



**IADC's *Gateway*®**

# **HANDBOOK FOR ACCREDITATION**

**DOCUMENT GTW-01  
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## Preamble

International Association of Drilling Contractors (IADC) developed the *Gateway*® Accreditation Program for onshore and offshore rig workers worldwide. IADC committee members representing operators, drilling contractors, well servicing companies, training providers, curriculum developers, and other stakeholders were involved in developing these requirements for course content and delivery.

Using the information provided in this handbook, training providers can develop a *Gateway*® course, apply for course accreditation, and implement a training program according to the standard required by industry.

The ultimate goal of this program is to increase the competence of personnel by accrediting and supporting training programs that are designed for rig workers.

As in any formal accreditation system, *Gateway*® requires the users to provide a clear explanation of and justification for how the program they offer will satisfy the accreditation criteria identified. *Gateway*® is the road map for prescreening trainee candidates; delivering consistent, quality instruction; and assessing the trainees. It is the *Gateway*® training provider's responsibility to identify specific details of how their program will conform with program requirements and how any alternative and/or supplemental content and strategies will fit into the overall quality of the training offered.

IADC's *Gateway*® Accreditation Program includes requirements that apply to the prescreening of trainee candidates, curricula, practical exercises and simulation, policies regarding instructor/staff qualifications, trainee assessment, and additional aspects of a training program to help ensure effectiveness, safety, and consistency of training.

Training providers are encouraged to join this effort to improve competence of personnel by developing programs that align with the goals of *Gateway*®, by applying for accreditation of their programs, and by using IADC's *Gateway*® training standard as a cornerstone for their own programs.

## Definitions and Acronyms

Definitions of curriculum significant or uniquely used terms contained in this document are included in this list to ensure that all parties developing the *Gateway®* training use the terminology consistently and recognize the inclusion of basic, proven educational principles in designing the training materials.

<b>Term</b>	<b>Definition</b>
<b>Ability</b>	An employee or trainee's physical capabilities (e.g., climbing, lifting, hearing). Ability can be <i>determined</i> . (See also "Knowledge" and "Skills.")
<b>ACD</b>	IADC's Accreditation and Credentialing Division
<b>Competence</b>	An employee's knowledge, skills, ability, and behavioral attributes that enable him or her to perform continuously at a defined satisfactory level within the scope of his or her work responsibilities.
<b>Knowledge</b>	An employee or trainee's clear and practical <i>understanding</i> of the material needed to perform his or her job successfully and efficiently. Knowledge can be <i>tested</i> and therefore, measured.
<b>Performance / Assessment criteria</b>	The individual evaluations listed on each assessment matrix and the method and frequency of assessment of trainees' knowledge, skills, and abilities.
<b>QA/QC</b>	IADC's Quality Assurance / Quality Control Division
<b>Remediation</b>	Additional instruction that is required or recommended based on feedback from the assessments.
<b>Simulation</b>	The use of a device that provides realistic practice and assessment of skills. There is a wide variety of <i>Gateway®</i> simulators, but the Development Team requires the high-fidelity models.
<b>Skills</b>	An employee or trainee's aptitude to <i>perform</i> the job tasks successfully and efficiently. Skills can be <i>assessed</i> .
<b>Training module</b>	Related material that is taught together as a unit. In terms of training, a module is a lesson or a set of lessons that enhance a trainee's knowledge, skills, and/or behavior in regards to the topic. Training modules typically include an assessment at the end of the lesson(s) to determine the trainees' retention of the material.

## 1 Introduction

### 1.1 How IADC Can Help

IADC's *Gateway*® Accreditation Program ensures that *Gateway*® training providers adhere to the core curriculum and delivery, management, and quality control requirements developed by industry with the input of educators. Accreditation is achieved only after an extensive review of a provider's curriculum, prescreening and assessment practices, faculty, facilities, and administrative and quality control procedures.

IADC and its members recognized an industry need and brought together a group of industry subject matter experts (SMEs) and curriculum/program developers who are stakeholders in the *Gateway*® training to develop these requirements for *Gateway*® accreditation. The group sought to ensure that the training and other program requirements meet the needs and expectations of the industry while also adhering to sound educational principles and providing clear and attainable prescreening guidelines and learning objectives.

### 1.2 Goals of the Program

The goals of IADC's *Gateway*® Accreditation Program are as follows:

- Provide appropriate prescreening criteria based on industry requirements as appropriate based on the accredited program.
- Provide core, standardized *Gateway*® training curricula applicable worldwide that imparts knowledge and skills specific to rig workers and/or for specific positions.
- Provide criteria (see Section 2) for achieving accreditation to ensure the following in regards to *Gateway*® programs:
  - Consistent curricula and practical exercises
  - Appropriate and consistent assessment of the trainee's knowledge and skills
  - Safe, effective, and consistent delivery of training
  - Identified, documented, and communicated policies and procedures related to program management and quality control

The IADC *Gateway*® Program is designed to satisfy operator and drilling contractor companies' expectations for position-specific. It does not satisfy, and is not intended to take the place of, all training that may be required by regulatory agencies.

### 1.3 Eligibility

IADC accreditation is open to both in-house and third-party training providers serving the oil and gas industry, as well as educational institutions. To be accredited by IADC, an eligible company/organization or program must do all of the following:

- Provide accurate and timely information for initial application.
- Submit evidence of adherence to the core elements as specified in the accreditation criteria.
- Comply with all provisions contained herein regarding audits by IADC representatives.

- Provide applicable fees in a prompt and timely manner.

IADC reserves the right to reject accreditation for any company or institution that will not or cannot meet the baseline requirements as stated in the Handbook, curriculum, and other documents.

## 1.4 Target Group/Trainee

Each *Gateway*® Program is designed for specific groups of employees in the oil and gas industry. *Gateway*® program-specific curricula ensures that the program criteria, including curricula, are designed to meet experience of end users.

## 1.5 Standard for Accreditation

### 1.5.1 Creation of Standards

The *Gateway*® accreditation standard was developed by a team of drilling contractors, operators, and educators working under the umbrella of the IADC Workforce Development Committee (WDC).

### 1.5.2 Updates to the Standards

Changes to the technical criteria contained in the *Gateway*® standard may be proposed and initiated by an IADC member, an accredited training provider, other industry representative, or IADC staff. All recommendations for change undergo sufficient review and vetting within the WDC to achieve consensus. The Management of Change process affords WDC members worldwide an opportunity to contribute to the process, and ensures that ACD Quality Management System (QMS) and ISO 9001 certification procedures are followed.

Upon official acceptance of the program change, ACD staff then make the changes to this *Gateway*® *Handbook of Accreditation*, Program Curriculum, and all other program documents impacted by the change. ACD staff communicate program changes by notifying accredited providers directly through bulletins, by publishing articles in *Drilling Contractor Magazine*, and by updating the *Gateway*® program information on IADC's website.

Through the bulletins, accredited training providers receive details about the change, including actions they need to take to remain compliant with the program's requirements and the specified amount of time they have been allotted to incorporate the change into their programs.

### 1.5.3 Updates to the Program Documentation

This version, designated Revision 1, of the *Handbook* incorporates the original program requirements. This and all other program documents contain a revision number and date the document was created or last updated.

All users of the *Gateway*® program documents must be attentive to the revision number of the document, and always work with the document having the latest revision date.

Current versions of all program documents are available on the IADC website.

## 1.6 Individual *Gateway*® Training Programs and Courses

IADC's *Gateway*® Accreditation Program documentation includes required curricula and topics that must be taught in each accredited *Gateway*® course or program.

The programs and individual courses within each program have varying requirements. Trainees are expected to successfully complete all requirements defined in specific curriculum document in order to receive a certificate of completion for individual courses within each program.

IADC's *Gateway*® Development Team defines additional requirements, such as the following, within the curriculum documents for each training program and course:

- Prescreening requirements
- Refresher/Renewal and timing requirements

## 1.7 Required Program Fees

The costs of the accreditation program include application and annual fees, purchases of *Gateway*® certificates of completions and wallet cards, and charges associated with audits. IADC periodically reviews all program fees and revises the schedule of fees as needed. The current fees and other prices are published as *GTW-06 Schedule of Fees*, which is available from the IADC website or ACD staff.

## 1.8 Organization of the *Handbook*

This *Handbook* is organized into four sections, with Section 1 providing overall introductory information about the *Gateway*® Accreditation Program.

Section 2 provides a detailed explanation of all accreditation requirements/criteria.

Section 3 describes the accreditation process, including the review of the application and the decision to accredit.

Section 4 documents IADC's expectations of the training provider once accreditation is achieved. It details what the accredited training provider must do in order to maintain *Gateway*® accreditation.

