ASSURANCE PLATFORM USER MANUAL FOR PROJECT DEVELOPERS

Version 3

January 2026

INTRODUCTION

Welcome to the User Guide for the Assurance Platform. This guide is designed to help project developers understand the various features, functionalities, and workflows available within the Assurance Platform.

The Assurance Platform is for projects that are applying our standard, Gold Standard for the Global Goals (GS4GG) to certify climate and sustainable development impact. The platform facilitates efficient document management and workflows for projects going through the Gold Standard certification cycle. It is integrated with the Registry and is used to book and manage reviews/project documentation. Organisations need to be developing Gold Standard projects to have access to this Platform.

The launch of this assurance platform is part of a wider digitalisation strategy and will help deliver verified impact more efficiently while maintaining the integrity that Gold Standard-certified projects are known for. For more information visit Gold Standard website.

If you encounter any issues, please do not hesitate to email help@goldstandard.org where the team will be ready to support you.

1| REGISTRATION AND LOGIN

The Gold Standard Assurance Platform can be accessed by visiting this URL in your browser of choice: https://assurance-platform.goldstandard.org/

1.1| Login Page

The landing page for the Assurance Platform is the "Login Page". This is where you will input your login credentials to access the platform:
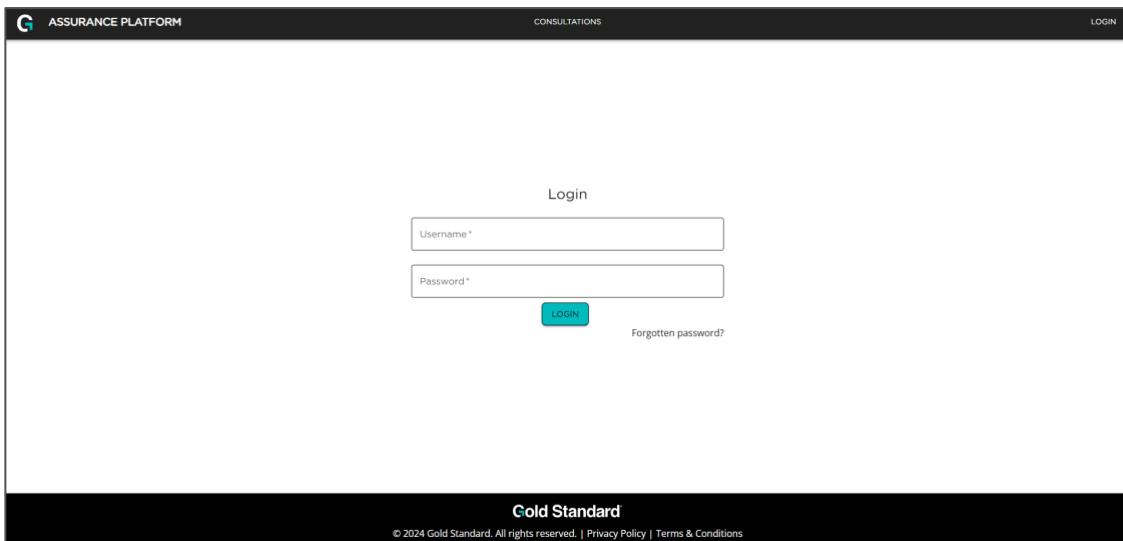
1.2| Registration

Existing Project Developers

Registration is handled by the Gold Standard Administrator team. Project Developer users that already have a Gold Standard Impact Registry account can request a login by completing the user registration form.
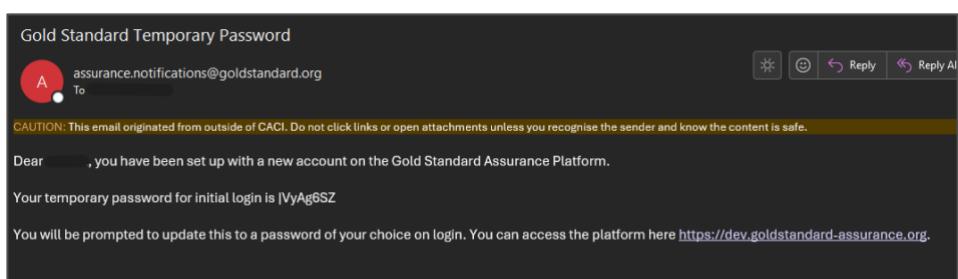
Once the Administrator team has initiated the setup of your account, you will receive an email containing a username and "Temporary Password":

Next, follow these steps to complete the setup of your user account:

1. Open the Assurance Platform in your preferred web browser.

2. On the landing page, input your username and the temporary password provided into the "Password" field, and click the "Login" button.

3. You will be taken to the following page, prompting you to finish setting up your account:

4. Fill out all fields, ensuring that your passwords match and meet all listed criteria.

5. Click on the "Submit" button to complete your account setup.

6. You will be returned to the platform login page where you can now login to your new user account.

New Project Developers

For new project developers that are developing a Gold Standard project for the first time, a login will automatically be provided for the digital assurance platform on opening a registry account with Gold Standard. To open a registry account, please follow these instructions.

