



ORGANISATIONS
INTO Learning Workplaces

TOWARDS A HOLISTIC TRANSFORMATION OF ORGANISATIONS INTO LEARNING WORKPLACES

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1. Introduction

The current Certification Scheme refers to the Assessment and Certification of Organizations as LEARNING WORKPLACES by Cyprus Certification Company (CCC) in cooperation with all LEARN consortium members. All Organizations that seek Certification to the aforementioned scheme, must comply with the requirements of this scheme.

The current Certification Scheme has been developed within the Project “LEARN: TOWARDS A HOLISTIC TRANSFORMATION OF ORGANISATIONS INTO LEARNING WORKPLACES” which aims the development of a new Certification Scheme for the organizations which get transformed into Learning Workplaces.

Through LEARNING WORKPLACES certification, organizations will be able to ensure that the learning of their employees is continuous, and it involves transversal and not only job-specific or technical skills’ development while also validating employees’ key transversal skills through an ISO certified assessment tool.

All requirements and criteria for granting the LEARNING WORKPLACES Certification are described in the current document.

2. Legal Framework

As per the decision No.54.094 of the Council of Ministers on the 8th of August 2001, Cyprus Certification Company Ltd was founded. CCC is managed by a 7-member Board of Directors. Cyprus Certification Company was founded and operates as a company under private law by virtue of the Companies Act Chapter 113.

The aim of its foundation is the provision of certification services as these are defined in its founding document and its operation is governed by its Articles of Incorporation.

Cyprus Certification Company provides Certifications (as e.g. according to the standards of the International Organization ISO) which are governed by the requirements of its Regulations and Operational Procedures.

As per the context of the present Regulation and the relevant Procedures, Cyprus Certification Company awards Certificates of Compliance and respective Certification Logos indicating compliance of products, processes, activities, organizations, systems and persons and/or a combination thereof, against the requirements of Standards/ Normative Documents.

3. Impartiality, Independence, Integrity (3rd Party)

Cyprus Certification Company operates as an independent Management Systems Certification Body. The independence and impartiality of Cyprus Certification Company is ensured by the Legal Framework of its foundation and operation, its financial independence, the operation of the Certification Committee, the operation of the Independent Certification Council and its organizational structure.

In addition, Cyprus Certification Company, within the framework of its operation, as a Certification Body, is not involved in any way in the provision of consulting services for the organization and application of the Management Systems of the interested Organizations.

All Organizations that contact Cyprus Certification Company, within the framework described in the present Regulation, are treated equally. The Certification terms are uniform for both potential interested Organizations, as well as Certified Organizations.

In order to ensure integrity, objectivity and impartiality, Cyprus Certification Company has furthermore adopted the following policies:

- Cyprus Certification Company personnel is not in any way involved in the planning, organization, and application of the activities and tools of the Organizations that are being audited by Cyprus Certification Company.
- Every person or organization interested in certification has unhindered access to the certification services of Cyprus Certification Company. The terms of the Certification are the same, both for the interested enterprises and for Certified Companies.
- The applicable certification regulations and the relevant informative documents are freely accessible to any interested party.

- Business certification decisions are taken by individuals who did not participate in their evaluation audit.

4. Scope

This Certification Scheme for the certification of Organizations as LEARNING WORKPLACES describes all procedures apply for obtaining, assessing, granting, maintaining, and withdrawing Certification of the Organizations in accordance with the requirements of the current regulation, the activities and tools developed within the project and any other requirements defined by CCC's internal procedures.

The Certification Scheme applies all Organizations who strategically would like to ensure that the learning of their employees is continuous, and it involves transversal and not only job-specific or technical skills' development.

More specifically, the Certification Scheme contains guidance and information for Organizations to be assessed and certified as follows:

- The criteria to be met for initial certification and recertification.
- The process of assessing and certifying the Organizations.
- Committees

The current Certification Regulation may be used in whole or partially to enhance an organization's training culture. However, certification of the Organization will only be feasible if all requirements described in this Certification Regulation are fulfilled without exception, unless otherwise stated in specific sections of the Regulation.

This current certification is not related in any way with the assessment and certification of manufactured goods or services.

5. Terms and Definitions

For the purpose of this document, the following terms and definitions apply.

Certificate	document issued by a certification body under the provisions of this Certification Scheme, indicating that the certified Organization has fulfilled the certification requirements
Assessment	process that evaluates an organization's fulfilment of the requirements of the certification scheme

6. Normative references

The following documents are referenced in the text:

CYS EN ISO 17021-1: 2015 Conformity assessment — Requirements for bodies providing audit and certification of management systems.

LEARNING WORKPLACE CERTIFICATION SPECIFICATION DOCUMENT

7. Committees

Also, to ensure CCC's operation in an objective and non-discriminatory manner, the following Committees have been established:

- Certification Committee
- Independent Certification Council

7.1 Certification Committee

In order to ensure an objective and non-discriminatory operation, according with the relevant requirements of the Standard CYS EN ISO 17021-1: 2015, a Certification Committee is established by CCC.

