world anti-doping agency

TUE administrator
Professional Standard

GLDF | Global **L**earning and **D**evelopment **F**ramework

The professional standard aims to support the anti-doping industry by providing a benchmark of competence for a specific role. Anti-Doping Organizations (ADOs) can use the professional standard to support the evaluation of competence and importantly to support practitioner development by identifying professional development needs.
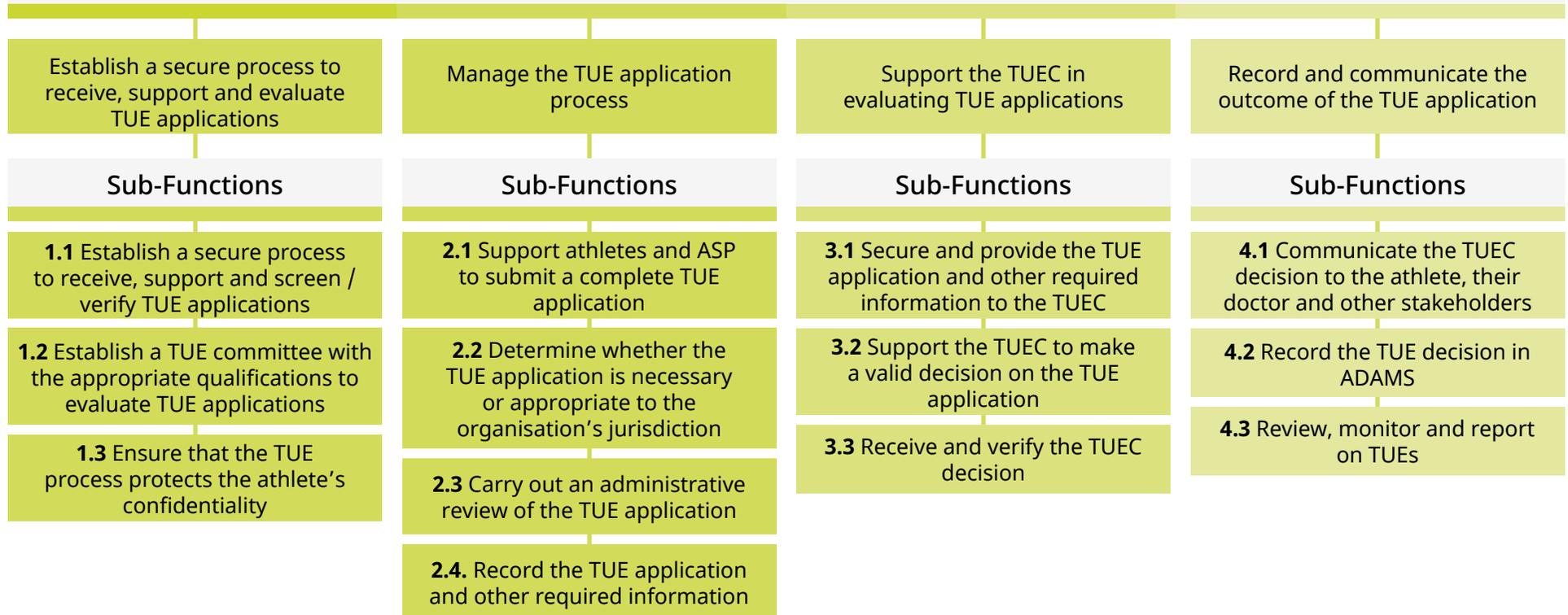
Version: 1.0

The professional standard:

- describes the main functions for a given anti-doping role
- details the expected standard of competence for each of these functions using performance criteria
- details the knowledge and skill requirements for the role

KEY PURPOSE

Support the protection of athletes' health through the management of a TUE program that allows athletes to apply for a TUE which is fairly reviewed and processed in line with the relevant rules.

