/or text format. The Registered Provider must implement an appropriate process or system, which ensures that the trainee can complete the course in full.
- 2. Live Interactive Course Requirements: Live, in person courses may be delivered in person or by electronic device that permits trainees to interact with the presenter(s). The Registered Provider must implement an appropriate course delivery process or system, which ensures that the trainee has completed the course in full.
- 3. Virtual, On-Demand Course Requirements: Virtual, on-demand courses may be delivered by recorded electronic device or in print format, which includes video, audio, and/or text materials. The Registered Provider must include and require a comprehensive course assessment component, which demonstrates that a trainee has knowledge of the course content and has completed the course in full.

G. QUALIFYING TRAINING COURSE MATERIALS AND RECORDS REQUIREMENTS

In order for a Registered Provider to offer a training course qualified for a specific CCE credential eligibility, the following course materials and information requirements must be satisfied.

1. **Training Course Materials Content Requirements:** All training course materials must be directly relevant to the content of the qualifying course and must reflect and be based on current research and knowledge directly related to the relevant CCE credential.
2. **Continuing Course Materials Review Requirements:** The Registered Provider must ensure that all qualifying training course materials are reviewed on a regular basis to ensure that the information provided to trainees is current and accurate. The RCTP must review course materials at least every two (2) years to confirm the accuracy and appropriateness of the information presented and must document such reviews to verify that the course materials contain current information related to the relevant CCE credential.
3. **Training Course Materials Format and Distribution Requirements:** The training course must include appropriate learning materials in a fixed format, such as text or print, video, or audio format materials. Such materials must be distributed to all trainees and submitted to CCE for review when required.
4. **Specific Training Course Materials Information Requirements:** In addition to other Policy requirements and CCE directives, training course materials must include the following information: the identity of all course authors and presenters, including the relevant credentials and qualifications of each author/presenter; a complete and accurate list of all reference and source materials used to develop and support the content of the course, such as books, articles, and journals; an assessment instrument intended to evaluate the trainee's knowledge of the course content and materials, such as a test or quiz; instructions clearly explaining the process and eligibility rules to apply for the CCE credential; and an evaluation document for the trainee to rate their satisfaction/dissatisfaction with the course.
5. **Training Course Information Publication Requirements:** Concerning each qualifying training course, the Registered Provider must make the following information available to the public in a complete, clear, and accurate manner, unless the course is offered only as in-service training, in which case such information will be made available to in-service trainees:
 - a. The CCE credential for which the training course is approved;
 - b. Course registration requirements;
 - c. Course content description and learning objectives;
 - d. The name(s) and qualifications of each course presenter/author;
 - e. The number of CCE-approved hours offered for completion of the course;

- f. Instructions for individuals with disabilities to request disability accommodations in accordance with legal requirements, unless waived by CCE consistent with this policy;
- g. Instructions explaining the requirements for course completion, including submission of the trainee evaluation, any applicable post-test requirements, and the time frame and delivery method for the certificate of completion; and,
- h. The Registered Provider contact information, including mailing address, telephone number, email address, and website address.

Registered Providers must ensure that the required information is published and readily available in print and/or electronic format.

- 6. **Training Course Materials Use Authorization Requirements:** The Registered Provider must ensure that it either owns the training course materials or has lawful permission to use the materials with respect to the course. The course material(s) cannot infringe upon, or otherwise violate, the privacy or intellectual property rights of any other party, including copyright, trademark, and licensing rights.
- 7. **Training Course Quality Requirements:** The content and appearance of the training course materials must be of professional quality and delivered in a professional manner, including all course informational and advertising materials.
- 8. **Training Course Records Requirements:** For a period of at least five (5) years, the Registered Provider must maintain complete and accurate copies of the following records for each course offering eligibility credit for a CCE credential:
 - a. A roster identifying all trainees attending each course by date;
 - b. A list of all live event course presenters, including the qualifications of each presenter, and an accurate description of the content presented by that presenter;
 - c. A list of all authors/presenters of on-demand virtual delivery courses, and an accurate description of the content presented by each author/presenter;
 - d. The course content description;
 - e. The trainee evaluations;
 - f. The course promotional and marketing materials; and,
 - g. The course materials distributed to trainees, including the learning objectives.

