

GTPA

GLOBAL TRADE PROFESSIONALS ALLIANCE

Global Trade Professional Alliance (GTPA) Programme Rules



Trusted in Trade



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01 Introduction

The Global Trade Professionals Alliance (GTPA) Programme offers independent certification of the competence of individuals that are involved in international trade.

GTP certification is based on the candidate demonstrating the fulfilment of a minimum number competence standards.

The GTPA Programme fulfils the relevant requirements of ISO/IEC 17024, *Conformity assessment – General requirements for bodies operating certification of persons* which is the recognised international standard for the certification of persons.

Individuals that are GTP certified will be able to undertake their trade related responsibilities in a competent and effective manner.

Successful demonstration that Certification Requirements are fulfilled results in the granting of certification, permission to use the post nominals 'GTP', 'GTM' or 'GTE', and promotion of that individual as being competent within their scope of certification.

02 Scope of the Programme

The GTPA Programme is for the certification of individuals as being competent in various functions that support international trade. These functions include:

- Export/import business administration, executive management, and directors;
- Customs brokering;
- Export documentation;
- Freight forwarding;
- Human resources;
- International business and trade strategy;
- International trade finance and banking;
- Language and cultural communications;
- Management consulting;
- Market development, sales and marketing;
- Quality control;
- Shipping and logistics;
- Supply/value chain management;
- Trade law and compliance;
- Trade negotiation;
- Trade policy, facilitation and promotion;
- Trade-related insurance; and
- Trade-related studies and research.

To become certified under the GTPA Programme the candidate must:

- a Undertake prescribed training and/or demonstrate recognised prior learning and experience;
- b Apply for certification;
- c Successfully complete assessment and examination of their competence;
- d Uphold a code of ethics;
- e Pay annual memberships fees; and
- f Maintain their competency through continuing professional development each year.

Certification is available at Practitioner, Manager and Executive levels in the following areas of specialisation:

At Specialist level, certified individuals can have one or more of the following specialisations:

- Trade Management
- Trade Finance and Supply Chain Finance
- Trade regulation and compliance (Transport, Logistics and Clearance)
- Trade Policy
- Trade Law
- Market Development
- Global Supply Chain Management
- Trade Research and Economics

Further information on the structure of the GTPA Programme is provided in ADM 002 *Structure of the GTPA Programme*.

03 Terms and Definitions

Under this Programme the following terms and definitions apply:

Appeal	A documented objection to a certification decision of an Approved Certification Body.
Applicant	Any person that has applied to be certified in accordance with the Programme up to the point of the certification decision.
Application form	A documented form (in electronic or hard copy format) prescribed from time-to-time by the Programme Administrator listing all the information and associated documentation that must be completed by the Applicant and submitted to an Approved Certification Body.
Approved Provider	An education provider or continuing professional development provider that has been approved by the Programme Administrator to develop and deliver education, training or continuing professional development that cover the content of the competency standards.
Approved Examiner	A person approved by the Programme Administrator to undertake assessments and examinations in accordance with the GTPA Programme.
Authorised Representative	A person that is nominated by the Programme Administrator, Approved Provider or Approved Certification Body that is their formal contact point, and whose up-to-date contact details are maintained on the Programme Directory.
Approved Certification Body	The Programme Administrator or a certification body that is approved by the Programme Administrator to certify Applicants in accordance with the GTPA Programme.
Certification Requirements	The set of specified requirements set by the Programme Administrator and revised from time-to-time for certification pursuant to the GTPA Programme, including the competency standards that an individual must fulfil in order to be certified.
Client	A client of GTPA, being an Applicant, Approved Provider (CPD), Approved Provider (Education), Approved Certification Body or GTP, GTM or GTE.
Global Trade Professional	Any person that has been certified in accordance with the GTPA Programme, and that may use the following post nominals depending on the scope of certification that has been granted: <ul style="list-style-type: none">· Global Trade Professional (GTP);· Global Trade Manager (GTM); or· Global Trade Executive (GTE).
Competency standard	A statement of required knowledge and demonstrable skills, including any prerequisites, and assessment and validation methods, that are required to effectively perform a set of tasks and activities.
Complaint	A documented concern about the performance of the Programme Administrator, Applicant, Approved Provider, Approved Certification Body or Global Trade Professional, Approved Examiner or other person affecting the Programme.

