

Personnel Certification guide



Introduction

The Personnel Certification Guide has been developed to help you understand how to become certified with Exemplar Global. This guide provides the basic information regarding personnel certification and the process of becoming certified. Each personnel certification requirements document will provide you any specific requirements and the type of documentation you must submit when you apply for certification with Exemplar Global.

Review this guide as well as the Exemplar Global personnel certification requirements for the program of your interest. The personnel certification program requirements for your program of interest are accessible via the [Exemplar Global](#) website.

Collect or obtain any documentation or evidence required to be submitted along with your application for certification.

Log into your [online portal](#) to submit your application, pay any required application fees, and submit all required documentation.

An examiner will review your submitted application and contact you directly regarding the status or any additional steps that are required, such as taking a knowledge exam or submitting additional evidence.

Understanding Grades and Scopes

Grades of certification

A grade is a specific level within a personnel certification program that best describes the job role for that certification program. Exemplar Global auditor certification programs have grades such as “auditor” and “lead auditor.” An auditor works as part of an audit team or alone while a lead auditor is the team leader for an audit team.

Scopes of certification

A scope provides recognition that the applicant has experience within a specific industry. Applicants can choose to add as many scopes to their certification as they need or wish. Should a certified individual wish to add a scope to their current certification, they may submit an expansion application. Likewise, scopes can be removed from a current certification at any time.

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Scopes of certification often require audit experience to be demonstrated. Audit experience required for scopes is outlined in each certification requirement document and audit experience must be specific to that standard (ISO 17025:2017 audit experience is required to obtain the ISO 17025:2017 scope for instance.)

This audit experience is in addition to the skill examination requirements for the grade of certification.

Understanding Knowledge Requirements

All applicants are required to demonstrate knowledge specific to each certification scheme, grade and scope. Predominately, this is demonstrated by obtaining a certificate in the relevant discipline from an Exemplar Global training provider however alternative training options exist. Exemplar Global Training Providers either run certified courses (TCC) or deliver certified examinations (TPECS). Both types are suitable for personnel certification purposes.

Training Course Certification (TCC) focuses on training management and delivery. The evaluation of the training course involves the design and application of the training management system, delivery of course content, performance of instructors and provision of course support, to the assessment of key learning objectives.

Training Provider Certification and Examiner Certification Scheme (TPECS) focuses on the assessment outcomes of training courses, designed to reflect assessment practices and industry expectations, and demonstrate that applicants have achieved the level of knowledge competence required for Exemplar Global personnel certification.

- If a TCC or TPECS training certificate is older than three years from the date of application, further examination may be required (see knowledge examinations).
- Some industry schemes require additional assessment as required by scheme owners (see scheme certification requirements).
- Transition training and/or assessment may be required where standards are significantly revised.

A register of Exemplar Global Training Providers can be found at the [Exemplar Global Search Register](#)

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Knowledge examinations

For some Exemplar Global certification programs, a knowledge examination may be required. Some examples include:

- A certificate of attainment from a training provider accepted as equivalent to Exemplar Global training
- When a TCC or TPECS certificate is older than three years from the date of application.

Industry examinations

Various industry schemes may require applicants to undertake additional industry-specific examinations. These examinations are delivered by Exemplar Global.

Exemplar Global examinations

- Exemplar Global examinations are administered directly by Exemplar Global via FastTestWeb.
- Login details will be provided on application where required.
- Fees may apply to industry examinations and retakes of knowledge examinations.

Examination results

Knowledge examinations for all personnel certification programs are pass/fail (criterion-referenced) examinations, meaning that examinees must meet a specific passing score (performance benchmark) to pass the exam. For Exemplar Global and iNARTE examinations, the passing score required will be stated in your exam confirmation letter or at the time of completion.

Retaking knowledge examinations

Examinees must adhere to training provider's rules for retaking an examination. Exemplar Global examinations may be retaken until the required passing score is met. Retake fees apply for all Exemplar Global examinations.

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Requesting examination accommodations

Examinees who require medical, disability, language, or religious-related accommodations may request examination accommodations by submitting the accommodations form with their certification application or by emailing the request to their examiner or training provider prior to taking their examination.

Alternative certificates and courses accepted by Exemplar Global

In addition to the training providers certified by Exemplar Global, certificates from training providers certified by other bodies may be accepted as evidence of meeting knowledge requirements.

Understanding Education and Work Experience Requirements

Qualification requirements recognize an applicant's education level and work experience as required for the relevant personnel certification program the applicant is interested in.

