# Procedure for Endorsed Training Delivery

*31 March 2025*

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| Document Title | : Procedure for Endorsed Training Delivery |
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# 1. OBJECTIVES

The purpose of this procedure is to define the process for RSPO ETPs and ETs to deliver RSPO endorsed training courses. The process and requirements aim to:

- To ensure effective and structured delivery of RSPO endorsed training course sessions that enhance participants knowledge and skills.
- To support RSPO's mission to promote sustainable practices by enhancing the credibility, compliance, and integrity of assurance services across all training programs.
- To align all training sessions with RSPO's sustainable palm oil standards, guidance documents, certification system requirements, and strategic objectives, including the Theory of Change, to drive meaningful and sustainable outcomes.

# 2. SCOPE

This procedure applies to all RSPO ETPs and ETs responsible for delivering RSPO endorsed training course sessions
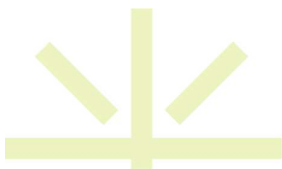
# 3. ROLES AND RESPONSIBILITIES

| Parties | Description |
|---------|-------------|
| RSPO Secretariat | • Develop and maintain high-quality training syllabi, modules, case studies, examination banks, and related resources for RSPO-endorsed training programs. Ensure these materials are accurate, relevant, and aligned with RSPO standards, certification systems, and strategic objectives. |
| | • Oversee the endorsement process for Training Providers (ETPs) and Trainers (ETs). This includes receiving applications, conducting thorough reviews and evaluations, and granting endorsements to qualified applicants based on established criteria. |
| | • Organize and deliver comprehensive Train-the-Trainer (TTT) sessions to ensure aspiring trainers (ETs) acquire the qualifications, skills, and knowledge required to deliver RSPO-endorsed training. Facilitate practical and theoretical training to maintain high standards of trainer competence. |
| | • Monitor the delivery of RSPO-endorsed training programs by ETPs and ETs to ensure consistency, quality, and alignment with RSPO Standards. Conduct regular evaluations and audits to uphold the credibility and effectiveness of the training. |
| | • Gather feedback from stakeholders, participants, and endorsed parties to assess the effectiveness of training programs and materials. Use this input to make necessary revisions and improvements to maintain the relevance and impact of RSPO training. |
| | • Address complaints and feedback from stakeholders regarding the quality or integrity of training programs conducted by ETPs or ETs. Conduct |

| Parties | Description |
|---|---|
| | investigations and take corrective actions, including revocation of endorsements if necessary. |
| | • Work collaboratively with ETPs, ETs, and internal RSPO divisions to ensure seamless coordination of training initiatives. Provide guidance and support to endorsed parties to maintain alignment with RSPO expectations. |
| | • Maintain and manage the RSPO training platform, such as the Learning Management System (LMS). Regularly update the platform with new courses, resources, and schedules, ensuring accessibility and functionality for all users. |
| | • Actively promote RSPO-endorsed training courses to increase visibility and participation among stakeholders. Utilize marketing, communication channels, and strategic outreach to achieve broader engagement. |
| | • Ensure all training initiatives align with RSPO's mission, strategic objectives, and evolving standards. Adapt training materials and processes to reflect updates in RSPO policies, standards, and global sustainability practices. |
| | • Uphold RSPO's commitment to promoting sustainable practices, enhancing the credibility of assurance services, and fostering compliance and integrity across all training programs. Ensure that endorsed training programs serve the broader objectives of sustainable palm oil production and certification. |
| • Endorsed Training Providers (ETPs) | • Develop management system to deliver endorsed RSPO Training Courses on behalf of RSPO Secretariat. |
| | • Consistently review the performance of the ETs and the training team appointed by the organisation to achieve the training objectives, at the highest level of productivity, efficiency ethics and professionalism. |
| | • Ensure that all trainers engaged in delivering RSPO training have attended the RSPO Train-the-Trainer (TTT) sessions and possess the required qualifications, skills, and expertise to conduct the courses effectively. Ensuring every RSPO Training courses organised by the ETPs are conducted by at least one (1) ETs together with the other team of trainers in every session. |
| | • ETPs are responsible for preparing, organizing and delivering RSPO-endorsed training courses in accordance with the approved syllabi, modules, and methodologies provided or endorsed by the RSPO Secretariat. |
| | • Conduct training programs that align with RSPO standards, principles, and certification requirements, maintaining the integrity and credibility of the content delivered to participants. |
| | • Manage participant registration, provide clear pre-training information, and ensure participants have access to all necessary materials and resources during the training. |
| | • Collect and analyze feedback from participants to identify areas for improvement. Implement necessary adjustments to enhance the training |

