



Exemplar
Global

Training Course
Certification (TCC)
Administrative
Requirements

Exemplar Global Inc. is accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ)
and

InMETRO 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”*

The Training Certification Programs are not included in the scope of accreditation

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 organisation.

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Introduction

The Training Course Certification (TCC) Program has been developed by Exemplar Global, Inc. (Exemplar Global) to provide international recognition of specific Training Courses, designed by Exemplar Global and developed by Training Providers around the world.

Training Providers who wish to develop content and deliver a course for a specific TCC offering should review TCD93 Training Certification Guide, this document, as well as course requirements for the specific TCC being sought in the certification.

Exemplar Global evaluates a Training Provider for conformity with these TCC Administrative Requirements and evaluates the training course for conformity with the specific TCC Course Requirements relevant for that course offering, downloadable from the MyExemplar Document Library.

The objectives of the TCC Program are to ensure Training Providers achieve certification and maintain training course(s) that meet the following requirements for course certification:

- A documented management system related to the administration and provision of courses that can be audited against the criteria defined in this document;
- Content that covers, by explanation and examples, all topics identified by the Training Provider that are to be covered in the certified or applicant course;
- Detailed student learning objectives that specify the student performance required and the conditions under which student performance will be measured;
- The methods that will be used to measure student evaluation/examination, instructor performance, and overall course performance; and
- The requirement for selecting course instructors and the process for evaluation of their delivery of the course, both initially and on an ongoing basis.

Training Providers may seek certification for one or more TCC courses.

If you have any questions regarding training certification, please contact the Examiner in your region's Principal Office. Exemplar Global Principal offices are located in:

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Training Course Certification Requirements

General Criteria

1. Certification and maintenance of certification of a TCC training course depends on objective evidence of the following aspects of the course:
 - The training provider shall establish, implement, and maintain a documented quality management system (QMS) related to the administration and providing of courses that can be audited to ISO 9001;
 - Content that covers, by explanation and examples, all topics required by Exemplar Global for the certified or applicant course;
 - Detailed student individual learning objectives that specify the student performance required and the conditions under which student performance will be measured;
 - The methods that will be used to measure student evaluation/examination, instructor performance, and overall course performance; and
 - The criteria for selecting course instructors and the process for evaluation of their delivery of the course to students, both initially and on an ongoing basis.
2. No other course may be a part of any individual TCC course offering. This does not include certified industry specific courses that include an additional industry standard such as AS9100 or IATF16949.
3. The achievement of certification and its continuance require that the training provider adhere to the criteria on which the certification is based and conduct its training operation with integrity. When there is evidence that this is not the case, Exemplar Global may initiate actions to suspend or withdraw (cancel) the application received or certification granted.
4. Exemplar Global assures confidentiality of all materials provided and any other information or knowledge obtained during the course certification process, with the exception of non-proprietary contact information.
5. Exemplar Global will safeguard against conflict of interest between training providers and evaluators.
6. Program fees and expenses related to course certification and maintenance of certification are the responsibility of the training provider.

Course Orientation

1. Early in the course presentation, the Training Provider shall provide the students a description of the course's learning objectives, course format, student responsibilities, and how the students will be evaluated.
2. Pre-requisite assignments, as required, shall be collected, verified, and/or graded.

Course Duration

1. The course length shall meet the requirements specified in the relevant TCC course requirements.
2. If the course is given through interpreters, the course length shall be increased as required to meet the learning objectives.
3. Time devoted to the examination and to meals, breaks, or other free time shall not be included in the calculation of the course duration.

Training Methods

1. Training courses shall be designed to have a high degree of interaction between students and instructors. Training methods shall be designed to involve and engage students throughout the duration of the course.
2. The training course shall include both knowledge-based sessions (to facilitate understanding of concepts) and skill-based sessions (application of knowledge and skills in practical activities) and each student shall be subjected to realistic quality management system audit practices and conditions.
3. Methods for validating student achievement of the learning objectives and for providing timely feedback shall be included in the course.

Class Size & Attendance

1. For a course in which an instructor(s) presents the course, the maximum number of students for a course offering shall be no greater than 20, nor fewer than four, unless otherwise specified in the relevant TCC Course Requirements.
2. Under rare and exceptional circumstances, a course presentation whose number of students is above the maximum established may be considered for approval (See Variations to the Requirements).
3. Each student shall be required to be in attendance for the full duration of the course. Any absences shall be recorded in the student's course records.
4. Each student absent from any part of the course shall be required to complete the work and any evaluations (examinations, quizzes, etc.) that were missed. Failure to do so shall be reflected in the continual evaluation.