Education evidence

Where a personnel certification program requires evidence of completed education, the following definitions apply:

- **Secondary education:** High school certificate
- **Tertiary / Post-secondary education:** Diploma or degree from college / university, or technical certificates
- **Associate degree:** Two (2) year university program
- **Bachelor's degree:** Four (4) year university program

Work experience evidence

When evidence of work experience is required, the following documentation is accepted, and will be verified by the examiner processing the application:

- Resume or curriculum vitae
- Statement of service

Evidence of work experience must be verifiable and include:

- Employer (including contact details)
- Dates of employment
- Roles, responsibilities (job description) and achievements

Several industry schemes require more specific work experience to be demonstrated. Refer to individual certification requirements.

Understanding Audit Experience

Exemplar Global Qualification-Based personnel certification programs often require evidence of audit experience as do most scopes of certification. Audit requirements are meant to recognize applicants audit experience as required for the personnel certification program they are interested in.

The following conditions apply for all audit experience requirements where required for a specific personnel certification program:

- The audits supplied on an [Audit Log](#) must be completed within the four years prior to application.
- Only independent audits are accepted as evidence of meeting the audit requirements (i.e., the auditor shall be independent from the audited organization). *Examples of relationships that may be acceptable are: A head office audit of a plant or division, one division or plant auditing another division or plant, a customer organization auditing a supplier, a third-party certification audit, or a consultant contracted to provide an independent conformance audit.*
- The auditor may have no part in the setup of, ongoing development of, or maintenance of the standard or system being audited.
- Audits that are combined with consulting activities cannot be used to meet the audit experience requirement for initial certification, expansion, or recertification.
- On-site and off-site auditing activity shall not be less than three hours per day. A three-hour audit is a half a day audit and a six-hour audit is a full day audit.
- Audits may be to internationally accepted standards, laws and regulations and industry specific criteria

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Onsite time vs Offsite time

Auditor: at least eight of the ten required audit days must be onsite.

Principal Auditor: at least fourteen of the twenty required audit days must be onsite.

Lead & Master Auditors: at least twenty-five of the thirty-five required audit days must be onsite.

Understanding Skill Examinations

For all Exemplar Global competency-based personnel certification programs, a skill examination is required as evidence of your competence to audit. The skill examination occurs during a conformity assessment audit (often called a “witnessed audit”). During a skill examination, a certified skill examiner, who is also certified in the program for which he or she provides skill examinations, shall witness and assesses the competence of the applicant.

The competencies applicants will be assessed against can be found in the skill examination report/s (industry-specific reports are in use for industry schemes). The skill examiner submits the completed skill examination report, signed by both the skill examiner and the applicant to Exemplar Global within five days of the completed skill examination.

Skill Examinations remain valid for 12 months

Skill Examination Arrangements, Impartiality and Conflict of Interest

For competency-based certification programs applicants are required to make the arrangements for their skill examination. Skill Examiners can be located on the [Exemplar Global Search Register](#). **Any actual or potential conflict of interest must be declared and referred to an Exemplar Global examiner prior to conducting the examination. Exemplar Global will decide and advise on conflict of interest prior to the skill examination.**

Refer to [Exemplar Global impartiality and conflict of interest guidelines](#).

Understanding the Work Style Assessment

All applicants are required to complete the Work Style Assessment self-coaching tool as part of the certification and recertification process. The Work Style Assessment is a sophisticated career and self-coaching development tool that empowers auditors through self-awareness. The assessment provides insight into your individual strengths as an auditor, coaching and managing considerations that benefit your auditing career, and areas to consider for professional development. The Work Style Assessment provides evidence that you possess the appropriate work values, style, and attitude attributes related to those defined in ISO 19011 These include:

- The degree to which you are competitive and take charge
- The degree to which you are focused on achieving challenging goals
- The degree to which you are calm and even tempered
- The degree to which you desire and are comfortable with social interaction
- The degree to which you are sensitive to the feelings of others and are empathetic
- The degree to which you are detail focused, organized, and methodical
- The degree to which you are curious, imaginative, and open to new ideas

Additional information

Details on how to complete the Work Style Assessment will be provided to you when Exemplar Global receives your application.

You can take the Work Style Assessment online on your computer or smartphone.

The assessment takes approximately 15 minutes to complete however there is no time limit.

You will be asked to answer a series of questions based on your first impression. There are no right or wrong answers and there is no pass or fail. It's all about understanding yourself better.

Responses are automatically processed, and a PDF report will be emailed to you within one hour of completing the survey.

If you have completed the Work Style Assessment within the four years prior to application, further assessment is not required.

Understanding Surveillance

Surveillance is typically required mid-way between initial certification (or each recertification) and the next recertification period for competency-based auditors only. Additional surveillance may be instituted if there have been major changes to a certification program due to changes in the industry. These may not be required on subsequent years. Surveillance is sought in the form of continuing professional development. [Refer to the Exemplar Global Surveillance document](#)

Understanding Recertification

Certified individuals are required to demonstrate continuing compliance by completing recertification. Recertification periods are typically four years. At times, additional recertification requirements may be instituted if there have been major changes to a certification program's requirements due to changes in the industry. These requirements are interim requirements and may not be required on subsequent years.

