

Australian and New Zealand Society of Indexers Inc

Accreditation Policy and Procedures

March 2018

Introduction

1. The Australian and New Zealand Society of Indexers provides an Accreditation system for its indexers. This is a credentialing standard for indexers who have gained experience in indexing and can demonstrate expertise. Accreditation performs a number of functions:
 - (a) It recognises the quality of an indexer's work as assessed by a panel of experienced indexers;
 - (b) It acknowledges the professionalism of an indexer through its requirement that only published indexes are reviewed. Having an index published attests to the indexer's ability to perform work under marketplace conditions, constraints and deadlines;
 - (c) It assures potential clients that an Accredited Indexer has met established criteria for acceptable indexing (Appendix A);
 - (d) By means of any Accreditation renewal process that ANZSI implements/may implement, it assures potential clients that an Accredited Indexer has current indexing experience.
2. The granting of Accreditation indicates a general level of competency, measured against accepted indexing practice and agreed criteria.

Accreditation Committee

Appointment

3. There shall be an Accreditation Committee the members of which will be appointed by the Council following the annual general meeting.

Responsibilities of the Accreditation Committee

4. The Committee shall be responsible for:
 - (a) evaluation of indexes submitted for assessment for the purpose of admission as an Accredited Indexer;
 - (b) any process of renewal of accreditation;
 - (c) maintenance of the standards of the Society's accreditation system;
 - (d) providing quarterly reports to Council on the number, progress and outcomes of applications for accreditation;
 - (e) providing feedback for the guidance of trainers and others, giving insights into deficiencies in indexes submitted by candidates for accreditation.

Composition of the Accreditation Committee

5. The Accreditation Committee will comprise:
 - (a) a Chairperson;
 - (b) a Receiving Officer who may not act as an assessor and may not vote;

- (c) at least three other members.
- 6. Members of the Committee, other than the Receiving Officer, must be Accredited Indexers each with a minimum of twenty published indexes.
- 7. Members of the Committee, other than the Receiving Officer but including the Chair, shall be selected to ensure a broad coverage of subject expertise.

Meetings of the Committee

- 8. Meetings of the Committee shall be convened as necessary at the discretion of the Chairperson or at the request in writing to the Chairperson by any two members of the Committee. Meetings may be held by teleconference or face-to-face.

Applications

- 9. Applicants for Accreditation must be financial individual members of ANZSI.
- 10. Applicants for admission to the register of Accredited Indexers are required to:
 - (a) complete and submit the approved application form
 - (b) submit the text and index and/or a link to the publication or resource and its index, that in the applicant's judgement is a sufficient example of the professional status of the applicant's work. In the case of printed works, an additional copy or scan of the index as published should also be submitted.
 - (i) The index should be substantial in size, for example comprising a minimum of six pages, double columned
 - (ii) The subject matter should be complex, requiring generally more than one level of words/phrases as index entries.
 - (iii) The index should be published..
 - (iv) The index should be wholly the applicant's own work. Indexes produced collaboratively or as part of a mentoring project are not eligible.
 - (v) Valuable and irreplaceable materials should not be submitted for assessment, as the Society, although it treats all material with due care and respect, takes no responsibility for any damage or loss.
 - (c) submit detailed notes on any conditions or constraints, inherent or imposed (say, by a publisher) that in the applicant's view significantly affected the compilation of the index submitted. These will be carefully considered by the Panel in assessing the application. Such notes should be provided on a separate page attached to the application. The title of the text should appear at the top of the page. For the sake of anonymity in assessment, the name of the indexer should not appear on the notes.
 - (d) pay the non-refundable scheduled fee, at the time of application, to the Society to defray the handling and administrative costs of dealing with the application. This cost will be reviewed regularly.
- 11. Applications and accompanying documentation, indexes and texts and payment, or evidence of payment via the website, should be mailed to the Receiving Officer (Accreditation) at the nominated postal address.

Receipt and assessment

- 12. Upon receipt of an application, the Receiving Officer will:
 - (a) retain the application until the Assessment Panel has completed its adjudication;
 - (b) forward the payment/advice of payment to the ANZSI Treasurer to record and receipt;

- (c) check the book and ensure the indexer remains anonymous (e.g. cover name in acknowledgements, etc.);
- (d) forward the notes on constraints (if any) and the anonymous text/index in turn to members of the assessment panel, appointed by the Chair.

Duties of the Committee

13. The Panel of Committee members will:

- (a) assess applications for accreditation against the established criteria;
- (b) prepare written comments and reports for applicants on the work submitted;
- (c) recommend admission to the register of Accredited Indexers or otherwise for each applicant;
- (d) process applications in a timely manner and according to the procedures which follow;
- (e) review, and if necessary recommend, amendments to the assessment criteria;
- (f) offer advice to the Council on accreditation policy and matters pertaining to these responsibilities.

