

## Global Network Group

### Requirements for the accreditation of exam- and training providers

---

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

All public documents are published on our websites.

#### **Questions?** Contact us!

Complete the question-webform on our website or call:

Germany: +49 (0)2822 961 6053

Netherlands: +31(0)88 0038 780

South Africa: +27 (0)10 900 4749

United Kingdom: +44(0)1904 911 305

---

Document code: GNG.PD.020.INT

Approved by: ICC Council

Version: V1 – August 2022

Status: Approved



---

## GENERAL CLAUSES

The following applies to this document:

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

The before mentioned documents are published on our websites and hereby to be considered as repeated and inserted.

## TABLE OF CONTENTS

GENERAL CLAUSES .....	2
TABLE OF CONTENTS .....	2
1.AUDIT – KEY DATA .....	3
2.AUDIT - TIMELINE .....	4
3.AUDIT – GENERAL PROVISIONS .....	5
4.AUDIT – SUCCESS FACTORS .....	6
Exemption .....	6
Success factor 1: the registration of the organization .....	6
Success factor 2: management system (management process) .....	7
Success factor 3: management process implementation .....	8
Success factor 4: cancellation, refunds, escrow management .....	8
Success factor 5: GDPR .....	9
Success factor 6: internal audits .....	9
Success factor 7: accreditation agreement .....	9
Success factor 8: recognized exam- and training programs .....	9

## 1.AUDIT – KEY DATA

Element	Description
Application	Via Global Network Group
Auditor	The auditor carries out the audit and is: <ul style="list-style-type: none"> <li>- <i>Certified as against the subscope auditor by Global Network Group or another official conformity assessment body, such to the discretion of Global Network Group, or</i></li> <li>- <i>Registered with or is a member of an official branch- sectoral- professional body and by the body identified as auditor, such to the discretion of Global Network Group, or</i></li> <li>- <i>Qualified otherwise, such to the discretion of Global Network Group.</i></li> </ul>
Audit location	Remote, if necessary at the location of the provider
Audit period	Maximum one calendar year, unless decided differently by the auditor or Global Network Group
Audit scope	Exam provider, training provider, or both
Audit material	Audit file in audit-application
Success factors	As mentioned in this document
Admissible evidence	As mentioned in this document
Audit report	Auditor The audit report is published within one calendar month after the end of the audit period.
Audit review	ICC Council The audit review must be completed within two calendar months after the audit report is published.
Audit result	Global Network Group The audit result must be published within one calendar month after the audit review is completed.
Appeal	Document GNG.PD.005 (Appeal against audit results) Formulier GNG.FO.005 (Appeal against audit results)
Audit costs	See document FO.002.INT (Fee overview) of the applicable register
Audit cesura	The audit result is <b>'passed'</b> if: <ul style="list-style-type: none"> <li>- <i><u>no major, major+ and major exit</u> <b>and</b></i></li> <li>- <i><u>a maximum of 2 minor findings have been established.</u></i></li> </ul>

---

## 2.AUDIT - TIMELINE

<b>Period</b>	<b>Description</b>
	<b>Initial audit period</b>
n.a.	Application
Max 12 months	Scheduled max period, unless decided differently by the auditor or Global Network Group
Max 1 month after audit	Audit report available
Max 2 months after report	Audit review ICC Council
Max 1 month after review	Audit result available
	<b>Evaluations</b>
Annually	Annual compulsory conformity declaration submitted by the provider
	<b>Re-accreditation</b>
Every 5 years	Re-accreditation audit (every five years)

