

## **GRA Member**

### **Overview – Suggested Certification Design and Development Areas**

#### ***Agency Structure Development***

Identify and develop benefits & opportunities from GRA Membership  
Understand GRA standards coverage, requirements & maintenance  
Create Governing Committee & determine governance structure/processes  
Determine activities/decisions involving financial & human resources  
Identify appropriate documentation levels/requirements

#### ***Program Structure Development***

Determine Program coverage, linkages, structure, levels & requirements  
Develop/facilitate criteria/standards determination to suit program requirements  
Develop/facilitate design/creation of Code of Practice for Certificants  
Develop initial take-up and involvement process for program  
Determine re information distribution & collection  
Facilitate policy & procedure development & implementation  
Develop/implement disciplinary & Dispute Resolution procedures  
Identify appropriate documentation levels/requirements

#### ***Assessment Structure/Process***

Develop assessment guidelines & evidence requirements  
Develop/facilitate design/creation of Code of Practice for Assessors/Verifiers  
Develop assessment tools, procedures & associated reporting/communications  
Develop criteria for choice, ongoing development & support of assessors/verifiers  
Develop/implement training & CPD structure for assessors/verifiers  
Develop Quality Management procedures, policies and tools  
Develop network and networking processes for assessors/verifiers  
Develop policies, processes & tools for re-certification  
Develop communications media & structure for assessors/certificants/candidates  
Design/develop information management system  
Identify appropriate documentation levels/requirements

#### ***Review/Maintenance***

Develop/implement procedures for support, audit & renewal of assessors/verifiers  
Develop procedures for periodic Program review & modification  
Develop procedures for periodic review of Program governance & strategy  
Provide internal support for ongoing Program administration & operations  
Develop/implement procedure for continuous improvement collection/application  
Identify appropriate documentation levels/requirements