		STAREGISTER International Inc.	
TITLE:NON GOVERMENTAL ORGANIZATIONS CERTIFICATION OF COMPATENCY REGULATION			
DOC: R.5000	ISSUE: 1	DATE: 20.12.2015	REV.DATE: 07.03.2016
PREPARED BY: Quality Manager (QM)		APPROVED BY: C.E.O.	




R.5000
NON GOVERMENTAL ORGANIZATIONS (NGO)
CERTIFICATION OF COMPATENCY REGULATION

20.12.2015

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1. INTRODUCTION

1.1. GENERAL

STAREGISTER International Inc. published this document (Regulation) in coordination of Turkish Red Crescent General Directorate to guide Non-Governmental Organizations that carry out humanitarian activities in Turkey to develop their capacity and to enable them to carry out their activities professionally, transparently, sustainable, accountable. The Regulation also describes the audit criteria of STAREGISTER International Inc. for local or International NGOs that carry out activities in Turkey to certify the competency of the services of the NGOs. This document is the copyright of STAREGISTER International Inc. and it is prohibited to copy partly or completely without permission.

1.2.

The Non-governmental organization (NGO) shall target capacity improvement to take stakeholders in common projects with local and foreign NGO and to ensure the sustainability of activities and NGO shall establish ,implement and take precautions to continuously improve a Management system eligible to ISO 9001 or equivalent Standard to support this development

1.3. AUDIT AND CERTIFICATION

1.3.1. APPLICATION

Non-Governmental Organization may apply for the R.5000 NON GOVERNMENTAL ORGANIZATIONS CERTIFICATION OF COMPATENCY certification with the F1102 Application Form that may be downloaded from the web-site www.staregister.org or demanded from the mail address turkey@staregister.org .After the evaluation of the application STAREGISTER sends F1101 Agreement Form to the authorized person of the Non-Governmental Organization via mail or facsimile .

At the process of application and agreement NGO delivers the documents mentioned below to the STAREGISTER:

- F1102 Application Form
- F1101 Agreement Form
- NGO Regulations
- NGO Manuel
- Signature circular indicating the authorities

After the examination and evaluation of the documents STAREGISTER gives auditing services.

1.3.2. AUDIT

R.5000 NON GOVERNMENTAL ORGANIZATIONS CERTIFICATION OF COMPATENCY REGULATION Audits are conducted according to ISO 9001 Quality Management System and the additional requirements regarding to this Regulation.

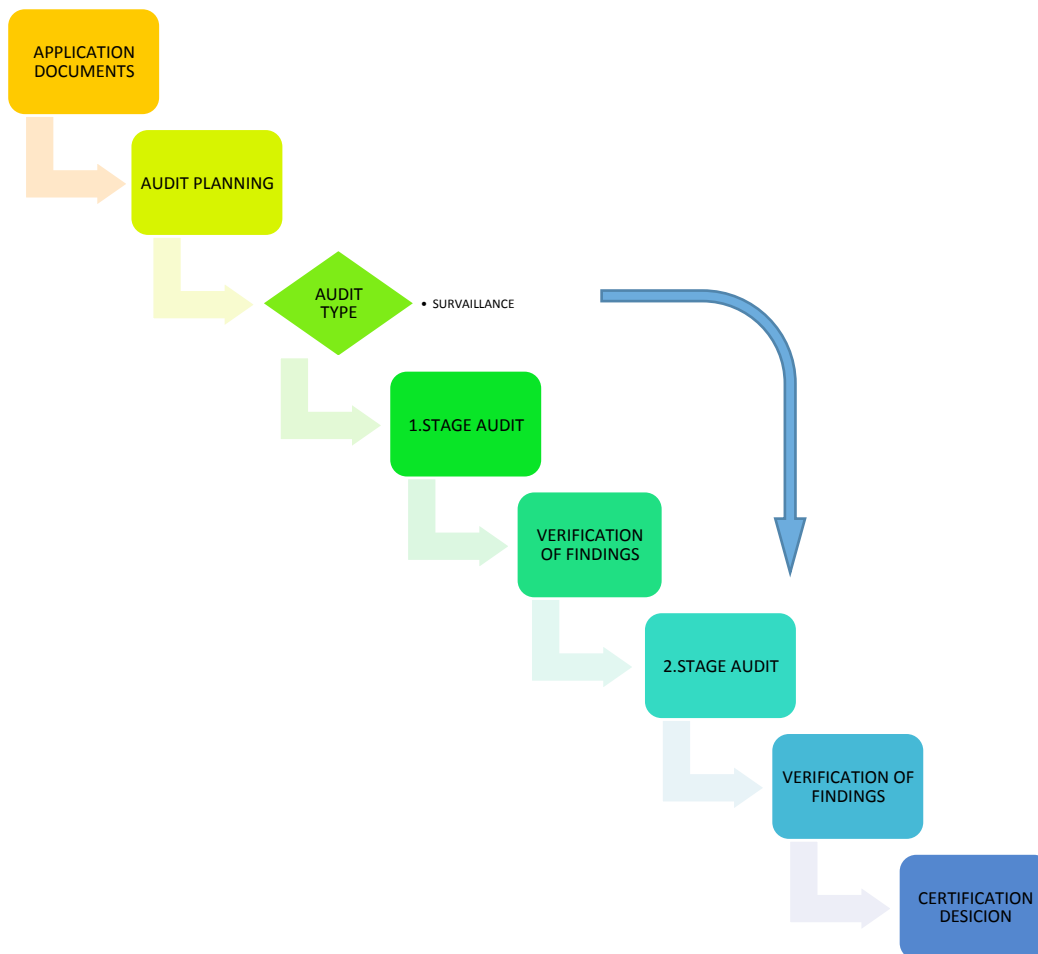
The audits are conducted by STAREGISTER Auditors who have training about this regulation.