Course Materials

1. Each student shall be provided with a complete set of course notes (i.e., student manual) to supplement the training program.
2. The documents included in the course notes shall themselves illustrate good organization, layout, and document management practices, including document revision level and appropriate page numbering.
3. The set of course notes shall prominently identify the approved Training Provider (for example, on the cover page).
4. The notes shall cover each class session and shall include all important points of the topics being covered.
5. Examples of typical documents, reports, and forms, as applicable, shall be included.
6. Course notes may include typical examination questions, provided they are not used in any of the graded examinations, either during the course or following the course.
7. Where the course includes lessons addressing external standards, (e.g., federal regulations, ISO 9001, etc.), each student shall have a copy of the current published version of the applicable standard(s). If the standard(s) is not supplied as part of the course notes, each student shall be required to take a copy to the course. A copy shall be made available for loan to any student who does not have one.
8. Instructor materials (e.g., instructor's guide) shall contain sufficient information to ensure consistency of meeting the learning objectives among varying instructors.

Facilities

1. The Training Provider shall see that suitable facilities for training are provided, including classroom, audio-visual and other training equipment, and facilities for team activities.
2. Suitable meal and break arrangements shall be planned in advance and communicated to students in literature related to the course presentation.
3. If appropriate, the Training Provider should encourage students to be resident at or near the location of the course offering, since this enhances participation in team activities and student contact with the instructors outside the structured class setting.

Evaluation

1. Each student shall be evaluated for achievement of each of the course's learning objectives.
2. The evaluation of the student's achievement of a given learning objective shall be under the same conditions and shall call for the same performance as described in the respective learning objective. Where conditions cannot be replicated, a suitable evaluation alternative shall be employed. Evaluation of a student's achievement of learning objectives may take place at any appropriate point in the course.
3. Results of the evaluations of each student's achievement of each learning objective shall be documented.
4. Evaluation of students may involve any combination of the following:
 - Examinations (delivered on media such as paper, computer, etc.);
 - Assignments;
 - Class performance (e.g., attendance, responding to questions, teamwork);
 - Oral question-and-answer examinations;
 - Demonstration of skills (before an instructor or designated proctor);
 - Examples of demonstrations of skills include p task performance (e.g., installing or troubleshooting equipment, entering programming code into a computer, demonstrating a dance step, inspecting a product for safety compliance, fitting shoes on a customer, answering customer enquiries on a telephone).

Note: *Alternatives to live evaluation may include recording a student's performance, with suitable authentication that the student is the performer depicted in the recorded medium.*

5. Each student's performance shall be reviewed at the end of each day by the instructor(s). A daily grade shall be assigned for each student, reflecting the assessment of the instructor(s). The Training Provider shall determine the criteria for assessing a daily grade.
6. The Training Provider shall document the criteria for determining a student passing the course. The criteria should take into account all evaluations, including any daily evaluations, conducted throughout the course.
7. Each student shall be informed of the format of the evaluation(s), the grading procedures, and the criteria for passing, at or prior to the beginning of the course.
8. Instructors shall identify students who appear to be having difficulty achieving the learning objectives or who are not performing adequately in course activities. Such students shall be informed privately and in a timely manner of the instructor's observations and shall be given the opportunity to improve. Records of such interactions shall be retained.

Examinations

When an examination(s) is required by the relevant training course requirements to determine, in whole or in part, a student's successful completion of the course, the following requirements apply:

- 1.** The examination(s) shall evaluate each student's achievement of the learning objectives. The examination (s) may be divided into parts administered at varying times, as applicable, during the course.
- 2.** The examination(s) shall be designed so that a student who has demonstrated achievement of the learning objectives can achieve a minimum passing grade, with the minimum passing grade being determined by the Training Provider.
- 3.** The Training Provider shall determine the examination's time limits. Strict adherence to the time limits shall be maintained.
- 4.** The instructor(s) may allow a student whose primary language is not the language in which the course is conducted additional, specified time for taking the examination. The student may use an appropriate two-language dictionary. Any such allowance shall be indicated in the records of the course or of the examination, with supporting reasons.
- 5.** The instructor(s) may allow a student with a particular disability that adversely affects the student's capability to complete the examination, additional specified time for taking the examination. Any such allowance shall be indicated in the records of the course or of the examination, with supporting reasons.
- 6.** The examination shall employ a variety of formats (e.g., short answer, essay, multiple choice), as appropriate, to measure the student comprehension of the learning objectives and application of the knowledge and skills that were acquired.
- 7.** The Training Provider shall determine, unless otherwise stated in the TCC course requirements and as appropriate, the types of reference material(s) that the students may have available during the examination, such as the course notes, any personal notes made by the students during the course, etc.
- 8.** Unsecured copies of examination questions (other than those in an example examination paper), examination papers, solutions or completed examination papers shall not be supplied to any student or any other party (except Exemplar Global) for any reason.