| Parties | Description |
|---------|-------------|
| | experience and effectiveness. |
| | • Submit regular reports (i.e. annually) to the RSPO Secretariat, including details of training sessions conducted, participant attendance, and evaluations. Ensure all records are accurate, complete, and submitted on time. |
| | • Cooperate with the RSPO Secretariat during audits, reviews, or evaluations to ensure compliance with RSPO endorsement requirements. Provide access to training records, materials, and participant feedback when requested. |
| | • Actively promote RSPO training programs to relevant stakeholders, ensuring accessibility and awareness of the courses offered. |
| | • Uphold all conditions and requirements set by the RSPO Secretariat to maintain endorsement status. Notify the Secretariat of any significant organizational changes, such as changes in trainers, ownership, or management structure. |
| | • Respond promptly and professionally to complaints or inquiries from stakeholders regarding the quality or delivery of training programs. Take corrective actions to resolve issues and inform the RSPO Secretariat as required. |
| Endorsed Trainers (ETs) | • Endorsed Trainers (ETs) are responsible for delivering RSPO training courses in alignment with the approved syllabi, modules, and methodologies established or endorsed by the RSPO Secretariat. |
| | • Attend and complete the RSPO Train-the-Trainer (TTT) sessions and demonstrate the required qualifications, expertise, and skills necessary to deliver effective and impactful training sessions. |
| | • Ensure that all training delivered aligns with RSPO's principles, certification systems, and guidance documents, upholding the credibility and consistency of the RSPO training program. |
| | • Foster an interactive and supportive learning environment by engaging with participants effectively, addressing their questions, and clarifying complex topics to enhance their understanding of RSPO standards and requirements. |
| | • Actively seek and consider participant feedback to evaluate the effectiveness of training sessions. Use this feedback to identify opportunities for personal improvement and enhance future training delivery. |
| | • Maintain professionalism, impartiality, and ethical behavior during training sessions, ensuring that the training represents the RSPO's standards and mission effectively. |
| | • Work closely with the ETPs to ensure smooth delivery of training, including coordination of logistics, materials, and schedules, and adherence to RSPO guidelines and requirements. |
| | • Accurately document training activities, such as participant attendance, evaluation results, and session summaries. Provide this information to the ETPs and RSPO Secretariat as required. |
| | • Stay updated on changes to RSPO standards, certification systems, and guidance documents. Participate in refresher courses or additional TTT |

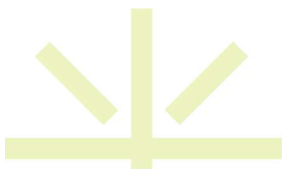| Parties | Description |
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| | sessions to maintain alignment with the latest RSPO requirements. |
| | ● Address participant or stakeholder concerns or complaints professionally and promptly. Inform the ETP and RSPO Secretariat about any issues that may impact the quality or integrity of the training. |
| | ● Serve as an ambassador for RSPO's mission by promoting sustainable practices, integrity, and compliance throughout the training process. |
| Participants | Attend the training, actively participate and provide feedback. |

