



Exemplar
Global

Credential
Management





Exemplar Global: Leading the Way in Credential Management

Exemplar Global Inc., part of the American Society for Quality (ASQ) family, began providing certification and credential management services in the United States and Australia in 1989.

Our 25-plus years of building certification programs for customers, including industry groups and national regulators, has provided us with the expertise to partner with organizations in the design, development, and delivery of a sustainable, recognized career for those professions.

As a leader in credential management and creation, Exemplar Global has worked with industry and governments to help guide professional career requirements through our knowledge of what industry is seeking. This involves networking extensively with global certification bodies to align our products to meet the demands of industry and ensure we address new auditing trends.

Exemplar Global is dedicated to creating industry best-practice and has the knowledge and experience to create and manage credentials for any industry.

Over the years, we have been involved with a plethora of projects and partnerships that have had a positive impact on numerous industries and the professions they serve. The following case studies highlight just a few of the organizations that have reached out to Exemplar Global.



Drinking Water Quality Assessors in Australia— Helping to Implement a Private Standard for Government

To control the quality of drinking water across Australia, a scheme was needed to give the government confidence that drinking water quality was being maintained in what was a deregulated environment.

In response to this need, the Australian Drinking Water Association (ADWA) established a quality management system (QMS) to address quality, safety, and environmental concerns related to drinking water. However, ADWA was unsure of how to implement the program nationally and who could administer the assessments.

Following a lack of a coordinated auditing resource, ADWA approached Exemplar Global in 2008 to create a certification program along with collaborative project partners, including state regulators and Sydney Water.

The resulting certification, Drinking Water Quality Management Scheme, was implemented via a training course delivered by RMIT University in Melbourne. The course included an assessment that was recognized by Exemplar Global as meeting the technical knowledge requirement. Exemplar Global then set auditing requirements for graduates. These requirements were applied to the certification requirement.

The certification was mandated and regulated by ADWA, with assessors required to hold the credential to work in that space.

The development of the certification was well received and was mentioned at the Council of Australian Governments, where it was agreed that the program would expand from drinking water to include recycled water.

To ensure the scheme remains current, it is reviewed annually by the original committee, which reconvenes to review its performance.



Aged Care Managers in Australia and New Zealand—Lack of Resources Led to Exemplar Global Managing the Credential

Under Australian law, aged care facilities are required to act according to a prescribed standard, with each facility required to be individually assessed and certified as meeting this standard.

Prior to the development of a credential in 2003, there was a lack of quality across the aged care industry. The Australian government did not have sufficient internal resources to assess and accredit facilities.

Exemplar Global worked in collaboration with the Australian government and the Australian Aged Care Quality Agency to design and develop an Aged Care Assessor Credential to be implemented nationally. Exemplar Global was approached to find assessors and implement their accreditation requirements, with each assessor required to have experience working in an aged care facility.

The result of the certification was the delivery of a consistent level of outcomes, while assisting the Australian Aged Care Quality Agency to identify areas of opportunity in its aged care standards.

The certification was implemented as a mandatory program that required assessors to undertake agency training before coming to Exemplar Global to complete the agency components.

Exemplar Global facilitated the design and development of the assessor credential that underpinned the implementation of aged care standards in the industry. The credential was linked to accredited aged care standards facilitated by JAZ-ANZ.

The scheme saw more than 400 aged care assessors credentialed. After being adopted in Australia, the scheme gained interest in Canada, with some Canadian assessors enrolled in the program.

The scheme was managed by Exemplar Global until 2009, when the Australian government was able to appropriately resource the program.



Frozen Seafood Inspectors in Japan— Industry Responding to a Market Need

With such a high price paid for sashimi-grade tuna in Japan, it's necessary to verify the quality of the seafood through inspections to ensure it meets sellers' claims.

Exemplar Global was approached by the Japan Frozen Food Inspection Corporation (JFFIC) to develop a certification program to ensure that frozen seafood inspections were consistent and that the quality of the fish matched the price that people were paying.

The resulting certification, JFFIC Frozen Seafood Inspector, was developed in 2005 as a mandatory certification for those working in the industry.

Essentially, a “portable credential” was created that allowed quality to be ensured, with a group of inspectors able to implement assessments in Thailand and Japan. This provided assurance that adequate assessment was completed offshore and that the quality met expectations.

The certification was administered through formal training and knowledge assessment that JFFIC implemented through a college. The individuals were then directed to Exemplar Global for the final stages of the process.

To maintain an element of exclusivity in what is a very selective market, the number of people able to apply was restricted. Although a high number of people applied to receive certification, only a limited number were approved.

Inspectors were deployed at Tsukiji Market in Tokyo, Japan—claimed to be the largest wholesale fish and seafood market in the world—and also at a market in Thailand.

The certification was developed primarily for tuna and was later expanded to include other seafood, mainly for sashimi purposes.

Exemplar Global designed, developed, delivered, and helped JFFIC internationalize the credential through connections in Thailand, while also working toward a connection in China. The scheme was managed by Exemplar Global until 2011, when it was brought back in house by JFFIC.



Heavy Vehicle and Bus Safety Inspectors in Australia— Creating a National Standard

Bus Safety

The Bus Operator Accreditation Scheme (BOAS) was developed by Exemplar Global in 2007 on behalf of New South Wales Transport & Infrastructure (NSWTI) to standardize bus safety audits in NSW and provide confidence and reliance in the audit process.

Exemplar Global designed, developed, and delivered a competency-based personnel certification scheme on behalf of the scheme owners, now Roads and Maritime Services (RMS)—with certification mandatory in this industry.

The scheme recognizes auditors who conduct audits on behalf of NSWTI and ensures that bus operators can demonstrate that they meet BOAS requirements.

When the scheme was created, no transition arrangements existed, and all auditors were new and had to meet all requirements.

Exemplar Global's goal was to provide the industry with qualified auditors. There are currently 32 certified professionals under the scheme.

Heavy Vehicle

The National Heavy Vehicle Accreditation (HVA) Auditor Scheme was developed in 2006 to replace the differing state-based certification schemes that were active at the time—HVA1, HVA2, and HVA3.

The aim was to create a national standard and consolidate the different requirements that were in place in each state.

Exemplar Global designed, developed, and delivered a competency-based personnel certification scheme on behalf of the scheme owners. Collaborative project partners involved in the creation of the scheme included: HVA 1—State governments and TruckSafe, HVA 2—Roads and Traffic Authority NSW (now RMS), Trucksafe SA, WA Main Roads, and Vic Transport; HVA 3—The National Heavy Vehicle Regulator—owners of the current product.

Certification is mandatory in this industry and was opened to all auditors. New auditors were required to meet the new requirements in full, and auditors who were previously certified in HVA1, HVA2, and HVA3 were able to transition.

The goal of the scheme was to provide qualified auditors for the industry. There are currently more than 130 auditors on board.

Exemplar Global Is Passionate in Our Pursuit of Excellence

These are only a few examples of the vast industries that Exemplar Global has worked with and how our expertise has made a positive difference. A combination of our global reach, knowledge, and skills allows us to develop personnel certification schemes for any type of industry.

More information on other industries Exemplar Global is working with will be available soon.

To learn more about the Exemplar Global difference and how we can work with you to benefit your industry, please contact Ed Balfour at ebalfour@exemplarglobal.org.



Find Out More...

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