Grading: Pass/Fail

1. Each examination paper shall be graded by an instructor responsible for the delivery of the specific class. For all examinations whose results are determined by the Training Provider to be marginal, another instructor or qualified grader shall a) check the addition of the score allocated in each section and b) re-grade each section.
2. In determining the student's final grade, results of all examination grades shall be considered along with any other evaluations (daily quizzes, demonstrations, etc.). A final grade shall be issued and recorded.
3. The Training Provider shall have procedures to resolve any differences in grading and issuing final grades.

Re-Examination

1. A student who fails an examination shall be allowed at least one re-examination.
2. For a student who fails an examination, the Training Provider shall determine, beyond one re-examination, how many additional re-examinations should be allowed before the student must re-take the course.
3. Re-examinations shall be administered within a maximum time period (e.g., 12 months), as determined by the Training Provider.
4. The same Training Provider with whom the student took the course and the (failed) examination shall conduct the re-examination.
5. Re-examinations shall be taken in the presence of an approved instructor or other agent of the Training Provider, as described in the Training Provider's procedures.
6. A different examination paper must be used for re-examination. The Training Provider shall maintain records identifying the initial and re-examination papers.

Other Languages

1. Training Providers shall have processes in place to ensure that translations of course materials, evaluations and examinations are accurate, and that the same versions are in use for all languages.
2. The team responsible for the translations shall be competent in the use and application of course subject matter-specific terminology. Evidence of competency shall be retained.
3. Training Providers shall notify Exemplar Global of courses in languages other than the language in which the course was originally approved within 30 days of the first offering.
4. If the examinations are in a language other than the language in which the course was originally approved, the Training Provider shall have a process in place to verify that evaluations including grading of examinations are performed according to established criteria.
5. If the course is given through interpreters, the translators who translate the students' examinations shall be selected by the Training Provider in such a way that the Training Provider is confident that they provide impartial, knowledgeable, and accurate translations.

Electronic or Online Training

Training Providers who offer courses in an electronic or online environment are required to meet the Electronic or Online Training requirements shown in TCD93 Training Certification Guide.

Industry or Sector-Specific Courses

The requirements in the following section apply to a course that has been Exemplar Global certified and is then modified for a specific industry (for example, a generic accounting overview course modified to cover the petroleum industry).

1. The Training Provider shall demonstrate that the design of any industry-specific or sector-specific courses was carried out by a competent individual(s).
2. If the course is advertised as being industry/sector-specific, the case studies shall relate to that industry/sector. The examination shall examine content directly related to the industry or sector being covered.
3. If a Training Provider chooses to include industry/sector-specific requirements in addition to the standard course materials, the course shall allow additional time for these requirements to be covered.
4. The course shall be advertised as an Exemplar Global certified course. Any reference to a course containing industry/sector-specific requirements shall be submitted to Exemplar Global for approval prior to implementation.
5. The Exemplar Global office shall be informed, in writing, of any planned changes to the course, examination content or technique, and/or administration prior to implementation. This includes changes made to include industry/sector-specific requirements and/or examples.
6. Exemplar Global shall require a review of the course materials and an on-site evaluation to observe the industry/sector-specific course(s).
7. Industry/Sector-Specific courses shall be included in the normal schedule for Exemplar Global course surveillance and shall be included in the calculation of annual fees.
8. When adding sector(s) to the current certification under TCC, Training Providers are required to make a new application to Exemplar Global. Interested Training Providers should contact Exemplar Global.

General Management System Requirements

Exemplar Global conducts its evaluations against the course criteria, supplemented by ISO 9001; it is expected that the Training Provider's quality management system shall meet the requirements of ISO 9001, although accreditation to ISO 9001 is not required.

