



STANDARDS COUNCIL
BUILDING FAITH AND TRUST

**CMA Standards Council Accreditation and Renewal
Questionnaires**

User Guide

Version 3.0

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1. Welcome

Thanks for starting the Accreditation or Renewal process with us. In these Questionnaires we ask a number of questions and ask for submission of several documents. Your answers and the documents you submit, together with other investigations we make, will help us decide whether we can accredit or renew the accreditation of your organisation.

You may find as you go through the Accreditation Questionnaire that you can't satisfactorily answer every question or provide every document we ask for. If that happens, DON'T DESPAIR! This happens to many organisations which go on to be accredited. Simply answer the question truthfully, but make a comment in the "Comments" section setting out your position. After you submit the Questionnaire we will look at your comments and get in touch with you to help you to try to resolve the issue. Our mission is to lift the standards of governance in all Christian organisations, so if we can help you in any way, and make your organisation more effective in the process, we will be doing our job.

Thanks for your commitment to good governance, transparency and accountability. We're looking forward to accrediting you!

2. The Big Picture

The process for this stage of accreditation or renewal is:

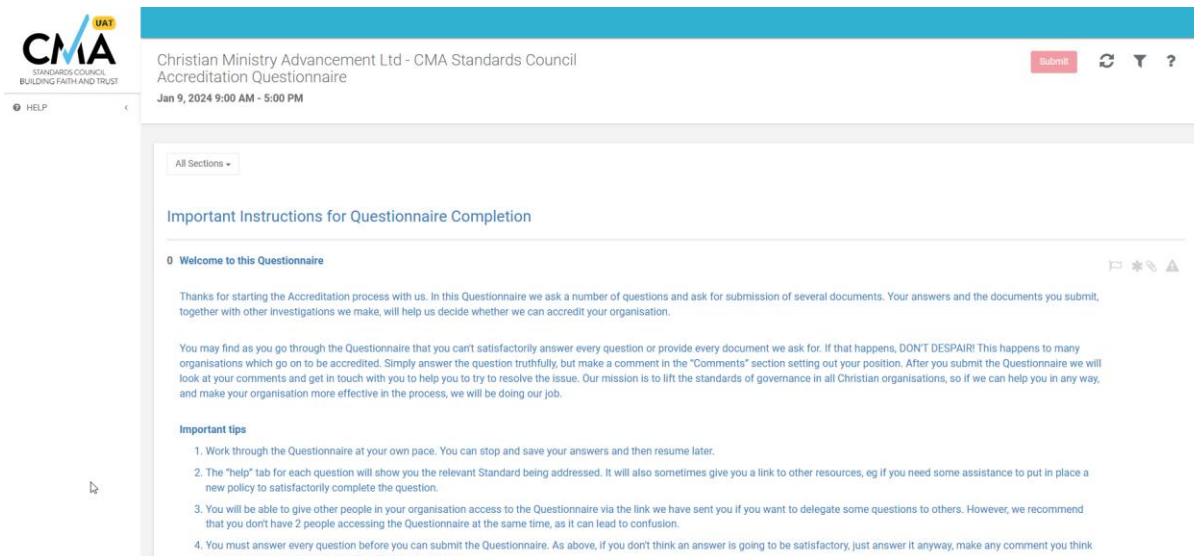
1. You complete the Questionnaire by answering questions and adding attachments. If there are some questions you can't answer or documents you don't have, just say so.
2. You submit the completed Questionnaire to us. We review your answers and documents and then send the Questionnaire back to you with further questions/discussion items, flagging the relevant questions.
3. You look at our discussion items, respond to them and/or add further attachments and resubmit the Questionnaire to us for further review.
4. The review and resubmission process continues until all questions are satisfactorily answered and all documents provided.
5. After that we move to the next stage of the process, which is internal to the CMA Standards Council. We then notify you of the outcome.

3. Important Tips

1. We recommend using a larger screen such as a computer or laptop screen.
2. Work through the Questionnaire at your own pace. You can stop and save your answers and then resume later.
3. The “Reference” tab for each question will show you the relevant Standard being addressed. It will also sometimes give you a link to other resources, for example if you need some assistance to put in place a new policy to satisfactorily complete the question.
4. You will be able to give other people in your organisation access to the Questionnaire via the link we have sent you if you want to delegate some questions to others. However, we recommend you avoid concurrent users accessing the Questionnaire at the same time, as it can lead to confusion.
5. In the Questionnaire you will also find links to protected documents and policies. To access these documents, please visit <https://cma.net.au/resources/cmasc-support-files/>
6. You must answer every question before you can submit the Questionnaire. As above, if you don't think an answer is going to be satisfactory, just answer it anyway, make any comment you think is appropriate and then submit. We will then contact you.
7. If this User Guide doesn't assist, or if you have some feedback for us on technical issues, please email info@cmasc.net.au with your question or feedback (if possible please include screenshots).
8. Keep the email in which we provided you with the link to the Questionnaire. This is how you will be able to continue to access the Questionnaire (until submitted). When we have accredited you or renewed your accreditation, you will be able to access the final Questionnaire into the future by using that same link.

