Setting the Standard for Sustainability

User Guide for eLicensing Platform (Submitting AA1000AS v3 Assurance Engagements)

CONTENTS

1. OVERVIEW: E-LICENSING PLATFORM INTEGRATED WITH ONLINE TRAINING PLATFORM

We are **integrating the eLicensing Platform** and the **CSAP Training Platform** into **one unified system**.

This user guide explains how to access and set up your account on the **new Platform.** It also outlines the steps to register an AA1000AS v3 engagement from start to finish, manage your payments, and complete other relevant tasks associated with eLicensing portal management.

Many users who hold a CSAP qualification have already received an invitation to access the new portal in late 2025 or early 2026 and may have already activated their account. These users can simply log into the portal after the migration and check that they can see both the eLicensing view and the CSAP view within the same account. If this is the case, no further action is required regarding activation.

eLicensing portal users who are not CSAP qualification holders, or who have not yet accessed the new portal, should now set up their account. See section 2 for further details on this.

Key points:

- The portal we are introducing is an **integrated portal** both for Licensed Assurance Provider (LAP) accounts and CSAP qualifications.
- Users do **not** need to activate their account again if the same email address is used for both the eLicensing and CSAP accounts, provided they have already accessed their CSAP account.
- Once logged in, users should see **both** their organizational LAP details and their CSAP qualification details within the same view.
- Please note: If you used a personal email address for your CSAP qualification and a work email address for your Licensed Assurance Provider eLicensing account, your information may be saved under two different accounts. If you would like all your details to appear in one place, please contact us. You may keep the accounts separate if you prefer. However, if you do this, you will not be able to add your CSAP details to AA1000 assurance engagements submitted through your Licensed Assurance Provider account.

1. LOGGING INTO THE ELICENSING ACCOUNT

How to Set Up Your Account for the First Time – Existing Licensed Assurance Providers Who Have Not Accessed the Portal Earlier

All contacts from the previous system have been transferred to the new platform. **Your Licensed Assurance Provider (LAP) account is linked to the contact email address that was registered on the e-licensing platform in February 2026.**

Notes:

- If you hold a CSAP qualification but used a different email for it, you may need to log in with the email address associated with the CSAP qualification to access your LAP account.

2.1 Account Activation

- All accounts must be activated before use.
- Each user has received an email from **erp@accountability.org** with a link to create their account. Use the link to complete this step as soon as possible. You are not able to access the portal without the invite link. If you have **not** received an activation email, contact us at standards@accountability.org.
- If your organization has only one registered user for the AA1000 Licensed Assurance Provider account, please use that email address to activate the account. After activation, you can add more users by following Step 2.2 below.
- As stated above in section 1, some accounts might already be active due to the CSAP qualification-related activation. If you have already activated your account, log in here: Login (https://erp.accountability.org/web/login)
- If you have **not** received an activation email, contact us at **standards@accountability.org**.

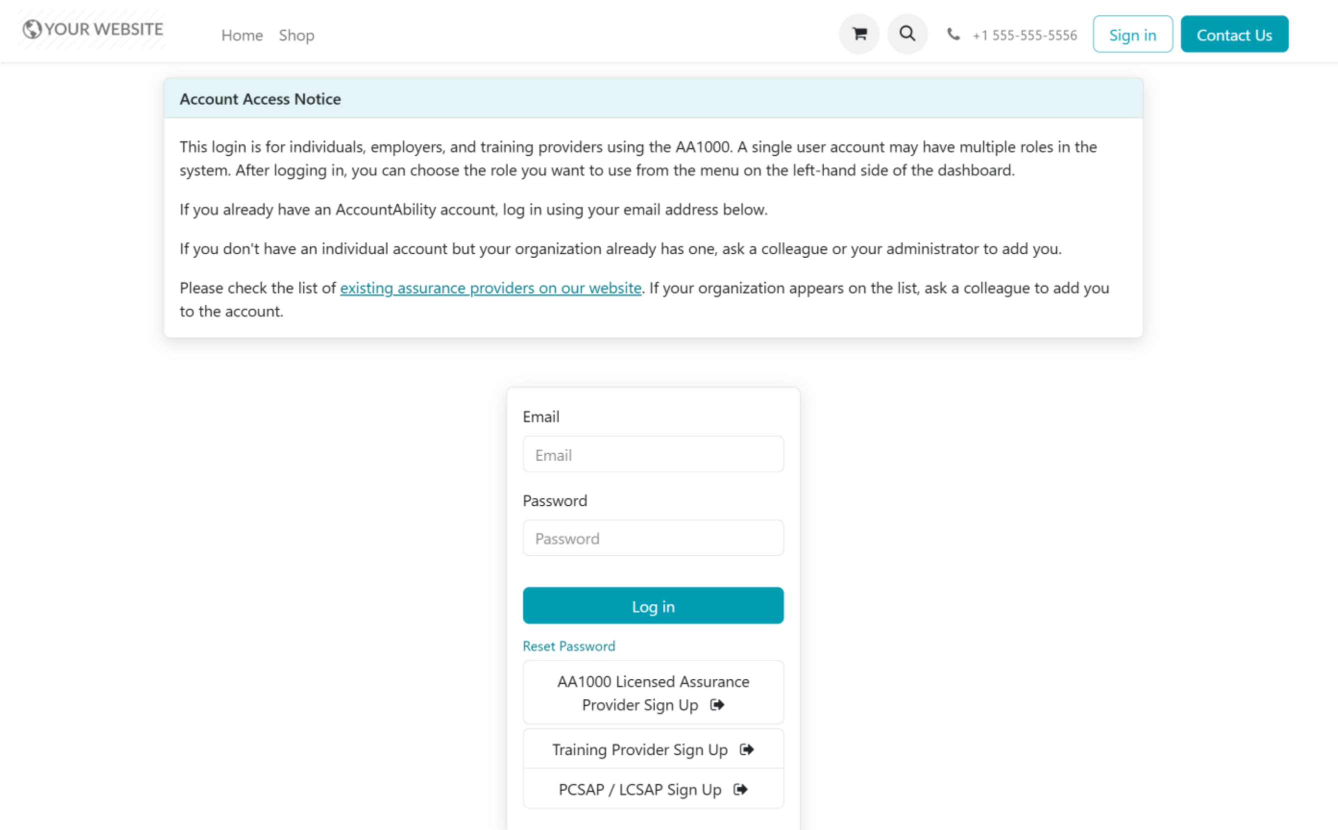
Key points:

- All LAP organizations have been added to the platform by the AccountAbility project team.
- We used the email previously supplied for the old eLicensing platform.
- If multiple emails have been provided due to the user also having a CSAP account etc., we used either the email associated with the eLicensing platform or the one associated with the CSAP qualification.
- Each user will receive an email from **erp@accountability.org** with a link to activate their account. Complete this as soon as possible.

- After activating your account, review your details carefully and notify us of any corrections (standards@accountability.org).

2.1.1 Logging in with your email

After activating your account for the first time you will be able to login to your account using the following link: https://erp.accountability.org/web/login



Please log in using the email address that received a message from erp@accountability.org.

The password for your account is the one you selected yourself when setting up or activating your account. You need to activate your account firstly, before logging in. This activation link is sent by email.

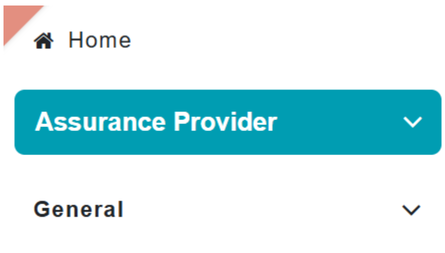
If your CSAP or training provider account uses the same email address as your Licensed Assurance Provider account, your details should appear automatically when you log in. After logging in, check that all your details are visible. This may include your employer organization's Licensed Assurance and/or Training Provider details and your own CSAP qualification (if applicable).

If you're having trouble signing in or registering, try any other email addresses you may have used in the past with AccountAbility.

If any information is missing or if you appear to have multiple accounts, you may contact us (standards@accountability.org) so we can link your accounts or assist you in another way. It is important that your CSAP account is linked to your Licensed Assurance Provider account so your qualifications and permissions are correctly recorded, and that your name appears under the CSAP field (if applicable) when an AA1000 report is submitted.

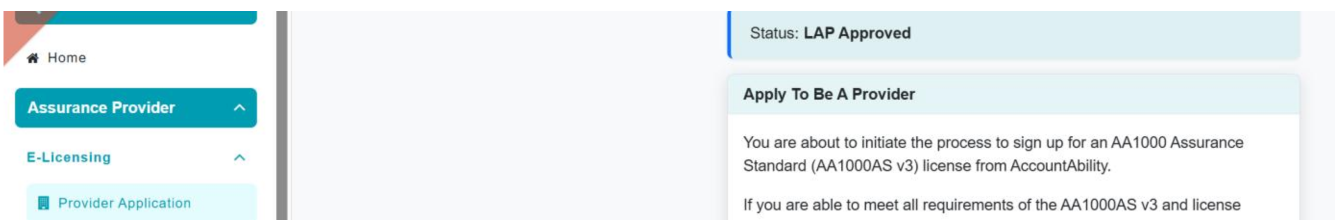
Homepage Navigation:

Details relating to your employer/the licensed assurance provider will be found under the Assurance Provider tab. If you don't have this tab in the menu, under the Home tab, it means your account has not been linked to a licensed assurance provider and you will not be able to submit an AA1000 engagement/report.



If you can see the Assurance Provider tab, please click on the colored section. This will open the following fields.

Provider Application: If you can see the Status as LAP Approved, no further action is required.



LAP Published indicates that you are listed as a licensed assurance provider on AccountAbility's website. No further action is required.

To submit a report, please see Chapter 3 below.

Assurance Provider

E-Licensing

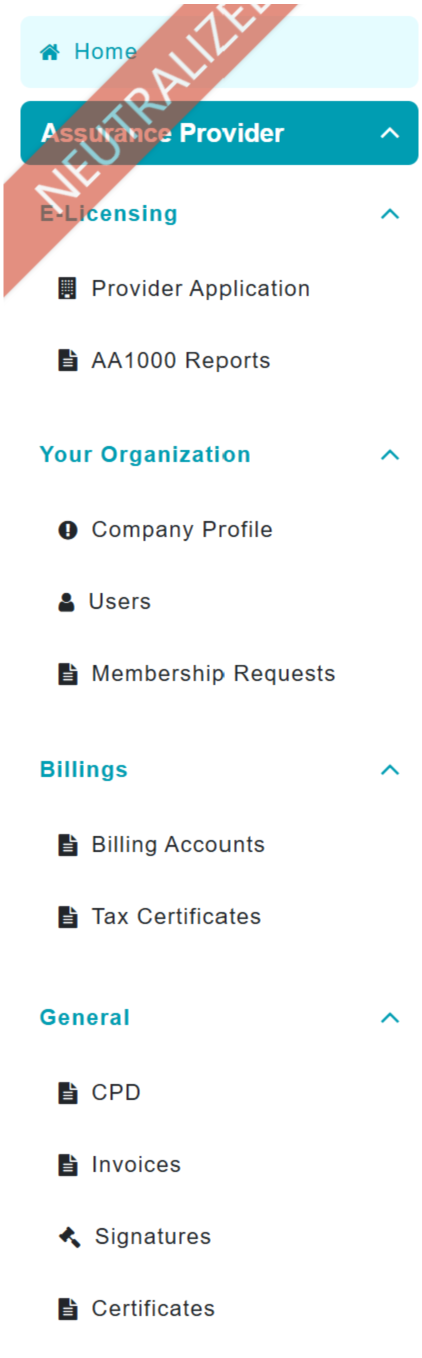
- Provider Application
- AA1000 Reports

Your Organization

- Company Profile
- Users
- Membership Requests

Billings

- Billing Accounts
- Tax Certificates



Please note: CSAP Suspension

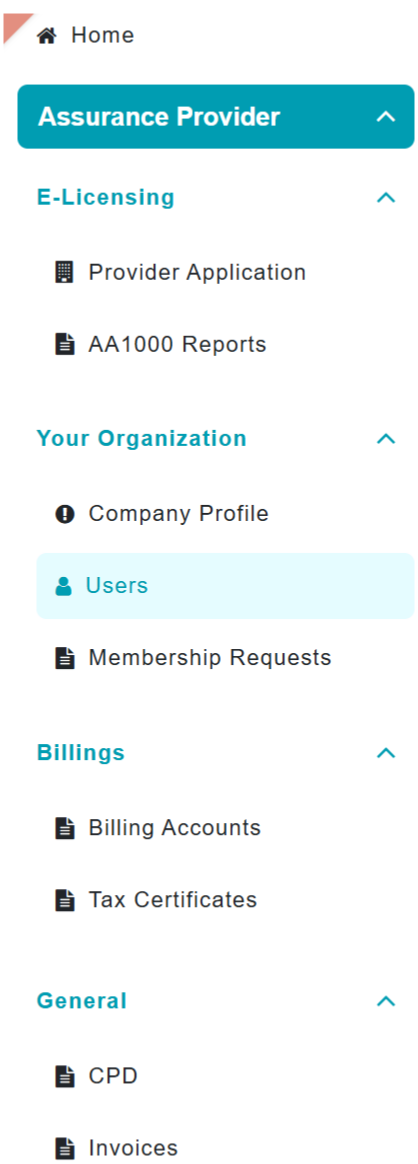
CSAPs who do not maintain their certification by paying the annual renewal fee and submitting their CPD hours will be suspended and this will impact their visibility in the CSAP list. Starting 1 January 2026, all Certified Sustainability Assurance Practitioners (CSAPs) will need to demonstrate Continuing Professional Development (CPD) as part of their renewal process.

