



Exemplar
Global

Training Provider and Examiner Certification Scheme (TPECS) Administrative Requirements

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The Training Certification Programs are not covered under the JAS-ANZ or InMETRO accreditations.

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Introduction

The Training Provider and Examiner Certification Scheme (TPECS) has been developed by Exemplar Global, Inc. (Exemplar Global) to address industry expectations of personnel performance and, most importantly, to demonstrate that Applicants for Exemplar Global personnel certification have demonstrated the knowledge-based competency requirements defined for specific Exemplar Global personnel certification schemes.

Training Providers who wish to develop content and administer TPECS examinations for specific TPECS Competency Units should review TCD93 Training Certification Guide, this document, as well as the performance criteria in the specific Exemplar Global Competency Units being sought in the certification.

Exemplar Global evaluates a Training Provider for conformity with these TPECS Administrative Requirements and evaluates the TPECS examinations for conformity with the Examination Principles in this requirements document and the criteria required in specific TPECS Competency Units, downloadable from the MyExemplar Document Library.

The objectives of the TPECS program are to ensure Training Providers achieve certification and maintain TPECS examinations that meet the following requirements for TPECS certification:

- A documented management system related to the administration and provision of examinations that can be audited against the criteria defined in this document;
- Applicants for personnel certification have the required knowledge-based competence to perform the prescribed role, irrespective of how these competencies have been acquired; Competencies are examined by competent Examiners as part of a formal examination process;
- Candidates who are not-yet-competent are offered training and examination in a form that suits the individual needs of the Candidate;
- Organizations conducting examinations have the flexibility to design innovative, customer focused examinations, and delivery mediums; and
- Candidates who are examined as competent are provided with information regarding application towards an applicable Exemplar Global personnel certification.

Training Providers may seek certification for one or more TPECS examinations.

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

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TPECS Examination Requirements

Training Providers seeking TPECS certification are required to develop fair, valid, reliable, and sufficient examinations for a complete Competency Unit.

Competency Unit

A Competency Unit is a list of competencies and performance criteria relevant to a particular role or field of employment.

Training Providers seeking TPECS certification must choose at least one competency unit in which to become certified.

A Training Provider may apply for more than one Competency Unit.

Exemplar Global Competency Units are often used to document the performance criteria for specific personnel certifications and graduates of those competency units (i.e., individuals who pass the related TPECS examination) may submit their Certificate of Attainment to Exemplar Global for personnel certification.

Each competency within a Competency Unit is comprised of the following:

Competency: Defines the competency requirement;

Performance Criteria: Defines the required level of performance for specific knowledge and skills that need to be demonstrated in order to be deemed competent for each competency; and

Evidence Guide: Describes the information required to demonstrate the Candidate's competency for each Performance Criteria.

TPECS Examinations

Training Providers are required to develop examinations that examine Candidates for each competency included in a Competency Unit that ensures the Candidate is able to provide sufficient evidence to demonstrate the required level of performance in accordance with the Evidence Guide in the Competency Unit.

Examination Guides

Training Providers shall develop, implement, and maintain examination guides for all examinations used to assess competencies defined in the Competency Units certified by Exemplar Global. Examination guides include the model answers, answer keys, and expected results for the examination activities. The guide is used by Examiners to determine competent/not-yet-competent outcomes for each competency in the Competency Unit.

Training Providers must include in the examination guide the appropriate methods for the administration and scoring of the TPECS Examinations in an effort to ensure consistent delivery and reliable results.

The examination guides shall contain sufficient detail to ensure examinations are fair, valid, reliable, and sufficient.

Examiners shall be required to use the examination guides.

Examination Profiles

Training Providers are required to complete the Examination Profile for each Competency Unit. The Examination Profile includes:

Examination Method: How the candidate is going to be examined (e.g. Multiple choice quiz, role play exercise, open-ended items, essay, case study, etc.)

Location in Examiner's Guide: The specific location within the documentation where the examination method for that performance criteria appears.

Examination Day and Time: In instances when a TPECS examination is delivered in a classroom training environment, this is the day on which the examination is completed.