4. Open and Navigate Questionnaire

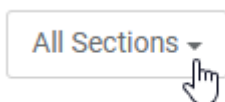
1. You will be presented with the following page when you click on the link we provided you.



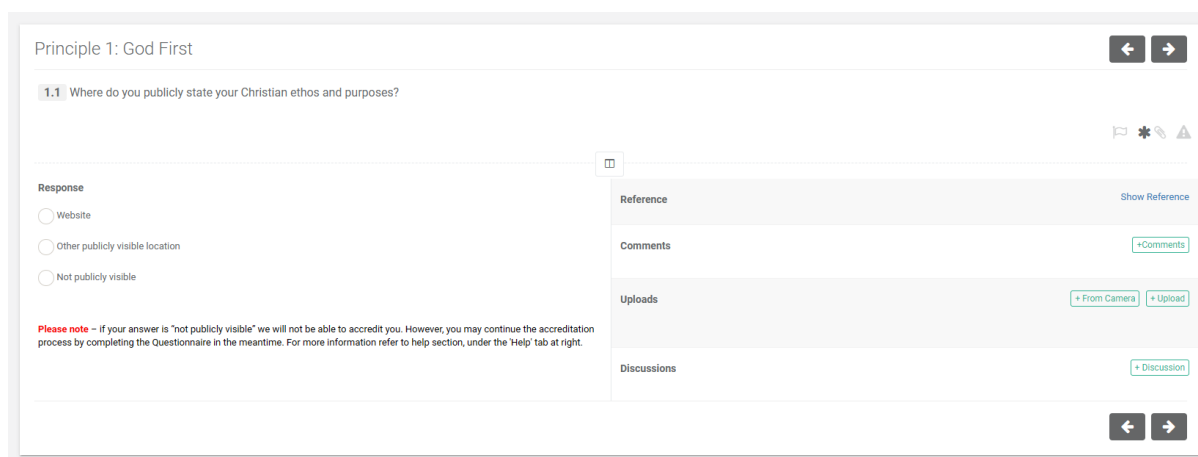
The screenshot shows the 'Christian Ministry Advancement Ltd - CMA Standards Council Accreditation Questionnaire' page. The header includes the CMA logo, the title, and a 'Submit' button. Below the header, there is a section titled 'Important Instructions for Questionnaire Completion'. This section includes a 'Welcome to this Questionnaire' message, a paragraph of introductory text, and a list of 'Important tips' with four numbered points. A navigation menu on the left side of the page shows 'All Sections' as the selected option.

Please ensure you read the Introduction at the beginning of the Questionnaire (Section 0) before proceeding to the Questionnaire.

You will find all questions as you scroll down. You can also use the the “All Sections” tab on the top left of the page to navigate to a particular section.



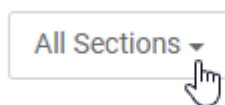
1. The Questionnaire is a collection of sections containing questions. Click the question you wish to start answering. The following Question/Answer page will display:



The screenshot shows a specific question page titled 'Principle 1: God First'. The question is '1.1 Where do you publicly state your Christian ethos and purposes?'. Below the question, there are three radio button options: 'Website', 'Other publicly visible location', and 'Not publicly visible'. A 'Please note' message is displayed below the options. On the right side of the page, there is a sidebar with sections for 'Reference', 'Comments', 'Uploads', and 'Discussions', each with a corresponding button to interact with that section.

Note:

If you wish to see all questions, use the “All Sections” tab on the top left of the page to navigate to a particular section.



2. Answer the question by completing the relevant option within the Responses box. If you have any comments please write them in the comment section. You will find that there are a few “Please note” sentences that will make you aware that certain answers will not be sufficient for accreditation.
3. The Reference section on the right contains relevant information, applicable standards and sometimes links to helpful information. Ensure that you click on “Show Reference” to see the details in this section.

Reference

Show Reference

4. Add any relevant file attachments when requested (see Uploads section of this document below).
5. When you have finished answering the question, or if you wish to leave it to return to later, click the **Next Section** button. The Next Section button is the grey arrow pointing to the right, at the bottom and top of each question. This will take you to the next question. (The previous button is the arrow pointing to the left)



Clicking the Next or Previous question navigation button will also save your answers before navigating to the next/previous question.