Please refer to the User Guide for Training Platform and Certification Renewals for more information.

2.1.2 Checking the Status of your License

If your license has lapsed or been suspended, please review the AccountAbility Policy on CSAP Annual Renewal Fee Payment on our website here under Annual Fees.

2.2 Adding more users to your AA1000 Licensed Assurance Account

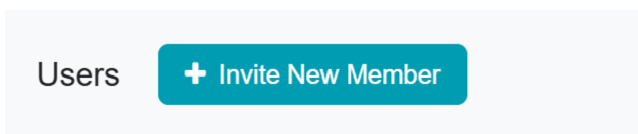


After you activate your AA1000 Licensed Assurance Provider account, you can see the list of users added to your account.

To view this list, click “Users” in the menu on the left side of the screen.

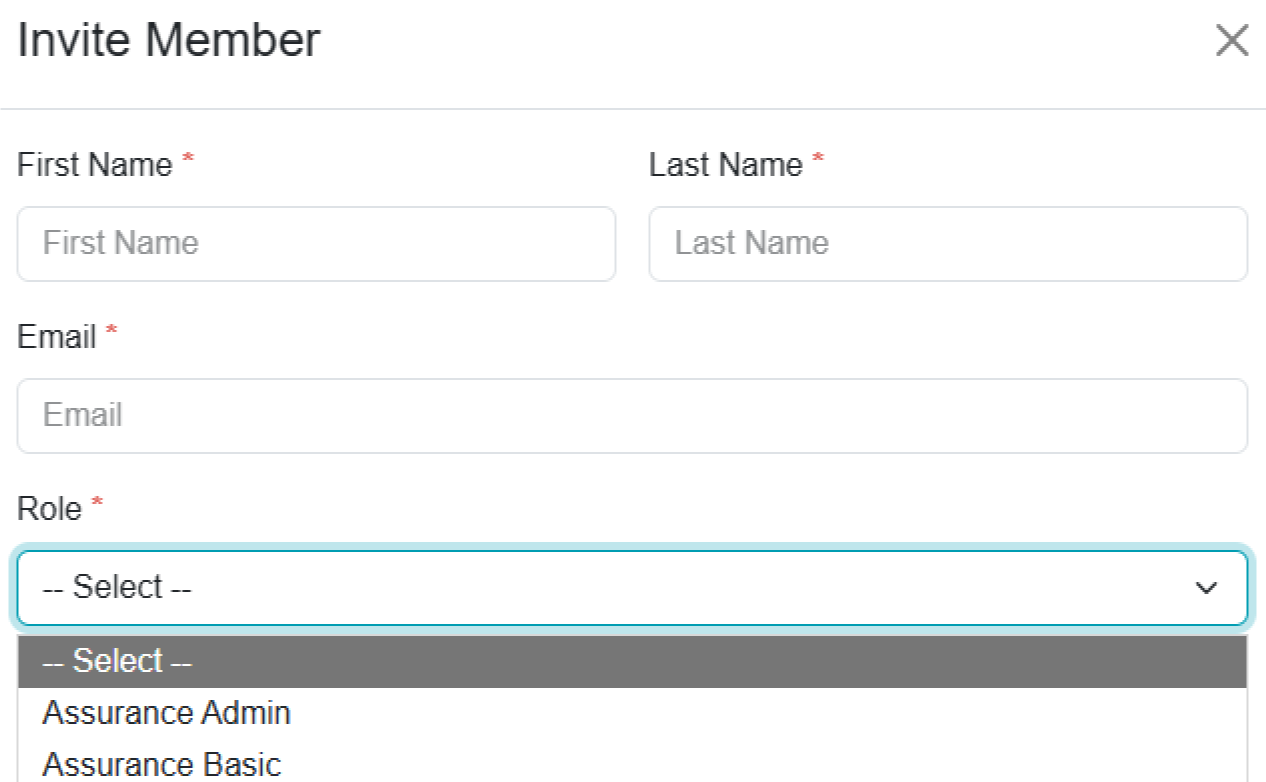
We recommend adding other members of your team to this account.

To add a new user, click “Invite New Member” as shown below.

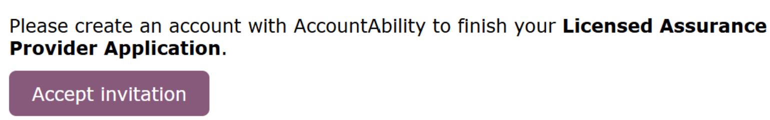


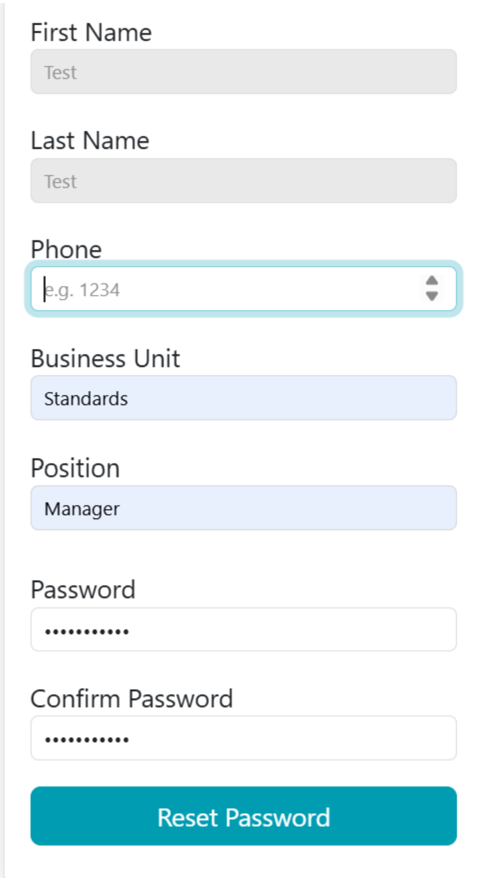
Please fill in the details in the form. Selecting “Assurance Basic” allows the user to perform all functions in the portal account except inviting new members. An “Assurance Admin” user has full rights, including the ability to invite new members.

Please note that only users with the Admin role can invite new users; if your role is Basic, you do not have this permission.



The user will receive an email asking them to create an account.





After the invited user clicks the invite link, they will be asked to create a password (see below).

The invited user should complete all required fields and click **“Reset Password.”**

After this step, they will automatically be logged in to the Licensed Assurance Provider account.

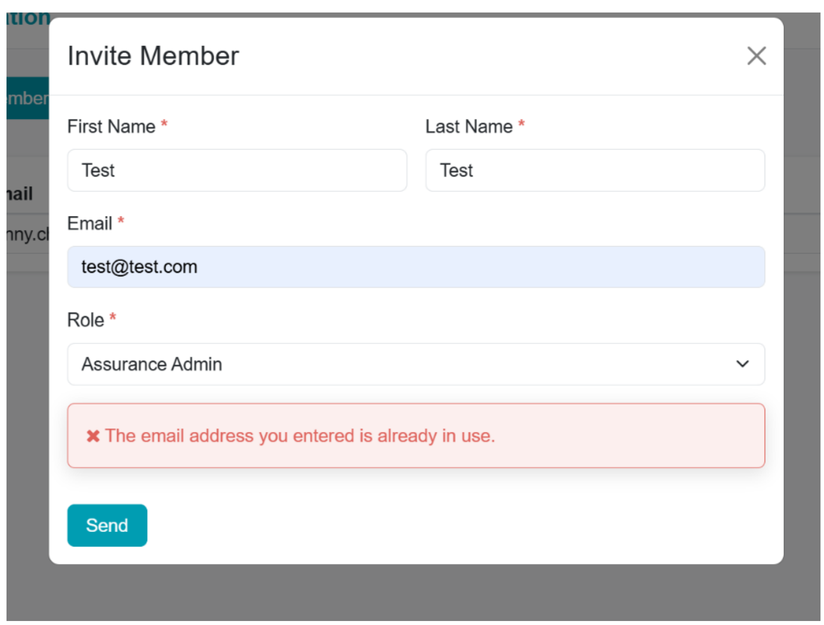
You can check if a user has accepted the invitation and completed their account setup by looking at their status.

If the status shows **“Confirm”**, this means the account has been successfully set up (see below).

When inviting a new user, if you see an error message saying that the email address is already in use, this means the employee already has an account.

However, they have not yet been added to your Licensed Assurance Provider account.

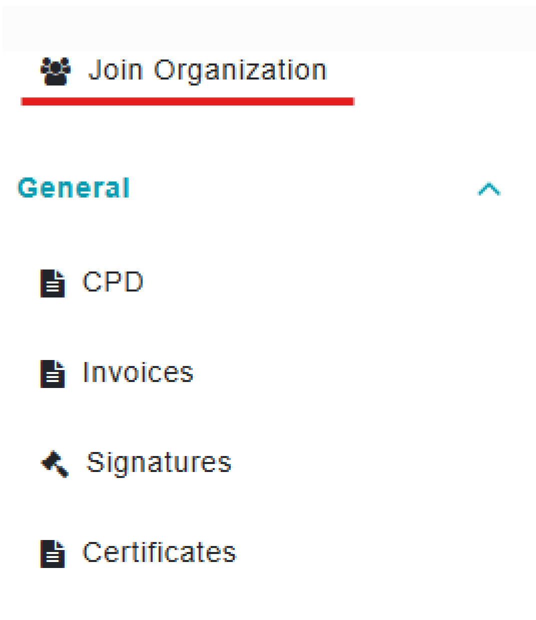
Please see how they can ‘Join an Organization’ below.