## 1.9 Overview of the Process

To achieve and maintain accreditation, a training provider must do the following:

- Have Internet access in order to obtain IADC documents and forms from IADC's website ([www.iadc.org](http://www.iadc.org)) and to work within the *ACD* Database system (<https://accreditation.iadc.org/login.php>)—e.g. to schedule classes, pay for certificate codes, print trainee certificates.
- Implement a training program that conforms to all *Gateway*® criteria.
- Implement a training program that conforms to all *Gateway*® training program or course requirements.
- Apply for accreditation and provide all requested supporting documentation and fees.
- Submit to an audit to verify program's full implementation.
- Upon achieving accreditation, continuously adhere to all *Gateway*® criteria, training program/course requirements, and operating procedures.

### 1.9.1 Steps to Accreditation

The accreditation process begins with the training provider filling out the application, which can be downloaded from the IADC website or requested from ACD staff. The application lists all of the documentation that must be completed and provided before accreditation can be awarded.

After a training provider submits the application and pays the application fee, the completed submittal package undergoes a Technical review and an audit is scheduled, if required prior to accreditation. The provider then receives a decision to accredit or not.

After being awarded accreditation, providers must follow the approved curriculum, maintain quality controls, provide information to auditors, keep all required records, and notify ACD whenever the Program or its delivery are altered.

### 1.9.2 Anticipated Application Timeline

Accreditation process is anticipated to take up to 4 months to complete the application review process and perform the initial audit, if required prior to accreditation.

Applicants are encouraged to be thorough in documenting their training programs. Delay in supplying required information to IADC will delay the accreditation decision. Incomplete applications received or excessive delays in providing requested information will result in closing the application request. When applications are closed, the applicant forfeits the application fee and must reapply if they wish to continue pursuing *Gateway*® accreditation.

Throughout the accreditation process, the *Gateway*® Program Coordinator will maintain communications with the applicant, keeping them apprised of the accreditation status.

## 2 Requirements for Accreditation

### 2.1 General Requirements

In applying for accreditation under the *Gateway®* program, the applicant company must comply with the criteria and operating procedures outlined in this and the following sections. The applicant is expected to supply evidence of compliance during the application process. This evidence will be verified at the time of the audit.

The core criteria contained here shall be regarded as a minimum standard for Program design, delivery, management, and quality control.

IADC further expects that the training provider will adhere to all components of the program as defined by the provider, even when the stated requirement or expectation is beyond the requirements of the *Gateway®* accreditation program. In other words, IADC will hold all applicants to the higher standard, whether it is the minimum *Gateway®* requirements or the requirement of *Gateway®* plus the training provider's additional requirements.

General requirements for accreditation are as follows.

- The training operations shall be directed by qualified persons employing suitable methodology.
- The Curriculum Guidelines shall serve as the core curriculum for establishing the accreditable training program.
- All training instructors shall be suitably qualified by training and experience as defined in Section 2.7 Instructor Qualifications.
- Membership in IADC or membership in any association or organization shall not be required as a condition for gaining or maintaining accredited status under the *Gateway®* program.

To initiate the accreditation process, a training provider must submit a program application (Form *GTW-03*), curriculum verification form (e.g., *GTW-02V*), accreditation application fee, Audit Agreement form (*GTW-04*), and supporting documentation.

### 2.2 Governing Principle

The company or training organization that seeks *Gateway®* accreditation must prove compliance with all *Gateway®* criteria for accreditation. Therefore, the applicant seeking accreditation must prepare the application with a degree of thoroughness to withstand extensive technical review by IADC staff, technical reviewers, and auditors. During the application process, IADC staff members are available to answer questions and provide guidance to applicants.

In addition, the applicant must be prepared to supply further evidence of conformance with program requirements as requested during the review process.

### 2.3 Training Program and Course Objectives

Training program and course objectives are established by industry committees and/or workgroups. These objectives must be met or exceeded in designing course content and must be documented and readily available at all times to the instructor and auditors.

### 2.4 Curriculum Training Program

Required Training Program and Course content is defined in the *Gateway®* Curriculum documents (e.g., *GTW-02*, in which the X is replaced with a letter denoting the Training Program, such as *GTW-I-02* for the Introduction to Oil and Gas Course).

*Gateway®* training is expected to include sufficient content, instruction, and practical exercises to enable all trainees to accomplish the identified objectives.

#### 2.4.1 Pre-Training Program Content

Before a trainee begins a Training Program or course (e.g., Intro to Oil and Gas), instructors/administrators will provide trainees with information on general expectations, guidelines/rules, and requirements for the Certificate of Completion to be awarded at the successful completion of the Training Program.

#### 2.4.2 Pre-Course Content

Before the content is presented for each course, instructors will provide trainees with information on topics such as unique terminology, course expectations, guidelines/rules, and requirements for the Certificate of Completion for that course.

### 2.5 Facilities and Equipment

All facilities used in the delivery of the *Gateway®* training program or course must be described in the application for accreditation and evaluated by IADC. The applicant must provide facilities and equipment information to satisfy every criterion.

Facilities will be of sufficient standards as expected of public areas:

- Appropriate classroom
- Equipment, as indicated in the curricula-delivery requirements
- Simulation and/or hands-on learning areas, such as labs, as required
- Theory training area(s) designed to enable each trainee to view, hear, and participate fully
- Practical training areas designed to enable each trainee to individually, or as part of a team, view, hear, and practice the required exercises

#### 2.5.1 Facility Floor Plans

Facility floor plans shall be provided for all classrooms, labs, and other areas utilized for practical exercises. The floor plans shall include dimensions and layout of classroom and equipment. Space shall be adequate for the number of trainees and equipment specified for the course.

The floor plan must match the actual physical characteristics of the facility. This will be verified during the provider's initial and subsequent audits. If the facility and floor plan change, the provider, once accredited, must notify IADC of these changes.

The facility must have adequate lighting, ventilation, and space for the trainees to be positioned at a reasonable distance apart during classroom activities and testing.

#### 2.5.2 Simulators and Equipment for Learning

Some *Gateway®* Training Programs may require simulators and other equipment. This equipment is detailed in the documentation for each Training Program or course (e.g., the GTW-02 document).

### 2.6 Course Delivery

Course delivery is expected to be a combination of methodologies, including (but not limited to) lecture, classroom exercises, audiovisual aids, and simulation.

### 2.6.1 Course Length

Actual course time will depend on the number of trainees, their skill level, and the requirements of each Training Program or course. The documents for each Training Program or course detail these requirements. Reference curricula document for specifics on each course (e.g., GTW-02).

Regardless of methodology and course length, sufficient time must be included for each trainee to practice identified skills and successfully complete all practical exercises and assessments.

### 2.6.2 Class Size

When submitting an application for accreditation, the training provider shall specify the maximum class size for which the course is designed and the total duration of the class. If an applicant wishes to request a variance from the maximum class size limits, a detailed explanation of class management must be provided. Course management of instruction time, trainee exercises, simulation, and assessments shall be explained. However, some courses will have a maximum and may have a minimum class size requirement. These requirements are detailed in the curricula documents for each Training Program or course (e.g., GTW-02).

When using simulators, it is highly recommended that no more than three trainees work on practical exercises at a given time.

**Note:** Although some guidance and requirements are provided, training providers may go "above and beyond" the baseline requirements in designing their programs.

### 2.6.3 Practice Exercises and Simulation

Course delivery shall be managed in such a way as to ensure that the trainees have optimum conditions for developing the required skills identified in the curriculum.

Practical hands-on and simulation exercises required for the course are specified in GTW-02. The applicant for accreditation will provide detailed explanation of classroom, simulator, lab, and other hands-on activities in Form GTW-02V Course Verification Form. Details that must be provided include how and where course content will be delivered, time allocated to each activity, and how each learning objective will be assessed.

### 2.6.4 IADC Quality Statement and Comment Policy

The IADC Quality Statement and Comment Policy (Form ACD-67) is designed to advise course participants of IADC's commitment to quality training. It also requests those participating in *Gateway*® training to communicate directly to IADC any comments or concerns they may have about the instruction received, conditions of the facility, or overall quality of course content or delivery. Options for contacting IADC are via post, phone, fax, or e-mail.

The written Quality Statement and Comment Policy statement must be handed out to each *Gateway*® course attendee at the beginning of the class. The statement shall be written in the language in which the course is being taught.

## 2.7 Instructor & Staff Qualifications

The following instructional and technical support staff are required for the *Gateway*® program, depending on the Training Program or course:

- Qualified instructor(s)

- IADC-approved instructors for any content that is intended to lead to a certificate for another IADC-accredited program (e.g., Well Control, Crane-Rigger, RigPass).
- Simulation assessors, as appropriate
- Other instructors and qualified staff members, as needed, to satisfy federal or state regulatory requirements (e.g., first aid)

The following additional job functions must also be fulfilled in support of training:

- Program administration

One staff member may satisfy the requirements of more than one job function.

