



Exemplar
Global

Personnel Certification Guide

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.’*

JAS-ANZ



The JAS-ANZ Scope of Accreditation includes the Exemplar Global competency-based personnel certification programs for QMS auditors, EMS auditors, OHSMS auditors, and FSMS auditors. To confirm JAS-ANZ accreditation status, visit www.jas_anz.com.org.

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
About Grades and Scopes of Certification	pg.5
Understanding Knowledge Requirements.....	pg.6
Understanding Qualification Requirements	pg.9
Understanding Auditing Requirements	pg.10
About Skill Examinations	pg.11
About Work Style Assessment for Auditors	pg.12
Understanding Surveillance Requirements	pg.14
Understanding Recertification Requirements	pg.15
About Continuing Professional Development	pg.17
Submitting an Application for Certification.....	pg.18
Certificates and ID Cards	pg.20
Definitions and Abbreviations.....	pg.21

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 the specific requirements and the type of documentation you must submit when you apply for certification with Exemplar Global.

Benefits of Personnel Certification

Holding certification through Exemplar Global can help you maximize your career potential and attain your professional goals. Your certification provides evidence of competence and qualifications if you are seeking employment.

Exemplar Global certification formally recognizes your competence internationally.

Certification Process

Review this guide as well as the Exemplar Global or iNARTE 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.

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 Postcode 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

About Grades and Scopes of Certification

Exemplar Global personnel certification programs contain several grades and scopes for which applicants may choose to become certified.

iNARTE personnel certification programs each contain one or more grades.

Grades of Certification

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

Applicants for personnel certification should review the definition of each grade within a specific certification program to determine which grade best describes their job role. Once determining which grade best matches their job role, the requirements for that grade should be reviewed to determine if the requirements can be met.

Scopes of Certification

A scope within a certification program provides recognition that the applicant meets the qualifications to work within a specific industry or sector. As an example, certified Exemplar Global auditors often request a scope related to a specific ISO standard or industry sector regulation for which they conduct audits.

For many programs, scopes are not required. For all programs that contain scopes, applicants can choose to add as many scopes to their certification as they need or wish.

iNARTE personnel programs do not contain scopes of certification.

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 by contacting an examiner in writing. See the [Submitting an Application](#) section of this guide for details.

Understanding Knowledge Requirements

Knowledge requirements recognize an applicant's current level of knowledge, as required for the certification program they are interested in. There are many ways to obtain evidence of meeting knowledge requirements, and the requirements for the specific certification program will provide details as to which type of evidence is required.

This guide provides a summary of the various types of knowledge evidence accepted by Exemplar Global.

TPECS Examinations

TPECS examinations are offered by training providers who hold an Exemplar Global Training Provider and Examiner Certification Scheme (TPECS) certificate. These training providers meet the requirements shown in the TPECS requirements and develop and deliver knowledge examinations that align to the Exemplar Global competency units.

Examinees who pass these exams receive a certificate of attainment which can then be used as evidence of meeting the knowledge requirements for many Exemplar Global personnel certification programs.

Exemplar Global and iNARTE Examinations

For all iNARTE and some Exemplar Global personnel certification programs, the knowledge examinations are administered directly by Exemplar Global. For these programs, applicants work with their examiner to schedule the exam for a date and time that works best for their schedule.

Examinees who pass these exams receive notice of their exam result via email. Their examiner also receives this notice and will continue to process the certification application accordingly.

Knowledge Examinations

For some Exemplar Global certification programs a knowledge examination is required when alternative training certificates are accepted as evidence of meeting the knowledge requirements. Acceptance of alternative certificates will be noted within the requirements documents for each specific certification program.

Some examples of alternatives include:

- A Certificate of attainment from a training provider whose courses are accepted as equivalent to Exemplar Global TPECS or TCC certificates through a bilateral agreement (BLA) with Exemplar Global, Inc.
- When a TPECS or TCC certificate of attainment is older than three years from the date of application.

Understanding Knowledge Requirements

Surveillance Examinations

For some personnel certification programs, evidence of continued knowledge may be required at surveillance periods and recertification. In these situations, arrangements to take the surveillance knowledge examinations are made directly with an examiner at Exemplar Global.

When surveillance exams are administered online, details to access and take the examination will be sent directly to the certified individual from the examiner. To ensure receipt of these emails, this email address should be added to your contact list or “safe list” in your email account.