Electronic or Online Examinations

Training Providers wishing to present the examinations in more than one mode (e.g., face-to-face and online) and administer the examinations using either or both paper based or electronic methods, must ensure that these modes and methods can adequately measure all of the necessary knowledge and performance criteria.

The technology by which the examination is delivered must result in a true measure of the required performance criteria and not the examinee's ability to utilize the technology unless that skill is a requirement of the competency unit (i.e., the outcome of the exam must not be influenced by the method in which this activity is administered).

Examinations that are administered electronically must follow the applicable requirements shown in the Electronic or Online Training section of TCD93 Training Certification Guide.

Practice exams or tutorials

If there is any question as to the candidate's ability to effectively utilize or interact with the technology while responding to the examination, there must be a tutorial on how to respond to exam items, including a practice session, before the examinee starts the actual exam.

Examination Information

Training Providers shall provide Candidates with information regarding the content and method of examination, and the requirements for successful completion of the examination either at, or prior to, the commencement of the examination. If the examination is administered throughout the delivery of a course, these requirements shall also be provided in the course orientation materials.

All Candidates shall be advised of the right to re-examination before the initial examination.

Proctoring Examinations

Training Providers shall establish appropriate processes to ensure that examinations are administered in a proctored and secure environment. Examination rules (for example exam duration, breaks, use of supporting information, use of electronics, etc.) shall be communicated to the candidates prior to the examination and enforced by the proctor.

Appropriate remote proctoring tools may be used.

Training Provider shall verify candidate identity prior to examinations.

Establishing a Passing (or Cut) Score

Training Providers shall use valid and reliable method(s) to establish an appropriate cut score for the TPECS examination. While every performance criteria must be adequately addressed on each TPECS Examination to meet the requirements of the Examination Principles shown on page 9, the final cut score required to pass that examination must be appropriately set to identify those individuals who are competent.

Training Providers shall document the process used to establish the cut score and record the results of the cut score process.

Re-Examination

Candidates who are deemed 'Not-Yet-Competent' (NYC) shall be presented with a score report or other details that provide insight into areas of strengths and opportunities for re-learning, and they shall be given further opportunity to achieve and demonstrate competency.

The examination results for candidates who did not meet the performance criteria (i.e., cut score) shall not include the terms "failure" or "fail" but should present the results as "Not Yet Competent" or "did not pass".

All Candidates shall be advised of the right to re-examination before the initial examination.

Training Providers shall determine the method of re-examination to be used. Re-examination shall follow the same principles (fair, valid, reliable, sufficient) as the initial examination(s) completed by the Candidate.

The specific content of the re-examination shall differ from the content of the original examination; this may be achieved, for example, by using different exam questions from the original exam, or different scenarios for analysis or practical activities, or additional appropriate evidence to demonstrate that the candidate has achieved competency.

Exam Development Guidance

Oftentimes, a Training Provider will include those competency units that are required for specific personnel certifications (e.g., AU, TL, and QM for the QMS Auditor certification program) or competency units that will enable the Training Provider to measure the outcomes of a training course (e.g., Six Sigma).

The Training Provider may choose to develop an individual examination for each specific competency unit or a complete examination that measures multiple competency units. In either situation, the items that measure each specific performance criteria will need to be documented in the Examination Profile when submitted to Exemplar Global.

A list of exam development references is available in TCD93 Training Certification Guide for those Training Providers who seek additional guidance on exam development practices, including setting cut scores.

The Exemplar Global Competency Units are written using the Bloom's Levels of Cognition (a.k.a., Bloom's Taxonomy). The examination method and the exam items chosen are dependent on the level of cognition and performance required as stated in the competency unit.

Training Providers are encouraged to use performance-based exam item types (e.g., essays, constructed response, role-play, case studies, etc.) for performance criteria that require candidates to "evaluate", "create", or "analyze" and may use knowledge-based exam item types (e.g., multiple-choice, short-response, etc.) for performance criteria that require candidates to "define", "describe", or "identify".

