

GLOBAL SUSTAINABLE TOURISM COUNCIL

Glossary of Terms – GSTC Recognition, Approval, and Accreditation

Terms and Definitions

The following have been written to explain the meaning of terms used in the GSTC Process, although account has been taken of generic definitions used elsewhere.

For those terms not defined here, the hierarchy of definitions used is

- a) ISEAL standards setting code version 5
- b) ISO/IEC DIS 17065
- c) ISO/IEC 17011
- d) ISO/IEC 17000
- e) ISO Guide 2

Term	Definition
Accreditation	The process of approval by GSTC of a certification body's competence to certify organisations to a GTSC-Recognized standard
Accreditation body	An independent entity that operates in conformity with the standard ISO/IEC 17011 and that is technically competent to accredit CPs to perform conformity assessment using a GTSC-Recognized Standard.
Audit	A systematic and comprehensive process of investigation through checking documents, conducting interviews, observation and other means
CB	See Certification Body or Conformity assessment body
Certificate holder	A tourism enterprise, activity or service that has been certified by a GSTC-Approved CP or a GSTC-Accredited CB
Certification	Voluntary, third-party assessment, through an audit, of a tourism enterprise for conformity to a standard
Certification body	A body that verifies that specified requirements relating to a product, process, system, person or body are fulfilled. Abbreviated "CB".
Certification programme	A certification scheme that requires conformity with a GSTC-Recognized Standard to award certification and that conducts certification. Abbreviated "CP".
Certification scheme	A specific, named programme of certification resulting in the granting of a certificate of conformity to a tourism enterprise by a CB along with the right to display a mark associated with the scheme. It is defined by ISO as "[the rules, procedures, and management for carrying out certification] related to specified [services], to which the same specified requirements, specific rules and procedures apply." <i>After</i>

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Term	Definition
	<i>draft ISO 17067</i>
Certification scheme owner	A person or other legal entity who owns the intellectual property associated with a sustainable tourism certification scheme
Client	A tourism enterprise that purchases a certification service from a CP or CB.
Comparable standard	A standard that achieves the same outcomes as the GSTC standard's outcome by differing methods.
Conflict of interest	A situation where the capacity for objectivity of a person or body is at risk
Conformity Assessment	A process of checking and verifying the extent to which a tourism enterprise or certification scheme meets a specified standard and criteria
Consultancy	The provision, for a fee (directly or indirectly), of expertise to a tourism enterprise or CP on the design, management and operation of their services
CP	See Certification Programme
Equivalent standard	A standard whose requirements have a direct correspondence with the requirements with the GSTC standard. The standard may have differing presentation, or even in substance, e.g. in providing guidance on how to meet requirements. Equivalency for purposes of GSTC Recognition includes harmonized, unified, identical, unilaterally-aligned, and comparable standards. (ISO/IEC Guide 2:2004 6.1, 6.2, 6.3, 6.8, and 6.9).
GTSC	Global Sustainable Tourism Council
GSTC Accreditation	Accreditation provided by an accreditation body that is endorsed by the GSTC.
GSTC Accreditation Panel	An independent body of the GSTC that is technically competent and impartial, that will make decisions on recognizing sustainable tourism standards and certification scheme owners, and may endorse accreditation body recommendations to accredit CBs.
GSTC Benchmarking Criteria	The minimum requirement for a tourism standard to be recognized as fully complying with principles of sustainable tourism as identified by the GSTC and the GSTC Criteria.
GSTC Criteria	GSTC Criteria are a common understanding of sustainable tourism, and are the minimum that any tourism business should aspire to reach. They are organized around four main themes: effective sustainability planning; maximizing social

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	and economic benefits for the local community; enhancing cultural heritage; and reducing negative impacts to the environment. Although the criteria are initially intended for use by the accommodation and tour operation sectors, they have applicability to the entire tourism industry.
GSTC requirements for certification programmes	The requirements that a CP shall meet in terms of its structure, management and operational procedures
GTSC-Recognized Standard	A sustainable tourism standard that has been evaluated by the GSTC as being equivalent to the GSTC Standard.
Impartiality	The ability to make judgements and take decisions that are objective, based strictly on facts and free from other influences
Non-conformity	The absence of, or failure to meet, an element of a standard or performance criteria
Standard owner	A person or other legal entity who owns the intellectual property associated with a sustainable tourism standard
Sustainable tourism standard	A set of rules and guidelines that define the requirements of tourism enterprises in delivering sustainable tourism. For GSTC recognition, the standard shall be equivalent to the GSTC Standard.
Third-party	Carried out by an individual or body that is independent of the entity being certified or accredited
Tourism enterprise	An entity providing one or more services to tourists.
Unilaterally aligned standard	A standard that is equivalent or comparable to the GSTC standard but contains further requirements not contained in the GSTC standard.
Levels of requirement	
'will'	The body commits to undertake the specified action
'shall'	The body must take the specified action to be in compliance
'should'	The body is expected to take the specified action
'may'	The body is allowed to take the specified action