



EDUCATION AND CERTIFICATION FACT FINDING POLICY

Effective Date
September 1, 2020

Purpose

The purpose of this policy is to establish the International Association of Canine Professionals (IACP) accountability of the Fact-Finding process for disputes initiated within Education and Certification (EC). The accountability process serves to demonstrate with tangible facts and documentation that each dispute is fairly and thoroughly investigated consistently with the same standards of integrity.

Who this order affects

This order applies to the IACP Education and Certification (EC) Dispute Intake Officer (DIO) or his/her designee as the official dispute custodian and the Director Oversight Education and Certification (DOEC) or his/her designee as the final approving official.

This Order Cancels

This Order does not cancel or supersede any other orders.

Policy

IACP will immediately respond to all disputes to ensure that the issues are resolved in the early stages of occurrence or notification of occurrence. It is important that the issue does not escalate, nor become toxic to the IACP organization and its members.

Confidentiality

The EC Dispute process is limited to the DOEC, the assigned IACP Fact finder, and all parties directly involved in the dispute. IACP members requesting release of information or documentation, other than those specifically named in an actual dispute process, will make that request in writing. The letter must be directed to the DOEC and state the reason for requesting the release of sensitive and confidential information. The assigned factfinder is a non-paid volunteer activity.

Fact-Finding Criteria

1. **Investigations are thorough and fair:** The factfinder will start with the limited information provided on the petitioner's Dispute Form along with any supporting documentation. The factfinder will incorporate various means of inquiry necessary with due diligence for transparency and thoroughness in the search of all facts pertaining to the disputed action.

The various means of inquiry may include, but are not limited to:

- a. Records and Documents: Access to IACP records and documents.
- b. Interviews: Interview IACP representatives, petitioner, and all persons who may provide additional information as witnesses or subject matter experts.
- c. Questions: Develop initial and follow-up questions to all parties involved in the assignment until there are no more questions left unanswered.

Selection of Fact Finder

Fact-finder attributes must include persons who

- Are free from actual or apparent bias or conflict of interest
- Do not have bias based on their own values
- Are knowledgeable on IACP policies
- Are equipped with effective writing skills for the final report
- Have not witnessed any part or actual or underlying conduct in question
- Are professional, impartial, and maintain confidentiality during the inquiry
- Maintain objectivity of the facts
- Will notify IACP if they need guidance, assistance, or cannot complete the assignment
- Maintain confidentiality upon assignment completion

Factfinding Golden Rules for Factfinders to Follow

1. Go to the source.
 - a. The source may be a person or a record and strive to obtain the best evidence available.
 - b. Search existing policies and procedures and understand how they affect the issue.
 - c. Identify unwritten rules or practices that form the context of the issue.
 - d. Establish a recording protocol to document everything that you have gathered and always obtain original copies of document and records.

2. Stay objective.
 - a. Do not become unduly swayed by the people involved.
 - b. Stay focused on facts, not options or personalities.

3. Be persistent.
 - a. If you are not getting the information you need, do not get derailed.
 - b. Determine the root cause of why your are not getting the information.
 - c. If the source is deflecting your questions, probe them to get to the facts.

4. Do not get paralyzed
 - a. The art of fact-finding is separating the information that is required from that which is not.
 - b. Stay within the mandate of what it is you are investigating
 - c. Compartmentalize the facts as you gather them and delve deeper only where necessary.
 - d. Stay on track and avoid becoming overwhelmed.

5. Do not assume.
 - a. Confirm, confirm, confirm.
 - b. All the facts and information gathered must be accurate.
 - c. Conforming to A and B will help build credibility and support evidence-based decision-making.

6. Have a plan and follow it.
 - a. Think strategically and develop a plan.
 - b. Determining what is needed to be established and who you need to talk to before you start. This will aide in the progress of uncovering the facts more smoothly.
 - c. As you begin to obtain facts, you may break into new areas of inquiry, be required to clarify previous statements, connect with new sources, and or review additional documents
 - d. A fact-finding plan is a living document and you will need to revise and review regularly.

Final Report

The factfinder's report is limited to the scope of the inquiry and will include, as applicable to the case:

- The nature of the inquiry and how it was brought to IACP's attention
- A summary of the facts gathered including a chronology of events.
- Identify all persons interviewed
- A brief discussion of any credibility or substantiated details
- A brief discussion of any details that could not be substantiated
- The identification of any issues that could not be resolved or validated
- A brief discussion of how the IACP guidelines or policies apply to the situation

- Whether a breakdown in an internal control occurred to allow the claimed problem to occur
 - Whether relevant internal controls were followed to prevent other problems or reduce the impact
 - For what period did the problem occur, and what, if any, is the financial impact to the petitioner, IACP, or a third party.
- A list of the documents gathered and included in the report.

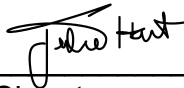
The Final Report offers no recommendations regarding on favoring either the petitioner or IACP

Julie Hart, Oversight Director ECC

(first last name)
IACP Director (department or title)

07/22/20

Date



Signature



DATE: (date)

FROM: (name & title)
IAC Director Oversight, Education and Certification

TO: (applicant name and IACP member number if applicable)

SUBJECT: Fact-Finder Assignment Letter

You have been selected to conduct an inquiry to the below listed IACP Dispute:

Petitioner Name: (name)

CEU Dispute Grade Dispute Other: _____

You will have 30 calendar days from receipt of this letter to complete and submit the **Fact-Finder Report** in accordance to the Education and Certification Fact Finding Policy (attached). If you are unable to complete the report within the prescribed time frame, you must notify me prior the deadline date for further instructions.

By signing this letter of assignment, you acknowledge that you do not have a conflict of interest with the petitioner, participated in, or witnessed the allegations of this dispute, nor request recusal for any other reason.

(signature)

(date)

Please complete the attached IACP Volunteer Application and IACP Acknowledgement and Confidentiality Agreement, sign, and return with this letter to:
certification@canineprofessional.com

Attachments

IACP Volunteer Application

IACP Acknowledgement and Confidentiality Agreement

Education and Certification Fact Finding Policy (8/1/2020)

(8/1/2020)

Attachment – 1



DATE: (date)

FROM: (name & title)
Factfinder

TO: (name & title)
IAC Director Oversight, Education and Certification

SUBJECT: Fact Finding Report

Nature of the inquiry

(insert narrative)

Summary of facts gathered *(chronological order of inquiry):*

(insert narrative)

List of persons interviewed and dates of interview

(insert narrative)

Substantiated details

(insert narrative)

Unsubstantiated details

(insert narrative)

Details that could not be resolved or validated

(insert narrative)

IACP guidelines or policies that apply to the situation

(insert narrative)

List of all documents gathered and attached

(insert narrative)