NOTE: at any time, you may click the SAVE button to save your answers and return to the questionnaire at a later time (top right of your screen).



5. Accessing Protected Documents

In the Questionnaire you will also find links to protected documents and policies. To access these documents go to <https://cma.net.au/resources/cmasc-support-files/> and download the files you need individually from the list.

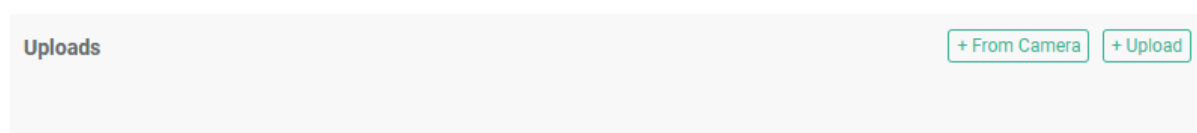
The secured documents are document which are only available to applicants undergoing the accreditation process, and are otherwise confidential to the CMA Standards Council. Please do not copy them for use outside your organisation without our prior written approval.

6. Attachments (Uploads)

Sometimes a question in the Questionnaire will ask for a document to be uploaded. These documents may for example be a policy, forms, accounts etc.

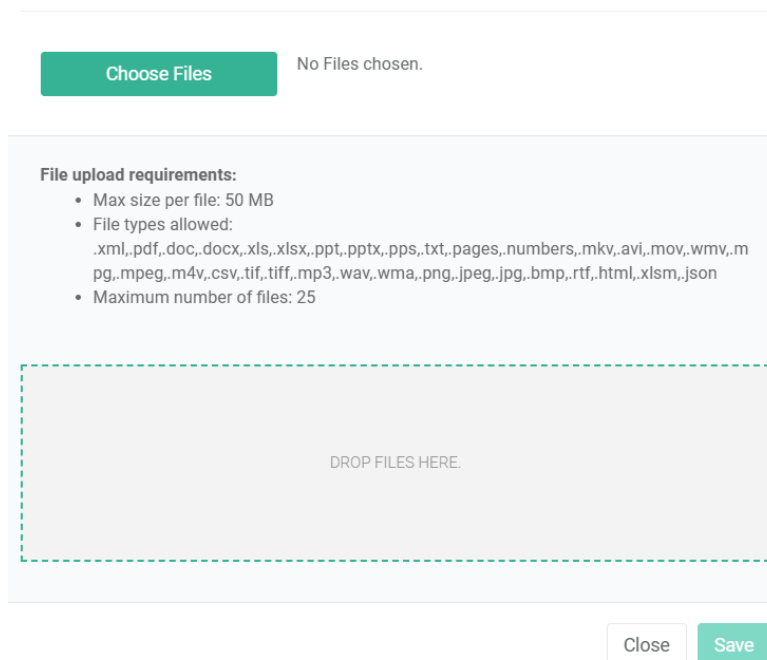
Upload an Attachment

- a. Select the Uploads section to the right of your screen and select the Upload tab if you wish to upload documents from your computer.