1.3| Login

Once you have been setup with a user account through the registration process, the login process is straightforward:

1. Open the Assurance Platform in your preferred web browser: https://assurance-platform.goldstandard.org/

2. On the landing page, you will be presented with a login screen.
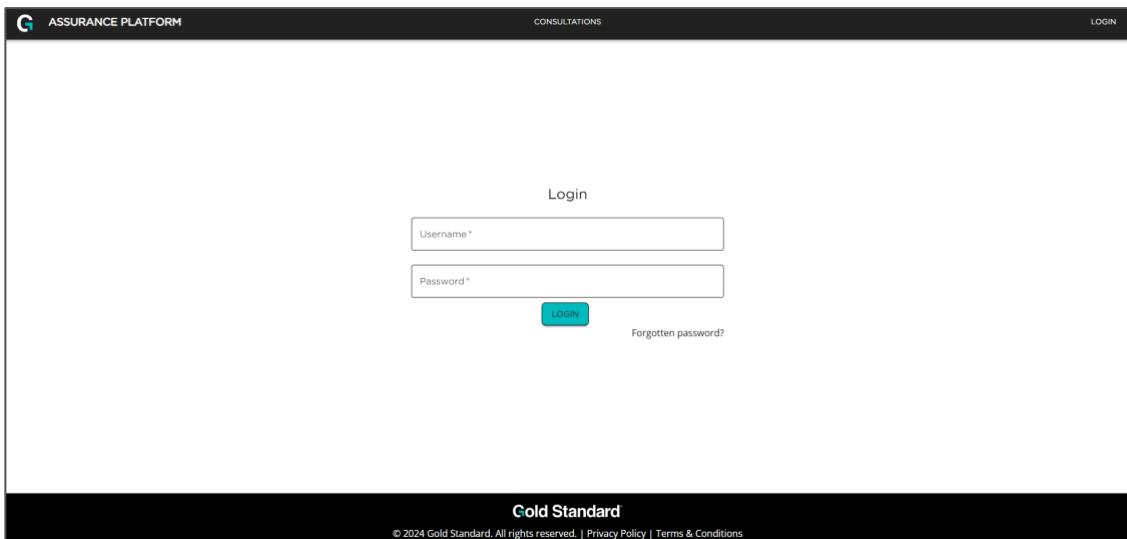
3. Input your login credentials to the username and password fields on the login screen.
4. Click on the "Login" button to login to the Assurance Platform. You should be presented with a "Login successful" notification and taken into the Assurance Platform.

If you experience any issues whilst completing the login process and are unable to access the Assurance Platform, please send an email to the Gold Standard Helpdesk team help@goldstandard.org.

1.4| Password Reset

In the event that you have forgotten your password, you can initiate a password reset by following these steps:

1. Open the Assurance Platform in your preferred web browser.
2. On the landing page, select "Forgotten Password?" underneath the login area.
3. A page will display "Forgot Password", enter the email associated with your user account and press the submit button.
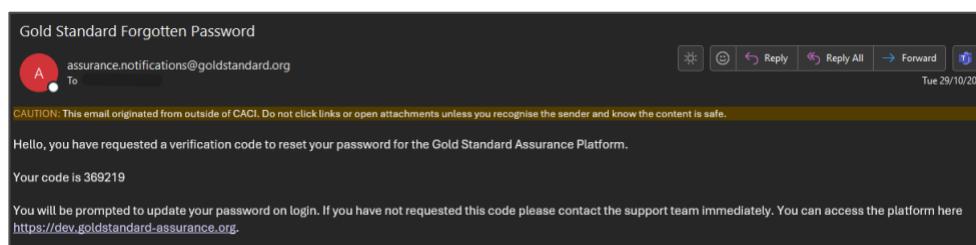
4. You will be taken to the following page which will prompt you to enter a "Verification Code" which will have been sent to your email.
5. Check your email for the verification code.
6. Copy the verification code into the "Verification Code" field on the platform page.

7. Fill out the "New Password" and "Confirm New Password" fields, ensuring that both passwords match and meet all the listed criteria.

8. Click on the "Submit" button to complete your password reset.
9. You will be returned to the platform login page where you can now login with your new password.

## 1.5| Adding Multiple Users to an Account

The platform allows for multiple users to access an account - each user should apply for access by filling out the user registration form.

For users **not** already registered with other Gold Standard applications, you will receive an email requesting additional information, including the approval from your Impact Registry Account manager.

Please note that access is given to the platform account rather than at a project level. This means all users can currently access all projects contained within an organisation's account.

1.6| Multiple Logins

An individual can have multiple logins if they need to access Platform Accounts for multiple companies. If this is the case, please submit a user registration form for each organisation that you require access for.

2| ROLES & WORKFLOWS

2.1| User Roles and Workflow

PD	VVB	GS ARM Team	Reviewer
- Creates a project - Creates a review request - Manages the request - Assigns a VVB - Uploads documents for VVB - Works with the VVB to respond to completeness check & review findings. - Pays the review fee	- Accepts audit assignment - Can view project information and previous reviews - Downloads and reviews documents - Uploads final documents for review - Responds to reviewer findings and re-uploads documents	- Conducts completeness check - Initiates global stakeholder consultation - Assigns review request to a Reviewer - Finalises review rounds and verifies fee payments. - Approves review requests to trigger listing, design certification or issuance	- Is selected from the Roster of Experts - Downloads review documents - Uploads review form - Submits findings to PD & VVB

2.2| Project Developer Users

As a project developer on the digital assurance platform, you have the capability to create new projects, add relevant project information, and to manage and submit requests. A project view provides access to the list of projects associated with your user profile and platform account and shows the status of any given project activities and/or request, Additionally, you have visibility into any ongoing public consultations related to projects, enabling you to monitor feedback and engagement with the broader community. The platform has been designed to enable a streamlined approach to managing projects undertaking certification to Gold Standard for the Global Goals, all within a centralized platform.

