

<b>CERTIFICATION REGULATION</b>	
<b>CRITERIA FOR THE CERTIFICATION OF FSMS – OLIVE OIL EXPERT PROFESSIONALS</b>	
Number Code: R.2002	Valid from: 02.12.2012
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**CERTIFICATION REGULATION OF STAREGISTER  
FSMS – OLIVE OIL EXPERT PROFESSIONALS**



**STAREGISTER**

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## 1 SCOPE

The certification scheme of STAREGISTER FSMS – Olive Oil Expert Professionals is intended for:

- a) Professionals working or wishing to work in the olive oil industry sector in managerial positions,
- b) Professionals in HORECA (Hotel – Restaurant – Café) sector that are working or wishing to work as F&B Managers.
- c) Friends of olive oil that want to test and/or prove their knowledge on olive oil.

Within this document, applicants and certified FSMS - Olive Oil Expert Professionals of STAREGISTER will find instructions and information about:

- a) the application and the certification process (Clauses 4 & 6),
- b) the criteria governing the certification of new applicants (Clause 3),
- c) the criteria governing renewal of certification of existing STAREGISTER certified FSMS – Olive Oil Expert Professionals, including requirements for Continuing Professional Improvement – CPI (Clause 9),
- d) types of audits acceptable for certification (§3.6.6),
- e) fees for the certification of FSMS - Olive Oil Expert Professionals (Clause 10 & F.2002-2),
- f) the STAREGISTER Code of Conduct (§ 7.2).

STAREGISTER provides professional certification services, without any confinements or restrictions, to all applicants who satisfy the specific requirements and certification criteria.

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## 2 INTRODUCTION

### 2.1 Stages of Professional FSMS – Olive Oil Experts certified by STAREGISTER

2.1.1 The criteria described in this document are intended for the certification of Professional Olive Oil Experts.

Offering the following professional designations:

<b>FSMS Olive Oil Experts</b>
OOE <sup>TM</sup> – Olive Oil Enthusiast
CFOO <sup>TM</sup> – Certified Friend of Olive Oil
POOE <sup>TM</sup> – Pro Olive Oil Expert
OOT <sup>TM</sup> – Olive Oil Taster
OOTO <sup>TM</sup> – Olive Oil Tasting Organizer

According to the following certification grades: 1st grade: Olive Oil Enthusiast  
 2nd grade: Pro Olive Oil Expert  
 3rd grade: Olive Oil Taster  
 Special grades:

- Certified Friend of Olive Oil
- Olive Oil Tasting Organizer

Note: STAREGISTER certification programs are not intended for use as mandatory employment requirement.

### 2.2 Definitions

For the purpose of these criteria, the following definitions apply:

**FOOD SAFETY MANAGEMENT SYSTEM (FSMS):** A System to establish policy and objectives for achieving food safety.

**SPONSOR:** Persons of good character who through, acquaintance with the applicant on a professional basis, are able to attest to the applicant's personal attributes and experience.

**DOCUMENTATION REVIEW:** The evaluation by the STAREGISTER, of documentary evidence submitted by the applicant in support of his application.

**VERIFICATION:** the on-site evaluation by STAREGISTER, of the ability of the applicant to perform, in accordance to the requirements of this document.

**VERIFICATION AUDITOR:** A person who is authorized by STAREGISTER to evaluate the ability of applicants for their certification as STAREGISTER FSMS – Olive Oil Experts.

**HO.RE.CA:** It is the part of the food sector that is related to Hotels, Restaurants or Catering Services.

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### 3 GENERAL REQUIREMENTS FROM APPLICANT

The requirements of this section apply to all STAREGISTER FSMS Olive Oil Expert grades are presented in the following table.

	Friend of Olive Oil	Olive Oil	Pro Olive Oil Expert	Olive Oil Taster	Olive Oil Tasting
<b>Academics</b>	N/A	N/A	N/A	N/A	N/A
<b>Professional Experience</b>	N/A	N/A	1 year of sector related experience (e.g. food, tourism e.t.c). Not required for people holding a university or	3 years of sector related experience (e.g. food, tourism e.t.c). 2 years for people holding a	1 year of sector related experience (e.g. food, tourism e.t.c). Not required for people holding a
<b>Proof of work experience</b>	-	-	CV, Degree records (copies)	CV, Degree records (copies)	CV, Degree records (copies)
<b>Special skills and knowledge</b>	Basic Knowledge of Olive Oil categories, quality criteria and sensory analysis.	Basic knowledge of olive oil tree cultivation and olive oil processing, packaging and trading, related legislation, olive oil categories, sensory analysis and quality criteria (2)	Advanced special skills and knowledge required for the "Olive Oil Enthusiast" grade as well as basic knowledge of olive oil authenticity criteria, adulteration methods and Hazards (HACCP)(2)	Advanced special skills and knowledge required for the "Pro Olive Oil Expert grade" as well as further knowledge on olive varieties, worldwide production, protective	Special skills and knowledge required for the "Olive Oil Expert grade" as well as knowledge of the techniques used in organizing an olive oil tasting event (2)
<b>Professional</b>	6 hours	16 hours (3)	40 hours (3)	60 hours (3)	48 hours (3)
<b>Pre-requisite</b>	N/A	N/A	N/A	Pro Olive Oil Expert	Pro Olive Oil Expert
<b>Certification period</b>	3 years	3 years	3 years	3 years	3 years
<b>Recertification requirements</b>	N/A	N/A	CIP (Continuous Improvement Points)	CIP (Continuous Improvement Points)	CIP (Continuous Improvement Points)

NOTES:

- (1) See clauses 3.4
- (2) See clauses 3.2
- (3) See clause 3.5

In addition, applicants shall comply with the related requirements per grade described in paragraphs 3.1 to 3.5 in order to be eligible for certification.