All auditors are eligible to expand for free on recertification. Contact your Certification Specialist for assistance.

For most Exemplar Global qualification-based programs, the following recertification requirements apply*

- Continuing professional development (CPD) hours
 - The number of CPD hours required are specified in the Exemplar Global [qualification based](#) and [competency based](#) Recertification requirements
 - All CPD hours must be submitted on a [Continuing Professional Development log](#)
 - All logs must be verified using employer verification, certificates, attendance records etc.
- Evidence of the completion of the Work Style Assessment for Auditors within the previous four years

*Excludes Responsible Care Management Systems, Process Safety Management, SQFI an Inarte

For all Exemplar Global competency-based programs, the following re-certification requirements apply:

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- Evidence of examination of skill by a certified skill examiner
- Evidence of the completion of the Work Style Assessment for Auditors within the previous four years

Understanding Continuing Professional Development

For many certification programs, the recertification requirements include submitting a [Continuing Professional Development log](#). Individuals should consider their personal strengths and weaknesses when selecting the appropriate professional development to undertake in between recertification periods. Unless the certification program requires specific professional development as part of the recertification requirements, professional development activities should relate to the field of work undertaken by the certified individual.

The continuing professional development log must show the duration and type of activities undertaken and details of the provider. The log must be signed, validated, and/or verifiable evidence of the completed activity must be included with the log. The following are examples of acceptable professional development activities:

- Attendance at conferences, seminars, workshops, webinars, or forums
- Full time, part time, or contract employment
- Instructor courses—teaching or leading courses towards the current certification obtained
- Attendance of student courses—any course/s completed towards the current certification obtained
- Certifications awarded by technical or professional societies
- Published articles, media reviews, and/or papers based on the current industry you are certified in
- Audit experience / Conducting Skill Examinations

Additional details are provided in the Continuing Professional Development log.

Applying

Before applying for certification, it is important to read the certification program's requirements. Personnel certification program requirements documents are accessible at www.exemplarglobal.org. Should you have any questions regarding what is required for the personnel certification requirements, please contact an examiner at your Exemplar Global principal office.

Once you have determined which grade and scope you wish to apply for, submit your application for certification via your [online portal](#). During the application process, you will be required to upload the required documentation and submit the application fees for your region.

All application information must be provided in English unless otherwise agreed with Exemplar Global. Where translations of documents are provided, these must be independently verified for accuracy. In some regions, an Exemplar Global international office may assist in reviewing, translating, and submitting certification application materials. See www.exemplarglobal.org for contact details of international offices.

Submitting an Expansion Application

You may apply to expand your personnel certification at any time. An expansion occurs when you choose to upgrade your certification to a higher grade or to add a scope to your certification program. Submit your expansion application via your [online portal](#).

This can be completed for free at recertification time or for a small fee at any time during your current certification period. Changes to grades may incur additional costs where upfront payments have been made.

Transitioning to Exemplar Global

If you are a management system auditor certified by one of the bodies listed below and want to transition to Exemplar Global certification, or wish to hold dual certification, Exemplar Global will formally recognize your auditor certification.

- Chinese Certification & Accreditation Association (CCAA)

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- International Register of Certified Auditors (IRCA)
- Korean Auditor Registration (KAR)
- Professional Evaluation and Certification Board (PECB)

Our simple transition process will provide you with increased recognition and professional status across global markets.

There is no application or transition fee, however a certification fee will be payable.

What is required?

- You must provide evidence of current certification* from one of the above certification bodies. The certification granted will reflect the grade and scheme you currently hold.

*Evidence must be in the form of a current card, certificate, or official letter from the authorizing body. **Invoices and receipts will not be accepted.**

Please note, additional requirements and fees may be applicable if you apply for a higher grade of certification or if you apply for competency-based certification.

The transition process is simple and will allow you to become Exemplar Global certified in a very short time. To begin the process, give us a call to speak with a member of our certification team.

Transitioning within Exemplar Global

If you are certified in one of the below schemes and want to transition to a related certification, Exemplar Global will recognize your current auditor certification.

- OHS Auditors (transitioning to ISO 45001)
- QMS Auditors (transitioning to Medical Device)
- HVA Auditors (transitioning to WA HVA)

Our simple transition process will provide you with increased recognition and professional status across global markets.

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Transition and assessment fees may apply

The transition process is simple and will allow you to become Exemplar Global certified in a very short time. To begin the process, give us a call to speak with a member of our certification team.

