



# AccountAbility

Setting the Standard for Sustainability

## *User Guide for Training Platform and Certification Renewals (all levels)*

## CONTENTS

<b>1. User Manual for individual users (SP or CSAPs)</b>	<b>3</b>
1.1 How to set up your account – existing users	3
1.1.1 CPD Requirements	3
1.1.2 Expired CSAPs	3
1.1.3 Homepage Navigation:	4
1.2 How to set up an account – new users	4
1.2.1 Sustainability Practitioners (SP), Associate CSAP	4
1.2.2 Staff member of a training provider	4
1.2.3 Practicing CSAP, Lead CSAP Registrations	4
1.3 Applying for PCSAP/ LCSAP	6
1.3.1 An unsuccessful application	7
1.3.2 A successful application	8
1.4 All Certified Practitioners – CPD requirements	9
Post CPD-submission	9
<b>2. User Manual for CSAP Training Organizations</b>	<b>11</b>
2.1 Creating a profile (Existing Users)	11
2.1.1 Training Provider Login	11
2.1.2 Adding Staff to the Training Provider Account	11
2.2 Submitting trainees in the system	13
2.2.1 Trainees List	15
2.3 Staff Certification	16
2.3 Invoicing	18
Important considerations	18
Creating a profile (New Training Providers)	18
<b>3. User Manual for Technical Evaluators</b>	<b>23</b>
How to set up your account – existing users	23
How to evaluate applications	23

## 1. USER MANUAL FOR INDIVIDUAL USERS (SP OR CSAPS)

### 1.1 How to set up your account – existing users

#### Important Notes:

We have used the email address that was previously supplied to us. If this is not the best email to send annual renewal notices and other notifications regarding your qualification, please contact us via our online form here: <https://www.accountability.org/contact-us> - please select Standards as the subject.

#### Sustainability Practitioners (SP), Associate CSAP, Practicing CSAP, Lead CSAP

All existing SPs and CSAPs will be added into the platform by the AccountAbility project team. Each user will receive an email from [erp@accountability.org](mailto:erp@accountability.org) asking them to create an account by clicking through the link. This email needs to be actioned ASAP.

Once an account has been created, a user will see their account details, status of their qualification, certificate and any invoices. Any individual that has a certificate expiring in 2025 has already paid their annual dues.

Those renewing post 1<sup>st</sup> January 2026 will receive the 2026 invoices automatically. It is important you pay this invoice and enter in the CPD information ASAP.

#### 1.1.1 CPD Requirements

Starting 1 January 2026, all Certified Sustainability Assurance Practitioners (CSAPs) will need to demonstrate Continuing Professional Development (CPD) as part of their renewal process.

CSAPs must show active engagement in sustainability and/or assurance work and ongoing professional learning. For details, visit the CPD section under [AA1000 Individual Certification](#). This information will be required by filling in the online form in your CSAP account. CPD submissions will be randomly selected for quality purposes.

CSAPs must keep records for two years to allow AccountAbility to review prior years' CPD.

Please refer to the [Section 1.4](#) below to see how users can enter in the CPD information.

#### 1.1.2 Expired CSAPs

If your qualification has lapsed, please review the AccountAbility Policy on CSAP Annual Renewal Fee Payment on our website [here](#) under Annual Fees.

### 1.1.3 Homepage Navigation:

- **Applications** relate to your application to become a CSAP or similar
- **CPD** is the page where you submit your annual Continuing Professional Development hours to renew your CSAP
- **Invoices**
- **Certificates** this is where your certificate is located and is how you check when your certificate needs to be renewed.

## 1.2 How to set up an account – new users

### 1.2.1 Sustainability Practitioners (SP), Associate CSAP

Once a trainee has completed either Sustainability Practitioners (SP) or Associate CSAP qualification, the trainee will receive an email from [erp@accountability.org](mailto:erp@accountability.org) asking them to create an account to download their certificate, by clicking through the link. This email needs to be actioned ASAP.

Once an account has been created, a user will see their account details.

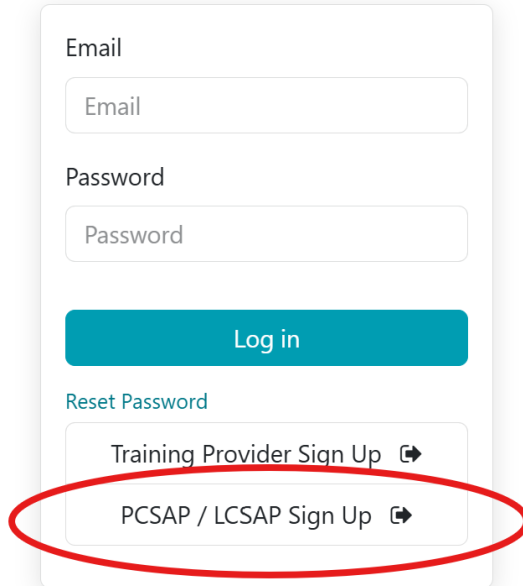
If you have not received your certificate, please reach out to the training provider you completed the qualification through.

### 1.2.2 Staff member of a training provider

If you are a new staff member of a training provider, you can be added to the training provider account. See [Section 2.1.2](#).

### 1.2.3 Practicing CSAP, Lead CSAP Registrations

Individuals registering for a PCSAP or LCSAP application (who do not yet have the Associate CSAP qualification) will need to 'Sign up' for an account by clicking on the button below from [the AA1000 training login page](#). See below:



Email

Email

Password

Password

Log in

Reset Password

Training Provider Sign Up →

PCSAP / LCSAP Sign Up →

After the form has been submitted and you receive the message below, each user will receive an email from [erp@accountability.org](mailto:erp@accountability.org) requesting them to create their account.



## Thank You!

---

✔ Registration has been **successfully** completed.

