

## **OTCAC CODE OF CONDUCT POLICY**

Updated March 2024

### **FOUNDATIONAL PRINCIPLES AND INTEGRITY STANDARDS**

OTCAC maintains the highest standards of professional conduct in educational accreditation, founded on unanimous agreement for excellence ratings and strictly objective evaluation criteria. Our accreditation process demands thorough documentation and complete confidentiality of institutional information. All representatives must maintain the following communication standards:

- Response to all inquiries within 72 hours on business days
- Maintenance of at least two communication channels (email plus one additional platform)
- Professional conduct in all correspondence
- Clear documentation of all interactions

Our commitment to transparency requires clear pricing structures displayed consistently on institutional websites, with variations permitted only for clearly marked promotional offers. All institutions must provide:

- A minimum 7-day cooling-off period for new enrollments
- Clear refund policies
- Technical support throughout course duration
- Compensation or time extensions when technical issues persist

### **EVALUATION AND QUALITY ASSURANCE**

The evaluation process requires consistent application of standards across all course reviews, maintaining detailed documentation while ensuring educational quality remains the primary consideration. Content delivery must be presented in multiple engaging formats to ensure memory consolidation and learning effectiveness. Quality assurance measures include:

- Regular assessment of course materials
- Documentation of student progress tracking systems
- Evaluation of technical support mechanisms
- Review of feedback systems

### **ETHICAL CONSIDERATIONS AND PROFESSIONAL CONDUCT**

All OTCAC representatives must maintain professional boundaries and report potential ethical violations while protecting institutional proprietary information. The following ethical standards are non-negotiable:

- Protection of confidential information
- Immediate disclosure of potential conflicts of interest
- Maintenance of professional relationships
- Adherence to non-discrimination policies

## **CONTINUOUS IMPROVEMENT AND ACCOUNTABILITY**

The organization commits to regular review and updates of standards, incorporating feedback from accredited institutions to maintain current best practices in online education. Our accountability framework includes:

- Transparent documentation of all decisions
- Clear pathways for appeals and grievances
- Regular review of accreditation criteria
- Ongoing professional development requirements

## **DISPUTE RESOLUTION AND ENFORCEMENT**

Our dispute resolution process ensures prompt and fair addressing of all concerns through:

- Documented grievance procedures
- Transparent appeal processes
- Mediation services when required
- Clear enforcement protocols

OTCAC maintains transparent and fair dispute resolution processes aligned with our core commitment to maintaining open channels of communication. All disputes must be addressed within our standard 72-hour response window, utilizing both email and at least one additional communication platform.

## **STAGES OF DISPUTE RESOLUTION**

Initial Contact and Documentation:

All disputes must begin with formal documentation including:

- Written description of the concern
- Timeline of events
- Reference to specific OTCAC standards in question
- Previous communication attempts

The institution must maintain clear pricing and refund policies throughout the dispute resolution process, and the minimum 7-day cooling-off period remains in effect during any ongoing disputes.

Technical Issues Resolution:

For disputes involving technical delivery:

- Course providers must offer immediate technical assistance
- Ongoing technical issues require compensation or time extensions
- Full refund options must remain available when problems persist

## **EVALUATION DISPUTES**

When disputes concern accreditation decisions:

1. Initial Review: Assessment of original evaluation documentation
2. Secondary Evaluation: Independent review by different accreditation staff

3. Final Determination: Requires unanimous agreement for "Accredited - Excellent" status

## MEDIATION PROCEDURES

If initial resolution attempts are unsuccessful:

- Independent mediator assignment
- Documentation review
- Stakeholder interviews
- Written recommendation within 72 hours

## APPEALS PROCESS

Institutions may appeal accreditation decisions through:

1. Formal written appeal submission
2. Supporting documentation provision
3. Review by senior accreditation staff
4. Final determination within established timeframes

The appeals process must maintain OTCAC's commitment to measuring educational content quality without cost consideration as a factor.

## RESOLUTION OUTCOMES

Possible outcomes include:

- Maintenance of original decision
- Revised accreditation status
- Additional review period
- Modified requirements for compliance

All outcomes must align with OTCAC's established four-tier accreditation system and maintain the integrity of our strict, objective standards.

## ENFORCEMENT AND COMPLIANCE

Following dispute resolution:

- All parties must receive written notification of outcomes
- Implementation timelines must be clearly established
- Compliance monitoring procedures must be defined
- Documentation must be maintained for future reference

Failure to comply with dispute resolution outcomes may result in immediate accreditation status review or termination of the relationship with OTCAC.

This dispute resolution framework ensures fair and consistent handling of all concerns while maintaining OTCAC's commitment to quality online education standards.

## **ACCREDITATION LEVELS AND ASSESSMENT**

OTCAC operates on a four-tier accreditation system:

1. Accredited - Excellent: Awarded only with unanimous staff agreement, representing exceptional quality beyond standard requirements [5]
2. Accredited: Meets all OTCAC standards and suitable for student needs
3. Under Review: Currently in accreditation process
4. Not Yet: Does not meet current OTCAC standards but may reapply after amendments

Any violation of this Code of Conduct may result in immediate termination of relationship with OTCAC. All representatives must acknowledge and sign this document annually, confirming their commitment to these standards.

Through maintaining these comprehensive standards, OTCAC continues its mission of ensuring quality in online education while adapting to evolving educational needs and technological advancements.