Training Providers shall have processes (documented or established) that ensure:

1. The development and evaluation of course materials and documentation conform with these requirements and the specific course criteria shown in the relevant TCC Course Requirements;
2. Adequate presentation of the course;
3. Verification of prerequisite knowledge of students, where this is required;
4. Verification of student identity;
5. Control of courses presented through affiliate or franchise organizations and courses presented in other countries and in other languages to ensure conformity with these requirements;
6. Control of course publicity and advertising, as stated in "Conditions for Use of Certificates and Marks";
7. An adequate document control system for maintaining the currency of procedures and course materials;
8. An adequate record control system to ensure records of individual students and each course offering, including analysis of course results, are maintained;
9. An adequate process for the management of changes;
10. Student evaluations and examinations, including pass/fail criteria, are properly implemented;
11. Operation and conduct of any examination and applicable re-examination, including security and confidentiality of examination questions and answers and marked papers, are properly implemented;
12. Storage and eventual disposal of records from each course (e.g., marked examinations, attendance records, student evaluations, etc.) is appropriately handled;
13. Appropriate methods used to measure students' evaluations of the course content; and
14. Instructor competence and performance.

Records

1. The Training Provider shall maintain records that demonstrate conformity to these criteria.
2. Records, or translations of the records, shall be retained in English.
3. Records may be in the form of any medium (hard copy, electronic, etc.) acceptable to Exemplar Global.
4. The records for pass/fail decisions and for course certificates shall be retained for at least three years. All remaining records shall be retained for at least eighteen months unless otherwise specified.
5. These records shall be made available to Exemplar Global.
6. The records for each course presentation shall include the following:
 - Venue, dates, related advertisement and promotional literature (e.g., direct mail, fax solicitation, email solicitation);
 - Names of instruction team members (including substitutions), trainee instructors and observers;
 - Revision level of the course materials used;
 - Identification of the version of any examination papers used;
 - Names of all students who attended the course, together with the evaluations of their achievement of the course's learning objectives (e.g., continual evaluation, written examination);
 - Marked examination papers, including re-examination papers, and evaluation forms;
 - Name of each student who has taken a re-examination, together with the re-examination result for each; and
 - Copies of certificates issued.

Management Review

At least once per year, the administrative management of the Training Provider shall review the following, at a minimum, for effectiveness and conformity to Exemplar Global requirements:

1. Actions outstanding from previous management review meetings;
2. Actions resulting from surveillance by Exemplar Global;
3. Administrative procedures;
4. Course design;
5. Course presentation;
6. Validation of the instruments and methods used in the course to evaluate students (e.g., examinations, skill checks, role plays, etc.);
7. Performance of instructors and future training/continuing professional development needs;
8. Complaints and appeals; and
9. Analysis of student feedback and pass/fail rates.
10. Records of reviews shall be retained for at least three years.

Records of reviews shall be retained for at least three years.

Instructor Competence

The Training Provider shall have documented processes for the determination of competency requirements for instructors each certified course, for their initial approval and ongoing evaluation, and to ensure that all instructors meet the competency requirements and maintain satisfactory performance.

Such processes shall include:

1. All instructors shall demonstrate:

- 1.1 Competence in the principles and practices of the jobs, skills, and knowledge associated with the course's learning objectives;
- 1.2 Ability to facilitate the learning and development of the knowledge and skills associated with the course's learning objectives; and
- 1.3 Familiarity with the current course materials and documentation.

2. The Training Provider shall ensure each instructor has met the requirements as defined in the above clause.

The process should include the instructor:

- 2.1 Participating either as a student or observer on a complete presentation of the Training Provider's course;
- 2.2 Participating as an instructor under the supervision of an approved instructor, for a minimum of one course. **Note:** May be done concurrently with the bullet above; and
- 2.3 Being observed and evaluated presenting and managing the course. The person assessing the instructor for approval should be another already approved instructor or a member of the management team who meets the requirements outlined in item 1 above.

Alternate methods may be considered; however, all methods shall ensure the performance of new instructors is closely monitored. Note: An alternate method could be remote observation using appropriate information and communication technology.

3. Maintaining instructor competence

The Training Provider shall ensure that instructors remain competent after changes have been implemented, for example changes to the course content, examinations and assessments, training methods. Such processes may include further training and evaluation of effectiveness of such training.

4. Where there has been no previous presentations of a course (i.e., where the Training Provider is seeking initial approval), the Training Provider shall have documented evidence of fulfilment of the competence requirements of the instructors before the initial presentation.

Instructor Team

An instructor team may consist of one or more approved instructors.