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The duration of the Audits are calculated according to IAF MD 5:2015 Document by taking the number of the members, employees and branch offices into account.

1.3.3. CERTIFICATION

R.5000 NON GOVERNMENTAL ORGANIZATIONS CERTIFICATION OF COMPATENCY certification process is defined at TABLE 1:



The certification cycle of R.5000 NON GOVERNMENTAL ORGANIZATIONS CERTIFICATION OF COMPATENCY is three (3) years. First year; the certification audit consisted of Stage 1 and Stage 2

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Audits is conducted. Stage 1 Audit is the examination of the documents related to the requirements of this Regulation (This Stage may be conducted at the office). (After the closure of the findings if exists)Stage 2 Audit that the interval may not be less than 1 week more than 45 days, consists of the audit of documents and implementation. Second and third years only Stage 2 Surveillance Audits are conducted. After the certification cycle of three years, the recertification Audit consisting Stage 1 and Stage 2 are conducted.

Regarding to the Audits if the certification body approves the certification the Non-Governmental Organization is eligible for certification subject to this regulation.

1.4. CERTIFICATION FEE


STAREGISTER Turkey Office will send a price offer to the Non-Governmental Organization which applies for audit and certification regarding to this regulation, according to the information given on the Application Form. Certification fee depends on the number of members, employee and offices. Accommodation fees are not included.

1.5. OTHER REQUIREMENTS

The Provisions about Logo usage ,Appeals and Complaints ,legal and other requirements are at R.1000 STAREGISTER Management Systems Certification Regulation , STAREGISTER Certification logo-mark Policy and Appeals & Complaints Procedure which may be obtained from website:www.staregister.org ,or by sending an e-mail turkey@staregister.org.

If a registered Non-Governmental organization fails to comply with these regulations, STAREGISTER may, subject to the provisions in clause 11 of this Regulation, suspend certification, revoke the certificate or reduce its scope, refuse to grant or renew the certificate or extend its scope. Such decisions, and the grounds for them, shall be communicated by STAREGISTER in writing. If a registered NGO is temporarily unable to comply with the requirements of these Regulations, the Certification Board may require discontinuation of the STAREGISTER Logo, and/or any claim to be a registered company, with immediate effect until they are satisfied that the conditions of certification are again achieved, or pending the result of any appeal under clause 11 of this Regulation.

An applicant who satisfies STAREGISTER that he/she is capable of compliance with these Regulations and R.1000 STAREGISTER Management Systems Certification Regulation, and who gives to STAREGISTER such undertakings that may be required shall, subject to the conditions of these Regulations, be entitled to a Certificate, which shall nevertheless remain the property of STAREGISTER. Certificates are valid from the date of issue for a period of one up to three years, after which they are renewed subject to the terms of these Regulations. If an organization does not intend to renew its Certificate it must notify STAREGISTER in writing of its intention not to do so at least twenty days before the Certificate expiry date or date of scheduled surveillance audit. Once certification has been withdrawn, the certificate of registration must be returned to STAREGISTER. An organization's right to use the Certificate is not transferable without the prior permission in writing of STAREGISTER.