Primary functions

Establish a secure process to receive, support and evaluate TUE applications	Manage the TUE application process	Support the TUEC in evaluating TUE applications	Record and communicate the outcome of the TUE application
Sub-Functions	**Sub-Functions**	**Sub-Functions**	**Sub-Functions**
1.1 Establish a secure process to receive, support and screen / verify TUE applications	**2.1** Support athletes and ASP to submit a complete TUE application	**3.1** Secure and provide the TUE application and other required information to the TUEC	**4.1** Communicate the TUEC decision to the athlete, their doctor and other stakeholders
1.2 Establish a TUE committee with the appropriate qualifications to evaluate TUE applications	**2.2** Determine whether the TUE application is necessary or appropriate to the organisation's jurisdiction	**3.2** Support the TUEC to make a valid decision on the TUE application	**4.2** Record the TUE decision in ADAMS
1.3 Ensure that the TUE process protects the athlete's confidentiality	**2.3** Carry out an administrative review of the TUE application	**3.3** Receive and verify the TUEC decision	**4.3** Review, monitor and report on TUEs
	2.4. Record the TUE application and other required information		

1 — Establish a secure process to receive, support and evaluate TUE applications

	Performance Criteria You must be able to:	Knowledge and understanding
1.1 **Establish a secure process to receive, support and evaluate TUE applications**	**PC1** Identify the organisation's jurisdiction and responsibilities for supporting and processing TUE applications **PC2** Evaluate the organisation's compliance with the Code and ISTUE in relation to receiving, supporting and evaluating TUE applications **PC3** Seek expert advice and guidance when there are areas of uncertainty **PC4** Develop or amend procedures to receive, support and evaluate TUE applications and consult with the relevant decision-makers in the organisation **PC5** Communicate procedures to relevant colleagues clearly and provide them with support in implementation **PC6** Ensure that procedures are recorded and implemented efficiently and effectively **PC7** Monitor the implementation of procedures and identify and propose improvements	**K1** WADA Code and ISTUE requirements for processing TUE applications **K2** The organisation's jurisdiction and responsibilities for TUE applications **K3** Sources of expert advice on WADA Code and ISTUE **K4** Colleagues in the organisation who need to be consulted on TUE procedures **K5** The importance of communicating with relevant colleagues and providing them with support in implementing TUE procedures **K6** The importance of continuous quality improvement

1.2 Establish a TUE committee with the appropriate qualifications to evaluate TUE applications		
PC1	Support the recruitment of the TUE committee in a way that meets the requirements of the Code, the ISTUE and any internal procedures	K1	ISTUE requirements for a TUE Committee and any relevant internal procedures
PC2	Seek expert advice and guidance when there are areas of uncertainty	K2	The types of conflicts of interest which may occur when appointing TUE Committee members and the procedures to follow to minimise these
PC3	Identify any potential conflicts of interest, ensure members have signed required documentation and establish mechanisms to minimize conflicts of interest	K3	What the TUE Committee members need to be briefed on
PC4	Provide TUE Committee members with a clear briefing on their roles and responsibilities	K4	Necessary documentation for a TUE Committee
PC5	Ensure that all relevant documentation regarding the TUE Committee is complete and up to date	K5	The importance of continuous quality improvement
PC6	Monitor the implementation of the relevant procedures and identify and propose improvements	K6	Other medical experts who could be co-opted when specific knowledge and skills may be required

1.3 Ensure that the TUE process protects the athlete's confidentiality		
PC1	Identify the relevant privacy and data protection standards that apply to the activities of your organization	K1	Relevant privacy and data protection standards within the organisation
PC2	Identify the specific privacy and data protection standards that apply to TUE applications	K2	WADA Code, ISTUE and ISPPPI requirements for data protection as relevant to TUE applications
PC3	Review current organisational procedures to ensure they meet privacy and data protection standards	K3	Sources of expert advice on privacy and data protection
PC4	Seek expert advice and guidance when there are areas of uncertainty	K4	The importance of communicating privacy and data protection procedures to relevant colleagues and providing them with support
PC5	Communicate the procedures for privacy and data protection to relevant colleagues clearly and provide them with support when necessary	K5	How to monitor and maintain privacy and data protection procedures
PC6	Monitor the implementation of privacy and data protection procedures and intervene when necessary	K6	Documentation relevant to privacy and data protection in regard to TUE applications
PC7	Ensure all relevant documentation regarding procedures to protect the athlete's confidentiality is complete and up to date		

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Manage the TUE application process