## 2.8 Trainee Assessment

Each trainee must be assessed individually on the course content (knowledge), hands-on activities, and on the practical skills acquired during simulation and other hands-on activities, as applicable.

Assessments are to be performed by the course instructor, who will evaluate trainee performance against the learning outcomes defined in the course curriculum. Record of each trainee's assessments shall be maintained by the training provider.

### 2.8.1 Knowledge Assessment

The training provider's knowledge assessment, designed by the training provider and for the training provider's certificate, for the completion of the Training Program or course will be by written or test and will meet the following criteria:

- Test shall be designed to assess the trainee's understanding of course curriculum content.
- All course content will be included in the test.
- Training provider will determine the test format and structure. The written test may be multiple choice or a combination of other test question format.
- Number of test questions may vary and is at the discretion of the training provider.
- All final *Gateway*® tests must be "closed book." (Course quizzes and intermediate examinations may be "open book" format provided the final examination is comprehensive and closed book.)
- The seating arrangements to be used during written test shall reasonably ensure the privacy of each trainee's test.
- Time allowed for the test shall be clearly specified at the beginning of the exam period, with reasonable means for trainees to monitor remaining time available.
- Passing score shall be clearly communicated to the trainees before the test begins.
- The instructor may review test results and missed questions with individual trainees.
- Oral assessment may be conducted in special circumstances (trainee with limited reading ability, learning disability, etc.).

An example of the written test must be included in the training provider's Application for Accreditation packet.

### 2.8.2 Skills Assessment

If a skills assessment is required for the accredited Training Program or course, the criteria provided in this section shall apply. Skills assessment will be by direct

observation of skills during practical hands-on exercises and/or simulation exercises. Oral and/or written questioning, as appropriate, may also be utilized during skills assessment.

During skills assessment,

- Trainees must participate in each exercise and must demonstrate the required skills unaided. Successfully completing every exercise is required in order for the trainee to be certified in the course.
- Instructors shall utilize an assessment checklist or matrix to document each trainee's performance of each exercise.

Records of these assessments must be maintained. Feedback must be provided to each trainee regarding his or her performance. Within reason and within the timeframe of the course, trainees may be allowed to make multiple attempts to complete the assessments successfully.

## **2.9 Management, Administration, and Quality Assurance Processes**

An accredited training provider must develop and have policies and procedures for management, administration, and quality assurance processes in place to assure integrity of the Program and strict adherence to the *Gateway®* accreditation criteria. Quality assurance processes are defined by IADC in accordance with ACD's Quality Management System and its compliance with ISO 9001 certification.

The minimum required policies and procedures are intended to assure sufficient process controls are in place to protect the trainees, the training provider, and the integrity of the *Gateway®* program. These include policies and/or procedures for the following:

- Course registration, including verification of trainee identity
- Trainee assessments, including written knowledge test, skills assessment, and reassessments
- Issuance of Cards of Completion
- Inspection, testing, and maintenance of equipment
- Emergency response protocol/plans detailing how different types of emergencies are to be handled, who will respond, who will be notified in an emergency, drills for practicing plans, providing feedback on drills, etc.
- Assessment of instructors and other key support staff
- Management of change, particularly as a result of regulatory, technological, and IADC *Gateway®* standard changes
- Records retention
- Responding to non-conformities identified during audits and assuring corrective and preventive measures are fully implemented in a timely manner

Other processes shall be developed, as needed, to help assure adherence to accreditation criteria.

### **2.9.1 Course Registration**

The training provider shall have procedures in place that describe the course registration process and staff responsibilities for the process. Included in this process must be procedures for verifying the identity of the trainees enrolling in the course and taking the exam.

The following guidelines apply:

- Providers shall attempt to obtain the trainee's full name whenever possible. In cases and regions where individuals normally go by only one name, that name is to be reported as the last name.
- Assign each trainee a unique trainee identification number and retain this information as part of each trainee's personal training record.
- Date of birth or a unique number generated by the training provider is acceptable as a form of trainee identification number.
- Social security number or other number that may potentially compromise the security of an individual's identity are not to be reported to IADC. Records containing such information will be rejected.

### 2.9.2 Trainee Assessments

Procedures of conducting trainee assessments, including the initial written knowledge test and skills assessment, as well as reassessments shall be developed. Procedures shall include processes for developing, reviewing, and updating assessment tools.

### 2.9.3 Certificate Issuance

All trainees that successfully complete a course shall receive a *Gateway®* Certificate of Completion as evidence of this successful completion. A *Gateway®* Certificate of Completion will be electronically issued through the *ACD* database to, and in the name of, only the individual receiving the training and passing both written and skills assessments. The training provider will provide the trainee with a printout of his or her certificate immediately upon successful completion of the assessment(s). Only IADC-accredited training providers holding full accreditation status may issue the certificates.

When a certificate is issued, the training provider shall retain a copy of the certificate and copies of all training records supportive of issuing the certificate.

IADC maintains a record of the certification. This certification record is used for future verification of individual's training.

Training providers, once accredited, will be provided with information and training on how to use (how to manage their courses in) the *ACD* Database. Failure of the training provider to follow the protocols required for using the database may be grounds for disciplinary actions, up to and including revocation (closure) of accreditation.

### 2.9.4 Inspection, testing, and maintenance of equipment

Written procedures defining the process and timing of equipment inspection, testing, and maintenance will be developed. Equipment to be included in this inspection, testing, and maintenance procedure are the simulator and any equipment critical to the conduct of the practical exercises and trainee's safety during practical exercises.

Procedures shall define the process, the responsible person(s) (including their qualifications to perform the required tasks), and the timing of each activity. If third party personnel are involved in any portion of this procedure, the procedure shall include criteria for qualifying and selecting third part personnel.

### 2.9.5 Emergency response protocol/plans/drills

Procedures shall be in place to describe how the training provider will prepare for and respond to emergencies involving trainees, staff, or *Gateway®* equipment. Response plans shall be developed detailing how different types of emergencies will be addressed. Plans shall be in place for likely events that can be anticipated and shall provide details

of how different types of emergencies are to be handled, who will respond, and who will be notified in an emergency.

Emergency response drills shall be developed and conducted to equip staff to respond appropriately, following the emergency response plan, to an emergency event scenario. Drills shall test and/or reinforce the response plan and provide opportunity to practice responding. Feedback on performance during drills shall be provided to all staff participating in the drill.

#### 2.9.6 Assessment of Instructors and Other Key Support Staff

The training provider will develop a process for assessing the competence of instructors and key support staff engaged in delivery of a *Gateway*® course. Instructors, simulator/crane operators, and those staff who inspect, test, or maintain critical equipment or respond to on-site emergencies shall be assessed.

Procedures will define how assessment tools will be developed, who will be assessed, who will perform assessments, the frequency of assessments, and records of assessments to be retained.

#### 2.9.7 Management of Change

Management of change procedures will be developed to address how the training provider will monitor for and conform to changes in regulations affecting *Gateway*® training, technological changes within the industry that need to be addressed, and IADC *Gateway*® standard changes. Processes shall be defined and responsibilities assigned, including designation of responsibility for notifying IADC of program changes.

Any training provider that is accredited or awaiting accreditation must notify IADC of any program changes that will affect the accreditation. Changes that must be reported to IADC include change in business structure, change in content or delivery of the *Gateway*® course, change in instructors, or changes initiated by IADC due to changing program requirements. E-mail or other written notification of implementation of change shall be sent to IADC within 30 days of implementing the change.

Business unit changes that must be reported include change in program administrator, change in contact information, addition or deletion of a training location, and name change or other structural changes to the business model (e.g., merger with another company).

Changes to course content or delivery that must be reported include revision of course manual, updating the exam, addition or change in simulator equipment, removal of an instructor, and renovation of training facility. Any change, even those that improve and enhance the *Gateway*® curriculum delivery must be reported if it is a deviation from or an alteration of the initial program application. Addition of a new instructor or new course must first be approved by IADC before implementing this type of program change.

Changes to the *Gateway*® program criteria must also be implemented by the accredited training provider. Upon making a change in criteria, IADC will notify every accredited provider of the change, the timeframe within which the change must be implemented, and whether or not evidence of implementation must be provided to IADC. If evidence of implementation is required by IADC, any provider failing to supply evidence of implementation is subject to having their training program being placed on Probation. Continued failure to implement requested changes and supply evidence of implementation would result in Revocation of the accreditation.

### 2.9.8 Incident Investigation

Procedures shall be in place for investigation and reporting of incidents occurring during course delivery. The procedure shall address any incident that results in equipment malfunction or injury to trainees or staff.

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**Incident:** Event, or chain of events, that cause, or could have caused, injury, illness, and/or damage (loss) to people, assets, or the environment.