When surveillance exams are proctored, whether or not they are online or on paper, your examiner at Exemplar Global will work with you to schedule the exam for a date and time that works best with your schedule. Once details have been sent, the applicant has six months to complete their surveillance requirements.

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) in order to pass the exam, and therefore meet the certification requirements for knowledge.

For exams taken with TPECS providers, the passing score required will be communicated by the training provider before you take the exam.

For Exemplar Global and iNARTE examinations, the passing score required will be stated in your exam confirmation letter or any notification you receive from your examiner. Information on the passing score required for these exams may also be found at [Exemplar Global](#).

Receiving Examination Results

For examinations that are taken online, often times the result will appear immediately after submitting your final exam response. When results are not immediately available, you will receive a message noting when you may expect to receive your result.

In both of these situations, you can expect to receive your formal exam result from your examiner within 10 business days.

For examinations that are taken on paper, the answer form is returned to the examiner to be scored.

- When these examinations contain only multiple choice test questions, your result will be emailed to you within 15 business days of completing the exam.
- When these examinations contain short response, constructed response, or essay response test questions that require a technical advisory committee to score the responses, your results will be emailed to you within 10 business days of the last day of the scoring period. In this situation you will be notified when the scoring session is scheduled in your exam confirmation email.

Understanding Knowledge Requirements

Retaking Knowledge Examinations

For exams taken with TPECS providers, examinees must adhere to the training provider's rules for retaking an examination. Retake fees may apply in these situations. Retake fees for TPECS examinations are not controlled by Exemplar Global.

For Exemplar Global and iNARTE examinations, examinations may be retaken until the required passing score is met. There is a required wait period between each of these examinations which will be communicated to you in your score report or the email result notification from your examiner. Retake fees apply for all Exemplar Global and iNARTE examinations. Please contact an examiner in your region's principal office or view the retake fees on the [Exemplar Global](#) website.

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 this form to their examiner at least four weeks prior to their examination date.

Examinees taking a TPECS examination must contact the individual training provider to request examination accommodations. The training provider may have their own accommodation request process that should be followed.

Alternative Certificates Accepted by Exemplar Global

In addition to the training providers certified by Exemplar Global, certificates from other certification bodies are accepted as evidence of meeting knowledge requirements through bi-lateral agreements with other organizations.

Bi-lateral agreements have been made with the following organizations:

- International Register of Certified Auditors (IRCA)
- National Registration Board for Personnel and Training (NRBPT)

In addition to these organization's courses, for some programs, equivalent Exemplar Global-certified courses are accepted as meeting knowledge requirements for that program. These include:

- IEMA Advanced EMS Auditor Course as equivalent to Exemplar Global: EMS Lead Auditor Training Course (TCD20)
- FDFAU4001A (Assess compliance with food safety programs), FDFAU4002A (Communicate and negotiate to conduct food safety audits), FDFAU4003A (Conduct food safety audits), and FDFAU4004A (Identify, evaluate and control food safety hazards).

Additional Information

Visit the www.exemplarglobal.org website for more information regarding knowledge requirements including a register of TPECS providers, [Exemplar Global Testing Centres](#), and TPECS competency units.

Understanding Qualification Requirements

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

Education Evidence

When a personnel certification program requires evidence of completed education, the following documentation is accepted as proof of completed education:

- **Secondary education:** High school certificate
- **Tertiary or post-secondary education:** Diploma or degree from college, or TAFE certificates.
- **Formal training courses or seminars:** Certificates

Work Experience Evidence

When a personnel certification program requires evidence of work experience, the following documentation is accepted, and will be verified by the examiner processing the application:

- Resume
- Curriculum vitae
- Work experience form

All qualification evidence is verified by the examiner as being authentic and accurate.

Understanding Auditing Requirements

Many Exemplar Global personnel certification programs require evidence of audit experience. Audit requirements are meant to recognize applicant's completed audits, as required for the personnel certification program they are interested in.

The following conditions apply for all audit experience requirements, if 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.
- All audits must be for determining conformity to the certification program's related standards (e.g., ISO 14001 for an EMS Auditor, ISO 9001 for a QMS auditor, etc.).
- Audits for determining conformity to other management system standards and normative and industry references that are recognized by Exemplar Global may also be accepted.
- The auditor may have no part in the set up of, ongoing development of, or maintenance of the ISO 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.
 - Examples of consultancy audits include: audits where advice was given on an action plan for developing or improving the system as part of the audit, audits where the auditor had a part in setting up the system, or audits where the auditor was involved in the ongoing development of the system.
- Audits must be recorded in calendar days, not person days.
- 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.