You will receive confirmation email.

To continue with the application process, the individual must click through the link. This email needs to be actioned ASAP.


Please create an account with AccountAbility for CSAP.

Accept invitation

Individuals will need to submit some details before their account is created.

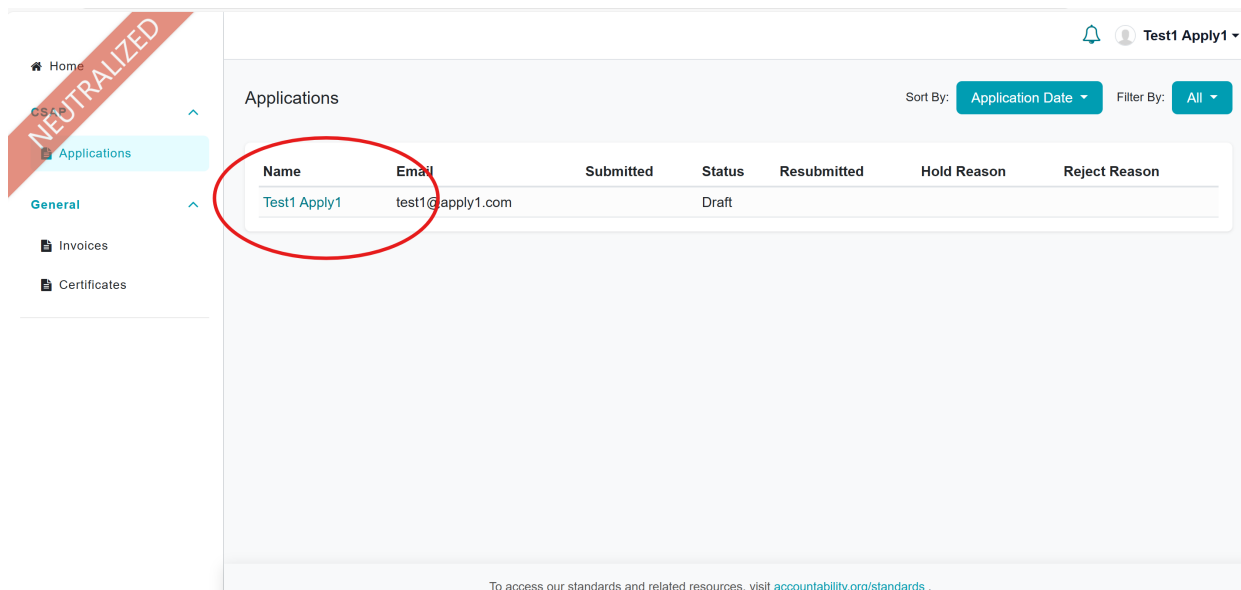
Once created, a user will be able to login to see the status of their application. A PCSAP/LCSAP must submit more information to complete the application process. See next section for more details.

## Welcome

 Your LCSAP application is **Draft**

### 1.3 Applying for PCSAP/ LCSAP

Click 'Applications' in the menu on the left-hand side of the dashboard, and then click on your Name to access your application.



Verify the details of your application are accurate and click on the 'Next' button at the bottom of your application to continue.

Fill in all the required information and click 'Next' at the bottom of the page to go to the next step. Once you have completed all steps and uploaded the information needed, click on 'Submit' at the bottom of the page.

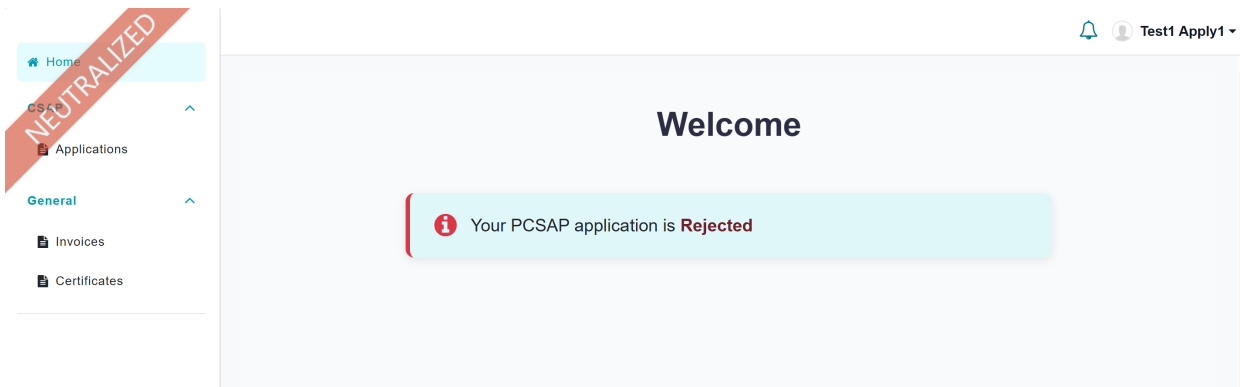
You will receive the message that your application has been submitted on the final screen.

Once your application has been submitted you will receive an email with the invoice for this application. This will also be available to view in the 'Invoices' tab in the left-hand side menu.