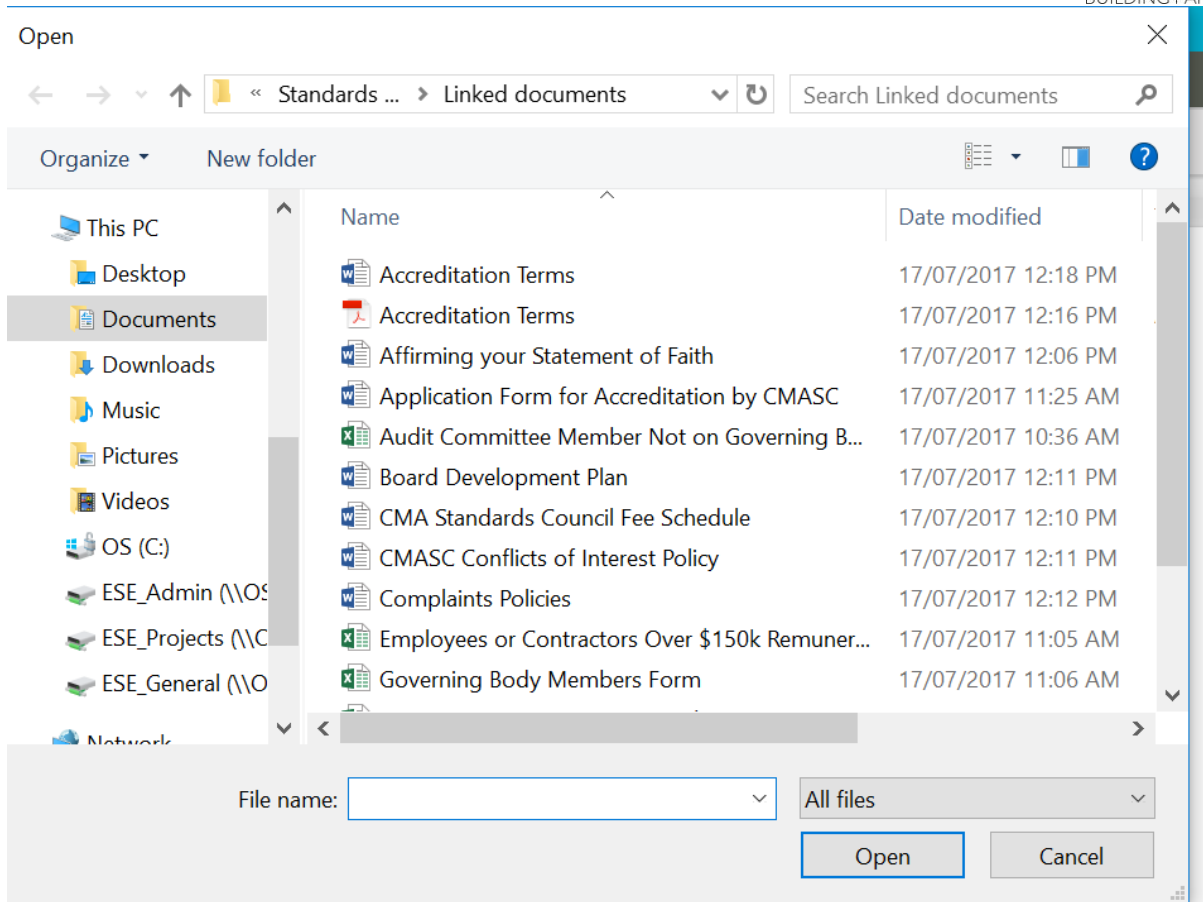


- b. Click the + **Upload** button and the following screen will open

Add Attachment



- c. On the New Upload page, click **Choose files** so that you may browse and select the file to be attached.
- d. Choose the file to upload, then click **OPEN**.



e. Name the file, then click **OPEN**.

Add Attachment

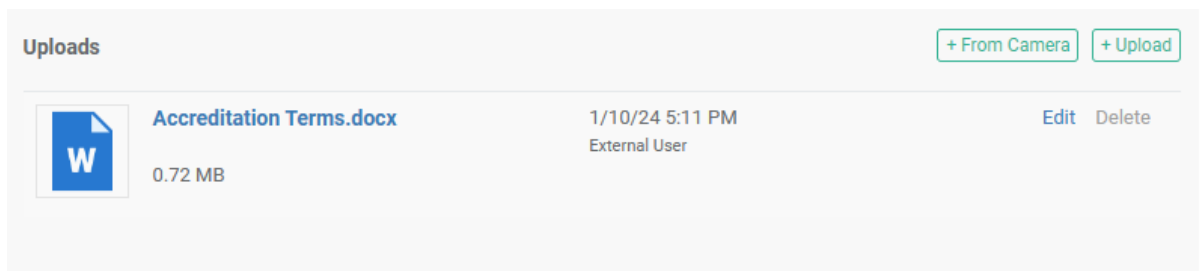
No Files chosen.

File upload requirements:

- Max size per file: 50 MB
- File types allowed:
.xml,.pdf,.doc,.docx,.xls,.xlsx,.ppt,.pptx,.pps,.txt,.pages,.numbers,.mkv,.avi,.mov,.wmv,.mpg,.mpeg,.m4v,.csv,.tif,.tiff,.mp3,.wav,.wma,.png,.jpeg,.jpg,.bmp,.rtf,.html,.xism,.json
- Maximum number of files: 25

DROP FILES HERE

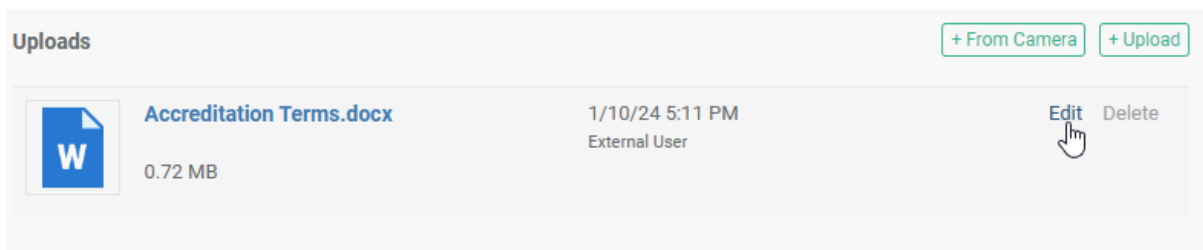
Your document(s) will now appear in the Upload section



The screenshot shows the 'Uploads' section of a system. At the top right, there are two buttons: '+ From Camera' and '+ Upload'. Below this, a document entry is shown for 'Accreditation Terms.docx', which is 0.72 MB and was uploaded on 1/10/24 at 5:11 PM by an 'External User'. To the right of the document name, there are 'Edit' and 'Delete' buttons.