3 | DEFINITIONS

The assurance platform enables the relevant stakeholders within the certification process to make requests linked to specific workflows. The below outlines what each request means and when it should be applied:

REQUEST TYPES

The request types available in the Assurance Platform correspond to key project certification milestones. For an overview of the certification cycle, please see our step-by-step guide.
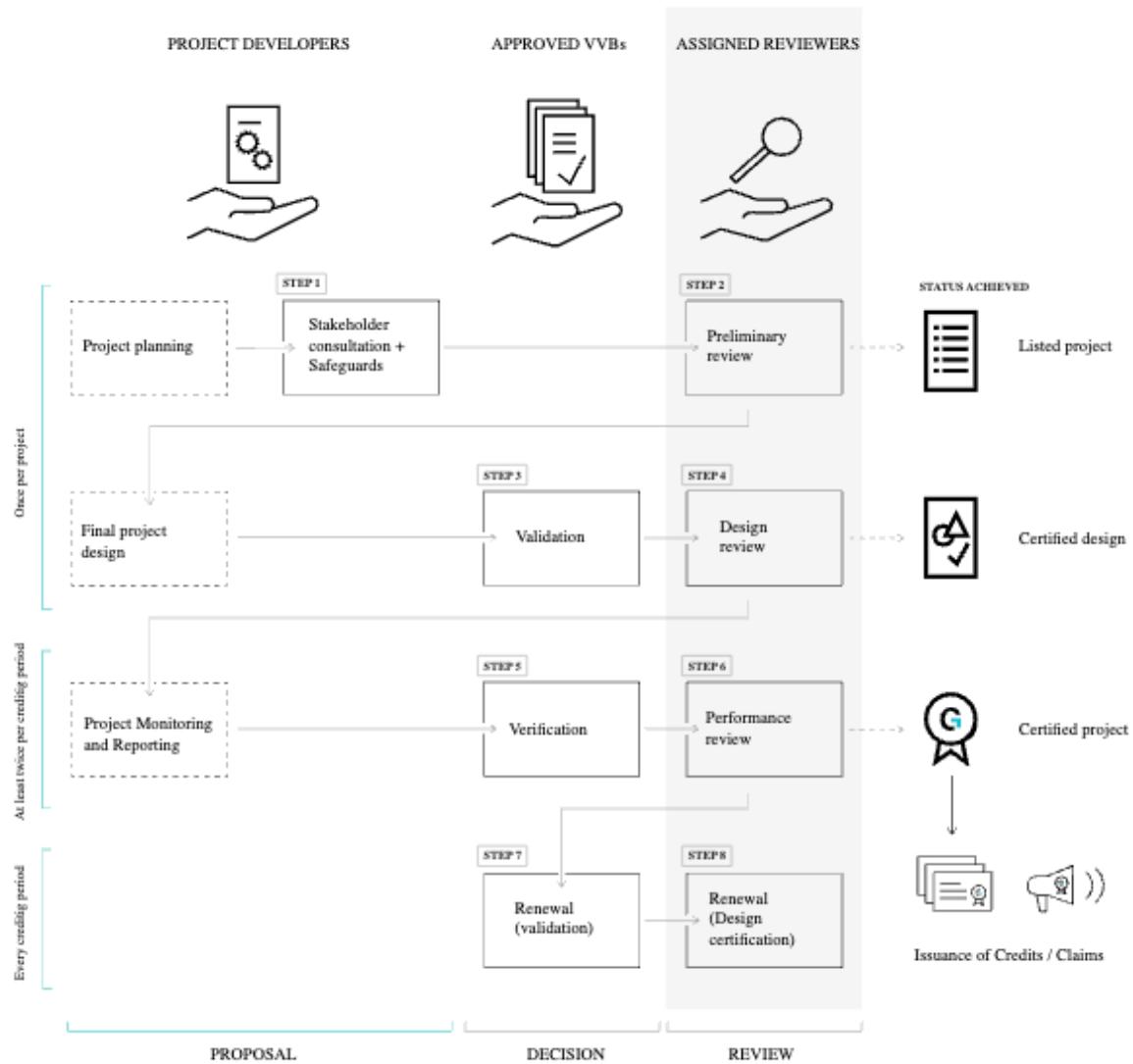
FOR STANDALONE PROJECTS

Project developers shall submit the requests included in the table below in line with *section 5 of the Principles & Requirements*.

