HR DELIVERY / STEP-BY-STEP SERIES

Awards & Accreditations

J1

PORTAL USER GUIDE

Prepare a category-specific nomination, organise its evidence, understand authorised review and programme records, and use recognition documents only after the appropriate decision and current programme arrangements are confirmed.

01 PREPARE

02 FOLLOW

03 CHECK

INTRODUCTION

OPEN SOURCE

Use the workspace with a clear purpose

Begin by choosing the recognition route. The public awards form collects an organisation's nomination; the accreditation page describes proposed employee-survey pathways. They have different purposes and opening arrangements. The current accreditation page is explicitly a development preview.

This guide gives detailed instructions for the visible nomination form and illustrative accreditation calculator. It also explains the protected Awards Studio, Certification Studio and Certificate and Letter Studio as authorised workflows. Private inboxes, decisions and document-generation controls were not accessible during this review and are marked as source-described.

WHAT YOU CAN DO

01 Choose a recognition route and category

02 Prepare a complete nomination and evidence narrative

03 Check attachments and authorisation before submission

04 Understand the proposed accreditation calculation

05 Coordinate review records and recognition documents

WHO THIS GUIDE IS FOR

Client nomination leads • HR and employee-experience teams • Authorised recognition programme reviewers

CONTENTS

In this guide

Use the chapter pages to find a task. Follow each numbered sequence and check the result before continuing.

Introduction 002
Foreword from Dr Phillip 004
Meet Lama 005
Sign in and check your access 006
Your workflow map 010
Prepare an award nomination 011
Authorised awards review 030
Explore accreditation and certification 043
Prepare recognition documents and get support 056
Reference directories and checklists 069
Your final check 072
Help and support 073

FOREWORD

A note from Dr Phillip

A credible recognition story makes the need, the action, the evidence and the contribution clear to another reader.

Recognition is most useful when the story of achievement can be understood and examined. An effective nomination explains the starting need, the action taken and the difference experienced by people. It also explains who was included, how the evidence was gathered and what remains to be improved.

This guide helps you organise that account. Prepare the content before opening the form, choose the category that fits the contribution and make each response specific. Use documents, dates and employee feedback to support the story. Keep the distinction between an organisation’s application, a reviewer’s conclusion and an authorised recognition decision clear throughout the process.

The same discipline should carry into certificates, letters and public statements. Their wording should reflect the decision and programme that support them. Where you are exploring accreditation, confirm the current programme arrangements before planning an application. Lama can coordinate a discussion about the right route and the preparation support your team needs.

DR PHILLIP

HR Delivery

Proposed wording for Dr Phillip's review

YOUR FIRST POINT OF CONTACT

OPEN SOURCE

Meet Lama

Start with Lama when you need help choosing between an awards nomination and an accreditation enquiry, clarifying a programme's current opening arrangements or coordinating preparation support. Bring the category, workforce scope, achievement and evidence you wish to explain. She can organise a discussion with the relevant HR Delivery team and confirm the next step. Nasser's specialist area supports preparation; authorised human reviewers retain responsibility for programme decisions.

ASK LAMA TO HELP WITH

- Confirm the appropriate programme route
- Clarify evidence and application requirements
- Arrange preparation support
- Resolve a submission or document query

HAVE THESE DETAILS READY

- Award category or accreditation interest
- Organisation and workforce scope
- Dates and evidence of the initiative
- Authorised nomination contact

OPEN LAMA'S RECEPTION

hr.delivery

SIGNING IN / STEPS 1–2 OF 6

OPEN SOURCE

Sign in and confirm your workspace

01 Open the portal link

Use the link supplied in your HR Delivery access handover. Check that the portal title matches the service you need.

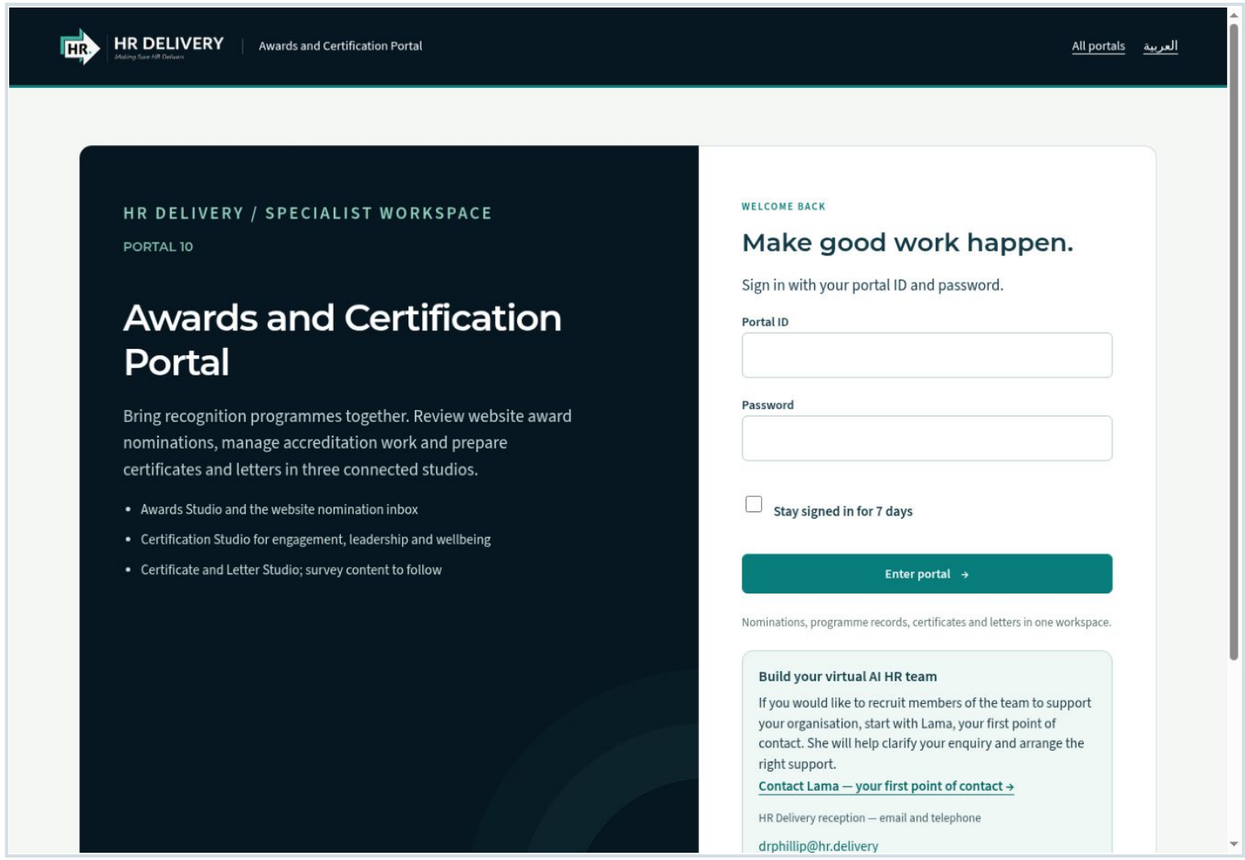
CHECK The correct portal title and sign-in form are visible.

02 Enter your 'Portal ID'

Type the ID issued for your service into 'Portal ID'. Keep the spelling and letter case exactly as provided.

CHECK The ID appears in the intended field.

CURRENT LIVE SCREEN



Current Awards and Certification Portal sign-in screen names the three connected studios. Private controls were not entered.

SIGNING IN / STEPS 3–4 OF 6

OPEN SOURCE

Sign in and confirm your workspace

03 Enter your 'Password'

Enter the password issued through your agreed access route. Do not include it in a support screenshot or in a shared document.

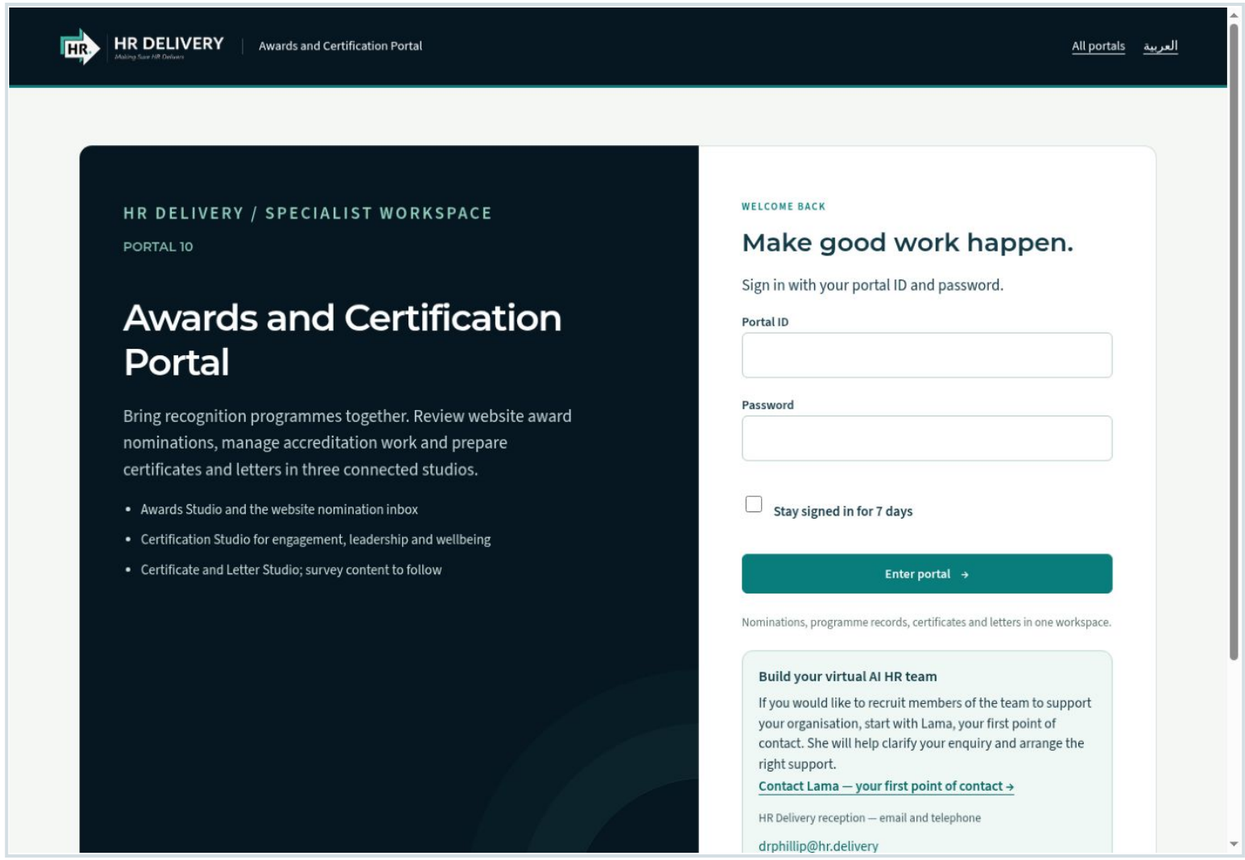
CHECK The password field is completed without exposing the credential.

04 Choose the session option

Use 'Stay signed in for 7 days' only if appropriate for the device you control. Leave it unticked on shared equipment.

CHECK The optional checkbox reflects your intended session duration.

CURRENT LIVE SCREEN



Current Awards and Certification Portal sign-in screen names the three connected studios. Private controls were not entered.

SIGNING IN / STEPS 5–6 OF 6

OPEN SOURCE

Sign in and confirm your workspace

05 Select 'Enter portal'

Continue through the normal sign-in process. Confirm the service name and your authorised workspace before opening any records.

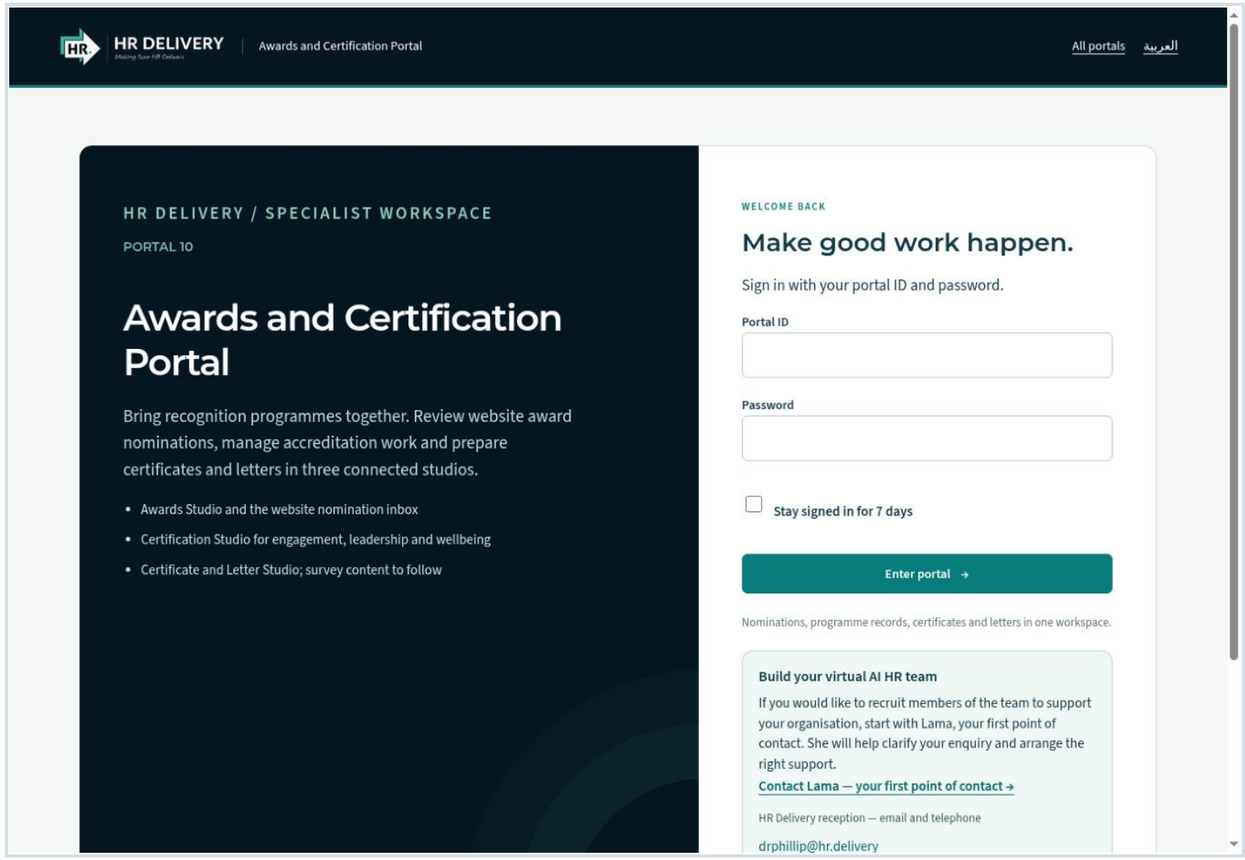
CHECK If accepted, the workspace opens; authenticated success was not verified in this review.

06 Check your permitted work

Confirm the organisation, country and role that apply to your work. A department sign-in does not automatically grant every private administration function.

CHECK The available modules should match the access agreed with HR Delivery.

CURRENT LIVE SCREEN



Current Awards and Certification Portal sign-in screen names the three connected studios. Private controls were not entered.

BEFORE YOU START

OPEN SOURCE

Access and working context

01 The public nomination form does not require reviewer administration access.

02 Protected nominations and attachments are intended for authorised reviewers.

03 An accreditation enquiry or illustrative score is not an accreditation decision.

The current review reached this sign-in screen but did not obtain an authenticated private session. Public workflows and published demonstrations are identified separately throughout this guide.

YOUR WORKFLOW MAP

How the tasks connect

Follow the sequence for a complete piece of work, or go straight to the chapter you need.

01

Prepare an award nomination

PAGE 011

02

Authorised awards review

PAGE 030

03

Explore accreditation and certification

PAGE 043

04

Prepare recognition documents and get support

PAGE 056

Each task: prepare the inputs, follow the numbered steps, then confirm the output and the checks.

01 Prepare an award nomination

Complete the visible public form with a clear, evidence-supported account.

04 PRACTICAL TASKS

Prepare the inputs / Follow the screen sequence / Check the result

PREPARE AN AWARD NOMINATION / J-01-01

OPEN SOURCE

Choose the programme and award category

Select the route that matches the contribution you want to explain.

WHO USES THIS Nomination lead

BEFORE YOU BEGIN

- Purpose of recognition
- Organisation and country
- Programme opening information

WHAT YOU WILL HAVE

- Chosen recognition route and category

CHECK BEFORE YOU FINISH

- Awards and accreditation are distinguished
- Current dates and status checked
- A separate category-specific entry is prepared

The screen does not match this guide. Check the country, selected module and account role. Ask Lama to confirm the correct route before continuing.

05 STEPS / WALKTHROUGH ON THE FOLLOWING PAGES

The awards form was inspected. Accreditation formal applications were not yet open on the reviewed page.

PREPARE AN AWARD NOMINATION / STEPS 1–2 OF 5

OPEN SOURCE

Choose the programme and award category

01 Open the recognition page

Choose the awards route for a workplace initiative nomination or the accreditation route for the proposed employee-survey recognition programme.

CHECK The selected route has its own explanation and requirements.

02 Check the current programme window

Read the current dates and status before preparing an entry. The reviewed awards page displayed a 2027 nomination cycle; confirm the live dates when applying.

CHECK You know the relevant programme and closing arrangements.

CURRENT LIVE SCREEN



Current 2027 award-cycle panel, showing the nomination deadline, announcement month and Choose your award route.

PREPARE AN AWARD NOMINATION / STEPS 3–4 OF 5

OPEN SOURCE

Choose the programme and award category

03 Use 'Choose your award ↓'

Compare Top Gulf Engagement Award, Top Gulf Wellbeing Award and Top Gulf Led Organisation Award against the initiative's purpose.

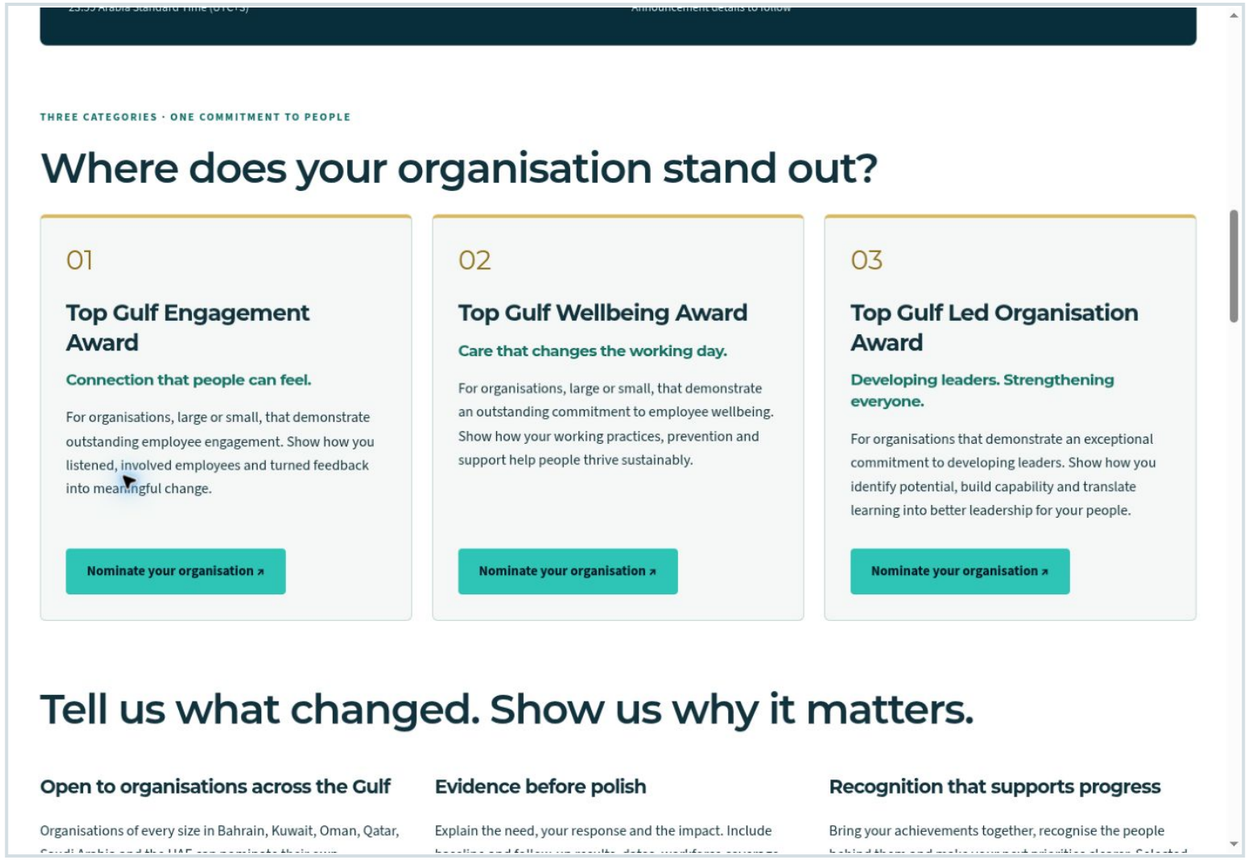
CHECK The category describes the achievement you intend to evidence.

04 Plan separate entries where appropriate

The page asks for a separate focused nomination for each category. Accreditation is not a prerequisite for an award nomination.

CHECK Each planned entry has a clear, category-specific focus.

CURRENT LIVE SCREEN



Current three award-category cards, each with a Nominate your organisation link.

PREPARE AN AWARD NOMINATION / STEPS 5–5 OF 5

OPEN SOURCE

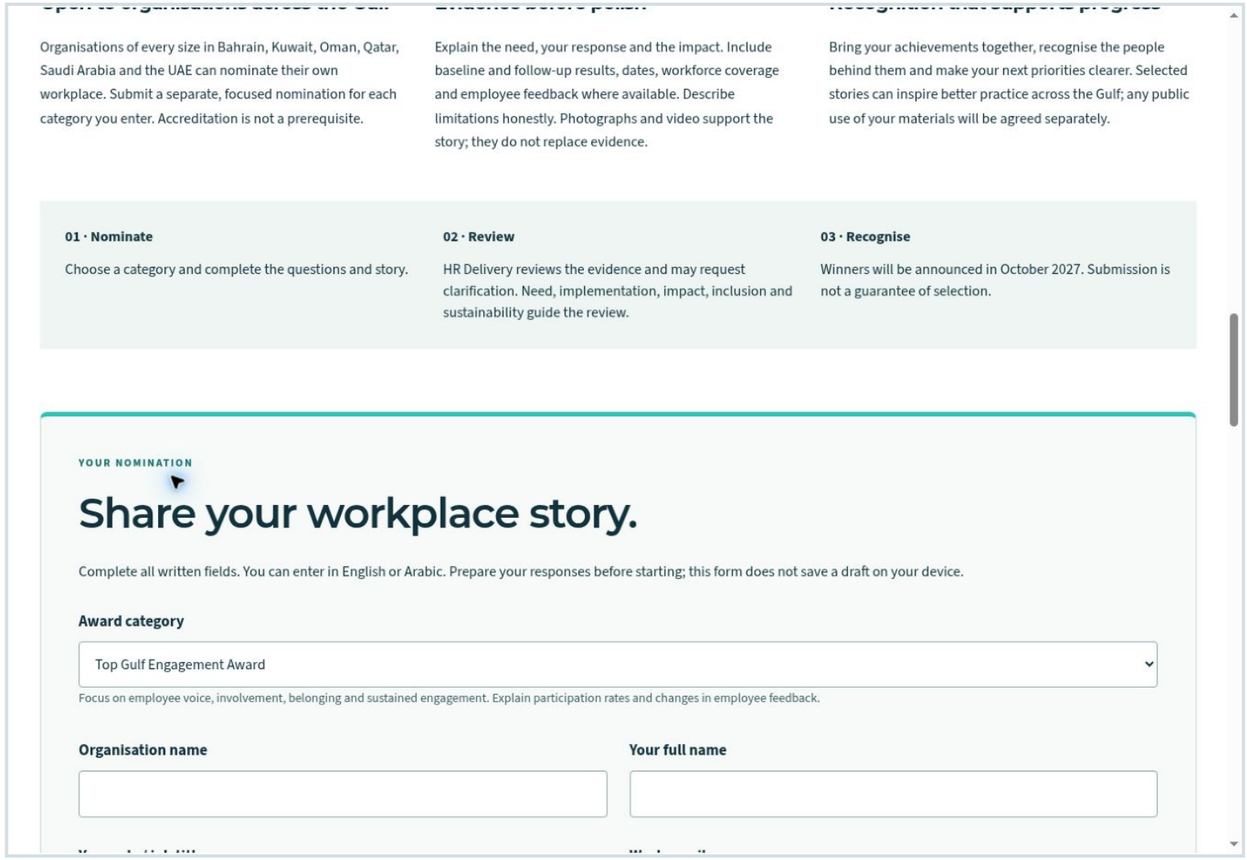
Choose the programme and award category

05 Choose 'Nominate your organisation ↗'

Read the form instructions before entering text. Prepare your answers outside the form because it does not save a device draft.

