

Programs and Services Policy

1. Introduction

The Council provides direction and oversight for the programs and services that the College of Acupuncturists of Alberta (the College) has regulatory authority to oversee. College programs and services are focused on public protection in the following areas:

- regulate the practice of the regulated profession by its regulated members;
- establish, maintain, and enforce standards for registration;
- establish, maintain, and enforce standards of continuing competence and standards of practice for the profession;
- establish, maintain, and enforce a professional code of ethics
- may approve programs of study and education courses for the purposes of registration requirements;
- establish and maintain a process to investigate complaints and enforce professional conduct of regulated members; and
- administering an independent, fair, and transparent hearing system for hearings related to the practice of Acupuncture under the *Health Professions Act* (Act).

2. Purpose

This policy describes the Council's role in the approval, review, and monitoring of new and existing programs and services, as well as the President and Chief Executive Officer's role in developing and assessing the programs and services of the College.

3. Definitions

Employee: means a person engaged by the College to perform a service in accordance with an employment agreement.

4. Policy

- 4.1 The Council will ensure that duties and responsibilities for programs and services specified and established under the Act or otherwise established by the Council to support the mandate of the College are understood, assigned, monitored, managed, and assessed to help assure that the practice of acupuncture in Alberta is safe.



- 4.2 Programs and services are to be designed, developed, administered, delivered, and assessed to support the requirements established in the Act using program administration best practices.
- 4.3 The College, through the Council, will approve and establish oversight for programs and services and will, through the *Delegation to the President and Chief Executive Officer Policy*, direct and empower the President and Chief Executive Officer to ensure that program and service objectives are met.
- 4.4 The Council will:
 - 4.4.1 ensure that existing College programs and services are reviewed and continue to align with the requirements of the Act, Acupuncturists Profession Regulation, and the College's vision, mission, values;
 - 4.4.2 ensure that the Chief Executive Officer develops evaluation criteria and reporting mechanisms to reasonably assess the effectiveness of programs and services;
 - 4.4.3 ensure that the Chief Executive Officer provides regular reports to the Council on the effectiveness of College programs and services; and
 - 4.4.4 ensure that the Chief Executive Officer takes appropriate measures to improve the effectiveness of College programs and services.
- 4.5 The Chief Executive Officer will ensure that:
 - 4.5.1 College programs and services are designed, developed, administered, and delivered in a manner that meets the goals and targets established in strategic and business plans; are consistent with the College's vision, mission, values; and are aligned with the Act, and the Acupuncturists Profession Regulation;
 - 4.5.2 programs and services are reviewed and consider input from stakeholders and employees, including relevant recommendations and approvals from senior administration and regulatory committees as required;
 - 4.5.3 all employees are aware of the strategic goals of the programs and services that the College offers and work toward achieving common goals;
 - 4.5.4 appropriate evaluation criteria and metrics are in place to reasonably assess the effectiveness of College programs and services;
 - 4.5.5 appropriate reporting mechanisms exist for the collection and use of information relevant for the assessment of programs and services; and
 - 4.5.6 the Council is provided with sufficient and relevant information to monitor the effectiveness of programs and services through regular reporting.

5. Authority

This policy is established under the authority of Section 3(1) of the Act and Article 4.1 of the College bylaws.

6. Scope

This policy applies to the Council, Chief Executive Officer, and employees.

7. Related Policies and Procedures

- G.1.2 Delegation to the CEO-Registrar Policy

8. Version History

Date	Notes
August 13, 2022	New policy
June 24, 2025	Update Executive Director to Chief Executive Officer