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### 2.9.9 Records Retention

Procedures defining records to be kept and processes for managing records shall be written. The following records are required for IADC accreditation:

- Facilities and equipment records
- Course records (enrollment and class attendance)
- Individual trainee records, including knowledge and skills assessment records
- Instructor and key staff qualifications, training, and assessment records
- Emergency response plans and drills
- Management of change records
- Audit and corrective actions records
- Record of any incidents associated with delivery of the *Gateway®* training

Additional records may be maintained at the training provider's discretion.

All required records shall be kept secure at the primary place of business for the accreditable unit for a period of 4 years. (Records retention beyond 4 years is at the discretion of the training provider.) This applies to training providers with a single training site or multiple training sites.

Records shall be legible, accurate, and complete. Procedures shall provide for limited and controlled staff access, and yet provide for accessibility to auditors. To be deemed "accessible," an auditor must be provided access to requested records at the primary location of business upon 2-hours' notice. This notice must be given between 8 a.m. and 5 p.m. local time, local weekends, and holidays excluded. Electronic record keeping is preferred, but either paper or electronic record keeping is acceptable.

A request to retain records at a location other than the primary place of business may be submitted to IADC at any time. The provider must show good cause for the satellite records location and must demonstrate that good records control measures are in place. In addition, these records shall be readily available to the auditor conducting an audit of the program (within 2 hours of the auditor's requesting records). Approval may later be withdrawn if an audit report indicates the alternate location hampers the accessibility or security of the records.

Most records are to be retained on site, available for review by the auditor at time of audit. Other records must be not only retained, but also reported to IADC in a timely manner. Records that must be reported to IADC include:

- Trainees Certificates of Completion records—these records are to be reported within 30 days of the completion of the course. Guidelines for reporting this data will be supplied at the time of accreditation.
- Incidents occurring during the delivery of *Gateway®* training—these records are to be reported immediately following completion of the course, and are to be reported following guidelines supplied by IADC at time of accreditation.

### Facilities and Equipment Records

Facilities and equipment records that shall be maintained include the following:

- Facility floor plans, with dimensions, of classrooms, practical exercise areas, and any other areas that support delivery of the *Gateway*® training
- Manufacturer's operations manuals for equipment used in the *Gateway*® training; these shall include recommendations for testing, inspection, and maintenance of equipment;
- Completed equipment maintenance, testing, and inspection records
- A copy of applicable regional or local laws or regulations governing the use, maintenance, and quality control of public pools
- Pool water quality test records

Equipment records shall be maintained for the *Gateway*® simulator, PPE, and PFD equipment at a minimum. Records for other equipment are optional.

### Course Records

The training provider will retain course records to include records of trainee enrollment and a class roster for each course delivered.

The class roster must include the following:

- Course name
- Course dates
- Instructor(s)
- Location
- All trainee names with identification numbers
- Assessment scores for each attendee (optional)

### Individual Trainee Records

Individual trainee records must be kept for each trainee attending the *Gateway*® course, regardless of whether the trainee passes or fails the course.

Required records include the following:

- Student Information as applicable:
  - Trainee's full legal name
  - Employer
  - Contact address
  - Phone number
  - Trainee's identification number (employee number, passport number, national identification number, etc.)
  - Course dates
- Knowledge test with score,
- Completed skills assessment checklist, if applicable
- Record of reassessment, if applicable
- A copy of the certificate/card issued to the trainee

### Instructor and Staff Records

Instructor and key staff qualifications, training, and assessment records

- Staff qualifications

- Record of IADC approval of staff members, including a copy of the certificate or card issued to each staff member showing IADC approval for participation in the *Gateway®* program
- Staff training and assessment records
- Instructor's signed Acknowledgement of *Gateway®* Requirements form

### Emergency Response Plans and Records of Drills

Emergency response plans shall be retained as records. Any drills conducted in association with these plans shall have documentation on the drill conducted, the staff members participating in the drill, and the feedback on the drill recorded.

### Management of Change Records

Records of program changes initiated shall be maintained. These records shall include a description of the type of change, reason for the change, and date of change implementation. If program change is initiated in response to an IADC *Gateway®* program change in requirements, the training provider must provide IADC the requested evidence of change implemented.

### Audits and Corrective Actions Records

Records of audits performed, whether internal or third-party audits, shall be retained along with records of any corrective actions imposed because of the auditors' findings. Record of corrective actions taken to resolve non-conformities shall also be retained.

### Incidents

Record of incidents occurring during the conduct of a *Gateway®* course shall be retained. The record shall include the following:

- Description of the incident
- Indication of root cause of the incident
- List of persons involved in the incident
- An indication of the number and nature of injuries sustained (if applicable)
- Corrective actions the training provider took to resolve the current problem
- Measures the training provider took to prevent similar future incidents from occurring

### 2.9.10 Responding to Non-Conformities

The accredited training provider is responsible for responding in a timely manner to program non-conformities identified during the audit process. Actions and timelines to resolve a non-conformity must be appropriate for the issue identified, and agreed to by ACD's Quality Assurance/Quality Control (QA/QC) staff and the training provider.

Planned timelines must be strictly met; otherwise, the accredited training provider will be subject to disciplinary action. Continued failure to address non-conformities will ultimately result in revocation of accreditation.

For more information about responding to non-conformities, see Section 4.7, which addresses the corrective action process.

### 2.9.11 Logo Usage and Other Processes

Any training provider accredited under the *Gateway®* program receives certain privileges of accreditation, including the right to promote its accreditation and to use the *Gateway®* name and logo in the promotion of the accredited course(s). All accredited

training providers are charged with appropriately representing its accreditation to its trainees and its customers, and shall have processes in place to assure that all representatives of the organization (e.g., instructors, administrative and marketing staff) appropriately represent the *Gateway® Training* program. Failure to do so will result in revocation of accreditation. See Section 4.8 for more details.

## 2.10 Audits

All accredited training providers will be required to undergo an initial audit before accreditation can be granted, and annual audits thereafter. IADC reserves the right to request an audit of the applicant's program at any time.

For more information on audits, please refer to Section 3.4.4 in this handbook.

## 2.11 Schedule of Fees

The following fees are required:

- Initial application fees
- Annual fee
- *Gateway® Course Certificate / Card of Completion*
- Audit fees—Expenses associated with the conduct of each *Gateway®* audit are to be reimbursed by the accredited training provider. Audit expenses include the auditor's fee plus reasonable travel expenses.

Initial and annual fees as well as Certificate/Card of Completion charges differ for IADC member status. See GTW-06 Schedule of Fees, available on the IADC website, for details.

*Gateway®* fees are periodically reviewed and updated as applicable.

## 2.12 Accreditation Agreement

The applicant must sign and submit the *Gateway® Attestation / Audit Agreement Form* (GTV-04). In submitting this form, the authorized representative of the provider agrees to all conditions specified in the Agreement, including the following:

- Abide by the decision of ACD as to the compliance or noncompliance of the Provider with applicable accreditation standards.
- Follow and be controlled by all IADC operating procedures and rules.
- Assure that the services it provides fully comply with the applicable accreditation standards at all times.
- Submit to audits, as required, requested, or otherwise deemed necessary or desirable by IADC.
- Promptly comply with any requests of IADC staff or the Review Panel for necessary information if a claim of noncompliance with accreditation procedures or standards is filed against the Program.
- Reimburse IADC for any expenses related thereto, unless the claim was filed by another Program and is found to be without merit, in which case the charging Program shall reimburse IADC.
- Reimburse IADC for expenses incurred in connection with a meritless charge that it files.
- Indemnify and hold harmless IADC, *et al.*, from all liability, loss, damages, costs, or expenses, including reasonable attorney's fees, which may be incurred.

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**Note:** IADC may terminate this Agreement for causes set forth in this Agreement.

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## 2.13 Exceptions and Variations to These Criteria

IADC acknowledges that certain training providers may employ innovative methods, and may have legitimate reasons to depart from some of the general specifications contained here.

A provider may request a variance from these specifications by submitting a request to IADC. The request for variance will be reviewed by the *Gateway*® Review Panel. The provider will be required to explain or demonstrate how the requested variance will meet the intent of the standard and result in successful development and performance of the skills identified in the *Gateway*® curriculum. If satisfied that the proposed variance maintains the overall philosophy and intent of the *Gateway*® standard, the Review Panel may allow the exception and variation. The Review Panel reserves the right to impose specific conditions, either permanent or temporary, in order to ensure the training quality is not compromised in such a program.

## 3 Accreditation Process

### 3.1 Purpose of Accreditation

The *Gateway*® Review Panel ("Panel"), under the auspices of the Workforce Development Committee ("Committee") of the International Association of Drilling Contractors ("IADC"), accredits training programs in the field of oil and gas exploration and production industry. The purpose of accreditation is to provide the following:

- A means of ensuring that *Gateway*® training providers have a curriculum based on the core elements for *Gateway*® training as identified by the industry
- A valid and objective evaluation of this curriculum and its delivery as a service to industry

### 3.2 Accreditable Unit

An accreditable unit is defined as any public or private institution, organization, agency, or department of a company operating a *Gateway*® training program.