CHECK The nomination form and its category selector are visible.

CURRENT LIVE SCREEN



Current public awards process and nomination opening panel.

PREPARE AN AWARD NOMINATION / J-01-02

OPEN SOURCE

Complete the organisation and nomination scope

Make the intended organisation, workforce and follow-up contact clear.

WHO USES THIS Authorised nominator

BEFORE YOU BEGIN

- Approved organisation identity
- Nomination contact details
- Entities and employee coverage

WHAT YOU WILL HAVE

- Complete nomination identity and scope

CHECK BEFORE YOU FINISH

- Contact is authorised to submit
- Scope and workforce size agree
- Category is the intended one

You cannot finish the nomination in one session.

Prepare and retain your answers in your own working document first. The form explicitly does not save a draft on your device.

06 STEPS / WALKTHROUGH ON THE FOLLOWING PAGES

The blank form was inspected; no personal or organisation details were submitted.

PREPARE AN AWARD NOMINATION / STEPS 1–1 OF 6

OPEN SOURCE

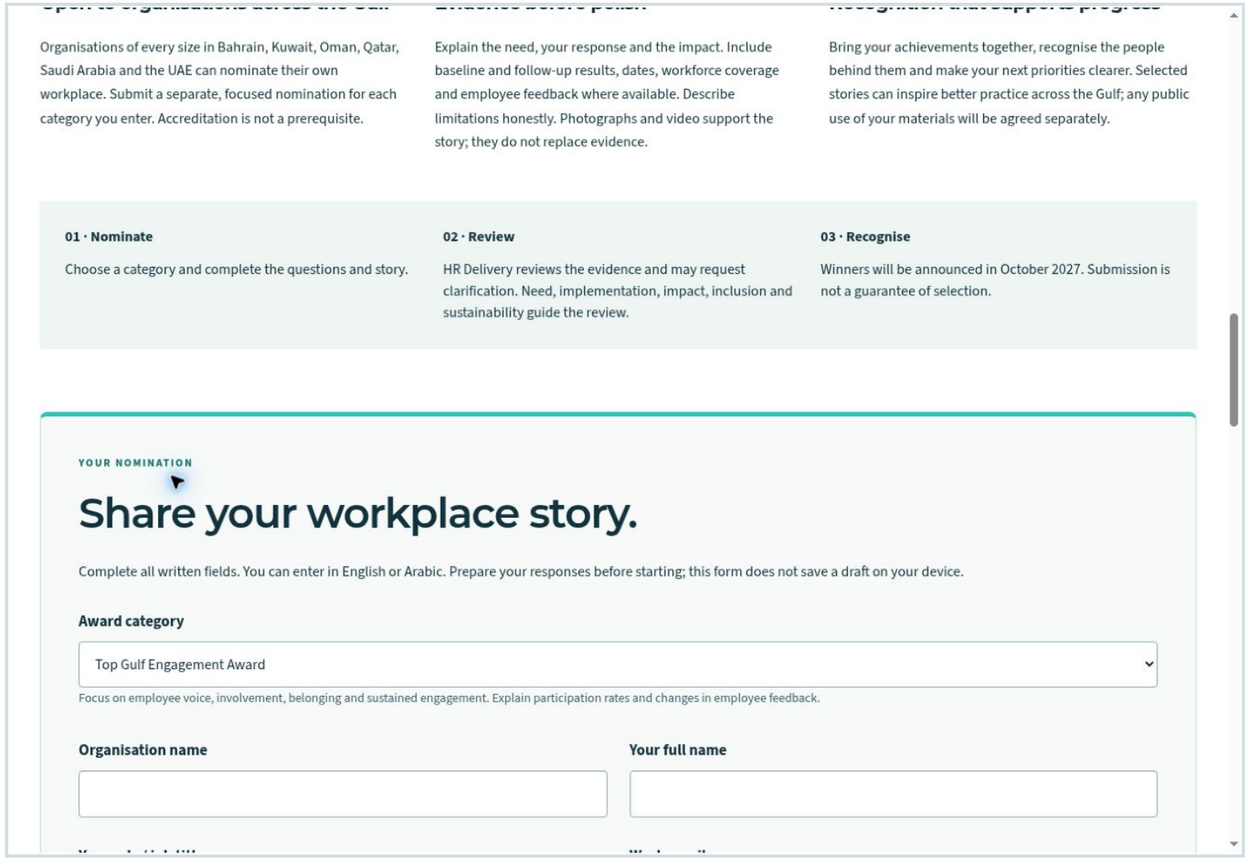
Complete the organisation and nomination scope

01 Select 'Award category'

Choose the intended award and read the category prompt below the selector. The prompt explains the focus of the required evidence.

CHECK The category and its focus are displayed.

CURRENT LIVE SCREEN



Category selector and form instruction to prepare responses in advance.

PREPARE AN AWARD NOMINATION / STEPS 2–3 OF 6

OPEN SOURCE

Complete the organisation and nomination scope

02 Complete organisation and contact details

Enter Organisation name, Your full name, Your role / job title, Work email and Contact telephone using the approved submission contact.

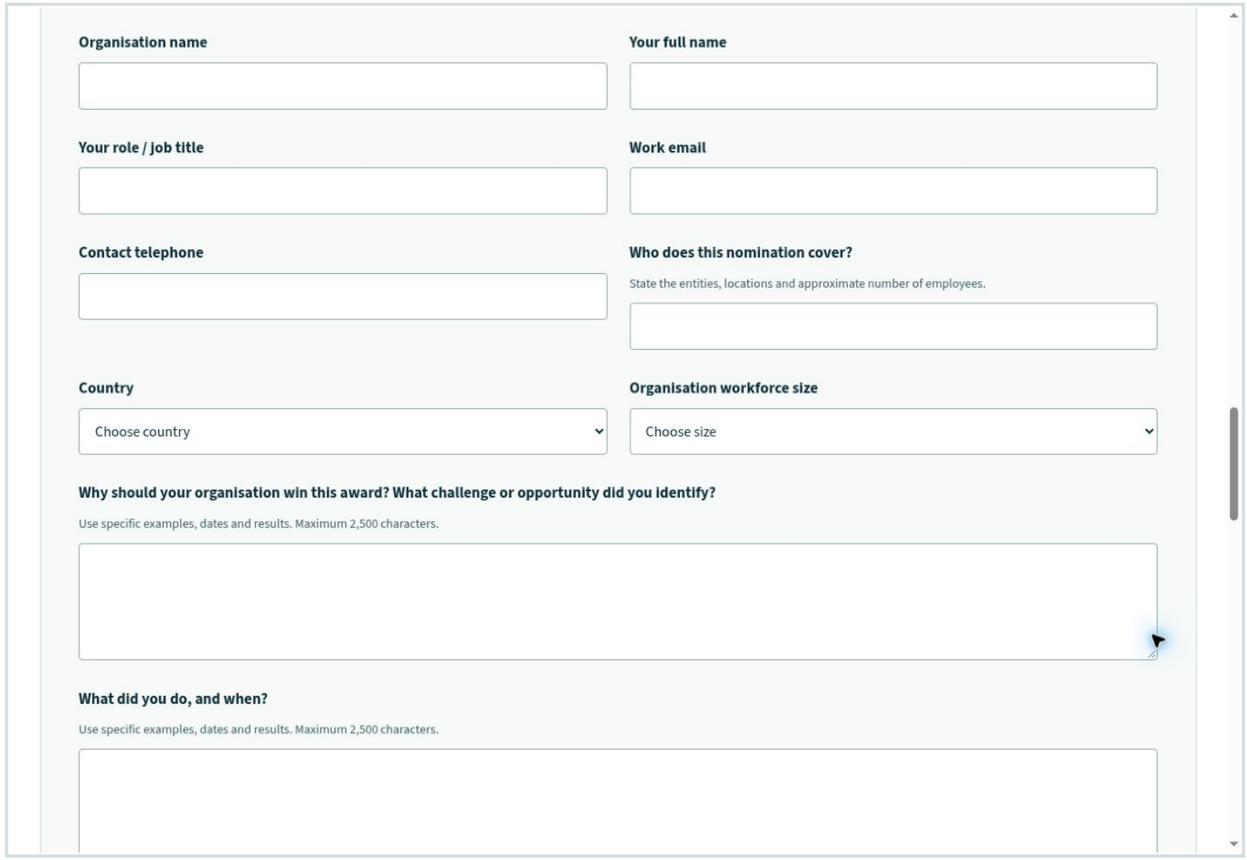
CHECK Checkpoint: the reviewer can identify the organisation and the accountable contact.

03 Complete 'Who does this nomination cover?'

State the entities, locations and approximate number of employees covered. Make exclusions clear where the initiative involved only part of the organisation.

CHECK Checkpoint: the workforce boundary is explicit.

CURRENT LIVE SCREEN



Current blank nomination fields for organisation, contact, scope, country and workforce size.

PREPARE AN AWARD NOMINATION / STEPS 4–5 OF 6

OPEN SOURCE

Complete the organisation and nomination scope

04 Choose 'Country'

Select the relevant Gulf country from the available list. Where coverage crosses borders, explain that context in the scope and narrative.

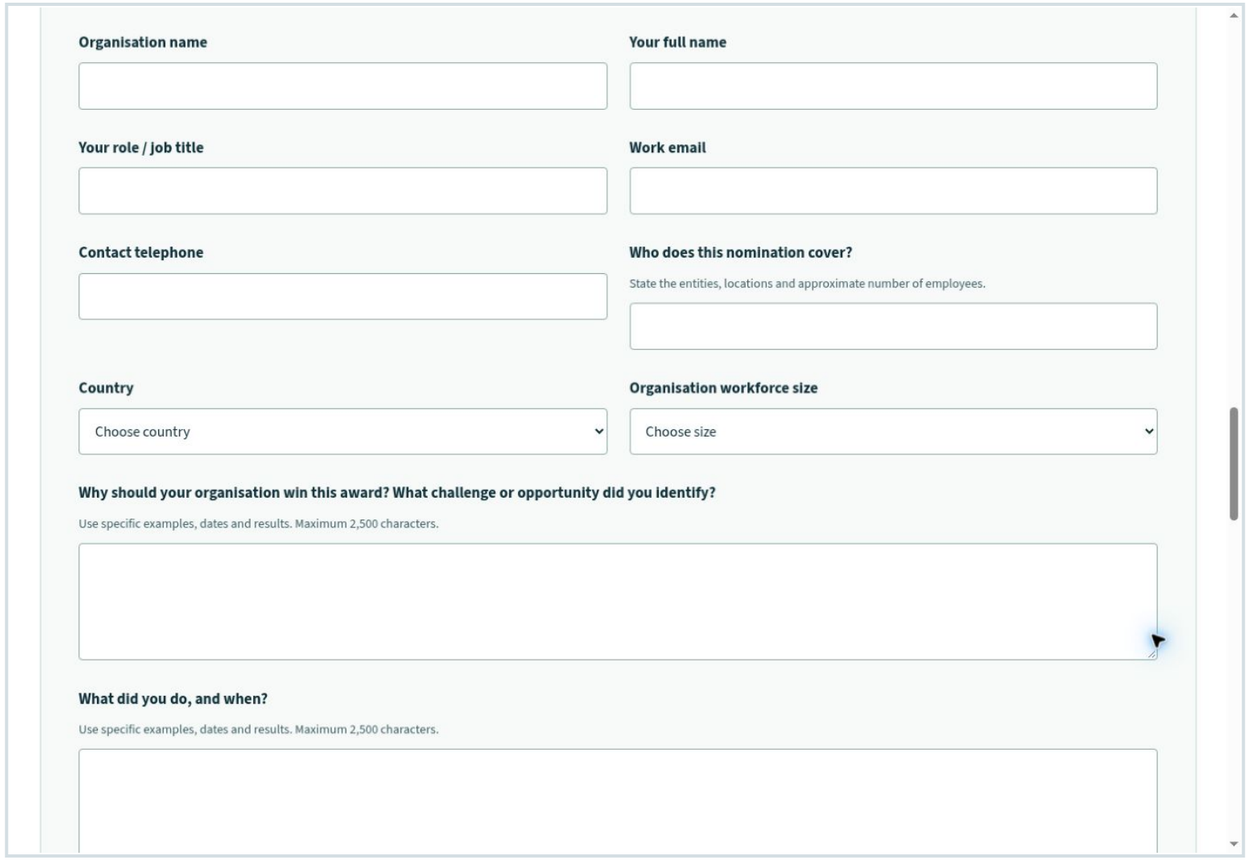
CHECK Checkpoint: the country choice and scope description are consistent.

05 Choose 'Organisation workforce size'

Select 1–49, 50–249, 250–999 or 1000+. Confirm how this relates to the scope you described rather than guessing.

CHECK Checkpoint: the size band is accurate and interpretable.

CURRENT LIVE SCREEN



Current blank nomination fields for organisation, contact, scope, country and workforce size.

PREPARE AN AWARD NOMINATION / STEPS 6–6 OF 6

OPEN SOURCE

Complete the organisation and nomination scope

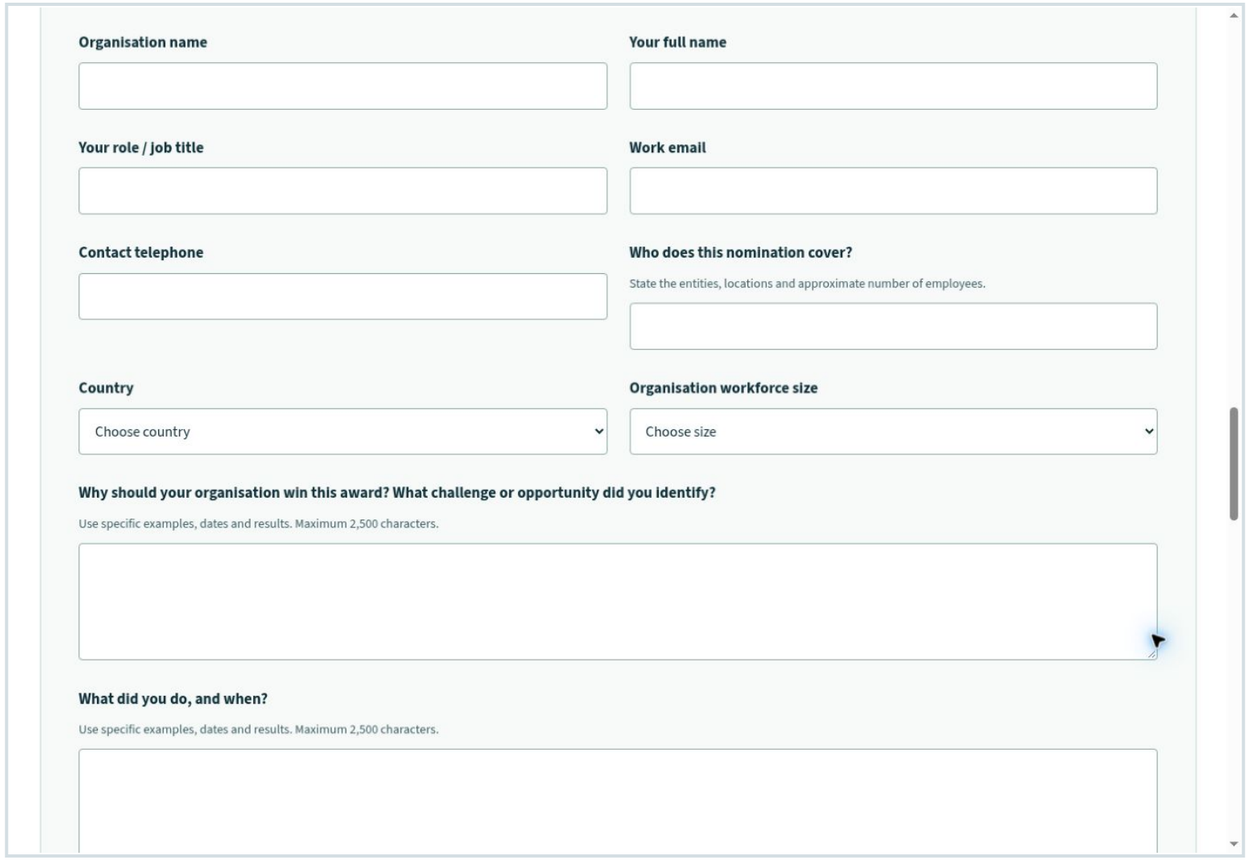
06

Review the identity section

Check spelling, contact details, organisation name, category and scope before adding the substantive answers.

CHECK The identity and scope section is ready for the nomination narrative.

CURRENT LIVE SCREEN



Current blank nomination fields for organisation, contact, scope, country and workforce size.

PREPARE AN AWARD NOMINATION / J-01-03

OPEN SOURCE

Write the six evidence responses and story

Explain what happened, why it mattered and how you know.

WHO USES THIS Nomination lead with initiative owners

BEFORE YOU BEGIN

- Baseline and follow-up evidence
- Implementation dates
- Employee coverage and feedback

WHAT YOU WILL HAVE

- Six focused evidence responses
- A maximum 500-word story

CHECK BEFORE YOU FINISH

- Claims connect to evidence and dates
- Each response answers the specific prompt
- Story and scope are consistent

The screen does not match this guide. Check the country, selected module and account role. Ask Lama to confirm the correct route before continuing.

06 STEPS / WALKTHROUGH ON THE FOLLOWING PAGES

Narrative fields and limits were inspected without submitting an entry.

PREPARE AN AWARD NOMINATION / STEPS 1–1 OF 6

OPEN SOURCE

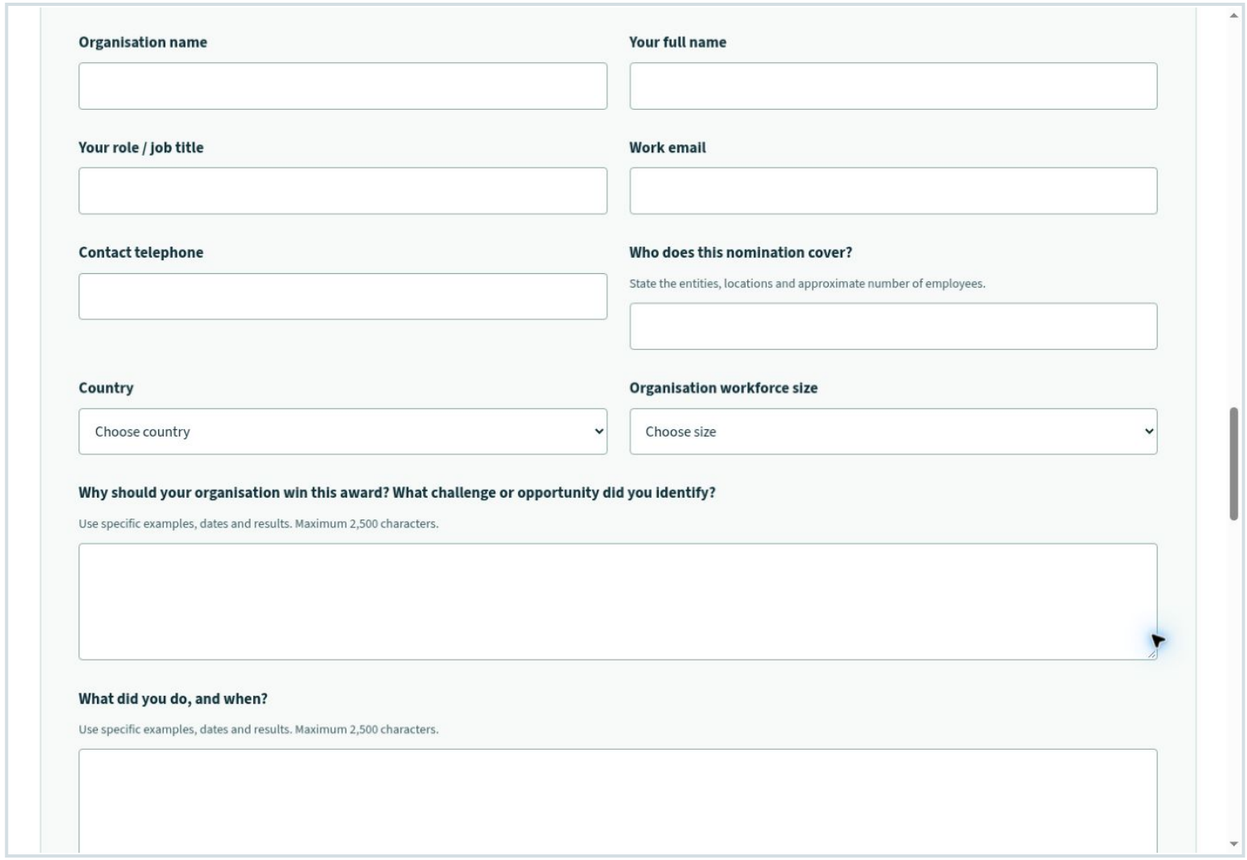
Write the six evidence responses and story

01 Explain the challenge or opportunity

Answer 'Why should your organisation win this award? What challenge or opportunity did you identify?' Describe the need and why it mattered.

CHECK Checkpoint: the reader can understand the starting problem.

CURRENT LIVE SCREEN



Current blank nomination fields for organisation, contact, scope, country and workforce size.

PREPARE AN AWARD NOMINATION / STEPS 2–3 OF 6

OPEN SOURCE

Write the six evidence responses and story

02 Describe the action and timing

Answer 'What did you do, and when?' Identify the intervention, responsibilities, milestones and workforce reached.

