Spark Rating Maintenance - QIS Responsibilities

Pre-Rating Review

1. QIS will receive two emails from TRI

- Cc of email sent to program
- Direct email from TRI with the information sent to the program attached.
    - Please respond to this email and let TRI know who the contact will be during this process

2. QIS will reach out to program

- Confirm email was received
    - If not, verify email address and physical address and notify TRI
- Answer questions and offer assistance with completion of application, if needed
- Log contact in TA log

Post Rating Maintenance Review

1. QIS will be copied on email to program with decision

2. QIS will be contacted to provide additional support if:

- The review team is not able to get sufficient information from the application
- The review team determines the program needs additional support and follow up before allowing the program to maintain their rating. In this event:
    - The nature of the follow-up and support will be explicitly stated in the meeting notes portion of the application
    - The program will be contacted by the review team to ensure they are willing to complete the follow-up activities with the QIS
    - If the program is willing, TRI will contact the QIS directly with the details and timeline
    - QIS will contact TRI when the activities are completed

3. QIS will log any post review contact with the program in TA log