

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

1. Name of the CB:	
2. Accreditation/Approval applied for:	Provisional approval for NCCF Ecotourism Standard as per NCCF Ecotourism Standard Provisional Approval Scheme
3. Application reference:	
4. CB's Documentation (CB to list)	
5. Brief information about the CB	
6. Summary of observations	
7. Recommendations	

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u> , where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
4.	Administrative Requirements				
4.1	<p>Legal entity:</p> <p>The CB shall be a legal entity in the economy in which it is located or shall be a defined part of a legal entity, such that it can be held legally responsible for all its certification activities. A governmental certification body is deemed to be a legal entity on the basis of its governmental status. A CB, that is part of an organization involved in functions other than certification, shall be separate and identifiable within that organization.</p>				
4.2	<p>Organizational structure:</p> <p>The CB shall define and document the duties, responsibilities and reporting structure of its personnel and any committee and its place within the organization. When the certification body is a defined part of a larger legal entity, documentation of the organizational structure shall include the line of authority and the relationship to other parts within the same legal entity.</p>				
4.3	<p>Integrity:</p>				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u> , where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
	The CB and its product shall maintain integrity at all times. The CB shall implement adequate measures to ensure integrity.				
4.4	Impartiality:				
4.4.1	The CB shall be impartial.				
4.4.2	The CB shall be so structured and managed as to safeguard impartiality.				
4.4.3	The CB and its staff shall not engage in any activities that may conflict with their Impartiality.				
4.4.4.	The CB shall act impartially in relation to its applicants and certified entities.				
4.4.5	The CB shall have a process to identify, analyze, evaluate, monitor, and document the threats to impartiality arising from its activities including any conflicts arising from its relationships on an ongoing basis. a) This shall include those threats that may arise from its activities, or from its relationships, or from the relationships of				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u> , where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
	<p>its personnel. Where there are any threats to impartiality, the CB shall document and demonstrate how it eliminates or minimizes such threats and document any residual risk. The demonstration shall cover all potential threats that are identified whether they arise from within the CB or from the activities of other persons, bodies or organizations.</p> <p>b) Top management shall review any residual risk to determine if it is within the level of acceptable risk. When a relationship poses an unacceptable threat to impartiality, then certification shall not be provided.</p> <p>c) The risk assessment process shall include identification of and consultation with appropriate interested parties to advice on matters affecting impartiality including openness and public perception.</p> <p>Note 1: Sources of threats to impartiality of the certification body can be based on ownership, governance, management, personnel, shared resources, finances, contracts, training, marketing and payment of</p>				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u> , where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
	<p>a sales commission or other inducement for the referral of new clients, etc.</p> <p>Note 2: One way of fulfilling the consultation with the interested parties is by the use of an impartiality committee.</p>				
4.4.6	The CB shall not impart education and/or training in ecotourism/sustainable tourism, or any other training related to this Scheme within the same legal entity.				
4.4.7	The CB shall not certify a system on which it has provided consultancy, carried out internal audits or provided in-house training, for a minimum of two years following the completion of consultancy/ internal audits / in-house training. The CB shall have a process to ensure that that they do not use personnel in audits or other certification activities if they have been employed by or involved in consultancy/ internal audits / inhouse training towards the client, for a minimum of two years.				
4.4.8	The CB shall have a process to eliminate or minimize risk to impartiality if consultancy/ internal audits / inhouse training of any entity/client is carried out in a related body which is linked to the CB by common				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u>, where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
	ownership etc.				
4.5	Confidentiality				
	The CB shall ensure confidentiality of information obtained in the course of its certification activities by having a suitable system.				
4.6	Liability and Financing				
4.6.1	The CB shall be able to demonstrate that it has evaluated the risks arising from its certification activities and that it has adequate arrangements (e.g., insurance or reserves) to cover liabilities arising from its operations in each of its fields of activities and the geographic areas in which it operates.				
4.6.2	The CB shall evaluate its finances and sources of income and demonstrate that initially, and on an ongoing basis, commercial, financial or other pressures do not compromise its impartiality.				
5.	Technical Requirements				
5.1	General Considerations				
5.1.1	The CB shall employ, or have access to, a sufficient number of personnel to cover its operations related to the scheme and other normative documents.				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u>, where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
	<i>Note: The personnel include those normally working for the certification body, as well as persons working under an individual contract or a formal agreement that places them within the management control and systems/procedures of the certification body.</i>				
5.1.2	The CB shall ensure that all personnel carrying out the key activities, such as technical review, auditing, granting of certification, monitoring of auditors, etc. have the relevant and appropriate competencies corresponding to these activities.				
5.1.3	Personnel, including any committee members, personnel of external bodies, or personnel acting on the certification body's behalf, shall keep confidential all information obtained or created.				
5.2	Management of competence for personnel involved in the certification process				
5.2.1	The CB shall establish, implement and maintain a procedure for management of competencies of personnel involved in the certification process. The procedure shall require the CB to: <ul style="list-style-type: none"> • Determine the criteria for the competence 				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u> , where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
	<p>of personnel for each function in the certification process, considering the requirements of the scheme.</p> <ul style="list-style-type: none"> • Identify training needs and provide, as necessary, training programmes on certification processes, requirements, methodologies, activities and other relevant certification scheme requirements. • Demonstrate that the personnel have the required competencies for the duties and responsibilities they undertake. • Formally authorize personnel for functions in the certification process. • Monitor the performance of the personnel. 				
5.2.2	<p>The CB shall maintain the following records for the personnel involved in the certification process:</p> <ul style="list-style-type: none"> • name and address, • position held, • educational qualification and professional status, • curriculum vitae, • experience and training, • the assessment of competence as per section 7.4, • performance monitoring, 				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u>, where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
	<ul style="list-style-type: none"> • authorizations held within the CB, • date of most recent updating of each record. 				