### 3.AUDIT – GENERAL PROVISIONS

Subject	Description
<b>General</b>	
Accreditation agreement	Global Network Group and the provider sign an accreditation agreement. The accreditation agreement rules: <ul style="list-style-type: none"> <li>- applicable accreditation scope(s)</li> <li>- benefits and discount structure for (former) students</li> <li>- co-operation elements, such as provider-related exams and subtypes, exchange of the contact details of (former) students</li> </ul>
Audit application & software	The use of the audit application and software is mandatory
Certificeringsscheme	The PD.001 document of the applicable register
Combination	The focus of the audit is auditing the provider as organization. It is allowed to combine the audit with the recognition audit of exam- and training programs.
Code of conduct	The PD.002 document of the applicable register
Shortening/limitations	It is not allowed to shorten or limit the audit.
Scope- process- procedure requirements	The PD.003 document of the applicable register
Extension/adding	It is allowed to extend the audit or to add elements, such to the discretion of the auditor or Global Network Group
Exemption	If the provider holds other accreditations, certifications, or recognitions, an exemption can be granted, such to the discretion of Global Network Group.
Change of the auditor	It is permitted to change auditor/mentor in the meantime. A change must be approved by Global Network Group. To this end, the auditee must submit a request to Global Network Group. The request can be granted or rejected. The result of the request will be communicated in writing to the auditee, the retiring auditor, and the successor mentor. It is <u>not</u> possible to object to the decision.

---

## 4.AUDIT – SUCCESS FACTORS

### Exemption

An exemption for the success factors 2, 3, 4, 5, and 6 can be granted if the auditee (the provider) holds:

- a valid ISO 9001:2015 certification with the scope(s) exams and education/training
- a valid equal to this document accreditation, certification, recognition
- other qualifications, such to the discretion of Global Network Group

Success factor 1: the registration of the organization

### Performance indicator

- The organization is officially registered

### Admissible proof

- ✓ Copy of the registration, such as the chamber of commerce (Netherlands), companies house (United Kingdom), 'kruispuntbank bedrijven' (Belgium), CIPC (South Africa), not older than three months

---

## Success factor 2: management system (management process)

### Performance indicator

- The organization holds a documented management system suitable for the requested accreditation scope(s)

### Admissible proof

- ✓ Exemption (see in this document)
- ✓ Documented management system that rules:
  - General terms and conditions
  - Specific exam conditions (if applicable)
  - Specific training conditions (if applicable)
  - Which exam- and training programs are offered (program overview)
  - The applicable processes, procedures, and norms (criteria) against which the programs are handled
  - How are assignments (applications) handled, accepted, canceled, filed, handled
  - The handling of complaints and other signals from clients

---

### Success factor 3: management process implementation

#### Performance indicator

- The management system implementation meets the own process requirements

#### Admissible proof

- ✓ Exemption (see in this document)
- ✓ Exam- and training files, consisting of at least:
  - *Exam- and training curricula*
  - *Client files*
  - *Other documents, such to the discretion of the auditor*

#### Instructions:

- Per scope, the auditor selects a program from the program overview and audits this program.
- Per program, at least five client files will be partially or fully audited. Therefore, the auditee provides a list of client and invoice numbers. From this list, the auditor selects the five client files. The client files may be pending or closed; however, not older than two years, calculated from the date the client assigned the auditee.
- The auditor can request
  - For a live audit at the location of the auditee in order to experience real-time the performance of the auditee or to interview one or more clients of the auditee
  - To further verify the management process, including verifying program curricula, client assignments & -files, including interviewing clients, employees, and management.

### Success factor 4: cancellation, refunds, escrow management

#### Performance indicator

- The organization holds a process for cancelation, fee refunds, and escrow management
- The organization proves to be able to meet the applicable, related obligations toward clients

#### Admissible proof

- ✓ Exemption (see in this document)
- ✓ Documented procedure on cancellation, refunds, escrow management



---

## Success factor 5: GDPR

### Performance indicator

- The operational management processes meet the GDPR obligations and considerations

### Admissible proof

- ✓ Exemption (see in this document)
- ✓ Privacy statement

## Success factor 6: internal audits

### Performance indicator

- The organization performs at least the following internal audits:
  - Effectiveness, suitability, performance of its own management system
  - Realization organizational targets
  - Client satisfaction and complaint handling
  - Availability and suitability of its (organizational) resources (equipment, competent crew)

### Admissible proof

- ✓ Exemption (see in this document)
- ✓ Internal audits, such to the discretion of the auditor

## Success factor 7: accreditation agreement

### Performance indicator

- An accreditation agreement or letter of intent between the organization and Global Network Group

### Admissible proof

- ✓ Signed agreement or letter of intent

## Success factor 8: recognized exam- and training programs

### Performance indicator

- The organization holds one or more Global Network Group recognized exam- and training programs

### Admissible proof

- ✓ Recognition decision(s)/certificate(s)