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2. TERMS AND DEFINITIONS

2.1. NON-GOVERNMENTAL ORGANIZATION (NGO),

A non-governmental organization (NGO) is a citizen-based, non-profit association that operates independently of government, usually to deliver resources or serve some social or political purpose voluntarily and that's incomes are donations and members' payments. NGOs usually operate in the name of chamber, union, foundations and association.

2.2. PROJECT,

Planned set of interrelated tasks to be executed over a fixed period and within certain cost and other limitations.

2.3. PROJECT CYCLE

Project cycle is the process of planning, organizing, coordinating and controlling of a project effectively and efficiently throughout its phases, from planning through execution then completion and review to achieve pre-defined objectives or satisfying the project stakeholder by producing the right deliverable at the right time, cost and quality.

2.4. POLICY,

Top Management's official statement of intent and direction of the organization.

2.5. OBJECTIVE,

The result to be achieved

2.6. LOGICAL FRAMEWORK,

An approach to plan and implement a Project for Project planners.

2.7. PROCESS,

Defined and interacted activities to achieve to a desired conclusion.

2.8. RISK,

An effect of uncertainty

2.9. RISK MANAGEMENT ,

The coordinated activities to manage the effect of uncertainty


2.10. DOCUMENTED INFORMATION ,

Information to be controlled and maintained by the organization hosted in any medium

2.11. INTERESTED PARTY,

Stakeholder

2.12. NON CONFORMITY

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A nonfulfillment of a requirement

2.13. CORRECTIVE ACTION,

Identification and elimination of the causes of a problem, thus preventing their recurrence.

3. SCOPE:

The activities that the NGO within the framework of the regulation, law and documented information shall be identified, documented and publicly available.

To achieve the targets and objectives and provide public benefits NGO shall;

- Establish processes,
- Define the interaction between processes,
- Define input ,output and objectives of the processes,
- Define the process responsibilities,
- Address to risks and opportunities in processes,
- Monitor the results of the changes.

NGO shall define the stakeholders, interested parties and relevant groups that will be provided benefit.


Interested Parties may be;

- The individuals or groups that NGO wants to effect,
- The individuals or groups that NGO are effected relatively ,positively or negatively by NGO and its activities,
- The individuals or groups that support NGOs' activities financially
- The individuals or groups that plan and carry out the NGOs projects
- Other stakeholders
- Other NGOs,
- Local/National Managers,
- Politicians,
- Press, social media
- International organizations

The need and expectations of interested parties shall be identified, understood and analyzed according to NGO policy strategical plan, Project management and financial management.

To identify the needs and expectations of interested parties, NGO shall submit information about:

- International organizations ,
- Basic information about Country ,Region ,
- Definition of Needs and expectations,
- Reasons of needs,
- Existing local/foreign attempts,
- Information and experience about need and expectation,

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- The reasons of the needs to Project
- The eligibility of the promoted solution,
- Alternatives,

4. ORGANIZATION

4.1. GENERAL:

NGO's shall have a legal registration that shall be internationally traceable. On-governmental organization shall have its own regulation and eligible documentation to this regulation.

NGO shall define the organizational structure, the roles and responsibilities of administrative personnel and volunteers. The members' records shall be up-to-date.

If NGO conduct externally funded programs, also NGO shall define the roles and responsibilities in these programs.

The roles and responsibilities of stakeholders, individuals and organizations in cooperation with NGO shall be defined.

4.2. POLICY AND ETHICAL VALUES OF NON-GOVERNMENTAL ORGANIZATION

NGO shall define and maintain a policy that;

- Compose a frame for objectives, strategical plan and project plans,
- shall include commitment to transparency, openness, accountability, effectiveness,
- include a commitment regarding to conflict of interest,
- Include a commitment regarding to ethical values.
- Include a commitment regarding to continuously improvement,
- The stated policy shall be eligible to the context, targets, objectives and strategical direction of the organization.
- Policy shall be documented and publicly available.

4.3. OBJECTIVES ,STRATEGICAL PLAN AND IMPROVEMENT OF THE ORGANIZATION:


NGO, shall establish and document the objectives and strategical plan to plan, implement, and develop the capacity of the national and international activities .NGO shall have infrastructure to monitor the results of the past activities and project performance.

The phases of establishing strategical plan including the development of the activities are;

- Current situation; The evaluation of the current situation and formation process situations
- Objectives; Defining the targets and objectives
- Itinerary; Planning of achieving targets and objectives

Strategical plan and Objectives shall;

- Be compatible with the ethical values and policy of NGO ,
- Be measurable,
- Take the applicable requirements into account,

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- Be compatible with the project cycle.
- Be monitored, conducted and updated when required.