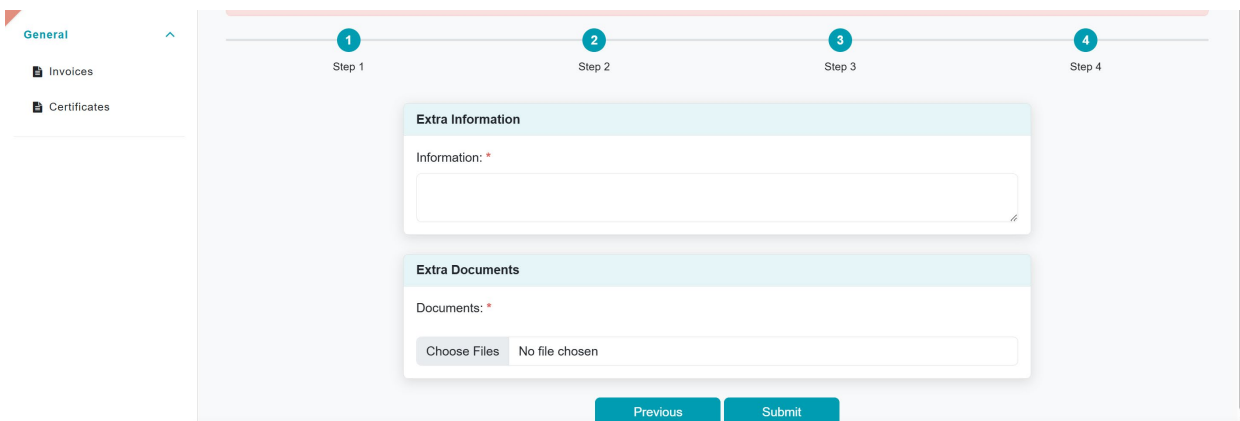
Please note: payment is required for your application to be reviewed so please pay this invoice as soon as possible to ensure a quick response from AccountAbility's Technical Evaluators.

### 1.3.1 An unsuccessful application

Once your application has been reviewed, if you have not been successful, you will receive a notification via email and see the following screen when you login.



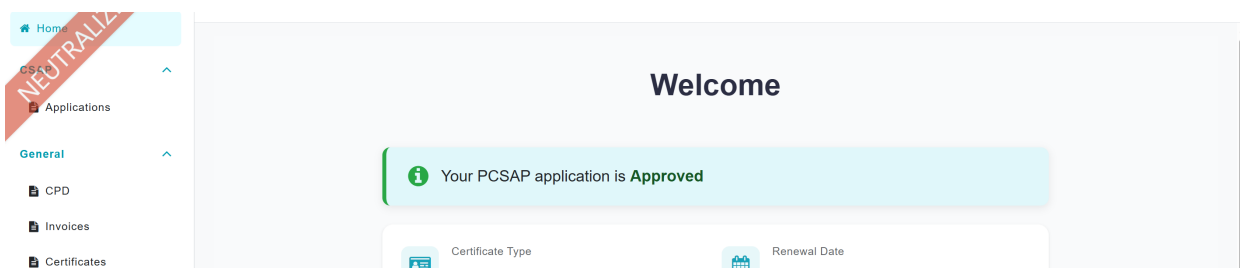
Once you click on 'Application', on the menu, you will be able to access your application and submit the necessary information on Step 4 as below.



You will receive the message that your application has been 'resubmitted' once you 'Submit' the information. This will then be sent to your Technical Evaluator for review.

### 1.3.2 A successful application

If you are successful, you will receive an email notification and when you sign in the next time you will see the 'application approved' message below.



You can click on the 'Certificates' from the menu options to download your certificate.



## 1.4 All Certified Practitioners – CPD requirements

From 1<sup>st</sup> January 2026, every level of CSAP must submit Continuing Professional Development (CPD) on the anniversary of their qualification to maintain their qualification.

For more information on the CPD program, please visit our [website](#) under **Continuing Professional Development (CPD)** to read more information.

Please submit your hours as per your level of qualification. This can be entered throughout the year. Please submit the information before your anniversary date and pay the renewal fee to maintain your qualification.

Continuing Professional Development (CPD) Hours

How many Continuing Education Credits are you claiming?

*i* Associate Certified Sustainability Assurance Practitioner (ACSAP) at least 8 CPD hours

*i* Practicing Certified Sustainability Assurance Practitioner (PCSAP) at least 8 CPD hours

*i* Lead Sustainability Assurance Practitioner (LCSAP) at least 16 CPD hours

Unstructured \*

*i* Where 3 hours are accepted as one CPD hours

Semi-structured \*

*i* Where 2 hours are accepted as one CPD hours

Structured \*

*i* Where each hours is accepted as one CPD hours

Date \*

*i* Date of most recent CPD activity completed

Total CPD hours

What level of CSAP are you? \*

-- Select --

## Paying Your Invoice

The renewal invoice will be automatically created one month before the certificate is due to expire. CSAPs will need to submit their CPD hours into the platform to see the Pay Now option next to the invoice.

## Post CPD-submission

Once your CPD hours have been formally submitted and the annual invoice has been paid, your certification will be automatically approved for the next year.

As part of our quality assurance process, a percentage of submissions are randomly selected for audit review. Should your submission be selected, you will be contacted if any additional information is required.

Please refer to our [AA1000 POLICY ON CPD SUBMISSIONS AND REVIEW PROCESS](#) available on our website.

## 2. USER MANUAL FOR CSAP TRAINING ORGANIZATIONS

### 2.1 Creating a profile (Existing Users)

Training providers who have held a license prior to December 2025 will be automatically added to our new system. The nominated point of contact will receive an email asking them to create an account. This account will be the admin account and other employees can be added by this user.

#### Homepage Navigation:

- **Training Provider**
  - **Applications** relate to your application to become a training provider
  - **Users** refer to internal users of the training account (admin, staff, trainers)
  - **Trainees** refer to where you enter the information about trainees that have completed training. This includes a dashboard for seeing previous trainees, as well as the option to add recent trainees so they can receive their certificates.
  - **Staff for Training** will include a list of staff members who have completed the training and an option to add recent staff members who have completed so they can receive their certificates.
  - **Documents** include any relevant information from AccountAbility including policies and procedures
  - **Provider Assets** This is the menu where the user can view the license agreement and the unique identifier/logo.
- **General**
  - **Orders** relate to the licensing fee
  - **Invoices** will contain a full list of invoices related to AccountAbility services.
  - **Signatures** include all digital signatures that have been requested from our system for a specific person to sign. This can include any document, such as a quotation or a legal document.