	Performance Criteria You must be able to:	Knowledge and understanding
🤝 | 2.1 **Support athletes and ASP to submit a complete TUE application**	PC1 Provide an accurate and timely response to athletes and ASP wishing to make a TUE application PC2 Gather relevant preliminary information about the proposed TUE application PC3 Establish that the athlete falls under the jurisdiction of your organisation or whether they need to follow an alternative procedure PC4 Provide the athlete and ASP with the necessary information and support to complete the TUE application PC5 Consult with relevant colleagues when there are areas of uncertainty PC6 Inform the athlete and ASP as to the process which will be followed and the timelines as required by the ISTUE PC7 Keep an accurate record of interactions with the athlete and ASP	K1 The importance of providing accurate and timely responses to athletes and ASP when they make a TUE application K2 Preliminary information which should be gathered from the athlete and ASP K3 The difference between applications for an advance and retroactive TUE K4 How to decide if an athlete falls under the jurisdiction of the organisation K5 Information and support which the athlete and ASP may need when making a TUE application K6 Who to consult when there are areas of uncertainty regarding an athlete's status in relation to the organisation's responsibilities K7 The importance of explaining the process and timelines for a TUE application

2.2 **Determine whether the TUE application is necessary or appropriate to the organisation's jurisdiction**	**PC1** Review the content of the application to clearly identify what is being requested **PC2** Identify whether the substance/method is prohibited and that a TUE is required **PC3** Ensure that the TUE application does fall within the remit of the organisation **PC4** Review existing TUE information and guidance to ensure that the TUE application is necessary **PC5** Seek expert advice and guidance when there are areas of uncertainty **PC6** Communicate to the athlete and ASP your decisions and provide them with guidance on the next steps	**K1** How to identify whether a substance or method is prohibited and whether a TUE is needed **K2** Sources of expert advice on prohibited substances **K3** Further guidance which an athlete and ASP may need in order to complete the application process
2.3 **Carry out an administrative review of the TUE application**	**PC1** Screen the application and supporting documentation and verify that the TUE form is complete, correctly filled out and signed by the athlete and their doctor, according to the requirements of the ISTUE **PC2** Identify any parts of the application and supporting documentation which are incomplete in accordance with WADA's TUE physician guidelines and the WADA TUE checklists **PC3** Request the athlete and ASP to provide any information, or supporting documentation which are incomplete or incorrect **PC4** Collate the application and supporting documentation in a way that will assist an effective review	**K1** The administrative requirements for TUE application as required by the ISTUE **K2** The use and content of the WADA TUE checklists **K3** How to collate the TUE application and supporting documentation to assist review by the TUE Committee
2.4 **Record the TUE application and other required information**	**PC1** Ensure that the TUE application and supporting documentation are correctly recorded according to required procedures **PC2** Report to the athlete and ASP that the application is going forward, what the next steps are and the timescales for the process	**K1** Recording procedures for TUE applications **K2** The importance of keeping the athlete and ASP informed of the process and timelines and how to communicate with them

3 Support the TUEC in evaluating TUE applications

	Performance Criteria You must be able to:	Knowledge and understanding
📄 | 3.1 **Secure and provide the TUE application and other required information to the TUEC**	**PC1** Follow organisational procedures for the identification of TUE committee members to evaluate the application **PC2** If necessary, co-opt appropriately qualified and experienced medical experts to join the TUE Committee to meet ISTUE requirements in consultation with the TUE Committee Chair **PC3** Assign a panel chairperson for the evaluation of the TUE based on their knowledge and experience **PC4** Securely provide the TUE Committee members with the TUE application and all the required supporting documentation **PC5** Ensure the TUE Committee members understand their roles and responsibilities regarding the application, as required by the ISTUE **PC6** Remind TUE Committee members about the declaration of any potential conflicts of interest **PC7** Ensure the TUE Committee members understand the required timeline for a decision **PC8** Ensure that all requirements for privacy and data protection are followed	**K1** Criteria for the identification of members to review specific TUE applications **K2** Criteria for the selection of an appropriate chairperson to review the TUE application **K3** Situations where it may be necessary to co-opt Committee members and how to identify and recommend appropriate experts **K4** How to securely provide the Committee members with the TUE application and supporting documentation **K5** The importance of ensuring all members understand their roles and responsibilities and the requirements regarding conflicts of interest **K6** The importance of ensuring members understand the timelines involved in the TUE application process