REVIEW STAGE	REQUEST TYPE	DESCRIPTION
Preliminary Review	**Preliminary Review**	*Request to raise a preliminary review for any classification of project activity*
Design Review	**Design Certification | Project**	*Request for design certification of a 'Standalone Project' activity*

	Combined Review	**Combined Design and Performance Certification | Project**	*Requests for both design certification and 1st performance certification of a standalone project activity*
	Performance Review	**Performance Certification | Project**	*Request for performance review of a standalone project activity*
	Crediting renewal (design certification)	**Design Certification Renewal | Project**	*Request for design certification renewal review of a standalone project activity*

FOR PROGRAMME OF ACTIVITIES (POAs)

Project developers shall submit requests for Preliminary Review in line with *section 5 of the Principles & Requirements.* All other requests included in the table below shall be submitted in line with *section 8 of the Programme of Activities Requirements and Procedures.*

REVIEW STAGE	REQUEST TYPE	DESCRIPTION
Preliminary Review	**Preliminary Review**	*Request to raise a preliminary review for any classification of project in line with section 5 of the Principles & Requirements.*
Design Review	**Design Certification | PoA with Real Case VPA**	*Request for design certification of the Programme of Activities (PoA) along with a Real-case Voluntary Project Activity (VPA)*
	Design Certification | Real Case VPA:	*Request for design certification of a Real-case VPA*
Combined Review	**Combined Design and Performance Certification | PoA with Real Case VPA:**	*Requests for both design certification of PoA and the Real-case VPA, along with 1st performance certification of the Real-case VPA.*

	Combined Design and Performance Certification | Real Case or Regular VPA	Requests for both design certification and 1st Performance certification of the Real-case or Regular-case VPA
Performance Review	Performance Certification | Real or Regular VPAs	Request for the performance review of a Regular or Real-case VPA. Where multiple VPAs are being submitted for Performance Review, it is recommended to batch them together if monitoring periods align(see section 8.2.2)
Crediting renewal (design certification)	Design Certification Renewal | PoA with Real Case VPA	Request for design certification renewal of the PoA along with a Real-case VPA
	Design Certification Renewal | Real Case VPA	Request for the design certification renewal review of a Real-case VPA
	Design Certification Renewal | Regular Case VPA	Request for the design certification renewal review of a Regular-case VPA
Other	Inclusion | Regular Case VPA	Request for the inclusion of a Real-case VPA into a Design Certified PoA

OTHER REQUEST TYPES

REVIEW STAGE	REQUEST TYPE	DESCRIPTION
Annual Reporting	Annual Report	Request to submit an Annual Report to comply with the requirements in section 5 (d) of the Principles & Requirements. The report covers updates and actions taken on the Project during a given calendar year.
After Project Listing	Manage Information	Request a change in registered Project, PoA or VPA information. Submissions

		should be in the form of a signed letter on company letterhead, with a clear description of the change required and why it is currently incorrect. *Unless critical, the request for the change will be processed at the next review to allow for crosschecking of project documentation.* *This request type shall also be used to submit a request for* <u>CCP Labelling</u>**.**
After Design Certification	**Design Change | With VVB**	*Request for a Design Change following the <u>Design Change Request Requirements & Procedures</u>.*
Transition from another standard	**Transition review | GS CDM to GSVERs**	*Request for review of a project registered under a different certification standard transitioning to Gold Standard. For more information on the transition procedure, please visit our <u>Transition Projects Hub.</u>*
Other	**Decertification | Project**	*Request the decertification of a project. Submissions should be in the form of a signed letter on company letterhead with the request and reason for de-certification. On receiving such a request, the Gold Standard team will reach out and provide additional information on the next steps*
Other	**Generic Request**	*This request type shall be used if directed by the Gold Standard ARM*

		*Team, or when submitting a request for **CORSIA** or **Host Country Authorisation** labelling.*

REQUEST STATUS

As the project moves through the review cycle, the status of the project review is updated. The list below provides information on what each status means:

REQUEST STATUS	DESCRIPTION
In preparation	*During this phase, project developers should gather the required documentation to upload to the Assurance Platform and share with the relevant VVB. When all information is complete, Project Developers must click SUBMIT REQUEST to advance to the next review phase. The **'In preparation'** status indicates that there are pending tasks for the Project Developer to complete.*
In audit	*If an audit (validation or verification) is required, project developers will provide the VVB with the relevant documentation for audit. Once the documentation has been submitted to the VVB, the review status is updated to 'In audit. The VVB is responsible for uploading the final audit documentation for review. If an incorrect document has been submitted to the VVB, please contact them directly to arrange resubmission. The **'In audit'** status indicates that there are pending tasks for the VVB and will be displayed if review feedback is returned to the PD/VVB for response.*
Completeness check	*Once documentation has been submitted for a review by a Project Developer or VVB, a member of the Gold Standard Assurance Review Management (GS ARM) team will conduct a completeness check. If documentation is missing, the GS ARM team will send a request by email and the relevant documents will need to be uploaded to the assurance platform within 2 weeks.*

In assignment	*If documentation is complete, and the request is ready for review, the ARM Team will assign a Gold Standard approved reviewer and start a two-week Global Stakeholder Consultation. At this stage, the Gold Standard Finance team will raise the appliable invoice as required*
In progress	*A request will be marked as 'In Progress' when it is with the reviewer for assessment. The reviewer will upload their findings by the due date listed in the Assurance Platform.*
In round completion	*This status is assigned after the reviewer has completed their assessment. The Gold Standard ARM Team will then finalise the review round and verify that the invoice has been paid. Once the invoice is paid, the GS ARM team will release the review feedback.*
Completed - Approved	*After successful round completion, the Gold Standard ARM team will trigger the completion of the review and the status will appear as 'Completed-Approved'.*

4| USING THE ASSURANCE PLATFORM

4.1 | List View

The **My Requests** list displays all requests currently associated with your account. You can click on a Project GSID to view detailed project information or click through on the 'Request Name' hyperlink for specific request details and to navigate to any open actions.