#### 2.1.1 Training Provider Login

The nominated point of contact (who will receive an email asking them to create an account as above) will be the default admin account for a training provider. Therefore, this same email address needs to be used for login.

#### 2.1.2 Adding Staff to the Training Provider Account.

Please click on Users on the left-hand side of the screen. On this page you will see a list of existing users. To invite a new user to join, click on 'Invite' at the top of the page.

If a user already has a CSAP account you might get an error message, but please try first and if you do, please contact [standards@accountability.org](mailto:standards@accountability.org).

## Choi Trainings Inc

Users

[Invite](#)

Name	User Status
Betty Choi	Confirmed
Choi Staff 1	Confirmed

Please add the required information including their role in the organization.

[<](#) Invite User

Contact Information

First Name \*

Last Name \*

Email \*

Telephone \*

Role \*

☐ Administrator
 ☐ Staff
 ☐ Trainer

Send

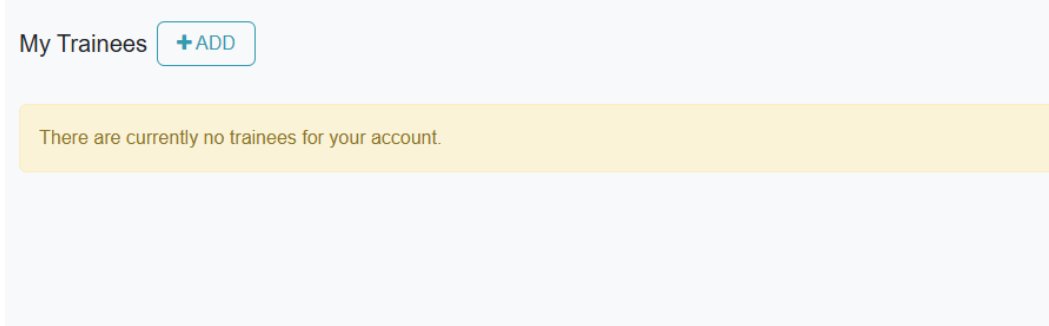
An email will be sent to the new user. Please ask them to check their emails, remembering to check Junk/Spam for the email from [erp@accountability.org](mailto:erp@accountability.org).

Please note the differences in roles as outlined below:

- **Administrator:** Users will be able to use all functionalities of the platform including adding trainees, billing, and payment.
- **Staff:** Users will be able to:
  - Upload new trainees and issue certificates.
  - View and pay all generated invoices for the Training Provider.
  - Staff will not be able to invite new users or staff members to the Training platform, nor can they issue certificates to staff members.

## 2.2 Submitting trainees in the system

Training institutions can insert the trainee information into the training portal by clicking on 'Trainees' on the left-hand side of the screen. This should take you to the following screen:

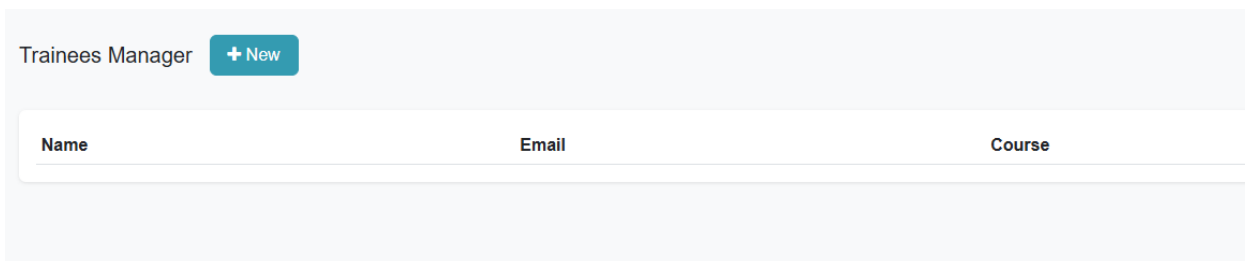


My Trainees [+ADD](#)

There are currently no trainees for your account.

Click +ADD, as above.

Click +NEW, as below.



Trainees Manager [+ New](#)

Name	Email	Course
------	-------	--------

Fill in all the required fields.

New

Trainee Details

First Name

Last Name

Email

Course

Modules

Fees

Currency \*

USD

Full fee the training provider received from the trainee / the trainee paid for the module

Completion Date

12/08/2025

Belong to Non-Profit Organization (External Trainee)? \*

Yes

No

Country \*

Country...

Term & Conditions

Please read the Policy on Exceptions to Royalty Fees for ACSAP Trainees

Add

Add & New

Close

Please check that all information entered is accurate including:

- ▶ The email address is the preferred contact email of the trainee
- ▶ The full amount of the training is included under the fees section. The 15% royalty fee will be calculated on the total amount using the current exchange rate.
- ▶ Select the currency the training fee was charged in. The royalty fee in GBP will be calculated at the current exchange rate.
- ▶ Select all the modules the trainee completed. If the trainee completed all three modules, please select all three before submitting the form.
- ▶ Please refer to the Policy on Exceptions to Royalty Fees for ACSAP Trainees shared with training providers and available on our [website here](#) to answer the Non-Profit Organization question (under 'Overview' under Contact and Downloads).

Please note that information entered will be used to create the certificate and the invoice.

<<<<Please check the information before submitting the form>>>>

Once all the information has been reviewed, please click submit

Trainees Manager

+ New
Submit

Once submitted, the trainees will appear in a list on the trainees' page. If the trainee contacts you to ask about their certificate, admin users should check this page to see if a certificate number is assigned. If so, the trainee has been sent an email with the certificate and must create their own account to view the certificate and renew it on the anniversary of their completion date.