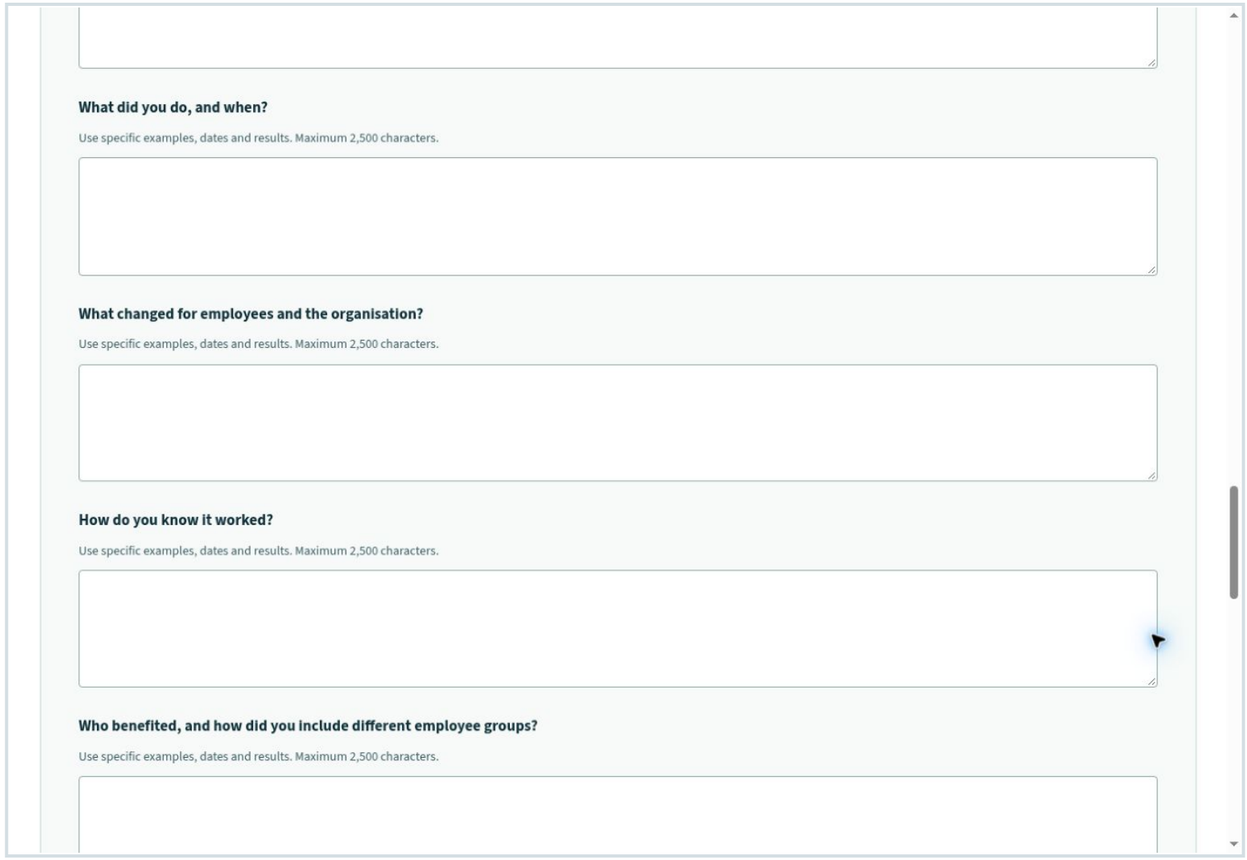
CHECK Checkpoint: the implementation account is specific and dated.

03 Explain the change and evidence

Complete 'What changed for employees and the organisation?' and 'How do you know it worked?' Distinguish outputs, outcomes and limits in the evidence.

CHECK Checkpoint: the impact claim is supported rather than simply asserted.

CURRENT LIVE SCREEN



Current nomination evidence questions; no organisation response was entered.

PREPARE AN AWARD NOMINATION / STEPS 4–5 OF 6

OPEN SOURCE

Write the six evidence responses and story

04 Address inclusion and sustainability

Explain who benefited, how different groups were included and how you will sustain and improve the results. Avoid claiming universal benefit without evidence.

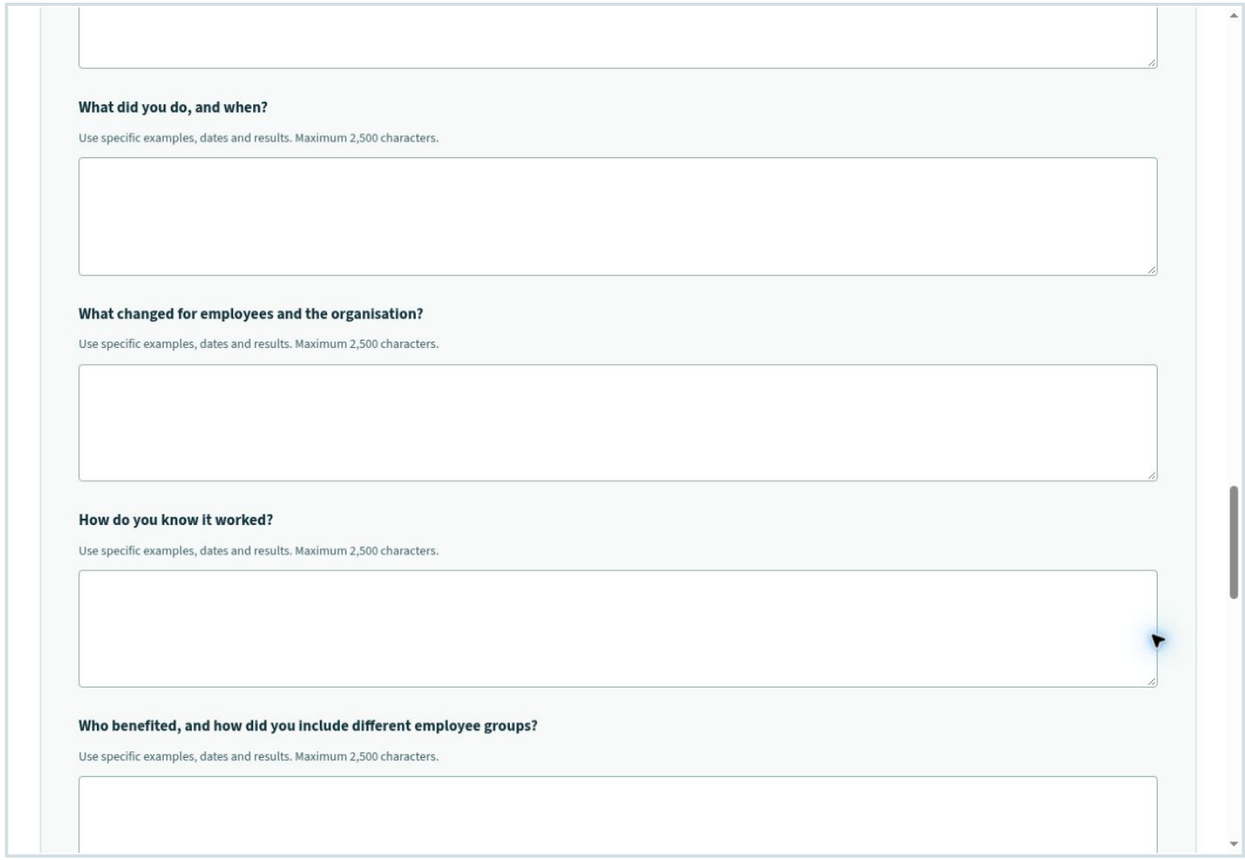
CHECK Checkpoint: coverage and the continuing improvement plan are clear.

05 Check each response length

Each of the six written questions permits a maximum of 2,500 characters. Remove repetition while retaining dates, results and limitations.

CHECK Each response fits its field and answers its own question.

CURRENT LIVE SCREEN



Current nomination evidence questions; no organisation response was entered.

PREPARE AN AWARD NOMINATION / STEPS 6–6 OF 6

OPEN SOURCE

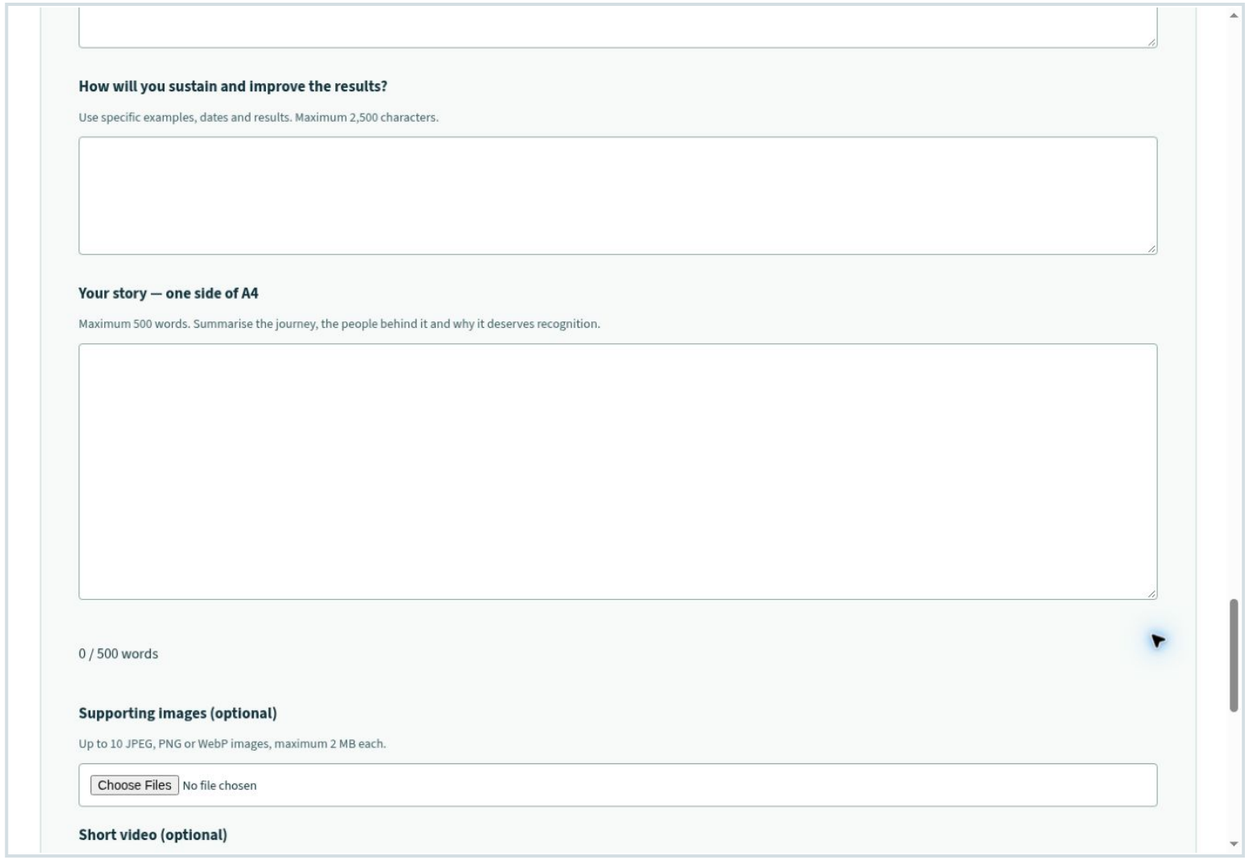
Write the six evidence responses and story

06 Complete 'Your story — one side of A4'

Write a coherent summary of the journey, the people involved and the case for recognition. Keep it within the displayed 500-word limit.

CHECK The word counter stays within 500 and the story agrees with the evidence.

CURRENT LIVE SCREEN



Current 500-word story area and the start of the optional attachment controls.

PREPARE AN AWARD NOMINATION / J-01-04

OPEN SOURCE

Review attachments and submit when authorised

Complete the final nomination check and retain the submission outcome.

WHO USES THIS Authorised nominator

BEFORE YOU BEGIN

- Final reviewed answers
- Permissions for media
- Approved submission authority

WHAT YOU WILL HAVE

- Submitted nomination when completed by the authorised user
- Retained submission record

CHECK BEFORE YOU FINISH

- Attachment limits met
- Authority and permissions confirmed
- Submission outcome recorded

An attachment is rejected. Check the published file type, number and size limits. Compress or export a compliant copy without removing evidence needed to understand the nomination.

06 STEPS / WALKTHROUGH ON THE FOLLOWING PAGES

The final controls were inspected but not activated. A successful submission, reference number and email receipt were not verified.

PREPARE AN AWARD NOMINATION / STEPS 1–2 OF 6

OPEN SOURCE

Review attachments and submit when authorised

01 Check optional image files

The form permits up to ten JPEG, PNG or WebP images, each no larger than 2 MB. Select images that support the evidence.

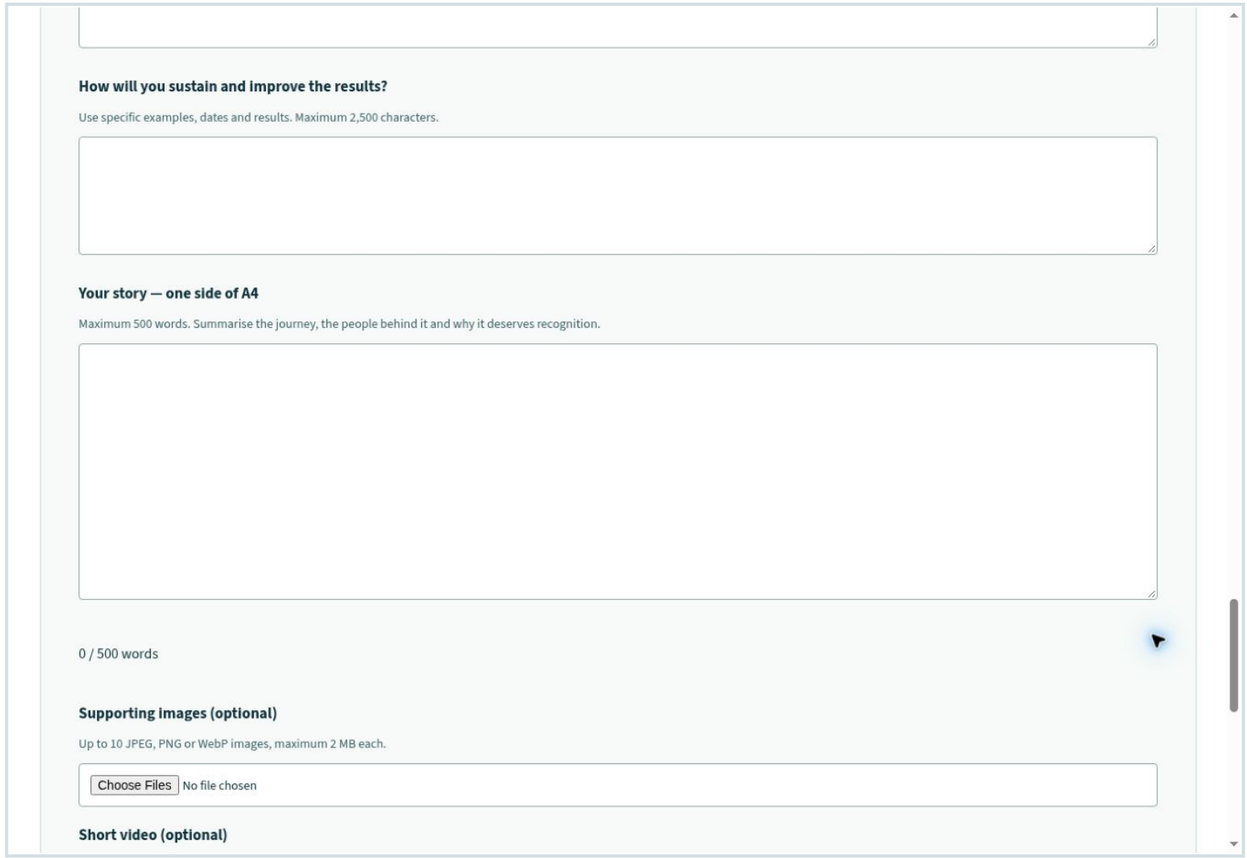
CHECK The proposed attachments fit the displayed type and size limits.

02 Check any optional video

Use one MP4 no longer than two minutes and no larger than 25 MB. Prepare a standard MP4 if the original format is unsupported.

CHECK The proposed video meets the form’s stated limits.

CURRENT LIVE SCREEN



Current 500-word story area and the start of the optional attachment controls.

PREPARE AN AWARD NOMINATION / STEPS 3–4 OF 6

OPEN SOURCE

Review attachments and submit when authorised

03 Review permissions and sensitivity

Obtain permission for people shown. Do not attach individual medical records, employee identifiers or other sensitive personal information. Publicity permission is a separate matter.

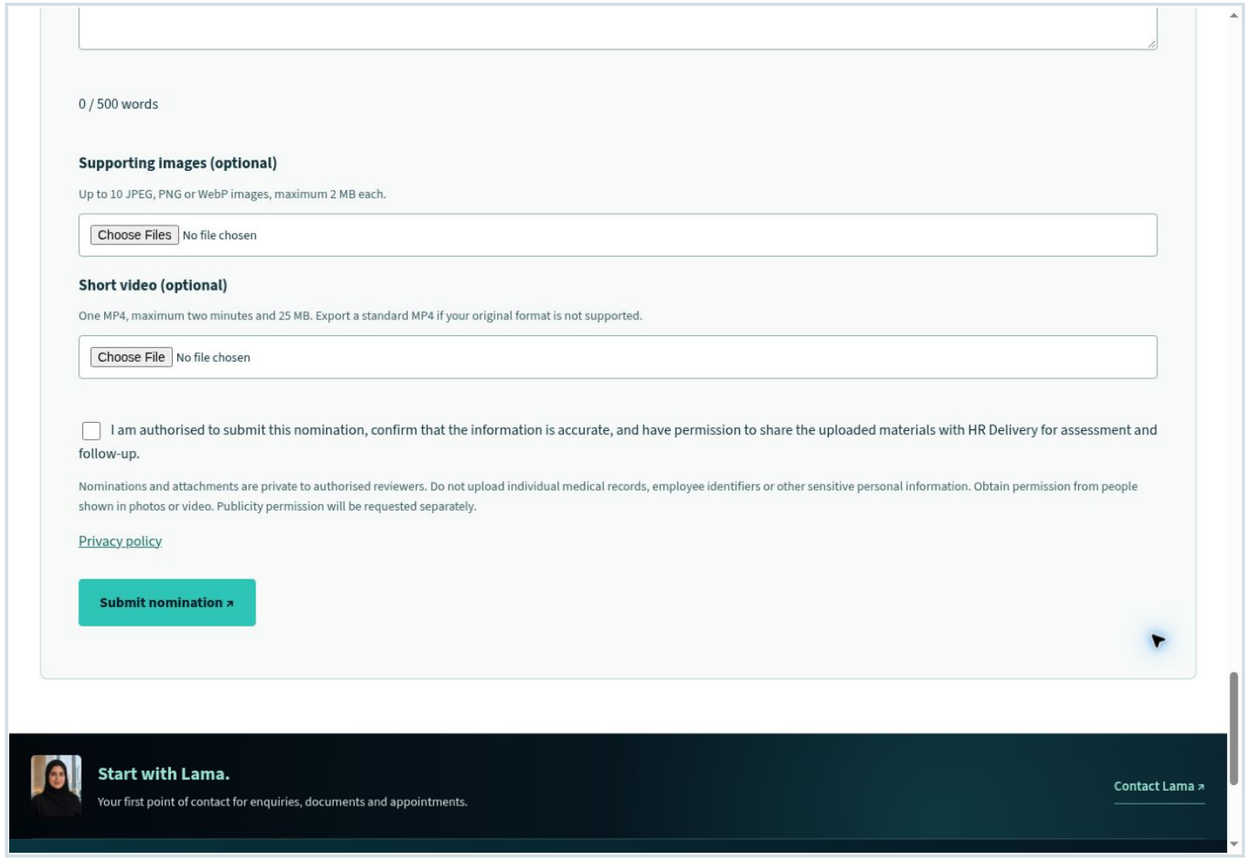
CHECK The materials are appropriate for private review by HR Delivery.

04 Read the authorisation declaration

Confirm that you may submit, that the information is accurate and that you may share the materials for assessment and follow-up. Read the privacy policy.

CHECK The declaration reflects the authority and permissions you actually hold.

CURRENT LIVE SCREEN



Current optional attachment limits, authorisation statement and Submit nomination control. No submission was made.

PREPARE AN AWARD NOMINATION / STEPS 5–6 OF 6

OPEN SOURCE

Review attachments and submit when authorised

05 Select 'Submit nomination ↗' only when ready

After your final organisational review, use the submission control. Read the returned message and retain the confirmation or reference if provided.

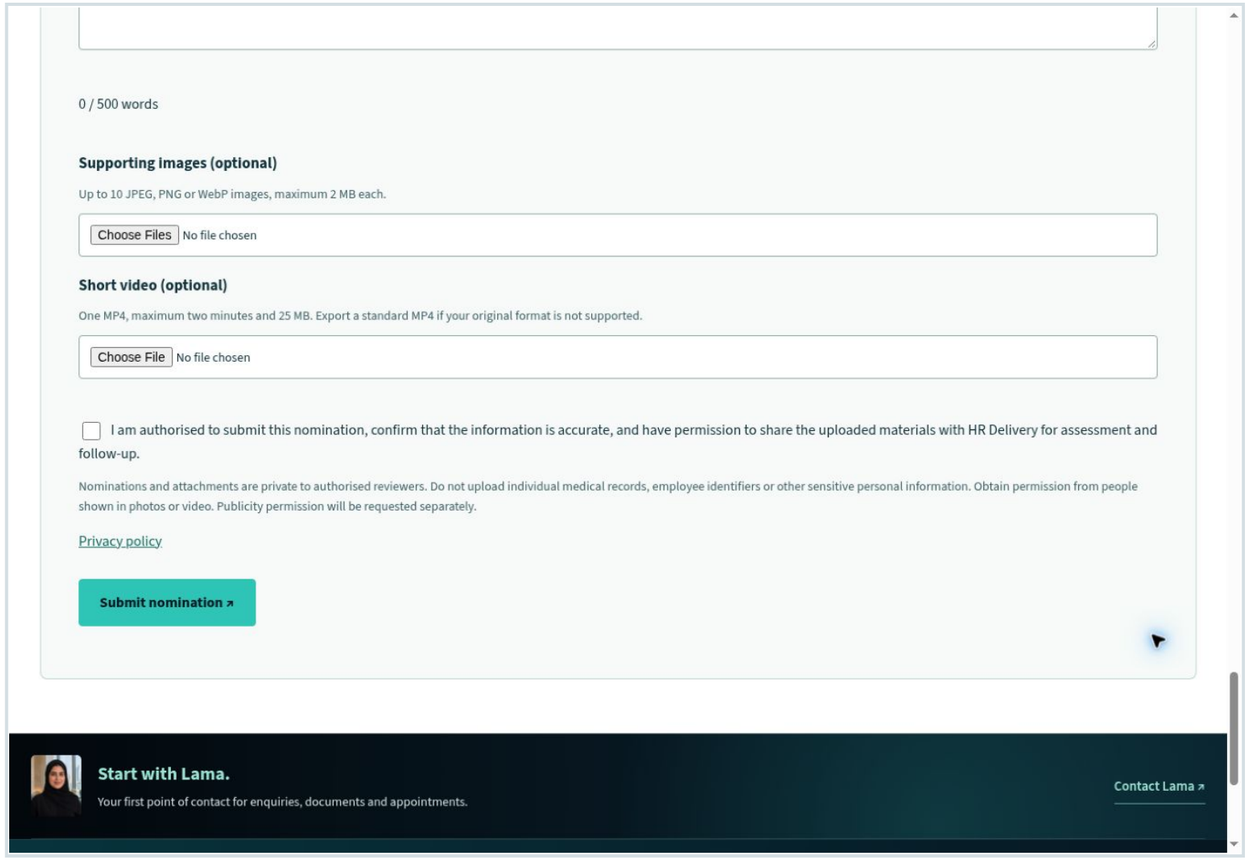
CHECK A submission outcome should be shown; no submission was tested here.

06 Keep a complete working record

Retain the exact category, answers, media references and submission date. Prepare to clarify evidence if HR Delivery requests further information.

CHECK The nominating team can support the submitted account.

CURRENT LIVE SCREEN



Current optional attachment limits, authorisation statement and Submit nomination control. No submission was made.