This list also provides a comprehensive overview of each request, including the assignment status of any Validation & Verification Body (VVB), the current request status, and key details like location and review round count. In the "Document Status" column, you'll see indicators such as 0/1, 1/1, or 1/2, which reflect the number of required documents uploaded to each request, helping you quickly assess progress on completion.

4.2| Filters & Searching

The My Requests list view also offers filtering options to help you refine the displayed requests. The available filters include "Status" and "Project," which will appear only if applicable options are present in this list. To broaden your view, you can untick this filter, allowing you to see all requests associated with your account. You can use the filter boxes to search for specific terms if it's an extensive list of requests, making it easier to locate requests or projects.

5| PROJECTS VIEW

5.1|Project List View

The **Projects** tab provides an overview of all listed and certified projects. If you're linked to any new or non-listed projects, these will also appear in your view, giving you a comprehensive view of all relevant projects associated with your account. To directly filter to your associated projects, please toggle the 'My Projects' filter. To streamline navigation, you can filter this list by project status or search by project name or GSID, making it simple to locate specific projects and check their status or details.

From this list, you can either view listed projects or, if you own or are assigned to certain projects, you'll also have the option to edit them. Simply click the "View" or "Edit" buttons beside each project row to access these functions.
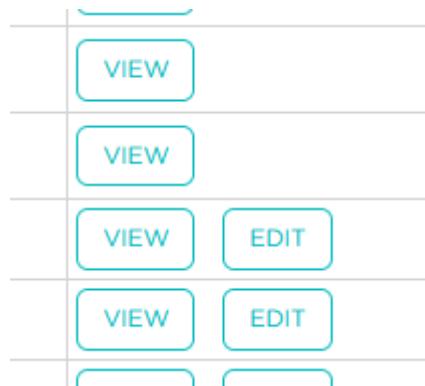

6| PROJECT CREATION

6.1 | Create a new project

You can access the project creation wizard via the 'Create' button at the top of the project list.
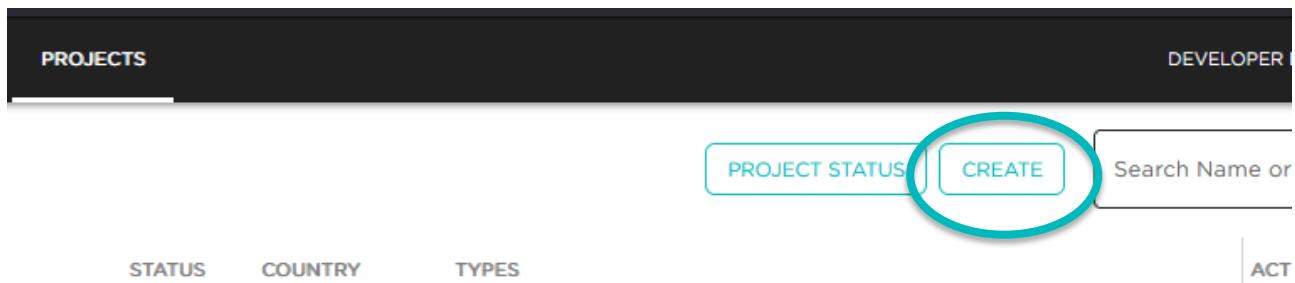
Question mark icons are visible throughout the platform. Clicking a question mark will provide users with guidance for completing each field, and where required, a reference to the relevant standard document.

As a Project Developer, your account will be assigned to a new project automatically, a project classification can be chosen on the first step – depending on which project classification you choose you may be able to choose a Programme of Activities (PoA) for this project to fall under.

On step 2 of the create project wizard you are able to enter a description for the project, choose project location(s), the scale (size) of the project and what type of project it is that you are creating.

On Step 3 of the project creation wizard, you are able to input multiple project methodologies, related project registration types, certified products and carbon streams. You are also able to enter the start and end dates for 1 or multiple crediting periods.

If a project is transitioning to Gold Standard from a different standard, Step 4 allows you to set the transition project information, if the project isn't a transition project then you can select "No" and move on.

In Step 5 of the project creation wizard, you have the option to specify Emission Reduction Amounts, select Sustainable Development Goals (SDGs) relevant to the project, and configure Fee Schedules. This step also provides a dedicated section for any additional notes, allowing you to include further project details or special considerations. From here you can then review all information that has been entered into the creation wizard and submit the project.

7| PROJECT UPDATES

7.1| Edit New Project Details

After successful project creation, new projects will be visible in the **Projects** tab and can be found by filtering to 'New' projects, or by using the search function.

You can update the details of any projects you have created. This feature allows you to edit any initial information entered in the project creation wizard or add details that may have been missed or were unavailable at the time of project creation. The edit functions is only available for projects with a 'New' status. Once a project is listed, the Project Developer must submit a 'Manage Project Information' request to edit project details.

7.2| Edit Registered Project Details

A request to change registered project information can be submitted at any time using the '**Manage Project Information'** request within the Assurance Platform

Submissions should be in the form of a signed letter on company letterhead, with a clear description of the change required and why it is currently incorrect.

Unless critical, the request for the change will be updated at the next review. If critical, please reach out to help@goldstandard.org with the reason why it is so critical for the team to prioritise the request internally.

8|REQUESTS

8.1| Requests Summary

Once a project has been created, or for any existing projects, you can view and manage requests by navigating to the **Requests** tab within the project information page. Here, you'll find all relevant request details, including attached documents, comments, and the current request status.