My Trainees
+ADD

Name	Certification	Modules
Test 1 Test	Associate Certified Sustainability Assurance Practitioner (ACSAP)	Module A - Stakeholder Engagement Practitioner Module B - Sustainability Practitioner

If the certificate has not been assigned, please check that the information has been entered correctly and contact [standards@accountability.org](mailto:standards@accountability.org).

### 2.2.1 Trainees List

This list will contain the list of trainees who have only partially completed a course (for example, Module A and B, with Module C not yet completed – as above). Those who have completed all three Modules at once will not appear here. We ask that you keep a separate record for the full list of trainees. Please check the list on our [website](#) to confirm CSAPs as this will be updated regularly.

TVS Trainings Inc
TVS Staff ONE

My Trainees
+ADD

Sort By
Reset

Name	Certification	Modules	Certificate Number
Test 14	Associate Certified Sustainability Assurance Practitioner (ACSAP)	Module A - Stakeholder Engagement Practitioner	041225504
Trainee 11	Associate Certified Sustainability Assurance Practitioner (ACSAP)	Module A - Stakeholder Engagement Practitioner Module B - Sustainability Practitioner	041225503
Trainee 10	Associate Certified Sustainability Assurance Practitioner (ACSAP)	Module A - Stakeholder Engagement Practitioner	041225501
TVS Trainee 2 T190	Associate Certified Sustainability Assurance Practitioner (ACSAP)	Module A - Stakeholder Engagement Practitioner Module B - Sustainability Practitioner	041225501
TVS Staff ONE			A04122501

If a trainee later completes another Module please review the list of trainees, searching for their name. Once found, please copy the email address to be pasted in the form. Please select +ADD and enter the information for this trainee selecting the new Module only and pasting the email address into the form. Once submitted, this trainee will receive the new certificate for the relevant Module and if they have now completed all three Modules will receive their ACSAP

qualification. If all three Modules have been completed, they will no longer appear in your list of Trainees.

**Please note:** If a trainee has only completed Module A prior to January 2026 they will not appear on the list of trainees and they do not currently have a record in our system. In this instance, please add a new trainee, and select the relevant modules (A, B, and/or C) to the record so that the user receives a single certificate reflecting all modules completed (past and present). You should enter the payment amount based only on the modules they have just completed (please see example below). This will ensure that the correct royalty is generated and the renewal for the ACSAP or SP is properly added.

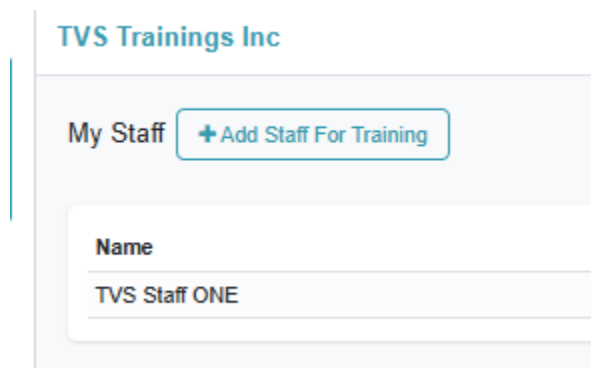
For example, Trainee One completed Module A in February 2025. They complete Module B and C in January 2026. The training organization should enter Trainee One as a new trainee, add all three Modules in the Modules field, and type in the fees for only Module B and C.

For trainees that have completed Module A and B (Sustainability Practitioners), they will have a record in our system. Please use the same email that they use to login to the AccountAbility platform, add Module C, add the fee for Module C, and the system should acknowledge their previous module completions. When the trainee signs into their account they will see they are an ACSAP and will be able to download their most recent certificate.

## 2.3 Staff Certification

For new staff members who have completed the training recently and need to receive their certificate, please click Staff for Training from the left-hand side menu.

You should see the following option:



Click + Add Staff for Training.



TVS Trainings Inc

Staff Manager [+ New](#)

Name	Email	Course

Click +New

Only Staff that have been entered into the Training Provider account as described in [Section 2.1.2](#) will appear in the drop-down options under Name, as shown below. Please create a user first, then come back to this page to fill in the form.

Please refer to our [Training Overview](#) for the Policy On Exceptions To Royalty Fees For ACSAP Trainees for more information.

New

Staff Details

Name

TVS Staff ONE

TVS Staff ONE

Associate Certified Sustainability Assurance Practitioner (AC

Email

tvstaff1@gmail.com

Modules

Fees

Currency

USD

Full fee the training provider received from the staff / the staff paid for the module

Completion Date

12/04/2025

Term & Conditions

TnC for Staff

Add

Add & New

Close

## 2.3 Invoicing

Invoices will be automatically created after the trainee details are submitted under 'Trainees'. All invoices will be available by selecting 'Invoices' in the menu on the left-hand side of the dashboard.