When required by CCE, the Registered Provider must submit such course records and materials to CCE in a complete, accurate, and timely manner. The RCTP must maintain complete and accurate backup copies of all required records in a secure manner.

H. TRAINING COURSE PRESENTER/AUTHOR QUALIFICATIONS REQUIREMENTS

In order for a Registered Provider to offer a training course qualified for specific CCE Credential eligibility, the course presenter and/or author must satisfy the following requirements.

1. **Training Course Presenter Qualification Requirements:** A qualified training course presenter must either: hold the CCE credential related to the training course; or, demonstrate appropriate and verifiable expertise concerning the course content by reason of relevant documented education, experience, and/or training.
2. **Training Course Author Qualification Requirements:** A qualified training course author must either: hold the CCE credential related to the training course; or, demonstrate appropriate and verifiable expertise concerning the subject of the course materials, including relevant education, experience, and/or training.
3. **Training Course Presenter/Author Verification And Approval Requirements:** The Registered Provider is responsible for providing CCE with all information and documents necessary to determine and verify whether a presenter/author is qualified with respect to the specific training course. CCE retains the exclusive authority to determine whether a presenter or author is qualified under this Policy section.

I. TRAINEE COURSE EVALUATION REQUIREMENTS

1. **Course Evaluation Content Requirements:** The Registered Provider must make available to course trainees a print or electronic evaluation document, which includes a rating scale. This document must identify the title and date of the program and must permit the trainee to indicate satisfaction or dissatisfaction with the following aspects of the course:
 - a. The content of the course;
 - b. The knowledge and presentation skills of each course presenter/author;
 - c. The content and quality of the course materials;
 - d. The relevance of the course to the CCE credential;
 - e. If a live course, the suitability of the facility and accommodations; and,
 - f. If a virtual course delivery, the quality and reliability of the relevant online delivery platform.

The evaluation document also must allow the trainee to submit written comments concerning the course and indicate whether the course met their expectations. The RCTP must maintain the evaluations for at least five (5) years from the date of each course.

2. Course Evaluation Reporting Requirements: When required by CCE, the Registered Provider must submit to CCE a summary of all trainee evaluations received for a specific time period with respect to each qualified course offered by the RCTP. The evaluation summary reports must provide the following information with respect to each course:
 - a. Title and date(s) of the course.
 - b. Number of course trainees.
 - c. The composite trainee evaluation rating scores for each item of information required by Policy Section I.1.
 - d. A list of all comments received from trainees concerning each reported course.
 - e. Any course modifications made in response to trainee evaluations.

The Provider must not submit individual trainee evaluations to CCE unless they are requested by CCE.

J. PROVIDER APPROVAL STATEMENT AND TRADEMARK/LOGO USE REQUIREMENTS

1. Registered Credential Training Provider Status Approval Statements Requirements: With respect to all qualified courses offered for CCE credential eligibility credit, the Registered Provider must prominently display the following CCE Qualified Statement on all related materials, including print and electronic advertising, promotional, and informational materials, and the RCTP website(s) related to such courses.

CCE QUALIFIED REGISTERED CREDENTIAL TRAINING PROVIDER (RCTP) NOTICE

[RCTP NAME] has been qualified by the Center for Credentialing & Education, Inc. (CCE) as a Registered Credential Training Provider, RCTP No. _____, to provide training courses qualified for credit for eligibility for the [CCE CREDENTIAL]. Courses that qualify for CCE credit are clearly identified. [RCTP NAME] is solely responsible for all aspects of the training courses.

At the request of the RCTP, CCE may waive the Approval Statement requirement where the size of specific course-related material is too limited or small to include the required Registered Provider Approval Statement. However, the CCE RCTP Number of the Provider must always prominently appear on such materials.

2. Restrictions Concerning Statements Related to CCE: Unless expressly authorized by CCE, the Registered Provider must not display any other statement, or make any other representation, concerning CCE, CCE RCTP status, or CCE approval or endorsement of any courses or organizations. The RCTP must not make any representation that CCE endorses or supports any specific training course or course content.

3. **Registered Credential Training Provider Trademark (Logo) Use Requirements:** With respect to all courses offered for CCE credit, the Registered Provider must prominently display the current CCE RCTP trademark (logo) on print and electronic course advertising, promotional, and information materials, and the main page of the Registered Provider website(s) related to such courses. At the request of an RCTP, CCE may waive the trademark use requirement where the size of specific course-related material is too limited or small to include the mark.

