Global Network Group
Rules for audits

All references in this document are made against the approved (valid) version of the applicable document.

All public documents are published on our websites.
- https://global-network-group.eu/
- https://adr-register.com/about-us/downloads
- https://emci-register.com/about-us/downloads
- https://icr-coachregister.com/about-us/downloads

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GENERAL PROVISIONS

The following documents apply to this document GNG.PD.001.INT Rules for audits:

1. Document GNG.RD.001.INT List of terms and definitions
2. Document GNG.RD.002.INT General rules
3. Document GNG.RD.003.INT General provisions for all documents

The aforementioned documents are published on our websites and are hereby designated as repeated and inserted.

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1. ISO GUIDELINES FOR AUDITS

1.1. Audits are conducted as much as possible against the principles of ISO 19011 (Guidelines for auditing).

2. AUDIT TYPES

Global Network Group distinguishes six audit types:

2.1. Admission audit

2.1.1. The admission audit is an audit with the aim of issuing the 1st certificate.

2.1.2. Global Network Group sets the admission criteria and the allowed evidence.

2.2. Recertification audit

2.2.1. The recertification audit is a periodic audit with the aim of issuing a new certificate by the expiry date of an existing certificate.

2.2.2. Global Network Group sets the recertification criteria and the allowed evidence.

2.3. Knowledge audit

2.3.1. The knowledge audit is an audit with the aim of establishing a sufficient level of theoretical knowledge of a (candidate) certificate holder.

2.3.2. The knowledge audit can be part of a recertification-, admission- , and process/procedure audit.

2.3.3. Global Network Group sets the end, test terms, item bank, pass mark.

2.4. Skills audit

2.4.1. The skills audit is an audit with the aim of determining a sufficient level of professional skills of a (candidate) certificate holder.

2.4.2. The skills audit can be part of a recertification-, admission-, and process/procedure audit.

2.4.3. Global Network Group sets the skills criteria and the allowed evidence.

2.5. Process/procedure audit

2.5.1. The process/procedure audit is an audit in which the processes/procedures of the (candidate) certificate holder are audited.

2.5.2. The process/procedure audit can be part of a recertification-, admission-, skills- and knowledge audit.

2.5.3. Global Network Group sets the qualification criteria and the allowed evidence.

2.6. Other audits

2.6.1. The audit scope is set by Global Network Group.

2.6.2. The audit can be part of a recertification-, admission-, process/procedure audit.

2.6.3. Global Network Group sets the qualification criteria and the allowed evidence.

3.AUDIT STRUCTURE

3.1.Algemeen

Global Network Group distinguishes amongst:

3.1.1. Audit document

3.1.2. Core elements

3.1.3. Result areas

3.1.4. Success Factors

3.1.5. Performance indicators

3.1.6. Allowed evidence

3.1.7. Motivational Model

(Also see EXPLANATORY STATEMENT under Example 1)

3.2.Audit document

3.2.1. The audit document (s) describe(s) the audit.

3.3.Core elements

Global Network Group distinguishes amongst:

3.3.1. Core element 1: Result Area

3.3.2. Core element 2: Success Factors

3.3.3. Core element 3: Performance indicators

3.3.4. Core element 4: Allowed evidence

3.3.5. Other core elements to be assessed by Global Network Group

3.4.Result Area

Global Network Group distinguishes amongst:

3.4.1. Result Area 1: organization as an entity

3.4.2. Result Area 2: employees from/in the organization

3.4.3. Result Area 3: target groups of the organization

3.4.4. Result Area 4: services, services, products supplied/offered by the organization

3.4.5. Result Area 5: third parties / external environment of the organization

3.4.6. Result Area 6: final result (s) achieved by the organization

3.4.7. Result Area 7: other result areas

3.4.8. Other result areas to be assessed by Global Network Group

3.5. Success Factors

3.5.1. The success factor is the (partial) aspect linked to a result area.

3.5.2. An audit may not have any result area.

3.6. Performance Indicators

3.6.1. The performance indicator is the objective standard (requirement, norm) for the success factor

3.7. Allowed evidence

3.7.1. The allowed evidence (dis) qualifies with regard to the performance indicator.

3.8. Motivational model

3.8.1. The motivational model is applied as an introduction measure or for motivating, stimulating, and learning audits.

3.8.2. Know the motivational model:

3.8.2.1. Phase 1: activities oriented (=measuring results)

3.8.2.2. Phase 2: process-oriented (= demonstrating that performance is better)

3.8.2.3. Phase 3: system-oriented (= achieve what was agreed)

3.8.2.4. Phase 4: chain / externally oriented (= demonstrating that the agreements with external parties and/or chain partners are met/achieved)