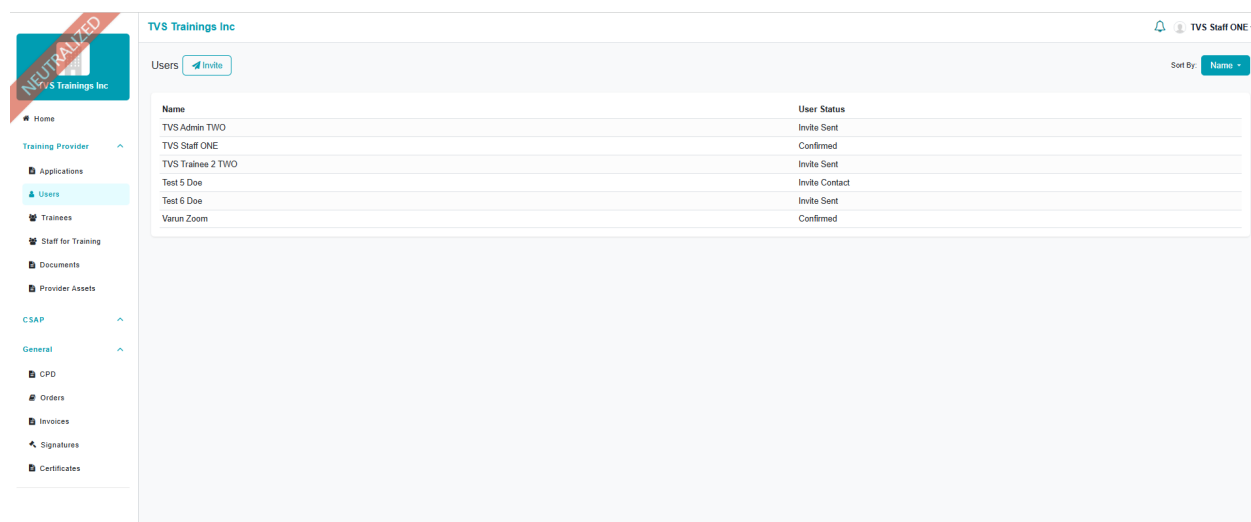
Training providers who submit trainees will receive an automatic invoice that factors in the royalty fee and the currency conversion. Please do not do these calculations yourself. Please enter in the amount that was quoted to the individual completing the training.

Please note we have written a [Policy On Exceptions To Royalty Fees For ACSAP Trainees](#) for exceptions such as Staff Training and External Trainees Receiving Scholarships or Free Access to the ACSAP that is available in our [Training Overview](#). Training providers may select these candidates, but approval from AccountAbility is required. We ask training providers to review this policy, so they are aware of the limitations on these exceptions.

Please note that a flat fee will apply to Staff who complete CSAP even if the training provider did not charge a fee to the individual staff member. This fee helps support our ongoing costs to manage the qualification.

## Important considerations

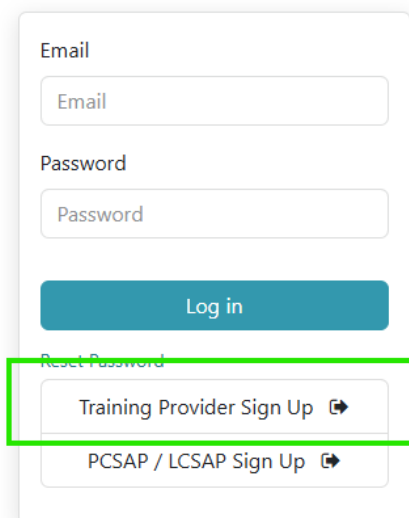
If you are undertaking the training on behalf of another organization, please either submit the trainee details using the other training provider's account, or if they do not have an AA1000 Training License, please submit using your account. Please note that if your account is used, the invoice will be directed to you and cannot be changed. You will also have the details of the trainees in your trainee log.



Name	User Status
TVS Admin TWO	Invite Sent
TVS Staff ONE	Confirmed
TVS Trainee 2 TWO	Invite Sent
Test 5 Doe	Invite Contact
Test 6 Doe	Invite Sent
Varun Zoom	Confirmed

## Creating a profile (New Training Providers)

To become a new training provider, users must apply [here](#). Please refer to the prompt below to apply for the training provider license.



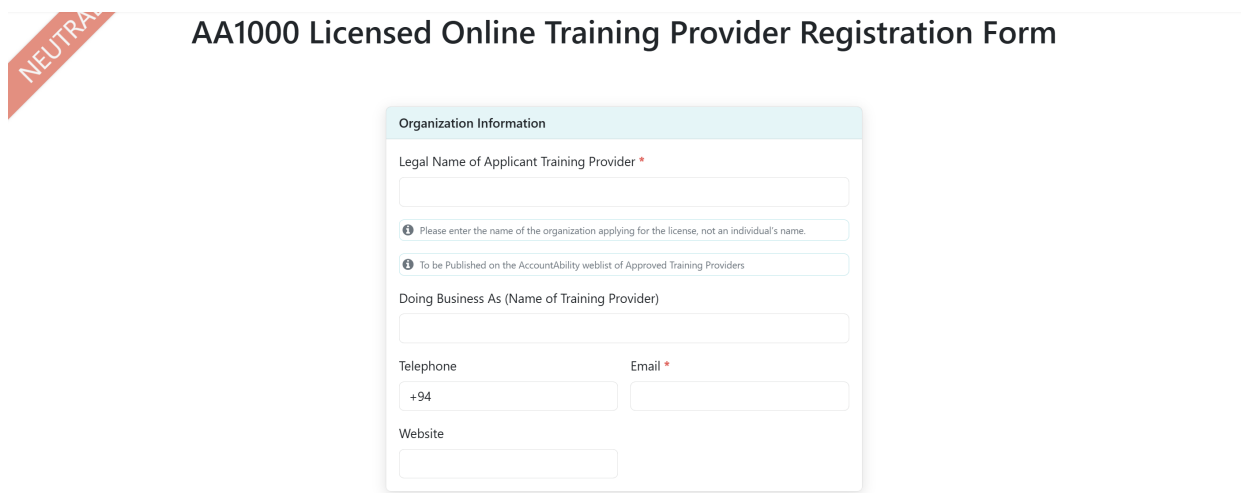
A login and registration form with the following fields and buttons:

- Email input field
- Password input field
- Log in button (blue)
- Reset Password link (green box)
- Training Provider Sign Up button (green box)
- PCSAP / LCSAP Sign Up button (green box)

Please follow the prompts in the form by filling out all the information.

The information related to 'Organization information' below is for display on the [licensed training providers web list](#) on AccountAbility's website.

The Legal Name of the Applicant Training Provider will not be displayed publicly. The name entered in the 'Doing Business As' box will be displayed on the AccountAbility web list, with the other contact information entered.