The appropriate administrative entity making application is the accreditable unit. **All *Gateway*® training programs and facilities of the accreditable unit must be included in the application and evaluated** when determining accreditation status.

The institution seeking accreditation from IADC may have *Gateway*® training operations conducted at one or more institutionally owned facilities located away from the primary site. These are called separate or satellite facilities. If the separate (satellite) facilities share administration, personnel, budget, equipment, etc., that facility is considered integral to the main *Gateway*® training program. Therefore, the separate facilities are considered part of the accreditable unit with the primary unit accountable for their operations. **If the management and operation of the separate facilities are not integral to the primary unit, they are considered separate and must seek separate accreditation.**

Institutions may not change their organizational structure, as defined in the Application for Accreditation or as amended after accreditation, to remove deficient facilities from evaluation. The program may decide, however, to reassign an existing facility to activities other than *Gateway*® training.

### 3.3 Application Requirements

To begin the application process, a training provider must first request, or download from the IADC website, the current version of the *Gateway*® application form: GTW-03.

The Application for Accreditation must be completed and returned to IADC with the required fee. Further information about the application and the fee (Form GTW-06) can be found on the IADC website: <http://www.iadc.org>.

The application must be organized in accordance with guidelines furnished by IADC. The topics in the application follow the sequence of the accreditation criteria, as stated in Section 2 of this Handbook, and afford the provider the opportunity to document in detail how it complies, in its own unique fashion, with the criteria.

The applicant must also submit a signed Accreditation/Audit Agreement (GTW-04).

The applicant is encouraged to check the application(s) for completeness before submitting the provider's application package.

In addition to the registration fee, and application, a training provider must submit to IADC related forms, and supporting documentation outlined below:

- Copies of all facilities' floor plans (including pool area) that will be used for *Gateway®* training
- A copy of its detailed *Gateway®* Training Program curriculum verification (Form GTW-02V)
- A course outline that shows the order in which the material is presented
- Course materials
  - Description and examples of training materials and instructional equipment used (handouts, textbooks, audiovisual aids, simulators, etc.)
  - Copy of procedures manual that addresses:
    - ✓ Trainee performance against specified course skills expectations; checklist to identify how each job skill is evaluated
    - ✓ Maintenance and inspection of equipment
    - ✓ Emergency response
    - ✓ Training manual and examples of other trainee handouts
- Copy of one knowledge test
- Copy of skills assessment checklist, if applicable

**Incomplete applications will only be held by ACD for 1 month.** After that time, the applicant will forfeit the application fee and will need to resubmit a complete application later if achieving *Gateway®* accreditation remains his/her aim.

### 3.3.1 Signatories of the Application

The Application for Accreditation and the Attestation/Audit Agreement must be signed by a representative of the company authorized to make legal agreements on behalf of the company. Known as the "Authorizing Person," this person may designate another company representative (e.g., the director or manager of any training department wherein the provider may be located or an administrator of the program) to be the primary contact ("Primary Contact") for the accreditation program. The Primary Contact and the Authorizing Person may be the same person or different representatives of the company. If different from the Authorizing Person, the Primary Contact shall have authority to manage all aspects of the accreditation program.

The Primary Contact will become the principal point of contact between ACD and the accredited training provider, except in certain cases of disputed issues or pending revocation of accreditation. Additional contacts may be designated for specific purposes (e.g., purchasing, records) and shall also be reported to ACD. ACD staff request additional contacts in the event that one or all of the contacts listed leave the company. It is the Provider's responsibility to ensure that IADC has the current and correct contact information for the Primary Contact.

In addition to serving as ACD's principle point of contact, the person designated as the Primary Contact has the following responsibilities toward maintaining the accreditation:

1. Ensuring that ACD has the program's correct contact information and updating that information, as needed (e.g., email, phone number, Contact name)
2. Monitoring updates communicated by ACD (e.g., ACD Bulletins, Notices, or other communications) and updating the program, as needed
3. Periodically visiting the ACD webpage(s) to ensure the program is utilizing the current versions of documents and forms (and other information sources)

If IADC contacts the Primary Contact regarding a program- or instructor-related question/issue and does not receive a timely response after three attempts, IADC will initiate the program-closure process. A "timely" response is defined as within 2 weeks.

### 3.4 Application Review

The accreditation process followed by ACD is illustrated in GTW-10. This flowchart outlines the functions of IADC staff, the technical review panel, the Review Panel, and auditors, and identifies the major actions that occur in the operation of the accreditation process. Due process is promoted throughout the accreditation process.

Reasonable efforts shall be taken to ensure timely processing of an application through all phases of the review process. Processing of a completed application is expected to take no more than 90 days. Circumstances may extend this timeline, especially if the provider being reviewed consists of many instructors or materials are submitted in a language other than English. Requests for additional information may occur at any stage of the review process, and can add to the processing time.

A high degree of professional judgment is required in the review of applications, in the deliberations of the Review Panel, and in the conduct and reporting of audits.

Professional judgment must be used in evaluating the extent of compliance by a provider with each individual criterion. This includes the technical reviewers and auditors in making their overall recommendation to ACD. Thus, there is no minimum "score" of the number of criteria with which a provider must be in compliance to be accredited. Rather, an overall judgment is exercised as to whether, in light of the mode and degree of compliance with each criterion, the provider is acceptably fulfilling publicly stated objectives.

#### 3.4.1 IADC Staff Review

ACD oversees all aspects of the *Gateway*® accreditation program from the time the application is submitted, through determination of accreditation status, to ongoing maintenance of the accreditation program and quality control after accreditation is achieved. The exception to this is the management of processes for training provider audits and corrective actions.

An application that has been submitted and that payment has been received undergoes internal review by ACD staff before going through the technical review process. Staff reviews the application for completeness and appropriateness of information provided. Once the application is determined to be complete the application is forwarded to a technical review panel.

#### 3.4.2 Technical Review Panel

ACD staff assigns the completed application to the technical review panel who has been deemed qualified to perform *Gateway*® training reviews. The technical reviewers may be a member of the *Gateway*® Review Panel or a third party qualified as a *Gateway*® instructor or operations professional. The technical reviewer examines the application for adherence to all technical criteria of the *Gateway*® program.

Before making a recommendation, the technical reviewers may request additional information from a provider if clarification may be required for any criteria-related topic in the application guidelines.

The technical reviewers makes a recommendation to ACD to the disposition of the application. The technical review panel's recommendation may be to proceed to audit, accredit, or not accredit depending on specific accreditation requirements of the course. If decision is made not to accredit, reviewers will cite failure of the applicant to demonstrate compliance with any of the *Gateway*® accreditation criteria.

The training provider's documents and the technical review panel's report with recommendation are returned to ACD staff for forwarding to the *Gateway®* Review Panel.

### 3.4.3 *Gateway®* Review Panel

The *Gateway®* Review Panel functions as the primary decision making body for the *Gateway®* program. The Panel also has the following responsibilities:

- Develops data-gathering instruments necessary to carry out this principal function
- Provides consultation to providers
- Interacts with other elements of the governance structure of IADC on matters related to administration and quality control
- Takes such actions as required to maintain integrity of the *Gateway®* program

Review Panel members are to exercise professional judgment in making accreditation and other *Gateway®* program decisions and in offering guidance to accredited providers and ACD staff alike.

#### Membership

The Review Panel consists of at least three members appointed for staggered 3-year terms; from these, one member is elected by the Panel as chairperson. The membership of the Panel shall be nominated by the *Gateway®* Committee and approved by IADC. A member of IADC Staff ("Staff") serves as an *ex officio*, non-voting member.

Alternate Review Panel members may be designated to serve on the Panel in the absence of a regular Panel member. An alternate Panel member stepping into the position of an absent member will have the same voting authority as the member he or she represents.

#### Quorum

Majority of the voting members constitute a quorum for making a decision. When a Review Panel member has withdrawn from a portion of the meeting, that position is not counted in determining a quorum unless an Alternate member is available to step into the position. The vote of the majority of the Review Panel members is required to make an accreditation decision.

#### Avoidance of Conflict of Interest

If a member of the Review Panel has a potential conflict of interest with respect to any provider scheduled for review by the Review Panel at any particular meeting, that member is expected to excuse himself or herself from the discussion and decision on that program. If a member does not voluntarily excuse himself or herself from the program deliberations and the Review Panel determines, through a majority vote of members present, that a member is in possible conflict of interest, the member will be asked to withdraw from discussion of, and decision on, a particular program.