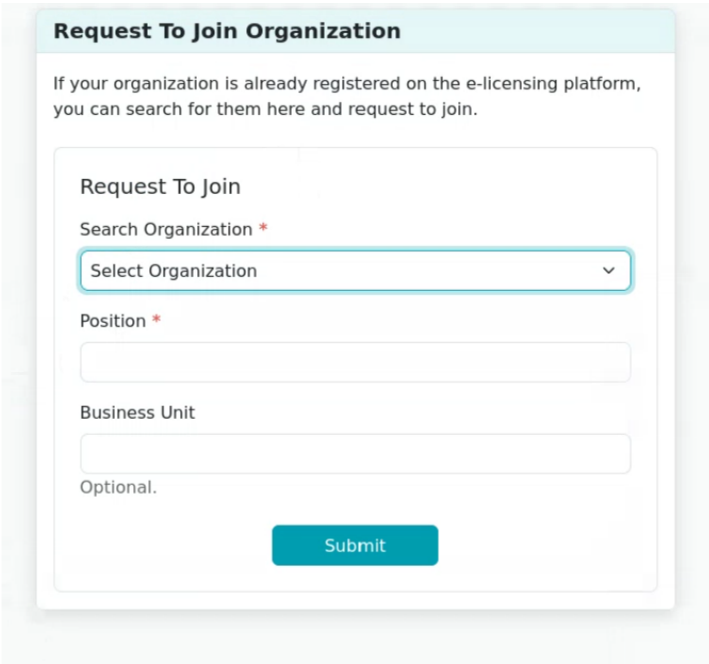
2.3 Join an organization

For existing users, please first login to your CSAP account.(https://erp.accountability.org/web/login)

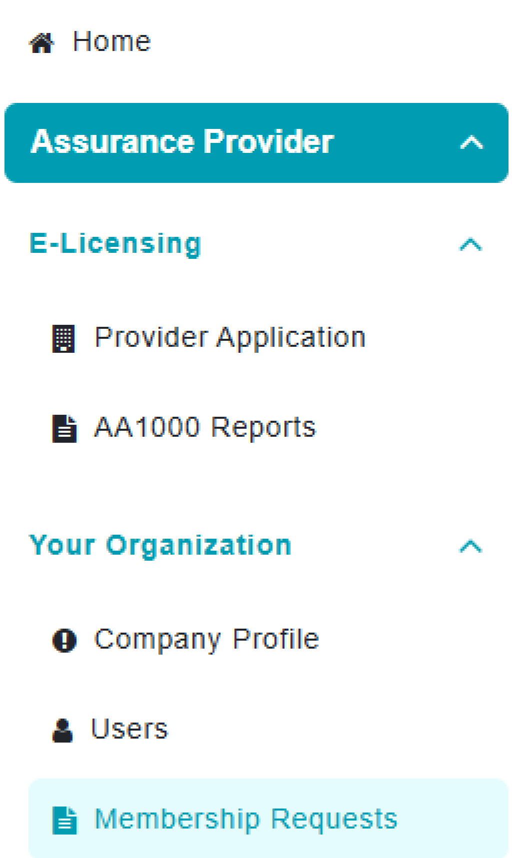
Click on “Join Organization” from the left menu bar.

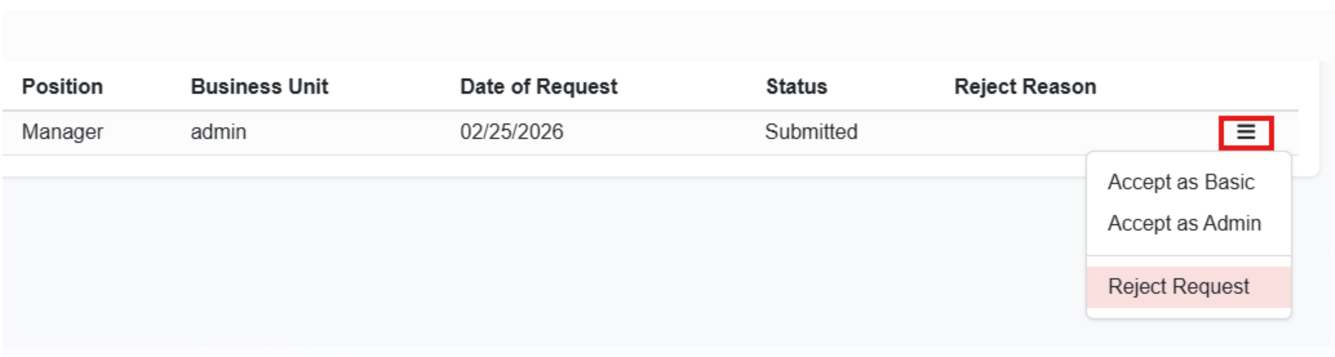


Fill in the required details and click “**Submit”**.



After the request has been sent, all Admin users can approve it in their account by clicking "Membership Requests" in the left-side menu bar, where they can approve it at the appropriate level.

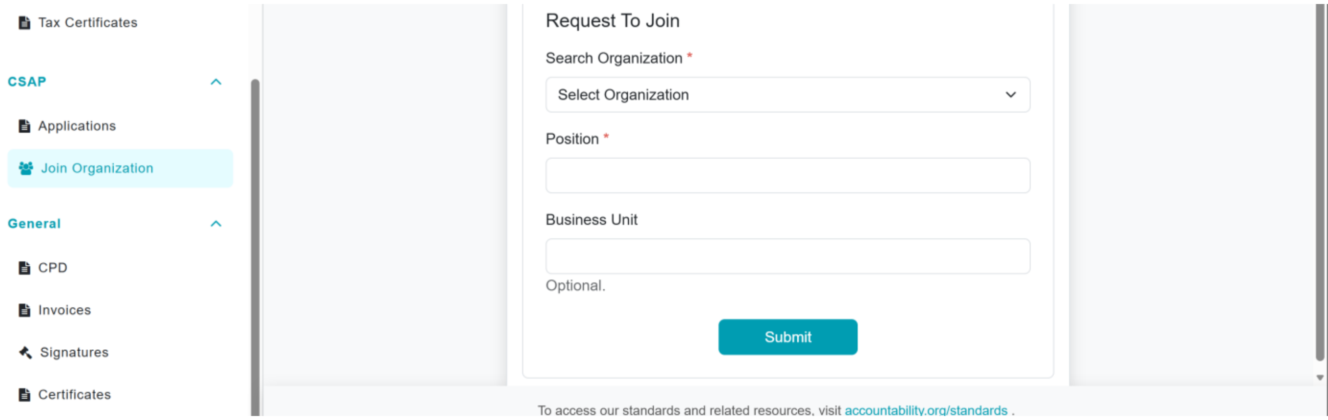




2.4 Changing Employers

There are two options when an individual with CSAP qualification changes employers.

To disconnect from your current employer account and connect with a new employer who is a licensed assurance provider, you must access your CSAP menu and follow the steps for 2.3 Join an organization.



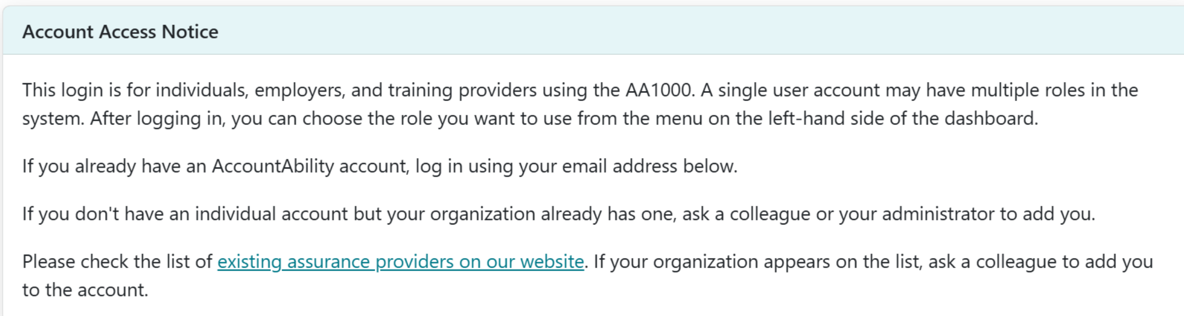
To register a new licensed assurance provider, please follow the steps in Chapter 3. Login using your existing email address and the system will ask if you wish to change providers.

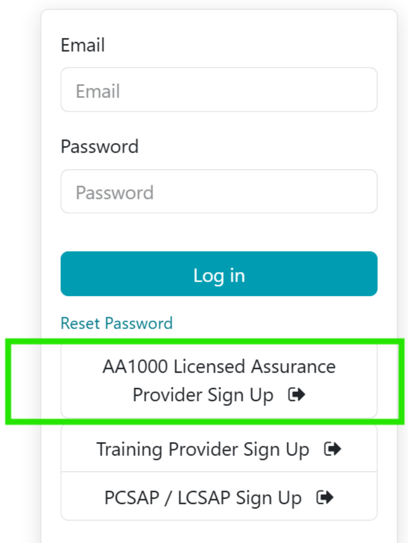
3 APPLYING TO BECOME AN AA1000 LICENSED ASSURANCE PROVIDER

3.1 Submitting the Licensed Assurance Provider Application

If you are an existing provider, please activate your account and log in using the email address and password you created in **Step 2.1** above.

If you are a new provider applicant, please follow the steps below to create your account.

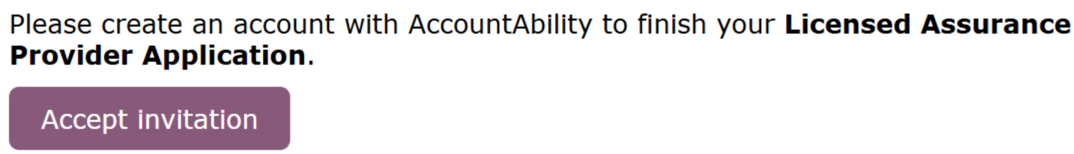




If you are applying to become a Licensed Assurance Provider, please click the link, as shown in the green box above and complete all required information.

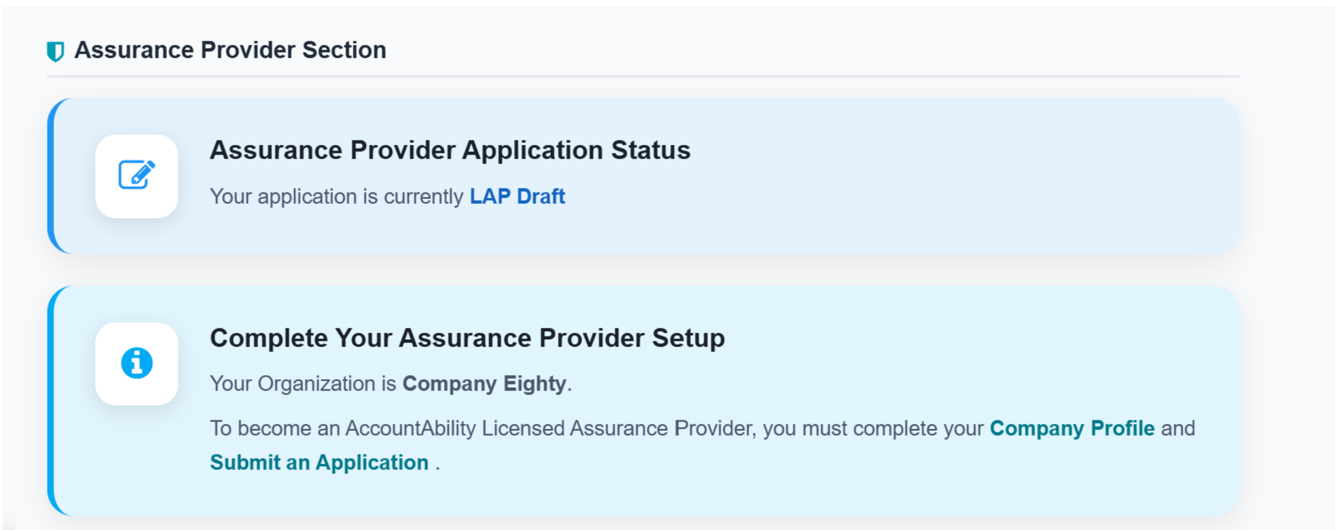
After you submit the form, you will receive an email at the address you entered.

Please open the email and click the **"Accept Invitation"** link.

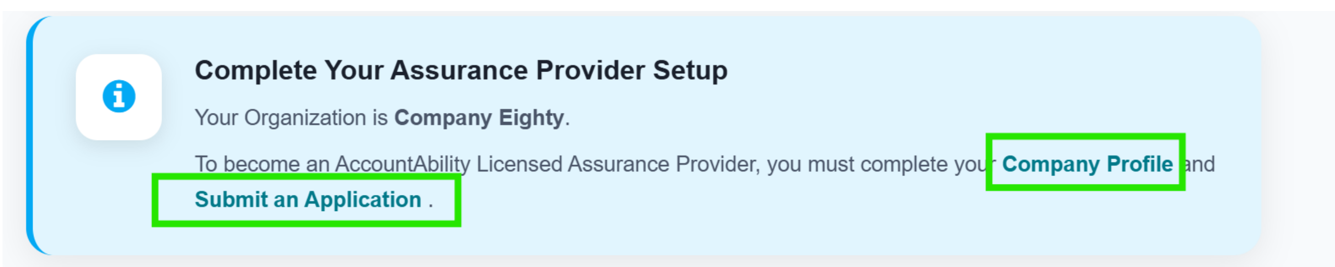


Please create a password and click **"Reset Password."**

After this, you will be taken to your account page, which will look like the screen shown below.

