

Individual Certification Application Upload Requirements

- ☐ Verification that you have passed the exam, including the date you passed
- ☐ Confirmation materials that you have 2,000 hours of experience working as an organizational Ombuds
 - In order to demonstrate that the requirement of experience practicing as an organizational ombuds has been met, the candidate should submit copies of verification of length of employment from the relevant employer(s) of record. A representative of the Eligibility Committee may contact an applicant if additional information or clarification of submitted information is required.
- ☐ Completed [Educational Training tracking form](#)
 - Using the [Educational Training tracking form](#), please detail all applicable training to support your role and understanding of organizational ombuds work. You'll need to include:
 - Date of the course
 - Title of the course
 - Number of hours
 - Type of PDH
 - What [domain](#) the course satisfied
 - What core competencies the course satisfied
- ☐ Letter of Completion for Foundations course or a certificate and transcript for another equivalent course
 - Equivalent courses may include: Forum for Canadian Ombuds (FCO) Osgoode Hall Course, European Network of Higher Education Ombuds (ENHOE) basic training, Master's in conflict resolution or dispute resolution with equivalent coursework on workplace conflict or ombudsing. We are looking to see that you have taken coursework in organizational ombuds and are applying a set of standards to the practice.
- ☐ A written response that details the specific training you have taken to build competency in Interpersonal, Intrapersonal, and Organizational Conflict Management
- ☐ Completed [Case Scenarios](#)
 - You will be asked to upload a written or video response to two case scenarios. Please see the [case scenarios document](#) and choose one case scenario from each category: visitors and organization.
- ☐ A character statement
 - This character statement will need to be from your current or past employer or supervisor (within the last four years), your IOA mentor, or someone else who is certified as an organizational ombuds who has detailed understanding about your ombuds work
 - The statement should address the candidate's personal and professional integrity, ability to instill trust, ask the right questions, and to demonstrate patience.
- ☐ You may also upload any additional supplemental information that you believe would be helpful to assist the Eligibility Committee with their decision