# 4. DEFINITION

| Parties | Description |
|---|---|
| Endorsed Training Provider (ETP) | RSPO Endorsed Training Provider (ETP) is an organization formally recognized and authorized by the RSPO Secretariat to organise, coordinate, and deliver RSPO-approved training programs. |
| Endorsed Trainer (ET) | Endorsed Trainer (ET) are individuals formally recognized by the RSPO Secretariat as qualified to deliver RSPO-approved training programs on behalf of RSPO Endorsed Training Providers (ETPs) and RSPO. |
| Lead Auditor Training Course | The Lead Auditor Training Course is a comprehensive program organized by RSPO Endorsed Training Providers (ETPs) or RSPO to equip participants with the foundational knowledge, technical skills, and competencies required to qualify as Lead Auditors under RSPO standards. <br><br> The course includes detailed modules covering technical information, practical case studies, role plays, and examinations, ensuring participants are well-prepared to conduct audits effectively and in alignment with RSPO requirements. <br><br> This course is open to a diverse audience, including fresh graduates and experienced professionals/individuals, providing an opportunity to obtain preliminary qualifications necessary for pursuing a career as an RSPO Auditor/Lead Auditor. Additionally, the course may be attended by individuals who seek to gain an understanding of RSPO certification processes and standards requirements, even if they do not intend to pursue a career as auditors or lead auditors. |
| Lead Auditor Refresher Course | The Lead Auditor Refresher Course is a specialized training program designed for qualified Lead Auditors and Auditors to update their knowledge and skills in alignment with the latest RSPO certification standards, requirements, and guidance documents. This course is mandatory every three years to ensure auditors remain current with evolving RSPO practices and maintain their competency in conducting audits. |

| Parties | Description |
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| | The Refresher Course is exclusively for existing qualified Lead Auditors and Auditors, particularly those preparing to audit against newly endorsed RSPO certification standards. It is not intended for fresh graduates or individuals without prior completion of the Lead Auditor Training Course. |
| Internal Auditor Training | The RSPO Internal Auditor Training is a course designed for stakeholders who seek a general understanding of RSPO standards, certification systems, and processes related to conducting internal audits within their own organizations. This training provides the foundational knowledge required to assess compliance with RSPO requirements, enabling participants to carry out internal audits effectively. |
| | It is not intended to qualify participants as Lead Auditor/Auditor for the Certification Bodies (CB) or Accreditation Body (AB). |
| RSPO Learning Management System (LMS) Platform | The RSPO Learning Management System (LMS) Platform is an online digital platform, as part of the RSPO's Palm Resource Information and Sustainability Management (prisma) developed by RSPO to facilitate the organization, management, and delivery of RSPO-approved training courses. The LMS serves as the main tool for both RSPO and Endorsed Training Providers (ETPs) to manage training activities, regardless of whether the training is conducted physically or virtually. |
| | For ETPs, the LMS handles key aspects such as participant registration, course materials, pre-course requirements, examinations, and the issuance of certificates, ensuring a seamless and efficient training process. The platform also provides access to RSPO training materials, resources, and updates, making it available to any individuals seeking to access RSPO-related content and enhance their knowledge of RSPO certification systems and standards. |
| | The platform facilitates the management of training records, including but not limited to pre-course assignments, reference materials for both facilitators and students, examinations and student grading, field training assessments, and more. |
| Train the Trainer (TTT) Training | The Train-the-Trainer (TTT) Program is a specialized training designed for individuals who wish to become qualified Endorsed Trainers (ETs) authorized to deliver RSPO-approved training courses on behalf of RSPO Endorsed Training Providers (ETPs) and RSPO. The program equips participants with the necessary knowledge, skills, and techniques to effectively facilitate RSPO training sessions, ensuring they are well-prepared to conduct audits and deliver content aligned with RSPO standards and certification systems. |
| | This program is specifically aimed at individuals seeking to achieve RSPO Endorsed Trainer status, enabling them to support their organizations in conducting internal audits and delivering RSPO training courses, without qualifying as external auditors for Certification Bodies. |