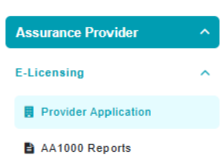


Please note: this step is only for registration.
You must complete both steps below to finish your application.



1. Go to **"Company Profile"**, complete all required details, and click **"Submit."**

Once it has been completed click on 'Provider Application' under Assurance Provider



2. Go to **"Submit an Application,"** complete the application form, and click **"Submit."**

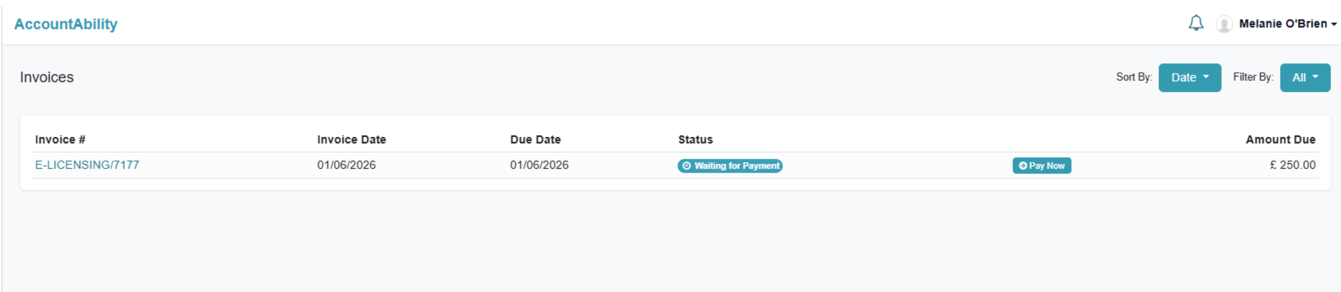
Please refer to the [FAQ in Chapter 6](#) for more information on requirements.

3.1.1 Adding Staff to the Licensed Assurance Provider Account.

Please see Step 2.2 above.

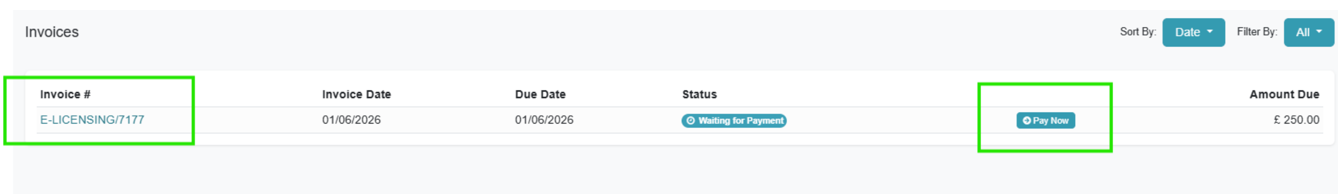
3.1.2 Licensed Assurance Provider Application Fee and Annual Renewal

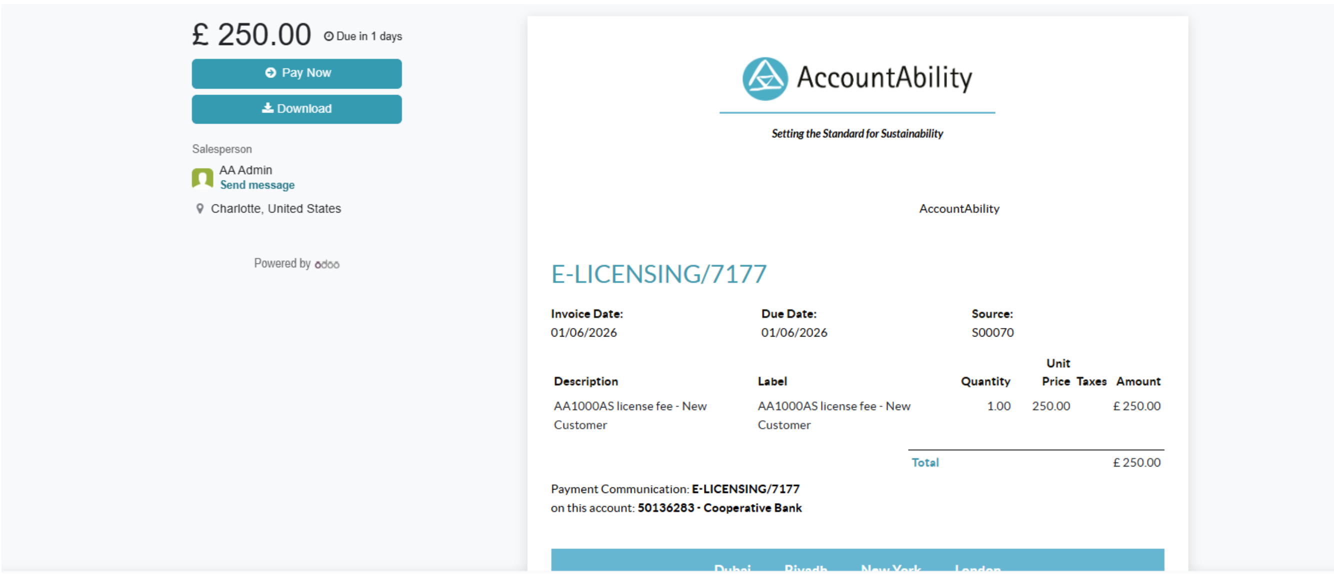
Invoices will be automatically created after the application to become a licensed assurance provider has been approved. All invoices will be available by selecting 'Invoices' in the menu on the left-hand side of the dashboard, under Assurance Provider.

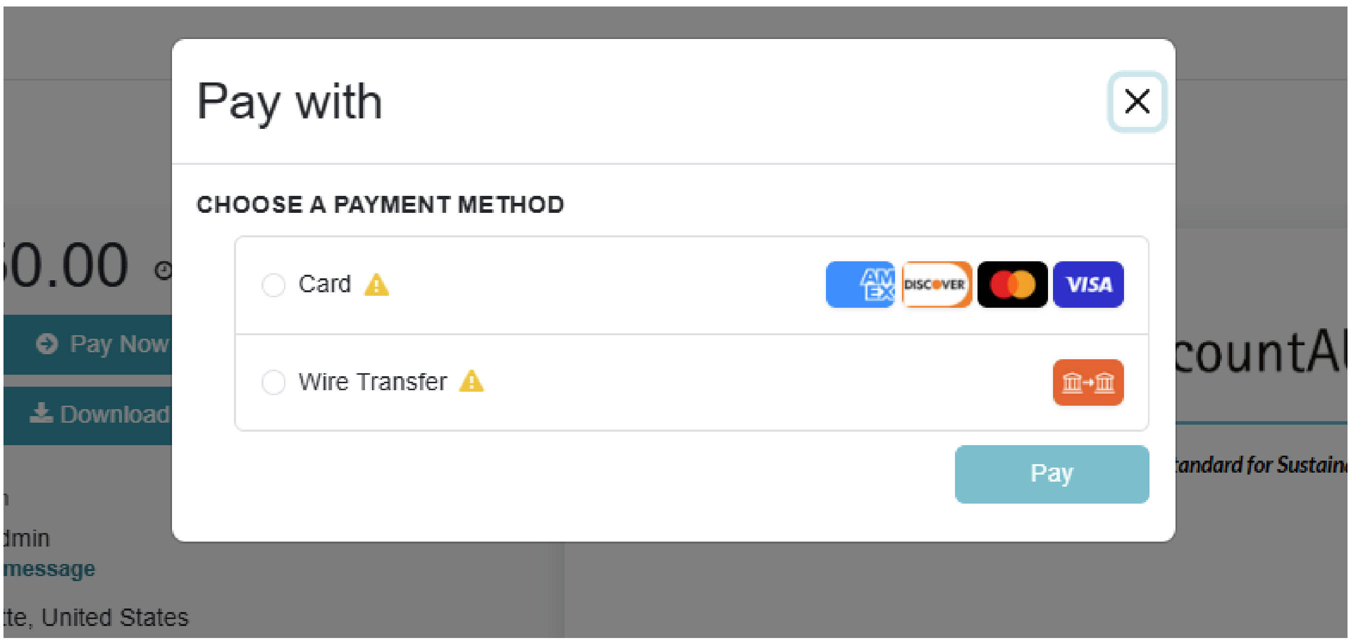


3.1.3 Paying the Invoice

To see the invoice, click on either link as shown in the green boxes below.







If you select **"Card"** and choose to pay online, please enter your card information and proceed to complete the payment.

If you are paying by **Wire Transfer**, please select **"Wire Transfer"** and then click **"Pay."**

This lets our Accounts team know that the payment has been started. Initiate the wire transfer through your bank using the exact bank details stated on the invoice.

Please ensure that the invoice number is included in the payment reference field so that we can correctly allocate your payment.

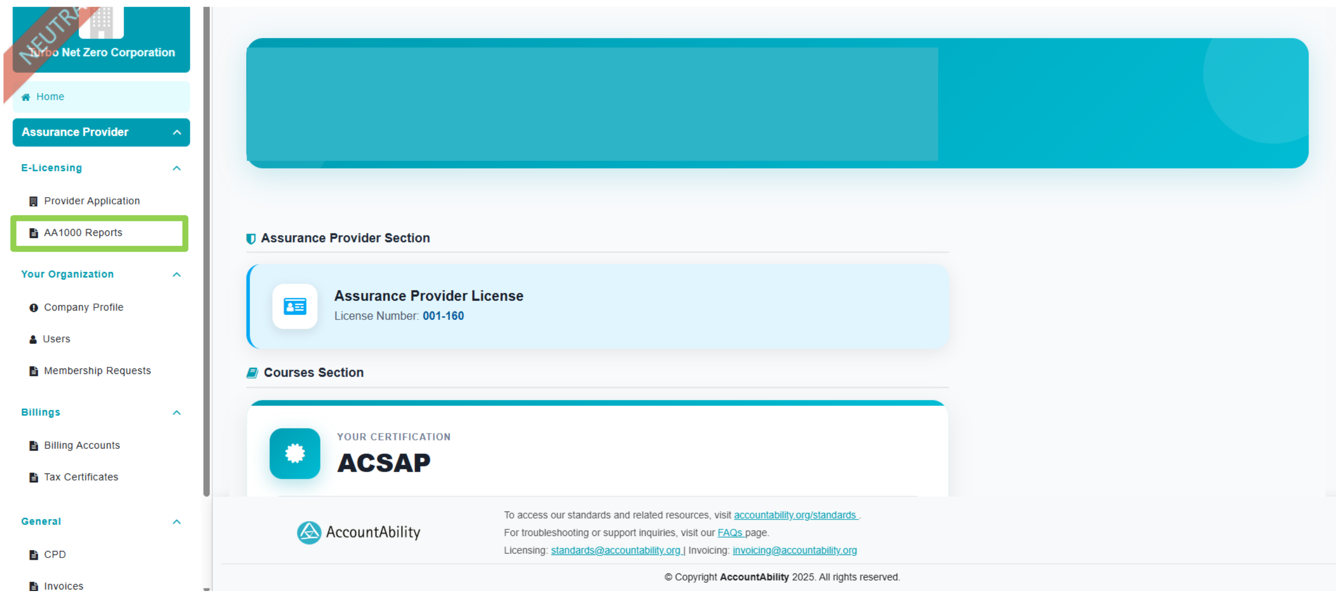
Once the wire transfer has been made, you may email the payment confirmation (remittance advice) to us at invoicing@accountability.org to facilitate faster processing.

