

8.0 Policy – Accreditation

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1. Introduction

The Zoo and Aquarium Association maintains a progressive and world leading Accreditation Program based on contemporary scientific knowledge and best practice¹. This Program has been the subject of global interest for its ability to achieve tangible assessment of Positive Welfare and operate effectively on reduced resource.

The Program is also recognised for its empowerment of member organisations. Members can achieve Accreditation while continuing to operate under their own unique systems and structures.

The Association's remit is not one of regulation and compliance. There is an expectation that all members will meet their relevant regulatory requirements as part of maintaining eligibility for membership. Instead, Accreditation focuses on criteria that defines high-quality zoos and aquariums regardless of their jurisdiction. In so doing, ZAA Accredited organisations can be recognised and trusted throughout the global community, including government agencies.

2. Purpose

The objective of this policy is to outline the goals and expectations of the Zoo Aquarium Association (ZAA) Accreditation Program (the Program).

3. Program Philosophy and Guiding principles

- 3.1 The Accreditation Program will adopt a philosophy of *continuous* improvement and to be characterised as a program that:
- (a) is credible and transparent;
 - (b) conducts/validates assessments objectively and impartially;
 - (c) is outcomes focused, serving to validate a member has met pre-set benchmarks and avoids imposition of prescriptive practices;
 - (d) does not replicate or replace regulatory inspections;
 - (e) is aligned with contemporary industry relevant practices and concepts, maintained through a continuous improvement cycle;
 - (f) acts to recognise competency for the future period of Accreditation status;
 - (g) operates on *mutual trust and respect*²; and
 - (h) regards Accreditation as 'a shared brand'³.

¹ The term 'best practice' in this context refers to practices that are formally recognised by the Program at that time. A philosophy of continuous improvement will ensure 'best practice' benchmarks are maintained at a contemporary level.

² This term recognises that the Accreditation Program is a self-regulating initiative and therefore information exchanged between the Program and its participants is shared in good faith.

³ This term recognises that external perceptions on the Program are influenced by the activities of both the programs governance *and* the accredited members themselves. Accreditation approvals are based on recognition that accredited members operate in a manner that strengthens community trust in the accreditation brand.

4. Scope

- 4.1 Accreditation will focus on best practices that define modern Zoos and Aquariums. These will include:
- (a) Positive Animal Welfare. This is the primary focus of the Program as it underpins everything that we do as a zoo and aquarium community;
 - (b) Biosecurity; and
 - (c) Safety.
- 4.2 Future modules will be considered for development such as Sustainability, Conservation, and Education.

5. Participation and Eligibility

- 5.1 Participation in Accreditation will be mandatory for all ZAA members. All Regional and International members must achieve and maintain Accreditation to retain ZAA membership.
- 5.2 Non-member participation will be subject to Board approval on a case by case basis.

6. Duration of Certification

- 6.1 Accreditation will be issued for a period of 3 years, after which a re-assessment is required for renewal.
- 6.2 Requests to extend the period of Accreditation, or maintain membership after expiry of accreditation, will be subject to Board approval.

7. Transfers, Exemptions or Extensions to Accreditation

Accreditation will not be transferable to another site as it is based on existing animal collections, staff structures and facilities.

8. Recognition

The Accreditation Program is recognised through a provision of an Accreditation certificate and logo.

9. Program Governance and Management

- 9.1 The Accreditation Program will report to the ZAA Board through the Executive Director.
- 9.2 The Program will be coordinated by the ZAA Executive Office who will be responsible for facilitating certification of participating organisations.
- 9.3 The Program will be supported by the Standards and Accreditation Committee (SAC) and formally recognised subject matter experts.
- 9.4 The benchmarks necessary to achieve Accreditation will be developed and maintained by the SAC and approved by the Board.

- 9.5 Site Reviews will be conducted to validate a member has achieved the necessary benchmarks for Accreditation.
- 9.6 Recommendations to Accredite or not to Accredite will be confirmed by the Standards and Accreditation Committee and are subject to Board approval.

10. Site Visit and Validation

- 10.1 Site reviews will be undertaken by trained ZAA representatives and conducted with objectivity and impartiality, and free of conflict of interest.
- 10.2 Documentation in the form of a report will be produced by the ZAA representative to demonstrate coverage, concluding outcomes, and recommendations for approval for every member assessment.