Evidence of meeting audit requirements must be submitted in the [Audit Log](#).

All audit experience evidence is verified by the examiner as being authentic and accurate.

About Skill Examinations

For all Exemplar Global competency-based personnel certification programs, a skill examination is required as evidence of the demonstration of the required skill competency.

For auditor-specific certification programs, the skill examination occurs during a conformity assessment audit (often called a “witness audit”).

During a skill examination, a certified skill examiner—who is also certified in the program for which s/he provides skill examinations—witnesses and assesses the competence of the applicant. The skill examiner submits the completed skill exam report, signed by both the skill examiner and the applicant to Exemplar Global within five days of the completed skill examination. The skill examination report will only be accepted if it is performed within the past 12 months of the submission of the application.

All skill examination reports are verified by the examiner as being authentic and accurate.

Skill Examination Arrangements

For competency-based certification programs applicants are required to make the arrangements for their skill examination. A register of [Skill Examiners](#) can be located on the Exemplar Global website.

Conflict of Interest

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.

Becoming a Skill Examiner

In order to become a certified skill examiner one must meet the following requirements:

- Hold the certification at the two top grades for a specific personnel certification program (e.g., Lead or Business Improvement Auditor); and
- Meet the requirements shown in the [Skill Examiner certification program](#).

Interim Skill Examiner Arrangements

For newly released certification programs, interim arrangements for skill examiners are available and published within that specific program’s requirements documentation. For all newly released programs, the interim arrangements for skill examiners can only be in place for the same time period as the program’s recertification period, or a maximum of three years (whichever is longer).

At the first recertification period for the specific certification program, or at three years, individuals who became certified skill examiners through the programs interim arrangements must meet all certification requirements for that specific program. By doing so, the certified skill examiner may demonstrate they continue to meet the same level of performance as when they were first certified as skill examiners and for that specific program.

About Personal Attributes Assessments

Exemplar Global offers a selection of personality-based assessments that are intended to assist applicants, certified individuals, and others in an organization to better understand their strengths and weaknesses. Unlike examination results that have a pass/fail result, the results from these assessments are used to better understand oneself and may be used to develop individual performance improvement plans.

For all Exemplar Global personnel certification programs, it is a requirement that a work style assessment be completed. While the assessment must be completed, since these assessments are intended to provide insight into your work values, style, and attitudes via a personality profile, there is no right or wrong result.

Depending on the result, and the requirements of the certification program, you may be required to develop a self-reflection or professional development plan.

The suite of personal attribute assessments offered by Exemplar Global can also contribute to a cost effective personnel management tool that has the potential to lift an organization's performance through the recruitment, selection, and development of staff and teams.

For more information on individual assessment using these assessments outside of personnel certification, please contact Business Development at Exemplar Global at sales@exemplarglobal.org.

Risk-Type Compass™

In 2011, Exemplar Global partnered with Psychological Consultancy, Ltd. to conduct a job analysis survey in connection with the Risk-Type Compass™ assessment. The result is an auditor-specific Risk-Type Compass™ assessment report. The Risk-Type Compass™ measures individuals' personality traits related to their perception of risk, readiness to take risks, and their ability to cope with risk-taking.

Register to take the Risk-Type Compass™ through [Exemplar Global](#) to gain a better understanding of your risk type based on your attitude and personality and use the results to achieve an appropriate balance of risk suited for your role.

Work Style Assessment for Auditors

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"

About Personal Attribute Assessments

Exemplaar®

Exemplaar® is designed to assist organizations in the selection and development of their personnel. Sharing foundations with PAAS Master®, Exemplaar® provides for the definition, measurement, and examination of personnel attributes specifically targeted at executives, managers, and staff members.

Registration to take any of these personal attribute assessments will be provided by your examiner if it is required for the certification requirements.

Individuals interested in taking these assessments outside of a certification program may visit the [Compass™](#) site at [Exemplar Global.org](#).

Understanding Surveillance Requirements

For many personnel certification programs, certified individuals are required to demonstrate continuing compliance with the current certification requirements by meeting surveillance requirements.

Surveillance requirements are typically required as a mid-point between initial certification (or each recertification) and the next recertification period.

The specific requirements for a program are provided in that program's certification requirements document.