| Parties | Description |
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| | This program is a prerequisite for trainers intending to conduct RSPO-approved training courses on behalf of RSPO Endorsed Training Providers (ETPs). |
| RSPO Learning Series | The RSPO Learning Series refers to a range of specialized, customized training programs organized by the RSPO Secretariat (e.g. addressing non-conformities, root cause analysis, biodiversity management, and other relevant RSPO-related subjects).<br><br>The training is designed to support RSPO members, stakeholders, and entities in enhancing their knowledge and skills to better align with RSPO standards, certification systems, and operational requirements.<br><br>Unlike regular ETP-led courses, the RSPO Training Series is developed, managed, and delivered directly by the RSPO Secretariat to address specific needs, challenges, and capacity-building efforts within RSPO's membership and stakeholder base. |
| Competence | The demonstrated ability to apply knowledge, skills, and personal attributes in order to achieve intended results |
| RSPO Principles & Criteria (P&C) Certification Standard | The RSPO P&C for the Production of Sustainable Palm Oil is structured as a series of principles, criteria, indicators and guidance, and is designed to be used by palm oil growers and millers to implement sustainable production practices. The RSPO National Interpretation (NI) of the RSPO P&C shall be used when the applicable NI has been endorsed by the RSPO Board of Governors (BoG). |
| RSPO Independent Smallholder (ISH) Certification Standard | The RSPO Independent Smallholder Standard was developed in response to the growing recognition by stakeholders for the need to increase smallholders' inclusion into the RSPO system through a mechanism that takes into consideration the diversity of challenges and situations faced by smallholders globally, together with their varying needs and concerns. This standard complements the RSPO Principles and Criteria for the Production of Sustainable Palm Oil and is only applicable to those smallholders that qualify as Independent Smallholders as defined in the standard. |
| RSPO Supply Chain Certification Standard (SCC) | This standard describes the requirements related to the control of RSPO certified oil palm products in the supply chain, including flows of RSPO certified oil palm products and associated claims. This RSPO Supply Chain Certification Standard is presented as a series of auditable requirements, designed for use by organisations in the palm value chain to demonstrate implemented systems for control of RSPO certified oil palm products. |
| RSPO Certification System Document | A set of rules designed to verify the implementation of certification against the requirements of the RSPO Standards such as P&C and the ISH standard or Supply Chain Certification Standard |

| Parties | Description |
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| RSPO National Interpretation (NI) | The interpretation of the RSPO P&C on a national level following the procedures |
| Endorsement | An act of giving approval and support to Endorsed Trainer (ET) and/or Endorsed Training Provider (ETP) by RSPO Secretariat |
| Recognition | An act of recognizing a trainer position as Endorsed Trainer (ET) by an Endorsed Training Provider (ETP) organization |
| Applicant(s) | An individual who has applied to be recognized as Endorsed Trainer (ET) <br><br> or <br><br> Organization who has applied to be authorized as Endorsed Training Provider (ETP). |
| Participant(s) | An individual who has fulfilled specified prerequisites and has been admitted to the training/course, but has yet passed the training/course examination. |
| Certified Person | An individual who has fulfilled and passed training/course examination and awarded with RSPO Lead Auditor Course Certificate. |
| Appeal | Request by participant(s) or certified person for reconsideration of any decision made by the Endorsed Training Providers (ETP) related to her/his desired training status. |
| Complaint | Expression of dissatisfaction, other than appeal, by any individual or organization to a Endorsed Training Providers, relating to the activities of that body or a certified person, where a response is expected. |
| Skill* | Learned capacity to perform a task to a specified expectation. |
| Knowledge* | Human or organizational asset enabling effective decisions and action in context – acquired through learning or experience. |
| Learning* | The act of obtaining or acquiring new knowledge, skills and abilities and occurs through the impact of education, training and instruction, practice or study on the individual. |
| Training* | Process by which an individual or a group of people obtain knowledge, skills and abilities. |