11. Decision to Accredite/Not Accredite

11.1 Decision to Accredite

Decision to Accredite a member will be made when all Accreditation Requirements are validated to have been met.

11.2 Decision to not Accredite

Decision to Not Accredite a member will be made when:

- (a) There is insufficient information to validate that all accreditation requirements are met within an established time frame, and/or
- (b) A 'non-negotiable' situation is encountered e.g. – severe breaches to ZAA policies, misconduct during a site review.

11.3 Disputes and Appeals

- (a) Members will be eligible to appeal a decision with the Board
- (b) The Board will maintain the right to address each appeal as is appropriate to the situation.
- (c) All Board decisions are final.

12. Accreditation Fees

12.1 Site Review Fees

- (a) Set fees will be applied to all members for site reviews to support the logistics costs of conducting site reviews. ZAA representatives time will not be charged.
- (b) Site reviews will be coordinated to minimise costs to the membership.
- (c) Fees will be detailed in the fee schedule, reviewed annually.

12.2 Cancellation/Rescheduling Fee

- (a) Should a member cancel or reschedule a planned review, a cancellation/reschedule fee may be applied to recover any costs incurred.

- (b) Should the ZAA representative cancel or reschedule the cost will be covered by the Association.
- (c) Cancellation/Rescheduling fee may be waived at the discretion of the Executive Director.

13. Breaches to Accreditation

- 13.1 A Breach to Accreditation is defined as when an Accredited Member is found to not be meeting all relevant requirements for Accreditation.
- 13.2 Formal complaints regarding a member that indicate a potential breach to accreditation will be investigated as per the ZAA Complaints Management procedure.
- 13.3 An investigation to the breach will be required if there is a need to re-establish community trust in the Program, the member, or both.
- 13.4 Members are required to inform the Program if a breach to Accreditation has been identified, so that appropriate action may be considered to support the members return to compliant state.

14. Cancellation/Withdrawal of Accreditation

- 14.1 Accreditation will be cancelled or withdrawn from the member if:
 - (a) a membership is cancelled/not renewed;
 - (b) current Accreditation has lapsed without renewal;
 - (c) significant changes prompt a requirement to renew membership in accordance with the *ZAA Member Policy*;
 - (d) a member is found to be operating in breach of Accreditation Requirements;
 - (e) If false or misleading information was found to be provided to obtain Accreditation; or
 - (f) A member is in breach of the *ZAA Code of Conduct*.
- 14.2 A member who has Accreditation withdrawn will be referred to the Board for a decision on membership eligibility.

15. Confidentiality

All information utilised for the purposes of Accreditation will be treated as confidential to protect members business sensitive information.

16. Review for Program Effectiveness & Continuous Improvement

The Program and its management will undertake regular reviews of the Program's performance to maintain effectiveness for its participants and contemporary best practices based on scientific and/or industry input.

17. Related Documents

This policy is to be read in conjunction with the following policies, procedures and guidelines of the Association:

- (a) ZAA Members Policy
- (b) ZAA Complaints Management Policy
- (c) ZAA Code of Conduct
- (d) ZAA ASMP Policy and guidelines
- (e) ZAA Animal Welfare Position Statement
- (f) ZAA Biosecurity Position Statement
- (g) ZAA Safety Position Statement (TBA)
- (h) ZAA Accreditation Requirements
- (i) ZAA Accreditation Procedures
- (j) ZAA Definitions Document

18. Definitions

In this policy, unless the context requires otherwise:

Accreditation is a process in which certification of competency, authority, or credibility is presented.

Site Review is the action of a ZAA representative visiting a members site to validate the outcomes of a member's self-assessments.

Member Assessment is the complete process for confirming a members Accreditation status, including the *Site Review*.

19. Proviso

The intent of this policy is to provide a framework for the majority of activities undertaken by Association members/subscribers. Any issue/concern which arises that is not covered by this policy, but falls within the purpose of the policy, will be included and addressed by the Association Board, or their delegate, in the best interest of the Association and its membership.

20. Board Approval

Approval History	Details
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Relevant Committee and/or Stakeholders	Standards and Accreditation Committee
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This document should be reviewed within five (5) years of the date of approval or last review.

Amendment History Approved / Amended / Rescinded / Reviewed	Authority	Date	Description / Notes
Approved	Board	11/02/2019	Removed content to go into procedural documentation. Refined wording and Introduction.