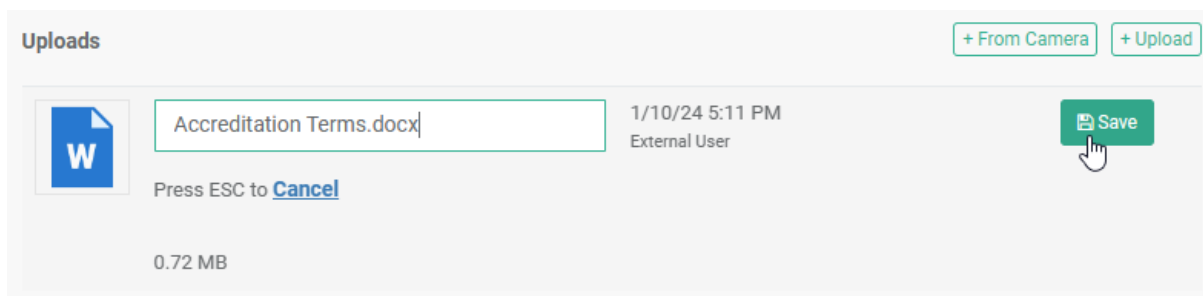
Edit an Attachment (change file title)

- Select the **Edit button** next to the document you wish to rename.



This screenshot is identical to the previous one, but a mouse cursor is pointing at the 'Edit' button next to the 'Accreditation Terms.docx' document entry.

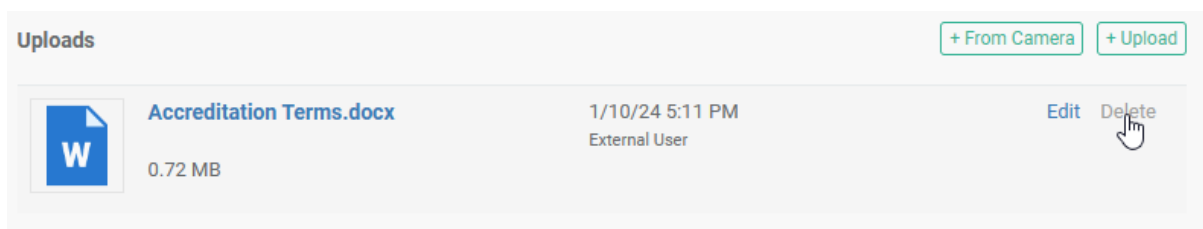
- Make changes, then click Save and Close button.



The screenshot shows the 'Accreditation Terms.docx' document entry with an edit dialog box open. The dialog box contains the text 'Accreditation Terms.docx' and a prompt 'Press ESC to **Cancel**'. To the right of the dialog box, there is a green 'Save' button with a document icon, which is highlighted by a mouse cursor. The 'Edit' and 'Delete' buttons are no longer visible.