#### 3.1 Personal Attributes

Applicants for certification in certain grades shall be able to demonstrate the personal attributes necessary for

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effective and efficient performance as a FSMS – Olive Oil Expert Professional.

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Personal Attributes are tested through STAREGISTER psychometric exams. Psychometric Exams have two levels depending on their difficulty: 1<sup>st</sup> level – Entry Level and 2<sup>nd</sup> level – Manager Level.

The Olive Oil Tasting Organizer grade requires the successful completion of the psychometric exam – 2<sup>nd</sup> Level.

Note: All other grades do not require a psychometric exam.

The examination process and requirements are defined by STAREGISTER Personal Attributes Manual.

### 3.2 Skills and Knowledge

3.2.1 Applicants shall, through training, work experience and specialised work experience, be able to demonstrate a satisfactory level of competence in part or all of the following areas, depending on the grade:

- a) Theoretical knowledge about olive oil,
- b) Theoretical knowledge about olive oil cultivation and production procedures and processes,
- c) Practical knowledge (e.g. olive oil tasting, properties e.t.c).

More specifically, the applicant must have knowledge on the following topics (depending on the grade):

Topic	Competence
<b>1. World production and consumption of olive oil</b>	1.1. Know the countries that produce olive oil. 1.2. Know the countries that are the biggest olive oil producers in the world. 1.3. Know which countries have the biggest daily consumption of olive oil.
<b>2. Olive tree cultivation</b>	2.1. Know the olive tree cultivation conditions. 2.2. Know the main olive varieties. 2.3. Know the basic cultivation techniques. 2.4. Know the basic olive tree diseases. 2.5. Know the factors that have an effect on the quality of the olives.

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<p><b>3. Procedures for olive oil making and elaboration of olive by-products</b></p>	<p>3.1. Know the proper conditions of storage for the olives before olive-oil making process.                      3.2. Know basic principles for olive oil making systems.                      3.3. Know the factors that contribute to olive oil quality in the olive oil production plant.                      3.4. Know how the biological olive oil is produced.                      3.5. Know basic principles of olive pomace oil production.                      3.6. Knows what refinement is.</p>
<p><b>4. Preservation – Packaging of olive oil</b></p>	<p>4.1. Know the best practices for olive oil storage.                      4.2. Know the packaging materials for olive oil.                      4.3. Know the factors that contribute to olive oil quality during preservation and packaging.</p>
<p><b>5. Legislation</b></p>	<p>5.1. Know the main categories for olive oil and olive pomace oil.                      5.2. Know the standards for evaluation of quality and authenticity of olive oil.                      5.3. Know the usual methods for adulteration of olive oil.                      5.4. Know the mandatory labeling requirements for olive oil.                      5.5. Know the voluntary labeling requirements for olive oil.                      5.6. Know which nutritional claims can be put on the products label.                      5.7. Know the basic rules for olive oil trading and especially the allowed packaging.</p>
<p><b>6. Biological and nutritional value of olive oil</b></p>	<p>6.1. Know the basic composition of olive oil.                      6.2. Know the advantages of olive oil against other fats and oils.                      6.3. Know the importance of olive oil in the human's health and diet.</p>
<p><b>7. Sensory analysis of extra olive oil</b></p>	<p>7.1. Know basic meanings and definitions for the operation of human senses (taste and smell) and the factors affecting them.                      7.2. Know basic meanings and definitions for the sensory analysis of extra virgin olive oil and "protective designation of origin" olive oil.                      7.3. Know the vocabulary applied during sensory analysis of extra virgin olive oil.                      7.4. Know the vocabulary applied during sensory analysis of "protective designation of origin" olive oil.                      7.5. Know the possible mistakes during the sensory analysis and ways to avoid them.                      7.6. Know how the olive oil production systems affect the sensory properties of the olive oil being produced.                      7.7. Determination of the threshold of perception</p>

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	<p>in specific properties.</p> <p>7.8. To succeed in the practical test “choosing the tasters”</p> <p>7.9. Be able to distinguish the negative properties of olive oil and quantify its strength.</p> <p>7.10. Be able to distinguish the positive properties of olive oil and quantify its strength.</p> <p>7.11. Be able to recognize and put in the right category a sample of virgin olive oil.</p> <p>7.12. Be able to describe the sensory properties of a virgin olive oil and the specific properties of a “protective designation of origin” olive oil.</p> <p>7.13. Be able to distinguish olive oils of different varieties.</p>
<b>8. Matching olive oil &amp; food</b>	8.1. Know which olive oil will be used depending on the type of food and the cooking style.
<b>9. Marketing &amp; Sales</b>	<p>9.1. Have basic knowledge on consumer behavior and preferences.</p> <p>9.2. Know basic techniques of marketing for olive oil products.</p>

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### **3.3 Education**

3.3.1 No special education requirements are set for any grade.

### **3.4 Work experience – Experience in related sectors**

3.4.1 Applicants for all grades except that of Olive Oil Enthusiast, must provide evidence of at least 1 or 3 years full-time work experience (depends on the grade). Work experience should be in a related sector in a technical, professional or management position (sector related – see 3.4.2).