For all programs, the following surveillance requirements apply:

- Confirm that the Exemplar Global [Code of Conduct](#) or iNARTE [Code of Ethics](#) has been adhered to; and
- Ensure any complaints against performance have been resolved.

At times, an additional surveillance requirement may be instituted if there have been major changes to a certification program's requirements due to changes in the industry. These requirements are considered to be interim requirements and may not be required on subsequent years.

When these interim surveillance requirements are to be met, certified individuals will receive information as to what the requirements are, how they are to be met, and by what date, directly from their Exemplar Global examiner.

Understanding Recertification Requirements

For all Exemplar Global and iNARTE personnel certification programs certified individuals are required to demonstrate continuing compliance with the current certification requirements by meeting recertification requirements.

Periods of recertification vary depending on the program and industry so it is important to review the requirements for your specific program.

For all programs the following recertification requirements apply:

- Confirm the Exemplar Global [Code of Conduct](#) or iNARTE [Code of Ethics](#) has been adhered to; and
- Ensure any complaints against performance have been resolved.

At times, additional recertification requirements may be instituted in specific years if there have been major changes to a certification program's requirements due to changes in the industry. These requirements are considered to be interim requirements and may not be required on subsequent years.

When these interim recertification requirements are to be met certified individuals will receive information as to what the requirements are, how they are to be met, and by what date, directly from their Exemplar Global examiner.

Exemplar Global Qualification-Based Recertification Requirements

For all Exemplar Global qualification-based programs, the following recertification requirements apply:

- Continuing professional development (CPD) hours
 - The number of hours required are specified in the program's requirements.
 - All CPD hours must be submitted on a [CPD Log](#).
 - All CPD logs must be either signed by someone that can verify what is on the CPD Log is correct or you can submit evidence e.g. certificates etc.
- Evidence of evaluation of personal attributes by the completion of the Work Style Assessment for Auditors within the previous four years; and
- Audit experience
 - The number of audit days required are specified in the program's requirements.
 - All audit days must be submitted in an [Audit Log](#).

Exemplar Global Competency-Based Recertification Requirements

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

- Evidence of examination of skill competency by a certified skill examiner.
 - See [About Skill Examinations](#) for details on arranging a skill examination and locating a certified skill examiner.
 - Demonstration of the defined personal attributes must be shown through the completion of the e-based Work Style Assessment for Auditors.

Understanding Recertification Requirements

iNARTE Recertification

To continue iNARTE certification, certified individuals are required to submit a statement of their continued employment in the related industry as well as a recent resume along with payment of their annual fee.

Program Specific Recertification Requirements

Additional recertification requirements will apply for each specific certification program. Be sure to review the specific recertification requirements for the program you are interested in, or are certified in, to be sure all recertification requirements are met. Access the requirements documents from www.exemplarglobal.org.

About 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
- Participation in the exam development cycle for established Exemplar Global personnel certification schemes
- Auditing experience meeting the recertification requirements for your grade.

Additional details are provided in the [Continuing Professional Development log](#).

Submitting an Application for Certification

Before submitting an application 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](#) or via the [iNARTE website](#).

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.

Applicants who have special needs related to language and/or disabilities should contact Exemplar Global for advice.

Submitting an Expansion Application

You may submit an application 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](#) or via the [iNARTE website](#).

During the expansion application process, you will be required to upload the additional required documentation and submit the expansion application fees for your region.

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 examiner at your Exemplar Global principal office.

A reduction in certification may also be advised 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 before the application is submitted. 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.

To determine the complete fees for the certification program of your interest, and for your region, visit the [online fee calculator](#) or contact an examiner at the principal office for your region.

Submitting an Application for Certification

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 by 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 may 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 and iNARTE 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;
- Program name and grade of certification;
- Scope(s) of certification (if applicable);
- Date the certification was awarded;
- Date the certification expires; and
- 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.

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; and
- Any related accreditation logos (if applicable).

Certificates and ID cards are the property of Exemplar Global and must be returned if certification is suspended or withdrawn. Certified individuals are required to immediately notify Exemplar Global if a

Definitions and Abbreviations

For the purpose of these certification requirements, the definitions given in ISO 19011:2002 ‘Guidelines for quality and/or environmental management systems auditing’ and ISO/IEC 17024:2003 ‘General requirements for bodies operating certification of persons’ apply, in addition to those definitions specific to Exemplar Global. Definitions and abbreviations relevant to this document are shown.

Accredited Certification Body—A certification body who is accredited by an accreditation body who is a member of the International Accreditation Forum Inc. (IAF).