3.8.3. Phases can be adjusted, deleted, and added at the discretion of Global Network Group.

3.8.4. Not all audits are designed as a motivation model.

(Also see EXPLANATORY STATEMENT under Example 2)

4. ALLOWED AUDIT FINDINGS

4.1. Global Network Group defines allowed audit findings.

4.2. See Annex 1 for the overview of allowed audit findings.

5. AUDITOR

5.1. Nomination

5.1.1. The auditor is appointed by Global Network Group.

5.1.2. The auditor is:

5.1.2.1. attached to Global Network Group or to an organization accredited by Global Network Group (before January 1, 2020: agency)

5.1.2.2. otherwise appointed by Global Network Group.

5.1.2. In the online knowledge audits, the audit application has the function of an auditor. The audit application determines the audit result based on an automated process.

5.1.3. The auditee may appeal against the appointment of the auditor.

5.1.4. The objection procedure is laid down in document GNG.PD.012.INT (Rules for appeal against the appointment of an auditor).

5.2. Competence

5.2.1. The auditor:

5.2.1.1. is authorized to perform the audit

5.2.1.2. must, while handling the audit, be able to conclude per success factor, that the audit subject has demonstrated the reasonable assumption of conformity against the performance indicator, using only allowed evidence for the aforementioned success factor.

5.2.1.3. to this end performs all actions that are necessary, in the broadest sense of the word, including the preparation of the audit report including the audit findings

5.2.1.4. has the right to refuse, interrupt, and terminate an audit.

5.3. Impartiality

5.3.1. The auditor performs the work impartial, without interference or consultation.

5.4. Duration

5.4.1. The auditor may perform a maximum of 3 consecutive audits within the same audit type with a certificate holder. Subsequently, at least the subsequent 2 audits within the same audit type must be performed by another auditor before reappointment can take place at the same certificate holder.

5.4.2. The provisions of the previous paragraph do not apply to:

5.4.2.1. Admission audits

5.4.2.2. Recertification audits

5.4.2.3. Knowledge audits

5.5. Confidentiality – Secrecy

5.5.1. The auditor is bound to confidentiality – secrecy with regard to all observations and findings that are made in the capacity of auditor.

5.6. Qualifications

5.6.1. The auditor has the following qualifications:

5.6.1.1. has concluded the admission audit positively;

5.6.1.2. is, according to Global Network Group's opinion, sufficiently knowledgeable and suitable.

5.6.2. Contrary to the previous paragraph, this applies:

5.6.2.1. the Office Operations employees of Global Network Group automatically qualify as an auditor for the admission-, process- & procedure-, and recertification audits;

5.6.2.2. knowledge audits may be handled automatically;

5.6.2.3. in the audit document, additional requirements may be specified.

5.7.Maintenance Requirements

5.7.1. The auditor is obliged to meet the maintenance requirements, including participation in intervision, knowledge, skills, and network meetings.

6.AUDIT

6.1.Application

6.1.1. It is the responsibility of the certificate holder (auditee) to apply in a timely and correct manner. Global Network Group excludes liability for this.

6.1.2. Access to audits is reserved for individuals and organizations:

6.1.2.1. with a valid registration or certification with Global Network Group

6.1.2.2. who have made a valid application for registration or certification with Global Network Group.

6.1.3. If the provisions of the previous paragraph are not met, the application must be combined with a valid application for registration or certification with Global Network Group.

6.1.4. Registration for an audit is done in the manner indicated in the audit document.

6.2. No or insufficient cooperation, fraud

6.2.1. The audit serves:

6.2.1.1. provide correct, timely and complete cooperation

6.2.1.2. give full follow-up to instructions and instructions from the auditor and Global Network Group with regard to, among other things, the following components / aspects:

6.2.1.2.1. integrity of the audit

6.2.1.2.2. providing and inspecting all necessary, mandatory or requested documents, files, processes, procedures

6.2.1.2.3. suitability of and access to the location and logistics facilities

6.2.1.2.4. auditor safety (s)

6.2.2. If the auditor does not adequately implement the provisions of the previous paragraph, the audit will be interrupted or terminated by the auditor.

6.2.3. If the auditor interrupts or ends the audit, Global Network Group:

6.2.3.1. suspends or denies admission to certification;

6.2.3.2. suspends or revokes scope-related certificates.