5.3	Contract with the personnel				
5.3.1	<p>The CB shall require personnel involved in the certification process to sign a contract or other document by which they commit themselves to the following:</p> <ol style="list-style-type: none"> i. To comply with the rules defined by the CB, including those relating to confidentiality and independence from commercial and other interests. ii. To declare any prior and/or present association on their own part, or on the part of their employer, with: <ul style="list-style-type: none"> • a provider or developer of services, or • an operator or developer of processes iii. To the evaluation or certification of which they are to be assigned. iv. To reveal any situation known to them that may present them or the CB with a conflict of interest. v. CB shall use this information as input into identifying risks to impartiality raised by the activities of such personnel, or by 				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u>, where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
	the organizations that employ them.				
5.4	Requirements for Personnel involved in the certification activities				
5.4.1	Requirements for Ecotourism Auditors				
5.4.1.1	<u>Educational and professional experience:</u> <ul style="list-style-type: none"> • Tertiary education (college or university qualification) in tourism/ ecotourism/ NRM/ forestry/ agriculture/ agroforestry/ life sciences/ environmental science/ natural resources or related/relevant subjects. • 5 years of work experience in the tourism sector, if the experience specifically involves ecotourism, a period of 3 years would be adequate. • Training in auditing techniques (based on ISO 19011/ 17021) OR any LA Course based on it; (ISO 9001/14001/45001). • Successful completion of NCCF Ecotourism Auditor Training. Please refer to Note 1 and 2. Training in Ecotourism Standard of NCCF by NCCF; until NCCF starts providing such training, training on any 				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u> , where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
	<p>equivalent training like GSTC Auditor Training or GSTC benchmarked scheme auditor training is acceptable.</p> <ul style="list-style-type: none"> • To qualify as a lead auditor, auditors should have experience in the tourism sector based in the ISO 14001 scope 30, specifically 10 man-days of experience. On the other hand, to be considered an Auditor in the particular sector, 5 man-days of experience would suffice. • Participation in Audit for first time qualification <ul style="list-style-type: none"> a. As observer in one complete initial evaluation audit b. As observer in one surveillance audit c. As As Trainee auditor under supervision of CB's approved Lead Auditor in at least one evaluation audit 				
5.4.1.2	For maintaining the qualification of auditor, the CB shall ensure that auditor participated in two (2) on site audits or 3 person-days of audit every year for NCCF Ecotourism Standard or equivalent scheme.				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u>, where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
	<p>Note 1: CBs are required to contact NCCF regarding the trainings.</p> <p>Note 2: Auditors will be required to undergo mandatory NCCF Training as and when available, to become eligible as auditors for NCCF schemes and continue their auditor status for the same.</p>				
5.4.1.3	CB shall be responsible both for ensuring that the training programme remains current with scheme changes, and for updating it, as needed, to improve its effectiveness.				
	<p>Competencies: The CB shall ensure that each Ecotourism Destination Auditor demonstrates ability to apply knowledge and skills in the following areas:</p>				
5.4.1.4	<p>I. Principles, requirements, criteria or indicators of the Ecotourism standard, as applicable.</p> <p>II. Knowledge of the socio-demographics and cultural issues in the region of application of the Ecotourism standard.</p> <p>III. Audit principles, procedures and techniques: to enable the auditor to apply those appropriate to different audits and ensure that audits are</p>				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u> , where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
	<p>conducted in a consistent and systematic manner.</p> <p>IV. Organisation situations including organizational size, structure, functions and relationships, general business processes and related terminology and cultural and social customs such as knowledge of the client organisation working language: to enable the auditor to comprehend the organization's operational context.</p> <p>V. Legislation, regulations or other relevant requirements – enabling the auditor to operate in the right legal framework and to be aware of the legislative requirements applicable to the client organization which is the subject of the audit.</p> <p>VI. The principles of Ecotourism management based on techniques involving inventories, local communities, key issues, planning, protection and other management of basic ecotourism principles – to enable the auditor to examine the ecotourism management</p>				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u> , where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
	<p>scheme and to decide whether it is being adequately applied.</p> <p>VII. Natural environment science, environmental technology and the economic principles applicable to Ecotourism management.</p> <p><u>Note:</u> In case an auditor is deficient in any of the areas above the same may be supplemented by a technical expert.</p>				
5.4.1.5	<p><u>Performance Review:</u> The CB shall provide evidence of annual monitoring of auditors applying methods such as audit witnessing, reviewing audit reports or client organisations' feedback, etc. based on the frequency of their usage and the level of risk linked to their activities. In particular, the CB shall review the competence of its personnel in the light of their performance in order to identify training needs. The auditors shall be witnessed onsite at least once in 3 years.</p>				
5.4.2	<p><u>Audit Team:</u> The audit team shall comprise of auditor(s) fulfilling the requirements. In some cases,</p>				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u>, where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
	technical experts may be required to support the required auditor competency in a particular technical area by providing appropriate technical expertise.				
4.4.3	<u>Other CB personnel:</u> Other CB personnel involved in the NCCF Ecotourism Standard certification activities shall have at least basic knowledge of the NCCF system and competence as per their roles and responsibilities.				
6	Publicly Available Information				
6.1	The CB shall maintain a website for providing information about the scheme and its certification activities under the scheme including the following: a) The CB shall maintain and make publicly available information describing its certification processes for granting, maintaining, extending, renewing, reducing, suspending or withdrawing certification, and about the certification activities and geographical areas in which it operates.				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u> , where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
	b) The CB shall make publicly available information about applications registered and certifications granted, suspended or withdrawn under the scheme. c) The CB shall make publicly available its process for handling appeals and complaints.				
7	Certification Process				
7.1	The CB shall manage the process of certification as per the documented 'Certification Process' prescribed under the Scheme - NCCF-STD-ACR-01/2023.				
7.2	The CB shall maintain records to demonstrate that the certification process is effectively implemented.				
7.3	The CB shall ensure the requirements of the scheme are met at any point in time.				
7.4	The CB shall have written agreement with the certified clients on the use of the certificate issued to them.				
7.5	The CB shall have a process to handle appeals by the applicants/certified clients against any of its decisions.				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