3.4.2 Sector related experience may include among others, work experience in Olive Oil cultivation, Olive Oil production plants, import companies, distribution companies, restaurants, catering services, food/HO.RE.CA magazines and generally olive oil industry.

3.4.3 The experience required may be concurrent with work experience, but must have been achieved in the last 6 years prior to initial certification by STAREGISTER.

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### 3.5 Formal Training - Examination

- 3.5.1 Applicants should have successfully completed (through the successful completion of an approved examination), a certified by STAREGISTER FSMS – Olive Oil Expert training course, with a duration that is different for every grade, provided by an approved by STAREGISTER training course provider.
- 3.5.2 Alternatively, applicants may have successfully complete a FSMS – Olive Oil Expert training course, certified by another personnel certification body, member of IPCA, which is recognized by STAREGISTER.
- 3.5.3 In any of the above cases, applicants should have successfully passed STAREGISTER approved examinations for each grade. Examinations may include multiple choice questions, short answer questions, practical examination (pass or fail) and other related exam methods. In the case of time measurement examination, the STAREGISTER approved examination centre shall have the proper measurement equipment available.
- 3.5.4 This training should have taken place within the last 3 years prior to the application for any FSMS – Olive Oil Expert Grades. Formal training conducted prior to this period may be accepted if the applicant is able to demonstrate appropriate experience.
- 3.5.5 Applicants are advised to conduct STAREGISTER or refer to the STAREGISTER website ([www.staregister.org](http://www.staregister.org)) for a current listing of all STAREGISTER approved training organizations offering STAREGISTER certified FSMS – Olive Oil Expert training courses and exams.
- 3.5.6 If a person fails to succeed in one of STAREGISTER required examinations, he/she can retake the examination whenever he/she feels ready. He/she shall be examined on the same issues but on a different test set (different questions).
- 3.5.7 More specifically, for the grade of Olive Oil Enthusiast, it is required, that the applicant successfully completes a minimum 16 hour training course, that will include the following themes:
- a) Introduction to olive oil
  - b) Basic historical points, olive tree cultivation, olive varieties, olive oil making, olive oil categories, and olive oil types
  - c) Chemical and sensory properties of olive oil
  - d) Basic vocabulary for olive oil and tasting sessions
  - e) Food & Olive Oil combination

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*Examination Method:* For this grade a STAREGISTER approved written examination shall include questions covering all themes (topics) mentioned above. The examination does not require special practical examination, with the presence of an assessor.

- 3.5.8 For the grade of Pro Olive Oil Expert, it is required that the applicant has successfully completed a 40 hour (minimum duration) training course that will include (besides the themes mentioned in the 3.5.7) the following themes:
- a) Basic knowledge of olive oil authenticity criteria,
  - b) Adulteration methods
  - c) Olive Oil Hazards (HACCP)

In this grade, all themes covered in the Olive Oil Enthusiast grade proposed training course, should be further analysed.

*Examination Method:* The STAREGISTER approved examination for this grade shall cover all themes mentioned in the training course (as described above) and shall include written examination for both theory and practical issues. It is also required for this grade, that the examination tests the skills required (e.g. identifying sensory characteristics, type of olive oil e.t.c). These characteristics should be identified using standard solutions, well established olive oil types, common olive oil labels, olive oil producers' analysis e.t.c).

- 3.5.9 For the grade of Olive Oil Taster, it is required that the applicant has successfully completed a 60 hour (minimum duration) training course that will include (besides the themes mentioned in the 3.5.8) the following themes:
- a) Deep knowledge on olive varieties,
  - b) Worldwide production,
  - c) Protective designation of origin,
  - d) Sensory attributes
  - e) Hazards (advanced HACCP)

In this grade, all themes covered in the Olive Oil Enthusiast and Pro Olive Oil Expert grades proposed training course, should be further analyzed and examined.

*Examination Method:* The STAREGISTER approved examination for this grade shall cover all themes mentioned in the training course (as described above) and shall include written examination for both theory and practical issues. It is also required for this grade, that the examination tests the skills required (e.g. identifying sensory characteristics, type of olive oil e.t.c). These characteristics should be identified using

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3.5.10 For the grade of Olive Oil Tasting Organizer, it is required that the applicant has successfully completed a 48 hour (minimum duration) training course that will include (besides the themes mentioned in the 3.5.8) a further deepening on the following themes:

- a) Olive Oil Tasting
- b) Olive Oil tasting organization techniques
- c) Olive Oil Tasting equipment

*Examination Method:* The applicant must successfully pass a written examination which will include questions from all themes mentioned above for this grade. It is also required for this grade, that the examination, tests the skills required for this grade (setting the equipment e.t.c). Furthermore, the P102 STAREGISTER Psychometric Examination (Manager's level) must be successfully passed by the applicant.

3.5.11 For the grade of Friend of Olive Oil, it is required that the applicant has successfully completed a 6 hour (minimum duration) training course that will include basic information about olive oil categories, olive oil sensory analysis and olive oil quality criteria.

*Examination Method:* The applicant must successfully pass a written examination which will include questions from all themes mentioned above for this grade. No psychometric exam is required for this grade.