6.2.4. Global Network Group is authorized to declare the audit or the determined audit result invalid on the basis of established fraud or the reasonable suspicion of fraud.

6.2.5. Global Network Group can impose the following additional measures in the event of proven fraud:

6.2.5.1. suspension or revokation of the certificate holder

6.2.5.2. temporary or definitive exclusion for registration and certification

6.2.5.3. obligation to re-audit

6.2.5.4. further conditions for the admission, continuation and renewal of registration and certification.

6.2.6. Decisions regarding invalid declaration, imposition of additional measures, interruption, denial, suspension and revokation will be notified in writing by email to the (candidate) certificate holder.

6.2.7. A decision as referred to in the previous paragraph does not exemplify the auditee of the payment obligations and does not give any right to:

6.2.7.1. moderation or crediting of the audit invoices

6.2.7.2. refund of audit costs already paid

6.3. Use audit application / software

6.3.1. The use of the Global Network Group audit application / software is mandatory.

6.4. Desktop auditing

6.4.1. Audits are performed as far as possible as a desktop audit. This can be deviated from if:

6.4.1.1. the auditee does not allow a desktop audit;

6.4.1.2. a desktop audit is not possible;

6.4.1.3. the result of the desktop gives cause for this;

6.4.1.4. Global Network Group considers this necessary.

6.4.2. Desktop auditing means:

6.4.2.1. a remote audit, including the application of online techniques and methods such as remote access, video conference, (automatic) document, data & text analysis.

6.4.3. For the (desktop) audit, use is made of the audit software and application of Global Network Group.

6.4.4. The auditor must have random access to the business and practice administration of the certificate holder, including the client files.

6.4.5. The auditee is responsible for having functioning equipment, such as a laptop, tablet, work station, and a suitable and stable internet connection.

6.4.6. If no desktop audit takes place, the audit is performed at the location of the auditee or the auditor.

6.4.7. If the audit takes place at the auditor's location, the auditor must give remote desktop access to the company and practice administration or show the integral sample files on site.

6.5. Auditors

6.5.1. Admission audit and recertification audit are performed by Office Operations. The employees are authorized as an auditor.

6.5.2. Knowledge audits are automated, online, conducted, unless otherwise specified in the audit document (s).

6.5.3. Skills audits, process / procedure audits and other audits are performed by auditors who are specifically qualified for the scope. Office Operations employees are not excluded.

6.6. Audit rapport

6.6.1. The auditor prepares the audit report.

6.6.2. The auditor is obliged to make the audit report available to Global Network Group, ICC Council and the auditees.

6.6.3. The audit report contains at least:

6.6.3.1. Data auditor(s)

6.6.3.2. Data auditee(s)

6.6.3.3. Audit scope(s)

6.6.3.4. Overview date, times, locations

6.6.3.5. Audit findings

6.6.3.6. Audit conclusion, issued by the auditor with regard to the audit findings

6.7.Audit review

6.7.1. Audit reviews are performed randomly by ICC Council and are not bound by time limits, unless otherwise specified in the audit document.

6.7.2. ICC Council can provide the audit report:

6.7.2.1. Confirmed

6.7.2.2. Postponed

6.7.2.3. Rendered invalid

6.7.3. ICC Council is required to state reasons for postponing or rendering it invalid.

6.7.4. ICC Council determines the follow-up procedure upon postponing.

6.7.5. In the event of rendering it invalid, ICC Council imposes corrective measures.

6.7.6. Global Network Group is obliged to carry out the follow-up procedure or implement corrective measures.

6.7.7. Possible corrective measures:

6.7.7.1. The auditor is given the opportunity:

6.7.7.1.1.to adjust the audit report

6.7.7.1.2.to redo all or part of the audit and prepare an adjusted or additional audit report

6.7.7.2. The auditee is given the opportunity to provide additional evidence

6.7.7.3. A re-audit by another auditor

6.7.8. Other audit review rights can be granted by Global Network Group to:

6.7.8.1. organizations that accredit, certify or recognize Global Network Group

6.7.8.2. supervisors

6.7.8.3. other persons and organizations at the discretion of Global Network Group

6.7.9. If audit rights as referred to in the previous paragraph are granted, the agreements, including the allocated rights and obligations, are recorded in writing.

6.8. Audit result

6.8.1. Global Network Group determines the audit result based on:

6.8.1.1. the audit report and

6.8.1.2. if determined in the audit document taking into account the outcome of the audit review.