Procedure for assessment

- 14. The assessment process is anonymous, in order to protect the applicant from favour or bias. The Receiving Officer, who is not involved with assessment, is the only member of the Accreditation Committee who has access to details of the applicant.
- 15. A non-refundable fee will be charged. This fee will be published on the website and will be reviewed regularly.
- 16. When an application for accreditation is received the Receiving Officer, in consultation with the Chair, will identify two Committee members available to form an assessment panel for the application in question. Whilst due regard should be paid to maintaining an equality in rotation of duties the primary criterion in selecting members should be to match the expertise of the assessors to the subject matter of the item to which the index relates.
- 17. If the subject matter of the index submitted does not match the expertise of any member of the Committee an outside expert, who preferably is, but need not be, an Accredited Indexer, may be co-opted to the panel in an advisory capacity.
- 18. The Chair of the Committee may be one of the assessors. In this case the chair will appoint another member of the committee, not being an assessor for the title in question, to exercise all the powers and responsibilities of the chair in respect of the assessment of the application in question.
- 19. The Receiving Officer sends the book and a copy of the index (or the link to the digital resource) and any explanatory material from the applicant to each panel member in turn.
- 20. Each panel member independently assesses the index carefully against the assessment criteria and provides a written report to the Receiving Officer (Appendix A includes the criteria).
- 21. Any constraints under which the candidate has worked and which have been reported by the candidate will be taken into account in making an assessment of the index.
- 22. The deliberations of the panel will be conducted primarily by telecommunications or email, although it may convene a face-to-face meeting if the need arises.
- 23. Evaluation reports to candidates will include the following:

- (a) bibliographic details of the index and of the work in which it appears;
 - (b) comments against each of the accreditation criteria to indicate briefly whether or not the candidate has met the criterion, and if not why not;
 - (c) a statement indicating that the standard required for accreditation has or has not been met.
24. The assessment reports are supplied to the Chair of the Accreditation Committee or, if the Chair was a member of the assessment panel, to the member of the Committee acting for the Chair, who compiles the final report which goes to the applicant.
25. The result of an assessment will usually be communicated to the applicant within a maximum of three months from payment of the approved fee and the receipt of the index by the Receiving Officer.
26. Upon return of the index and reports from the assessment panel the Receiving Officer will:
- (a) in the case of a successful applicant:
 - (i) notify the applicant of the Committee's decision, return all texts and enclose a copy of the panel's pro forma report;
 - (ii) arrange for a certificate to be prepared and signed by the President and the Chair of the Accreditation Committee;
 - (iii) notify the Membership secretary of the name of the successful candidate so that the register of Accredited Indexers and the membership database can be updated;
 - (iv) notify the Secretary of ANZSI so that the name of the candidate may be recorded in the Council minutes and notified to the Editor for publication in the Newsletter;
 - (v) forward the application and report to the Secretary of ANZSI for retention in the Society's archives.
 - (b) in the case of an unsuccessful candidate:
 - (i) notify the applicant of the Committee's decision, return all texts and enclose a copy of the panel's pro forma report;
 - (ii) inform the candidate that they may reapply for accreditation not less than six months from the date of the letter of notification;
 - (iii) invite the candidate to contact the Receiving Officer if they have any questions about the assessment;
 - (iv) inform the candidate of their right of appeal.
27. In the event that a candidate raises any question about the assessment the Receiving Officer will consult with the Chair of the Accreditation Committee who will decide what response is appropriate.
28. Successful candidates will receive a certificate signed by the President and the Chair of the Accreditation Committee.
29. Successful applicants may use the designation 'Accredited Indexer of the Australian and New Zealand Society of Indexers' only as long as they remain members of the Society and satisfy any accreditation renewal procedures that the Society implements.
30. If an Accredited Indexer does not renew membership, their name will be removed from the register of Accredited Indexers and from *Indexers Available*.
31. Life Members who are Accredited Indexers retain their Accredited status for the duration of their membership, and are not subject to any renewal procedures.

32. Rejoining members who had been Accredited Indexers who wish to be reinstated to the register of Accredited Indexers may submit a written application presenting evidence of:
- (a) previous Accreditation, and;
 - (b) continuing indexing activity in the period after membership lapsed. Such evidence will include indexes published, indexing training undertaken, and/or professional development activities related to indexing.
 - (c) The evidence presented by the member will be reviewed by a sub-committee of at least two members of the Accreditation Committee to determine if indexing practice and knowledge is current. A decision by the Committee that the evidence of current practice is insufficient will not preclude a future re-application for admission by that indexer. Correspondence and procedural matters will be handled by the Receiving Officer, Accreditation, in consultation with the Chair.
33. If the winner of the Society's Medal is a member of the Society but not an Accredited Indexer, Accreditation will automatically be granted. The formal application for accreditation process, including payment of the fee, will not apply.
34. Whenever the Medal is awarded, the Receiving Officer will check the Register of Accredited Indexers and if the winner's name is not listed, proceed to arrange in the usual way for a certificate of Accreditation and covering letter from the President to be forwarded to the Medal winner.