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APPLICATION

### 3.6 Submission of application

3.6.1 An application pack, with all necessary information can be obtained free of charge, from the Secretariat of STAREGISTER, following the applicants expression of interest. Alternatively, all documentation required to submit an application is available to be downloaded from the STAREGISTER website ([www.staregister.org](http://www.staregister.org)).

This pack includes:

- a) an application form (F.2002-1),
- b) a “record of Continuous Professional Improvement” form (F.2002-2),
- c) an information document describing STAREGISTER requirements for certification of FSMS – Olive Oil Experts (F.2002-4),
- d) annual pricelist for the certification of FSMS – Olive Oil Experts (F.2002-3), and

3.6.2 In order to apply for certification, all required forms, related material and payment of the application fee should be forwarded to STAREGISTER secretariat.

Address of STAREGISTER Hellas is:

STAREGISTER

13 V. Olgas Street, Ano Glyfada

Athens, Area Code 165 61

Tel : (+30) 210 77.99.707, Fax: (+30) 210 77.99.065

Email: [info@staregister.org](mailto:info@staregister.org), Internet: [www.staregister.org](http://www.staregister.org)

3.6.3 Please note at the application stage, the initial certification fee must be submitted. No application will be processed without verification of initial certification fee payment.

3.6.4 Applicants are strongly advised to submit all the required information, and to take care that all details are clear and correct.

3.6.5 All communication and correspondence in support of the application must be in the Greek or in the English language. In any other case, submitted documents should be accompanied by certified translations of the originals.

3.6.6 Any claim for qualification shall be supported by documentary evidence. An example of acceptable evidence would be a good quality photocopy of the original certificate, indicating the awarding body, the title and date of the award and the name of the awarded person. If any of this information is not available or is not clear, the applicant will be required to supply additional supporting evidence. The same applies if a copy of the certificate is not available, for example if it has been

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**Note:** For the certification fees see clause 10 of this document and the annual fee catalogue of STAREGISTER (form F.2002-2).

## 4 EVALUATION OF APPLICATION

### 4.1 General

- 4.1.1 The evaluation process is described in the following flowchart and includes a review of documentation which is submitted by the applicant in support of his application (see §5.2).
- 4.1.2 This review is intended to determine the applicant's conformance with STAREGISTER requirements on formal training, work experience, and applicant's competence through verification by a verification auditor.
- 4.1.3 All information contained in applications is treated as confidential, except where the applicant has agreed for specific information release, for example, the information contained in the Registry of Certified Professionals.
- 4.1.4 Duration of processing of the application usually is four weeks. However, the processing time depends significantly on the time required to verify the accuracy of information submitted within the application.
- 4.1.5 Examination of knowledge for all STAREGISTER FSMS – Olive Oil Experts certification programs is performed according to applicable STAREGISTER specifications and guidelines:

4.1.5.1 Staregister Regulation R 1000 "*Criteria for the Certification of training programmes*"

The examination process and requirements are finalized by each relevant Technical Committee according to STAREGISTER New Schemes Validation Manual.