GTP	Global Trade Professional.
GTPA mark of conformity	A mark and post nominals maintained by the Programme Administrator for representing to the market that the certified Global Trade Professional has successfully demonstrated their competence in accordance with the Programme.
GTPA Programme	The certification scheme maintained by the Programme Administrator for the certification of trade professionals. In this document, 'GTPA Programme' has the same meaning as 'Programme'.
GTPA Programme Rules	The rules of the administration and operation of the GTPA Programme (i.e. this document).
GTPA	Global Trade Professionals Alliance.
Programme Directory	A directory that is maintained by the Programme Administrator that lists all Applicants and certified Global Trade Professionals, Authorised Representatives, Approved Providers, Approved Certification Body, Approved partner organisations, and gives the current status of certification and details of certificates.
Programme Administrator	Global Trade Professionals Alliance.
Scope of certification	A specific area of competence and expertise as defined in the Certification Requirements for which certification may be applied for and granted.

03 Programme Administration and Responsibilities

3.1 Programme Administrator

The GTPA Programme ('the Programme') is administered by Global Trade Professionals Alliance (GTPA).

3.2 Parties associated with the Programme

Operation of the Programme is undertaken through the involvement of the following parties:

- a) the Programme Administrator (i.e. GTPA);
- b) Approved Providers;
- c) Approved Certification Bodies;
- d) Approved Examiners;
- e) Applicant and certified Global Trade Professionals; and
- f) Partner organisations that wish to support the Programme.

These Programme Rules form part of the legally enforceable agreements between the above parties.

3.3 Responsibilities of the Parties

3.3.1 Programme Administrator

The responsibilities of the Programme Administrator include:

- a) maintaining and reviewing the Certification Requirements, including these Programme Rules;
- b) notifying any changes to the Programme and requirements to the parties and setting any transition deadlines or other arrangements;
- c) administering and operating the Programme in an impartial and objective manner;
- d) maintaining finances, reserves and insurances to ensure ongoing operation of the Programme and to cover liabilities arising from its administration and operation of the Programme;
- e) appointing one or more Approved Provider (Education)s to undertake recognised training and capacity building activities associated with the Programme;
- a) appointing one or more Approved Provider (CPD)s to undertake recognised training and capacity building activities associated with the Programme;
- b) appointing one or more Approved Certification Bodies to undertake certification activities pursuant to the Programme;
- c) recognising one or more Approved Examiners and other personnel critical for the operation of the programme;
- d) entering into agreements with Partner organisations that wish to support the Programme; and
- e) managing information and communications, providing notices and maintaining confidentiality in accordance with the Programme Rules.

3.3.2 Approved Provider (Education)

The responsibilities of the Approved Provider (Education) are:

- a) provide training and education services to persons that wish to become certified under the Programme;
- b) prepare and submit for approval training and education courses that address the units of competency that are required to be demonstrated for certification under the Programme;

- c) reporting to the Programme Administrator on any matters identified by the Programme Administrator, including the number and nature of participants, and any complaints received;
- d) ensure training and educational services are undertaken in a professional and impartial manner, including the use of competent personnel, and ensuring these services are not promoted in any way that creates a conflict of interest, raises false expectations, or has a detrimental impact on the necessary separation and impartiality of any subsequent certification activity;
- e) administering any transitional arrangements associated with changes to the Programme or Certification Requirements;
- f) maintaining finances, reserves and insurances to ensure ongoing delivery of training and education services to enrolled participants and to cover liabilities arising from its administration and operation of the Programme;
- g) paying the Programme Administrator any fees, charges and royalties that the Programme Administrator may establish and revise from time-to-time; and
- h) managing information and communications, providing notices and maintaining confidentiality in accordance with the Programme Rules.

