



Green Key staff and jury qualification and training

1. INTRODUCTION

The Green Key national staff consists of the Green Key National Operator and in some cases other employed/volunteer staff. At Green Key International, the staff consists of Green Key International Director, the Green Key International Coordinator and other employed/volunteer staff. The Green Key staff is the day-to-day administrative contact to the participating establishments, partners and other relevant stakeholders in the Green Key programme.

In countries with a National Jury, the National Jury members are in charge of taking the decisions on the Green Key award. There is also an International Jury dealing with the decisions on awards (in countries without a National Operator) after off-site audits.

With Green Key being a large international programme, it is important that the management of Green Key is harmonised. It is therefore important that the Green Key staff and jury members are experienced and qualified (trained) to carry out their work following Green Key's requirements, and it is important that the performance and standards are monitored on a continuing basis.

2. GREEN KEY STAFF AND JURY QUALIFICATION AND EXPERIENCE

In order to perform the function as Green Key staff and jury members at the national or international level, all staff and jury members must normally have professional qualifications and experience in sustainable tourism, environmental management, environmental education, certification and auditing, or another similar relevant professional qualification and experience.

The professional qualification can be in the form of a minimum of an undergraduate degree in environmental management, sustainability management, tourism, sustainable tourism, environmental education or another relevant professional education.

After the professional education, the staff and jury members should normally have a minimum of two years of experience in working in one or more of the above-mentioned areas.





3. GREEN KEY TRAINING

Staff and jury members must have undergone the standard Green Key training in order to function in their positions.

Green Key International will train staff/volunteers at the international level. Green Key International will also train Green Key National Operators in connection with Green Key National Operator Meetings or through other meeting fora. Green Key National Operators will train staff/volunteers at the national level.

Green Key International will train International Jury members and Green Key National Operators will train National Jury members.


Ahead of the training, each person must receive written information about i) the Green Key criteria and explanatory notes, ii) the Green Key application, audit and award process, iii) a presentation with introduction to Green Key in general, and iv) other relevant information (e.g. Green Key policies).

The standardised training must at least consist of the following components:

- A. Information about Green Key in general
 - a. History/development of Green Key
 - b. Green Key's administrative management (internationally and nationally)
 - c. The Green Key "spirit" of cooperation, education and support
 - d. Information about Green Key's partners

- B. Information about the Green Key criteria/explanatory notes
 - a. The existing Green Key categories and their definition
 - b. Imperative and increasing guideline criteria system
 - c. Main criteria in each section

- C. Information about the Green Key application, audit and award process
 - a. Application system
 - i. Online access to information about Green Key (criteria, application process, costs, policies)
 - ii. Application form and agreement between applicant and Green Key
 - iii. Application deadlines (if applicable)
 - b. Audit system
 - i. On-site and off-site audit system
 - ii. Use of second or third party auditors for on-site audits
 - iii. Qualification and training of auditors for on-site audits
 - iv. Conducting the on-site audits (document verification and visual inspection)

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- v. Reporting after on-site and off-site audits
 - c. Award system
 - i. Third-party verification (third-party auditor or jury)
 - ii. Appeal and complaint system
 - iii. Duration of award
 - D. Information about support and PR
 - a. Information about Green Key tools/toolbox
 - b. Information about PR for Green Key and participating establishments

The initial training must be done in connection with new staff/jury members. A renewal training must be done once every second year, and it can be shorter and focus on updates in Green Key since last training and experiences made in last two-year period. When new criteria/explanatory notes take effect or when there are other larger changes in Green Key, it is especially important that the staff/jury members are informed/trained about these changes.

4. GREEN KEY STAFF AND JURY AGREEMENTS

After the training, the Green Key staff and jury members sign an agreement specifying: i) the content of their role/function, and ii) that the role/function will be carried out in accordance with Green Key's policy regarding behaviour, impartiality, confidentiality and objectivity.

Green Key International keeps the record of signed agreements with international staff/jury members and the Green Key National Operators. The Green Key National Operators keep the record of signed agreement with national staff/jury members.