



CREST. Representing the technical information security industry

Appeals Procedure for Member Companies and Training Providers

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Contents

1. Definitions.....	3
2. Purpose	3
3. The Procedure for Member Companies	4
4. The Procedure for Providers of training.....	4
Amendment List.....	5

1. Definitions

- 1.1 “**Accredited**”, in the context of this Appeals Procedure, means an organisation that has successfully completed a CREST audit of its quality processes, data handling procedures and methodologies and any other assessment criteria required by CREST. Accreditation shall be construed accordingly.
- 1.2 “**Appraiser**” means a person engaged to evaluate the content of a training course against a CREST examination syllabus.
- 1.3 “**CREST**” or “**CREST International**” means CREST (International), with Company Registration number 09805375, and any or all of its group of companies.
- 1.4 “**CREST International Council**” the governing body of CREST (International).
- 1.5 “**CREST Practice Lab Partner**” means exclusively Hack The Box and Immersive Labs.
- 1.6 “**CREST Training Partner**” means an organisation applying to CREST to deliver training that is aligned to a CREST examination syllabus.
- 1.7 “**Cyber Training Provider**” means an organisation that provides general cyber security training that is not aligned to any CREST examination syllabus.
- 1.8 “**Local Council**” means the governing body of a Region elected by the Member Company Representatives entitled to vote in that Region.
- 1.9 “**Member Company**” or “**CREST Member Company**” means a company who has passed the relevant CREST requirements, agreed to the CREST Code of Conduct and has paid any fees associated with membership.
- 1.10 “**Operating Executive**” means the employed staff of CREST International that comprise the senior management team.
- 1.11 “**Provider**” for the purposes of this Appeals Process means the collective of CREST Practice Lab Partners, CREST Training Partners and Cyber Training Providers.
- 1.12 “**Region**” means a group of countries in a relevant geographical area as determined by CREST from time to time.
- 1.13 “**Technical Assessor**” means a person appointed by CREST International having appropriate skills and experience to support CREST certification activities.

Where the context requires, the singular form of nouns and pronouns shall include the plural and vice versa.

2. Purpose

- 2.1 The process of gaining CREST Accreditation is iterative and CREST will work with you to understand the requirements and any changes in your policies, procedures or methodologies that we may require.
- 2.2 If your application is rejected, however, you have the right to appeal. The following procedure will apply.

3. The Procedure for Member Companies

- 3.1 An appeal needs to be made in writing to CREST by the organisation concerned. You should email admin@crest-approved.org with the details of your appeal.
- 3.2 CREST undertakes to give specific reasons for rejection. The appeal should explain why the organisation considers the reasons given to be invalid.
- 3.3 The CREST Operating Executive will review the application and all of the supporting documentation submitted by the applicant company and the findings of the accreditation team. CREST reserves the right to involve any member of the accreditation team in such a review in order to provide additional context or information as may be required.
- 3.4 An Appeals Committee will be formed by CREST to consider the appeal. The composition of the Appeals Committee will be formed from members of the Local Council/s in the jurisdiction/s to which the applicant company wished to be accredited to operate.
- 3.5 The composition of the Appeals Committee will be agreed with all Parties prior to any information regarding the application being passed on. Additional NDAs will be put in place to protect the applicant company and the information contained in its application form for membership will not be shared with any party outside CREST.
- 3.6 Once established, the Operating Executive will provide the Appeals Committee with all the relevant documentation and correspondence relating to the membership application.
- 3.7 The Appeals Committee will report to the next CREST International Council meeting. They will provide their feedback and a recommendation that the rejection should either be upheld or overturned. Feedback and recommendations given to the CREST International Council will have the applicant organisation's name redacted.
- 3.8 Feedback will be given to the applicant and if the application has again been rejected, reasons for the rejection will be provided.
- 3.9 There will be no further recourse to appeal the decision taken by the International Council.

4. The Procedure for Providers of training

- 4.1. An appeal by a potential Provider must be made in writing to CREST. You should email admin@crest-approved.org with the details of your appeal.
- 4.2. CREST undertakes to give specific reasons for rejection. The appeal should explain why the organisation considers the reasons given to be invalid.
- 4.3. The CREST Operating Executive will review the application and all of the supporting documentation submitted by the applicant organisation and the findings of the Appraiser. CREST reserves the right to involve any member of the accreditation team in such a review in order to provide additional context or information as may be required.
- 4.4. CREST reserves the right to involve Technical Assessor(s) in the review of the application if they deem it appropriate. All CREST's technical assessors are under strict and enforceable Non-Disclosure Agreement provisions.
- 4.5. Feedback will be provided to the applicant organisation and if the application has again been rejected, reasons for the rejection will be provided.
- 4.6. There will be no further recourse to appeal the decision taken by the Operating Executive.

Amendment List

This document has been amended in the areas described below:

a. Section reference b. Clause Reference c. Date Issued	Description of Changes	Authorised by	Version No. issued
a. 1 b. c. 05.04.2024	Definitions updated	Elaine A Luck	5.0
a. 3.3 b. c. 05.04.2024	Option to include accreditation team in review included	Jonathan Armstrong	5.0
a. 4 b. c. 05.04.2024	Process and description for training providers added	Elaine A Luck	5.0
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