ISO and Industry transitions

ISO: All ISO standards are reviewed on a five-year cycle. Exemplar Global management system programs are based on the relevant international ISO standard. As such, professionals are required to demonstrate their knowledge of updated standards relevant to their certification.

Industry: Often, industries update their specific requirements. Industry professionals are required to demonstrate knowledge of updated criteria relevant to their certification.

AU and TL Auditor Transition (applies to current Exemplar Global certified management system auditors)

All Exemplar Global management system auditors are required to complete the AU or the AU and TL transition depending on their grade.

You can complete your transition by completing a series of assessments. These are available via your online portal. If you have any questions regarding the transition, please contact us at certification@exemplarglobal.org.

Reducing a Certification

At any time, you may reduce your certification to a lower grade or remove a scope from your certification program by contacting an Exemplar Global examiner. A reduction in certification may also be recommended to an applicant by the examiner after evaluation of an initial application. Acceptance of a reduction of certification must be provided to the examiner in writing from the applicant. No fees are refunded when reducing certification.

Application Fees

For any new certification application or an expansion application, an application fee is required with the application. There is no fee for reducing certification. For some personnel certification programs, other fees related to the required examinations, assessments, and skill examinations may apply. Transitioning auditors may be required to pay transition and certification fees only

Certification Fees

Once it has been determined that you meet the certification requirements, you will be required to pay your certification fee before your certificate and ID card are issued. The certification fee provides four years certification and can be paid either in full (four years) or to pay in four yearly instalments. An updated ID card is issued at each annual instalment or re-certification period. The certification fee is an annual instalment fee and this fee varies by grade and scope. Payments are to be made in USD or AUD. All fees are non-refundable and subject to change.

Additional Information

Please visit www.exemplarglobal.org or contact an examiner at your Exemplar Global principal office should you have questions regarding what is required for the personnel certification requirements or if you need assistance submitting an application for personnel certification.

Certificates and ID cards

All Exemplar Global certificates and ID cards are issued to the individual who has applied for and achieved personnel certification. Certificates are issued as electronic documents and are updated at each recertification or annual instalment period. A hard copy of the certificate may be ordered from Exemplar Global for an additional fee.

The certificate includes the following information:

- Certified individual's name
- Exemplar Global customer number

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- Program name and grade of certification
- Scope(s) of certification (if applicable)
- Date the certification was awarded
- Date the certification expires
- Any related accreditation logos (if applicable)

The ID card includes the following information:

- Certified individual's name
- Exemplar Global customer number
- Program name and grade of certification
- Date the certification expires
- Any related accreditation logos (if applicable)

ID cards are issued with the initial certification letter and updated ID cards are issued at each recertification or annual instalment period dependent on your payment method. **All expiration dates shall reflect the financial paid to date of a certification to avoid misuse of Exemplar Global credentials.**

All cards and certificates remain the property of Exemplar Global.

Definitions

The definitions given in ISO 19011 and ISO 17024 apply in addition to those definitions specific to Exemplar Global.

Applicant An individual who has applied for a personnel certification.

Audit Systematic, independent, documented process for obtaining and evaluating audit evidence objectively to determine the extent to which audit criteria are fulfilled.

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Audit Criteria Set of policies, procedures, or requirements (used as a reference).

Auditor Person with the competence to conduct an audit.

Certified Skill Examiner A person certified by Exemplar Global as competent to conduct an examination of defined skill competency for applicants.

Competence Demonstrated ability to apply knowledge and skills and demonstrate the required personal attributes.

Examinee An individual who is required to take a knowledge examination.

Examiner Employee of Exemplar Global with responsibility for management of designated programs and evaluation of applications.

Expansion Movement from one certification grade to another and/or addition of certification scopes

Grade A specific level of a personnel certification program that best describes the job role within a specific certification program.

Lead Auditor Person with the competence to lead an audit team that includes at least one other auditor.

Master Auditor Person with significant levels of work experience and certification.

Recognition of Current Competency (RCC) Acknowledgement by Exemplar Global Training Providers of competency currently held by a person, acquired through qualifications, and/or work or life experiences. **Recognition of Prior Learning (RPL)** Acknowledgement by Exemplar Global Training Providers of knowledge acquired by a person through qualifications and/or training.

Scope Recognition that a certified individual has demonstrated the qualifications within a certification program for a specific industry or sector.

TCC Training Course Certification, offered as an Exemplar Global product.

TPECS Training Provider and Examiner Certification Scheme, offered as an Exemplar Global product.

Exemplar Global Vision and Mission:

To advance the art and science of the recognition of professionals within the communities we support.

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Mission Statement:

To promote the best practices in the fields and professions relating to the certification of persons.

To certify persons and training organizations in all fields that require certification to perform competently and professionally.

To promote the professional development of persons and organizations that we serve.