4 SUBMITTING AN AA1000 ENGAGEMENT/REPORT

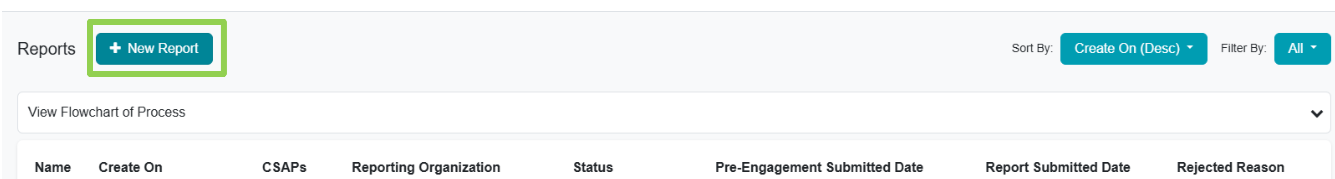
As part of AccountAbility's quality controls, a pre-engagement form and a pre-issue form must be submitted for review.

4.1 Pre-Engagement

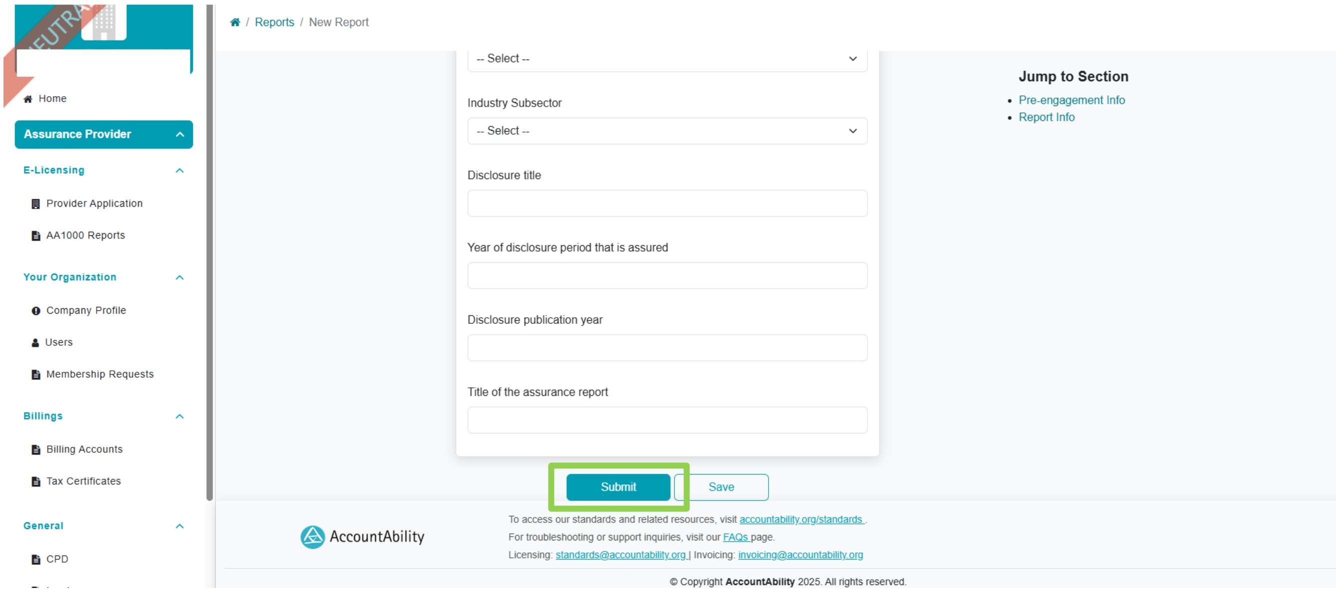
To submit a pre-engagement form click 'AA1000 Reports' found on the left hand navigation panel.



To submit a new report, click '+ New Report' found on the top left of the screen.



You must then complete the information in the pre-engagement form and click ‘Submit’ found in a blue button at the bottom of the screen to submit this for review.



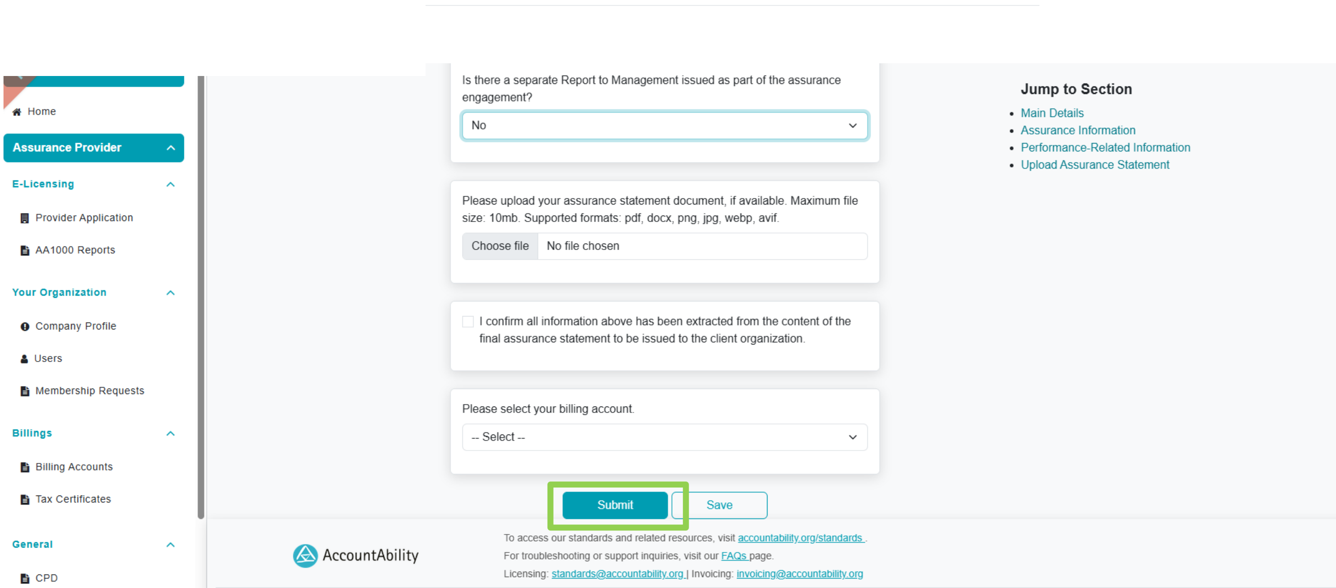
Please check the status of your form to determine whether or not it has been approved. You will also receive notifications when this has been approved / rejected.

4.2 Pre-Issue

Once your pre-engagement form has been approved, you will only then be able to submit the pre-issue form.

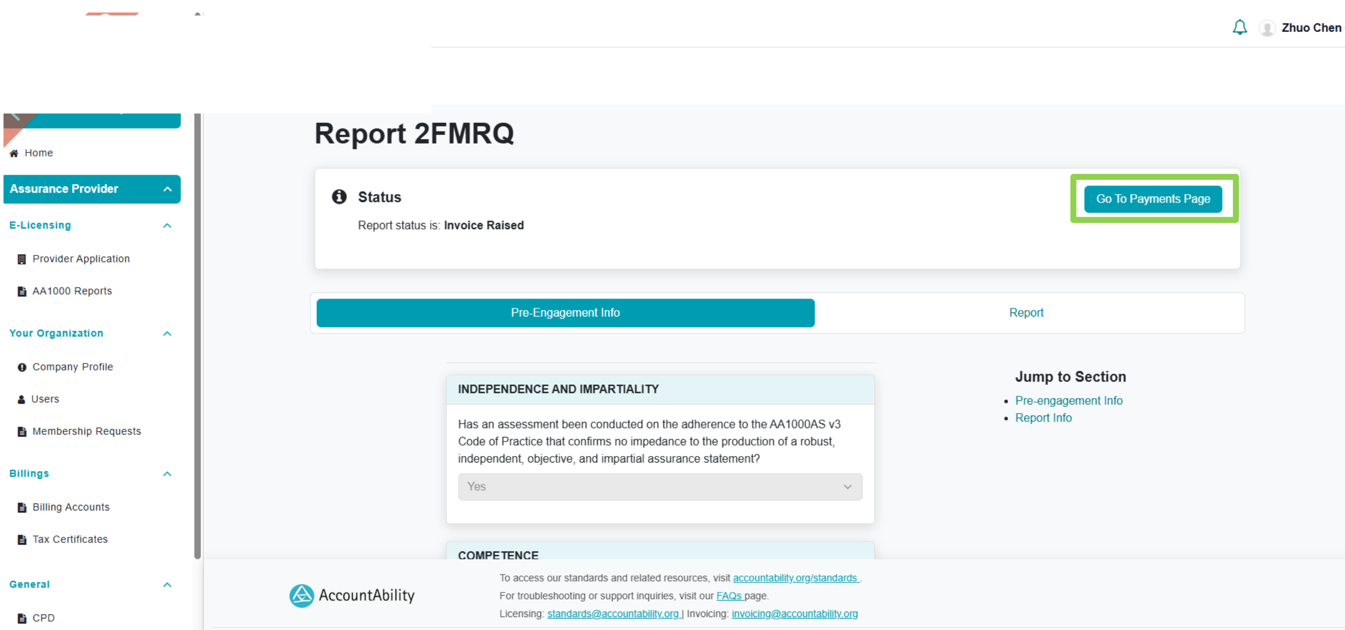
Click the ‘Pre-Engagement: Approved’ form that you wish to submit the pre-issue form for.

Make sure that you press the ‘Submit’ button in blue to submit it for final review.



Please check the status of your form to determine whether it has been approved. You will also receive notifications when this has been approved / rejected.

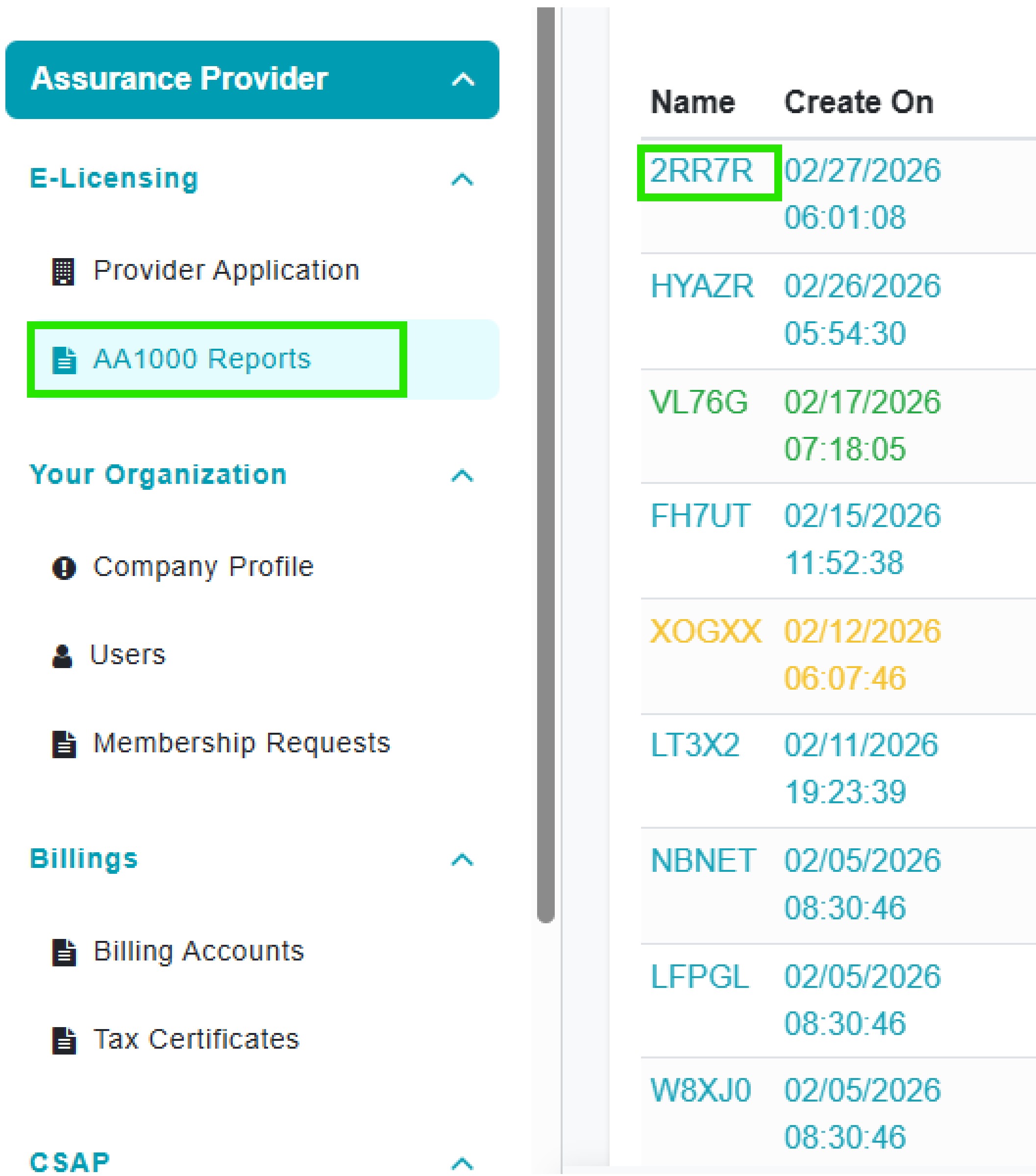
Once approved, the report will automatically raise an invoice. Click the ‘Go To Payments Page’ to pay your invoice.