1. Instructors shall demonstrate effective management of the course, including attention to time schedule, course content, requirements of any related standards, instructor conduct, and other course requirements.
2. The Training Provider shall determine the number of instructors necessary or as specified in the relevant TCC course requirements. In instances when the relevant TCC course requirements do not provide criteria, the number of instructors for each presentation shall be sufficient to ensure the following:
 - Effective monitoring and evaluation of student progress;
 - Timely feedback and remediation for students;
 - Timely responses to students' questions;
 - The courses staying on schedule, as designed; and
 - Individual attention to students who are struggling with learning objectives.
3. Additional resource people or trainee instructors may be used for specific subjects or activities; however, the instructor(s) remains responsible for the entire course offering.
4. When students' activities form part of the instruction or of the evaluation for achievement of learning objectives (continual evaluation), at least one instructor shall be available on-site to all students, even if these activities are outside normal class hours.
5. When specific activities (for example, written quizzes or examinations) involve neither direct instruction nor the evaluation for achievement of learning objectives (continual evaluation), and do not require the availability of the instructor for explanation, clarification or counsel, instructor(s) need not be present.
6. Language considerations: Each course offering should be taught in the language of the students. If interpreters are used, they must be competent to provide effective interpretation. Documented evidence of interpreter competence shall be retained.
7. Country and culture considerations: At least one instructor should have current experience in the country and culture in which the course is conducted. If at least one instructor does not have such experience, another person who has current knowledge of local requirements, culture, and practices shall be included on the instructor team to provide information and advice to the instructors. The adviser shall be present for parts of the course where local knowledge is relevant. Documented evidence of the presence of the adviser shall be retained.

Issuing Course Certificates

Upon achieving certification, certified Training Providers shall issue certificates to their course graduates who pass their courses.

The certificates issued by TCC certified providers are used by students as evidence of meeting specific performance standards of the Exemplar Global Training Course Certification programs. Details on the learning objectives and performance standards for each specific TCC course may be found in the specific TCC course requirements document.

All information provided on the certificates shall be included on a single side of the certificate.

The design and content of the certificate shall be approved by Exemplar Global during the Document Review or Office Audit activities.

Certificate records are required to be retained for a minimum of three years. Records shall be readily accessible and made available to Exemplar Global during the Office Audits or on request.

All certified Training Providers issuing certificates that may be used as evidence of meeting the requirements for Exemplar Global Personnel Certification must inform their students or examinees of the benefits of seeking Personnel Certification and information on how to submit an application for Personnel Certification. Details on Personnel Certification can be found at www.exemplarglobal.org.

The following types of certificates must be issued by TCC Training Providers:

Certificate of Successful Completion

Training Providers shall issue a Certificate of Successful Completion to each student who has met the Training Provider's criteria for passing the course, including graduates of the Energy Management System (EnMS) Auditor course. The certificate is required to include:

- Full name of the student;
- Course title, course number (if any), and dates of course presentation;
- State that the student named has successfully completed the course;
- Date certificate was issued;
- Name and signature of the authorized representative(s) of the Training Provider;
- Training Provider's name as certified by Exemplar Global;
- Exemplar Global corporate logo and the Training Provider's mark or logo; and
- A unique identification number for each certificate.

The Certificate of Successful Completion shall not include any other mark or logo.

Certificate of Attendance

Issuing Course Certificates

Certificate of Attendance

Training Providers may issue a Certificate of Attendance to each student who has not successfully completed all assessments and/or coursework.

If a Certificate of Attendance is issued, the certificate shall include:

- Full name of the Candidate;
- Date certificate was issued;
- Name and signature of the authorized representative(s) of the Training Provider; and
- Training Provider's name.

The wording of a Certificate of Attendance should make it apparent that the student has only attended the course. There shall be no implication of successful completion. The Exemplar Global corporate logo and/or reference to TCC certification must not be included on certificates of attendance. Students shall be informed by the Training Provider that "Certificates of Attendance" will not be accepted for Personnel Certification.

Conditions for Use of Certificates and Marks

To promote the status of an organization as an Exemplar Global certified Training Provider, Exemplar Global requires that the Exemplar Global logo be used on all promotional materials.

In all advertising, the word “certified” shall be used; the word “accredited” shall not be used. Any advertising for certified courses or examinations must use the following words for each respective offering (or similar wording approved by Exemplar Global):

“This course is certified by Exemplar Global as meeting the TCC requirements for [*TCD Document title and course name*].”

For those courses that may be used by students for application towards personnel certification, the following words may also be used:

“...and meets the training portion of the requirements for certification of individual [*personnel certification title*].”

The Training Provider’s name shall appear in all promotional materials exactly as it appears on the Exemplar Global certificate when the Exemplar Global name and/or mark appear.

The name of the course on promotional material, including the website, is as per the Exemplar Global online search register.

Any words that may imply Exemplar Global sponsorship of the course shall not be used.

Conditions for use of the Exemplar Global mark

An Exemplar Global certified Training Provider may use the Exemplar Global name and/or mark on its literature and advertisements (in any form, including electronic) subject to the terms and conditions for use published on the Exemplar Global website.