GS23144 - Demo: Community Reforestation Project

Project Information Requests

CREATE NEW REQUEST

| Design Certification | Project no. 3 | In Preparation | | ^ |

Status   **Actions**

📅 Request Status	In Preparation	📅 Round of Review Count	0	↻ SUBMIT REQUEST
📄 Documents Status	0 / 4			✖ CANCEL REQUEST
📄 Request Type	Design Certification	Project			↻ UPDATE REQUEST
📄 Request Start Date	24/02/2025			☁ UPLOAD DOCUMENT

Documents Comments

Required Documents Other Documents Support Documents

Not Uploaded - Stakeholder Consultation
This document should be uploaded by the Project Developer

If you are the project owner and the request is in an actionable state, such as "In Preparation" for project developers, you have additional control options. You can upload documents, update or cancel the request, and submit it to the next stage in the process. Additionally, you can create new requests directly within the project.

8.2| Creating a Request

Different types of requests are available for different stages of the certification process. The type of request defines the workflows to be followed, the data required, the documents to be uploaded and who it is to be assigned to.

8.2.1| Standalone Requests

To create a new request, click the Create New Request button within the Requests tab of a project.
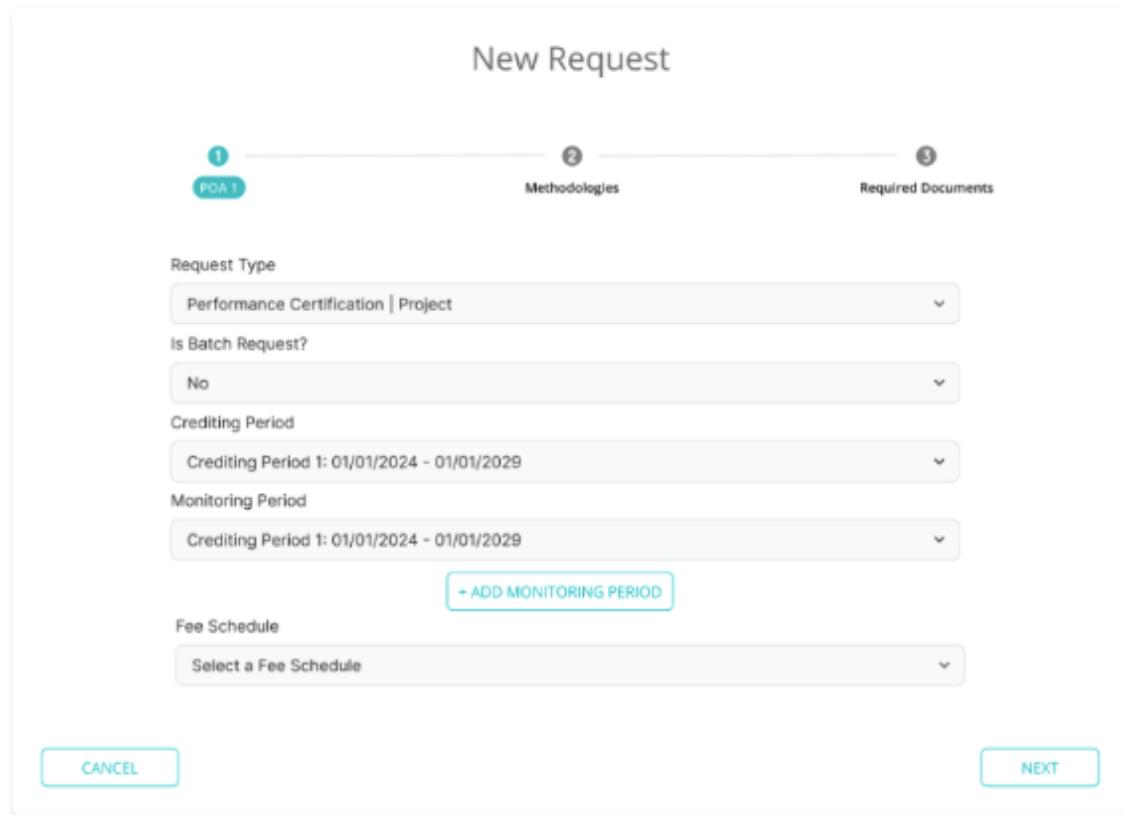
From here, you can select the request type. Depending on the type chosen, the request may be "batchable." For standalone requests, you'll need to specify a Crediting Period ID, which is sourced from your project, and enter an Emission Reduction Amount. You will see the required documents needed for the request in the second.

Fee Schedule Selection

Upon the creation of a request, the desired fee schedule can be selected from the drop down list as demonstrated by the screenshot above. This can be edited by the project

developer whilst the request is '*In Preparation*', via Update Request > Fee Schedule. If you wish to change the fee model while the review is underway, you will need to write an email to help@goldstandard.org requesting this.

Please note that this change only applies to a **single monitoring period**. If you wish to change the fee model at project level, you should request this in an email to help@goldstandard.org

8.2.2| Batch Requests

If you intend to batch the request, ensure your project is linked with other projects within the correct hierarchical structure to enable batching. Please note that not all request types are able to be batched together.