5. PROJECT AND PROGRAM CYCLE:

Every project of NGO, shall include design, implementation, monitoring, decision and evaluation in project cycle.

NGO shall plan and develop the processes regarding to Project Management. (Processes may differ from one project to another .Because of this in every project there shall be a unique project design)

These processes shall include:

- definition of the scope of project,
- definition and identification of the problem,
- Identification of project plan and program
- Development and improvement of the project
- Project analyses
- Approval and finance of the project,
- Implementation and monitoring of the project,
- Evaluation after the implementation of the project ,
- Developing new plan and project.

5.1. DEFINING THE LOGICAL FRAMEWORK


The logical framework of the projects shall be defined including:

- The reason of the project realization (Scope of the Projects)
- The expectations from the project to achieve (Indicators)
- How will the project achieve (Activities and instruments)
- The expectations which are important to project achievement (Assumptions)
- Where to find the required information to evaluate the achievement of the Project (verification resources)
- The cost of the project (Budget)
- The requirements to realize the project (Pre-requirements)

5.2. THE PHASES OF LOGICAL FRAMEWORK

- a. The summary of the Project shall be defined.
- b. Definition and Identification of Problem
- c. Recommended project
- d. Implementation Plan
- e. Management and personnel
- f. Budget

5.3. FINANCE OF THE PROJECT

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NGO shall identify and document the processes of the programs funded by national or foreign resources or implanting regarding to improve the capacity with other local or foreign NGOs, project based.

The method of reporting Project Finance to the founders and the Frequency of this reporting shall be defined and the records shall be kept.

Project analyses shall be documented, monitored, implemented corrective actions regarding deviation of the objectives.

6. DOCUMENTED INFORMATION AND COMMUNICATION

6.1. ESTABLISHMENT AND UPDATE

The NGO's management system shall include:

- documented information required by this Regulation ;
- Documented information determined by the organization as being necessary for the effectiveness of the management system.

When creating and updating documented information, the organization shall ensure when applicable;

- identification and description (e.g. a title, date, author, or reference number);
- format (e.g. language, software version, graphics) and media (e.g. paper, electronic);
- Review and approval for suitability and adequacy.

6.2. CONTROL OF DOCUMENTED INFORMATION


For the control of documented information, the NGO shall address the following activities, as applicable:

- a) distribution, access, retrieval and use;
- b) storage and preservation, including preservation of legibility;
- c) control of changes (e.g. version control);
- d) Retention and disposition.

6.3. COMMUNICATION :

The NGO shall determine the internal and external communications relevant to the quality management system, including:

- on what it will communicate;
- when to communicate;
- with whom to communicate;
- how to communicate;

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- Who communicates?

7. RISK MANAGEMENT

The NGO shall define the risks and opportunities throughout activities project management. Risk Analyses shall documented information regarding to:

- The processes risks and opportunities may occur
- The activities and responsibilities of these processes
- Defining the risk level ,till what level what activities will be done
- Definition of residual risk and related activities
- The monitoring of the effectiveness of these activities,
- By Whom ,When ,where, how will the risk analyses be done

Risk analyses shall be reviewed continuously in determined intervals including every project cycle and established again when new risk and opportunities occur or are no longer risks and opportunities.

8. FINANCIAL MANAGEMENT

8.1. GENERAL

NGO shall plan, establish, maintain and continuously improve the Financial Management Process, to ensure financial sustainability, accountability, transparency, to ensure a competitive edge in gaining access to funding.

8.2. FINANCIAL MANAGEMENT PROCESS


Non-governmental organization shall establish, maintain and make publicly available the information which are obligatory to be available to public, legally or regarding to the Project scope

- general budget outlining income and expenses of the Non-Governmental Organization
- the project budget
- Consolidated financial statements
- NGO's financial records,
- NGO's bank records, pay orders, collection order records,
- The financial relations with stakeholders,
- The financial relations with organizations (that have the fund)
- The financial relations with members.

NGO shall establish the methods of reporting, monitoring, measuring, evaluating and giving account of Financial Management Process

NGO shall provide that the data obtained from the issues mentioned above should be obtained by Internal Audits and Independent Audits.

These data should be evaluated for compliance at the Management Review and the required corrective and preventive actions should be executed.

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These data shall be ensured to be publicly and by interested parties available.

NOTE: None of NGO's financial record is monitored within the scope of this audit. The process documentation covering the subjects above will be monitored.