The Certification Committee is responsible for the final approval of the certification of the Organizations. It involves individuals with specialization and experience in the areas of activity

of CCC and the current Certification Regulation. When deemed necessary, the Committee may use additional experts for the evaluation of specialized topics.

Any person that has been involved in the assessment of the Organization cannot be nominated as a member of the Certification Committee.

The impartiality of the Committee in terms of its evaluation and decision-making process must always be safeguarded through its composition.

The members of all Committees must adhere to the principles of confidentiality and to this end they must all sign a Confidentiality Agreement.

7.2 Independent Certification Council (ICC)

The Independent Certification Council (ICC) of Cyprus Certification Company was established as a result of a decision by the CCC Board of Directors and it operates in accordance with the “Independent Certification Council (ICC) Regulation”.

The Independent Certification Council (ICC) notwithstanding the:

- evaluation of the proper administration of the awarded Certificates
- the examination of objections and appeals against Cyprus Certification Company,

also has an advisory role towards the Board of Directors of Cyprus Certification Company on the following topics:

- Policy and Certification Regulations
- Issues of impartiality and objectivity
- Ensuring the uninterrupted access of all interested parties to the services of Cyprus Certification Company

The Independent Certification Council (ICC) ensures impartiality regarding decision-making, through the equivalent representation of the interested parties, in its composition, without any of the parties or interests involved being dominant.

The members of the Independent Certification Council (ICC) have knowledge, experience, and broad scientific training in Cyprus Certification Company's sites of activity.

8. Certification Process

8.1 General

The process of awarding and maintaining a LEARNING WORKPLACE Certificate includes the following stages:

- Initial conversations/Exchange of information with Organizations and Consultants,
- Application review
- Pre assessment audit (if required)
- Initial Certification Audit
- Recertification Audit
- Certification Decision
- Certification Award

In these audit stages, the principles described in the **LEARNING WORKPLACE CERTIFICATION REQUIREMENTS** document apply.

8.2 Application review

Any organization interested in certification submits to CCC an application for its evaluation. The Organization is informed on the requirements of the present Certification Regulation and details about the certification.

The Organization along with the application also submits the following documents:

- A) Information on the organizational structure of the Organization (human and technical resources).
- B) Information on important business operations and processes.
- C) Information about applied activities and tools
- D) Information about certified employees (e.g., number of employees)

The signing of the application by the Organization's representative indicates its conformity with the present Regulation.

Once the Organization has made available to Cyprus Certification Company the above-mentioned documents, the preparatory conversations may begin.

Cyprus Certification Company examines the information contained in the application and the accompanying documentation and, if necessary, it seeks additional information or clarifications.

Once the organization submits the Application and the necessary documentation to Cyprus Certification Company, the audit date is set, and the Audit Team is formed.

8.3 Assessment procedure

CCC draws up the initial Certification Audit Program and communicates it to the organization in a timely manner.

For the initial certification, the following are considered:

- The Organization's compliance with the requirements of the LEARNING WORKPLACE REQUIREMENTS REGULATION
- The implementation of activities and tools
- The training of employers
- The training and certification of employees

In order to carry out the Initial Certification Audit, the complete application of the activities and tools to be certified and the existence of respective records for at least three (3) months are required.

The initial certification audits will be carried out in two (2) stages.

During Stage 1 the auditors will evaluated have the chance to get introduced to the Organization's management team or any representatives and will discuss the activities and tools that are implemented within the Organization. Stage 1 is conducted either at the Organization's premises or online.

During Stage 2, which is always carried out at the Organization's premises, the application of the system will be evaluated, and more particularly it will include the following:

- (a) the implementation of tools and activities
- (b) the training of employers
- (c) the training and certification of employees

During the audit, the Management of the Organization and its authorized representative must be present.

In view of the above context, the deviations from the requirements of the present Regulation are classified into the following categories:

- (a) **Non-Conformity:** a limited extent deviation from a requirement of the current Regulation eg insufficient number of certified employees.
- (b) **Observation:** an individual discrepancy in the documentation or the application of the activities / tools that may become non-compliance in the future, is observed

Cyprus Certification Company will not proceed to award a LEARNING WORKPLACE Certificate until all audit finding are addressed.

9. Certification Decision

The decision to grant or not the LEARNING WORKPLACE Certificate is taken by the Certification Committee of Cyprus Certification Company.

The certification decision is based on the data that were available during the audit. The sampling process of the available information and the audit methods used are online audits, on-site audits, interviews, observations, activity sampling and review of documentation and records. The audit findings and any recommendations set out in the checklist are based on the audit sample.