02

Authorised awards review

Understand the protected sequence from nomination to a recorded decision.

03 PRACTICAL TASKS

Prepare the inputs / Follow the screen sequence / Check the result

AUTHORISED AWARDS REVIEW / J-02-01

OPEN SOURCE

Open Awards Studio and organise incoming nominations

Place each entry in the correct programme and review context.

WHO USES THIS Authorised HR Delivery reviewer

BEFORE YOU BEGIN

- Reviewer access
- Programme and category rules
- Agreed review responsibilities

WHAT YOU WILL HAVE

- Organised nomination review record

CHECK BEFORE YOU FINISH

- Correct programme and category
- Only authorised reviewers access attachments
- Completeness checked before evaluation

The screen does not match this guide. Check the country, selected module and account role. Ask Lama to confirm the correct route before continuing.

05 STEPS / WALKTHROUGH ON THE FOLLOWING PAGES

Protected workflow: the public description and published demonstration establish the capability. Private inbox review or allocation was not exercised. Follow the controls displayed in your authorised account; confirm any differences with HR Delivery.

AUTHORISED AWARDS REVIEW / STEPS 1–2 OF 5

OPEN SOURCE

Open Awards Studio and organise incoming nominations

01 Enter the protected workspace

Sign in through the Awards and Certification Portal using the authorised account. Confirm the programme being administered.

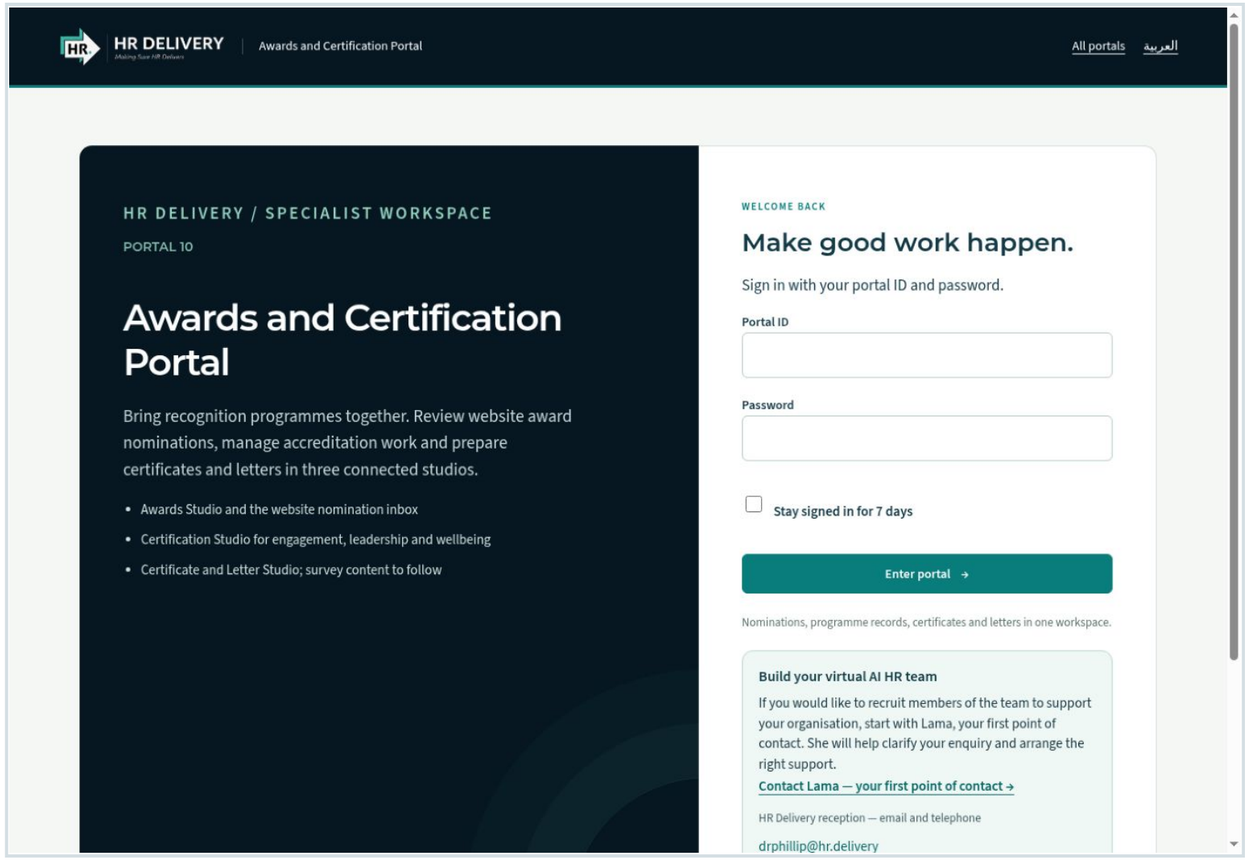
CHECK Checkpoint: your account has the required reviewer access.

02 Open 'Awards Studio'

Use the studio named on the portal entry. Locate the website nomination inbox through the controls available to your account.

CHECK Checkpoint: the relevant incoming nominations are available to authorised reviewers.

CURRENT LIVE SCREEN



Current Awards and Certification Portal sign-in screen names the three connected studios. Private controls were not entered.

AUTHORISED AWARDS REVIEW / STEPS 3–4 OF 5

OPEN SOURCE

Open Awards Studio and organise incoming nominations

03 Identify the entry context

Check the organisation, category, scope, contact and submission timing before beginning substantive review. Keep separate category entries distinct.

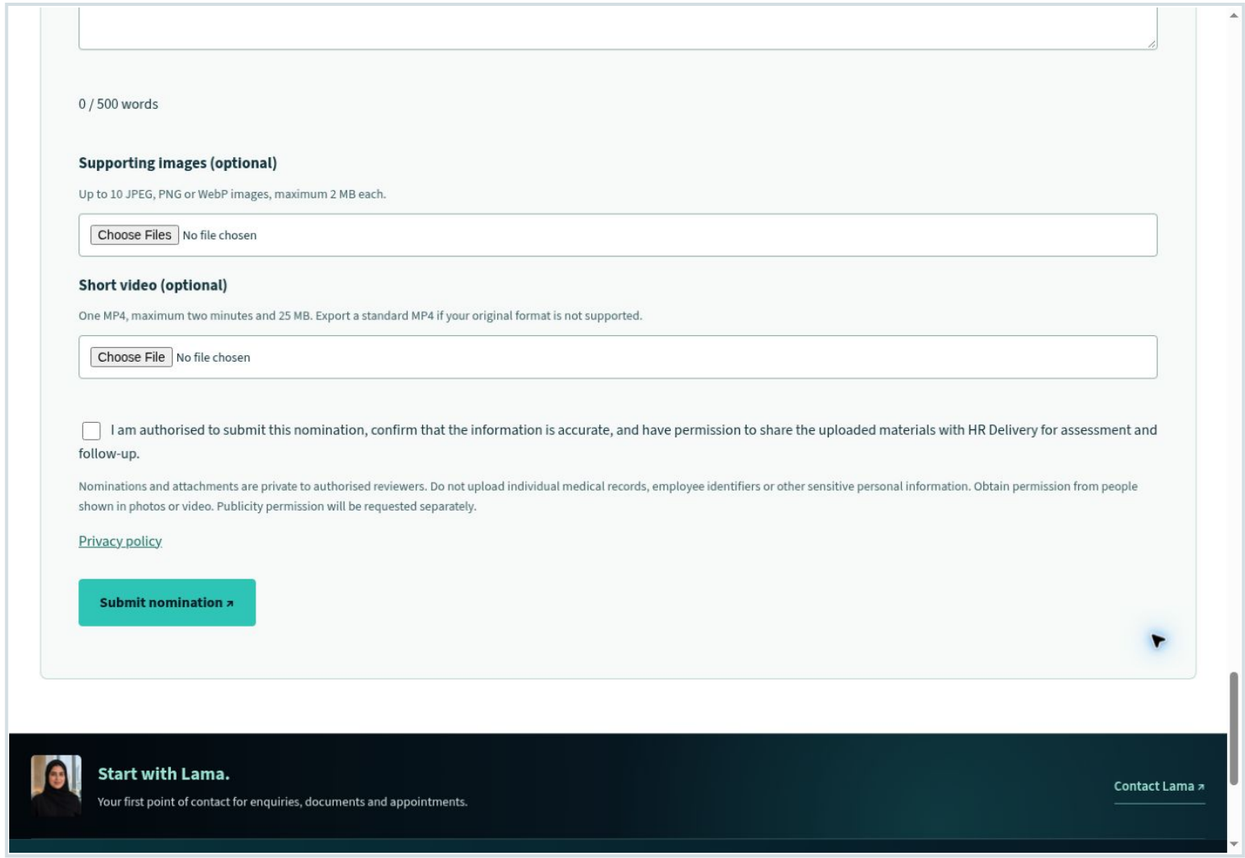
CHECK Checkpoint: the nomination is assigned to the correct programme context.

04 Check completeness

Review the written responses and supporting materials against the programme's requirements. Identify missing information before making an evidence judgement.

CHECK Checkpoint: any clarification requirement is recorded.

CURRENT LIVE SCREEN



Current optional attachment limits, authorisation statement and Submit nomination control. No submission was made.

AUTHORISED AWARDS REVIEW / STEPS 5–5 OF 5

OPEN SOURCE

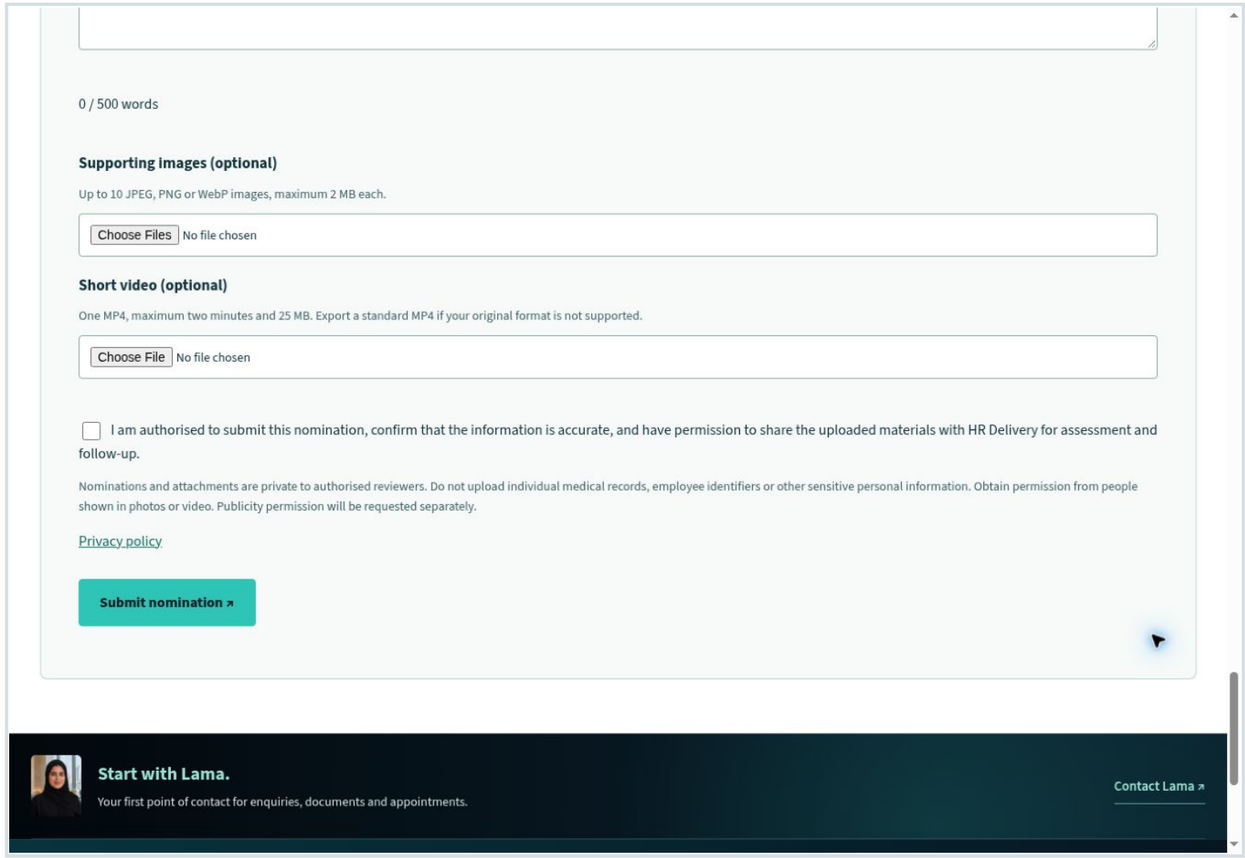
Open Awards Studio and organise incoming nominations

05 Allocate the review work

Follow the programme’s authorised review process. Keep the relevant evidence and the person responsible for follow-up connected to the nomination.

CHECK Checkpoint: the next review action has a clear owner.

CURRENT LIVE SCREEN



Current optional attachment limits, authorisation statement and Submit nomination control. No submission was made.

AUTHORISED AWARDS REVIEW / J-02-02

OPEN SOURCE

Review evidence and retain a shortlisting decision

Make the reasoning behind programme progress explainable.

WHO USES THIS Authorised reviewer and decision-maker

BEFORE YOU BEGIN

- Complete nomination
- Published criteria
- Evidence and clarification record

WHAT YOU WILL HAVE

- Review rationale
- Shortlisting or decision record

CHECK BEFORE YOU FINISH

- Need, action and impact are connected
- Limitations are acknowledged
- Decision authority is recorded

The screen does not match this guide. Check the country, selected module and account role. Ask Lama to confirm the correct route before continuing.

06 STEPS / WALKTHROUGH ON THE FOLLOWING PAGES

Protected workflow: the public description and published demonstration establish the capability. Private review decisions or communications was not exercised. Follow the controls displayed in your authorised account; confirm any differences with HR Delivery.

AUTHORISED AWARDS REVIEW / STEPS 1–2 OF 6

OPEN SOURCE

Review evidence and retain a shortlisting decision

01 Read the whole submission

Review the scope, written answers, story and permitted attachments together. Identify inconsistencies before relying on a headline result.

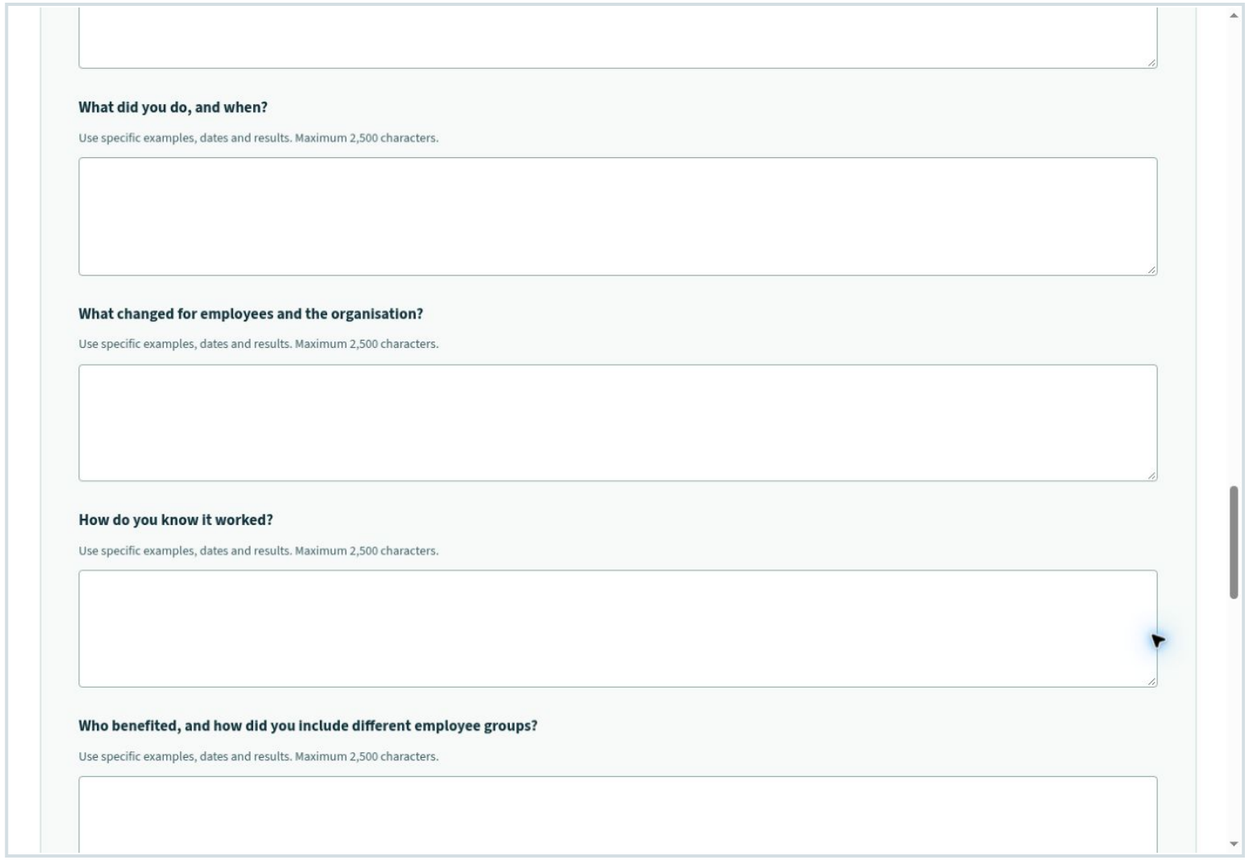
CHECK The reviewer understands the complete claim and context.

02 Assess the published evidence themes

The public process identifies need, implementation, impact, inclusion and sustainability. Examine each theme against the evidence supplied.

CHECK Checkpoint: the review considers the programme's stated dimensions.

CURRENT LIVE SCREEN



Current nomination evidence questions; no organisation response was entered.

AUTHORISED AWARDS REVIEW / STEPS 3–4 OF 6

OPEN SOURCE

Review evidence and retain a shortlisting decision

03 Record strengths and limitations

Retain specific references, dates, workforce coverage and limitations. Distinguish missing evidence from evidence of a weak outcome.

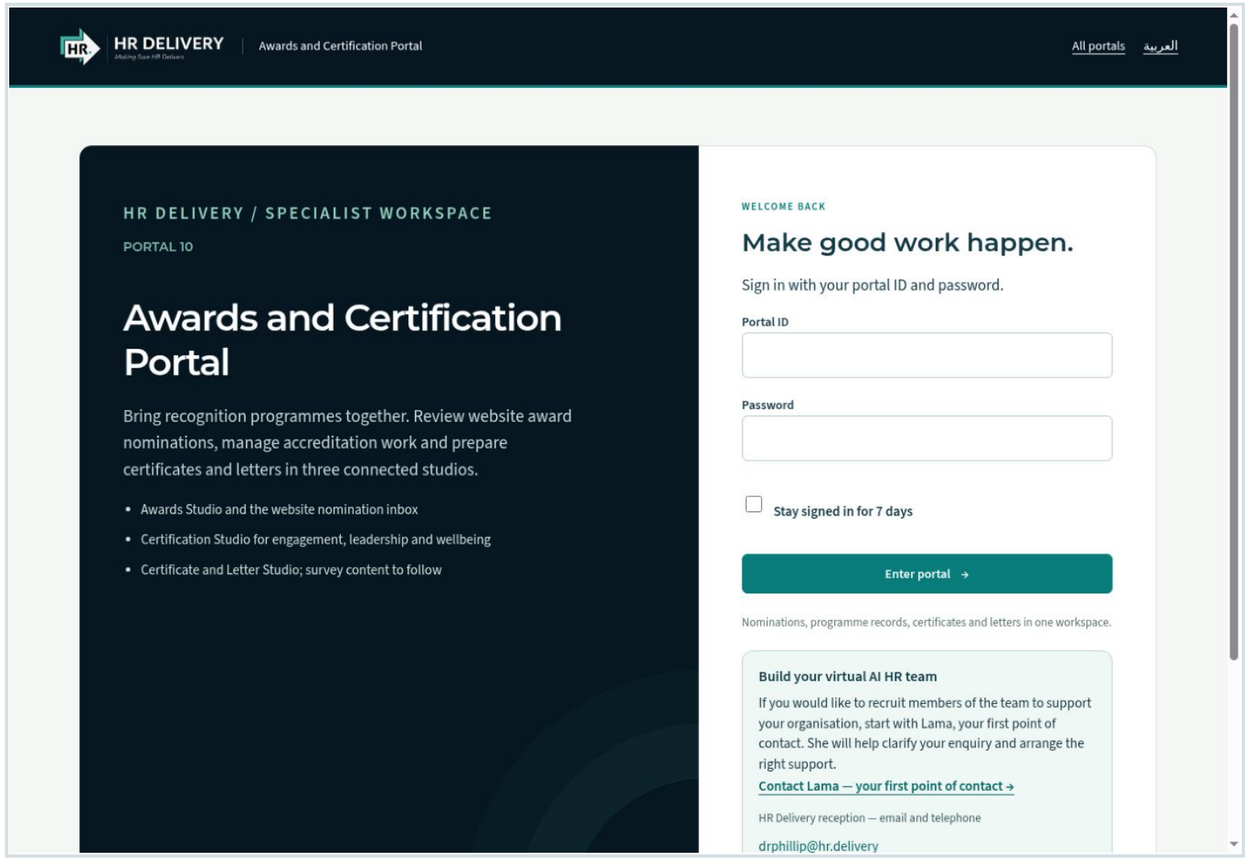
CHECK Checkpoint: another reviewer can understand the basis of the judgement.

04 Resolve clarification through the authorised route

Prepare focused questions where required. Use the approved communication process and retain the response with the nomination record.

CHECK Checkpoint: material clarification is available before the decision.

CURRENT LIVE SCREEN



Current Awards and Certification Portal sign-in screen names the three connected studios. Private controls were not entered.

AUTHORISED AWARDS REVIEW / STEPS 5–6 OF 6

OPEN SOURCE

Review evidence and retain a shortlisting decision

05 Record the authorised outcome

Use the protected decision workflow available to the responsible role. Retain the rationale and approval for shortlisting or the final outcome.