AA1000 Licensed Online Training Provider Registration Form

NEUTRA

Organization Information

Legal Name of Applicant Training Provider \*

Please enter the name of the organization applying for the license, not an individual's name.

To be Published on the AccountAbility weblist of Approved Training Providers

Doing Business As (Name of Training Provider)

Telephone Email \*

+94

Website

The information related to 'Primary Contact Information' below is for registering an account on the online platform for initial registration and for communication with AccountAbility related to the license application. It is not for display on AccountAbility's website.



Primary Contact Information

Nominated Point of Contact (PoC) within the Training Provider for AccountAbility

First Name \*

Last Name \*

Job Role \*

Telephone \*

Email \*

Street

City

Country \*

State

Postcode

Once submitted, an email from [erp@accountability.org](mailto:erp@accountability.org) will be sent to the email address you used in your application. Please follow the prompts to create your profile. When your application is submitted you will see the following screen.

Your Training Provider Application is **Submitted**

AccountAbility

To access our standards and related resources, visit [accountability.org/standards](https://accountability.org/standards).

For troubleshooting or support inquiries, visit our [FAQs](#) page.

Licensing: [standards@accountability.org](mailto:standards@accountability.org) | Invoicing: [invoicing@accountability.org](mailto:invoicing@accountability.org)

© Copyright **AccountAbility** 2025. All rights reserved.

When your application is approved you will receive an email from [erp@accountability.org](mailto:erp@accountability.org) confirming your application has been approved.

See next image below.

Welcome

**Melanie O'Brien**

---

Dear Melanie O'Brien,

Thank you for your application to become an AccountAbility Training Provider. Your application has been approved.

Please finish the process by reviewing and accepting the License Agreement below and making your payment.

When you click the button below, your company name and address will be added to the PDF, together with the date and time of your acceptance. After you accept the agreement, you must pay for your AccountAbility Training Provider License. Your license will become active once AccountAbility receives your payment.

Accept Licensing Agreement

---

AccountAbility AA1000 C.I.C. | [erp@accountability.org](mailto:erp@accountability.org) | <https://www.accountability.org>

Please accept the Licensing Agreement by clicking on the link, entering the information and signing the form.

Once signed and submitted you will receive the following notification.

**Thank you! Your signature has been submitted.**

You will receive the final signed document by email. You may also request a paper copy from the sender.

[Download Document](#)

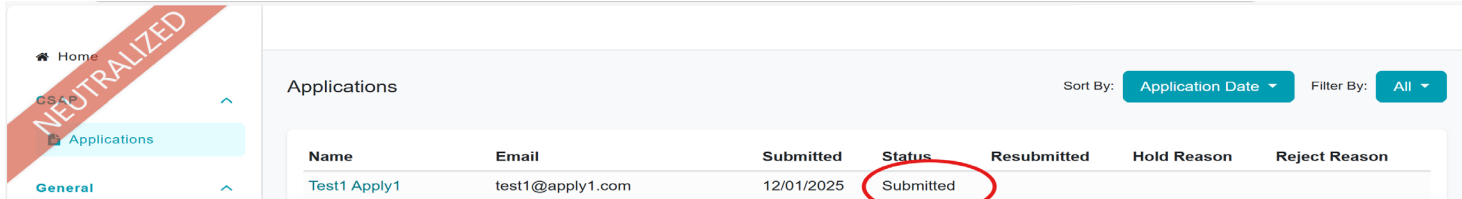
[Close](#)

## 3. USER MANUAL FOR TECHNICAL EVALUATORS

### 3.1 How to set up your account – existing users

As a Technical Evaluator, you will have an additional section on your menu in addition to the options you see as a CSAP.

Once you access the CSAP menu, under applications, you will see the applications pending your review as 'Submitted' under the Status column, as below

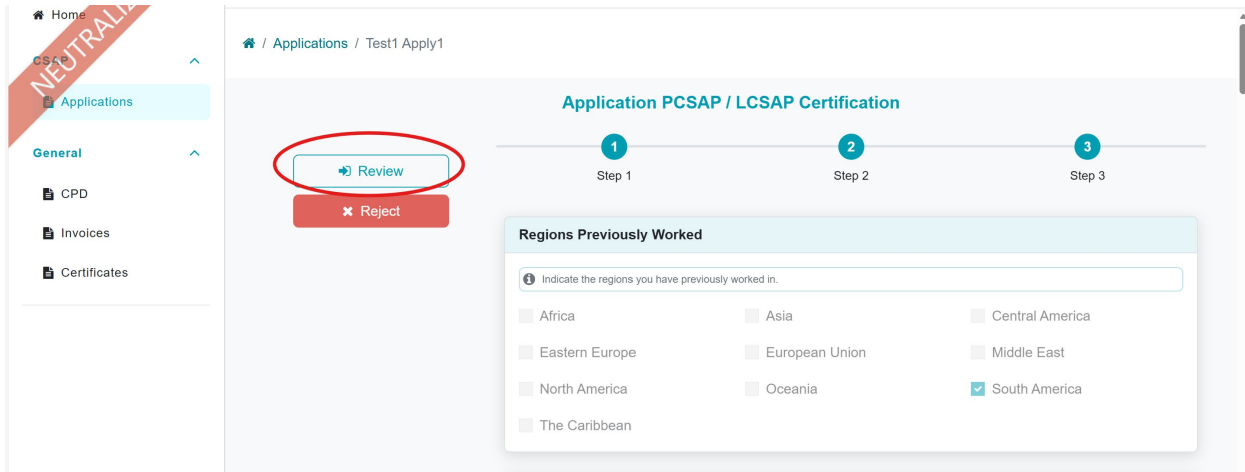


Name	Email	Submitted	Status	Resubmitted	Hold Reason	Reject Reason
Test1 Apply1	test1@apply1.com	12/01/2025	Submitted			

Click on the applicant's name to access the application.