**\***) From ISO 17024:2012

# 5. ACRONYM / ABBREVIATION

| | |
|---|---|
| RSPO | Roundtable on Sustainable Palm Oil |
| ETP | Endorsed Training Provider and Trainer/s |
| P&C | Principles & Criteria |
| HCV | High Conservation Value |
| LMS | RSPO Learning Management System/Learning Centre |
| CB | Certification Body |
| ASI | Assurance Services International |
| HCV | High Conservation Value |
| ISH | Independent Smallholder |
| SCC | Supply Chain Certification |
| SCCS | Supply Chain Certification Standard |
| LA | Lead Auditor |
| LAC | Lead Auditor Course |
| SOP | Standard Operating Procedure |
| PRISMA | Palm Resource Information and Sustainability Management |

# 6. REQUIREMENTS

## 6.1  Endorsement of RSPO Training Materials

### 6.1.1 General

The development of training materials by the Secretariat (e.g. syllabus, presentation deck, case studies, role plays, question banks, and other training resources), shall be led by the Technical Division of the RSPO Secretariat. The development shall be made in collaboration with other relevant divisions of the RSPO Secretariat, such as Assurance, Standards, Membership, and others.

- The training materials shall be specifically structured and developed in accordance with the applicable RSPO training courses, such as the RSPO Lead Auditor Training Course, RSPO Lead Auditor Refresher Course, RSPO Internal Auditor Course, and others.
- The training materials shall consider the accuracy of facts, requirements and interpretation that are related to the relevant topics such as RSPO Principles & Criteria, RSPO Independent Smallholders, RSPO Supply Chain Certification, and other related requirements, normative and/or informative documents.
- All approved training materials shall be made available in the RSPO Learning Centre

### 6.1.2 Requirement Process

All training materials developed by the RSPO Secretariat is made available online in the RSPO Learning Centre. Study of this training material will be Stage 1 of any RSPO endorsed training course.

The training material will include:

- Syllabus for each course
- Case studies
- Role play
- Question bank for the ETPs to use in Stage 3 of any training course requiring a final examination.
- Other training material as required.

RSPO Secretariat shall conduct regular reviews and updates of the training materials to align with RSPO's evolving standards and practices.

### 6.1.3 Review and Approval

The developed materials shall undergo an internal review process involving the subject matter experts from relevant divisions and/or units within the RSPO Secretariat to ensure accuracy, consistency, and relevance.
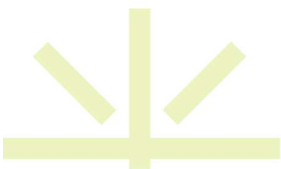
- Subject Matter Expert can be representative(s) from Internal RSPO Divisions and Units. These representative(s) can be trainers for Train the Trainers (TTT).
- Records of the internal review and approval of the training materials shall be maintained by RSPO Secretariat for reference purposes (using RSPO Training Material Review and Approval Form).

# 6.2  Training Management

This procedure applies to all RSPO endorsed training courses. This procedure applies to RSPO training

# 6.2.1 Training Registration

RSPO Secretariat only considered the training courses registered in the RSPO Learning Centre to be legitimate RSPO endorsed training courses. The ETPs and ET should register all training participant into RSPO Learning Centre.

**Registration announcement**

- The RSPO endorsed training course schedule, location and requirements are announced by ETPs and ETs
- Announcement done via email, website, or other communication channels; with deadline for registration is set.

**Registration Process**

- ETPs should prepare registration forms to capture participant registration with details such as full name, contact information, organization. ETPs can capture additional information/special requirements (dietary, accessibility needs, etc.).
- Participants register to ETPs; can be done by completing the registration form with the ETPs or ETs.

**Confirmation and Payment**

- ETPs and ETs shall prepare a mechanism for payment and confirmation of RSPO endorsed training course.
- ETP and ETs shall provide payment instructions if there is a fee. Payment verification done before final approval.
- ETPs and ETs should ensure confirmation is sent upon successful registration.
- ETPs and ETs shall invite the confirmed training participants, through registration into the RSPO Learning Centre. Only participants confirmed by ETP are given access to RSPO Learning Centre by RSPO Technical Division.