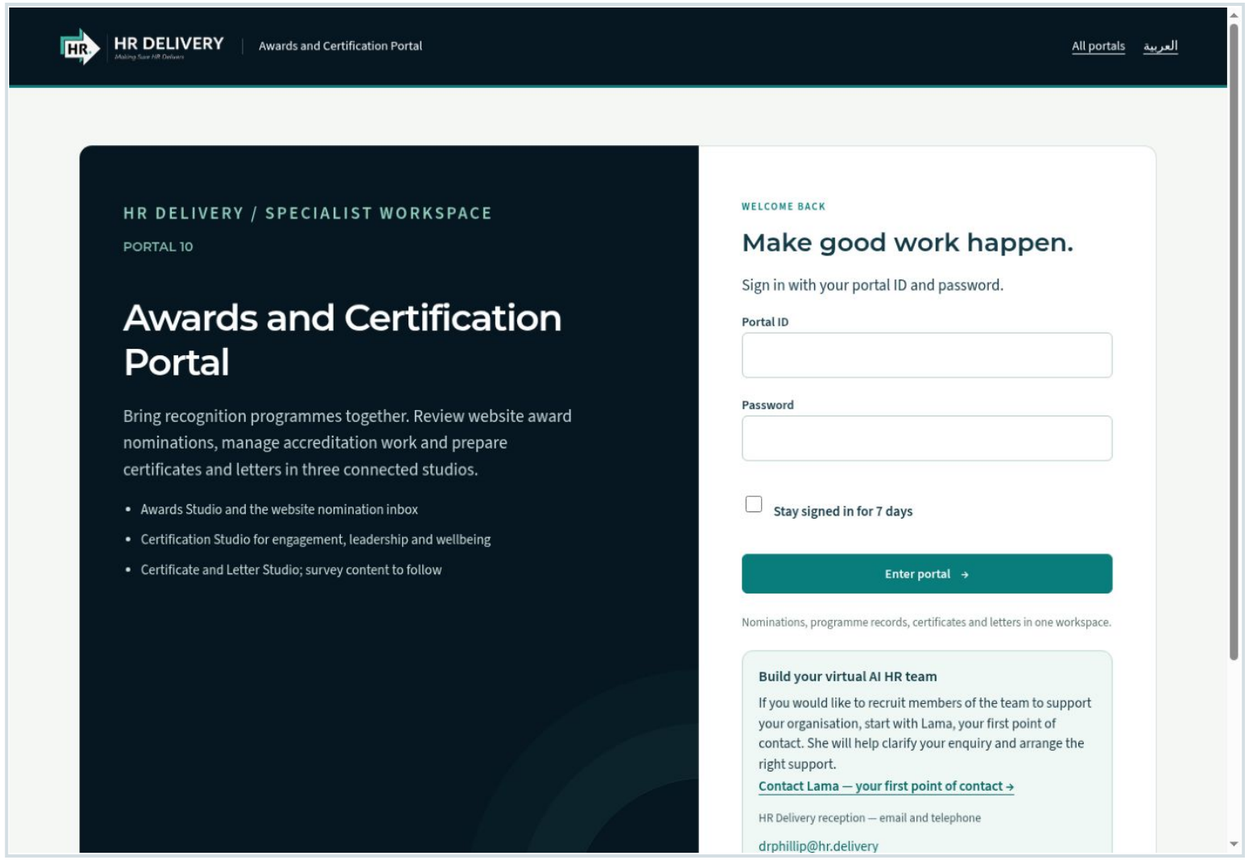
CHECK Checkpoint: the decision is traceable to the reviewed evidence.

06 Prepare the next communication

Pass only the approved outcome to the certificate or letter workflow. A completed review does not itself authorise publicity.

CHECK The proposed communication matches the authorised decision.

CURRENT LIVE SCREEN



Current Awards and Certification Portal sign-in screen names the three connected studios. Private controls were not entered.

AUTHORISED AWARDS REVIEW / J-02-03

OPEN SOURCE

Maintain programme records

Keep scope, evidence, decisions and documents connected.

WHO USES THIS Authorised programme administrator

BEFORE YOU BEGIN

- Programme owner
- Agreed record structure
- Current decision record

WHAT YOU WILL HAVE

- Coherent programme record
- Output and decision reference

CHECK BEFORE YOU FINISH

- No mixed programme cycles
- Output traces to a decision
- Sharing scope is agreed

The screen does not match this guide. Check the country, selected module and account role. Ask Lama to confirm the correct route before continuing.

05 STEPS / WALKTHROUGH ON THE FOLLOWING PAGES

Protected workflow: the public description and published demonstration establish the capability. Private programme-record maintenance was not exercised. Follow the controls displayed in your authorised account; confirm any differences with HR Delivery.

AUTHORISED AWARDS REVIEW / STEPS 1–2 OF 5

OPEN SOURCE

Maintain programme records

01 Confirm programme identity

Record the programme, cycle, category or certification pathway and the organisation’s scope using the available authorised workspace.

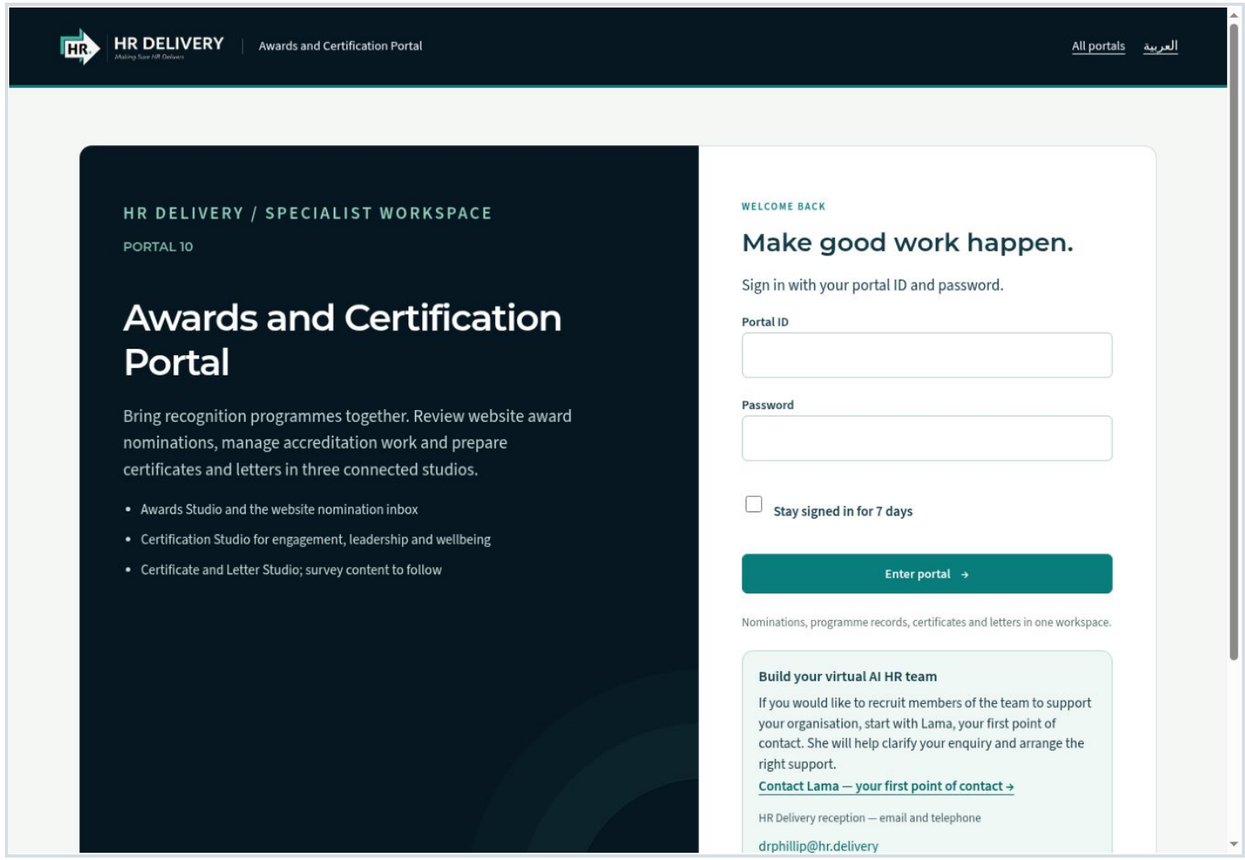
CHECK Checkpoint: records identify one clear programme context.

02 Link the source material

Keep the nomination, supporting evidence, clarifications and relevant survey or diagnostic material with the programme record.

CHECK Checkpoint: the record points to the material considered.

CURRENT LIVE SCREEN



Current Awards and Certification Portal sign-in screen names the three connected studios. Private controls were not entered.

AUTHORISED AWARDS REVIEW / STEPS 3–4 OF 5

OPEN SOURCE

Maintain programme records

03 Retain progress and decisions

Document the current stage, responsible role and authorised decisions. Preserve relevant previous outcomes rather than overwriting the context.

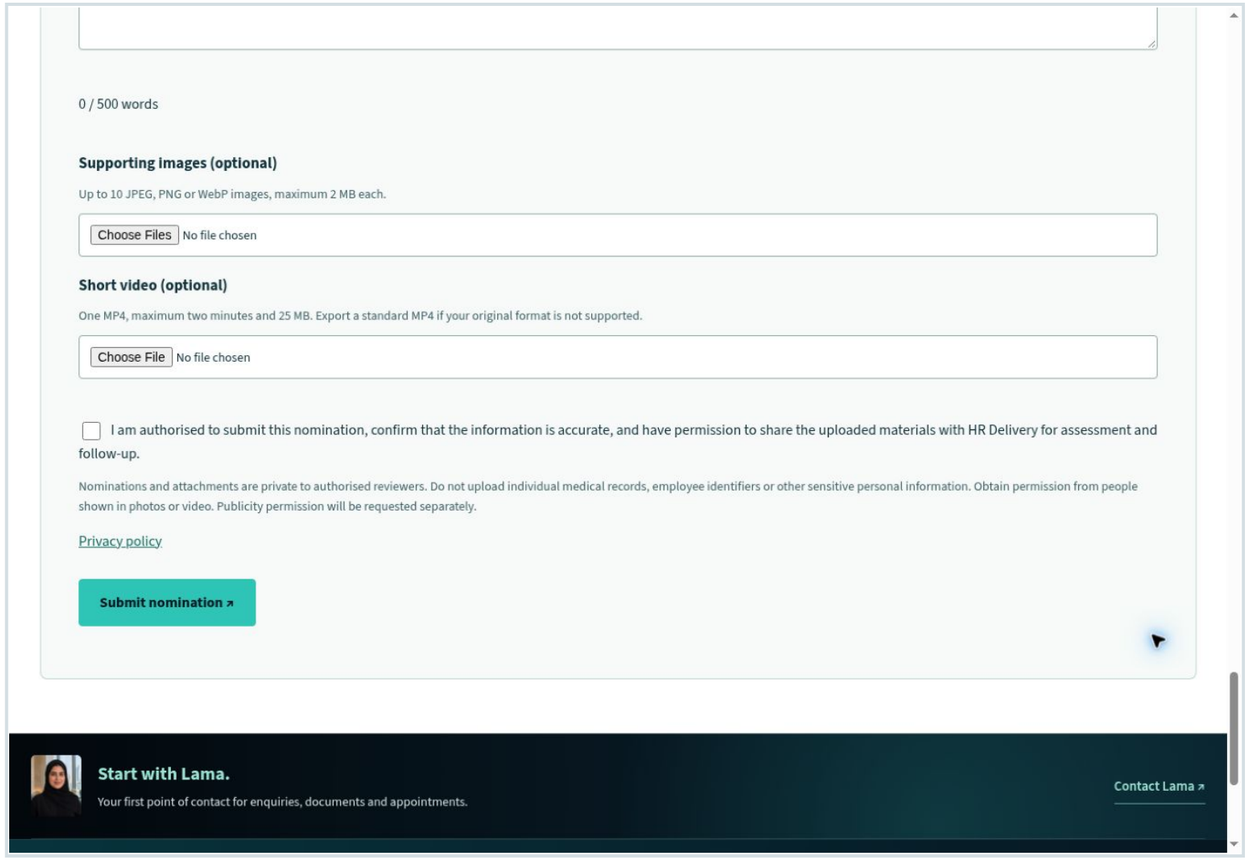
CHECK Checkpoint: the programme's progression can be understood.

04 Connect output documents

Associate the approved certificate, letter or other programme communication with the decision and correct recipient.

CHECK Checkpoint: the output can be traced to its authority.

CURRENT LIVE SCREEN



Current optional attachment limits, authorisation statement and Submit nomination control. No submission was made.

AUTHORISED AWARDS REVIEW / STEPS 5–5 OF 5

OPEN SOURCE

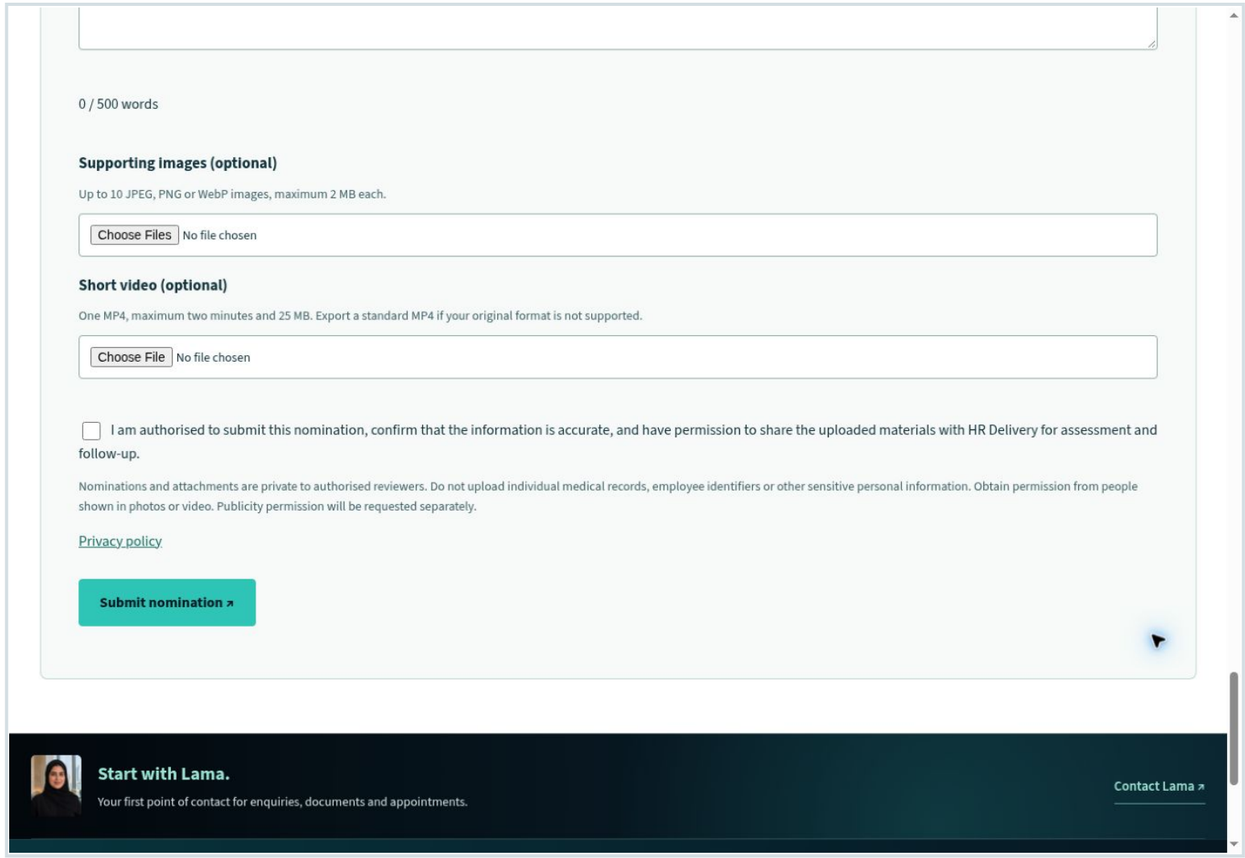
Maintain programme records

05 Check the client handover

Confirm which documents are approved for sharing, the agreed delivery route and any usage conditions. Ask reception to coordinate questions where needed.

CHECK The client receives the intended outcome and next-step information.

CURRENT LIVE SCREEN



Current optional attachment limits, authorisation statement and Submit nomination control. No submission was made.

03

Explore accreditation and certification

Use the proposed model correctly and confirm current programme arrangements.

03 PRACTICAL TASKS

Prepare the inputs / Follow the screen sequence / Check the result

EXPLORE ACCREDITATION AND CERTIFICATION / J-03-01

OPEN SOURCE

Frame an accreditation enquiry

Identify the employee-experience question and confirm the next programme step.

WHO USES THIS Client HR lead

BEFORE YOU BEGIN

- Employee-experience priority
- Organisation and workforce scope
- Possible survey timing

WHAT YOU WILL HAVE

- Accreditation enquiry brief

CHECK BEFORE YOU FINISH

- Current programme status checked
- Scope and participation questions identified
- Enquiry is not presented as an award

The screen does not match this guide. Check the country, selected module and account role. Ask Lama to confirm the correct route before continuing.

06 STEPS / WALKTHROUGH ON THE FOLLOWING PAGES

The public page states that survey delivery, formal applications and accreditation awards are not yet open.

EXPLORE ACCREDITATION AND CERTIFICATION / STEPS 1–2 OF 6

OPEN SOURCE

Frame an accreditation enquiry

01 Open the accreditation section

Read the programme status before planning an application. The reviewed page states Programme preview · Draft for development.

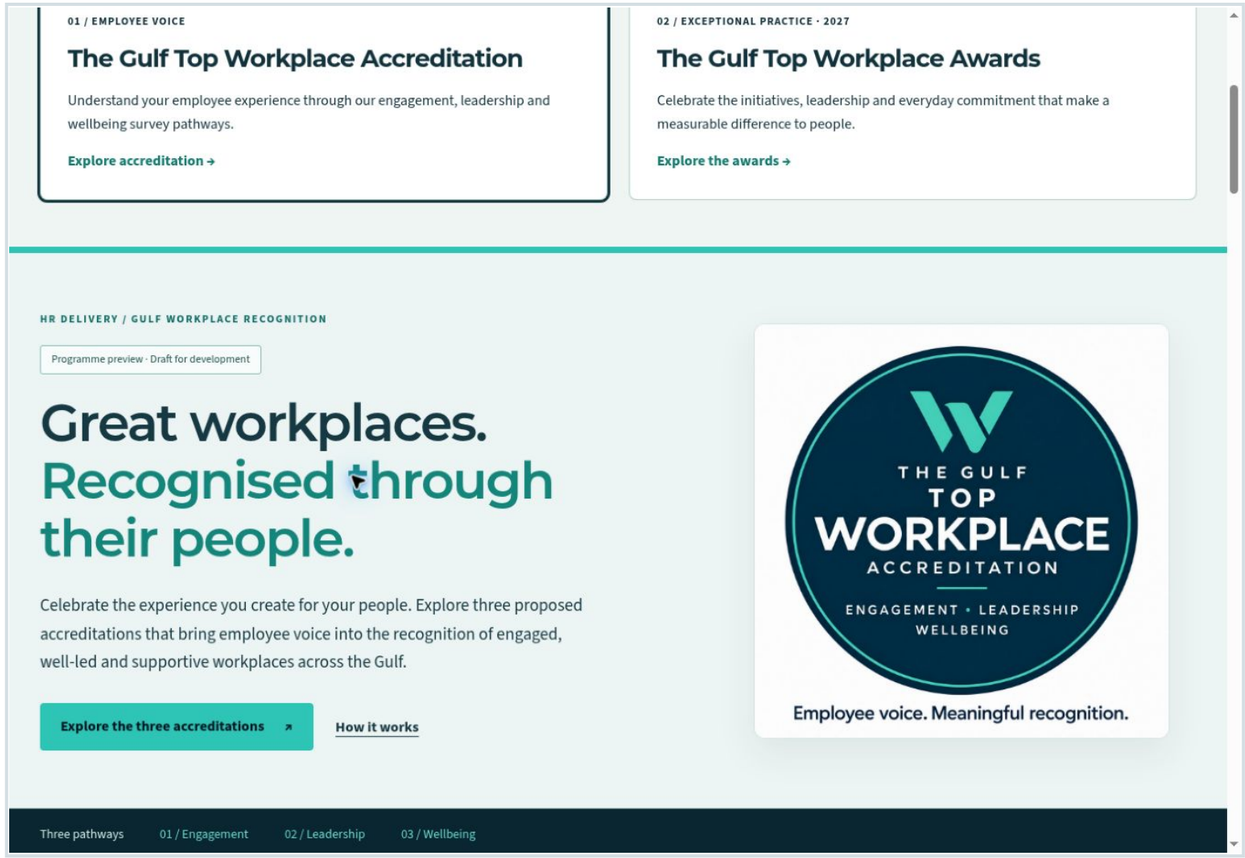
CHECK The current availability boundary is visible.

02 Compare the three pathways

Review The Gulf Top Engaged Workplace, The Gulf Top Led Workplace and The Gulf Top Wellbeing Organisation. Each has its own proposed employee survey result.

CHECK The pathway matches the employee-experience question.

PRIOR REVIEWED SCREEN



Prior reviewed accreditation page clearly labelled Programme preview · Draft for development.

EXPLORE ACCREDITATION AND CERTIFICATION / STEPS 3–4 OF 6

OPEN SOURCE

Frame an accreditation enquiry

03 Read the proposed journey

Review pathway choice, survey agreement, employee invitation, evidence review, recognition and improvement. Confirm scope and confidential reporting arrangements before any future launch.

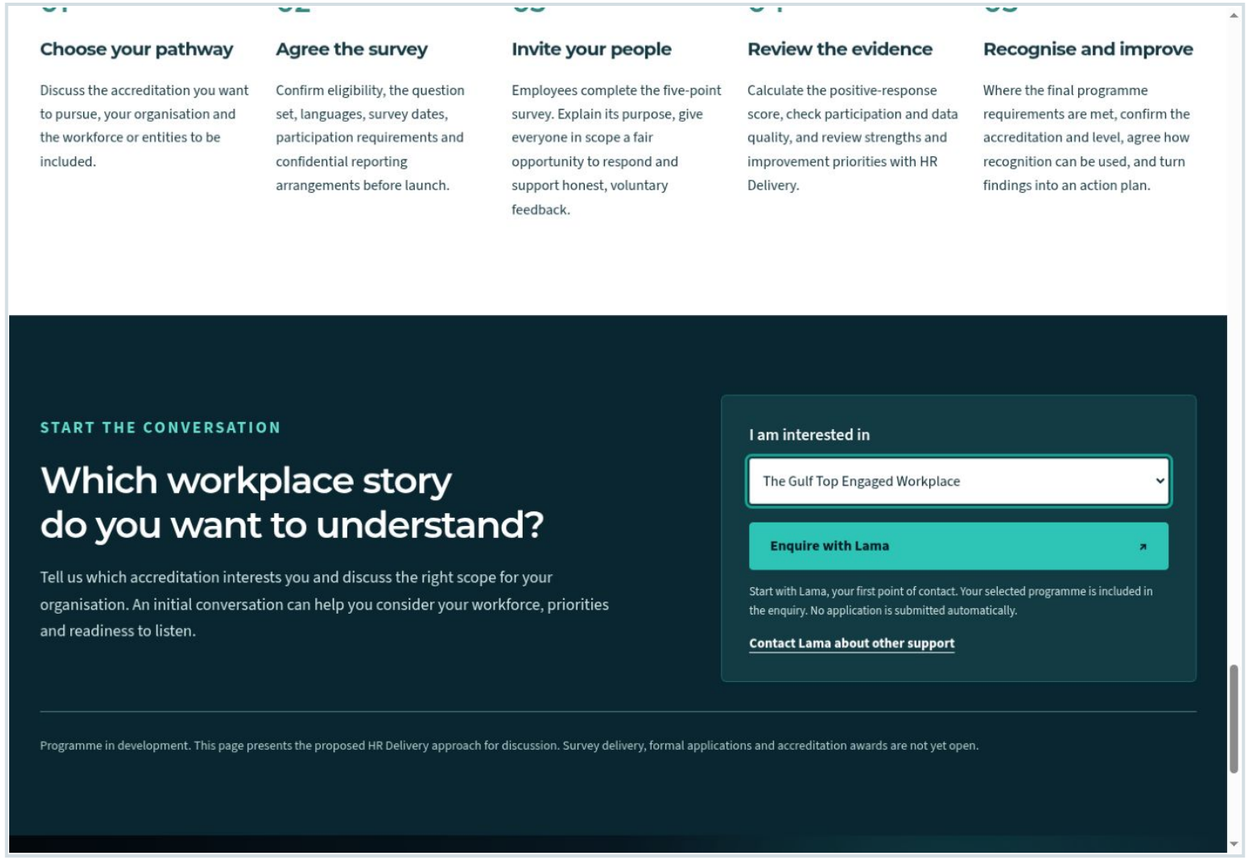
CHECK The steps and decisions requiring agreement are clear.

04 Choose 'I am interested in'

Select the relevant programme or More than one accreditation. This choice sets the context for an enquiry rather than filing an application.