(1)	(2)	(3)	(4)		(5)
Cl.	NCCF Ecotourism Standard requirements for Provisional Approval Scheme	QM/Procedure no/ Document no/Format no with <u>Clause no.</u> , where a particular requirement is addressed (CB to provide details)	COMPLIANCE		NCCF AT Review comments after assessment
			Yes	No	
7.6	The CB shall have a process to handle complaints from the stakeholders.				
7.7	<p>Certification agreement:</p> <p>The CBs shall have a legally enforceable agreement for the provision of certification activities. In addition, the CBs shall ensure its certification agreement requires that the certified entities comply at least, with the specific requirements as prescribed in the relevant accreditation standard (ISO 17065) and the scheme document.</p>				
7.8	<p>Responsibility for decision on certification:</p> <p>The CBs shall be responsible for, shall retain authority for, and shall not delegate, its decisions relating to certification, including the granting, maintaining, recertifying, expanding and reducing the scope of the certification, and suspending or withdrawing the certification.</p>				

NCCF Ecotourism Standard CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT

(CB to fill up Col 2, 3, & 4 of the checklist; NCCF AT to fill the rest)

Non-conformities:

S. no.	Intensity	Details
1.	Critical	
2.	Major	
3.	Minor	
4.	Concerns	

Recommendation:

NCCF Assessment Team

1.Name-----Sig-----Date.....

2.Name-----Sig-----Date.....

CB's Representative

NameSig.....Date.....