# 6.2.2 Pre-training Preparation

The ETPs and ET should prepare the training delivery:

- A reminder shall be sent to training participants before RSPO endorsed training course

- Prepare the access to the training materials such as slides, handouts, exercises, and assessments available in the RSPO Learning Centre.
- Check and ensure materials align with learning objectives.
- Schedule training sessions.
- Arrange training venue, equipment, and resources.
- Send invitations and/or registering participants to both online training platform and classroom/physical training venue.

# 6.2.3 Training Delivery

This procedure applies to all RSPO endorsed training courses. This procedure applies to RSPO training courses requirements as stated in RSPO P&C and RSPO SCC Systems documents.

- For the delivery of RSPO endorsed training courses, the ETP shall appoint an ET to lead the training delivery.
- Each participant shall be provided with comprehensive training materials. These materials may include, but are not limited to, reading materials, RSPO normative documents, instructions for activities, or relevant handouts tailored to the training objectives.

The ETPs and ET should prepare the training delivery:

**Introduction**

- Establishing ground rules and expectations.

**Content delivery and practical application**

- Present training materials using a mix of lecture, discussion and activities.
- Use real examples and case studies for better understanding.
- Engage participants through interactive methods such as Q&A, group discussions, role-plays.
- Include hands-on activities and simulations
- Encourage participants to apply concepts in their work environment

**Monitor engagement and understanding**

- Ask questions and encourage discussion
- Adjust pace and delivery style if necessary

# 6.2.4 Training Course Structures

RSPO endorsed training courses shall be open to any interested participants and not restricted in anyway. ETP will be responsible to manage the number of training participant attending any individual course, determined by the type of course:

- Maximum number for any course is 25 participants.
- 1-10 participants; 1 endorsed trainer is sufficient.
- 11-25 participants; 2 endorsed trainers are required.

- RSPO P&C Lead Auditor Course and RSPO ISH Lead Auditor Course will be supplemented with resource person with expertise covering local, regional, national and cultural variants depending upon the location and nationalities of the participants.
- ETs will require simultaneous translation as necessary and in accordance with ETP procedures.

All courses can be delivered either online, in a classroom or in the field or in any combination.

- The ETP and ET will determine the most appropriate combination of delivery options, and the following are indicative and will conform with the individual course Syllabus:
    a. RSPO P&Cs Lead Auditor Course:
       - 3-4 days online with the possibility of 2 field days.
    b. RSPO ISH Lead Auditor Course:
       - 3-4 days online with the possibility of 2 field days
       - 3-4 days offline / in class
    c. RSPO SCC Lead Auditor Course: 2 days on-line. Classroom courses are also applicable.
    d. All RSPO SCC Refresher courses as required are delivered online 1 day.
    e. All RSPO P&C Refresher courses as required are delivered online and/or offline for 3 days.
    f. All RSPO P&C Refresher courses as required are delivered online and/or offline for 2 days.
- The requirements to attend refresher courses are details in the applicable Systems documents for any individual standard.
- A minimum of 95% attendance on any course is compulsory and failure to attend will result in failure of the course in its entirety.

Note: Field visits as part of any course will be determined by the requirements of the applicable systems documents and the working experience of the delegates in the oil palm industry.

# 6.2.5 Training Methodology

Training methods employed by RSPO Endorsed Training Providers (ETPs) and Endorsed Trainer (ET) shall actively involve and engage participants, fostering interaction and encouraging the exchange of knowledge and experiences throughout the training course. The training approach uses a blended learning approach combing theory, practical exercises, and interactive sessions. This will adapt the participants with different learning styles: visual, auditory, kinesthetics and reading/writing learners.

Delivery method:

- Online course; self-paced online modules, may include online knowledge check (e.g., quizzes, tests) to ensure understanding. Participants are required to follow the online training program and to demonstrate a fundamental understanding of the oil palm industry and supply chains prior to attending subsequent course.
- Guided online course; Online lectures must be complemented by in-person sessions featuring interactive discussion, peer discussion, Q&A session.
- Physical training (and site visit); maintain a practical orientation by incorporating realistic examples, case studies, group discussion, simulations, or, where applicable, field visits to reinforce theoretical knowledge and enhance practical competencies.