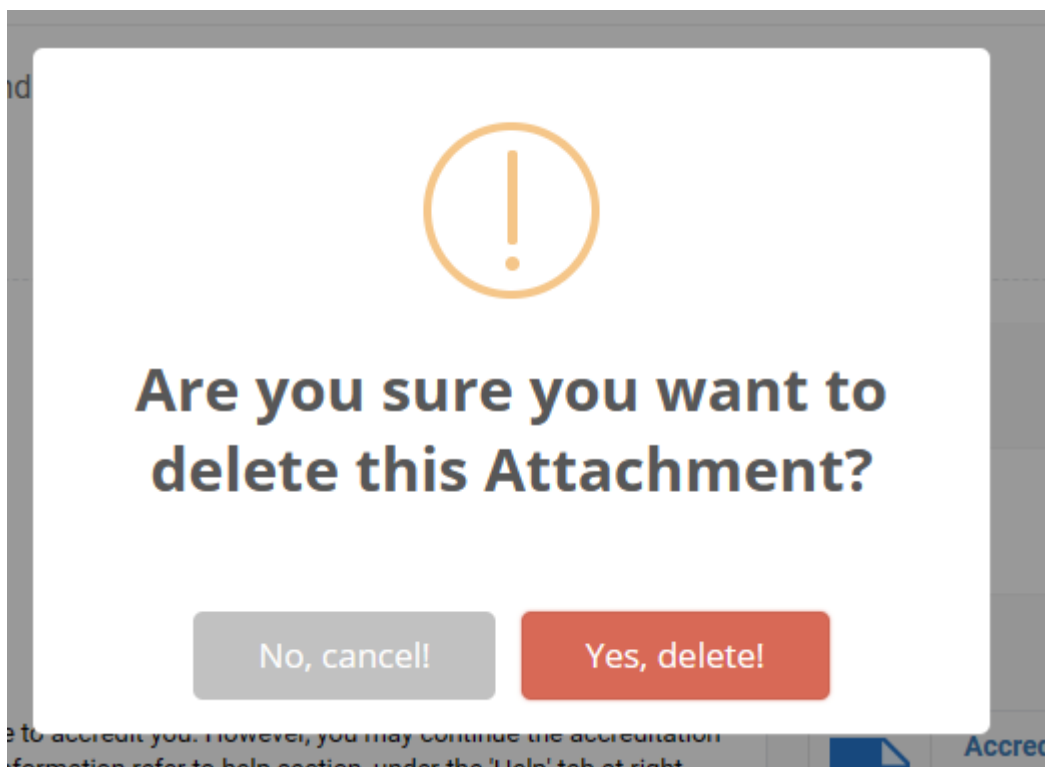
Delete an Attachment

- Click on **DELETE** button



This screenshot is identical to the previous one, but a mouse cursor is pointing at the 'Delete' button next to the 'Accreditation Terms.docx' document entry.

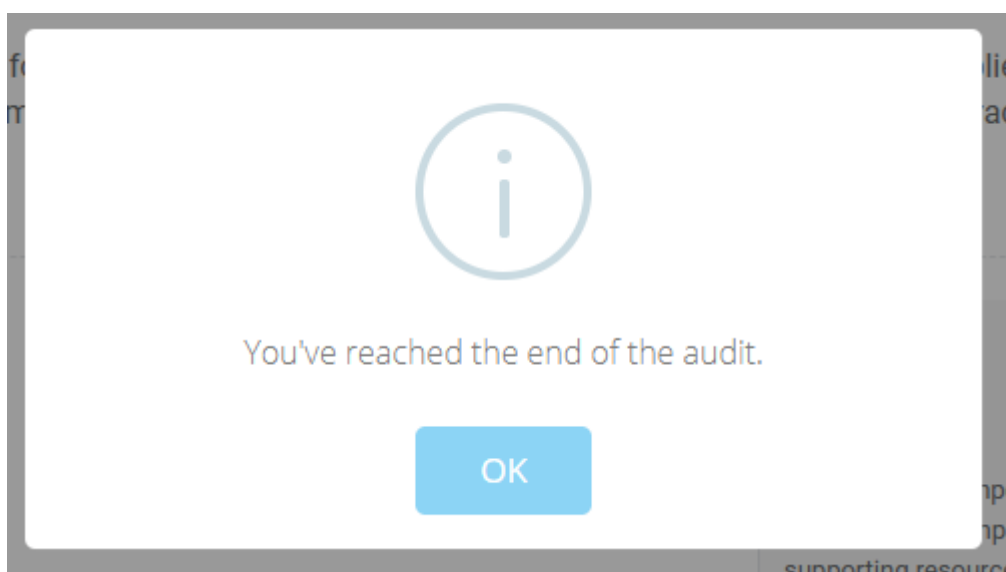
- In the Confirm deletion dialogue box click the **YES, Delete!** button.



7. Submit Questionnaire

1. The end of the Questionnaire

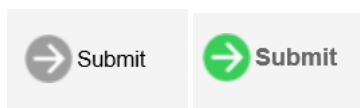
When you reach the end of the Questionnaire you will receive the following message:



Click OK. Note that this message does not mean that you have completed all questions.

1. Completion of all questions.

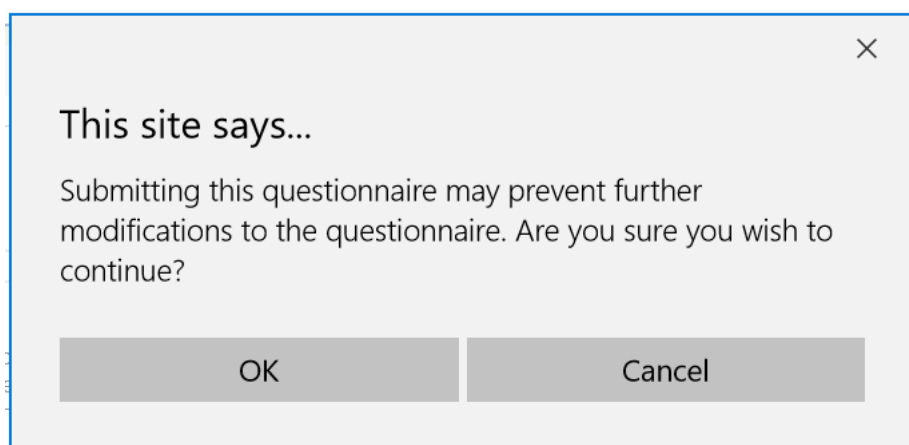
When all questions have been answered, the Submit button on the bottom left of your screen will become active, indicated by the green arrow.