K. REGISTERED CREDENTIAL PROVIDER STATUS MAINTENANCE REQUIREMENTS/TERMINATION OF APPROVED STATUS

1. **Registered Provider Maintenance Requirements:** In order to maintain approved RCTP status, the Registered Provider must satisfy all: applicable requirements of this Policy; the terms of related CCE agreements; and, CCE instructions concerning RCTP activities.
2. **Registered Provider Annual Maintenance Fee Requirements:** In order to maintain RCTP status, the Registered Provider must submit to CCE the RCTP Program Annual Maintenance fee(s), as well as any past outstanding fees, on or before the due date identified on the CCE RCTP Annual Fee Notice and Invoice. New RCTP maintenance payments will be applied to outstanding charges before being credited for current due fees. In the event that a Registered Provider fails to pay the RCTP Annual Maintenance fee within thirty (30) days of the identified due date, a late fee will be applied and due. If a Provider fails to pay all outstanding fees and late fees by the due date identified in a subsequent invoice or notice, the Provider's RCTP status will be terminated by CCE.
3. **Provider Third-Year Audit Requirements:** Every three (3) years from the anniversary date identified on the RCTP Approval Letter, or as otherwise determined by CCE, the Registered Provider will receive an RCTP Program Audit Notice requiring the RCTP to complete and submit to CCE: complete and accurate audit forms; all required supporting materials; and, all due RCTP Program maintenance fees and other charges. The RCTP audit response materials, related forms, and all outstanding fees and other charges must be submitted to CCE by the deadline identified on the Audit Notice and invoice. In order to remain in good standing with CCE as an RCTP, all required audit forms, materials, and fees must be submitted by the due date. In the event that a Registered Provider fails to submit complete and accurate audit forms, audit materials, and all outstanding fees by the due date identified in a subsequent invoice or notice, the Registered Provider's RCTP status will be terminated by CCE.

CCE reserves the sole authority and discretion to audit all RCTP activities and materials at any time, and to issue requirements, correction letters, deficiency notices, and termination notices consistent with this Policy and CCE agreements or directives.

L. POLICY COMPLIANCE DEFICIENCY PROCEDURE

1. **Registered Provider Compliance Review Process:** CCE will review all potential deficiency matters and complaints related to an RCTP's compliance with the requirements of this Policy, CCE agreements, and directives from CCE related to this Policy to determine if an audit or other review of the deficiency matter should be initiated. Based on such review, and in its sole discretion, CCE will determine whether a formal Compliance Deficiency Notice (Deficiency Notice) is warranted concerning an RCTP. CCE may require that the Registered Provider submit additional information and/or materials related to the review of a potential deficiency matter.
2. **Registered Provider Deficiency Correction Letters:** In the event that CCE determines that a Registered Provider has acted inconsistent with this Policy or other CCE requirements, and that the matter concerns a minor or technical Policy or instruction deficiency, CCE may issue a deficiency correction letter. The deficiency correction letter will advise the RCTP of the deficiency and require related corrective actions and/or conditions within a specified time period. In the event that the corrective requirements are satisfied, CCE will not issue sanctions concerning deficiency letters, and the corrective actions specified may not be appealed.
3. **Formal Registered Provider Compliance Deficiency Notice and Response:** In the event that CCE determines that a Registered Provider may have acted inconsistent with a material Policy term or CCE requirement(s), CCE will issue a formal Deficiency notice notifying the RCTP of the apparent violations and requiring a complete and accurate written response to the Notice within thirty (30) days. The Deficiency Notice will identify and explain the apparent deficiencies and will reference the applicable Policy terms and related CCE requirement(s). If the apparent deficiency is the subject of a complaint by another party, the identity of the complainant will not be identified to the Registered Provider unless authorized by the complaining party.
4. **CCE Compliance Decision and Actions:** Based upon the deficiency record information received and reviewed, including the RCTP response to the Deficiency Notice, CCE will determine whether the Registered Provider will be the subject of an adverse Compliance Deficiency Decision, which may include compliance deficiency action(s). In the event that CCE determines that the RCTP has acted contrary to the Policy or other CCE requirements, CCE may issue any of the following corrective actions and sanctions: conditions related to the Provider's RCTP status; RCTP status probation; RCTP status suspension; and/or, termination of RCTP status. The Registered Provider and complainant, if applicable, will be notified of the CCE Deficiency Decision and any compliance actions issued by CCE.
5. **Provider Appeal of Compliance Deficiency Decision:** Registered Providers that are the subject of an adverse Compliance Deficiency Decision may appeal the Decision determinations and/or related compliance actions, consistent with the following requirements.
 - a. **Deficiency Decision Appeal Submissions:** Within thirty (30) days of the issuance of an adverse Compliance Deficiency Decision, the RCTP may submit a written appeal to the CCE President/CEO and request review of the Decision and/or compliance actions. Appeals received beyond this time period will not be considered. In order to complete