Examination methods may include, but are not limited to, the following examples:

- Practical assignments within a relevant industry sector;
- Case studies, practical activities, and/or role plays;
- Mentored activities conducted by Examiner and Candidate;
- Oral and written tests;
- Research assignments;
- Computer 'touch screen' or similar e-based examinations; and/or
- Written examinations.

Examination Principles

The development, implementation, and assessment of examinations shall be based on the following Principles:

Principle 1: The Exemplar Global Competency Units are the benchmark for examination. For example, the competencies defined under Exemplar Global-AU: Management Systems Auditing are the only criteria upon which examination of that competency unit can be based.

Principle 2: To be deemed competent against a competency unit, the Candidate must be examined against all the competencies that compose that unit.

Principle 3: Only competent Examiners may conduct and assess examinations.

Principle 4: The examination is an integral component of the learning process. Candidates are examined as either 'Competent', or 'Not-yet-Competent' (NYC). If 'Competent', the Candidate is granted a Certificate of Attainment. If 'NYC', the Candidate is to be advised of the areas where competency is yet to be achieved, and given further opportunity to achieve competency.

Principle 5: Examinations must be fair, valid, reliable, and sufficient.

- **Fair:** The examination is open, transparent, and free from bias or conflict of interest.
- **Valid:** The examination must examine what it claims to examine.
- **Reliable:** The examination procedures produce consistent outcomes, irrespective of time, examiner, and context.
- **Sufficient:** The amount of evidence provided is enough to enable an acceptable judgment on the competence of the Candidate.

Principle 6: Examinations must be objective and based on evidence of competency, achieved through observation, testing, interview, and/or review of records.

Principle 7: Training Providers' management systems that support examinations are sufficient to ensure all Principles and certification requirements are met.

Principle 8: Each Certificate of Attainment and examination record clearly indicates the Competency Unit(s) the Candidate has achieved.

Principle 9: Training Providers develop and maintain examination processes that provide for the recognition of current competencies, regardless of where they have been acquired.

Administrative Requirements

Training Providers seeking TPECS certification are required to develop, implement, and maintain defined processes to ensure conformity to TPECS certification requirements in the following areas:

General Management System Requirements

Training Providers shall have documented processes for the following management system requirements:

1. Recognition of Prior Learning
2. Recognition of Current Competence
3. Records
4. Notification of Graduates to Exemplar Global
5. Document Control
6. Other Languages
7. Management of Changes
8. Management Review
9. Complaints and Appeals
10. Confidentiality and Security
11. Monitoring and Improvement
12. Competence of persons involved in examinations
13. Issuing course certificates
14. Control of publicity and advertising
15. Multi-regional Training Providers

Recognition of Prior Learning

Training Providers shall have a defined process for Recognition of Prior Learning (RPL) for those Candidates who present documented learning and examination records (e.g., Certificate of Attainment, Diplomas, formal qualifications, etc.) in preparation for their TPECS examination. Training Providers may determine whether or not RPL may be used in the determination of equivalence to the TPECS examination of competence. For instances where RPL is used to reflect equivalence with Exemplar Global defined competencies, Training Providers shall seek approval from Exemplar Global for recognition of RPL prior to the award of a Certificate of Attainment.

Recognition of Current Competence

Training Providers shall have a defined process for Recognition of Current Competence (RCC) by accepting a Candidate's Exemplar Global TPECS Certificate of Attainment from other Exemplar Global certified TPECS Providers as evidence of RCC.

Records

Training Providers are required to maintain examination records for each Candidate/Graduate. Records may be maintained electronically or in hard-copy and shall include:

- Full name of the Candidate/Graduate;
- Date(s) of the examination(s);
- Competencies examined;
- Assessed examinations for each Candidate, identifying whether the Candidate was deemed 'Competent' or 'Not-Yet-Competent' against the Training Provider's examination guide, for each competency being examined;
- A score report or detailed results for Candidates deemed NYC (if applicable);
- Agreed process of re-examination for Candidates deemed NYC (if applicable);
- Details of re-examination (if applicable);
- Final C/NYC outcome for the Competency Unit under examination;
- Name(s) of Examiner(s); and
- Certificates issued.