# 6.2.6 Evaluation and Examination of Participants by ETP and ET

- Participants in the RSPO Lead Auditor Training Course and the RSPO Lead Auditor Refresher Course shall be evaluated to ensure comprehension and competence development.
- ETP shall have a procedure to ensure consistent examination administration. Criteria for conditions for administering examinations shall be established, documented and monitored. The information gathered during the training/course process shall be sufficient:
- For the ET and ETP to make a decision on passing/failing participants
- For traceability in the event of an appeal or a complaint.
  Note: Conditions can include lighting, separation of participants, IT infrastructure, etc.
- For participants attending any lead auditor course for first time and desire to become RSPO Qualified Lead Auditors, must demonstrate that they have fully participated in the course, and this is assessed by way of a written exam. The passing threshold is set at 70%.
  a. All exams are a combination of multiple choice and questions requiring longer written answers.
  b. Examinations may be conducted as open-book exams, allowing participants to consult RSPO normative documents, notes, and any training materials or handouts provided during the course.
  c. Exam answers shall be evaluated solely by the ET and ETP in accordance with their written procedures.
- Re-sit an exam with a different set of questions within 12 months of the first exam. (Participants have the option of joining a second course by applying directly to an ETP.
- Failure of the second exam will require the participant to start the whole training program again from online course.
- For the RSPO Lead Auditor Refresher Course, a written examination may not be required if the training primarily focuses on minor updates or no significant changes to RSPO certification standards and systems, such as new interpretations or amendments to normative documents.

# 6.2.7 Post-Training Activities

This procedure applies to all RSPO endorsed training courses. The ETPs and ETs should conduct post-training activities:

**Assess Learning Outcomes**

- Conduct the quizzes, case studies, or practical exercises.
- Gather participant feedback via surveys or discussions.

**Provide Training Reports**

- Summarize key learning and observations.
- Prepare report using tools in the RSPO Learning Centre
- Share feedback with RSPO Secretariat for improvement

**Follow up**

- Conduct post-training evaluations to measure effectiveness over time
- Coordinate with RSPO Secretariat to respond appeal or complaint (if any).

# 6.2.8 Training Certificates Issuance

There are two (2) types of certificates for RSPO endorsed training courses:

a. Successful completion of an RSPO endorsed lead auditor course.
   - This certificate is awarded to participant who passed the final examination and achieved a positive performance evaluation during an RSPO endorsed training course through RSPO Learning Centre platform.
b. Attendance on RSPO endorsed course.
   - This certificate is awarded to participant attending a refresher course.
   - This certificate maybe awarded to a participant who did not pass the final examination and does not intend to re-sit the exam.

The certificate must include the following details:

- A statement confirming that the training course is an RSPO-endorsed program.
- The name of the RSPO Endorsed Training Provider (ETP) that organized the training.
- The title and scope of the training course, clearly identifying the content covered.
- The full name of the participant as per their official identification.
- A statement certifies that the participant has successfully completed the training course.
- The date on which the participant successfully completed the training.
- Unique number of certificates.

The certificates are designed and awarded by the RSPO Secretariat upon receipt of applicable information from the ETP.

ET and/or ETP shall be responsible for the accuracy of information submitted for the RSPO endorsed training certificate.

Gather participant feedback via surveys or discussions.

# 6.3 Appeal and Complaint handling

# 6.3.1 Appeal and Decision Making by RSPO Secretariat

The RSPO Secretariat mechanism for the appeals-handling process will be made publicly available and is summarized:

- The RSPO Secretariat shall acknowledge receipt of the appeal and shall provide the appellant with progress reports and the decision.