3.3.3 *Approved Provider (Continuing Professional Development)*

The responsibilities of the Approved Provider (Education) are:

- a) provide CPD services to persons that wish to become certified under the Programme;
- b) prepare and submit for approval CPD activities that address the units of competency that are required to be demonstrated for maintaining certification under the Programme;
- c) reporting to the Programme Administrator on any matters identified by the Programme Administrator, including the number and nature of participants, and any complaints received;
- d) ensure CPD activities are undertaken in a professional and impartial manner, including the use of competent personnel, and ensuring these activities are not promoted in any way that creates a conflict of interest, raises false expectations, or has a detrimental impact on the necessary separation and impartiality of any ongoing certification activity;
- e) administering any transitional arrangements associated with changes to the Programme or Certification Requirements;
- f) maintaining finances, reserves and insurances to ensure ongoing delivery of training and education services to enrolled participants and to cover liabilities arising from its administration and operation of the Programme;
- g) paying the Programme Administrator any fees, charges and royalties that the Programme Administrator may establish and revise from time-to-time; and
- h) managing information and communications, providing notices and maintaining confidentiality in accordance with the Programme Rules.

3.3.4 *Approved Certification Body*

The responsibilities of the Approved Certification Body are:

- a) carry out certification activities (including receipting applications, carrying out assessments and examinations, making certification decisions, and issuing certificates in the prescribed formats) in accordance with the Certification Requirements in an impartial and objective manner;
- b) demonstrating to the Programme Administrator, or its nominated agent, the ongoing fulfilment of the requirements in ISO/IEC 17024 as prescribed in Annex A;
- c) administering any transitional arrangements associated with changes to the Programme or certification requirements;

03 Programme Administration and Responsibilities

- d) identifying, analysing and managing any conflicts of interests arising from its activities and relationships, or the activities and relationship of other persons, bodies or organisation that may impact on the impartiality and objectivity of certification pursuant to the Programme;
- e) maintaining finances, reserves and insurances to ensure ongoing delivery of certification activities and to cover liabilities arising from its administration and operation of the Programme;
- f) ensuring the competency of Approved Examiners and other personnel critical for the operation of the Programme;
- g) paying the Programme Administrator any fees, charges and royalties that the Programme Administrator may establish and revise from time-to-time; and
- h) managing information and communications, providing notices and maintaining confidentiality in accordance with the Programme Rules.

3.3.5 Approved Examiners

The responsibilities of the Approved Examiners are:

- a) undertaking assessments and examinations as directed by the Approved Certification Body in an impartial, objective and timely manner;
- b) maintaining appropriate levels of competency to effectively perform the assessments and examinations in the prescribed units of competence;
- c) pay the Programme Administrator any fees, charges and royalties that the Programme Administrator may establish and revise from time-to-time; and
- d) managing information and communications, providing notices and maintaining confidentiality in accordance with the Programme Rules.

3.3.6 Applicant and Certified Global Trade Professionals

The responsibilities of the Applicant and certified Global Trade Professionals are:

- a) to make applications to become certified;
- b) demonstrate their ongoing adherence to the requirements of the Certification Requirements;
- c) undertake actions and provide access to information to enable assessments and examinations to be undertaken, including the closing out of any nonconformities, in a comprehensive and timely manner;
- d) adhering to the terms of Programme decisions and use of GTP status and the GTP mark;
- e) paying the Programme Administrator any fees, charges and royalties that the Programme Administrator may establish and revise from time-to-time; and
- f) managing information and communications, undertaking notice and maintaining confidentiality in accordance with the Programme Rules.

3.3.7 *Partner organisations that wish to support the Programme*

The responsibilities of the organisations that wish to support the Programme are:

- a) to assist in promotion of the awareness and use of the Programme;
- b) support the granting and ongoing maintenance of GTP certification for their personnel;
- c) adhering to the terms of Programme decisions and use of GTP status and the GTPA marks of conformity;
- d) paying the Programme Administrator any fees, charges and royalties that the Programme Administrator may establish and revise from time-to-time; and
- e) managing information and communications, undertaking notice and maintaining confidentiality in accordance with the Programme Rules.