Examination records shall include evidence of Recognition of Current Competency (RCC) and/or Recognition of Prior Learning (RPL), where applicable.

Records shall be retained for a minimum of three years and be readily accessible and made available to Exemplar Global on request.

If Records are stored electronically, appropriate back-up systems shall be in place to ensure safeguarding of information.

Notification of Graduates to Exemplar Global

Training Providers shall provide details to Exemplar Global of graduates who have demonstrated the required competencies for a Competency Unit.

Training Providers are required to seek permission from Candidates to submit this information to Exemplar Global (see Confidentiality and Security).

The graduates' details shall be submitted to Exemplar Global in a spreadsheet format and include the following information, at a minimum:

- Graduate's name, postal address, contact phone number, and email address;
- Competency Unit(s) that have been successfully demonstrated;
- Date(s) of examination; and
- Name of TPECS certified Training Provider.

This information shall be provided electronically to Exemplar Global every 30 days; or, if courses are presented infrequently within 30 days of the issuance of the Certificates of Attainments.

A graduate list template may be obtained from the Exemplar Global TCS Examiner.

Document Control

The Training Provider shall have documented processes to ensure that the most current version of the examinations, and all related materials, are in use by the Candidates, Examiners, and all persons associated with the conduct of the examinations.

Appropriate back-up systems shall be in place to ensure the availability and safeguarding of information that is stored electronically.

Other Languages

Training Providers may offer TPECS examinations in languages other than the language in which they were originally approved.

Training Providers shall have processes in place to ensure that translations of examinations, examiner guidance and other relevant material are accurate, and that the same versions are in use for all languages.

The team responsible for the translations shall be competent in the use and application of subject matter-specific terminology. Evidence of competency shall be retained.

The Training Provider shall have a process in place to verify that TPECS examinations in other languages are performed according to established criteria and that they follow the same principles.

If interpreters are used for examinations, they 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.

Management of Changes

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 examinations, instructor/examiner team, and the management system to ensure continuing conformity with requirements.

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. Examples of significant changes include:

Revisions made to the content or the method of examination (e.g., creating new versions of examinations with new test items, using essay rather than multiple choice items, etc.);

Modifications made to the instructor/examiner competency and approval requirements.

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

Management Review

At least once every 12 months, the 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 evaluations by Exemplar Global;
3. Results from internal audits;
4. Administrative procedures;
5. Examination administration and analysis;
6. Ongoing validity and reliability of the TPECS examinations;
8. Complaints and appeals; and
9. Analysis of examinee feedback and pass/fail rates

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

Complaints and Appeals

Training Providers shall develop and maintain documented processes for managing complaints and appeals against their decisions. The processes 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 processes that ensure adequate arrangements are in place, consistent with applicable laws, to safeguard confidentiality of all information provided by examinees, including the results of the TPECS examinations.

The processes must include:

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

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

Monitoring and Improvement

The Training Provider shall have documented processes for monitoring and improving its management system on a regular basis.

These processes shall include internal audits of the Training Provider's management system at planned intervals. Person(s) performing the internal audits shall be competent. Records of internal audits shall be maintained for three years and shall include:

- Date of the audit
- Audit objectives, criteria and scope
- Name(s) of audit team members and relevant evidence of competence
- Audit findings and conclusions

The Training Provider shall have documented processes for dealing with nonconformities, including those arising from appeals or complaints. Actions shall include correction of the issue, analysis of root cause and action to prevent recurrence.

Training Providers shall establish how improvement is defined and measured.

Regular monitoring and improvement processes include the following:

- Examination review and analysis;
- Examination administration review; and
- Incorporation of Candidate feedback in the examinations.

Competence of persons involved in examinations

Examiner Team

Examiners shall be competent to examine the knowledge-based competencies for the Competency Unit(s) to which they have been assigned. The Training Provider shall develop, implement, and maintain a documented process for the initial selection and approval, and for ongoing evaluation of Examiner competence.