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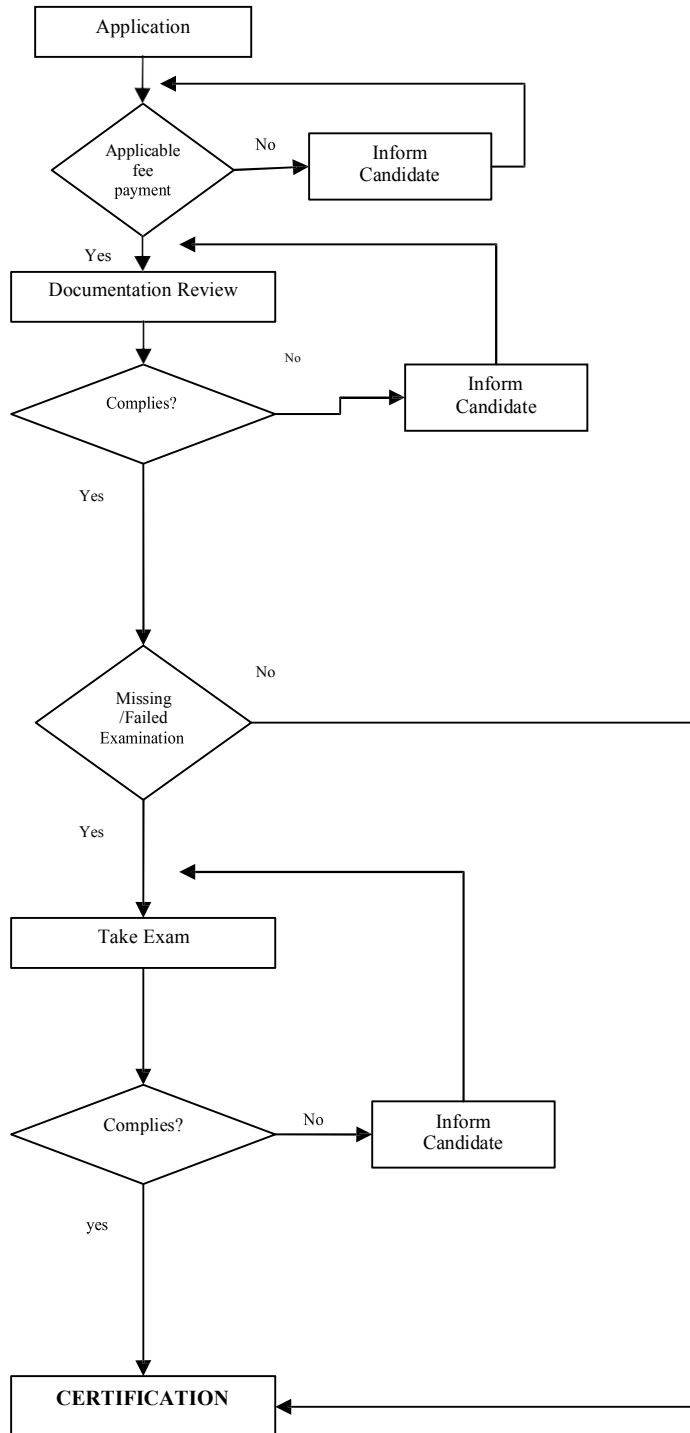
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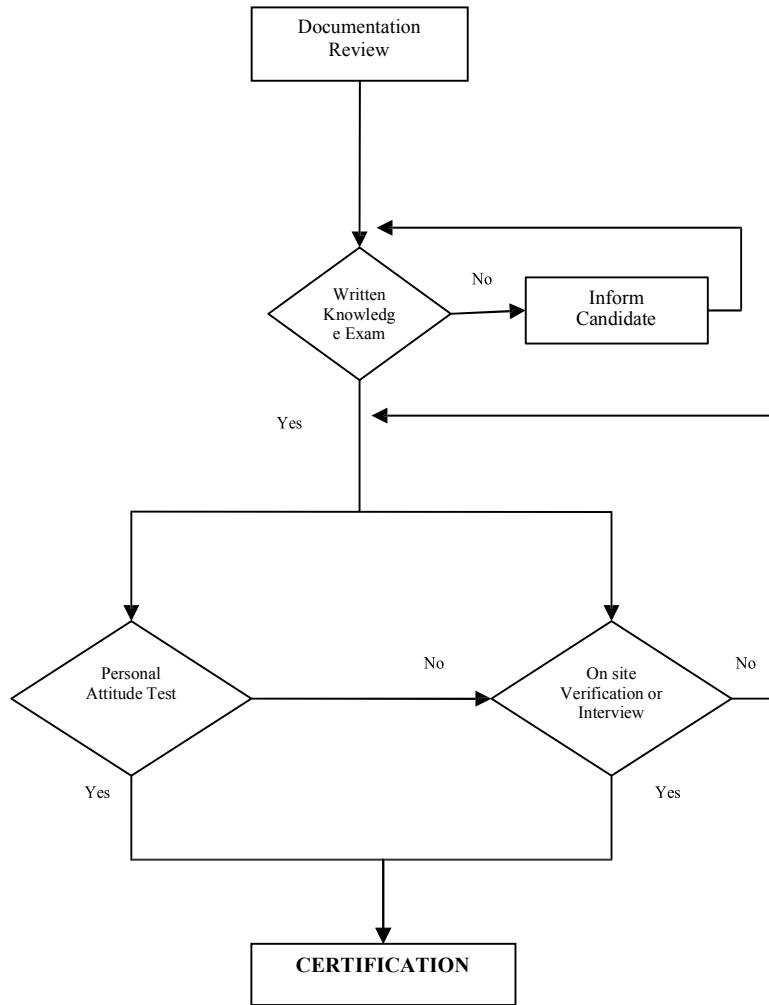
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## 4.2 Documentation Review

4.2.1 This section describes the process used by STAREGISTER for conducting documentation review of applications and the roles/responsibilities of the personnel involved in this process.

### 4.2.2 Documentation review process

4221 All applications are initially checked by the Certification Secretariat of STAREGISTER in order to verify the completeness and accuracy of the information provided within the application. Afterwards, the folder is forwarded to the verification auditor of STAREGISTER, who conducts the documentation review.

4222 The verification auditor confirms that each applicant satisfies STAREGISTER requirements as detailed in section 3 of this present regulation. All verification auditor comments are filed in the folder of each applicant.

### 4.2.3 Verification Personnel

4231 Evaluation of applications for certification is conducted by persons who are free from bias and vested interest and have the capability to perform an impartial and objective evaluation. Evaluation personnel may be either employees or contractors of STAREGISTER.

4232 STAREGISTER ensures that all verification auditors are suitably qualified persons who have received the necessary training to enable them to make reasoned judgments regarding the applicant's conformance with STAREGISTER requirements for qualifications and experience.

4233 The verification auditors evaluate the information submitted against the certification criteria and perform verification of some or all of this information. At the conclusion of the evaluation, the verification auditors prepare a written recommendation for certification or not, to the Certification Manager.

4234 STAREGISTER considers verification as an essential element supporting the overall credibility of the certification process. Consequently, great care is taken by the STAREGISTER verification auditors in reviewing and verifying applications against all aspects of the certification criteria. However, unusual educational qualifications, employers who are delaying to provide verification information and applicants that are not helpful will inevitably delay the process.

4235 For the Verification of the education and training documentation STAREGISTER requires the submission of:

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- a) photocopies of the above documentation (certificates, diplomas, etc), or
- b) a letter from the qualifying authority confirming that the certificate/diploma was granted.

4236 STAREGISTER may obtain information from any of the following reference sources:

- a) applicants management,
- b) applicants customers,
- c) the applicant's employer and/or sponsor,
- d) educational and training institutions.