04 Certification Requirements

The Certification Requirements under the GTPA Programme include:

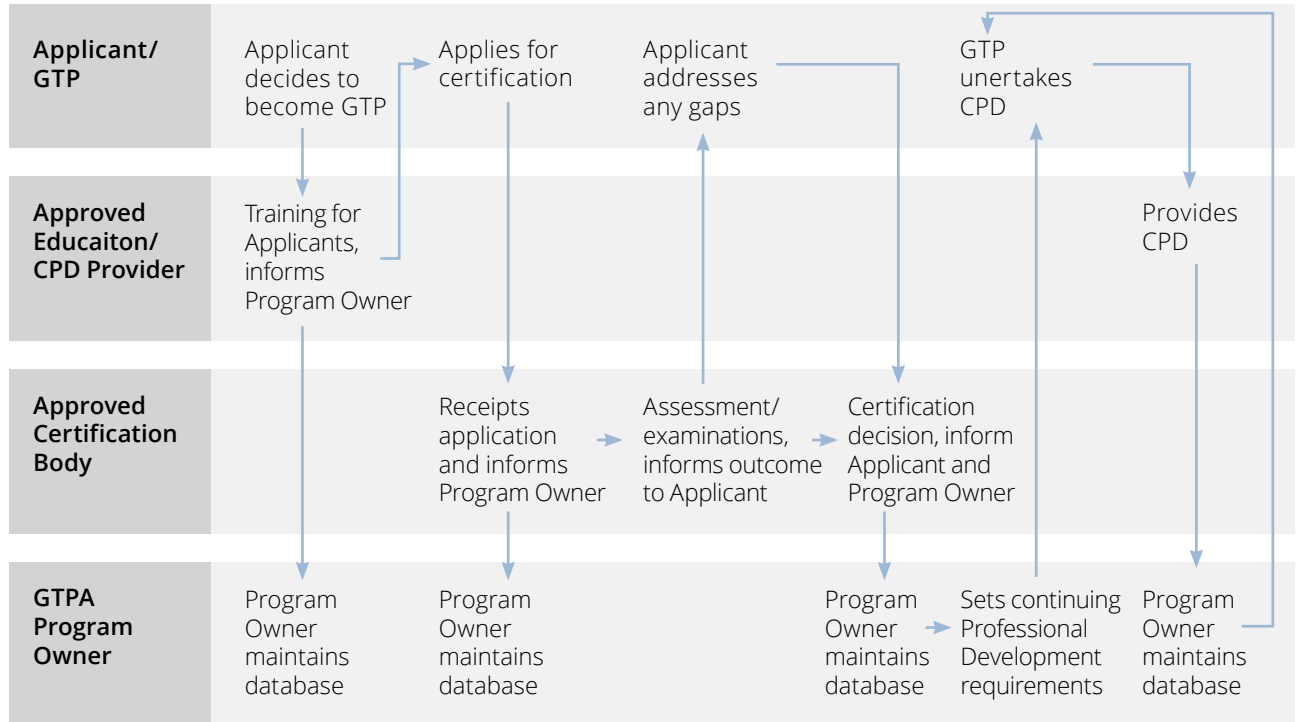
- a** GTPA Programme Rules (this document);
- b** GTP Code of Ethics;
- c** competency standards;
- d** approved provider and partner requirements;
- e** all instructions and communications made from time-to-time by the Programme Administrator on the administration of the programme and interpretation of Certification Requirements, including payment of all applicable fees, charges and royalties that the Programme Administrator may establish and revise from time-to-time; and
- f** the GTPA Management System that includes all policies, procedures, forms and other documents that are necessary for the administration of the Programme.