6.8.2. Global Network Group is not authorized with regard to the professional content aspects of the audit report.

6.8.3. Global Network Group can maintain its decision to determine the audit result for the duration that the audit procedure has not been carried out, is incomplete or incorrectly.

6.8.4. In the event of a postponement as referred to in the previous paragraph, Global Network Group will additionally give the auditor the opportunity to perform the procedure correctly or fully and to adjust the audit report. Hereto gives Global Network Group specific instructions to the auditor, including a timeline.

6.8.5. If, based on the instructions referred to in the previous paragraph, the auditor fails to comply, either wholly or in part, Global Network Group may decide to release the auditor from his / her duties and to transfer the audit to a replacement auditor. The replacement auditor is instructed to complete or redo the audit.

6.9. Appeal against audit result

6.9.1. The auditor may appeal against the audit result.

6.9.2. The objection procedure is laid down in document GNG.PD.005.INT (Rules for appeal against audit results).

6.10. Costs

6.10.1. Global Network Group determines the audit costs.

6.10.2. Global Network Group can mandate the organizations it has accredited (before 1 January 2020: agencies) to determine its own audit costs. Parties make written agreements about this.

6.10.3. The costs of the audit are for the account of the auditee and are not included in the annual registration fees.

6.10.4. If an audit is concluded with findings, the additional work costs of the follow-up and audit audit (s) will be charged to the auditee.

6.10.5. If an audit is repeated in whole or in part at the request of the auditor or on the basis of an objection to the audit result, the re-audit costs must be paid by the auditee.

6.10.6. The auditee must pay all costs in advance and preferably online. To this end, the audit application / software is provided with secure online payment options via recognized "payment providers", namely Mollie for all payments in Euros, PayFast for all payments in South African Rand and PayPal for payments in all currencies. In the event of no or partial payment, access to the audit is excluded.

6.11. Foreclosure and no show

6.11.1. Foreclosure and no-show are not entitled to:

6.11.1.1. crediting the audit invoice

6.11.1.2. refund of audit costs already paid

6.11.1.3. postponement of the audit or of the periods linked to the audit with regard to admission, (re) registration, (re) certification

6.11.1.4. replacing, new or re-audit

6.11.2. Global Network Group does not, in principle, grant a refund of audit costs. An exception to this is the death of the participant before the start of the audit.

6.11.3. If the possibility of a replacement, new or re-audit is offered, the audit costs will be charged again, unless otherwise is:

6.11.3.1. decided by Global Network Group or

6.11.3.2. specified in the audit document.

6.11.4. A replacement option is offered as standard with:

6.11.4.1. Absence based on proven illness

6.11.4.2. Demonstrable force majeure, such as in the case of for example a delay in transport

6.11.5. If Global Network Group has delegated its tariff authority to accredited organizations (before 1 January 2020: agencies), the accredited organization may determine and apply its own terms and conditions with regard to foreclosure and no-show.

6.12. Exemption

6.12.1. If the auditor has completed an equivalent audit with sufficient results within another quality system, exemption can be granted, at the discretion of Global Network Group.

6.13. Audit documents

6.13.1. Global Network group holds several audit documents.

6.13.2. See Annex 2 for the overview of the audit documents.

7. SPECIFIC PROVISIONS FOR ADMISSION AUDITS

7.1. Removal of documents after the admission file has been closed

7.1.1. After the granting of registration and certification, as is apparent from the certification decision, the admission file is closed.

7.1.2. After the admission file has been closed, the documents, with the exception of the certification decision and the signed certificate, will be removed from the file of the auditee.

8. SPECIFIC PROVISIONS FOR KNOWLEDGE AUDITS

8.1. Determination

8.1.1. Global Network Group sets the knowledge audit.

8.2. Device

8.2.1. Knowledge audits are set up as:

8.2.1.1. Open questions audit

8.2.1.2. Multiple choice audit

8.2.1.3. Audit handled by an auditor and confirmed with an exam statement

8.2.1.4. Essay audit

8.2.1.5. Remote audit (skype, zoom, microsoft teams, on the spot etc.)

8.2.1.6. Chain audit (multiple audits that together yield 1 qualification)

8.2.1.7. A combination of the previous options

8.2.1.8. Other options for auditing by Global Network Group

8.2.2. Audit questions are made up of:

8.2.2.1. Text

8.2.2.2. Fixed images, such as photos, pictures, illustrations

8.2.2.3. Moving imagery, such as video, film

8.2.2.4. Sound material

8.2.2.5. A combination of the previous options

8.2.2.6. Other options for assessing the Global Network Group

8.3. Knowledge audit result

8.3.1. Knowledge audit is linked to a total pass mark (cesura) and a weighting per final term.

8.3.2. The audit result is automatically determined from the audit application on behalf of Global Network Group.

8.3.3. The audit result is published in the audit application or in the dashboard within the secure, personal account of the auditee or in both.