At a minimum, evidence of Examiner competence shall include:

- A combination of relevant knowledge, training, education and experience in relation to the competency unit;
- Understanding of these TPECS requirements;
- Application of the TPECS Examination Principles;
- Application of examination accommodations for disability, language, and other special needs;
- Application of the assessment methods and the type of evidence collected for the specific competency unit(s) assigned;
- Application of RPL and RCC processes;
- Application of all scoring and reporting processes;
- Application of evidence collection and reporting as required in the examiner's guide;
- Evaluation of candidates for competency; and
- Application of proctoring process and rules.

The Training Provider shall conduct, at regular intervals, a review of each Examiner's performance and maintain records of these reviews. When Examiner performance is deemed to be not satisfactory, appropriate action shall be taken.

Training Providers shall ensure that examiners remain competent after changes have been implemented, for example changes to the examinations, examination methods. Such processes may include further training and evaluation of effectiveness of such training.

The Training Provider shall provide a list of Examiners, with relevant evidence of competency for each approved Competency Unit to Exemplar Global.

Changes to the Examiner team shall be notified to Exemplar Global within 30 days of their occurrence. In the event that a new Examiner is added, or an existing Examiner is approved for additional Competency Unit(s), relevant evidence of competence shall be submitted with the notification. To avoid potential conflict of interest, in instances where examinations are administered as part of a course offering, the Examiner should not be the same person as the Instructor. However, when the same person fulfils both roles, the Training Provider shall demonstrate how this conflict of interest is managed effectively.

Training Providers shall also have a process to avoid potential conflict of interest between the examiner and Candidate being examined.

Persons involved in the design, development, modification, verification and validation of examinations

Training Providers shall ensure that persons involved in the design, development, modification, verification and validation of examinations are competent to fulfil the assigned tasks. Evidence of relevant competence shall be submitted during the application process and also made available to Exemplar Global upon request.

Issuing Course Certificates

Certificate of Attainment

Training Providers shall issue a Certificate of Attainment to graduates who have passed the examinations and are deemed competent in one or more competency units.

The Certificate of Attainment shall include:

- Full name of the graduate;
- Competency Unit(s) attained by the graduate and the date the competency was examined;
- 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.

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

No additional mark or logo shall be added.

The design and content of the certificate shall be approved by Exemplar Global.

Certificates of Attainment may be used by graduates as evidence of meeting the knowledge-based competency criteria listed in the TPECS Competency Units when applying for certification of persons.

Training Providers shall inform their graduates of the benefits of seeking Exemplar Global personnel certification and provide information on how to submit an application. Details of personnel certification can be found at www.exemplarglobal.org.

Certificate of Attendance

In instances when a Training Provider offers a course in conjunction with the TPECS examinations, Training Providers may issue a Certificate of Attendance to individuals deemed not-yet-competent (e.g., the individuals who did not pass the TPECS examinations).

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 of the TPECS examination. The Exemplar Global corporate logo and/or reference to TPECS certification **must not** be included on certificates of attendance. Students shall be informed that "Certificates of Attendance" will not be accepted for Personnel Certification.

Control of Publicity and Advertising

The Training Provider shall have documented processes in place for the control of publicity and advertising.

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 TPECS examinations must use the following words for each respective offering (or similar wording approved by Exemplar Global):

"Exemplar Global Certified TPECS Provider for the [*TCD Name of the Competency Unit*] Competency Unit".

No reference shall be made in such advertisements that the Training Providers *course* is certified.

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 TPECS Competency Unit on promotional material, including the website, is as per the Exemplar Global Online Search Register.

Any words that may imply Exemplar Global sponsorship of a 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 TPECS 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, catalogues, 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 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.

Variations to the Requirements

Variations to a limited set of the criteria shown in this document will be considered for approval upon written submission by the Training Provider to the 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; and
- assessment of impact on the examination process.

Variation requests that impact the validity, sufficiency, reliability, and fairness of the examinations will not be accepted.