05 Certification Process

5.1 Certification process overview

The following flow chart gives an overview of the certification process:



5.2 Prior learning, experience and training

The Applicant shall:

- review the necessary competence standards for the level and scope of certification they wish to obtain;
- identify what prior learning and experience that they may have that effectively demonstrates the required competency standards; and
- undertake training with an Approved Provider (Education) for those standards, or parts of standards, that they do not believe they can demonstrate via their prior learning and experience.

5.3 Application

Once the Applicant is satisfied they have sufficient prior learning, experience and training they shall apply in the prescribed Application Form to an Approved Certification Body and pay any relevant fees. The Application Form requires the Applicant to indicate which scope(s) of certification they wish to be approved for.

The Application Form includes a declaration to be signed by the Applicant committing them to:

- abide by the Certification Requirements;
- consistently demonstrate fulfilment of Certification Requirements;
- indemnify the Programme Administrator, Approved Certification Body, Approved Examiners and their personnel against any loss or damages incurred during the undertaking of certification activities in relation to the Applicant or Global Trade Professional.

05 Certification Process

5.4 Application review and confirmation

The Approved Certification Body shall review the submitted application and any associated documentation to confirm:

- a) the application and associated documentation is complete;
- b) the certification being sought is covered under the scope of the Programme;
- c) that the Approved Certification Body has the competency and capacity to undertake the assessment and examination activities; and
- d) any associated fees have been paid.

Once the Approved Certification Body is satisfied the above conditions have been fulfilled it shall formally notify the Applicant of their application's acceptance and update the Programme Directory accordingly.

5.5 Assessment and Examination

The Approved Certification Body shall assign the application to an Approved Examiner for assessment and examination.

The assessment and examination shall be undertaken by the Approved Examiner, in accordance with assessment and examination procedures that have been approved by the Certification Body.

The Approved Examiner shall contact the Applicant to request further information (if required) in order for the Applicant to demonstrate its fulfilment of the Certification Requirements.

5.6 Nonconformities

Nonconformities can arise through:

- a) failure of the Applicant to demonstrate their fulfilment of certification requirements through the certification process; or
- b) as the result of market feedback or complaints about the Applicant's nonfulfilment of Programme Requirements; or
- c) inappropriate or unethical behaviour of the Applicant or certified Global Trade Professional or their organisation.

If after requesting additional information from the Applicant, no further information is forthcoming within a specified period, the Approved Examiner may issue and communicate to the Applicant one or more formal nonconformities.

The Applicant must respond with evidence that the nonconformity has been adequately resolved through appropriate corrective action by the due date.

If the Applicant does not respond with sufficient evidence within the prescribed timeframe the Approved Examiner shall note this in their Assessment Report and recommend that the certification not be granted, or continued in the case of an existing certification.

5.7 Assessment Report

The Approved Examiner shall prepare an Assessment Report containing:

- a) their findings in relation to the demonstration of each unit of competency;
- b) any outstanding nonconformities; and
- c) a certification decision recommendation, including any conditions.

The Assessment Report shall be submitted to the Approved Certification Body for review and a Certification Decision.

5.8 Decision

The Approved Certification Body shall assign each Assessment Report to a person that is responsible for reviewing the report and making a Certification Decision.

The person reviewing the Assessment Report and making the Certification Decision must be different from those persons involved in undertaking the assessment and examination, or preparing the Assessment Report, and must not have had a relationship with the Applicant or Global Trade Professional within the previous 12 months (e.g. as a relative, acquaintance, friend, employee, contractor or consultant) that would give rise to a conflict of interest.

The Certification Decision shall be based on the application, any submitted documents or other correspondence and the Assessment Report content and findings.

The Certification Decision to grant, decline, maintain, suspend, reduce or withdraw certification shall be communicated to the Applicant or Global Trade Professional by the Approved Certification Body, along with a specified timeframe within which the Applicant or Certified Trade Professional may lodge an Appeal against the Certification Decision.

Individuals may reapply for certification if their previous application is not successful. These applications are to be treated as entirely new applications and the full process must be repeated in each case.