### 3.4.4 Audits

An initial audit will be conducted to verify that the applicant's program is fully implemented and in conformance with accreditation criteria.

Audits will be conducted by IADC staff, an individual auditor (or team of auditors), or professional audit company representing IADC. The *Gateway®* Review Panel, *Gateway®* Committee members, or other representatives of IADC may also participate in the audit.

The timing of an audit will be specified by IADC with input from the auditors and the training provider.

The Quality Assurance/Quality Control (QA/QC) staff, operating under ACD's ISO 9001 certification and related Quality Management System, has the responsibility for administering all aspects of the audit process, including auditors. QA/QC assures auditors are appropriately qualified and trained. In addition, QA/QC reviews auditor(s) written reports and feedback from the training provider following the audit as a means of monitoring the accreditation process and assuring satisfactory quality controls are in place.

### Making Arrangements for and Conducting the Audit

When an audit is required, requested, or otherwise deemed necessary or desirable, QA/QC staff notifies the training provider's Primary Contact of the pending audit, identifying the auditor(s) who will conduct the audit. Detailed arrangements for the audit are coordinated through direct contact between the training provider and the auditor(s).

Refusal of an audit by an applicant for accreditation will result in immediate closure of the accreditation request. If an accredited training provider declines an audit and one cannot be scheduled to the mutual agreement of the auditor and the training provider, QA/QC staff will note the failure as a non-conformance, issue a Corrective Action Form, and place the accredited provider on probation.

To be familiar with the training provider's program before the audit, the auditor(s) will review the provider's course materials, the curriculum being taught, and records.

During the audit, the auditor will utilize the Audit Report Form (GTW-61) for conducting the audit. The training provider will receive a copy of this form in advance of the audit. Whenever possible, the audit will consist of the following:

- Interviews of staff, instructors, and trainees of the program
- An examination of trainee and administrative records
- Inspection of facilities and equipment
- Observations of instructors delivering training and administering the trainee assessment (whenever feasible)
- Examination of other aspects of the provider's operations

The audit process will not disrupt classroom activities if *Gateway*® training is underway.

IADC reserves the right for the auditor to examine trainee folders, class rosters, the original application, any updates to the application, *Gateway*® program records, and any relevant correspondence. To ensure that all criteria are followed, IADC and its representatives must be allowed access to these records. The records will be examined outside the classroom so as not to interfere with quality of training.

The auditor(s) will form professional judgments about the provider's degree of compliance with the criteria. Any non-conformity identified during the audit will be discussed with the training provider during the audit. At the conclusion of the audit, the auditor will ask the training provider to acknowledge the findings have been reviewed.

### Report of the Auditor(s)

A written report ("Report") of the auditor's findings is prepared upon completion of the audit. The Report documents observations made during the audit, commends the training provider for noteworthy processes, provides recommendations for opportunities for improvement, and identifies nonconformities with the *Gateway*®

criteria. The report also documents the auditor's recommendation for awarding accreditation (for initial application), change in accreditation status to be awarded (as appropriate), or continuation of accreditation for the training provider.

The written Report is submitted to the QA/QC staff, where it is reviewed for appropriateness of findings and clarity. In the event a non-conformity with *Gateway*® criteria is identified, a Corrective Action (CA) is created. After review, the QA/QC staff sends the official copy of the audit report to the training provider for the provider's record.

In the event a Corrective Action is issued, the training provider must report to QA/QC staff the cause and extent of the problem, as well as the actions to be taken to correct this occurrence and prevent future occurrence of the problem.

### 3.5 Decision on Accreditation

Before rendering a decision to accredit, the *Gateway*® Review Panel reviews all documents, reports, and recommendations submitted to them by ACD staff. The following may be included:

- The application package
- Technical reviewer report and recommendation
- The most recent audit report (if available), any corrective actions issued, and the provider's response to these reports
- Other relevant materials and the provider's comments on these materials

The Review Panel may make a decision or it may defer action in order to obtain more information on which to base a decision.

Decisions require a vote of the majority of the Review Panel members and may be taken only when a quorum is available.

The Review Panel may make such a decision at a meeting of the Panel in which a quorum is present, or via a ballot system (if it is not practical or possible to schedule a meeting at which a quorum may be present).

The *Gateway*® Review Panel must also approve *Gateway*® instructors and other key technical staff members following similar review and decision processes followed for the program application.

#### 3.5.1 Accreditation Status

The Panel may award the following accreditation status depending upon whether the decision is for a new application or a request for change in status of an existing accredited provider.

- **Full Accreditation** may be granted to any provider that, in the exclusive judgment of the Panel, meets the criteria in a satisfactory manner as evidenced by information available about the program and confirmed by an initial audit.
- **Reject** the application because, in the opinion of the Review Panel, the applicant has not adequately provided evidence of meeting the criteria or the application is determined to not meet the criteria for accreditation.

#### 3.5.2 Notification of Panel Decision

The decision of the Review Panel will be communicated to the applicant's Authorizing Person or Primary Contact no later than one month following the decision.

ACD issues a Certificate of Accreditation when the training provider achieves full accreditation status. Each approved instructor is also issued an Approved Instructor Card identifying type of instruction for which the instructor has been approved.

In the event the Review Panel rejects the application, it advises the applicant in writing of the reasons for its rejection, citing the criteria the program did not meet. Once the application has gone through the review process, any fees paid are non-refundable regardless of the accreditation decision made.

### 3.5.3 Withdrawal of Application

At any time before the Review Panel takes action to grant or refuse accreditation to an applicant provider, the Authorizing Person may withdraw the application without prejudice.

## 3.6 Period of Accreditation

Award of full accreditation is effective as of the date of the Review Panel's decision or successful date of audit, if required prior to accreditation.

In order to continue accreditation upon the program expiration date, accredited providers must meet the following requirements:

- Pay program annual fees on or before their due date.
- Be in good standing with program invoices and student records. (IADC's payment terms are net 30 days.)
- Successfully complete a program audit

## 4 Maintaining Program Integrity

Once accredited, a training provider, its instructors, and key technical staff members must focus on adherence to the *Gateway*® accreditation criteria and delivering *Gateway*® training to the *Gateway*® standard of quality.

### 4.1 Privileges of Accreditation

Upon receipt of the formal *Gateway*® Certificate of Accreditation, an accredited training provider may publicly stipulate the provider's compliance with the *Gateway*® accreditation procedures and standards. The accredited provider may publicly display said certificate only during such period as the provider complies with the accreditation procedures and standards.

#### 4.1.1 Promotion

IADC promotes accredited providers through the following methods:

- Web listing of accredited training providers
- *Gateway*® flyers
- Notice of accreditation decisions in IADC's monthly newsletter, *Drill Bits*

Information about *Gateway*®-accredited training providers may also be distributed at conferences and communicated through advertisements or other means. Regardless of means of promotion, each listing of *Gateway*®-accredited training providers will include all providers accredited at the time of publication.

IADC shall periodically publish additions to or deletions from the directory of *Gateway*®-accredited training providers.

If errors occur in publishing a company's accreditation status, IADC shall take action to correct any errors of fact or possible misleading statements in a timely manner.

#### 4.1.2 IADC Logo

The accredited training provider may use the IADC accreditation on course materials and in promotion of the course.

When reference is made to the provider's accreditation at any time, only the following shall be referred to or used:

- The term "IADC Accreditation Pending" may be used by a provider that has submitted an application for accreditation, until that time it is notified of the Review Panel's decision regarding accreditation.
- The term "IADC Accredited" may be used by provider that has been notified that it has received accreditation.
- An IADC accreditation and trademark may be used. The nonexclusive use by the provider is hereby licensed to the provider upon official notification that it has received full accreditation. Guidelines for logo usage are published by IADC and shall be strictly followed.

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**Note:** IADC shall have the right to notify the provider of any material used or issued by the provider that IADC considers misleading to the public about any reference to IADC or to the provider's accreditation. The provider agrees, on receipt of notice from IADC, to terminate use of such materials and take steps IADC may deem appropriate in the public interest. Failure to comply will result in disciplinary actions up to and including revocation of accreditation.

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## 4.2 Confidentiality of Training Provider Information

IADC assures accredited training providers that their program application and records will be held in strict confidentiality to protect the products and customers of the provider. All official forms submitted are held electronically in secured folders, and destroyed at the end of the required retention period. Documents submitted in support of the accreditation application may be held by ACD or returned to the applicant at the conclusion of the accreditation process.

The records of the application review process are retained by ACD. These include staff reviews, reports of the technical reviewer and auditor, and the decisions of the Review Panel.

All records relating to accreditation shall be kept confidential except:

- Listings of all categories of accredited providers that are published, as specified above.
- Disclosure is made in those instances in which IADC or its representative is legally required to disclose information.
- Information on a specific accredited training provider, upon request of the Authorizing Person, may be made available to other parties including accrediting agencies by which the institution has been accredited or whose accreditation it is seeking.