Variations due to low candidate participation in TPECS Examinations

For those TPECS providers who have not administered a TPECS examination in any given quarter, the Training Provider may submit a written variation request to their TCS Examiner to waive the requirement to submit a graduate list for that quarter. Given that variation requests of this nature are often identified during the annual evaluation period, Training Providers may seek retro-active approval of these variation requests provided evidence of continued adherence to all other TPECS requirements is submitted (i.e., a successful office audit).

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 ('Satellite Offices'); and 2) Marketing partners.

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

- Legally enforceable arrangements between the certified Training Provider and its Satellite Offices or Marketing Partners shall be in place to ensure that all applicable requirements are met, including permission for Exemplar Global to conduct office or course/examination surveillance examinations;
- Approval and ongoing monitoring of instructors/examiners;
- Retention of examination records;
- Development, validation and updating examination profiles, examinations and examiner guidance for any competency unit(s) offered;
- Management system development, implementation, maintenance and improvement;
- Documented processes to ensure confidentiality of student data and examination outcomes;
- Documented processes to ensure integrity and security of examinations;
- Design and control of certificates of attainment and certificates of attendance;
- Documented processes to ensure appropriate advertising and use of logo. All advertising and publicity shall clearly indicate the name of the certified training provider;
- Documented processes for the control of documented information to ensure that latest versions of documents are available at point of use;
- Documented processes for monitoring conformity to Exemplar Global TPECS and the Training Provider's management system criteria, including internal audits;
- Documented processes to ensure accurate translation of examinations and other relevant material within the certification scope;
- Documented process for monitoring student and instructor feedback, and continual improvement;
- Record and trend complaints and complaint resolutions;
- Control change within the management system and retain respective records, including control of changes to examination materials, ensure that instructors/examiners are trained to changes, notification to Exemplar Global of significant changes, etc.
- 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 courses with TPECS examinations;
- Schedule and conduct TPECS examinations;
- 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 used for advertising TPECS offerings.

During the Office Audit of the Critical Location, the Evaluator will verify that the Critical Site is meeting all of the requirements including the effectiveness of the control of satellite sites.

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 examiner is not required.

A Marketing Partner does not:

- Develop, validate, or update examination profiles, examinations and examiner guidance for any competency unit(s) offered;
- Mark, grade or score the examinations;
- Issue certificates;
- Hold records.

Certificates of Attainment are controlled and issued by the certified Training Provider. Certificates of Attainment 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 the identity of any Marketing Partners, their physical location and their website and social media links used for advertising TPECS offerings.
- 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 TPECS 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 Evaluations

The following activities are required for initial TPECS certification:

- Document review;
- Office Audit (see TCD93 Training Certification Guide for detailed requirements); and
- Exam Surveillance for each TPECS examination (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 at info@exemplarglobal.org to obtain a TPECS application checklist.

An Exemplar Global TCS Examiner will facilitate the Initial Evaluation activities with each Training Provider.

Annual Evaluations

Annual Evaluation activities occur in the same month as the initial certification anniversary date for Training Providers that hold TPECS certification.

During the Annual Evaluation, the following activities occur:

- Office Audit (see TCD93 Training Certification Guide for detailed requirements); and
- If no graduate lists were supplied in the year prior to Exemplar Global, an exam surveillance (see TCD93 Training Certification Guide for detailed requirements).

An Exemplar Global TCS Examiner will facilitate the Annual Evaluation activities with each Training Provider.

Re-Certification Evaluations

Re-Certification occurs every third year and the re-certification evaluation activities occur in the same month as the initial certification anniversary date for Training Providers that hold TPECS certification.

For Training Providers that hold TPECS certification for several Competency Units, the office audit will occur in the initial anniversary month and the Document Review for each specific TPECS examination will occur in the anniversary month for that competency unit.

During the Re-Certification Evaluation, the following activities occur:

- Document Review for those competency units in the third year of certification;
- Office Audit (see TCD93 Training Certification Guide for detailed requirements); and
- If no graduate lists were supplied in the year prior to Exemplar Global, an exam surveillance (see TCD93 Training Certification Guide for detailed requirements).

An Exemplar Global TCS Examiner will facilitate the re-certification evaluation activities with each Training Provider.