You may then click the Submit button to submit the completed Questionnaire to us.

3. Confirmation of Submission of the Questionnaire

Immediately after submitting the Questionnaire you will receive the following message:



Please confirm submission of the Questionnaire by clicking the **Ok** button.

8. Incomplete Questionnaire

You will not be able to submit an incomplete questionnaire. To find any incomplete questions please go to Section Filter and select **All Sections**. If you are in a particular question, select “Questionnaire” at the top of your page

[← Back](#) / [Questionnaire](#) / **Question: 1.1**

Questions that are complete are marked with a green tick:



Principle 1: God First

1.1 Where do you publicly state your Christian ethos and purposes?



1.1.1 You indicated that your Christian ethos and purposes are stated online. Please enter the full URL to the page where your Christian ethos is mentioned.



Click on the questions that do not have the green tick and complete those questions (in our example above it would be question 1.1.1).

If you have completed all questions but the **Submit** button is not activated, click on the **Refresh** button on the top right.



If the Submit button is still not activated please repeat all steps as outlined under this Incomplete Questionnaire section. Ensure that you save any responses when working through the Questionnaire by clicking the SAVE button.



9. Re-submit Questionnaire

After the Questionnaire has been submitted, the CMA Standards Council will review your answers. If there are any questions, needs for clarification or insufficient information, we will:

- Flag the questions still in issue;
- Give you our feedback in the section on the right headed “Discussions”; and
- Return the Questionnaire to the primary contact of your organisation.

The questionnaire will then be accessible to you. You will be able to see your previous answers but you will only be able to edit the flagged questions.

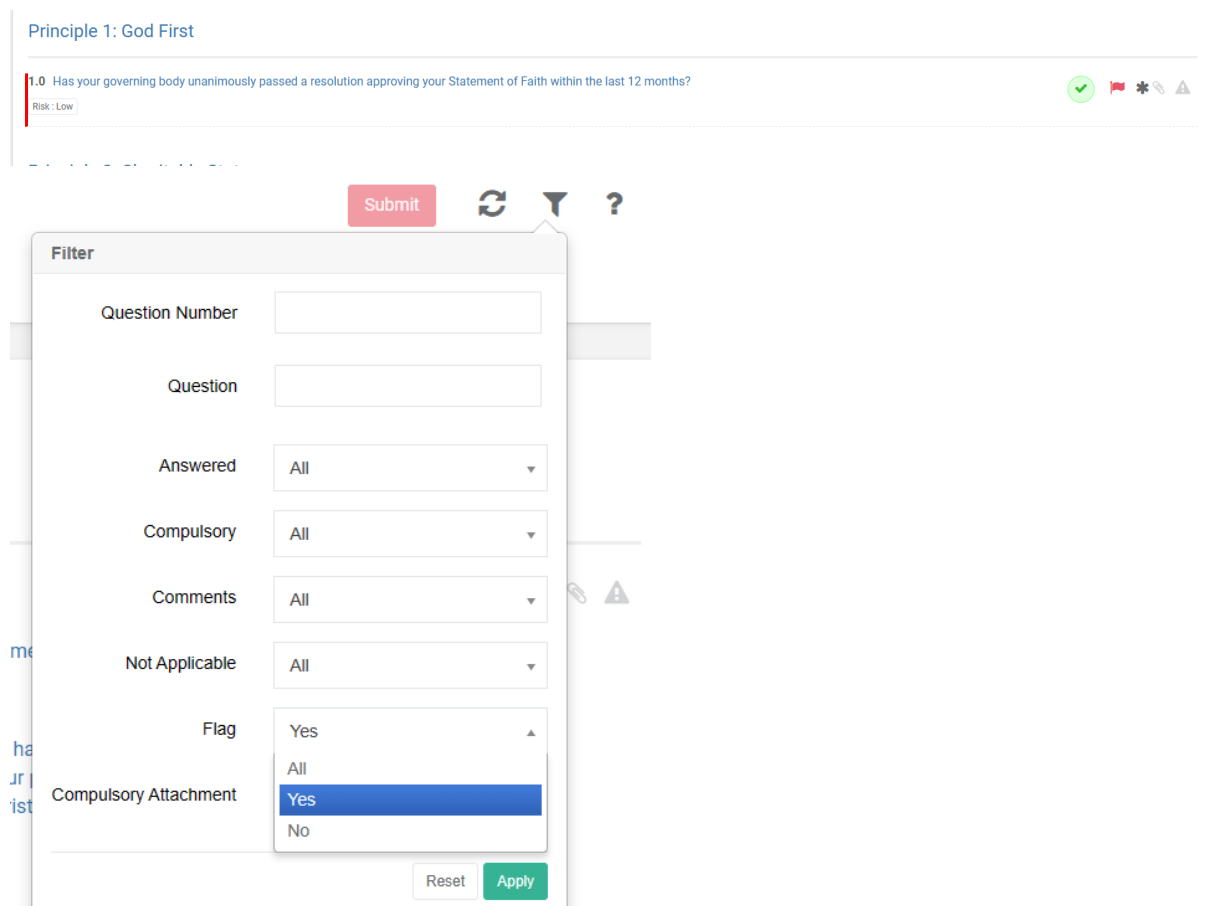
The primary contact within your organisation will receive an email notifying them that the questionnaire is available for you to review flagged questions.