9. EVALUATION

9.1. GENERAL

NGO shall evaluate the effectiveness of the activities and the opportunities for continuous improvement, audit and to ensure the follow up actions after the audit and their effectiveness.

NGO shall determine, document and keep the records about;

- Member satisfaction,
- Project Management,
- The evaluation of stakeholders and founders,
- The other evaluation defined at the Manuel and Regulation of NGO,
- How often the analysis of monitoring and measuring results to be evaluated.

9.2. INTERNAL AUDIT

The NGO shall plan, establish, implement Audit programs including the intervals, methods, responsibilities, planning requirements, reporting and taking into account the importance of the processes, the changes that may affect the NGO and the results of the previous Audits.

The Internal Audits shall be conducted by the internal auditors who have training about this Regulation .Internal Auditors shall not audit the processes that they are responsible of.

NGO;


- Shall determine the criteria and scope of the audit,
- Shall choose the auditors and shall ensure that auditors conduct the audit to safeguard impartiality and objectivity.
- Shall ensure that audit results are reported to the top management
- Adequate corrections and corrective actions shall be implemented and the effectiveness shall be evaluated,
- The records that provide the objective evidence of the implementation of the audit program and audit findings shall be kept.

9.3. MANAGEMENT REVIEW

NGO Top management shall coordinate Management Review meeting to review the activities, projects and take decisions.

Management Review interval shall not be longer than 12 months.

The interval of management review meetings, participants, information on the inputs and outputs shall be documented. Management review meeting agenda and decisions on the results shall include the following:

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- The status of the ongoing activities from the previous Management Review,
- The changes about internal and external conditions that may affect the NGO ,The expectations of public
- New Project Opportunities
- Internal Audit Results
- Sufficiency of the resources consequences of Financial Audit ,financial relations between the stakeholders and the founders at the Project,
- The effectiveness of the activities carried out to address the risks and opportunities
- The status of the ongoing projects in the project cycle.
- Improvements.

The records of the Management Review meeting shall be kept.

9.4. NON-CONFORMITY AND CORRECTIVE ACTIONS

Non-Governmental organization shall take measures to control and correct the non-conformity that occur in project cycle, internal functions and related to requirements of this regulation

The NGO shall;


- evaluate the nonconformity by reviewing, analyzing ,determining the causes of the nonconformity ,
- implement the required activities,
- Review the effectiveness of corrective actions,
- Update the risks and opportunities during planning , when required,
- Implement the changes in Quality Management System

The corrective actions shall be appropriate to the effects of the nonconformity.

The NGO shall keep the documented information as evidence of following;

- Nature of nonconformities and subsequent measures taken
- The results of corrective actions

AMENDMENT:

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1. Regarding to the findings of the accreditation assessment conducted at the date of 18.02.2016 the following revisions are done on this document:
 - i. Context Table is attached.
 - ii. 1.2. The Non-governmental organization (NGO) shall target capacity improvement to take stakeholders in common projects with local and foreign NGO and to ensure the sustainability of activities and NGO shall establish ,implement and take precautions to continuously improve a Management system eligible to ISO 9001 or equivalent Standard to support this development.
 - iii. 1.3.2. STAREGISTER does not examine any financial data or record and does not take any responsibility of the accuracy of these data.
 - iv. 1.3.3. The certification cycle of R.5000 NON GOVERNMENTAL ORGANIZATIONS CERTIFICATION OF COMPATENCY is three (3) years. First year; the certification audit consisted of Stage 1 and Stage 2 Audits is conducted. Stage 1 Audit is the examination of the documents related to the requirements of this Regulation (This Stage may be conducted at the office). (After the closure of the findings if exists)Stage 2 Audit that the interval may not be less than 1 week more than 45 days, consists of the audit of documents and implementation. Second and third years only Stage 2 Surveillance Audits are conducted. After the certification cycle of three years, the recertification Audit consisting Stage 1 and Stage 2 are conducted.
 - v. 1.3.3. TABLE 1
 - vi. 1.4. STAREGISTER Turkey Office will send a price offer to the Non-Governmental Organization which applies for audit and certification regarding to this regulation, according to the information given on the Application Form. Certification fee depends on the number of members, employee and offices. Accommodation fees are not included.
 - vii. 8.2. NOTE: None of NGO's financial record is monitored within the scope of this audit. The process documentation covering the subjects above will be monitored.
 - viii. 9.2. The Internal Audits shall be conducted by the internal auditors who have training about this Regulation .Internal Auditors shall not audit the processes that they are responsible of.

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