5.9 Appeals

Appeals may be lodged to the Approved Certification Body using the prescribed form by the Applicant or Global Trade Professional against formal Certification Decisions.

The Approved Certification Body shall inform the Programme Administrator when it receives an appeal.

The Approved Certification Body shall appoint one or more competent persons to consider the merits of the appeal and make a final decision. The person appointed to do this shall not have otherwise been involved in undertaking the assessment or examination, preparing the Assessment Report, or making the Certification Decision, and must not have had a relationship with the Applicant or Certified Global Trade Professional within the previous 12 months (e.g. as a relative, acquaintance, friend, employee, contractor or consultant) that would give rise to a conflict of interest.

The final decision to accept or decline the appeal shall be communicated to the Applicant or Global Trade Professional by the Approved Certification Body and informed to the Programme Administrator.

Applicants or Certified Trade Professionals that are not satisfied with the outcome of the appeal may request the Programme Administrator to undertake a review of their case.

05 Certification Process

5.10 Certificate

If the Certification Decision is positive and after the expiry of any period during which an appeal may be lodged, or where the Applicant or certified Global Trade Professional has indicated it will not appeal the Certification Decision, the Approved Certification Body shall issue a certificate in the prescribed format to the Global Trade Professional and enter it into the Programme Administrator's Directory.

Certificates are valid as long as the Global Trade Professional can demonstrate successful completion of prescribed continuing professional development.

Only the copy of the certificate on the Programme Directory is considered valid under this Programme.

5.11 Programme Directory

The Programme Administrator shall maintain an electronically available Programme Directory that shall contain at least the following information:

- a) a listing of each Applicant and certified Global Trade Professional; and
- b) a copy of the relevant certificates and their status (e.g. Applicant, Current, Suspended, Withdrawn).

In making an application to be certified, the Applicant agrees to the details above being made publicly available. This agreement also applies for any certified Global Trade Professional, including those that are suspended or withdrawn.

5.12 GTPA Marks of Conformity

The Programme Administrator maintains GTPA Marks of Conformity. Details of the GTPA Marks of Conformity is maintained on the Programme Administrator's website: www.gtpalliance.com.

Certified Global Trade Professionals holding a current certificate may replicate and use the relevant GTPA Marks of Conformity on printed and electronic media, subject to the following requirements:

- a) the mark is not used to make or permit any misleading statement regarding certification;
- b) the mark is not used to make or permit the use of a certification document or any part thereof in a misleading manner;
- c) upon suspension or withdrawal of certification, the Global Trade Professional discontinues the mark's use in all advertising that contains a reference to certification;
- d) amends all advertising matter when the scope of certification has been reduced;
- e) does not imply that the certification applies to competences that are outside the scope of certification; and
- f) does not use the certification in such a manner that would bring the Programme into disrepute or lose public trust.

The Programme Administrator may enter into agreements for the use of the GTPA brands and logos with Partner organisations that wish to support the Programme. Conditions related to the use of the GTPA brands and logos in these situations will be established by the Programme Administrator within each agreement, and may relate to the numbers of Global Trade Professionals being utilised by the organisation and payment of any relevant charges, fees or royalties.

5.13 Continuing Professional Development (CPD)

To ensure ongoing competence of Global Trade Professionals, the Programme Administrator requires a prescribed amount of continuing professional development to be undertaken.

The Programme Administrator will prescribe and notify CPD requirements from time-to-time, including the extent to which CPD must be undertaken through an Approved Provider (CPD).

Global Trade Professionals are responsible for demonstrating to the Certification Body that the necessary CPD has been successfully undertaken in the form of an annual declaration.

The Certification Body shall check the submitted declaration and can request further information if necessary.

Failure to submit an annual self-declaration, or provide any requested information by the due date, or submission of evidence that clearly shows nonfulfillment of certification requirements, shall result in a nonconformity being raised.

If the annual self-declaration is found satisfactory by the Certification Body this shall be communicated to the Certified Trade Professional and its certification shall be continued accordingly.