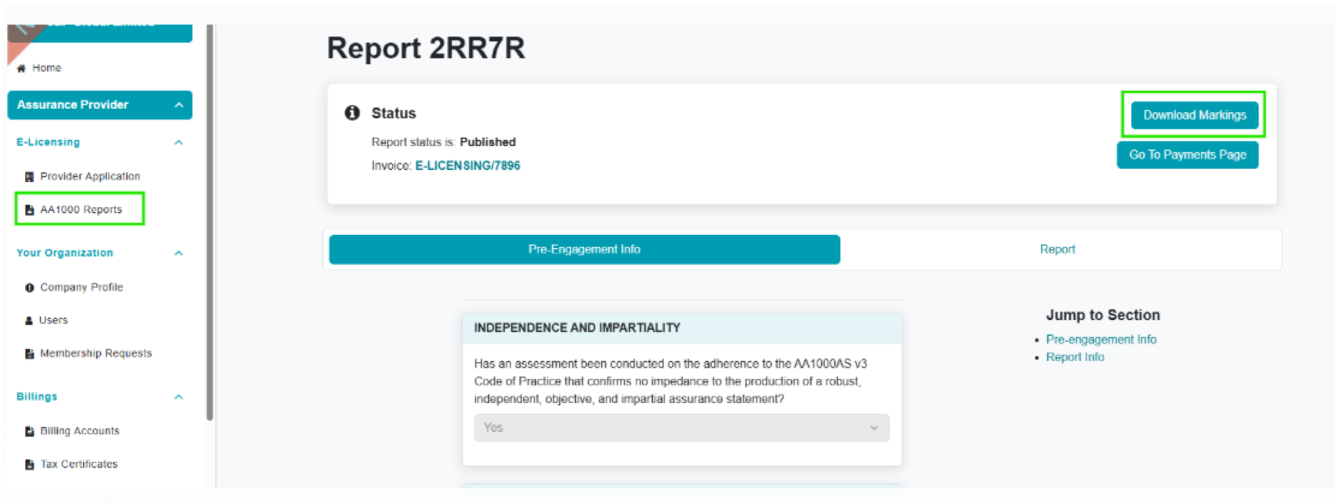
4.3 Accessing and Downloading Statement Markings

The statement markings can be downloaded once the report has been approved and the royalty fee has been received by AccountAbility. To access the markings, follow these steps:

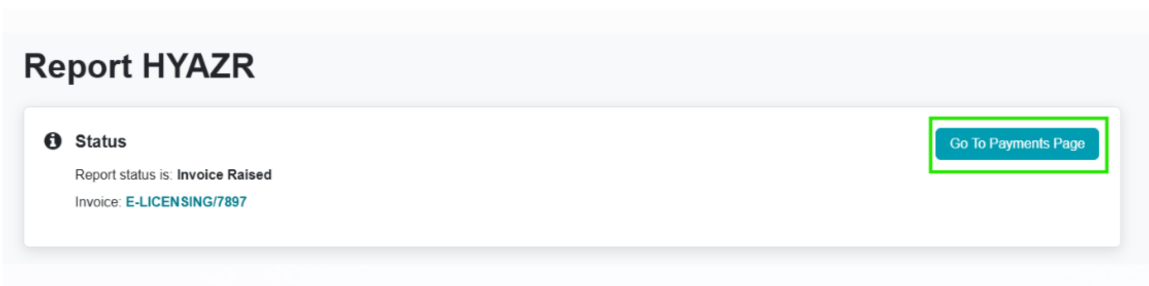
- Go to **“AA1000 Reports”** from the left-side menu.
- Find the correct engagement in the list and click on the correct Report ID.



- If the royalty fee payment has already been received by AccountAbility, the **“Download Markings”** button will be visible.



- If the markings are not visible:
- Select **“Go to Payments Page”**.
- Pay the royalty fee via credit card or wire transfer. Credit card payments make the markings available immediately.

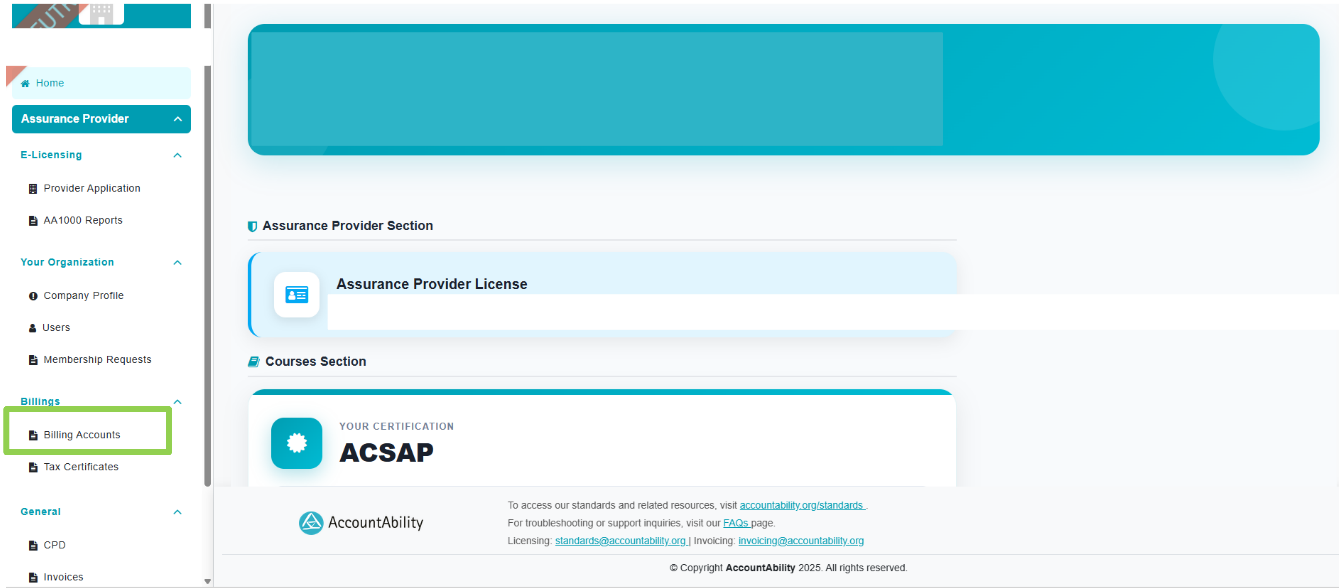


- After payment is confirmed, return to the same Report ID and click **“Download Markings”** to download your statement markings.

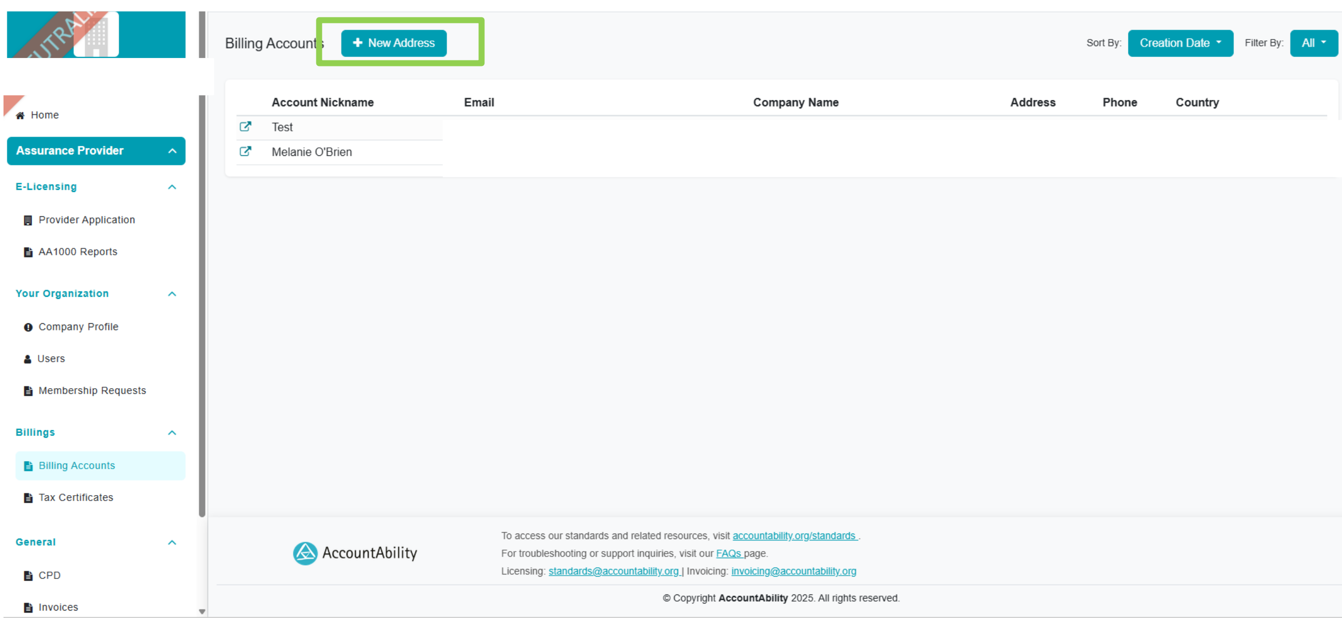
4.4 Billing Accounts

You may have multiple billing accounts. This is only recommended if you are an entity with operations across different countries.

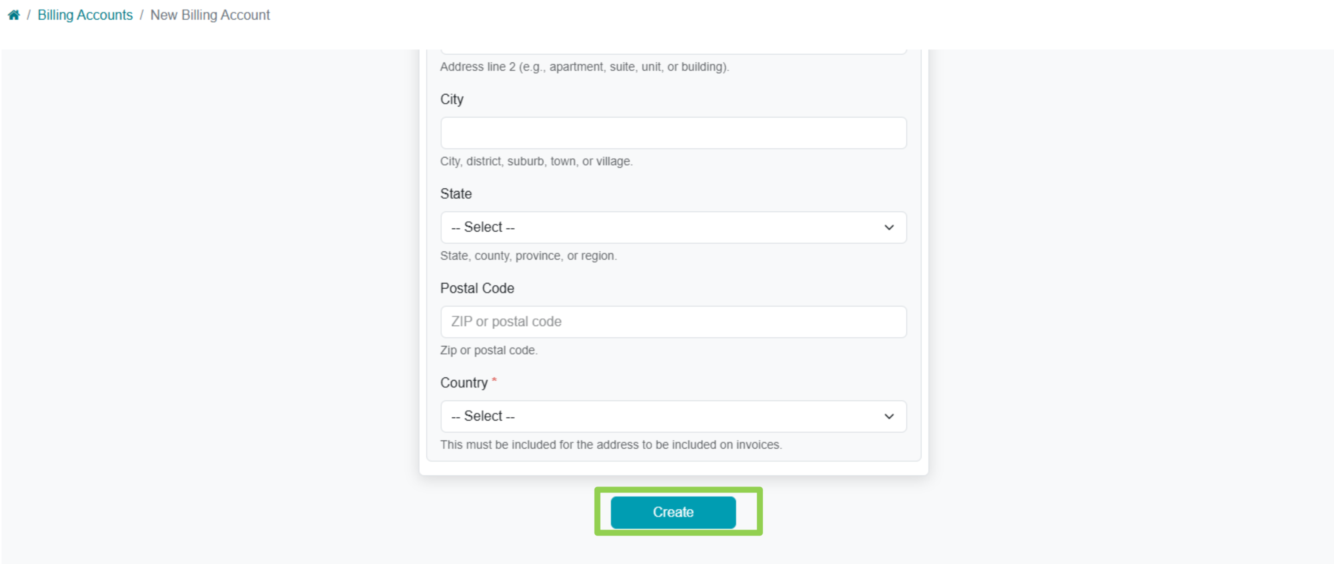
To access your billing account, find the ‘Billing Accounts’ tab in the left navigation pane



To add a new billing account find '+New Address' on the top of the page and input the details required in the form.



