



Exemplar
Global

Certification Requirements

Competency-based

Bus Operator Accreditation
Scheme (BOAS) Certification
Program

Exemplar Global is accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ) as meeting the requirements of the International Standard for Personnel Certification Bodies, ISO/IEC 17024:2012 '*General requirements for bodies operating the certification of persons.*'

This program is not covered under Exemplar Global's scope of accreditation with JAS-ANZ.

Disclaimer

While every effort is made to ensure that the process for evaluating applications for certification is effective, Exemplar Global, Inc. does not accept liability for the performance, conduct or services provided by the certified person or organization.

Copyright© 2017 Exemplar Global, Inc.

This certification program and associated intellectual property is subject to Exemplar Global, Inc. Copyright®. Apart from any fair dealing for the purposes of application, review or reference, as permitted under the Australian and United States of America Copyright Acts, no part of this program may be reproduced by any process without the written permission of the chief executive officer of Exemplar Global, Inc.

Table of Contents

Introduction	pg.4
Knowledge Requirements.....	pg.5
Test Specifications	pg.6
Work Style Assessment for Auditors	pg.7
Examination of Skill	pg.8
Surveillance	pg.9
Recertification	pg.10

Introduction

The **Bus Operator Accreditation Scheme (BOAS) Auditor Certification Program** has been developed by Exemplar Global in conjunction with Roads and Maritime Services to oversee the development and management of the program.

The program will provide recognition for auditors who conduct audits on behalf of Roads and Maritime Services to ensure that bus operators can demonstrate that they are meeting the requirements of the Bus Operators Accreditation Scheme (BOAS), as defined by Roads and Maritime Services.

Confidence and reliance in the audit process depends on the competence and management of personnel conducting the audit.

The program has been developed to meet the following key objectives:

- To achieve the requirements of the International Standard for personnel certification ISO/IEC 17024:2012 (17024);
- To ensure that auditors meet or exceed the audit and related competencies defined by Exemplar Global, using ISO 19011:2002 (ISO 19011) and BOAS as guidance;
- To assist bus operators in selecting competent auditors; and
- To enhance the professional recognition of Exemplar Global certified auditors.

Auditors who wish to become certified by Exemplar Global should review this document and the [Personnel Certification Guide](#) to better understand the certification requirements prior to applying for certification.

If you have any remaining questions regarding personnel certification, please contact an examiner in your region's principal office. Exemplar Global principal offices are located in:

Milwaukee, USA	Seoul, South Korea	Sydney, Australia
600 N Plankinton Ave Milwaukee, WI 53201-0602 USA +1-888-722-2440; or +1-414-272-3937 Fax +1-414-765-8661	Exemplar Global Co., Ltd. Room 610 Lotter IT Castle 1 #550-1 Gasan-Dong, Geumcheon-Gu, Seoul, South Korea Post code 153-768 +82-2-855-7017	South Wing Level 1, Building BR Werrington Corporate Centre, Werrington NSW 2747, Australia Mailing address: Building BR, Locked Bag 1797, Penrith BC NSW 2751, Australia 1-800-549-2440 +61-2-4728-4600

Knowledge Requirements

All applicants must provide evidence of knowledge competency defined by Exemplar Global in the following competency units.

All BOAS Auditors:

Management System Auditing—(Exemplar Global-AU)

Leading Management System Audit Teams—(Exemplar Global-TL)

And

Prior to the below examination all applicants must attend a one-day training course on BOAS Auditing provided by Roads and Maritime Services.

BOAS Auditing—(Exemplar Global-BA) This is to be completed online through Exemplar Global. Test specifications are located on page 6.

And at least one of the following or equivalent:

Auditing Quality Management Systems—(Exemplar Global-QM)

or

OHS Management Systems—(Exemplar Global-OH)

or

Environmental Management Systems—(Exemplar Global-EM)

EVIDENCE OF KNOWLEDGE-BASED COMPETENCY:

All BOAS Auditors:

A certificate/s of attainment for the above Exemplar Global-AU, Exemplar Global-TL, Exemplar Global-QM, Exemplar Global-OH, and Exemplar Global-EM competency units from a certified TPECS or TCC training provider issued within the three years prior to application is required.