ACHMM—Academy of Certified Hazardous Materials Management, Inc.

Applicant—An individual who has submitted an application towards a personnel certification program.

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

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

Audit Team Leader—Person with the competence to lead an audit team that includes at least one other auditor.

Auditor—Person with the competence to conduct an audit.

Candidate—An individual who has submitted an application towards a personnel certification program and is in the process of meeting the requirements for certification.

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 via demonstration of the competency required for that grade and/or scope.

Definitions and Abbreviations

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

Qualification—Demonstration of education, training, and/or work experience.

Recognition of Current Competency (RCC)—Acknowledgement by Exemplar Global 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 of knowledge acquired by a person through qualifications and/or training.

Reduction—Movement to a lower grade or removal of scopes of certification.

Personnel Certification Committee (PCC)—The committees established by Exemplar Global with responsibility for the development and maintenance of a personnel certification program offered by Exemplar Global. The PCC shall fairly and equitably represent the interests of all parties significantly concerned with the certification programs, including the consideration of public interest.

Training Certification Advisory Committee (TCAC)—The committee established by Exemplar Global with responsibility for the development and maintenance of training certification programs offered by Exemplar Global. The TCC shall fairly and equitably represent the interests of all parties significantly concerned with the certification programs, including the consideration of public interest.

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.

Tertiary Education—Post-secondary education that may include trade school, associate, bachelor, and/or higher college or university degree.

Terms and Conditions of Certification

All individuals holding Exemplar Global or iNARTE personnel certification must agree to the following terms and conditions.

Applicant Responsibility

Each applicant must ensure that the information s/he provides is accurate, verifiable, and addresses all of the requirements for certification for the grade and scope of certification being sought. Should it be determined that an applicant has submitted a false or counterfeit document, the application will be declined and the individual will be barred from future Exemplar Global or iNARTE certifications.

Code of Conduct

All certified individuals have an obligation to improve the standing of their profession by observing the Exemplar Global [Code of Conduct](#) or the iNARTE [Code of Ethics](#) (Code). Compliance with the code is a condition of certification and all applicants are required to sign their agreement to comply with the code at the time of application for certification. All certified individuals are required to confirm that they have complied with the code at each period of surveillance and recertification.

Exemplar Global Branding and Certification Logo

All certified individuals must abide by the Exemplar Global conditions of use of Exemplar Global branding [and Certification Logo](#).

Suspension or Withdrawal of Certification

Exemplar Global reserves the right to suspend or withdraw certification as a result of investigations into the conduct or performance of certified individuals. Refer to the complaints section on this page for further details.

Certified persons may withdraw their certification at any time by notification in writing to an examiner at their Exemplar Global principal office.

Exemplar Global remains the sole owner of any certificates and ID cards issued to certified individuals. In the event of a certification withdrawal, the certificate and ID card issued must be returned to Exemplar Global and the professional must discontinue the use of all claims to certification that contain any reference to Exemplar Global.

Exemplar Global does not refund fees to any certified individuals when certification is suspended or withdrawn.

Complaints Against Certified Individuals

Complaints against the actions or conduct of a certified individual must be submitted in writing via the [Exemplar Global website](#). Each complaint will be reviewed and investigated by Exemplar Global using documented procedures. A valid substantiated complaint may result in withdrawal of certification.

Terms and Conditions of Certification

Complaints Against Exemplar Global

Complaints against Exemplar Global must be submitted in writing via the [Exemplar Global website](#). Each complaint is reviewed, investigated, and resolved in a timely manner through a formal documented process. In appropriate circumstances, the Exemplar Global certification committee will investigate complaints against Exemplar Global.

Appeals

An appeal against an adverse certification decision or withdrawal of certification must be submitted no later than 14 days after the notification of the decision and must be submitted in writing via the [Exemplar Global website](#). The written appeal will be reviewed, investigated, and resolved in a timely manner through a formal documented process.

The appeal should include appropriate substantiation for the appellant's position and it shall contain any additional or updated information.

Appeals may be made on the following decisions:

- Refusal to grant initial certification;
- Refusal to grant continuation of certification;
- Refusal to grant an expansion of grade or scope of certification;
- Reduction in certification grade;
- Withdrawal; or
- Suspension.

Certification Information

Visit www.exemplarglobal.org for additional information on the certification program of your interest, the complaints and appeals process, and other personnel certification related topics.

Vision:

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

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 in order to perform competently and professionally.

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