CHECK The selected programme is displayed.

CURRENT LIVE SCREEN



Current accreditation enquiry selector and Enquire with Lama route. The visible notice states survey delivery, formal applications and awards are not yet open.

EXPLORE ACCREDITATION AND CERTIFICATION / STEPS 5–6 OF 6

OPEN SOURCE

Frame an accreditation enquiry

05 Use 'Enquire with Lama'

Prepare an enquiry about eligibility, question sets, participation, languages, opening arrangements and review. Confirm the service with the human team before committing to a programme.

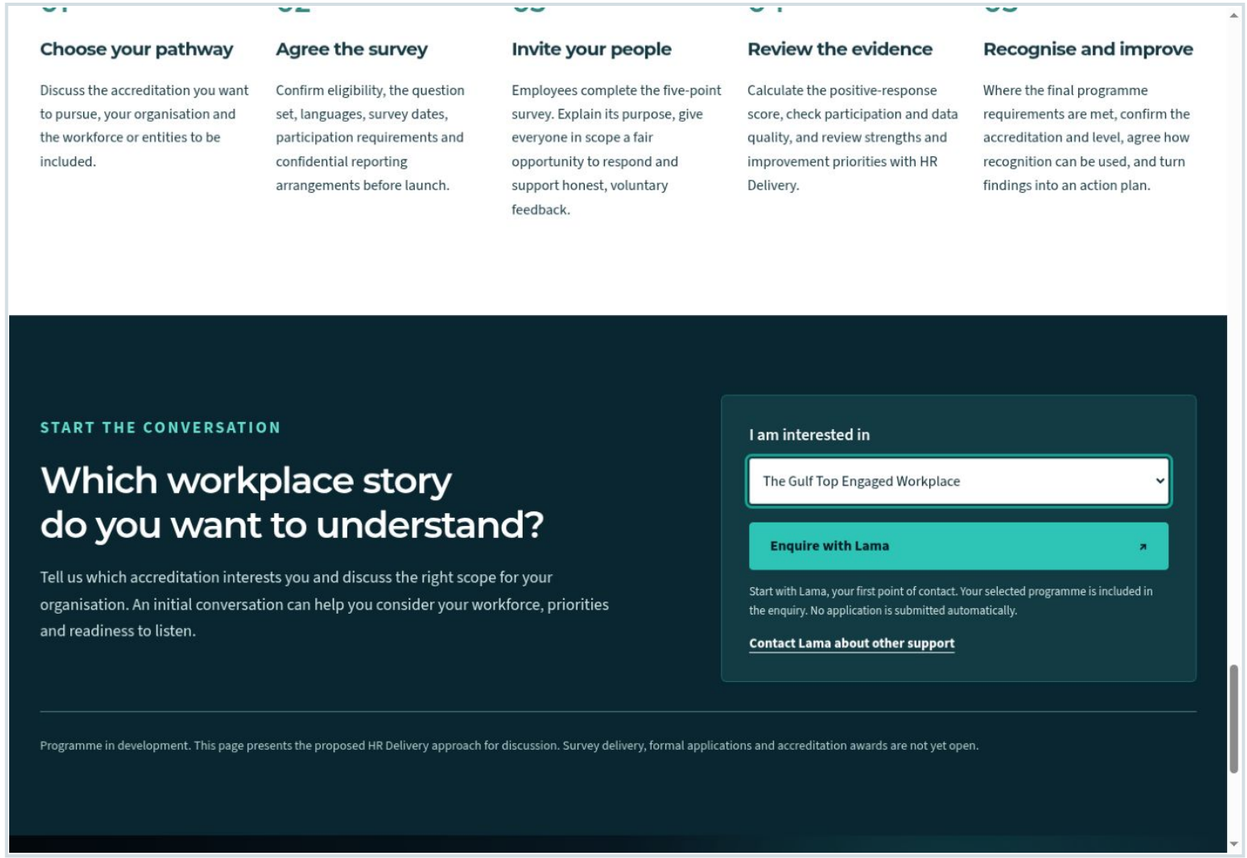
CHECK The enquiry route carries the selected programme context.

06 Agree the next step

Retain the response about current availability and the preparation needed. Do not describe the organisation as accredited on the basis of an enquiry.

CHECK The organisation has a clear, appropriate next action.

CURRENT LIVE SCREEN



Current accreditation enquiry selector and Enquire with Lama route. The visible notice states survey delivery, formal applications and awards are not yet open.

EXPLORE ACCREDITATION AND CERTIFICATION / J-03-02

OPEN SOURCE

Use the illustrative positive-response calculator

Understand the draft scoring arithmetic without treating it as a formal result.

WHO USES THIS Any reader

BEFORE YOU BEGIN

- Hypothetical answer counts
- Understanding that these are answers, not employees

WHAT YOU WILL HAVE

- Understanding of draft positive-response arithmetic

CHECK BEFORE YOU FINISH

- Neutral answers remain in the denominator
- Counts represent answers, not employees
- Draft band is not an accreditation decision

The screen does not match this guide. Check the country, selected module and account role. Ask Lama to confirm the correct route before continuing.

06 STEPS / WALKTHROUGH ON THE FOLLOWING PAGES

A local synthetic calculation was verified. No employee data or programme application was submitted.

EXPLORE ACCREDITATION AND CERTIFICATION / STEPS 1–2 OF 6

OPEN SOURCE

Use the illustrative positive-response calculator

01 Find the example calculator

Read What does a positive response mean? The model combines Agree and Strongly agree and divides by all valid answers.

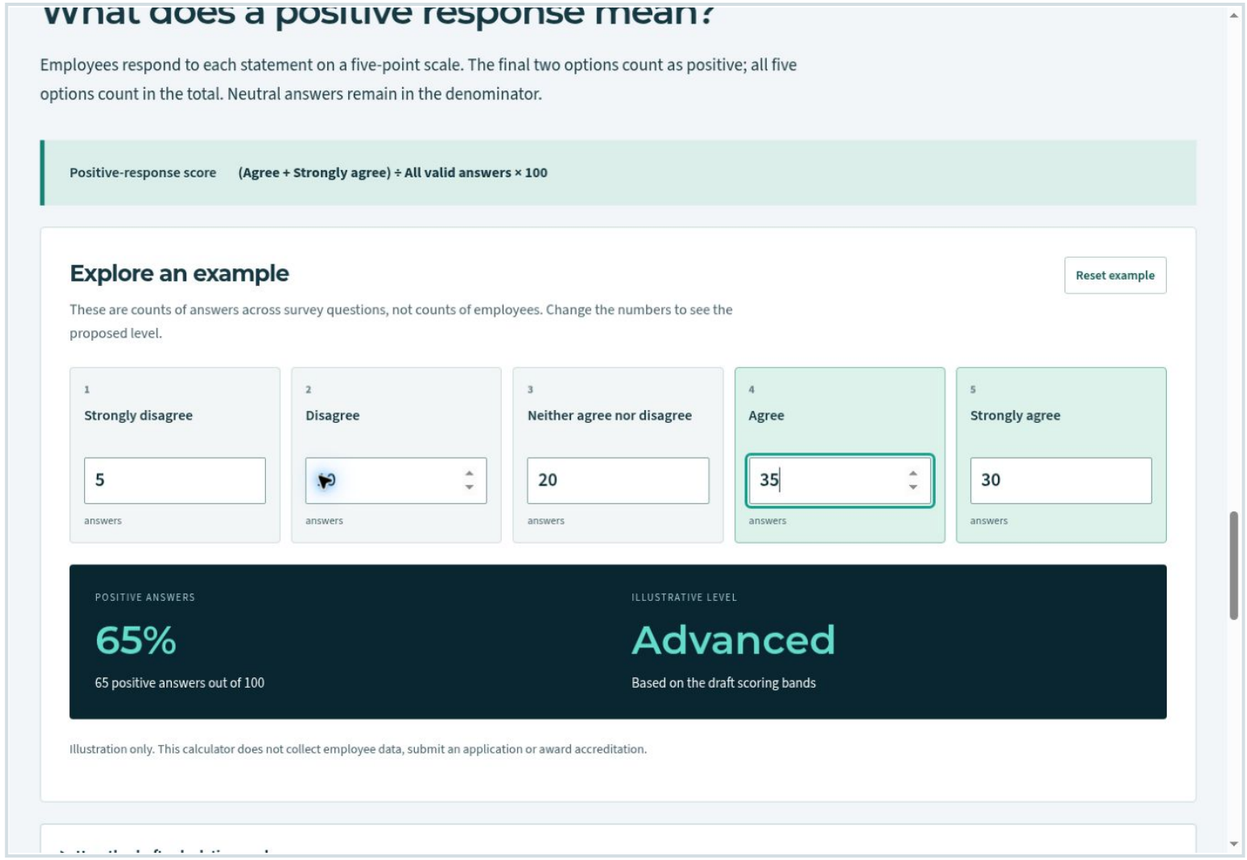
CHECK The five response-count fields are visible.

02 Enter hypothetical counts

Use counts for Strongly disagree, Disagree, Neither agree nor disagree, Agree and Strongly agree. Do not confuse answer totals with employee headcount.

CHECK The five counts represent the intended illustrative distribution.

CURRENT LIVE SCREEN



Current local illustration using synthetic answer counts: 65 positive answers out of 100 gives Advanced under the draft bands.

EXPLORE ACCREDITATION AND CERTIFICATION / STEPS 3–4 OF 6

OPEN SOURCE

Use the illustrative positive-response calculator

03 Read the displayed proportion

The calculator updates the positive-answer percentage and illustrative level. The reviewed example used 5, 10, 20, 35 and 30 answers.

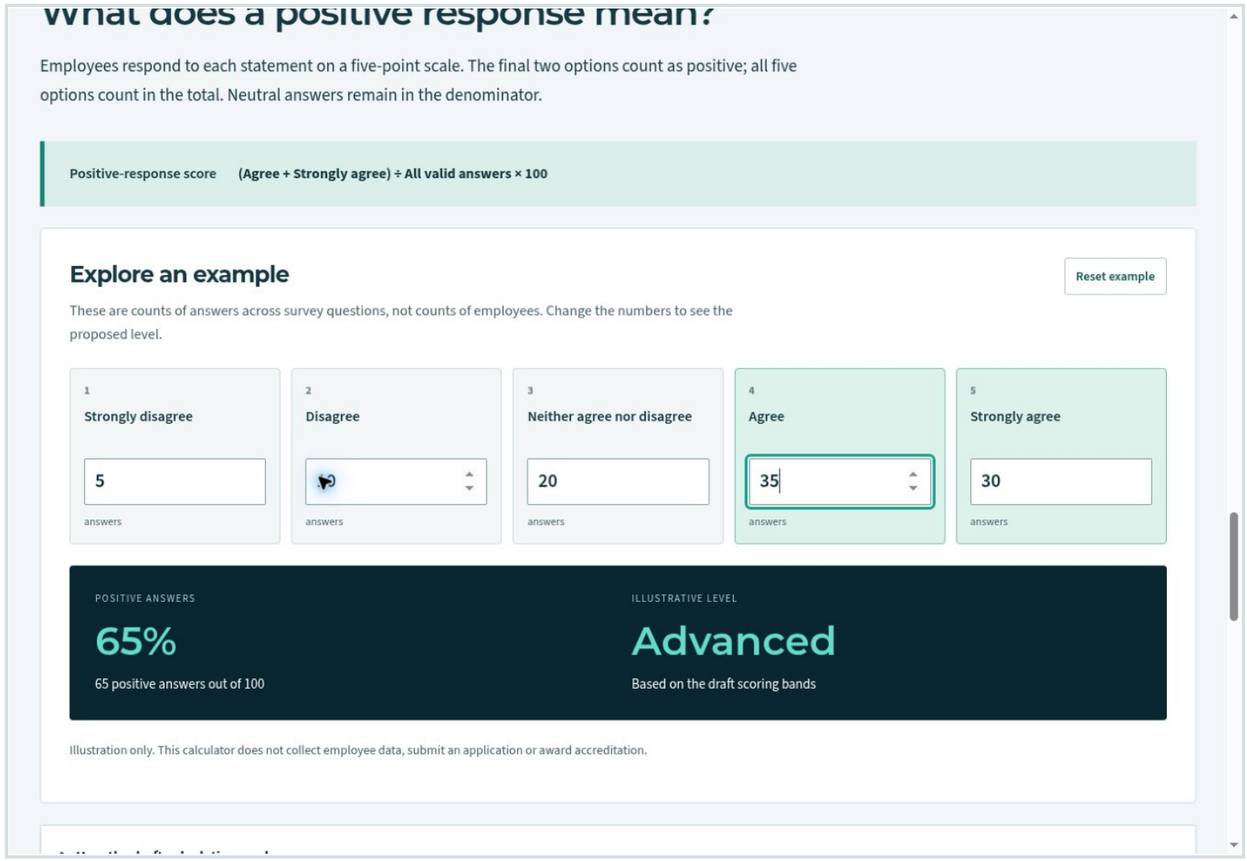
CHECK The example displayed 65 positive answers out of 100: 65%.

04 Compare the draft bands

The proposed bands are Established 60% to below 65%, Advanced 65% to below 70%, and Top 70% and above. Scores are not rounded up.

CHECK The 65% example is displayed as Advanced.

CURRENT LIVE SCREEN



Current local illustration using synthetic answer counts: 65 positive answers out of 100 gives Advanced under the draft bands.

EXPLORE ACCREDITATION AND CERTIFICATION / STEPS 5–6 OF 6

OPEN SOURCE

Use the illustrative positive-response calculator

05 Keep the interpretation limited

The page says the calculator does not collect employee data, submit an application or award accreditation. Treat it as an explanation of the draft arithmetic.

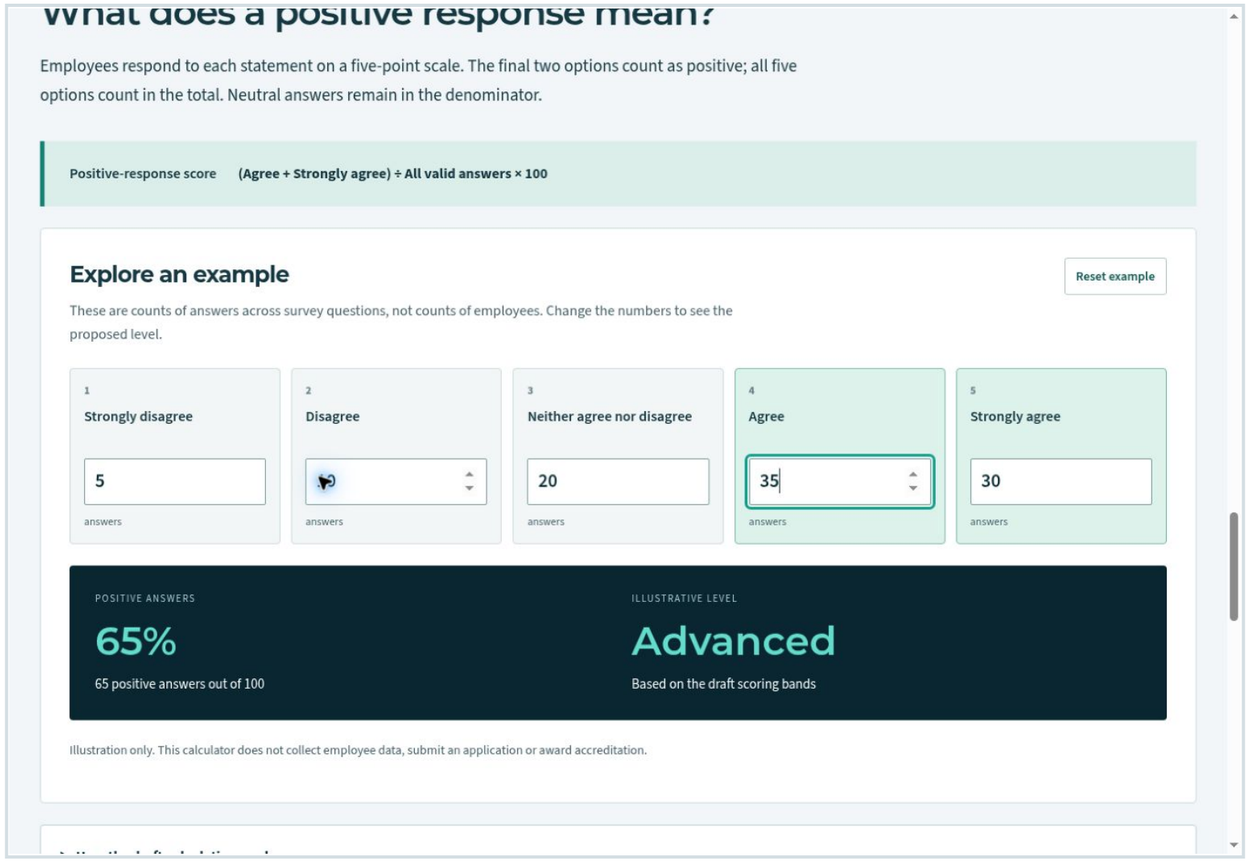
CHECK The example is not confused with a recognised organisational result.

06 Use 'Reset example' when finished

Return to the default illustration if needed. Use the formal programme requirements, once confirmed, for any actual recognition work.

CHECK The local illustration is ready for another explanatory example.

CURRENT LIVE SCREEN



Current local illustration using synthetic answer counts: 65 positive answers out of 100 gives Advanced under the draft bands.

EXPLORE ACCREDITATION AND CERTIFICATION / J-03-03

OPEN SOURCE

Prepare Certification Studio work when authorised

Organise certification evidence using the confirmed programme requirements.

WHO USES THIS Authorised programme administrator

BEFORE YOU BEGIN

- Confirmed programme availability
- Agreed scope and survey method
- Authorised review arrangement

WHAT YOU WILL HAVE

- Programme scope and evidence record
- Authorised certification conclusion when the programme permits it

CHECK BEFORE YOU FINISH

- Opening arrangements confirmed
- Pathway-specific result retained
- Formal decision precedes certificate preparation

The screen does not match this guide. Check the country, selected module and account role. Ask Lama to confirm the correct route before continuing.

05 STEPS / WALKTHROUGH ON THE FOLLOWING PAGES

Protected workflow: the public description and published demonstration establish the capability. Private certification evidence or decisions was not exercised. Follow the controls displayed in your authorised account; confirm any differences with HR Delivery.

EXPLORE ACCREDITATION AND CERTIFICATION / STEPS 1–2 OF 5

OPEN SOURCE

Prepare Certification Studio work when authorised

01 Confirm the programme is open

Check the current HR Delivery arrangements before beginning formal certification work. The public programme was still a development preview at review time.

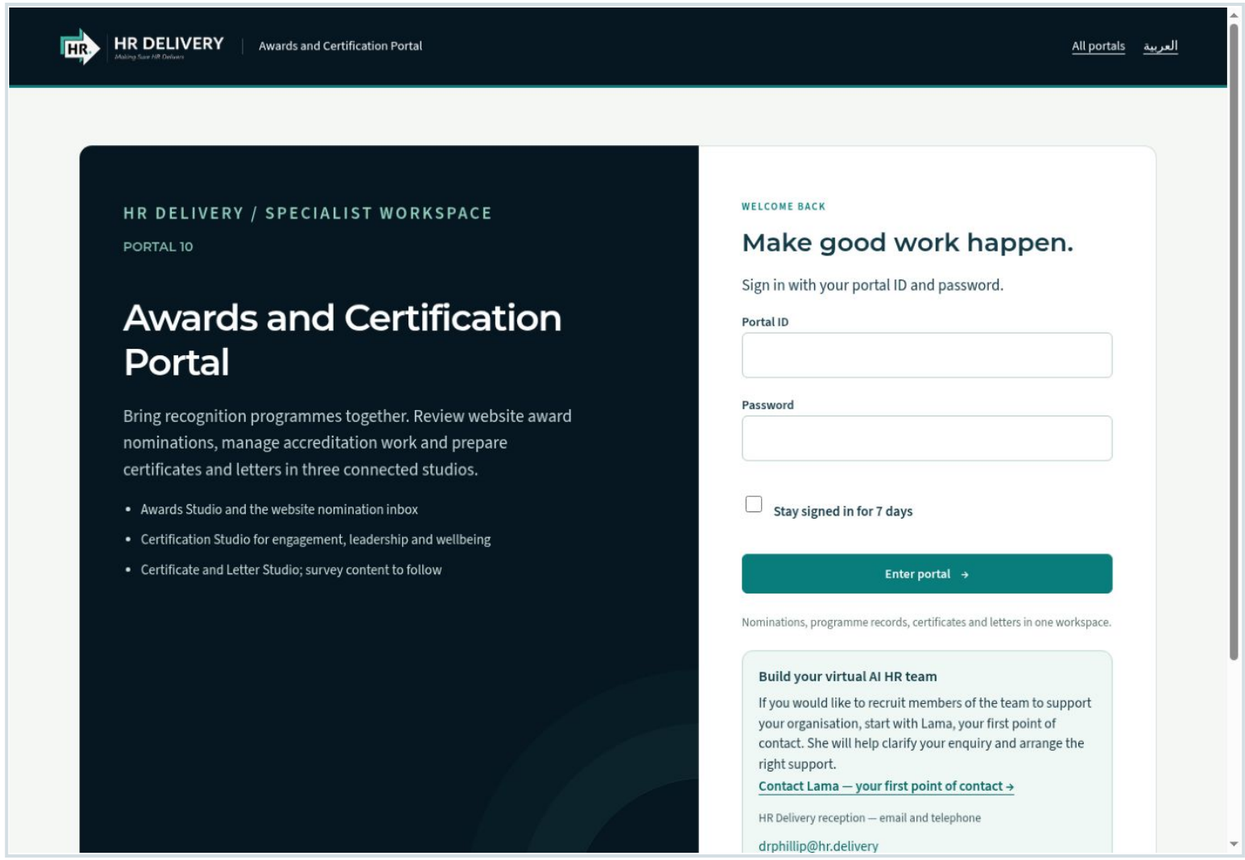
CHECK Checkpoint: the permitted programme work and timing are confirmed.

02 Open 'Certification Studio'

Use the authorised portal's certification area for engagement, leadership or wellbeing, as appropriate to the agreed programme.

CHECK Checkpoint: the intended certification pathway is selected.

CURRENT LIVE SCREEN



Current Awards and Certification Portal sign-in screen names the three connected studios. Private controls were not entered.

EXPLORE ACCREDITATION AND CERTIFICATION / STEPS 3–4 OF 5

OPEN SOURCE

Prepare Certification Studio work when authorised

03 Record the programme scope

Keep the entities, workforce, languages, survey period and reporting safeguards together. Confirm the final approved question set and participation requirements.