Your billing account will only be added if you click the 'Create' button. You will then be able to see this account in the list of your billing accounts.


Billing Accounts / New Billing Account
Address line 2 (e.g., apartment, suite, unit, or building).
City
City, district, suburb, town, or village.
State
-- Select --
State, county, province, or region.
Postal Code
ZIP or postal code
Zip or postal code.
Country *
-- Select --
This must be included for the address to be included on invoices.
Create

5 ACCOUNT MANAGEMENT

5.1 Policy on Licensed Assurance Provider Annual Renewal fee payment

Annual Renewal Fee Policy

1. **Grace Period**
   - A Licensed Assurance Provider (LAP) has 90 days from the date of expiry to renew their license before they are removed from the AccountAbility website.
   - If the annual fee is not paid within 12 months from the date of expiry, the LAP account will be automatically suspended.
   - Providers must pay the most recent invoice for the account to be reactivated. The original activation date will remain the same.
   - The license can be reactivated within 3 years of expiry without a late fee or reapplying.
   - After the two-year grace period, the license is considered inactive.
2. **Reactivation:**
   - If the license has been inactive for >3 years, the LAP must pay a reactivation fee. The reactivation fee is a flat fee of 50GBP plus the most recent invoice.

For any questions, please contact the Standards Team at standards@accountability.org.

This policy is effective as of October 2025 and applies to all LAP annual renewal fees.

5.2 Data migration

AccountAbility has a record of all reports that were published prior to this new system going live. If you cannot locate an invoice or a record from a previous engagement submitted prior to February 2026, please reach out to us at standards@accountability.org. You can view your old reports and invoices in the read-only mode of the elicensing website. This site will be maintained until **30 June 2026**.

6 FAQ

6.1 Applying to become an AA1000 Licensed Assurance Provider

Q1: What are the requirements for becoming a licensed assurance provider?

A1: We require applicants to demonstrate:

- **Familiarity with the following crucial documents is essential:**
  - AA1000AP (2018)
  - AA1000AS v3
  - Guidance on Applying the AA1000AS v3 for Assurance Providers
- **Experience in sustainability field:**
  - Including demonstration of the organization's experience in the field of sustainability/ESG. Applications will be individually reviewed and assessed to determine if the experience is sufficient.
  - Submission of information about sustainability projects carried out in the last three years is also requested.
- **Audit/Assurance experience & knowledge:**
  - Experience in conducting audits/assurance activities is required.
  - Please note that if an organization applying for a provider license lacks sufficient assurance/audit experience we require demonstration that at least one employee of the applying organization has undertaken the certified sustainability assurance practitioner (CSAP) assessment and is a qualified CSAP (ACSAP, PCSAP or LCSAP). This CSAP qualification must be gained before the organization can be approved as a new provider.
  - Specific details related to assurance/audit experience need to be provided:
    - Applicants are expected to provide details of certifications and reports assured by their organization in the last three years.
- **Code of Practice commitment:**
  - All applying organizations need to read and outline how they plan to implement the Code of Practice (pp. 41-42 in the AA1000AS v3).
- **Other documents:**
  - Submission of documents, such as the local company registration document for the entity under which the account will be registered, is expected.

- **Previous application history:**
    - Disclosure of any history of rejected applications, refused certifications/licenses, or withdrawals/suspensions by other Certifying/Standards bodies is required, including details such as reasons, years, and the enforcing organizations.

Q2: What is the process for becoming a provider, and how long does it take?

A2: To begin, create a profile for free by signing up here using the "AA1000 Licensed Assurance Provider Sign Up' button.

Please refer to the instructions in Chapter 3 Submitting the Application above for more information on these steps.

If approved, you will be notified and prompted to sign the License Agreement, accepting the terms and conditions. You will also be asked to pay the registration fee – please refer to our Fee Structure. There are several payment methods, so you can choose the one that works best for you.

Once AccountAbility receives the license fee, your account will be activated, and your organization will be added to our web list of licensed assurance providers. The entire process typically takes up to **two weeks**, provided the registration fee is promptly paid.

If your application is not approved, you will receive an email with the reason and/or an opportunity to provide additional information or supporting evidence. This request for additional information may extend the process beyond two weeks.

Payment of the registration fee is only required upon approval of your application.

Q3: We perhaps do not fulfill some of the requirements outlined in Q1. Who can we contact to talk about the requirements and if we can still apply?

A3: We require all organizations to submit their application via the official application process. We cannot make decisions or provide individual advice via email. We encourage you to review **ALL** requirements and ensure you have submitted enough evidence to showcase your adherence to the requirements. Note most applications are rejected because they do not meet the CSAP training requirements. Please ensure you have documented evidence of your employee(s) CSAP qualification prior to submitting your application.

Please note that there are no fees associated with the application. If your application is not approved, you will be advised on potential improvements for your application.

Our standards team reviews applications in the order they are received.

Q4: Is it mandatory to have a team member(s) who has gone through the AA1000 training?

A4: Yes. From January 1st, 2025, it is required that at least one person undertaking the assurance engagement has a CSAP qualification (ACSAP, PCSAP and/or LCSAP). Each assurance engagement uploaded into the platform will require the name of the qualified CSAP who was involved in the engagement.

Q5: Will an exception be made for a provider who does not have a qualified CSAP member on the team?

A5: No. All engagements initiated in the system post January 1st 2025 must name the CSAP representative in the engagement form.

Q6: We would like to undergo training sessions and get the CSAP qualification before we apply for the license. How can we proceed?

A6: A Certified Sustainability Assurance Practitioner (known as CSAP) is an individual qualified to produce assurance statements on behalf of an Assurance Provider. There are three grades of the Certified Sustainability Assurance Practitioner (CSAP) qualification: Associate CSAP (ACSAP), Practicing CSAP (PCSAP) and Lead CSAP (LCSAP).

If you do not have much experience in using AA1000AS v3, you can start with the basic level AA1000 Training, consisting of three modules: A, B, and C. Upon completing all three modules, you can obtain the ACSAP qualification. Subsequently, as you gain practical experience in using AA1000AS v3, you can later apply for PCSAP or LCSAP qualification.

Kindly note that all AA1000 Training is currently conducted virtually through our licensed training providers. You can find the list of our training providers and their contact details here: https://www.accountability.org/standards/licensed-training-providers/. Please contact the training provider(s) directly regarding any information on course logistics, fees, dates etc.

Q7: Can an individual person become a licensed assurance provider?

A7: The license is applicable to organizations but if an individual is a registered sole trader, they can apply.

Q8: What company documents do I need to submit when applying for the license?

A8: You need to submit a local company registration document for the entity under which the account will be registered.

Q9: What is the license registration fee, and how is it paid?

A9: The registration fee is 280 GBP, payable upon approval of the license application. The invoice can be settled either via bank card, through international money transfer, or other payment methods. There is also an annual renewal fee to continue as an active licensed assurance provider. See here for access to a full list of fees.

Q10: Do we have to pay the registration fee if our application is not approved?

A10: No payment is required if the application is rejected.

Q11: Who is reviewing the application?

A11: The AccountAbility Standards team reviews each application.

Q12: Can we apply or submit documents in our local language?

A12: You can submit the application and any documentation in your preferred local language.

Q13: Is there an interview process? If so, in which language is the interview conducted, and who should participate in the interview?

A13: Occasionally the AccountAbility Standards team conducts interviews for organizations with insufficient application details or cases where approval requires additional information. These interviews will be conducted in English. We encourage the main contact person and any other relevant individuals to participate in the interview. The interview can be conducted with the help of a translation service, or a nominated translator paid for by the applicant.

Q14: Who should sign up for the portal? (which person from the organization?)

A14: We recommend using a general organization specific email address. Examples include ‘assurance@organization.com’ or ‘invoicing@organization.com’. This can then be the Admin role. This helps to avoid getting locked out of your account because a team member leaves. Please contact standards@accountability.org if you have any issues accessing your account.

Q15: Is it possible to update the initial email address after approval and add new members to my account?

A15: Yes. To change the email for the account, please do this under ‘Company Profile’ in the navigation panel. To add new members to your organization, please find ‘Users’ in the navigation panel and then use the ‘+ Invite New Member’.

Q16: Does the phone number need to include the country code?

A16: Yes

Q17: I made a mistake on my draft application. Can the application be modified during the review process?

A17: Please contact the AccountAbility Standards team at standards@accountability.org and we will be happy to assist you.

6.2 Questions related to the E-licensing platform / portal

Q18: What is the process after I manage to sign up and log into the portal?

A18: After logging into the portal for the first time as a new assurance provider candidate, you should check your information is correct under ‘Company Profile, and ‘Users’ both found on the left-hand navigation panel. To add more Users, refer to Section 2.2 above.

You can now submit a new report.

Q19: Can the organizational details in the company profile be changed later if we make a mistake?

A19: You can modify the details anytime yourself. Profile details can be updated from the 'Company Profile' page found on the left-hand navigation panel. Please note that if the details are linked to our website, there can be a delay before the information is updated on the website.

Q20: What are the next steps when the application has been approved?

A20: After the application has been approved, you can complete the process by signing the License Agreement through the 'Signatures' panel and proceeding to payment. Your license is active from the date when AccountAbility receives payment.

Q21: If the application is rejected, can we apply again later?

A21: You can always reapply if there are any changes in the answers related to the application.

6.3 For Admin Users - Inviting and removing members

Q22: Why should I invite new members? How do I do that? What do those people have to do?

A22: You can invite new Users involved in the assurance engagements to enable them to enter data into the portal. When you authorize a new member, this User will be able to log assurance engagements, submit assurance statements and raise invoices under your organization's account.

Invitations can be sent by logging into your account and navigating to the 'Users' tab. Under here you can '+ Invite New Member'.

Q23: I added a new member, but the member has not received an email.

A23: Please ensure that when you invited a new member, their email address is correct and that you press the 'send' button at the end of the form. If you continue to have issues please contact standards@accountability.org who will assist.

Q24: What are the different categories of 'user'?

A24: There are two types of 'user'. A basic user cannot invite new users. An admin can invite new users. All users will be able to view others within the organization.

6.4 Requesting a Tax Certificate

A Tax Certificate is a document issued by the tax authorities that verifies an entity's compliance with tax obligations. In the context of double taxation, some countries require a tax certificate. Double taxation refers to the situation where the same income is taxed in more than one jurisdiction. To prevent or mitigate double taxation, countries often enter into double tax treaties (DTTs) with each other. These treaties allocate taxing rights and provide mechanisms to relieve double taxation.

Overall, the specific requirements for tax certificates can vary by jurisdiction and depend on the tax laws and regulations of the countries involved.

Q26: I need a Tax certificate from you. Where can I get this?

Q26: You will be able to request a tax certificate or download existing tax certificates from the 'Tax certificates' option under the ‘Tax Certificates’ page found under the Billings tab on the navigation pane.

To request a tax certification use the ‘+ Add Request’ feature on the Tax Certificates page and fill out all the required information. **Uploading all necessary documents in the formats needed, with information related to your entity filled in**. Ensure you press the ‘Submit’ button so that we receive your request.