Appeal process

35. An appeal by a candidate against an Accreditation assessment should in the first instance be directed to the President, who will consult the Chair, Accreditation Committee
36. Valid grounds for appeal are:
- (a) due process (as set out in the Accreditation Policy and Procedures) was not followed by the Accreditation Committee in the assessment process, and/or
 - (b) the assessment of the index was demonstrably unjust, in that the Accreditation criteria were not applied correctly in the assessment.
37. The appellant must provide evidence of either (a) or (b), or both.
38. If due process is challenged by the appellant, the Chair/Chair's delegate and the President will examine the evidence presented, investigate the process followed and determine if the appeal is valid. If the appeal is upheld for this reason, the appellant will be invited to re-submit an application for Accreditation, without payment of a fee.
39. If the assessment of the index is claimed to be unjust, the President and Chair, Accreditation Committee (or the Chair's delegate if the Chair was involved in the original assessment) will select an Accredited Indexer as the appeal assessor. This assessor must be an indexer who meets the criteria set out in the Accreditation Policy paragraph 6. No assessor involved in the original assessment may participate in the appeal assessment process.
40. The Returning Officer Accreditation, in conjunction with the President, will handle correspondence with the appellant and the appeal assessor.
41. The appeal will be a blind independent review, in which:
- (a) the appeal assessor will be asked to review the index against the Accreditation criteria;
 - (b) the appeal assessor will not be told it is an appeal, nor be told the results of the original assessment;

- (c) the indexer (appellant) will be anonymous (other than to the Receiving Officer, the President and the Chair/Chair's delegate);
 - (d) the process will be confidential.
42. The appeal assessor's review report will be supplied to the Receiving Officer Accreditation, the President and the Chair of the Accreditation Committee (or Chair's delegate) who will consider the evidence presented by the appellant and the report from the appeal assessor.
43. If it is found that the grounds for appeal are not valid (that is that the index does not satisfy the Accreditation criteria), then the matter will be taken no further. The President will notify the appellant that the appeal was unsuccessful.
44. If it is found that the appeal is valid and that the index does satisfy the Accreditation criteria, then the members of the Accreditation Committee not involved in the original assessment nor in the appeal assessment will be asked to review the index and the assessment reports and provide advice. The full Accreditation Committee will discuss the matter and come to a decision. The decision will be binding, with no further appeal. The President will notify the appellant of the Committee's decision.

Repeat applications

45. Formerly unsuccessful candidates re-applying for accreditation may not submit an index to a work previously submitted.
46. Repeat applications will be treated in every respect as a new application and no reference will be permitted to any previous application.

History note:

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| March 2013 | Accreditation Policy (based on earlier Registration Policy) approved by ANZSI Council. |
| April 2015 | Policy amended to reflect change of committee name from 'Board of Assessors' to 'Accreditation Committee', approved by ANZSI Council February 2015 |
| March 2018 | Policy amended to include appeals process and make minor adjustments to the descriptions of procedures, approved by ANZSI Council 20 March 2018. |

Appendix A: Criteria for Accreditation

1. Identification of relevant material

1A. Analysis

- The index should be subject-based. It should contain terms for concepts as well as for names and objects.
- The index should include main headings and subheadings. Long strings of undifferentiated page references should be avoided: these should be broken up between main headings and subheadings.
- Some index terms may appear as both main and subheadings.
- The index should also include cross-references (and/or double-indexing) to lead from synonymous terms and to lead to related headings.

1B. Description

- The language of the index should be succinct.
- Words and phrases used to describe concepts in all levels of headings should reflect the language of the text, although other terms familiar to the work's intended audience may be needed in cross-referencing.
- The relationship between headings and subheadings should be clear; prepositions may be needed to avoid ambiguity.

1C. Comprehensiveness

- The index should be comprehensive. It should provide access to all topics of potential interest to the book's intended audience.
- Examiners will judge comprehensiveness by:
 - in the index, sampling coverage of topics represented by chapter, section and subsection headings in the text;
 - in the index, sampling coverage of smaller topics discussed in the text; and
 - following a sample of page references in the index back to the text and examining the surrounding text.

1D. Arrangement

- The index should be logically arranged. (This normally means an alphabetical arrangement, but it may be effective to use another arrangement (such as chronological) at the subheading level.)

2. Style

- Unusual stylistic conventions (such as italics to indicate illustrations or tables) should be explained in a brief introduction.)

3. Processing

- Page or other location references (such as paragraph numbers or URLs) should be accurate.
- Cross-references should be used correctly and accurately (that is, no blind nor circular cross-references).
- There should be no spelling errors.