Batchable Request Type	Description
PoA + 1 Real Case	Program of Activities (PoA) with 1 Real Case
PoA + 1 or more Real Case	Program of Activities (PoA) with multiple Real Cases
Real Case + 1 or more Regular Case	A Real Case with one or more Regular Cases
2 or more Regular Case	Two or more Regular Cases

The available batch request types depend on the classification of the project being created. After selecting the batch type, you can choose related projects to include in the batch. These projects must already be linked to the project you're creating a request for.

Depending on how many projects are chosen to batch with, the create request wizard will

automatically generate a new 'Step' for each batch allowing you to enter the details for each request in the batch. Once finished you are presented with a batch summary to review what you have entered before creating the whole batch. Please check all information is correct before submitting a batch request,

Troubleshooting: If VPAs are not available in the dropdown box for batching, please check and correct the project information:

- Correct PoA / VPA classification
- PoA hierarchy
- Crediting period dates and duration
- Methodology and methodology version is aligned between PoA and VPAs

If any of the information above needs to be aligned, please raise a 'Manage Information Request' to correct it.

8.3| Updating Requests

Once a standalone or batched request has been created and is still in the "In Preparation" phase (and not cancelled), you can update its details by selecting the **Update Request** button in the actions panel. This allows you to make any necessary changes to the request information before advancing it to the next stage.

Please note that once the batch has been created, you will not be able to add additional VPAs.

8.4| Uploading Documentation

Project Developers can only upload documents to a review when the status is **'In Preparation'.** If the status is **'In Audit',** then project documentation must be shared with the VVB, who will review and upload the final files to the Assurance Platform.

The documents required for each request type will be outlined when raising a request and under the **Required Documents** tab when viewing the request. If there are no required documents listed, please refer to the applicable standards document for guidance e.g. CCP Labelling Requirements:

If additional documentation is required, this may be uploaded under the **Other Documents** or **Support Documents** tab.

Document Name

Users should note that each document uploaded for review must have a **unique document name**. This is to ensure effective document management and reduce the chance of duplication. We recommend that project developers title documents as follows:

GSID_Document Name_Version_ Submission Date (DDMMYYYY)

e.g. GS1234_PDD_V1_01022025

1. **File Types**

The following document types **<u>cannot</u>** be uploaded to the Assurance Platform:

- .exe
- .js
- .bat
- .sh
- .cmd

Document Upload Error

2. If you encounter an uploading error, please rename the document and try uploading the file again.
3. If you suspect that the error is due to file size, please upload a Zip File containing the document.
4. If these solutions do no not resolve the problem, please contact help@goldstandard.org with screenshots of the file upload error.

Public / Private Documents

The rule clarification: Public Disclosure Requirements for Project Documentation, specifies the information and documentation that needs to be made publicly available in the Gold Standard Impact Registry. If a document that should be public contains confidential information:

- Project developers can follow the process outlined in Section 1.2 of the above-mentioned rule clarification, whereby they submit two versions of the document, a version containing all information and a version where all confidential information is redacted
- Documentation that contains sensitive information and should therefore remain confidential needs to include the word "CONFIDENTIAL" in the file name and should be uploaded before the public version to support efficient assessment.
- The Gold Standard Assurance Review Management (ARM) team will apply the relevant privacy settings to the documents.

Changing Privacy Settings

If a document has previously been submitted to Gold Standard and is required to be made private due to the inclusion of confidential/sensitive information, project developers should firstly check the Public Disclosure Requirements for Project Documentation to determine if the document type requires to be made publicly available.

If the documents are not required to be made public as per the rule clarification: Public Disclosure Requirements for Project Documentation:

- Project developers can submit a request via the Gold Standard helpdesk at help@goldstandard.org to update the privacy setting for a publicly available document that contains sensitive/confidential information.
- The email request must include information on which documents need to be made private and the reason for this.
- The request will be reviewed and if applicable the change is made within the Assurance Platform.

If the document is required to be made public as per the list in the rule clarification: Public Disclosure Requirements for Project Documentation:

- Project developers should submit a 'Manage Project Information' request on the Gold Standard assurance platform.
- The request should contain a second version of the document where all confidential information is redacted
- Once submitted the request requires review and approval by the relevant VVB.
- On approval by the VVB, Gold Standard will make the change within the Assurance Platform

8.5| Submitting Requests

When you have completed all activities on request and are ready to submit to the next stage **click the Submit Request** button.

This will open a dialog indicating whether the request requires an audit. If an audit is necessary, you'll have the option to select a VVB. Once you're satisfied with the request details, proceed by clicking **Submit**.

You do not need to notify Gold Standard that the review has been submitted; this will be done automatically through the Assurance Platform.

Please note: Once submitted, you will no longer have access to update the request. Therefore, please make sure all information provided is relevant and correct.

8.6| Notifications

Project Developers will be automatically notified when a request is received by the Gold Standard ARM Team. Notifications will be sent to the primary account holder on the Assurance Platform. Whilst group emails cannot be used for Assurance Platform account opening, Project developers may wish to set up automatic forwarding of Assurance Platform notifications to inform colleagues of key certification updates. This can be set up in the settings of your email provider.

As the request progresses through each review stage, users will be notified of any status changes and when review feedback has been uploaded. Notifications may include a response due date for project developers and instructions for the next review stage. Automatic notifications will be sent from noreply@goldstandard.org.

During a completeness check or open review, the Gold Standard ARM Team may provide feedback directly to the project developer or notify users of an incomplete submission. Feedback will be shared using the in-platform messaging function (see section 9), which will also be accompanied by email notification.