Cyprus Certification Company proceeds to grant the LEARNING WORKPLACE Certificate after ascertaining, through an evaluation, the effective removal of satisfactory settlement of findings if any. Upon completion of all procedures, the auditor submits to the Certification Committee all audit Notes and checklist and the relevant decision is made within a period that will not exceed two months.

10. Granting Certification

When the Certification Committee's decision is positive, the LEARNING WORKPLACE Certificate shall be granted.

The LEARNING WORKPLACE Certificate that is granted by Cyprus Certification Company certifies that the Organization has effectively established and applies the chosen activities and tools and that it complies with the requirements of the standard current Certification Regulation.

The LEARNING WORKPLACE Certificate applies exclusively to the Organization to which it was awarded and only for the activities that it covers.

If the LEARNING WORKPLACE Certificate covers only one Department of the Organization, the Organization is obliged to disclose to its customers or any other interested party the Department of the Organization covered by the LEARNING WORKPLACE Certificate.

All documents issued by Cyprus Certification Company and forming part of the certification procedure are the property of Cyprus Certification Company.

Once the LEARNING WORKPLACES Certificate has been approved by the CCC Certification Committee, and before it is delivered to the organization, a contract is signed between Cyprus Certification Company and the organization, which defines their mutual obligations and rights.

Cyprus Certification Company may provide to any interested party, upon request, information relating to the certificates that have been issued as well as to their validity.

11. Certification Renewal

Before the end of the validity period of the LEARNING WORKPLACE certificate and if the Organization has not requested the interruption of the LEARNING WORKPLACE certificate, a recertification audit is always carried out. The Recertification audit shall be conducted in accordance with the principles set out in paragraph 7 of this Regulation, while it also takes the place of the respective Surveillance Audit.

The renewal procedures follow the same procedures as in the cases of initial certification audit.

In cases any findings are identified during the re certification audit, the Organization should take relevant actions within 30 days and send the corrective actions to the audit team in order to proceed with the recertification.

12. Validity of the LEARNING WORKPLACE Certificate

The LEARNING WORKPLACE Certificate will have a validity of 2 years and it will remain valid unless major changes are made to the Organization.

After a period of 2 years, the certified Organization will have the opportunity to apply to responsible partners in each country and in cooperation with CCC to get assessed and re-certified.

13. Suspension – Revocation of the LEARNING WORKPLACE Certificate

Cyprus Certification Company's policy regarding suspensions/revocations is that it can proceed to the suspension and/or revocation of awarded certificates whenever deemed necessary.

The decision to suspend or revoke the certificates is made by the Certification Committee following the recommendation of the Directorate of the Organization.

When examining issues relating to suspensions/revocations, the Certification Committee may set up special committees to provide technical advisory services.

Indicatively, the following revocation - suspension reasons are listed:

- misleading use of the certificate
- misleading and/or false information by the representatives of the client to the audit team during the audit
- bankruptcy of the Organization
- failure to comply with the client's obligations under this Regulation e.g., preventing recertification audits at the required frequencies.
- client's request to discontinue the use of the awarded certificate.

The suspension of the certificate is announced in writing by Cyprus Certification Company to the Organization, and the necessary terms/corrective actions for its removal are defined.

Throughout the suspension period, any use of the certificate is forbidden to the Organization.

If satisfactory corrective actions are not applied, the revocation of the certificate and the deletion of the client from the List of Certified Companies will be made.

The final Revocation is communicated to the client in writing. In this case, the organization is obliged to return to Cyprus Certification Company all the original Certificates and Certification Logos that were awarded to it.

14. Objections – Appeals

Any interested party may appeal against Cyprus Certification Company's decisions on certification issues (non-certification, suspension, or revocation of certificates) within two months of its notification of the relevant decision.

The hearing of the objections is made by the Independent Certification Council. The final decision is issued within two months of the date of the appeal and its implementation is mandatory. Until this decision comes into force, the previous decision is in force. The applicant shall be informed of the decision within 5 days of the time it is made.

Any costs incurred by Cyprus Certification Company for reviewing an objection are charged to the applicant on a case-by-case basis.

15. Certification Scheme Quality Assurance

CCC is responsible for overseeing the proper implementation of the Certification Scheme to ensure the quality of the Scheme, its updating and continuous improvement. Measures like implementing information feedback mechanisms from certified Organizations and regular reviews of the scheme are used to accomplish this.

16. Modifications – Revisions of the current Regulation

This Certification Regulation may be revised, in whole or in part, only by decision of the Consortium.

Any revisions shall be communicated to the certified Organizations, setting the time / period for their adaptation to the new requirements. In case of disagreement with the above-mentioned changes, the Organization may request in writing to terminate the certification.

List of documents to be used.

1. D_LRN 1_Audit Attendance Sheet
2. D_LRN 2_Audit Checklist
3. D_LRN 3_Audit Notepad
4. Audit Schedule