- The RSPO Secretariat will send the appeal to the ETP and/or ET to be investigated and responded.
- The RSPO Secretariat will form a panel, consisting of representatives from Standard & Sustainability Division, Assurance Division, and lead by Director, Technical.
- The panel will evaluate the report and recommended decision from ETP and ET, then issued the final decision.
- The RSPO Secretariat shall give formal notice to the appellant of the end of the appeals-handling process.

# 6.3.2 Appeal Handling by ETP

The ETPs shall develop written procedures/mechanism to receive, evaluate, report appeal related to training certification to ensure that:

a. The RSPO is informed as to the appeal and how it has been handled. The appeal may come from the RSPO Secretariat. The ETP shall fully cooperate with RSPO Secretariat to handle appeal related to the training delivery.
b. All appeals are dealt with in a constructive, impartial and timely manner.
c. All parties are treated fairly and equitably.
d. The appeals-handling process shall include at least the following elements and methods:
e. Acknowledgement of the appeal.
f. An outline of the process for receiving, validating and investigating the appeal.
g. Impartial review of the appeal.
h. Determining appeal recommendations are to be taken.
i. Tracking and recording appeals, including actions undertaken in response to them.
j. Report to the RSPO Secretariat regarding progress and the recommendation for appeal.
k. The recommended decision is to be communicated to the appellant and shall be made by or reviewed by personnel not previously involved in the decision being appealed.

# 6.3.3 Complaint and Resolution by RSPO Secretariat

The RSPO Secretariat mechanism for the complaints-handling process will be made publicly available and is summarized:

- Upon receipt of a complaint, the RSPO Secretariat shall determine if the complaint relates to training activities for which it is responsible and, if so, shall respond accordingly.
- The RSPO Secretariat shall acknowledge receipt of the complaint and shall provide the complainant with progress reports and the outcome.
- The RSPO Secretariat should give formal notice of the end of the complaints handling process to the complainant.

- The RSPO Secretariat will form a panel, consisting of representatives from Standard & Sustainability Division, Assurance Division, and lead by Director, Technical.
- The panel will evaluate the report and recommendation from ETP and ET, then issued the final decision/resolution.
- The decision to be communicated to the complainant shall be made by, or reviewed and approved by, Director, Technical.

# 6.3.4 Complaint Handling by ETP

The ETP shall develop written procedures/mechanism to receive, evaluate, resolve any complaint that:

- The RSPO is informed as to the complaint and how it has been handled. The complaint may come from the RSPO Secretariat. The ETP shall fully cooperate with RSPO Secretariat to handle complaint related to the training delivery.
- All complaint is handled and processed in constructive, impartial and timely manner.
- All parties are treated fairly and equitably.
- The complaint-handling mechanism shall include at least the following elements and methods:
    a. Determination if the complaint relates to training activities undertaken by ETP or an ET employed by the ETP.
    b. Acknowledgement of the complaint.
    c. An outline of the process for receiving, validating and investigating the complaint.
    d. Impartial review of the complaint.
    e. Determining what actions are to be taken.
    f. Tracking and recording complaints, including actions undertaken in response to them.
    g. Report to the RSPO Secretariat regarding progress and the recommendation for resolution.
    h. The recommended resolution is to be communicated to the complainant and shall be made by or reviewed by or reviewed by personnel not previously involved in the subject of the complaint.

# 6.3.5 Appeal of any Complaint or Sanction raised by the RSPO Secretariat

The ETPs shall develop written procedures/mechanism to make an appeal to RSPO Secretariat. The appeals-handling mechanism by the RSPO Secretariat shall ensure that all appeals are dealt with in a constructive, impartial and timely manner and shall include:

- A process for receiving, validating and investigating the appeal.
- Evaluation of the appeal.
- Determining action to be taken by the RSPO Secretariat.
- Tracking and recording appeals, including actions undertaken to resolve them.
- The ETPs shall acknowledge receipt of the appeal and shall provide the RSPO Secretariat with progress reports and the recommended outcome.

# About Us

Rspo is an international non-profit organisation formed in 2004 with the objective to promote the growth and use of sustainable oil palm products through credible global standards and engagement of stakeholders.

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