**GOLD LEVEL – INTERNATIONAL STANDARDS**

The Gold Level requires full and complete compliance with all obligations outlined in the Bronze and Silver Levels. At this level, organizations are expected to integrate child protection practices into permanent, measurable, and sustainable systems.

**1. Advanced and Institutionalized Training Programs**

* Child protection training must be conducted at least twice a year. The trainings must be diversified as follows:
	+ Basic Training: Once per year for coaches and referees
	+ Refresher and Update Training: A second session within the year for the same staff
	+ Executive and Support Staff Training: A dedicated module for administrative and support personnel
* At the end of each training session:
	+ An exam must be administered to participants
	+ Certificates must be issued to those who pass
	+ Participants who fail must receive remedial training and reassessment

**2. Risk Management and Continuous Monitoring System**

* The organization must establish and utilize a digital risk monitoring system for all activities involving children.
* The risk management system must include:
	+ Clearly identified risk areas (facilities, transportation, digital platforms, etc.)
	+ Preventive measures taken for each risk area
	+ Up-to-date risk assessment reports
* The functioning of the entire system must be presented schematically and submitted as an updated report at least once per year.

**3. Advanced Complaint Management**

* The complaint system must:
	+ Be accessible via web-based, mobile-compatible digital platforms
	+ Include supportive explanations and accessibility features for individuals with disabilities or other disadvantages
* For each complaint:
	+ The date it was received
	+ The assessment process
	+ Actions taken
	+ Follow-up and outcome details must be recorded in detail and uploaded to the PCSOS system in an annual summary report.

In addition to the Silver Level, this level incorporates advanced, holistic, and digitally supported practices. The required documentation and evidence are as follows:

**1. Institutionalized Training Programs**

* **Annual Training Plan** (PDF or Excel)
	+ A calendar including basic, refresher, and staff trainings throughout the year
* **Training Exam Documents** (PDF)
	+ Participant exam papers or digital test results
* **Certificate Records** (PDF or system screenshot)
	+ Proof of participation certificates issued at the end of each training
* **Remedial Training Documents** (if applicable)
	+ Documentation of repeated training sessions for participants who did not pass the initial exam

**2. Risk Management and Continuous Monitoring**

* **Risk Map** (schematic visual or PDF)
	+ A document mapping identified risks in areas such as facilities, transportation, and digital platforms
* **Risk Assessment Report** (PDF)
	+ A report detailing prioritized risks, measures taken, and assessment scores
* **Digital System Usage Records** (system screenshots)
	+ Proof that a risk monitoring software or digital solution is actively used

**3. Advanced Complaint Management**

* **Digital Complaint System Screenshot**
	+ Evidence of the operational structure of the web platform or mobile application
* **Accessibility Tools Evidence** (video or image)
	+ Documentation showing accessibility options available for persons with disabilities
* **Complaint Process Reports**
	+ Detailed records explaining the reception, assessment, and resolution process of each complaint
* **Annual Complaint Summary**
	+ Quantitative data, types of complaints, response times, and resolution rates

**GOLD LEVEL – APPLICATION CHECKLIST**

*(All Bronze + Silver level criteria must be fulfilled, plus the following additional requirements.)*

| **Criteria** | **Description** | **Required Supporting Documents** | **Status (✓ / X)** |
| --- | --- | --- | --- |
| Annual Training Plan | Schedule for basic, refresher, and support staff training | Excel or PDF plan |  |
| Training Exam Documents | Exam results for participants | Answer sheets, score records |  |
| Certification and Retraining Records | Certificates issued, and retraining for those who failed | List of issued certificates, retraining documentation |  |
| Risk Management System | Digital system, risk maps, preventive action plans | Schematics, risk reports, screenshots |  |
| Risk Assessment Reports | Updated reports for each activity area | Detailed PDF reports |  |
| Advanced Complaint System | Web/mobile access, accessibility for disadvantaged users | Website link, screenshots, accessibility tools |  |
| Complaint Tracking Reports | Case-specific complaint files and resolutions | Detailed complaint logs, annual summary report |  |
| Data Privacy & Confidentiality Policy | GDPR/KVK-compliant data handling commitments | Signed data protection document |  |