## 4.3 Gateway® Program Changes

From time to time, the *Gateway*® accreditation criteria or standard operating procedures may be changed. Although ACD provides notification to accredited training providers when changes are made, each accredited training provider remains responsible for keeping apprised of and implementing any *Gateway*® program changes IADC initiates. Therefore, providers are advised to periodically monitor the *Gateway*® program website for program updates.

## 4.4 Voluntary Withdrawal from the Program

An accredited training provider may request its removal from the *Gateway*® accreditation program at any time. Such request must have been submitted in writing, on official company letterhead, and signed by the accredited provider's Authorizing Person. Upon receipt of written notification, ACD will promptly comply with that request by officially closing the accreditation. At a subsequent time, the provider may reapply for accreditation without prejudice.

## 4.5 Audits

Audits are important steps in awarding and in maintaining *Gateway*® accreditation. They give verification of the provider's full implementation and conformance with accreditation criteria. They also provide valuable interaction between experienced professionals, appropriate administrative officials of the applicant or accredited training provider, and ACD staff.

Audits include the initial audit required for full accreditation and periodic follow-up audits performed by an auditor, as well as records and other administrative audits periodically performed by ACD staff.

Audits may be either comprehensive or limited in scope. Other types of program audits may be conducted from time to time, at the discretion of IADC.

The conduct of the audit follows ACD Standard Operating Procedures. The process was briefly described in Section 3.4.4. For more information about audits, contact QA/QC.

## 4.6 Complaints

In the event a complaint is received that affects a *Gateway*® accredited training provider, ACD will investigate the complaint and implement corrective actions as appropriate. ACD will make a good faith effort to ensure that all measures within its control are exercised to expeditiously resolve every complaint.

A complaint may be against an accredited training provider, an instructor, an auditor, a technical review, a Panel member, a product supplier, or ACD staff.

The following are examples of complaints that may be reported:

- Disputes or dissatisfaction between a trainee/customer or his/her employer and an accredited training provider
- Disagreements or disputes between training providers
- Dissatisfaction with ACD service, such as inadequate work, unacceptable delay or failure to deliver a service, etc.
- Disputes between the accredited training provider and ACD regarding policy, procedures, or activities
- Courtesy or unhelpfulness on the part of ACD staff

Anyone may submit a complaint; however, the complainant must provide detailed information and follow specific procedures in submitting the complaint. ACD staff will follow formal procedures defined in ACD operating procedures to investigate and seek resolution of the complaint. In all instances, ACD shall consider the potential effect of its action upon the interests of the public and the industry and upon the integrity of the *Gateway*® program.

The person(s) or program indicated in the complaint will be afforded ample opportunities to respond to or counter the complaint.

Upon conclusion of the investigation, ACD staff may take the following actions:

- Deny the complaint, thereby sustaining the person(s) or program indicated in the complaint.
- Sustain the complaint, thereby requiring corrective action, reprimand, or release of the person(s) or program indicated in the complaint.
- Decide to pursue the matter further, either by additional correspondence with the parties involved, by means of a special audit, or other fact-finding effort, to provide additional information on which to reach a decision.

If a special audit is conducted and the complaint is determined to be warranted, the person(s) or training provider will be responsible for reimbursing ACD for audit costs. If, on the other hand, the audit is conducted and it is found that the complaint had no merit, the complainant may be asked to reimburse ACD for audit expenses.

Failure to resolve a complaint in a reasonable amount of time will result in disciplinary actions. Disciplinary actions against an accredited training provider who is unresponsive to a legitimate complaint are defined in Section 4.8. Unsuccessful resolution of a complaint against a supplier (i.e., auditor, vendor, etc.) will be grounds for removal of the person or company from the ACD Approved Supplier and Vendor List. Complaints against staff or program volunteers will be dealt with through grievance and internal IADC disciplinary procedures.

If, in the course of processing a complaint, ACD finds that the party against which the complaint is filed is involved in litigation over the same issue, ACD, upon advice from

legal counsel, may exercise its discretion in determining the most appropriate action to take in the case before it.

#### 4.7 Corrective Action (CA)

A Corrective Action (CA) will be issued when a training provider is found to be in non-conformance with accreditation criteria, ACD standard operating procedures, or the training provider's specified operating procedures for the *Gateway®* program. QA/QC manages the Corrective Action process according to Standard Operating Procedures.

Once a CA has been issued to a training provider, the training provider will be given a specified time within which to develop and report a plan for correction of the non-conformity and prevention of recurrence. The written plan will include not only specific actions to be taken but also the timeframe within which the actions are to be completed. In addition, the response must include an explanation of cause and extent of the non-conformance. Actions and timelines must be agreed to by the provider and QA/QC.

Failure to resolve a CA in the allotted time will lead to disciplinary actions.

#### 4.8 Disciplinary Actions against Training Providers

IADC may, at its sole discretion, bring disciplinary action against any IADC-accredited training provider (Provider). Disciplinary action may be for a specified time period or indefinite. Disciplinary actions include, but are not limited to, Probation, Suspension, and/or Revocation. Disciplinary actions are not meant to be sequential. IADC may, at its sole discretion, move directly to Suspension or Revocation, depending on the severity of the infraction.

IADC may return the Provider to the accreditation status held before the disciplinary action after the issues prompting disciplinary action are resolved. IADC, at its sole discretion, may choose not to return the Provider to the accreditation status held before the disciplinary action and may temporarily or permanently Revoke accreditation. If the disciplinary action is Probation or Suspension, failure of the Provider to take remedial actions required by IADC will result in additional disciplinary action taken against the Provider. Ultimately, Revocation of accreditation will result if the Provider fails to act or takes insufficient steps to resolve the issue in the timeframe specified.

Reasons for disciplinary actions include, but are not limited to, the following:

- Provider fails to abide by accreditation standards.
- Provider fails to submit necessary supporting information requested by ACD staff, technical reviewer, Review Panel, or auditor.
- Provider fails to resolve a complaint issued against the Provider.
- Provider makes significant changes in the nature, structure, location, or operation of an accredited Program that, in the opinion of IADC, significantly undermines the quality of the program.
- Provider refuses to submit to an audit or fails to satisfactorily address Corrective Actions issued by IADC.
- Provider fails to pay appropriate fees in a timely manner.
- Provider fails to make required curriculum adjustments.
- Provider fails to meet the approval requirements of instructors.
- Provider fails to follow quality control procedures.

- Provider fails to respond to IADC requests for information after three attempts.
- Provider cheats, conducts components of the program fraudulently, and/or compromises the quality of the program.

If IADC contacts the Primary Contact regarding any of the issues listed above and does not receive a timely response after three attempts, IADC will initiate the program-closure process. It is the Provider's responsibility to ensure that IADC has the current and correct contact information for the Primary Contact. A "timely" response is defined as within two weeks. IADC staff will immediately notify the company when a decision to revoke accreditation has been made. The accredited company's name will be removed from the website.

#### 4.8.1 Probation

Any Provider may be placed on Probation by IADC at any time. A Provider on Probation may continue with classes scheduled prior to the Probation date. Providers are not permitted to purchase *Gateway®* test codes after the date the Provider is placed on Probation.

Placing a Provider on Probation is a warning that, if the Provider does not correct all deficiencies noted by IADC, the Provider will be subject to further disciplinary actions up to and including revocation of accreditation.

To be considered for return to full accredited status, the Provider must resolve all issues identified in the disciplinary action and supply IADC evidence of such actions.

#### 4.8.2 Suspension

Any Provider may be suspended by IADC at any time for cause, and cause shall be determined by the IADC in its sole judgment. During Suspension, the Provider will not be permitted to purchase *Gateway®* test codes, must cease delivery of *Gateway®* training immediately, and must refrain from issuing *Gateway®* certificates. Access to the *ACD* database for Providers will be suspended for the duration of the Suspension.

In addition, IADC will remove the Provider's listing on IADC's *Gateway®*-Accredited Training Provider webpage.

The Provider must resolve all issues identified in the disciplinary action and supply IADC evidence of such actions. Upon resolving all issues, IADC may reinstate the Provider's prior accreditation status.

Failure to resolve all issues for which the Suspension is in place will result in the training provider's accreditation being Revoked (closed).

#### 4.8.3 Program Closure

Any Provider's accreditation may be Revoked (closed) by IADC at any time. IADC will immediately notify the Provider when a decision to Revoke (close) their program accreditation has been made. Following notification, IADC will remove the Provider's listing on the IADC's *Gateway®*-Accredited Training Provider webpage and will remove their access to the *ACD* database.

IADC will officially close the Provider's file and void outstanding *Gateway®* test codes allocated to the Provider. IADC will not reimburse Providers for the remaining unused test codes in their *Gateway®* account.