Certified Training Providers may visit the [media section on our website](#) for details on the guidelines and use of Exemplar Global marks, and to download the Media Pack files.

In addition to the conditions provided on the website, the following conditions apply for Training Providers:

- Only Training Providers certified by Exemplar Global may use the Exemplar Global mark in conjunction with advertising their course or examination. Training Providers who are not certified by Exemplar Global, or who are in application for certification shall not use the mark.
- The Exemplar Global mark shall be reproduced according to the terms defined in the Media Pack available through MyExemplar.
- If the Training Provider has its own mark/logo and applies it to materials together with the Exemplar Global mark, the Exemplar Global mark’s size must not exceed the size of the Training Provider’s mark/logo.
- The Training Provider shall not make statements in advertisements, catalogues, certificates, etc., that could undermine the reputation of the Exemplar Global programs. Any and all violations shall be subject to suitable actions, which may include, but are not limited to, corrective action, suspension, withdrawal of Exemplar Global certification, and, if necessary, legal action.

In addition to the above, misuse of the Exemplar Global name and/or mark by a Training Provider that has not submitted an application for certification or has not yet received certification will jeopardize its current submission or any future attempt to seek Exemplar Global certification.

- The Training Provider shall exercise proper control to ensure that all published materials, including those provided and/or distributed by a contract organization, follow the required conditions and rules.
- The Training Provider shall take suitable action to deal with incorrect references to its certification, certification status, or misleading use of the Exemplar Global mark in advertisements, catalogs, etc.
- Training Providers that have had their applications accepted for evaluation and have paid the Application Fee may use the following wording in published materials: submitted to Exemplar Global for evaluation. Exemplar Global reserves the right to withdraw this privilege should the privilege be abused. In all cases, this privilege will expire 12 months after the application submission date. At no time may Training Providers use this or other similar wording on materials if they have not submitted an application and paid the Application Fee.
- The Exemplar Global name and/or corporate logo shall not be used to identify Training Providers that are not themselves Exemplar Global certified, even if such Training Providers' programs are accepted by Exemplar Global to satisfy the training requirements of its personnel certification program(s) (e.g. through mutual recognition agreement).
- If necessary, other requirements and/or clarifications will be developed in consultation with individual Training Providers

Complaints and Appeals

Training Providers shall develop and maintain documented procedures for managing complaints and appeals against their decisions. The procedures shall include provision for corrective and/or preventive action, identified through root cause analysis, to be taken if required as a result of any complaint or appeal.

The procedures are required to include the potential for involvement of Exemplar Global in unresolved complaints or appeals.

Training Providers are required to inform all students or examinees of the right to make a complaint or an appeal against the outcomes of the course or examination and provide written details of the process for doing so on request.

Training Providers are required to notify each complainant or appellant in writing of the result of any complaint or appeal submitted and of the right to appeal against the result to Exemplar Global.

Training Providers shall make available to Exemplar Global a record of all complaints regarding either the delivery of a course or the examination of the Competency Units covered under their Scope of Certification, as well as the resolution of any such complaints within 30 days of the complaint being lodged. The resolution of complaints record shall note any corrective action relative to the Training Provider's practices.

Confidentiality and Security

The Training Provider shall develop and maintain procedures that ensure adequate arrangements are in place, consistent with applicable laws, to safeguard confidentiality of all information provided by learners, including the results of assessments.

The procedures must include:

- Arrangements that ensure information about a learner shall not be disclosed to a third party (including employer) without the written consent of the learner, except where required by law;
- Arrangements that ensure information about a learner's sponsor shall not be disclosed without written consent of the sponsor (sponsors of private venue courses and examinations are considered third parties);
- Arrangements that collect each graduate's permission to submit their course results and contact information to Exemplar Global, so that Exemplar Global may contact them with information on applying for personnel certification;
- General arrangements for ensuring the confidentiality and security of information are maintained; and
- How these arrangements shall be extended to include Satellite Sites, Marketing Partners, organizations, or individuals acting on the Training Provider's behalf and representatives of the Training Provider.

All course materials, examinations, and related items shall be maintained in a secure environment by the Training Provider, Instructors, and/or its subcontractors to protect the confidentiality of these items throughout their useful life.

Monitoring and Improvement

In addition to any requirements for specific training certifications, a Training Provider shall demonstrate how it continually monitors and improves its management system, administrative procedures, and training course material on a regular basis.

Training Providers shall establish how improvement is defined and measured.

