

Becoming a Service Provider Protocol

(For External Service Providers)

5/30/24

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The Academy for Professional Excellence is a project of the San Diego State University School of Social Work

Becoming a Service Provider

Updated 11/7/25

Purpose

In order for interested individuals to become a service provider with the Academy's Child Welfare Development Services (CWDS) program, there is a specific process they must follow. This protocol outlines the process of becoming a service provider.

Protocol

Individuals interested in delivering services for the CWDS program must go through the application process. It is important that all candidates follow this process to be considered eligible to deliver any services with the CWDS program. An applicant may come from within the Academy as a former employee transitioning into the role of service provider, may be referred by a CWDS stakeholder, or may come from the community at large.

To ensure equity and fairness, all applicants are expected to complete the application and onboarding process in the same order with the exception of Pre-Qualified Applicants.

- Pre-Qualified Applicants are applicants who recently resigned from employment with SDSU Research Foundation or are referred by a current Foundation employee who has first-hand observational knowledge of the applicant's experience, skills, and/or SME. Supporting documentation to verify previous facilitation or curriculum development experience may be requested.

All applicants must complete the application and onboarding process in less than six months, otherwise they will have to restart the process.

Responsibility

It is the responsibility of the Technical Administrative Coordinator to process the application, facilitate the observation process, create new user accounts, and assign/manage the curriculum awards.

It is the responsibility of the Technical Administrative Coordinator and the Development Operations Coordinator to conduct the applicant observation and use this experience to determine payment rate assignment.

It is the responsibility of the Development Operations Coordinator to oversee the recruitment and application process and review at least once a year.

It is the responsibility of the Development Operations Coordinator to conduct an orientation with applicants who are approved to become service providers. The orientation process will include assignment of payment rate, service provider classification, and review of standards and expectations set by the Academy.

It is the responsibility of the Development Operations Supervisor and Learning and Development Operations Manager to ensure this protocol is reviewed and updated on an annual basis or as changes are required.

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