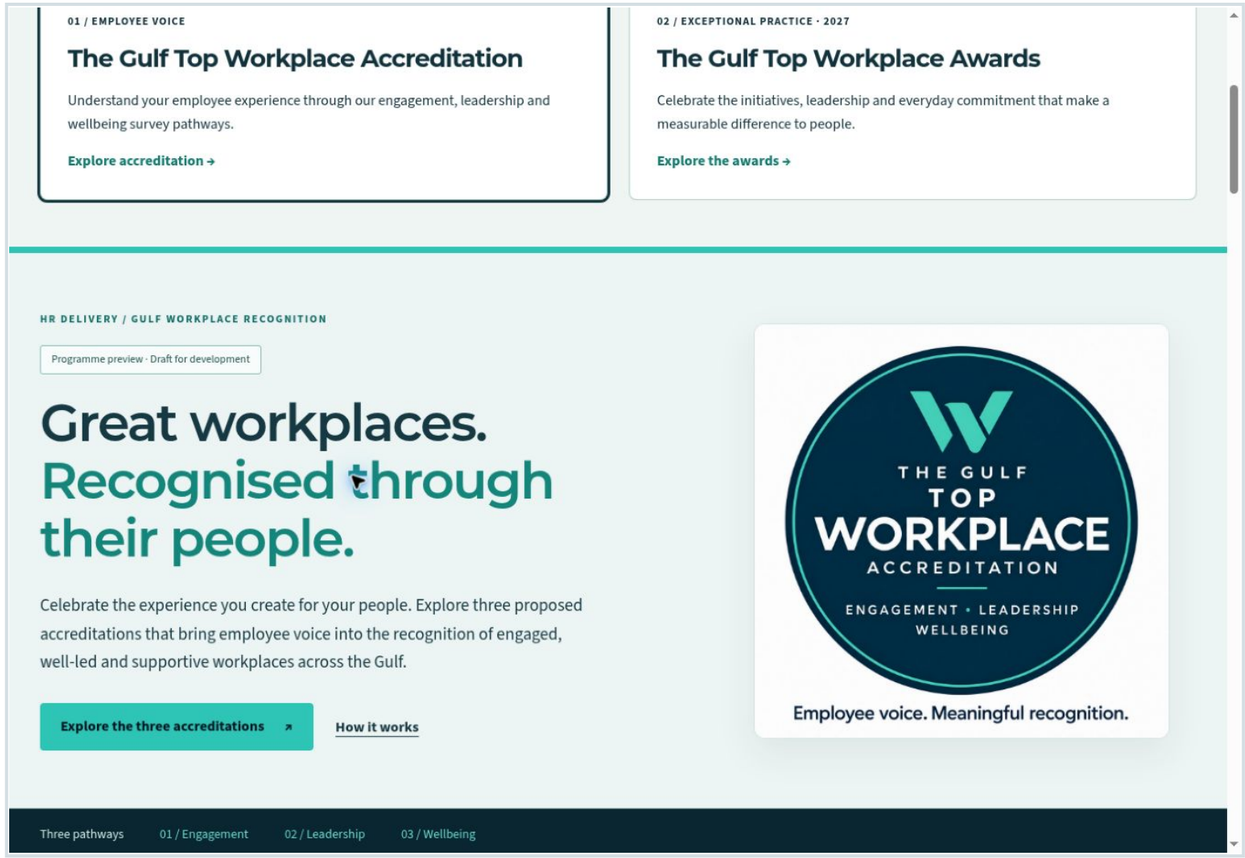
CHECK Checkpoint: the programme scope is agreed before evidence collection.

04 Review the evidence and quality checks

Use the confirmed programme procedure to examine participation, data quality, scores and material limitations. Keep the interpretation linked to the specific pathway.

CHECK Checkpoint: the decision-maker has a complete evidence account.

PRIOR REVIEWED SCREEN



Prior reviewed accreditation page clearly labelled Programme preview · Draft for development.

EXPLORE ACCREDITATION AND CERTIFICATION / STEPS 5–5 OF 5

OPEN SOURCE

Prepare Certification Studio work when authorised

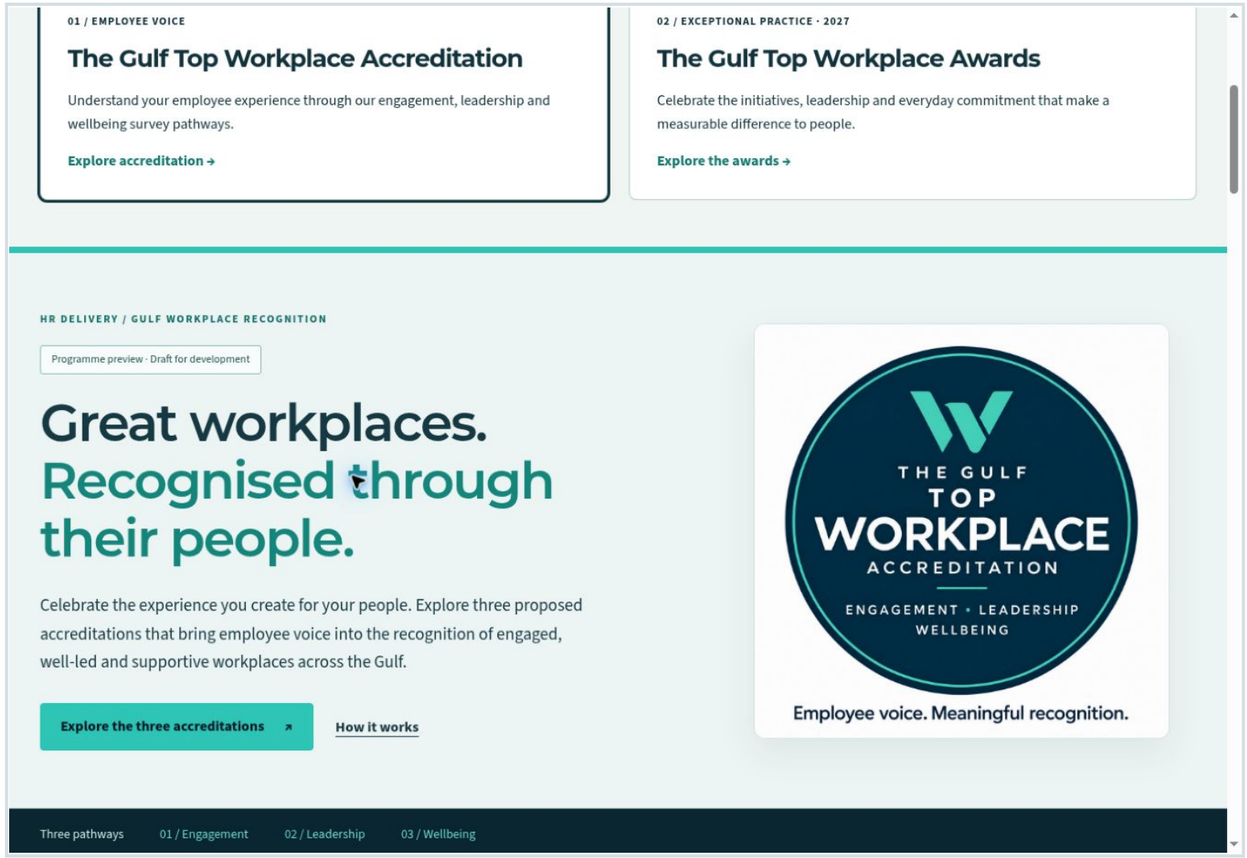
05

Retain the authorised conclusion

Record the decision and any usage conditions before preparing a certificate, letter or public statement. The illustrative calculator does not make this decision.

CHECK Checkpoint: the recognition output has a valid programme basis.

PRIOR REVIEWED SCREEN



Prior reviewed accreditation page clearly labelled Programme preview · Draft for development.

04 Prepare recognition documents and get support

Keep certificates, letters and specialist help connected to their purpose.

03 PRACTICAL TASKS

Prepare the inputs / Follow the screen sequence / Check the result

PREPARE RECOGNITION DOCUMENTS AND GET SUPPORT / J-04-01

OPEN SOURCE

Prepare a certificate or outcome letter

Create a reviewable document based on an authorised programme decision.

WHO USES THIS Authorised document preparer

BEFORE YOU BEGIN

- Approved decision
- Recipient identity
- Programme wording and issuing authority

WHAT YOU WILL HAVE

- Certificate or outcome-letter draft
- Approved issue copy

CHECK BEFORE YOU FINISH

- Recipient and decision agree
- No unsupported recognition claim
- Output checked before issue

The screen does not match this guide. Check the country, selected module and account role. Ask Lama to confirm the correct route before continuing.

05 STEPS / WALKTHROUGH ON THE FOLLOWING PAGES

Protected workflow: the public description and published demonstration establish the capability. Private certificate or letter generation was not exercised. Follow the controls displayed in your authorised account; confirm any differences with HR Delivery.

PREPARE RECOGNITION DOCUMENTS AND GET SUPPORT / STEPS 1–2 OF 5

OPEN SOURCE

Prepare a certificate or outcome letter

01 Confirm the decision first

Identify the programme, recipient, outcome, date and issuing authority. Resolve any uncertainty before drafting a recognition document.

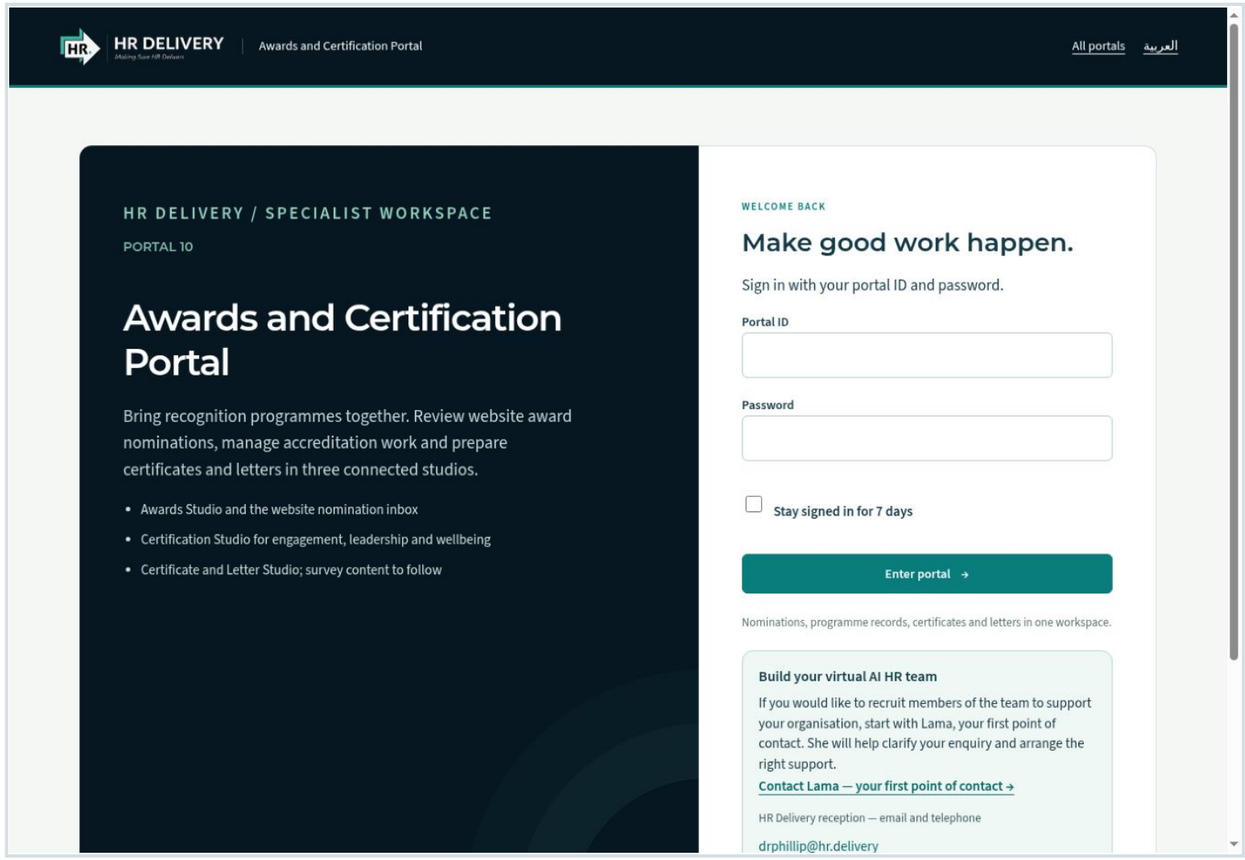
CHECK The document has a clear approved basis.

02 Open 'Certificate and Letter Studio'

Use the studio named in the portal. Select the supported document appropriate to the programme and communication purpose.

CHECK Checkpoint: the template matches the intended output.

CURRENT LIVE SCREEN



Current Awards and Certification Portal sign-in screen names the three connected studios. Private controls were not entered.

PREPARE RECOGNITION DOCUMENTS AND GET SUPPORT / STEPS 3–4 OF 5

OPEN SOURCE

Prepare a certificate or outcome letter

03 Complete the factual particulars

Enter the recipient, organisation, programme, outcome and date using the controls displayed in the authorised account. Check exact names and titles.

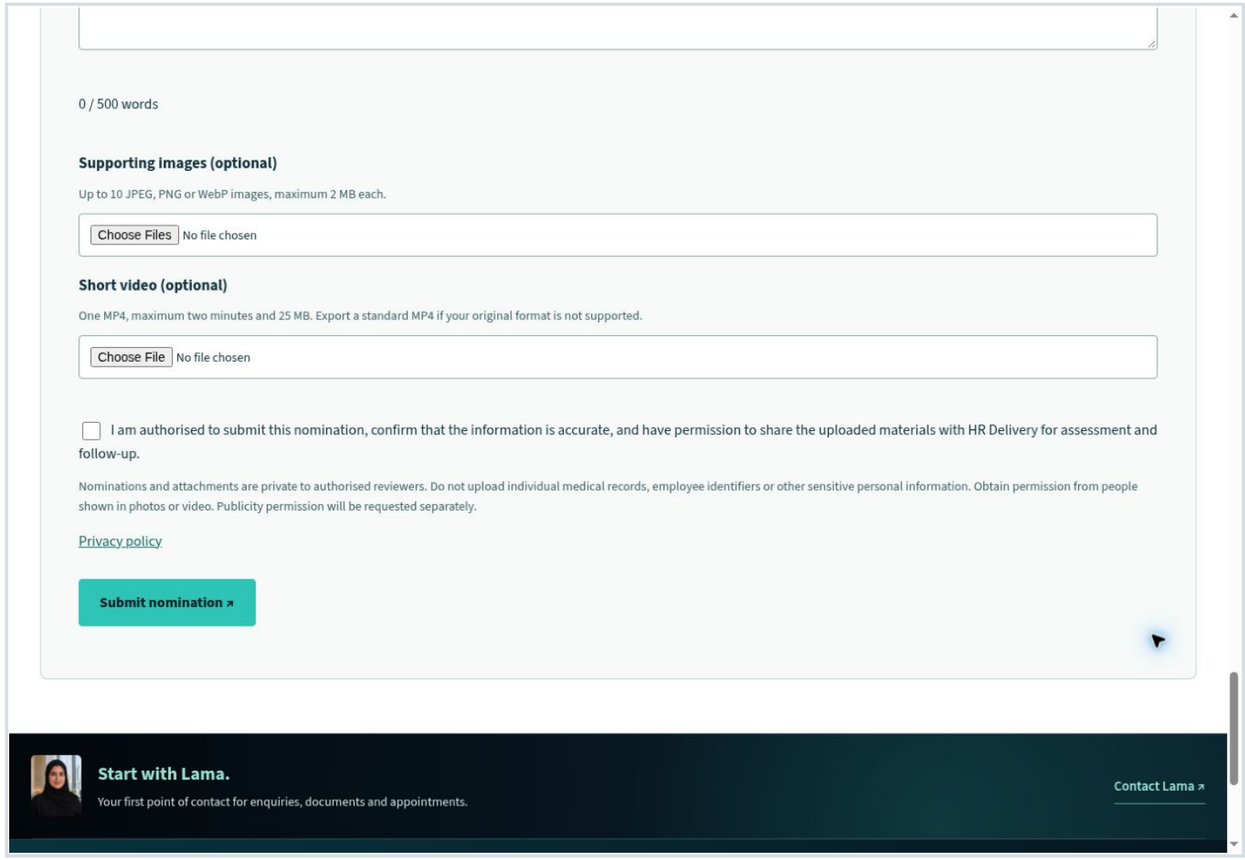
CHECK Checkpoint: the document facts match the decision record.

04 Review wording and presentation

Check that the text describes the actual recognition and any conditions. Review names, date, signature authority and legibility in the full preview.

CHECK Checkpoint: the document is accurate and professionally readable.

CURRENT LIVE SCREEN



Current optional attachment limits, authorisation statement and Submit nomination control. No submission was made.

PREPARE RECOGNITION DOCUMENTS AND GET SUPPORT / STEPS 5–5 OF 5

OPEN SOURCE

Prepare a certificate or outcome letter

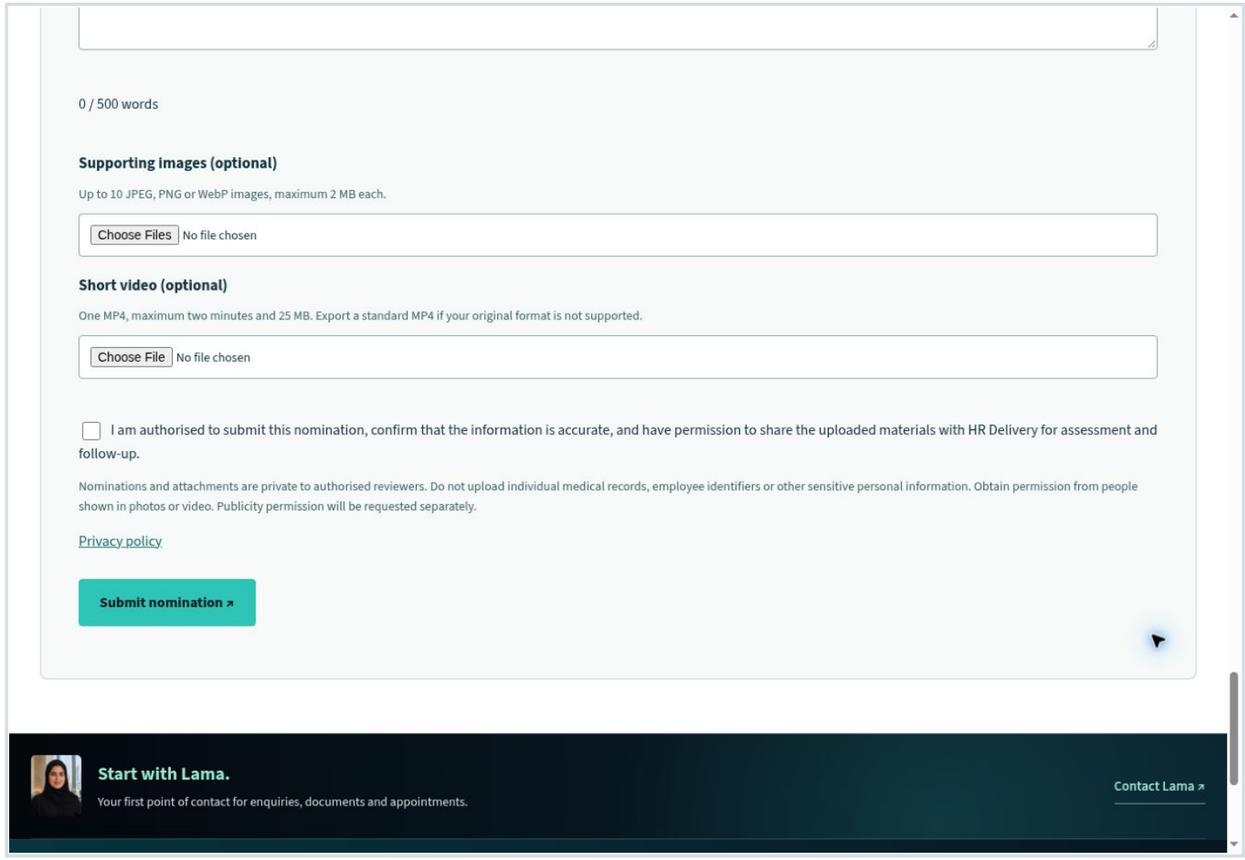
05

Prepare the approved output

Use the supported output and retention controls. Open the final file and obtain approval before using the agreed delivery route.

CHECK Checkpoint: the retained and shared editions are the approved version.

CURRENT LIVE SCREEN



Current optional attachment limits, authorisation statement and Submit nomination control. No submission was made.

PREPARE RECOGNITION DOCUMENTS AND GET SUPPORT / J-04-02

OPEN SOURCE

Prepare a CEO or HR appreciation certificate

Recognise a defined contribution without implying a different programme award.

WHO USES THIS Authorised recognition administrator

BEFORE YOU BEGIN

- Recipient and contribution
- Approved appreciation wording
- Issuing authority

WHAT YOU WILL HAVE

- Appreciation certificate draft and issue reference

CHECK BEFORE YOU FINISH

- Contribution is specific
- Appreciation and accreditation are distinguished
- Issuing authority is correct

The screen does not match this guide. Check the country, selected module and account role. Ask Lama to confirm the correct route before continuing.

05 STEPS / WALKTHROUGH ON THE FOLLOWING PAGES

Protected workflow: the public description and published demonstration establish the capability. Private appreciation-certificate generation was not exercised. Follow the controls displayed in your authorised account; confirm any differences with HR Delivery.

PREPARE RECOGNITION DOCUMENTS AND GET SUPPORT / STEPS 1–2 OF 5

OPEN SOURCE

Prepare a CEO or HR appreciation certificate

01 Define the contribution

State what is being appreciated, who contributed and the period or activity concerned. Distinguish appreciation from formal accreditation.

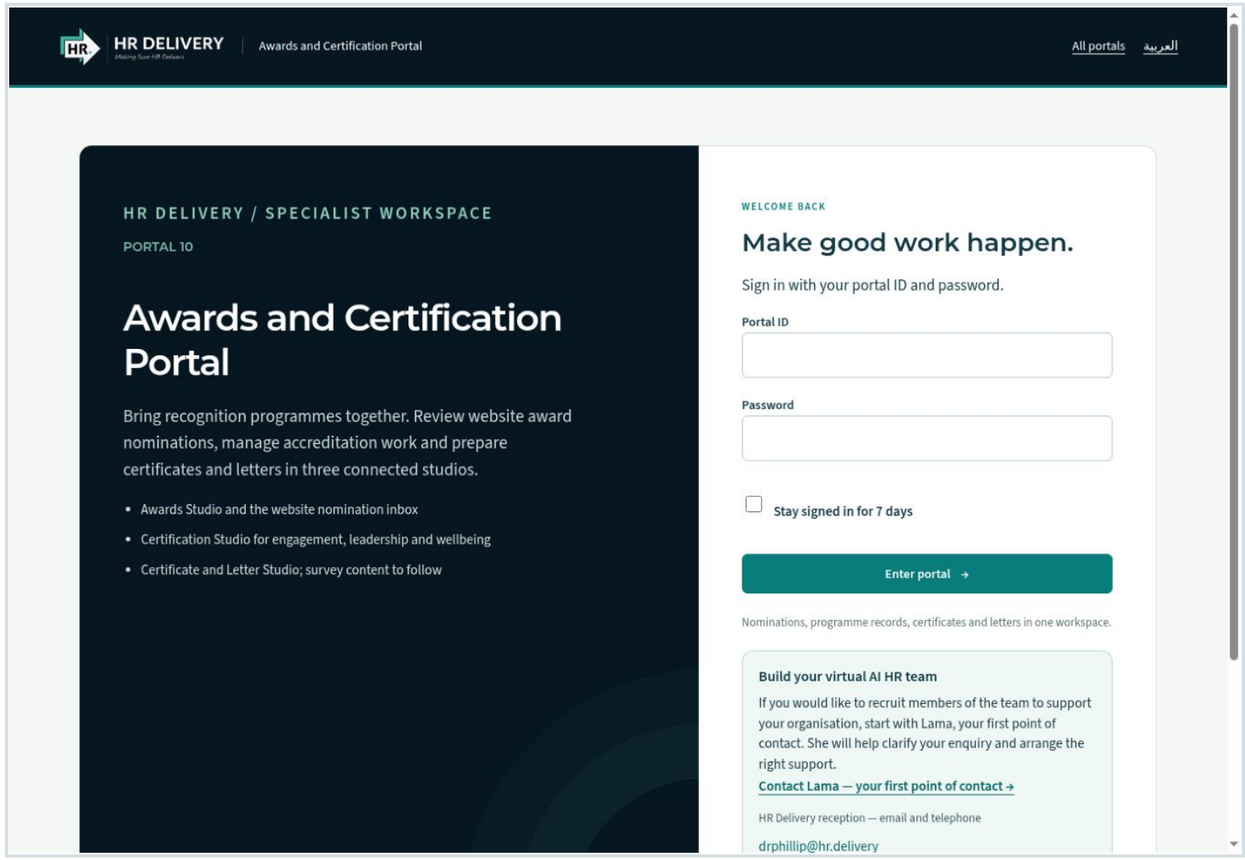
CHECK The purpose is clear before a template is chosen.