These regular monitoring and improvements processes shall include the following:

- Course content review;
- Course practical exercises; and
- Student evaluation methods, including tests, examinations, skill checks, etc.
- Instructor team performance

Management of Change

The Training Provider shall have a documented process for the management of changes. The process shall include the review and control of changes to the course content, assessments and examinations, instructor team, and their management system to ensure continuing conformity with requirements. Records shall be retained.

The process shall also include notification of significant changes to Exemplar Global within 30 days of the change. Exemplar Global may require additional activities when significant changes are made, for example:

- Revisions of or additions to the course's learning objectives, resulting in revisions to course content and assessments/examinations (e.g. When greater than 25% of the course content is updated to match new or revised learning objectives);
- Revisions made to the content or the type of assessments and/or examinations administered (e.g., creating new versions of assessments or examinations with new test items, using essay rather than multiple choice items, etc.);
- Modifications made to the instructor competency and approval requirements;
- Revisions to any management system process that affects the learner experience or the ways in which the course or examination is administered (for example, virtual classroom).

Administrative changes

The Training Provider shall notify Exemplar Global of any change of address, contact details, changes in key personnel identified in any Agreements (staff, instructors, proctors, etc.), and any significant changes in organization structure or provision of services within 30 days of the change.

Variations to the Requirements

Variations to any of the criteria shown in this document will be considered for approval upon written submission by the Training Provider to their Exemplar Global TCS Examiner. Any such request shall be made immediately upon the reason for the variation request becoming known. Exemplar Global will respond in writing within 14 days.

When evaluating a request for variance, Exemplar Global shall take into account the Training Provider's:

- reasons for the requested variance;
- modified training plan and/or revised course outline; and
- assessment of impact on the learning process.

Variations due to low student enrolment in courses

For those TCC courses that require a minimum number of students, Training Providers may submit a written variation request to their TCS Examiner to continue the course offering with fewer than the minimum number of students. Given that variation requests related to not meeting the minimum number of students most often occur because of late cancellations or illnesses, these variation requests are processed as soon as practical.

The variation requests must be submitted in writing, but Training Providers are encouraged to also call their TCS Examiner to alert them of the request so that it can be processed in a timely manner.

Multi - Regional Training Providers

Training Providers may outsource some of their processes to branch offices or partners who themselves are not certified training providers but may take over some of the functions within the scope of the certification.

For that purpose Exemplar Global distinguishes between 1) Training Providers with offices in other regions or countries; and 2) Marketing partners.

In both cases, the certified Training Provider shall maintain fully responsible for meeting Exemplar Global certification requirements, including:

1. Legally enforceable arrangements shall be in place to ensure that all applicable requirements are met, including permission for Exemplar Global to conduct office or course surveillance evaluations;
2. Approval and ongoing evaluation of instructors;
3. Retention of course records;
4. Development, validation and updating of course materials;
5. Management system development, implementation, maintenance and improvement;
6. Documented processes to ensure confidentiality of student data and examination outcomes;
7. Documented processes to ensure integrity and security of examinations;
8. Design and control of Certificates of Successful Completion and Certificates of Attendance;
9. Documented processes to ensure appropriate advertising and use of logo. All advertising and publicity shall clearly indicate the name of the certified training provider;
10. Documented processes for the control of documented information to ensure that latest versions of documents are available at point of use;
11. Documented processes for monitoring conformity to Exemplar Global TCC and the Training Provider's management system criteria, including internal audits;
12. Documented processes to ensure accurate translation of course materials and other relevant material within the certification scope;
13. Documented process for monitoring student and instructor feedback, and continual improvement;
14. Record and trend complaints and complaint resolutions;
15. Management of change within the management system
16. Handle appeals.

Training Providers with offices in other regions or countries

Satellite Sites

For that purpose Exemplar Global has defined two types of Training Provider sites:

Critical Location: Office location responsible for management system and for meeting all the certification requirements, including retention of examination records.

Satellite Site: A location under the umbrella or same ownership of and managed by the critical location.

A Satellite Site may:

- Advertise certified courses;
- Schedule and conduct courses;
- Issue certificates; and
- Handle the complaint investigation process; however, records of the investigation are to be kept at the Critical Location.

In addition to the above, the following requirements for the Critical Location in relation to the Satellite sites apply:

A Critical Location must apply for a Satellite Site using the TCF03 Training Provider Satellite Office Application checklist;

Advise Exemplar Global of the physical location of each Satellite Site and their website and social media links.

The Certificate issued by Exemplar Global will indicate all the approved satellite sites.

Exemplar Global reserves the right to randomly chose satellite sites for office or surveillance audits as part of the normal certification activity or with due reason, such as complaints received against a Training Provider.

