

# Exemplar Global Training Certification - Surveillance Requirements.

## Introduction

Exemplar Global has developed two training certification schemes, one known as RTP, the other TPECS. Training providers with a desire to demonstrate and in turn promote their expertise in training and/or assessment are invited to develop their processes and exams in line with one or both of these certification schemes and apply for certification.

Once Certification is achieved, there are a number of ongoing requirements that must be met by the organisation to maintain their certification status. These requirements are collectively known as Surveillance Requirements, and each of the certification programs has its own unique set of requirements, as outlined below.

This document has been developed to exist separate from, but contribute an important component of the published RTP and TPECS Certification Requirements. This approach was taken to enable these requirements to be updated easily from time to time without impact to the main documents. Consequently, the requirements outlined in the sections below should be considered as forming part of the core requirements relating to the respective scheme.

## Surveillance Requirements for those providers holding RTP Certification

To maintain RTP Certification, RTP Certified Training Providers are required to engage with the Exemplar Global Evaluator to complete the following tasks/activities within 3-months of the anniversary date:

- First anniversary period, a review of the following will be undertaken:
  - The actions taken by the training providers to address the Observations (if any) made by the Exemplar Global Evaluator during the Application Evaluation.
  - A review of the Training Certificate issued to Students
  - A review of the records or process by which Students provide consent for the sharing of their personal information with Exemplar Global.
  - A website review to ensure that:
    - The Exemplar Global Certification Symbols (i.e., Exemplar Global logo and RTP digital Badge) are used in line with the Usage Requirements
    - The list of courses promoted on the website match those on the Exemplar Global database
- Second anniversary period, and then each year thereafter, a review of the following will be undertaken:
  - Corrective actions needing to be addressed as a result of a previous Surveillance Activity.

- Review of a representative sample of certificates issued to Students along with the associated Student approval to share personal information with Exemplar Global.
- Website content review (use of Exemplar Global Certification Symbols, course list, etc)
- Review of Trainers used
- A review to determine any changes relating to trading/legal name, address etc
- Investigate Satellite Office arrangements in place (if any).

## **Surveillance Requirements for those providers holding TPECS Certification**

To maintain TPECS Certification, TPECS Certified Training Providers are required to engage with the Exemplar Global Evaluator to complete the following tasks/activities within 3-months of the anniversary date:

- **Annual Requirements:**
  - Provide a list of all Trainers/Examiners used by the organisation (including any affiliates)
  - Review of a representative sample of certificates issued to Candidates
  - Review of promotional materials (including website)
  - Review records relating to Candidate approval to share their personal information with Exemplar Global.
  - Investigate Satellite Office arrangements in place (if any).
  - Statement from the Training Provider that Exams and other Assessments remain in line with those previously approved by Exemplar Global (i.e., meet the requirements outlined in the current published version of the Competency Units included in the Scope of Certification).
  - A statement that the trading/legal name, address etc of the TP remains unchanged (or provide updated info if it has)

Periodic and in addition to Annual Activities (in a recurring cycle):

- 1 year post certification – Nil
- 2 years post certification – Review the record of Examiner/Trainer performance. EG to select a sample of Examiners/Trainers associated with the TP and request records of review of performance.
- 3 years post certification – Conduct a review of assessment activities against each Competency Unit included in the scope of TPECS Certification (i.e., perform a Document Review).

## **Surveillance Requirements for those providers holding both RTP and TPECS Certification**

For those training providers holding both RTP and TPECS Certification, conformance to both sets of Surveillance Requirements is required. The Exemplar Global Evaluator will work with you to remove duplication of effort wherever possible depending on your organisations unique scenario.

### **End of Surveillance Requirements**