4237 STAREGISTER verifies that reference sources are appropriate to ensure the accuracy of the evidence submitted by the applicant.

4238 Telephone interviews or other appropriate means may be used as part of the evaluation of each application. For each initial application, re- certification or upgrade, the accuracy of the following information submitted shall be verified through the documentary review:

- a) FSMS – Olive Oil Experts experience (if applicable),
- b) Work experience, including:
  - b1) the nature of the business of the organization,
  - b2) the dates of commencement and termination of employments, and
  - b3) the applicants responsibilities during employment.

### 4.3 Responsibilities, Selection and Monitoring of Verification Auditors

4.3.1 This clause describes the responsibilities, selection criteria and performance monitoring of verification auditors.

4.3.2 Objectives of Verification

4321 The objectives of verification are:

- a) to verify an applicant's competence in accordance with applicable requirements,
- b) to verify that the applicant demonstrates the required personal attributes.

4.3.3 Responsibilities of the STAREGISTER regarding the allocation of Verification Auditors

4331 STAREGISTER:

- a) Selects Verification Auditors in accordance to procedure P.035, and

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b) Maintains records of Verification Auditor reports.

4332 In order to provide an accurate evaluation of the competence of the applicant, STAREGISTER, during the allocation of Verification Auditors, assures that they:

a) are performing in an ethical manner, and

b) are objective and impartial in their verification.

#### 4.3.4 Selection Criteria for Verification Auditors

434.1 Persons who can demonstrate a broad range of auditing experience may submit application as STAREGISTER Verification auditors. The required information is presented at the relative application (see P.035 & F.035-1).

4342 Verification auditors are able to evaluate the verification objectives which described in paragraph 5.3.2.

4343 Verification Auditors are required to understand STAREGISTER criteria for certification, including their role as a verification auditor. This may be demonstrated though:

a) compliance according paragraph 5.3 or STAREGISTER procedures that require objective evidence of understanding of STAREGISTER criteria for certification, and

b) training in STAREGISTER criteria and procedures.

#### 4.3.5 Role of STAREGISTER in the selection of Verification Auditors.

435.1 The Certification Manager of STAREGISTER with the assistance of the Quality Manager approves the selection of each Verification Auditor.

4352 STAREGISTER:

a) evaluates the acceptability of person selected as Verification Auditor in accordance with this document,

b) conducts a review at least every year to assure itself that each Verification Auditor continues to keep up to date the requirements of a Verification Auditor as these are determined in this document,

c) recognizes as Verification Auditors only persons for whom there is confidence is satisfied that they carry out the role and responsibilities of a verification auditor in a satisfactory manner.

## 4.4 Verification Process

If the candidate for an auditing grade refuses to take the Personal Attributes test, or he/she fails it (Red zone categorization) then an interview should be performed.

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#### 4.4.1 Interview

If an interview of the candidate is required, then a Report of Verification Process/Interview should be prepared.

44.1.1 The report on the applicant's competence which is prepared by the person taking the interview, indicates the aspects of the skills and knowledge assessed. The report includes detailed comments on the applicant's ability in the following areas for each issue interviewed as applicable:

- a) maintain ethical behavior,
- b) effective communication in the language applied either directly or through an interpreter and/or technical experts,
- c) performance on the job,
- d) maintain flexible but focused attitude during the interview, See

F.2002-5 form for analytical explanation of the above items.

#### 4.5 Interview Process

4.5.1 STAREGISTER determines if an applicant has to be interviewed. If the candidate for the Olive Oil Tasting Organizer grade refuses to take the Personal Attributes test (Psychometrics), or he/she fails it (Red zone) an interview may be required.

An interview may also be required if the process of verification of the information provided within the application does not fully confirm its accuracy, or if the educational level of the applicant does not meet the requirements of Section 3 "General requirements from applicant" of this document, or for any other reason related to FSMS – Olive Oil Expert certification criteria.

4.5.2 STAREGISTER applies documented procedures for the selection and training of interviewers and for the conduct of the interviews. The interview (which is conducted based on the procedure P.045) includes:

- a) selection of the interviewers,
- b) timing, place and duration of the interview,
- c) list of questions for the interview,
- d) process of reporting the outcome of the interview and advising the interviewee of the result,
- e) methodology for the determination of the necessary subjects of questionnaire,
- f) objections process for persons interviewed.

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## 5 CERTIFICATION

### 5.1 Certification Manager

5.1.1 The final decision on certification is taken by the Certification Manager. This process is performed independently of the evaluation process which is described in the above paragraphs.

5.1.2 The Certification Manager prepares a formal letter for each applicant who has succeeded in the evaluation. This letter will be accompanied by information regarding the annual certification fee.

**Note:** For the certification fees see clause 10 of this document and the annual fee catalogue of STAREGISTER (form F.2002-3).

### 5.2 Certificates and Identification Cards

5.2.1 A Certification Card will be issued following the initial award of certification and reissued annually thereafter following payment of the certification fee and compliance with all stated criteria. Cards issued to certify FSMS – Olive Oil Expert Professionals are only valid for one year from date of issue.

5.2.2 The certification card is the primary evidence of certification and should be presented upon request. The certification card remains the property of STAREGISTER and must be returned upon request.