Q27: What does ‘Add Request’ mean?

A27: You do not need to worry about the Tax Certificate unless your country requires that you have this certificate signed by the UK Tax Authorities. **Please do not request this certificate unless you are required to do so by your country’s authorities.**

Q28: How long does it take to receive the Tax Certificate that we requested?

A28: We contact the UK Tax Authorities and request a certificate every time there is a request. The process can take up to two months.

For India, Taiwan and China, the tax certificate is available to download once available, directly from the platform.

6.5 Registering a client organization’s sustainability disclosure

Q29: How do I register an assurance engagement to create a new report?

A29: Go to the 'AA1000 Reports' under 'E-Licensing' on the navigation pane. Click on the 'New Report' button at the top of the page to access the Pre-engagement check page. You need to fill in the form and first receive approval from AccountAbility upon submission before you can proceed with the assurance engagement.

Pre-Engagements and All Assurance Statements will be displayed on the ‘AA1000 Reports’ page (under the ‘E-Licensing’ menu).

When you access the page, there is a table where you can see the status of any Pre-Engagements that have been logged.

6.6 Pre-engagement related questions

Q30: Why do you have to submit a mandatory pre-engagement form?

A30: The mandatory pre-engagement information is integral to our quality management. It is to ensure that providers proactively review and assess the required information before the engagement commences. This proactive approach enhances the overall quality of the AA1000AS v3 assurance process, providing an opportunity for thorough assessment and preparation, contributing to more effective engagements.

Q31: What information should we provide in the pre-engagement questions, and how do we complete the form? When is the appropriate time to fill out this form?

A31: For each assurance engagement, the pre-engagement form should be submitted for approval prior to the commencement of the engagement. Navigate to 'AA1000 Reports' and select '+ New Report.' Provide details regarding Independence and Impartiality, Competence, Agreement, Subject Matter, Quality Control Systems, and all the requested information under the Report Information section. Additionally, attach the document containing the terms and conditions agreed upon by the assurance provider and the reporting organization.

Q32: You are asking us to upload the document containing the terms and conditions of the engagement agreed between the assurance provider and the reporting organization. However, what if we are unable to upload this for any reason, such as confidentiality concerns or it not being signed yet? Additionally, do we have to upload all pages, or will some pages suffice?

A32: The engagement agreement is not made public. According to the AA1000 AS v3, the terms and conditions of the engagement between the assurance provider and the reporting organization shall be agreed upon in writing prior to the commencement of the engagement. If any section of the agreement contains details which can be treated as confidential, such as the pricing of the service, these can be withheld. If the agreement cannot be uploaded, an explanation regarding the reasons must be provided, with a self-declaration that the assurance engagement meets all requirements of the AA1000AS v3.

Q33: What do the different Status messages on the Reports table (regarding Pre-Engagement) mean?

A33: The status **'Pre-Engagement: Application Saved'** means a draft of a saved Pre-Engagement application is available on the system. This draft needs to be submitted via the system for AccountAbility to approve before you can proceed with the engagement.

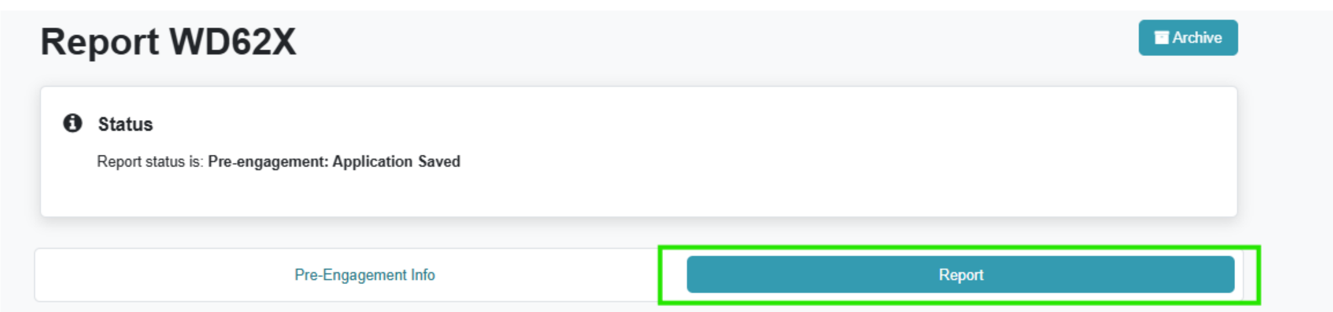
The status **'Pre-engagement: Application in AccountAbility Review'** means you have submitted the relevant Pre-Engagement, which is awaiting AccountAbility approval.

The status **'Pre-engagement: Application Rejected'** means the relevant Pre-Engagement has been rejected by AccountAbility. To find the reason for rejection and make the necessary changes, access the Pre-Engagement for the corresponding report, where the 'Rejection reason' will displayed on the page. You may make all changes necessary and submit the revised form for AccountAbility to approve.

The status **'Pre-engagement: Application Approved'** means the relevant Pre-Engagement has been approved by AccountAbility and you can proceed to the next stage.

Q34: What happens when a Pre-Engagement has been approved by AccountAbility?

A34: Once a Pre-Engagement has been approved by AccountAbility, the status will change to 'Pre-engagement: Application Approved', and you can proceed to filling in the data under 'Report' as shown below in green.



Q35: What if something changes after we have filled in the pre-engagement questions and when we conduct the actual engagement? Is the final assurance statement acceptable?

A35: Any major changes that occur after completing the pre-engagement questions and during the actual engagement should be communicated promptly to the relevant parties. The acceptability of the final assurance statement will depend on the nature and significance of these changes. Please refer to the AA1000AS v3 regarding requirements and Guidance for Assurance Providers document.

Please contact AccountAbility if you are unsure whether the AA1000AS v3 has been adhered to for further guidance in such cases.

Q36: We have just submitted the pre-engagement information. How long does it take for AccountAbility to review this and get back to us?

A36: The time it takes for AccountAbility to review and respond to the pre-engagement information can vary. We typically aim to review submitted forms promptly, but the exact duration may depend on the volume of submissions. If there are many forms to review, it might take a few days. Feel free to follow up with us if you have not received a response within a reasonable timeframe (5 business days).

Q37: In the question related to 'Other than the CSAPs mentioned, please describe the full assurance team, with competencies of the professionals who will be carrying out the proposed assurance engagement,' how much detail should we provide?

A37: It is advisable to provide sufficient detail to convey the qualifications, expertise, and relevant skills of the team members involved. Include their roles, relevant experience, and any specialized skills that contribute to the successful execution of the assurance engagement. This information helps demonstrate the team's capability and ensures transparency in the evaluation process. However, avoid unnecessary details and focus on key aspects that highlight the team's competence for the specific assurance engagement. In future, if the individuals decide to apply for any of the experienced CSAP levels, the assurance engagements conducted at the time of applying can be referred to as evidence of experience in AA1000AS v3 assurance.

Q38: Our pre-engagement form was rejected with a reason. We were instructed to revisit a specific question and provide additional information. We have now revised the answer. Can we proceed to resubmit the same form?

A38: Yes, you can resubmit the revised pre-engagement form after addressing the specific question for which more information was requested. Ensure that you thoroughly review and make the necessary amendments based on the feedback provided. Once you are confident that the form is now complete and accurate, you can proceed with the resubmission. Please be sure to address all outstanding issues when resubmitting.

6.7 Assurance Statement Pre-issue Self-check related questions

Q39: How do I know when I can start filling in the self-check questions? Why should I go through this process, and how can I do it?

A39: Once your pre-engagement form has been approved, you can then log into the portal and go to the 'AA1000 Reports' section. Please find the approved pre-engagement forms with the status of ‘Pre-engagement: Application Approved. You can now start filling in the data under Report.

Q40: Why do we need to fill in the same information that we filled in during the pre-engagement phase? Why is it necessary to input this data here in the first place? What will be displayed on the website?

A40: The information entered in the pre-issue self-check complements the details provided in the pre-engagement phase, ensuring a comprehensive overview of the assurance engagement. Information from the Pre-Engagement form is auto-populated for your convenience. This data contributes to the transparency and credibility of the assurance process. Some specific details clearly outlined in the self-check form will be displayed on the website as AccountAbility maintains a public list of all AA1000AS v3 assurance engagements to guarantee quality and transparency.

Q41: When my Pre-Engagement has been approved by AccountAbility, where can I access the relevant report?

A41: Once Pre-Engagements have been approved by AccountAbility, the status will be changed to 'Pre-engagement: Application Approved’ (seen by scrolling down on the ‘AA1000 Reports’ page), for further action.

Q42: What do the different Status messages on the ‘Reports’ table (regarding the Pre-issue Self-check mean?

A42: The status ‘**Report: Application Saved'** means a draft of a saved assurance statement is available on the system. This draft needs to be submitted via the system before you can proceed to payment or request an invoice.

The status ‘**Report: In Review’** means that you have submitted the relevant information and it is now awaiting AccountAbility’s review.

The status **'Report: Application Rejected'** means that the relevant Report has been rejected by AccountAbility.

The status **'Proceed to Invoicing'** means you can find the 'Pay for Reports' button at the top of the 'AA1000 Reports' page. Then select the relevant report to pay by card or request an invoice. You will then be directed to pay your invoice(s).

The status **'Published'** means your assurance statement has been listed on the AA1000AS v3 reports web list - https://www.accountability.org/standards/aa1000-reports/

6.8 Payment related questions

Q43: When do we need to pay for the new report and when do we receive the unique assurance statement-specific markings (logo)?

A43:

This is the answer for all new providers and providers with the status of Tier 3: When the report has been approved, you can log into the portal and navigate to E-Licensing -> AA1000 Reports. Use the 'Pay for Reports' button at the top of the page to proceed to payment. You will then need to pay before you are able to download the assurance statement-specific markings (logo) to be applied to your client organization's assurance statement. Your client's report(s) will be added to the public weblist simultaneously.

This is the answer for providers with the status of Tier 2: When the report has been approved, you can log into the portal and navigate to E-Licensing -> AA1000 Reports. Select the specific report. Before downloading the markings (the logo to be used in the assurance statement), you should proceed to payment by using the 'Pay for Report' button at the top of the 'AA1000 Reports' page. Please note that while you can download assurance statement-specific markings (logos) as soon as you request an invoice, your client's report will not be added to the public weblist until the invoice is paid.

This is the answer for providers with the status of Tier 1: When the report has been approved, you can log into the portal and navigate to E-Licensing -> AA1000 Reports. Please use the 'Pay for Reports' button at the top of the page to proceed to payment. You will be able to pay or aggregate up to 30 reports at a time into one invoice. Your client's report(s) will be added to the public weblist when the invoice is automatically generated. Please note that once you download the markings, you are obliged to pay for the reports.

Q44: We would like to pay the invoice via credit card or wire. How can we do this?

A44: To pay for your reports navigate to the ‘AA1000 Reports’ under the Elicensing tab. Use the ‘Pay for Reports’ button to proceed to payment. This will direct you to a page where you can select a credit card payment or a wire transfer.

Please ensure that you press the button for the option you are choosing to ensure that there are no delays with receiving your markings or having the report put on the AccountAbility website.

Q45: I want to see the invoices I have paid for. Where can I see these?

A45: When you select 'Invoices' under the General menu, all invoices issued are listed.

Q46: What does Billing Accounts under the Billings menu mean?

A46: Here you can save your billing account information for future convenience. You can create several accounts if invoices need to be sent to different business units.

6.9 Provider Licensing Agreement and Assets

Q47: We noticed that there was a mistake with our company address, and the wrong address is used in the License Agreement. Can that be changed?

A47: Yes, that can be changed.

Q48: What is included in the ‘Provider Assets’ page?

A48: You will find your assurance provider License Number and Annual License Renewal Date displayed.

Your Provider Licensing Agreement and Your Assurance Provider Markings (logo) will be available for Download by logging into your account. Please note that your Assurance Provider Markings (logo) are different from the unique Assurance statements markings and cannot be applied to assurance statements. Please make sure you download the logo fully as the preview version displays a dark background, which is not an accurate representation of the downloaded version.