Marketing Partners

Marketing partners are independent organizations who provide marketing or student recruitment efforts on behalf of an Exemplar Global certified Training Provider. Marketing Partners may also provide other support activities such as scheduling examinations, course logistics and exam proctoring where the presence of an approved instructor is not required.

A Marketing Partner does not:

- Develop, validate, or update course materials;
- Mark, grade or score the examinations;
- Issue certificates;
- Hold records.

Course Certificates are controlled and issued by the certified Training Provider. Course Certificates may make reference to the Marketing Partner; however, the design and content of the certificate shall be previously approved by Exemplar Global. No logo of the Marketing Partner shall be used on the Certificate of Attainment.

All advertising must clearly indicate the name of the certified Training Provider with the wording as indicated in the section 'Condition for Use of Certificates and Marks'.

In addition to the above, the following requirements for the certified Training Provider in relation to the Marketing Partners apply:

- The certified Training Provider must apply for a Marketing Partner using the TCF02 Training Provider Marketing Partner Application checklist.
- Include on the application the identity of any Marketing Partners, their physical location and their website and social media links.
- Any advertising or other promotional materials shall clearly state the relationship between the marketing Partner and the certified Training Provider.
- Have documented procedures that demonstrate to exemplar Global that the Marketing Partner is controlled in such a way as to meet the above requirements.

Applying for registration of Satellite Sites or Marketing Partners

The application process has the following key steps:

1. The certified Training Provider submits the respective application checklist and all supporting evidence to the Exemplar Global Training Certification Examiner;
2. Application is reviewed by Exemplar Global;
3. Certified Training Provider is advised of the outcome;
4. Payment received for the application fee.

Until such time as the certified Training Provider receives a confirmation notice and approval from Exemplar Global for the recognition of a Satellite Site or Marketing Partner, they shall not make reference to TCC Certification or to Exemplar Global in any form, including displaying the Exemplar Global logo on any promotional item or webpage.

If a certified Training Provider is found to have breached these requirements, they will be given two (2) weeks to rectify to Exemplar Global's satisfaction any such breach. Failure to comply will result in the suspension of the Training Provider and can include up to permanent withdrawal Training Provider Certification

Initial and Annual Evaluations

The following activities are required for initial TCC certification:

- Document review (see TCD93 Training Certification Guide for detailed requirements);
- Office audit (see TCD93 Training Certification Guide for detailed requirements); and
- Course surveillance (see TCD93 Training Certification Guide for detailed requirements).

To facilitate the Initial Evaluation activities, Training Providers are responsible for providing Exemplar Global a completed application checklist and all required documentation for the document review. Contact Exemplar Global to obtain a TCC application checklist.

The same activities listed above are completed annually for TCC courses. Annual Evaluation activities occur in the same month as the certification anniversary date for Training Providers that hold one TCC certification. For Training Providers that hold more than one TCC certification, the Office Audit will occur in the same month as the initial certification anniversary date, and the Document Review and Course Surveillance will occur in the same month as that course's anniversary date.

To facilitate the Annual Evaluation activities, TCC Training Providers are responsible for providing Exemplar Global with a list of training dates or a tentative training schedule at least three months prior to their anniversary date. An Exemplar Global Training Examiner will facilitate the Initial and Annual Evaluator activities with each Training Provider

Annex: Retroactive Recognition of Course

Newly certified Training Providers may wish to request retroactive recognition of specific course presentations that had been conducted prior to certification by Exemplar Global.

The requirements for doing so, and how subsequent fees will be calculated, are listed as follows:

- 1.** Within 30 days after notification of certification, a training provider may request in writing to Exemplar Global retroactive recognition for specific courses that had been presented prior to the achievement of Exemplar Global certification.
- 2.** The request must identify the specific dates of the course presentation(s).
- 3.** The requested dates may not be prior to the date of application for certification.
- 4.** The Training Provider must demonstrate with objective evidence, for each such presentation:
 - a. The course presented was essentially the same in all aspects as the observed presentation; and
 - b. The course presented was managed under essentially the same management system requirements and processes as were evaluated and accepted by Exemplar Global.
- 5.** When making the decision on retroactive recognition, Exemplar Global will take into account the nature and significance of any nonconformities that were identified during the assessment of the training provider and the course presentation.
- 6.** Exemplar Global will notify the Training Provider in writing of the decision reached.
- 7.** Upon acceptance, the Training Provider may offer Exemplar Global certified certificates to students who have successfully completed the courses included in the retroactive recognition.
- 8.** Course offerings included in the retroactive recognition shall be included in payment of the Annual Fees.