### 3.2 How to evaluate applications

To review the application, click the 'Review' button.



Application PCSAP / LCSAP Certification

1 Step 1 2 Step 2 3 Step 3

[Review](#) [Reject](#)

**Regions Previously Worked**

Indicate the regions you have previously worked in.

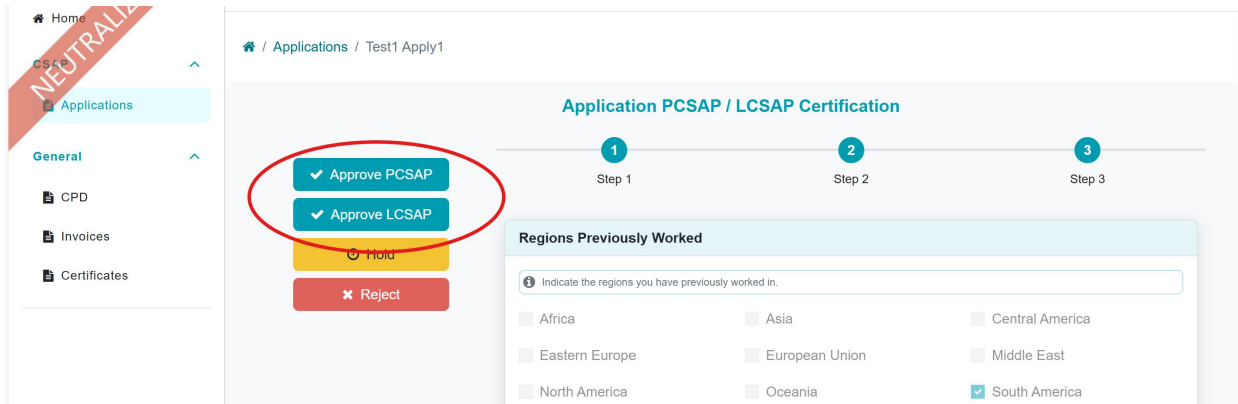
☐ Africa ☐ Asia ☐ Central America

☐ Eastern Europe ☐ European Union ☐ Middle East

☐ North America ☐ Oceania ☒ South America

☐ The Caribbean

If you are satisfied that the applicant meets the requirements, you can approve the application on the next page.



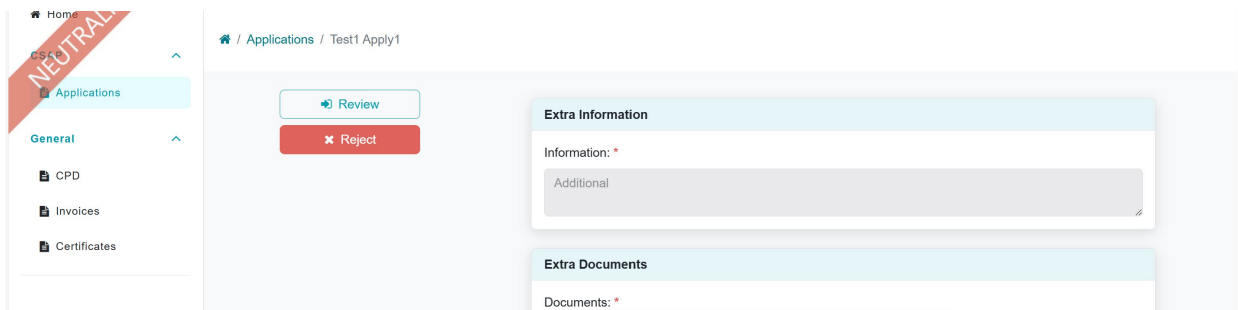
If the applicant does not meet the requirements, you can reject the application by clicking the 'Reject button' or place the application on 'Hold'. You will need to provide a 'Reason' for the rejection or the hold that will be communicated to the applicant to give them an opportunity to provide the information needed.

If you rejected the applicant, please notify AccountAbility of your decision and whether you would consider evaluating the application in future. If the applicant resubmits the application for another review, AccountAbility can assign a different Technical Evaluator for the second review. The applicant will remain in your queue unless you advise AccountAbility to reassign or reject the application.

If you put the application on hold, the applicant will need to action your feedback and resubmit. The application will remain in your queue until the applicant resubmits.

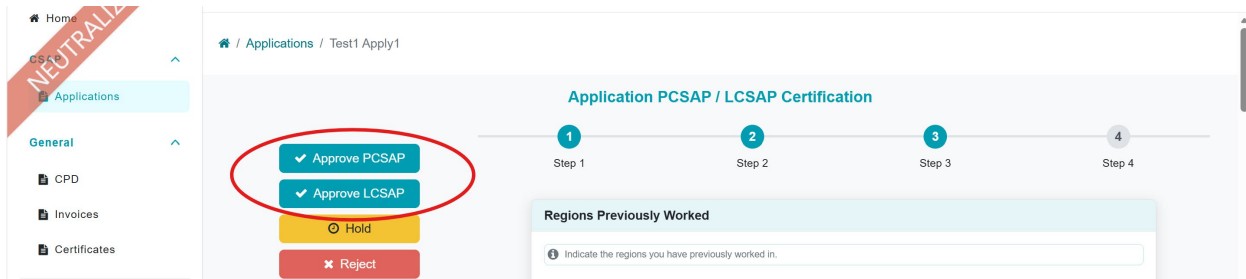
Once the applicant submits the requested information, you will receive a notification or you can see the status of the application by clicking on Applications and reviewing the list. Once you login, you will be able to review the new information by clicking on the applicant's name under the 'Applications' option in the menu.

Next, click on the 'Review' button



If the information received is sufficient, you can approve the application.





The approved applicant will be listed as 'Approved' on the list available under applications.