8.3.4. Global Network Group does not issue a certificate for a knowledge audit.

8.3.5. Global Network Group is not obliged to provide access to the answer matrix (in conjunction with Article 8.6.).

8.4. Review

8.4.1. ICC Council has the right to review the knowledge audits.

8.4.2. The review right can be linked to periods.

8.5. Supervision

8.5.1. Knowledge audits can be conducted without and with supervision.

8.5.2. For knowledge audits for additional certifications, registrations and registrations in addition to registration and certification with Global Network Group, supervision may be mandatory.

8.5.3. Supervision is linked to allowed forms of supervision.

8.5.4. Only allowed supervision qualifies.

8.6. Itembank

8.6.1. Global Network Group determines the item bank for each knowledge audit.

8.6.2. The item bank is the set of qualified questions from which the individual knowledge audit is compiled.

8.6.3. Global Network Group will prepare the audit questions itself or have a commission set up for this purpose or have expert organizations, at the discretion of Global Network Group, and individuals submit audit questions.

8.6.4. Trainers and exam organizations accredited by Global Network Group are required to submit periodic audit questions.

8.6.5. Global Network Group may decide to release the item bank.

8.6.6. If the item bank is smaller than 10 times the total amount of questions of the knowledge audit, release is excluded, subject to the discretion of ICC Council.

8.6.7. Global Network Group can offer trial knowledge audits. A trial knowledge audit does not qualify for the individual admission and qualification file for registration and certification.

8.6.8. Global Network Group strives to renew at least 10% of the item bank annually according to the "first in - first out" principle'.

8.6.9. Individual knowledge audits are compiled by the audit application on the basis of an automatic ad random selection from the item bank per final term.

9.SPECIFIC PROVISIONS FOR SKILLS AUDITS

9.1.   Determination

9.1.1. Global Network Group sets the skills audit.

9.2.   Device

9.2.1. Skills audits are set up based on:

9.2.1.1.   Learning outcomes

9.2.1.2.   Testable elements

9.2.1.3.   Recommended literature

9.2.1.4.   Otherwise at the discretion of Global Network Group

9.3.   Result skills audit

9.3.1. The audit result is:

9.3.1.1.   Passed

9.3.1.2.   Failed

9.3.2. The audit result is published in the audit application or in the dashboard within the secure, personal account of the auditee or in both.

9.3.3. Global Network Group does not issue a certificate for a skills audit.

9.4.   Review

9.4.1. ICC Council has the right to review the skills audits.

9.4.2. The review right can be linked to periods.

9.5.   Supervision

9.5.1. Skills audits can be conducted without and with supervision.

9.5.2. For skills audits for additional certifications, registrations and registrations in addition to registration and certification with Global Network Group, supervision may be mandatory.

9.5.3. Supervision is linked to allowed forms of supervision.

9.5.4. Only allowed supervision qualifies.

Annex 1: overview allowed audit findings

Global Network Group distinguishes eight allowed audit findings.

Allowed finding 1: conformity identified (CI)
- The auditor has not detected any deviation.
- The audit component meets all requirements.

Allowed finding 2: advise (A)
- The auditor makes a no-obligation advice regarding the audit component.

Allowed finding 3: not audited (N)
- The audit component is not audited,
  Example - because it is not included in the audit agenda,
  or the auditor cannot come to a finding,
  Example - because the auditee has not (yet) exercised/implemented the part, and in the opinion of the auditor there is no reason to award a MINOR or higher audit finding.
- The auditor is required to include a justification in the audit report.

Allowed findings 4: not applicable (NA)
- The audit component is not applicable.
- The audit component has not been audited by the auditor for this reason.

Allowed finding 5: MINOR
- The auditor has detected a non-permissible deviation that must be followed up, corrected, or performed within the period specified in the audit report, failing which the minor is converted into a major.
- The audit component does not meet all requirements, but the intended quality is not or not directly at stake.

Allowed finding 6: MAJOR
- The auditor has found a special non-permissible deviation that must be followed up, corrected or performed within the period as stipulated in the audit report, failing which the major is converted into a major +.
- The audit component does not meet all requirements where the intended quality is directly at stake.