an appeal within the prescribed time period, the Registered Provider must submit a written appeal communication to the CCE President/CEO, which contains the following information and materials:

- (1). A statement of the basis and grounds for the appeal, including a complete explanation of the reasons that the Registered Provider believes that the Compliance Deficiency Decision is incorrect and should be reversed or otherwise modified, including all relevant Policy references;
- (2). A requested modification of the Deficiency Decision and/or compliance action(s); and,
- (3). Accurate, complete copies of any information and materials that support the appeal.

b. **Grounds for Deficiency Decision Appeal:** The grounds for an appeal of an adverse Deficiency Decision are limited strictly to the following reasons:

- (1). *New or previously undisclosed information:* The Registered Provider has located relevant information that was not previously in its possession; was not reasonably available prior to the submission of the RCTP response to the Deficiency Notice; and, could have affected the Deficiency Decision;
- (2). *Misapplication of identified Policy terms and/or other CCE requirements:* CCE has misapplied the provisions of the Policy or requirements, and the misapplication prejudiced the RCTP; and/or,
- (3). *The Deficiency Decision is contrary to the information presented:* The Deficiency Decision is contrary to the most substantial information in the record of the matter, and as a result the Deficiency Decision is not supported by the available information.

6. **President/Chief Executive Officer Review and Final Appeal Decision:** Complete Deficiency Decision appeals will be reviewed and resolved by the CCE President/Chief Executive Officer (CEO) or designee. Based on the record information and materials received by CCE, including the RCTP response to the Deficiency Notice and appeal, the President/CEO may require the RCTP to submit additional information concerning the appeal within a specified time period. When the President/CEO determines that the appeal is appropriate for resolution, they will issue a Final Deficiency Appeal Decision. The Final Appeal Decision will either: dismiss and decline to further process the appeal as inadequate, incomplete, or unsupported; affirm the Deficiency Decision determinations; or, reverse or otherwise modify the Deficiency Decision and/or compliance action(s). The Final Appeal Decision will explain the resolution of the appeal, which may include a summary of any relevant findings and the determinations regarding each matter under appeal. The President/CEO Final Appeal Decision will be sent to the RCTP and complainant via appropriate delivery method.

7. Provider Reinstatement and Reapplication Procedures:

- a. **Provider Reinstatement Following Conditions or Probation:** Following the expiration of conditions and/or a term of suspension or probation issued in a Deficiency Decision or Final Deficiency Appeal Decision, CCE will determine whether the RCTP has satisfied all such conditions and/or suspension or probation terms. If the Registered Provider has satisfied the conditions and/or terms of suspension or probation in full, CCE will reinstate the Provider to RCTP status to good standing. If the Registered Provider has not satisfied such conditions and/or terms of suspension or probation in full, CCE will notify the RCTP of the failure to satisfy the identified conditions and/or requirements, and CCE may take the following actions: continuation of the conditions and/or suspension or probation order; and/or, issuance of additional sanctions or remedial actions.
- b. **Provider Reapplication Following Approved Status Termination:** Five (5) years following a Deficiency Decision or Final Deficiency Appeal Decision terminating the Registered Provider's RCTP status, the Provider may submit to CCE a reapplication for RCTP status and all required fees, consistent with the requirements of this Policy, related CCE agreements, and directives. Upon receipt of a complete application submission, CCE will determine whether the Provider qualifies for RCTP status, and notify the Provider whether the application is accepted or rejected, and the reasons for such reapplication decision.