Refer to the [Personnel Certification Guide](#) for details on knowledge examinations, TPECS and TCC training providers, and other certified training courses recognized by Exemplar Global.

Test Specifications

TEST SPECIFICATIONS FOR THE EXEMPLAR GLOBAL-BA (BOAS Auditing):

Competency 1

- Understand the conditions of bus accreditation as defined in the Bus Operator Accreditation Scheme (BOAS).

Competency 2

- Understand the relationships, roles, and responsibilities of regulatory agencies applicable to the BOAS.

Competency 3

- Understand the relevant responsibilities of Roads and Maritime Services, the bus operator and the auditor and the relationship between Roads and Maritime Services and the auditor.

Competency 4

- Understand basics of risk assessment and risk management.

Competency 5

- Understand the BOAS method of reporting.

Competency 6

- Understand the requirements of a safety management system as defined in the BOAS.

Competency 7

- Understand the requirements of a drug and alcohol program as defined in the BOAS.

Competency 8

- Understand the structure of the NSW bus industry.

REFERENCES ALLOWED DURING TESTING:

- Passenger Transport Act 1990
- Passenger Transport Regulations 2007
- Audit Tool
- Operator's Accreditation Guidelines

Work Style Assessment for Auditors

All applicants—except the Provisional Auditor grade—are required to complete the Work Style Assessment self-coaching tool as part of the certification 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.

[Click here](#) for more information about the Work Style Assessment.

The Work Style Assessment provides evidence that you possess the appropriate work values, style, and attitude attributes related to those defined in ISO 19011:2011 “Guidelines for auditing management systems.” 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

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 by our partner 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. Applicants are required to include the details of the previous assessment on their application form.

Examination of Skill

All applicants must provide evidence of the skill competency defined by Exemplar Global. Competency is to be demonstrated under auditing (on-site) conditions during a BOAS audit. The skill examination will be conducted by an Exemplar Global-certified BOAS skill examiner.

The skill examiner examines and reports on the competencies defined in the Exemplar Global skill examination for BOAS auditors.

Exemplar Global certified skill examiners must provide a copy of the completed [Skill Examination Report](#) within five days of completing the skill examination, signed by both the skill examiner and the applicant, as evidence of demonstration of the required skill competency.

Exemplar Global Skill Examination

- Implement the audit plan
- Maintain communication during the audit
- Collect and verify information
- Conduct interviews
- Generate audit findings
- Prepare audit conclusions
- Conduct closing meeting
- Prevent and resolve conflicts
- Complete the BOAS Audit Tool

It is the responsibility of each applicant to arrange a skill examination. Contact details of certified skill examiners to enable applicants to arrange the skill examination will be provided to each applicant when Exemplar Global receives their application.

Skill examination fees are submitted with the application fees for BOAS certification.

Surveillance

To maintain certification all certified auditors are required to demonstrate continuing compliance with the current certification criteria for the certification awarded. Exemplar Global will provide electronic reminders with an invoice for the annual instalment of your certification fee when the date for surveillance (re-assessment) is due. These reminders will include the information required to be provided to Exemplar Global.

Every two years from the date of initial certification or each recertification, auditors must demonstrate continuing compliance with the current certification criteria by providing:

- Evidence of current knowledge-based competency through successful completion of the relevant Exemplar Global e-based examination for the type and level of certification; and
- Confirmation that the [Code of Conduct](#) has been adhered to and any complaints against performance have been resolved.

The annual certification fee includes the cost for surveillance (re-assessment).

Recertification

To maintain certification, all certified auditors are required to demonstrate continuing compliance with the current certification requirements. Exemplar Global will provide electronic reminders with an invoice for the annual instalment of your certification fee.

Every four years from the date of initial certification or each recertification, auditors must provide:

- Evidence of a completed skill examination by a certified BOAS skill examiner;
- Evidence of evaluation of personal attributes by the completion of the Work Style Assessment for Auditors within the previous four years; and
- Confirmation that the [Code of Conduct](#) has been adhered to and any complaints against performance have been resolved.