Click on the link provided in the email.

Set filter to **Flag: YES** and click on **Apply**. The document will then display only the flagged questions that need your attention. These questions have a red flag (instead of a grey flag for non-flagged questions)



bar (as shown in image below). If you wish to see the unflagged questions and answers, simply set the Filter to **Flag: NO** and click **APPLY** and you will see those questions. If you wish to see all questions in the Questionnaire, set the Filter to **Flag: (blank)** and click **APPLY**, and you will then see the entire Questionnaire. Flagged questions will always show with the red flag. Please note, you will only be able to edit flagged questions.



Principle 1: God First

1.0 Has your governing body unanimously passed a resolution approving your Statement of Faith within the last 12 months?
Risk: Low

Submit

Filter

Question Number

Question

Answered

Compulsory

Comments

Not Applicable

Flag

Compulsory Attachment

Reset Apply

Click on the Question you would like to revise. You will now see the Discussions section populated.

1. Read Discussion Items

Click on **VIEW** and all discussion items will open.

2. Add or edit Responses

Note: You will only be able to add to or edit flagged responses.

3. Reply to Review Items

While you are able to upload documents in your reply (see below), we prefer your documents to be uploaded in the general upload section (see section 6 “Attachments” of this document).

Add Discussion

Comment *

New Attachments

Choose Files No Files chosen.

File upload requirements:

- Max size per file: 50 MB
- File types allowed:
 .xml, .pdf, .doc, .docx, .xls, .xlsx, .ppt, .pptx, .pps, .txt, .pages, .numbers, .mkv, .avi, .mov, .wmv, .mpg, .mpeg, .m4v, .csv, .tif, .tiff, .mp3, .wav, .wma, .png, .jpeg, .jpg, .bmp, .rtf, .html, .xls, .json
- Maximum number of files: 25

Make sure you click the save button when you finished editing the question.



When all questions have been answered, the **Submit** button will become active



If there are any flagged questions that have not been completed, repeat steps as described in chapter “Incomplete Questionnaire”.

10. Further Reviews

After you have resubmitted the Questionnaire, you will receive an email confirmation from us. We will then review your responses to the flagged questions. If we have any remaining issues we will send the Questionnaire back to you and you will be able to respond in the same way as above. The trail in the Discussion Items tab will remain visible until the question is final satisfactorily completed and we remove the flag.

11. Next Steps

After all questions have been satisfactorily completed and all issues are finally resolved, we will attend to our final checks and approvals for accreditation. After these are complete, we will contact you and let you know the final outcome and the process from then on.

12. Who is “Compliance Checkpoint”?

You may see in various emails to you or in some pop up boxes, references to “Compliance Checkpoint”. This is the software system we use to manage the questionnaire part of the accreditation process. It is owned by Compliance Experts (www.complianceexperts.com), a company based in Australia which provides this sort of software to commercial and not-for-profit organisations worldwide. Compliance Checkpoint is hosted in a specialised DataCentre "Datacom", located in Melbourne Australia. Datacom is certified to the appropriate international standards for information data privacy and security standards. Compliance Experts has assured us that the Compliance Checkpoint solution is highly regarded as an "Industrial Solution" and has been tested at length by Compliance Experts and its extended client base for system vulnerabilities, who routinely put the system through rigorous 3rd party vulnerability/penetration testing scenarios.

13. Glossary

References to:

- “you” and “your” are references to your organisation
- “governing body” include your board, council, committee or equivalent
- “constitution” means your top level governing document, such as a constitution, memorandum and articles of association, trust deed, parish rules, by-laws, Association rules, etc.