Changes, Suspension and Withdrawal of Certification

6.1 Changes to certification

Changes that may materially affect the Applicant or Global Trade Professionals' ability to fulfil the Certification Requirements shall be made known to the Approved Certification Body for consideration. This consideration shall follow the steps identified in 6.5 – 6.11 suitably modified in depth of detail to reflect the nature of the change.

Changes that may materially affect the Applicant or Global Trade Professionals' ability to fulfil the Certification Requirements include:

- changes in the Certification Requirements, including the Programme Rules;
- those circumstances listed in Clause 11 of these Programme Rules related to changes that must be notified to the Certification Body;
- results of feedback or complaints;
- results of nonconformities or lack of action on nonconformities;
- voluntary requests for suspension or withdrawal from an Applicant or Global Trade Professional; or
- a lack of response or a decision not to be re-certified.

After due consideration of the changes the Approved Certification Body may take no action; require an assessment and examination; reconfirm the current certification; expand or reduce the scope of the current certification; suspend the certification or withdraw the certification.

6.2 Suspension of certification

For situations where the nature of the change would give rise to concerns that the individual was no longer competent in approved scope of certification, the Approved Certification Body may suspend the current application or certification until appropriate investigation and resolution has taken place.

In such cases the Applicant or Global Trade Professionals shall:

- a) fulfil the requirements of the Programme Rules, especially 6.12; and
- b) not use their certificate or the GTP Mark on any media to state or give the impression that they are currently certified.

6.3 Withdrawal of certification

In cases of serious misconduct by the Global Trade Professional, especially in relation to the Code of Conduct, or where their continued certification could result in reputational or potential liabilities and damages to the Programme Administrator or the Approved Certification Body, the Programme Administrator or the Approved Certification Body may at their own discretion, withdraw certification.

In such cases the Applicant or Global Trade Professional shall:

- a) fulfil the requirements of the Programme Rules, especially 6.12; and
- b) not use their certificate or the GTP Mark on any media to state or give the impression that they remain certified.

07 Fees and Charges

Fees, charges and royalties associated with the Programme shall be set and communicated from time-to-time by the Programme Administrator.

Certificates shall not be granted until all outstanding fees and charges have been paid.



08 Complaints

There are several forms of complaints recognised under these Programme Rules as follows:

- a) complaints made to the Programme Administrator or the Approved Certification Body regarding the competencies being demonstrated by a Global Trade Professional;
- b) complaints made to the Programme Administrator or Approved Certification Body, by the Applicant or Global Trade Professional, or other parties, regarding the performance of the Programme Administrator or Certification Body or any of its officers or Approved Examiners; and
- c) misrepresentation of GTP certification.

A complaint shall be deemed to have been received when:

- a) a written complaint has been submitted from the complainant;
- b) the nature of the complaint corresponds to one of the categories listed above; and
- c) the complainant has direct or first-hand access to the basis of the complaint.

All complaints shall be addressed as quickly as possible.

8.1 Complaints about Applicants or GTPs

In the first instance the Programme Administrator or Approved Certification Body will encourage the person making the complaint to discuss the issue directly with the Applicant or Global Trade Professional for resolution.

Where the complainant is dissatisfied with the response, or if the Programme Administrator or Approved Certification Body is concerned about the Applicant or Global Trade Professional's fulfilment of the Certification Requirements, the Programme Administrator or Approved Certification Body may investigate the complaint further, including requesting any further information from the Applicant or Global Trade Professional, undertaking any further assessment and examination activities at the expense of the Applicant or Global Trade Professional.

8.2 Complaints about the Programme Administrator or Approved Certification Body's services or personnel

Complaints received by the Programme Administrator or Approved Certification Body in relation to its certification services and personnel shall be investigated by the Programme Administrator or Approved Certification Body in accordance with its complaints handling procedures.

All complaints received by the Approved Certification Body shall be notified by the Approved Certification Body to the Programme Administrator.