Upon Revocation of accreditation, the training Provider must do as follows:

- Cease all *Gateway®* operations immediately upon notification of closure.

- Destroy the ACD-issued *Gateway*® Certificate of Accreditation.
- Remove the *Gateway*® logo and registered trademark from their course materials, brochures, Provider website, and all places the logo or trademark is used.
- Cease referring to *Gateway*® accreditation when marketing or promoting the Provider's course.

#### 4.8.4 Miscellaneous

##### Resolution of Disputes and Forum Selection Clause

Any dispute arising from or relating to the IADC *Gateway*® Program, its policies and procedures, or its administration shall be resolved in the following manner:

1. First, by notifying IADC of the dispute in writing and by requesting non-binding mediation. The mediation shall take place in Houston, Texas, unless otherwise agreed to by IADC. The mediation request shall include a brief narrative explaining the basis for the dispute, list of three neutral mediators, and the relief requested. IADC shall have twenty (20) days from receipt of a Mediation Request to pick a mediator from the list provided. The costs and expenses of any such mediation, including compensation and expenses of the mediator, shall be the responsibility of each party to the mediation.
2. Next, if the dispute cannot be resolved within sixty (60) days of the notice of mediation, then the dispute may be brought in the courts of the State of Texas. Specifically, the venue shall be in Harris County, Texas.

##### Limitation of Liability

In no event shall IADC be responsible for any consequential damages arising out of any disciplinary action, including, but not limited to, alleged lost profits, lost business opportunity, loss of reputation, punitive damages, and/or attorneys' fees. This limitation applies to any claim or cause of action, however alleged or arising, unless otherwise prohibited by law, including, but not limited to, negligence, breach of contract, or any other claim, whether in tort, contract, or equity, regardless of whether IADC has been advised of, knew of, or should have known or anticipated such loss or damages.

#### 4.9 Disciplinary Actions against Instructors

IADC may, at its sole discretion, bring disciplinary action against any IADC-approved Instructor. Disciplinary action may be for a specified time period or indefinite. Disciplinary actions include, but are not limited to, Probation, Suspension, and/or Certificate Revocation. Disciplinary actions are not meant to be sequential. IADC may, at its sole discretion, move directly to Suspension or Revocation, depending on severity of the infraction.

IADC may return the Instructor to the certificate status held prior to the disciplinary action after the issues prompting disciplinary action are resolved. IADC, at its sole discretion, may choose not to return the Instructor to the certificate status held prior to the disciplinary action and may temporarily or permanently revoke the Instructor's certificate. If the disciplinary action is Probation or Suspension, failure of the Instructor to take remedial actions requested by IADC will result in additional disciplinary action taken against the Instructor. Ultimately, revocation will result if the Instructor fails to act or takes insufficient steps to resolve the issue in the timeframe specified.

Reasons for Disciplinary Actions include, but are not limited to, the following:

- Failure to abide by accreditation standards

- Failure to resolve a complaint issued against the Instructor
- Failure to follow quality control procedures
- Cheating, conducting components of the program fraudulently, and/or compromising the quality of the program

#### 4.9.1 Probation

Any Certified Instructor may be placed on Probation by IADC at any time. An Instructor on Probation may continue teaching classes scheduled during the Probation period.

Placing an Instructor on Probation is a warning that, if the Instructor does not correct all deficiencies noted by IADC, the Instructor will be subject to further disciplinary actions up to and including Revocation of certification.

The Instructor must resolve all issues identified in the disciplinary action and supply IADC evidence of such actions.

#### 4.9.2 Suspension

Any Instructor may be suspended by IADC at any time. A Suspended Instructor will not be permitted to teach at any IADC accredited Training Provider. A Suspended Instructor's access to all IADC databases will be suspended for the duration of the Suspension.

The Suspended Instructor must resolve all issues identified in the disciplinary action and supply IADC evidence of such actions. Upon resolving all issues, IADC may reinstate the Instructor.

Failure to resolve all issues for which the Suspension is in place will result in the Instructor's Certification being permanently revoked.

#### 4.9.3 Instructor Revocation

Any Instructor may have his or her certificate revoked by IADC at any time. IADC will immediately notify the Instructor when a decision to revoke his or her certificate has been made. Following notification, IADC will remove the Instructor's access to the ACD database.

Upon revocation of certification, the Instructor must do as follows:

- Cease all IADC-related teaching activities immediately upon notification of revocation.

#### 4.9.4 Miscellaneous

##### Resolution of Disputes and Forum Selection Clause

Any dispute arising from or relating to the IADC *Gateway*® Program, its policies and procedures, or its administration shall be resolved in the following manner:

1. First, by notifying IADC of the dispute in writing and by requesting non-binding mediation. The mediation shall take place in Houston, Texas, unless otherwise agreed to by IADC. The mediation request shall include a brief narrative explaining the basis for the dispute, list of three neutral mediators, and the relief requested. IADC shall have twenty (20) days from receipt of a Mediation Request to pick a mediator from the list provided. The costs and expenses of any such mediation, including compensation and expenses of the mediator, shall be the responsibility of each party to the mediation.

2. Next, if the dispute cannot be resolved within sixty (60) days of the notice of mediation, then the dispute may be brought in the courts of the State of Texas. Specifically, the venue shall be in Harris County, Texas.

#### Limitation of Liability

In no event shall IADC be responsible for any consequential damages arising out of any disciplinary action, including, but not limited to, alleged lost profits, lost business opportunity, loss of reputation, punitive damages, and/or attorneys' fees. This limitation applies to any claim or cause of action, however alleged or arising, unless otherwise prohibited by law, including, but not limited to, negligence, breach of contract, or any other claim, whether in tort, contract, or equity, regardless of whether IADC has been advised of, knew of, or should have known or anticipated such loss or damages.

#### **4.10 Sending Comments to IADC**

IADC is committed to ensuring that its accredited training providers offer quality instruction and adhere to high standards of conduct as they deliver *Gateway®* accredited training. One of the ways IADC can continue to improve the accreditation system is by listening and responding to the views of training participants. IADC wishes to ensure that:

- Making a comment is as easy as possible.
- Unfavorable comments regarding accredited training providers are treated seriously.
- ACD responds in the right way—for example, with an investigation, an explanation, or collection of further information before taking appropriate action.
- ACD learns from comments received and improves the quality of the accreditation program.
- Accredited training providers learn from comments received and use them to improve the quality of the instruction they provide.

Accredited training providers, their instructors and trainees, the trainee's employer (if different from the training provider), and the public are encouraged to provide comments about the *Gateway®* Program or its administration. Comments may be made in person, in writing, by fax, by e-mail, by telephone, or through a form on the IADC *Gateway®* website. IADC contact information is provided in Table 1.

Direct all comments to the Manager of the Accreditation and Credentialing Division.

Please provide sufficient detail concerning the course experience or other suggestion to permit IADC to collect further information as needed (course date, location, training provider, etc.) or to otherwise act upon the suggestion. Providing contact information is optional, but will assist IADC if follow-up communications are required.

**Table 1: Ways to Contact IADC's Accreditation and Credentialing Division**

<b>In Person:</b>	IADC Headquarters 3657 Briarpark Drive, Suite 200 Houston, TX 77042 USA
<b>In Writing:</b>	IADC – ACD 3657 Briarpark Drive, Suite 200 Houston, TX 77042 USA
<b>By Fax:</b>	+1.713.292.1946
<b>By Telephone:</b>	+1.713.292.1945
<b>By E-mail:</b>	<a href="mailto:accreditation@iadc.org">accreditation@iadc.org</a>
<b>By Internet</b>	<a href="http://www.iadc.org/accreditation/iadc-accreditation-programs/request-an-application-or-more-information/">http://www.iadc.org/accreditation/iadc-accreditation-programs/request-an-application-or-more-information/</a>

#### 4.11 Conformance with Other Standards

The *Gateway*® program may satisfy the requirements of other industry or governmental standards. In the event *Gateway*® training is conducted in a way to satisfy both *Gateway*® and other standards, the accredited training provider must operate the program in conformance with both programs' standards. IADC may, in certain cases, assist with the verification of conformance to both standards.

## Appendix A: **Gateway® Program Documents and Forms Available for Training Provider Use**

GTW-01	Handbook for Accreditation
GTW-02	<i>Gateway®</i> Course Curriculum
GTW-02V	Course Verification Form
GTW-03	Application for Accreditation
GTW-03F	Facility Floorplan
GTW-03M	Modification Form
GTW-04	Accreditation/Audit Policy Agreement
GTW-06	Schedule of Fees
GTW -10	Application Process Flowchart
GTW-14	Program Exceptions & Variations
GTW-61	Audit Report
ACD-67	Quality Statement and Comment Policy