



Association of Certified Training

Certification Support Policy

Overview

Applicants, and Certified Training Services, often use third-party evidence to meet the requirements of the training standards e.g., first aid certificates, training provided by equipment manufacturers, specialist risk assessments and reviews conducted by individuals with lived experience.

Affiliate Organisations are supported to deliver certified training by **Certified Training Services with an Affiliate Model**, who effectively provide evidence products.

In addition to this, evidence may be provided by other individuals and organisations who have been established to provide specialist certification support: **Certification Consultants** and **Certification Retailers**

Types of Support Provided

There are 3 typically 'types' of support provided by such support organisations:

- **Type 1: Pre-Approved Resources.** Examples include policies, procedures, forms, presentation slides, handouts, and videos. May be sold to, or licensed by, the applicant.
- **Type 2: A Developmental/Assurance Service.** Such services can include the screening of potential trainers, the training of trainers, the quality assurance of trainers and training delivery, the review and approval of materials or resources produced by the commissioning organisation or other third party, the representation of the applicant at panel or the facilitate annual reviews. This may be limited to the application period, or form part of an ongoing working relationship, a partnership or alliance.
- **Type 3: The Production of Bespoke Resources.** Examples include policies, procedures, forms, presentation slides, handouts, videos, and risk assessments. Are typically commissioned by and thereafter owned wholly by the applicant.

Certified Training Services [CTS] with an Affiliate model

These are organisations that have been certified and then license out their system to service-provider organisations that train their own employees, who then become recognised as **Affiliate Organisations**

Certified Training Services typically provide the following support to Affiliate Organisations:

- Type 1: Provide Pre-Approved Resources.
- Type 2: Provide a Developmental/Assurance Service.

Certification Consultants

A **consultant** can be defined as "someone with specialist knowledge, skill or experience who advises other people on a particular subject" or "a person who provides professional or expert advice relating to a particular field of practice or operations to either an organisation or individual", with a consultancy being an organisation providing that support through its individual consultants.

A **certification consultant** can be defined as "a consultant that is retained, or commissioned, by an organisation seeking certification by ACT, for the purposes of achieving that certification'.

Certification Consultants typically provide the following support to Applicants:

- Type 1: Provide Pre-Approved Resources.

- Type 2: Provide a Developmental/Assurance Service.
- Type 3: Develop Bespoke Resources.

Certification Retailers

The term **Certification Retailers** is used to describe an organisation [or individual] that provides someone [e.g., an applicant] with a range of documentary evidence products that they then submit as evidence of meeting various sub-standards. These products may be leased or sold to applicants.

Certification Retailers typically provide the following support to Applicants:

- Type 1: Provide Pre-Approved Resources.

The Expectations of Affiliate Organisations

In the event an organisation is approved to deliver certified training as a result of affiliating with a Certified Training Service, they will still be responsible for meeting the following:

- Trainer insurance
- Maintaining delivery integrity
- Maintain trainer competence
- Alerting the certified training service to any issues arising such as complaints or accidents, and any training related issue implicated in any adverse inspection finding, tribunal or other legal proceedings

See **Affiliation Policy**

The Expectations of Organisations Relying on Certification Consultants & Retailers

Applicants must declare any Certification Consultants or Certification Retailers involved in the application and outline the precise nature of the support provided. An opportunity to do this will be included in the eligibility form, or once the application has been formally made. It may also become a focus for panel enquiries.

Whilst key support is being provided by Certification Consultants & Retailers it is the Certified Training Service, or Applicant Organisation, who has the direct relationship with ACT, and therefore the responsibility to conform with the standards.

ACT requires a designated named contact at the Certified Training Service, or Applicant Organisation, with whom correspondence will be shared regarding the organisation's certification.

The designated named contact will be an employee of the organisation, with the relevant level of oversight for training provision. The designated named contact will not be the Certification Consultant or Retailer.

The designated named contact will be expected to attend all meetings and reviews concerning the organisation's application for, or maintenance of, certification; including but not limited to:

- Familiarisation workshops
- Application review meetings
- Certification and recertification panel reviews
- Annual review meetings

- Audits
- Appeals panels

NB. Certified Training Services with an Affiliate Model, Certification Consultants and Certification Retailers have the rights to share/license any materials and make clear any limitations on the use of the materials supplied.