Users are encouraged to check their spam folders if they cannot immediately locate the notifications.

8.7| Global Consultations

Gold Standard will conduct a two-week public consultation for all design review, performance review, and crediting period renewal requests. Project documents will be made available to the public via the new Assurance platform during the two-week review time. Comments received will be collated by the reviewer and shared with the Project Developer and VVBs as part of the review outcome. This consultation will run concurrently with Gold Standard's review, maintaining the existing timeline.

Users can view requests that are currently open for public consultation. On the **Consultations** page, the public can review basic project and request information and submit comments on these requests. To access this, simply navigate to the **Consultations** page from the menu.

8.8| Paying the Review Fee

While fee payment isn't required to begin the review, it must be completed before the first review round ends. Gold Standard will only share the project review outcome once the fee is paid.

8.9| Review Feedback

During a review, feedback may be provided to the project developer/VVB to request Clarifications (CL), Corrective Actions, (CARs), Forward Action Requests (FARs), or the submission of further documentation.

Completeness Check:

If the Gold Standard ARM Team, during Completeness Check, raise any findings or identify incomplete project information, they will communicate to the Project Developer and VVB using the messaging function on the Assurance Platform.

During a Review Without a VVB (e.g. Preliminary Review)

Project developers will be notified when a review feedback form is uploaded to their request. Alongside this notification, users will recieve a communication from the ARM team outlining the next steps in the certification cycle. At this stage, the request will be shown as **'In**

Preparation' and the project developer will responsible for responding to feedback and uploading revised project documentation.

During a Review With a VVB (e.g. Design & Performance Review)

Project Developers & VVBs will be notified when a review feedback form is uploaded to their request. At this stage, the request will be shown as **'In Audit'** since the VVB is responsible for responding to feedback and approving and uploading revised project documentation.

Review Response Timelines

Gold Standard has introduced new response timelines for project developers and VVBs when responding to Correct Action Requests (CARs), Clarification Requests (CLs) and observations to set clear expectations for a more structured and predictable certification process.

If extenuating circumstances impact your ability to meet these response timelines kindly write an email to help@goldstandard.org . This should include the project's GSID, justification as to why the timelines cannot be met, and the expected date of your response. Requests for an extension of response timelines will be reviewed on a case-by-case basis by Gold Standard.

	Preliminary Review	**Design Review**	**Performance Review**	**Combined Design and Performance Review**
Completeness check timeline for GS ARM team	1 week			
Completeness check response timeline for	**2 weeks**			

PDs/VVBs (to provide any missing info**)**				
GS Assurance Review timeline (Min. / 1 round*)	4 weeks	4 weeks	3 weeks	6 weeks
PD/VVB Review Response timeline	**2 weeks**	**6 weeks**	**6 weeks**	**6 weeks**

* Reviews are concluded when all CARs/CLs are successfully closed.

More information about the timelines for project developers and VVBs can be found in the Principles and Requirements and Rule Update: Standards, Assurance Model Update.

9| IN-PLATFORM MESSAGING

For any open review requests, the Gold Standard ARM Team may activate the In-Platform Messaging function to notify project developers and VVBs directly about review status updates, or to remind the user to undertake further actions.

This feature will replace email communication sent from FUNC_ARM@goldstandard.org.

The messaging function will be used in the following scenarios:

- To provide feedback on:
    - Completeness Check
    - Preliminary Review updates
- To request missing information
- To send a reminder e.g. invoice payment
- To notify users of missing request(s) submissions in the case of grouped/batched requests.

Please note that certification decisions will not be communicated via message and will be shared in the relevant review forms and email notifications. Furthermore, if the project developer or VVB sends a message that is not related to the review request, they will be redirected to the helpdesk (help@goldstandard.org).

Receiving a Message from the ARM Team

Once the Gold Standard ARM Team initiates a chat, the project developer and assigned VVB (if any) will be automatically **notified via emai**l about the open conversation on the Assurance Platform.

Users can access the message by clicking 'view active conversation' button on the request dashboard:

Responding to a Message:

Once a message is received, users may respond in the chat box. Files (including images or GIFs) cannot be uploaded or sent via messaging functionality.

Closing a Conversation & Archived Messages

Conversations will be closed at the discretion of the ARM team and cannot be re-opened by the PD or VVB. The ARM team may re-open the chat if further information is required during the review.

Once closed, messages cannot be shared, but users will be able to see the history of the conversation by selecting 'view closed conversation'.

10| VERSION HISTORY

Gold Standard®   *Climate Security and Sustainable Development*

Version N.	Publication Date	Summary of the changes	Previous Version N.
1.0	November 2024	New document	N/A
2.0	June 2025	Revised and reorganized for clarity and usability. Significant revisions to all sections with additions of new paragraphs, user information, links to the platform demo and clarification notes.	1.0
3	January 2026	Revisions include: - Editorial Revisions - Refinement of Request Types. - Introduction of 'in-platform' communication. - Explanation of fee selection	2.0

OTHER USEFUL RESOURCES

ACCESS

Access the Assurance Platform

ASSURANCE PLATFORM

FAQs

Visit Assurance Platform Frequently Asked Questions

READ FAQs

FEE SCHEDULE

View Review & Issuance Fees

VIEW

NEWS UPDATES

Visit Assurance Platform News Updates page

VIEW