02 Select the appreciation tool

Use the supported CEO or HR appreciation certificate route in the authorised workspace. Confirm the relevant template with the programme owner.

CHECK Checkpoint: the document type matches the appreciation purpose.

CURRENT LIVE SCREEN



Current Awards and Certification Portal sign-in screen names the three connected studios. Private controls were not entered.

PREPARE RECOGNITION DOCUMENTS AND GET SUPPORT / STEPS 3–4 OF 5

OPEN SOURCE

Prepare a CEO or HR appreciation certificate

03 Complete the recipient details

Check the exact recipient name, role, organisation and date. Use the approved title for the issuing person or body.

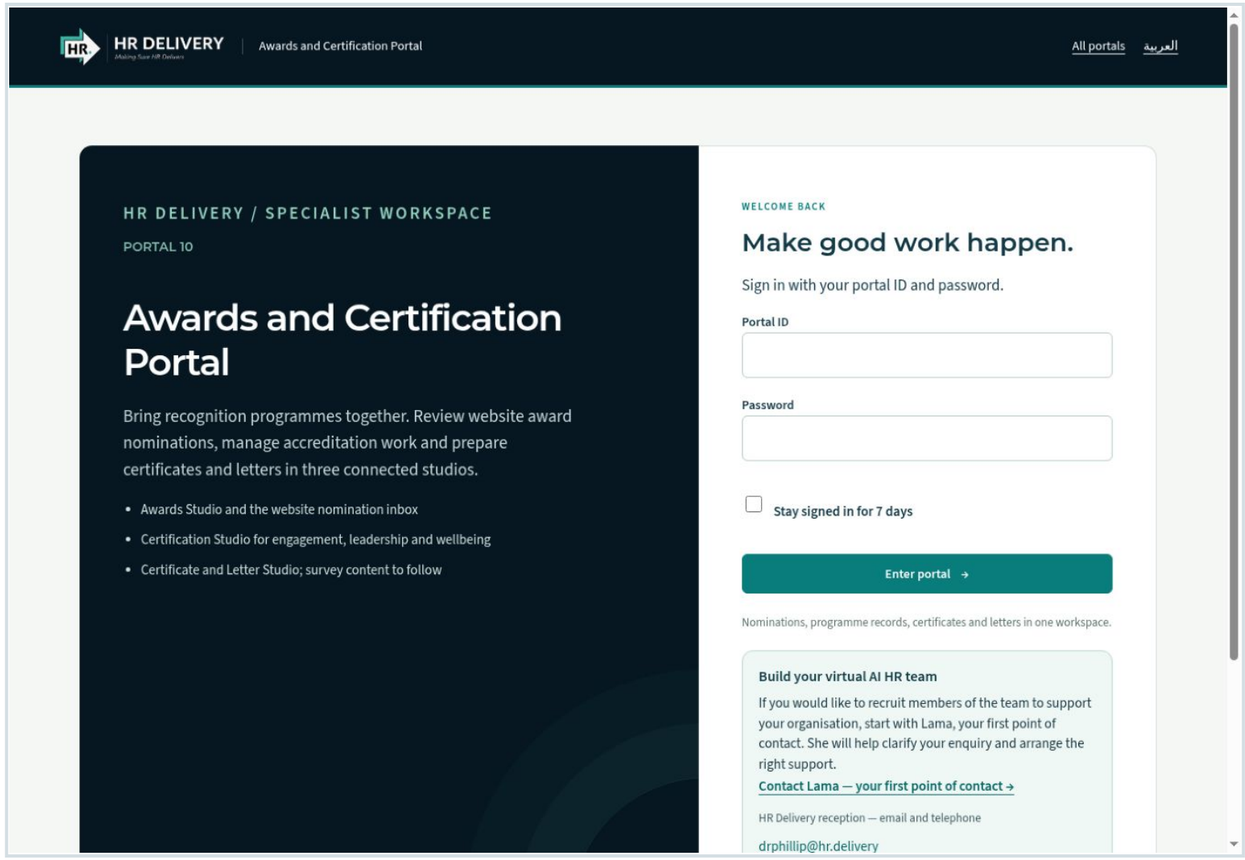
CHECK Checkpoint: the identity and authority are accurate.

04 Review the message

Make the contribution specific and proportionate. Remove any wording suggesting a formal award or accreditation that has not been granted.

CHECK Checkpoint: the message reflects the agreed recognition.

CURRENT LIVE SCREEN



Current Awards and Certification Portal sign-in screen names the three connected studios. Private controls were not entered.

PREPARE RECOGNITION DOCUMENTS AND GET SUPPORT / STEPS 5–5 OF 5

OPEN SOURCE

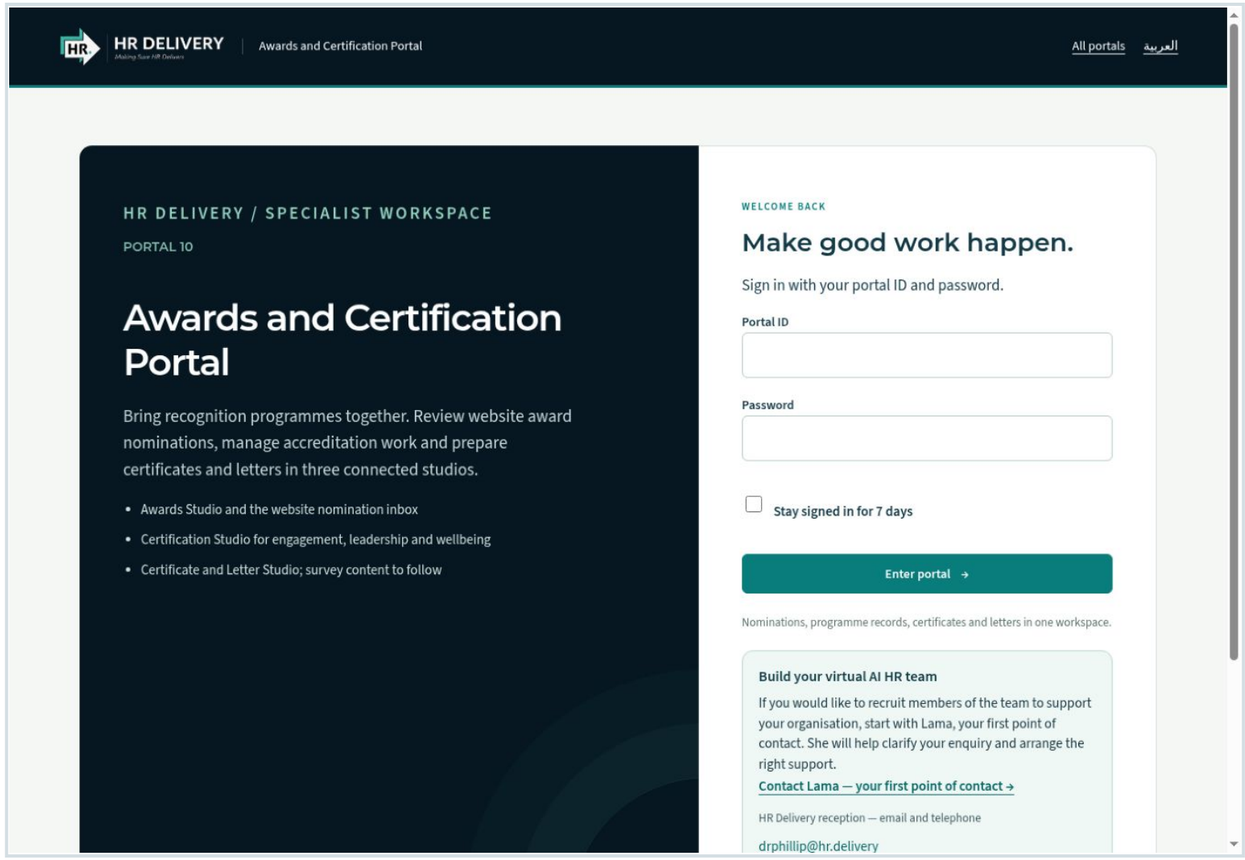
Prepare a CEO or HR appreciation certificate

05 Approve and retain the output

Inspect the final file, obtain the required sign-off and retain the issue reference with the relevant programme or administrative record.

CHECK Checkpoint: the certificate can be traced to the approved appreciation decision.

CURRENT LIVE SCREEN



Current Awards and Certification Portal sign-in screen names the three connected studios. Private controls were not entered.

PREPARE RECOGNITION DOCUMENTS AND GET SUPPORT / J-04-03

OPEN SOURCE

Use Nasser and coordinate specialist support

Prepare a useful recognition brief for the right support route.

WHO USES THIS Client recognition lead

BEFORE YOU BEGIN

- Programme or category
- Achievement and evidence summary
- Specific preparation question

WHAT YOU WILL HAVE

- Focused specialist-service brief

CHECK BEFORE YOU FINISH

- Preparation support is not a programme decision
- Active service and access confirmed

The screen does not match this guide. Check the country, selected module and account role. Ask Lama to confirm the correct route before continuing.

05 STEPS / WALKTHROUGH ON THE FOLLOWING PAGES

The current Meet Nasser route is a service-arrangement message, not a verified live AI conversation.

PREPARE RECOGNITION DOCUMENTS AND GET SUPPORT / STEPS 1–2 OF 5

OPEN SOURCE

Use Nasser and coordinate specialist support

01 Open Nasser’s profile

Use the Meet the Team directory and the Awards and Accreditation Specialist profile. Review the preparation support described.

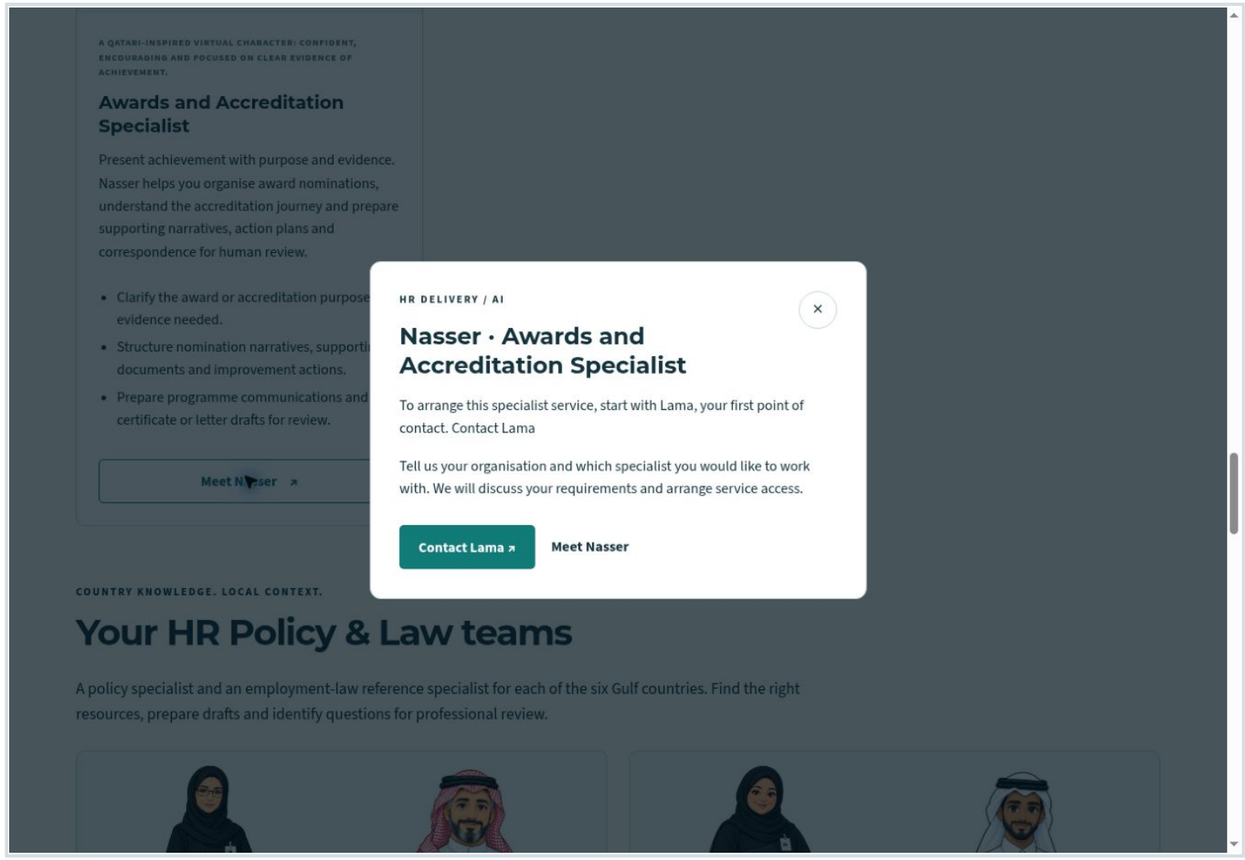
CHECK The profile explains nomination, evidence and communication support.

02 Choose 'Meet Nasser'

The observed entry opens an arrangement message directing you to Lama, the first point of contact for the specialist service.

CHECK The service-arrangement message and Contact Lama route appear.

CURRENT LIVE SCREEN



Current Meet Nasser message directs service arrangements through Lama.

PREPARE RECOGNITION DOCUMENTS AND GET SUPPORT / STEPS 3–4 OF 5

OPEN SOURCE

Use Nasser and coordinate specialist support

03 Describe the preparation task

State whether you need help with programme fit, nomination structure, evidence organisation, an action plan or correspondence preparation.

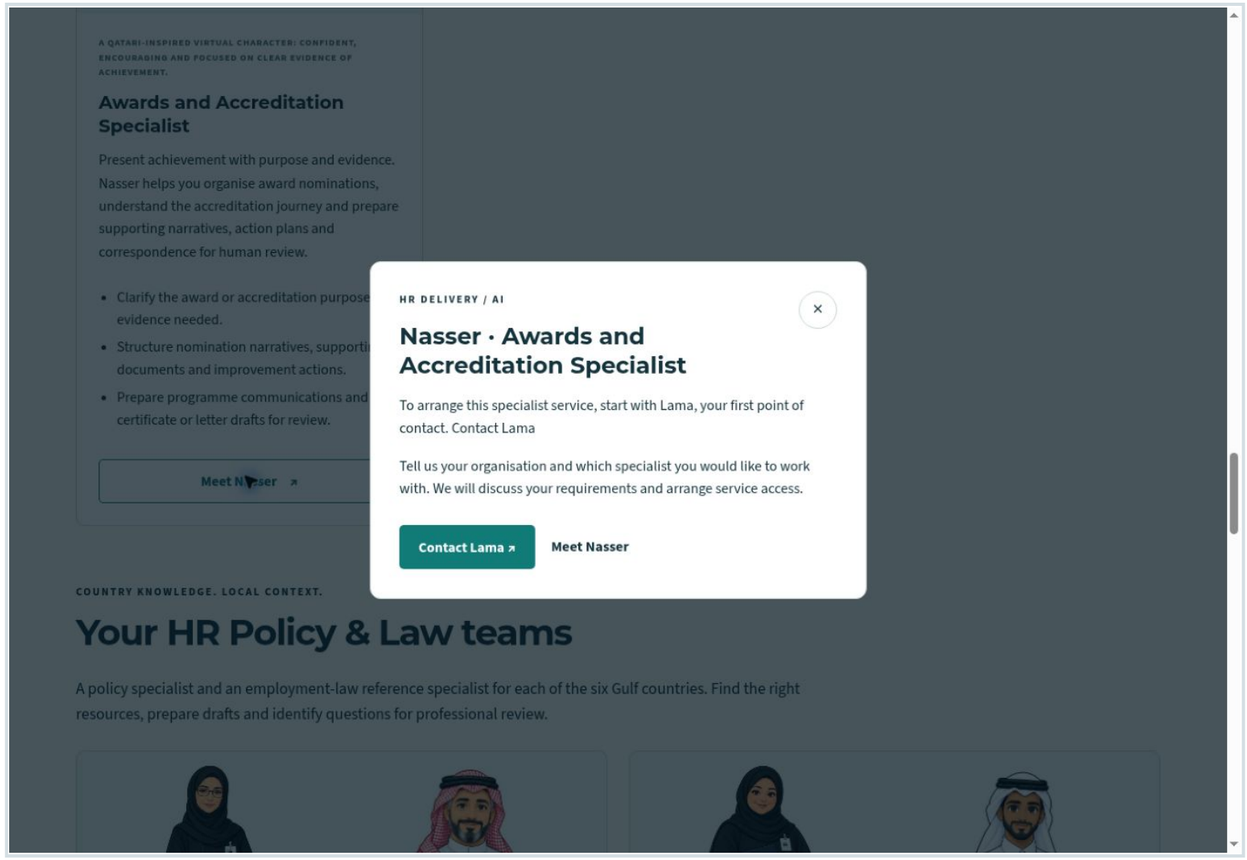
CHECK Your brief has a clear purpose.

04 Provide safe context

Include the organisation, category and evidence types. Use anonymised summaries rather than employee identifiers or sensitive individual information.

CHECK The team has enough context to discuss the service.

CURRENT LIVE SCREEN



Current Meet Nasser message directs service arrangements through Lama.

PREPARE RECOGNITION DOCUMENTS AND GET SUPPORT / STEPS 5–5 OF 5

OPEN SOURCE

Use Nasser and coordinate specialist support

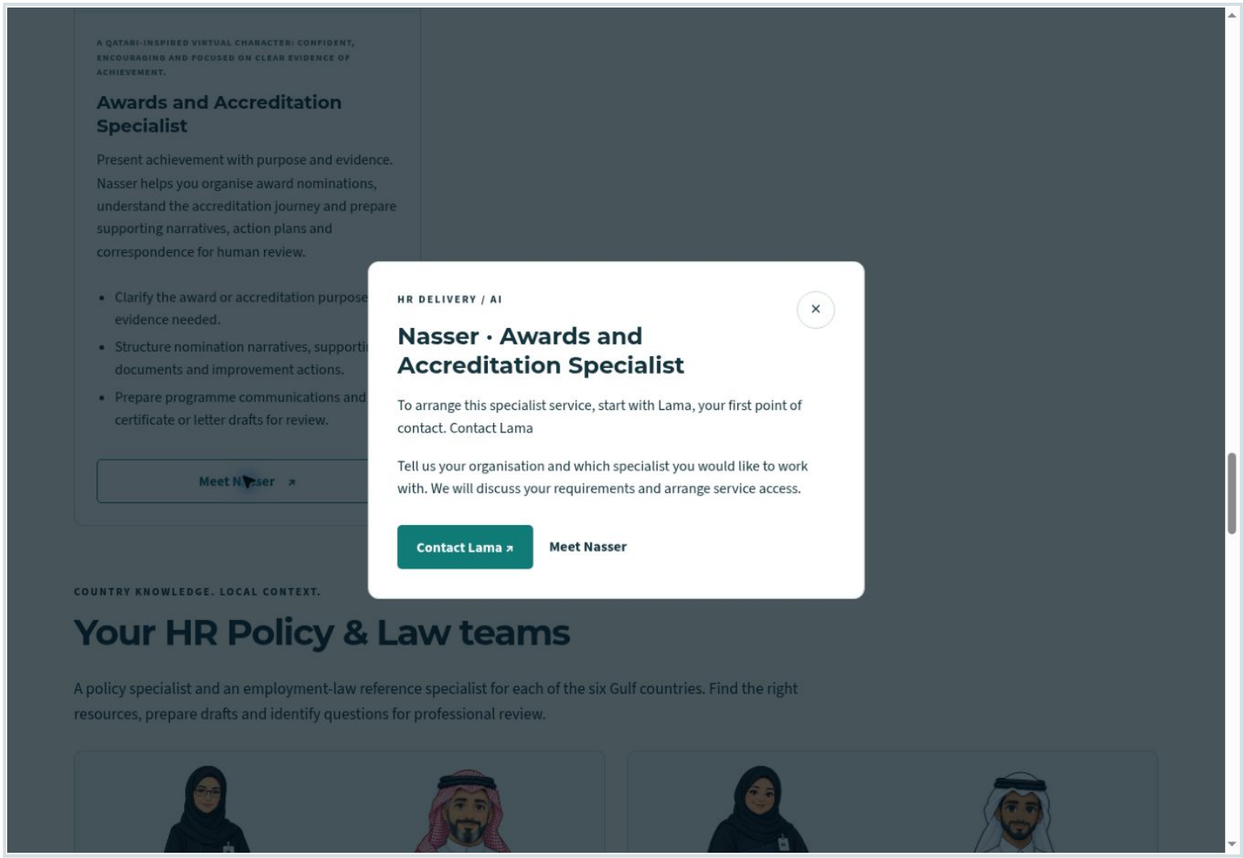
05

Agree the route through Lama

Confirm specialist availability, access arrangements and the human review required. Keep the programme decision separate from preparation support.

CHECK The next service step and responsibility are clear.

CURRENT LIVE SCREEN



Current Meet Nasser message directs service arrangements through Lama.

REFERENCE / 1 OF 1

OPEN SOURCE

Award evidence checklist

Question area	Useful content
Need	Baseline, workforce scope and why action was necessary
Implementation	What was done, when and by whom
Impact	What changed for employees and the organisation
Evidence	Measures, dates, comparison and limitations
Inclusion	Who benefited and how different groups were involved
Sustainability	How the result will be maintained and improved

REFERENCE / 1 OF 1

OPEN SOURCE

Public form limits

Item	Displayed requirement
Six evidence responses	Maximum 2,500 characters each
Overall story	Maximum 500 words
Images	Up to 10 JPEG, PNG or WebP; 2 MB each
Video	One MP4; maximum 2 minutes and 25 MB
Draft saving	Form does not save a draft on your device
Submission	Authorisation, accuracy and material-sharing declaration

REFERENCE / 1 OF 1

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Proposed accreditation bands — illustration only

Level	Positive valid answers
Top	70% and above
Advanced	65% to below 70%
Established	60% to below 65%
Development pathway	Below 60%; no accreditation level in the draft model

QUICK REFERENCE

Your final check

- [ ] **01** The correct programme and category have been selected.
- [ ] **02** Scope, dates and evidence support the nomination’s claims.
- [ ] **03** Responses and attachments meet the form’s limits.
- [ ] **04** The submitter has the required authority and permissions.
- [ ] **05** Any certificate or public claim reflects an authorised decision and current programme status.

HELP AND SUPPORT

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Continue with HR Delivery

Start with Lama when you need the right workspace, an explanation of a screen or a coordinated discussion with HR Delivery. Describe the task you are trying to complete and the point at which you need help. The human team can confirm access, service scope and the next practical step.

OPEN LAMA'S RECEPTION

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INCLUDE IN YOUR REQUEST

- Organisation and country
- Portal and task name
- Screen label or error wording
- Desired outcome and timing; never send passwords

REFERENCE NOTES

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Guide scope and screen references

- The private Awards Studio, nomination inbox and document studios were not entered.
- No nomination, attachment, certificate or programme decision was submitted or created.
- The public accreditation page remained a draft development preview; formal applications and awards were not yet open.
- The calculator example demonstrates arithmetic only and is not an accreditation result.

Screen key: Current live screen | Published demonstration | Prior reviewed screen