8.3 Feedback or complaints about the misrepresentation of GTP certification

Complaints received by the Programme Administrator or Approved Certification Body in relation to misrepresentation of GTP certification shall be investigated by the Programme Administrator.

9.1 Communications

Except for information that is already provided publicly:

- a) in the Programme Directory; or
- b) through legitimate use of the Certificate or the GTP Mark pursuant to these Programme Rules;

all other information and communication pertaining to the Programme shall be approved by the Programme Administrator prior to release.

In addition to the above information, the Programme Administrator shall make available to the public the following information:

- a) the GTP Programme Rules;
- b) an outline of the certification process;
- c) information about the fees for certification;
- d) information on handling complaints and appeals.

Subject to the payment of any relevant fee or other undertaking, the Programme Administrator will make available to the parties (Approved Certification Bodies, Approved Examiners, Applicant and Certified Trade Professionals) the following information as necessary:

- a) the competency requirements;
- b) appropriate forms, templates, guidance documents, marks etc.; and
- c) arrangements associated with changes to the Programme and certification requirements, including deadlines for transition.

The Approved Certification Body shall inform Applicant and Global Trade Professionals of the following:

- a) acceptance of applications;
- b) any arrangements for assessments and examinations;
- c) arrangements for demonstration of appropriate close out of any nonconformities;
- d) certification decisions;
- e) arrangements for ongoing certification, including steps to be undertaken to address changes to Certification Requirements; and
- f) any suspension or withdrawal of certification.

Applicant or Global Trade Professionals shall inform the Approved Certification Body of matters that may affect their ability to demonstrate fulfilment of Certification Requirements, including but not limited to changes to:

- a) contact address;
- b) any intention to voluntarily suspend or withdrawal from certification.

09 Communications, Notices and Confidentiality

9.2 Notices

Except for the Applicant or Global Trade Professionals, each party shall nominate and maintain a formal Authorised Representative who is responsible for the receipt and transmission of all formal communication between the parties. Up-to-date contact details for the Authorised Representative are to be maintained on the Programme Directory.

Formal communications between the parties shall be addressed to the relevant Applicant, Global Trade Professional or Authorised Representative and shall be in writing and transmitted through traditional mail or email. The Programme Administrator may also utilise web notifications to convey formal communications.

9.3 Confidentiality

The Programme Administrator, Approved Provider (Education)s, Approved Certification Bodies shall have legally enforceable agreements with all external and internal personnel (including any committees) to maintain all information associated with the Programme and certification as confidential, except in relation to the following:

- a) information that is required to be submitted and transferred between the Programme Administrator, Approved Provider (Education)s, Approved Certification Bodies, Approved Examiners, Applicants and Global Trade Professionals, to enable the Programme to operate, including review of such information for the purposes of accreditation, peer assessment or other form of third-party recognition;
- b) upon request, the confirmation of the status of an Applicant or Global Trade Professional;
- c) the information that is publicly available on the Programme Directory; or
- d) any information that the Programme Administrator, Approved Provider (Education) or the Approved Certification Body must disclose as required by the law, and in which case prior to such release of such information the Programme Administrator, Approved Provider (Education) or Approved Certification Body shall inform the relevant Applicant or Global Trade Professional of the intent to disclose that information.

10 Review and Changes to the Programme

The Programme Administrator shall review the operation of the Programme at least once every three years.

The Programme Administrator reserves the power to change the Certification Requirements, including these Programme Rules, at any time.

The Programme Administrator shall communicate any changes via its website and all Approved Provider (Education)s, Approved Certification Bodies, Approved Examiners, and Applicant and Global Trade Professionals are obligated to demonstrate at their own expense their compliance with those changes within the timeframe set by the Programme Administrator.

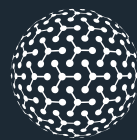




11

Governing Law

All legally binding agreements between the Parties are to be construed as in accordance with, and any matter related are to be governed by, the laws of New South Wales, Australia and the Parties submit to the non-exclusive jurisdiction of the courts of New South Wales, Australia.



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