5.2.3 If the applicant wishes the issue of a certificate he will be burdened with a fee as determined in form F.2002-3 pricelist. This certificate should not be used as proof of certification, if it is not accompanied by a valid certification card.

5.2.4 Certificates identification cards state:

- 5241 Candidates's name.
- 5242 Certification expiration date.
- 5243 Certification code.
- 5244 Certification grade.
- 5245 Name / logo of STAREGISTER.
- 5246 Certification date.

5.2.5 Details concerning certified professionals are entered into the registry of certified professionals.

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5.2.6 STAREGISTER systematical updates the electronic records of its registry and prints these upon request. A charge may be applied according to the size and complexity of the registry ordered.

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## 6 OBLIGATIONS OF CERTIFIED FSMS – OLIVE OIL EXPERT PROFESSIONALS

### 6.1 Complaints against Certified FSMS – Olive Oil Expert Professionals

- 6.1.1 Applicants for initial certification and recertification as FSMS - Olive Oil Expert Professionals shall sign the application form (F.2002-1), stating compliance to the following:
- 6.1.1.1 Maintenance and compliance with the STAREGISTER Code of Conduct (see § 7.2).
  - 6.1.1.2 Maintenance of a log with all complains concerning their professional conduct. The renewal of certification will take into consideration the nature of expressed complains.

### 6.2 STAREGISTER Code of Conduct

- 6.2.1 All STAREGISTER certified FSMS - Olive Oil Expert Professionals are obliged to improve the standing of their profession by rigorously observing the following Code of Conduct. Failure to do so may result in suspension or withdrawal of certification. STAREGISTER certified FSMS Olive Oil Expert Professionals undertaken:
- 6.2.1.1 To act professionally, accurately and in an unbiased manner.
  - 6.2.1.2 To strive to increase the competence and prestige of their profession.
  - 6.2.1.3 To assist those under their supervision in developing their management, and professional skills.
  - 6.2.1.4 Do not undertake work they are not competent to perform.
  - 6.2.1.5 Do not represent conflicting or competing interests and do not disclose to any customer or employer any relationships that may influence their judgment.
  - 6.2.1.6 Do not discuss or disclose any information relating to their projects unless required by law or authorized in writing by their customers and/or employees.
  - 6.2.1.7 Do not accept any commission, gift or any other benefit from customer organizations, their employees or any interested party or knowingly allow colleagues to do so.
  - 6.2.1.8 Do not intentionally communicate false or misleading information that may compromise the integrity of their work,
  - 6.2.1.9 Do not act in any way that would prejudice the reputation of their professional certification or the certification process, and
  - 6.2.1.10 To co-operate fully with any inquiry in the event of any alleged breach of this code.
- 6.2.2 Nonconformity of STAREGISTER certified FSMS Olive Oil Expert Professionals with this Code is evaluated by STAREGISTER Executive Council after suggestion of the Certification Manager. The decision of Executive Council is final.

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**6.3 Complaints and Objections**

- 6.3.1 STAREGISTER certified FSMS Olive Oil Expert Professionals and applicants for certification have the right to object to any decision taken by STAREGISTER. STAREGISTER has a documented procedure for the consideration of complains and objections against its certification, re-certification and decisions concerning the withdrawal of certification.
  
- 6.3.2 Similarly, complaints made by STAREGISTER certified FSMS Olive Oil Expert Professionals against STAREGISTER, or against other certified professionals, by a customer or other PCB or by a certified course provider, will be considered accordingly to established STAREGISTER procedures.

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## **7 USE OF CERTIFICATION CREDENTIALS / WITHDRAWAL OF CERTIFICATE**

### **7.1 Use of Certificate**

STAREGISTER applies a documented procedure for the right usage of certificates P.085.

### **7.2 Cancellation and withdrawal of Certificates**

- 7.2.1 STAREGISTER applies a documented procedure for the cancellation of certification and the withdrawal of certificates.
- 7.2.2 STAREGISTER retains the right to withdraw certificates of certified FSMS Olive Oil Expert Professionals who do not continue to comply with certification criteria.
- 7.2.3 Similarly, STAREGISTER retains the right to undertake action against the certification of certified FSMS Olive Oil Expert Professionals who are found to have acted contrary to the STAREGISTER Code of Conduct. Options include suspension of certification and in instances of serious or sustained non conformities, withdrawal of certification.
- 7.2.4 Notices of withdrawal of certification are published by the STAREGISTER in the relevant registry.

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## 8 MAINTENANCE CERTIFICATION

### 8.1 Maintenance of Certification

- 8.1.1 All STAREGISTER certified FSMS Olive Oil Expert Professionals are periodically recertified. The period between initial certification and recertification is 3 years. Each applicant for re-certification shall maintain a log on which shall be recorded details of each related job or activity undertaken and details of professional development undertaken.
- 8.1.2 During the certification period, at the end of the first year, certification may be maintained by payment of the annual fee and by compliance with the STAREGISTER Code of Conduct.
- Note:** After his registration, each STAREGISTER certified FSMS Olive Oil Expert Professionals shall be submitted in one recertification exam in every 3 year period.
- 8.1.3 For renewal of certification, the Continuous Professional Improvement (CPI)/training log (F.2002-2) is required to be submitted to STAREGISTER at the end of the certification period, i.e. at the end of the third complete year following initial or previous renewal of certification. STAREGISTER certified FSMS Olive Oil Expert Professionals are advised not to submit this information until requested by letter to do so by STAREGISTER.
- 8.1.4 The grade of Olive Oil Enthusiast may be maintained indefinitely on satisfactory demonstration of compliance with paragraphs 3.4-3.5 of this document.
- 8.1.5 For STAREGISTER Pro Olive Oil Expert.
- 8.1.5.1 For the recertification period (3 years), STAREGISTER Pro Olive Oil Experts shall submit documentary evidence, which according to the following table (Table 1) should amount at least 10 points. Points cannot be gathered using only one method for gathering points.
- 8.1.5.2 Points should be reasonably distributed within the 3 year re-certification period.