Allowed finding 7: MAJOR +
- The auditor has found an unacceptable deviation that leads to the immediate suspension of the certificate holder and whereby the major + must be followed up, repaired, or performed within the period specified in the audit document, failing which the major + is converted into a major exit.
- The audit component does not meet all requirements, and the quality is no longer guaranteed.
- During the suspension, the certificate holder cannot perform/deliver actions, activities, or services that fall within the scope.

Allowed finding 8: MAJOR EXIT
- During the audit of a MAJOR + finding, the auditor determined that no or insufficient follow-up, repair, or execution took place. The certificate holder will be expelled with immediate effect.
- The audit component does not meet the requirements where the quality is no longer guaranteed and where the certificate holder is unable or insufficiently able or willing to follow up on the earlier finding (s).

Annex 2: overview audit documents

Global Network Group distinguishes the following document groups:

> ### Companies and organizations
> - CF.000 – 049 Entity related documents
> - CF.050 – 099 Process- and procedure documents

> - ### Professionals and practitioners
> - PF.000 – 009 Identification documents
> - PF.010 – 019 Background documents
> - PF.020 – 029 Exams, training programs, education
> - PF.030 – 039 Experience documents
> - PF.040 – 049 Risk documentation
> - PF.050 – 059 Process- and procedure documents
> - PF.XXX – XXX Other documents to the discretion of Global Network Group

Global Network Group holds the following audit documents:

> ### Companies and organizations
> - CF.001 Online application form for the certification of legal entities
> - CF.002 Proof official registration of the legal entity
> - CF.050 Proof of process/procedure audit(s)
> - CF.051 Bewijs available suitable practice location
> - CF.100 Certification decision
> - CF.101 Notification admission or recertification file completed
> - CF.102 Notification admission or recertification file conditionally completed
> - CF.200 Certificate
> - CF.300 Cancellation notification
> - CF.301 Suspension notification
> - CF.302 Revocation notification (expelled)

<u>Professionals and practitioners</u>

- PF.001 Online application form for the certification of practitioners
- PF.002 Application form (additional) scopes, subtypes, specialisms
- PF.010 Statement of good standing/reputation - police clearance
- PF.011 General recommendation letters
- PF.012 Client letters of reference
- PF.020 Proof of prior general education
- PF.021 Proof of scope relevant professional training(s)
- PF.022 B Proof of specialization training(s)
- PF.023 Proof of knowledge audit(s) – theory exam(s)
- PF 024 Proof of skills audit (s) – proficiency/practice exam(s)
- PF.025 Proof of other memberships, registrations, recognitions, certifications
- PF.030 Curriculum vitae
- PF.031 Entry against full level, personal statement of experience, period
- PF.032 Entry against full level, personal statement of experience, client assignments
- PF.033 Entry against full level, mentor statement
- PF.040 Proof risk liability - liability insurance
- PF 050 Proof of process/audit procedure (s)
- PF.051 Recertification full level, CPD overview, collected qualifying points
- PF.052 Recertification full level, CPD overview, number client assignments
- PF.053 Recertification full level, CPD overview, client assignments, processes & procedures
- PF.054 Peer review
- PF.100 Certification decision
- PF.101 Notification admission or recertification file completed
- PF.102 Notification admission or recertification file conditionally completed
- PF.200 Certificate
- PF.300 Cancellation notification
- PF.301 Suspension notification
- PF.302 Revocation notification (expelled)

EXPLANATORY STATEMENT

EXAMPLE 1: AUDIT STRUCTURE

- Result Area: employee administration
- Success Factor: educational attainment
- Performance indicator: successfully completed EQF 4 level training * (=MBO training) administrative assistant level 4
- Allowed evidence: copy of training diploma / certificate

*European Competence Framework

EXAMPLE 2: MOTIVATIONAL MODEL

Result Area

- Organisation as an entity

Success Factor

- Legal business operations, part of the general terms and conditions

Phase 1

- Performance indicator: are general conditions present?
- Allowed evidence: self-assessment list with yes / no option

Phase 2

- Performance indicator: are general conditions periodically tested for legal validity?
- Allowed evidence (low): self-assessment list with yes / no option
- Allowed evidence (high): show that testing has been carried out

Phase 3

- Performance indicator: what follow-up is given to the findings from the periodic review?
- Allowed evidence: show that the findings are being followed up

Phase 4

- Performance indicator: are the general conditions in accordance with the customs and principles within the sector / branch?
- Allowed evidence:
  - Description of the customs and starting points within sector / branch
  - Description and reflection on the deviations of the own document with respect to the sector / branch sector document