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	Method	Points per method (max possible points)
1	Participating / visiting related exhibitions	1 (max 6)
2	Writing related articles in newspapers, magazines e.t.c	2 (max 8)
3	Participating in Specialized Related Seminars	1 for every 8 hours of training (max 9)
4	Teaching in Specialized related Seminars	3 for every seminar (max 9)
5	Participating in organised Olive Oil tasting events.	2 (max 6)
6	Visiting Olive Oil production plants	1 (max 5)
7	Participating in related contests as a judge	3 (max 9)
8	Participating in related contests as a contestant	3 (max 9)
9	Organizing an Olive Oil Tasting event	3 per event (max 9)
10	Professional experience in a related to the grade sector	5 per year (max 15)

**Table 1. Continuous Professional Improvement Point System (CPI Point System)**

8.1.6 For STAREGISTER Olive Oil Taster.

8.1.61 For the recertification period (3 years), STAREGISTER Olive Oil Tasters shall submit documentary evidence, which according to Table 1, should amount at least 20 points. Points cannot be gathered using only one method for gathering points.

8.1.62 Points should be reasonably distributed within the 3 year re-certification period.

8.1.7 For STAREGISTER Olive Oil Tasting Organizer.

8.1.71 For the recertification period (3 years), STAREGISTER Olive Oil Tasting Organizer shall submit documentary evidence, which according to Table 1, should amount at least 15 points. Points cannot be gathered using only one method for gathering points.

8.1.72 Points should be reasonably distributed with the 3 year re-certification period.

8.1.8 Continuing Professional Improvement (CPI)

8.1.81 Each STAREGISTER FSMS Olive Oil Expert Professional shall, for each certification period, undertake appropriate continuing professional development. Evidence of that professional development, shall be submitted as part of the application for re-certification (also see Appendix I).

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8.1.82 The professional development records shall present the duration and type of activity undertaken and details of the provider of such activity.

8.1.83 For the selection of appropriate professional development, FSMS - Olive Oil Expert professionals should consider their personal strengths and weaknesses and identify areas for personal improvement. Professional development activities undertaken shall be related to principles and practices or improving professional methodologies.

8.1.9 Reducing the scope of certification

8.1.9.1 At the end of each certification cycle and if the certified professional cannot provide STAREGISTER with the required evidence for maintaining his grade, he is then offered a reduction to a lower grade, where all requirements are met.

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## 9 CERTIFICATION FEES

Fees are set annually and apply for the calendar year (1 January – 31 December). Current fees are detailed on the fee schedule, F.2002-3, available from the STAREGISTER Secretariat or website.

### 9.1 Application fee

All application fees are included in Initial certification fee.

### 9.2 Initial certification fee

Applications received without this fee will not be processed. This fee covers the administration and initial certification costs. Applicants should note that this fee will not be refunded even if the application is rejected or the candidate fails examination.

### 9.3 Annual certification fee

This fee is due on receipt dispatched at the end of each year, for the year following the initial certification.

### 9.4 Fee of application for upgrading

9.4.1 This fee covers the administration costs which are required for the processing the application. It is due with the application for upgrading and is not refundable.

9.4.2 Upgrading applications can be evaluated at any time during the period a professional is certified.

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## 10 RECORDS

STAREGISTER maintains the necessary records to demonstrate conformance to the requirements of this regulation. These records are maintained for 10 years.

## 11 CONFIDENTIALITY

All information, correspondence and documentation submitted by applicants or by existing certified FSMS Olive Oil Experts professionals in support of certification activities are considered as strictly confidential. However, STAREGISTER reserves the right to publish relevant details of each certified FSMS Olive Oil Expert professionals in its registries.

All candidates, with the submission of their application, agree that all included information can be recorded in the electronic and/or written archive of STAREGISTER, according to the requirements of Hellenic Law 2472/97 regarding the protection of personal data.

## 12 SUGGESTED BIBLIOGRAPHY

The following books and/or articles are only indicative.

Title	Writer	Published by:
<i>Olive Oil</i>	Jacques Chibois / Olivier Baussan	Flammarion
<i>Olive Oil: From Tree to Table</i>	Penny Knickerbocker	Chronicle Books
<i>The Flavors of Olive Oil: A Tasting Guide and Cookbook</i>	Deborah Krasner	Simon & Schuster
<i>Olive Oil (Eyewitness Companions)</i>	Charles Quest-Ritson	DK
<i>The Essential Olive Oil Companion</i>	Anne Dolamore	Interlink Books

## 13 LEGAL STATUS

The certification of FSMS Olive Oil Expert professionals by STAREGISTER and all activities associated with the administration of the registry is governed by the Hellenic Law and is subject to the exclusive jurisdiction of the Hellenic Courts.

## 14 HISTORY OF DOCUMENT

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