3.2 Support the TUEC to make a valid decision on the TUE application	**PC1** Provide required administrative support to the TUE Committee **PC2** Provide the TUE Committee with any necessary additional information and guidance regarding application and ISTUE to enable them to review the application and make a decision efficiently and effectively **PC3** Where the TUE Committee requires additional information in order to make a decision, refer these requests to the athlete and ASP **PC4** Seek expert advice and guidance when there are areas of uncertainty **PC5** Monitor the work of the TUE Committee to ensure there is no leaking of information or emerging conflicts of interest **PC6** Organise a meeting of the TUE Committee if required to expedite the discussions **PC7** Ensure that TUE review is documented relevant to the ISTUE criteria and the determinations, certificates and documentation are archived in accordance with ISPPPI **PC8** Ensure records of the review are signed by the chair of the TUE Committee and relevant colleagues as required by the ISTUE	**K1** The types of administrative support TUE Committee members may need when reviewing a TUE application **K2** Areas where Committee members may require additional information and guidance on TUE applications **K3** How to request additional information from athletes and ASP **K4** How to monitor the work of the Committee members to ensure there is no leaking of information or emerging conflicts of interest **K5** Situations where it may be necessary to organise meetings of the TUE Committee **K6** Procedures to document and archive the TUE application review **K7** ISTUE requirements for signatures
3.3 Receive and verify the TUEC decision	**PC1** Review the TUE Committee's processes, decision and rationale meet the requirements of the ISTUE **PC2** Refer any issues regarding the TUE Committee's processes, decision and rationale to relevant colleagues for support **PC3** Communicate any outstanding issues back to the TUE Committee and provide additional support to enable them to reach a decision consistent with the ISTUE	**K1** What checks are necessary to ensure the TUE Committee's processes, decision and rationale meet the ISTUE requirements **K2** Sources of information and advice on the outcomes of TUE Committee's reviews **K3** How to refer outstanding issues back to the TUE Committee

4   Record and communicate the outcome of the TUE application

	Performance Criteria You must be able to:	Knowledge and understanding
4.1 **Communicate the TUEC decision to the athlete, their doctor and other stakeholders**	**PC1** Provide the Committee's decision in writing to the athlete and ASP with relevant information concerning the TUE Committee's decision, within required timelines **PC2** Inform the athlete and ASP of any requirements or conditions placed on the TUE **PC3** Provide an accurate and timely response to any further clarifications they may need **PC4** Where necessary, provide guidance on any appeals process	**K1** Information which must be communicated to the athlete and ASP following a TUE application review, depending on the outcome **K2** The types of requirements and conditions which may be placed on a TUE **K3** The importance of providing the information in a timely way and clarifying any concerns the athlete and ASP may have **K4** The relevant appeals procedures
4.2 **Record the TUE decision in ADAMS**	**PC1** Follow all the necessary procedures to record the TUE Committee's decision in ADAMS according to the Code and the ISTUE within required timelines	**K1** How to record the outcomes of a TUE application review

🔍 4.3 **Review, monitor and report on TUEs**	**PC1** Review TUE decisions to improve practice **PC2** Monitor the ongoing implementation of TUE decisions by athletes and ASP **PC3** Monitor TUE applications and identify trends in substances being applied for **PC4** Support the testing and/or results management process by dealing with TUE enquiries following testing

K1 The importance of continuous quality improvement in the TUE application and review process
K2 The criteria which should be used when reviewing TUE decisions
K3 Procedures to follow when monitoring the implementation of TUE decisions by athletes and ASP
K4 The importance of identifying trends in substances applied for in the TUE program and how this information can be used to improve anti-doping
K5 The link between TUEs, testing and results management
K6 The types of enquiries which may arise as a result of testing and how to deal with these

Skills

Based on the results of a survey that was circulated among TUE administrators across the anti-doping industry in 2022, a list of skills was identified as necessary for the profession. The following list details skills deemed as essential by 65% of respondents. Such skills should be assessed in candidates applying for a TUE administrator role:

- Ability to work in compliance with code, standards, ethics
- Ability to work with sensitive information and maintain confidentiality
- Time management/ prioritization
- Writing
- Listening
- Ability to deal with internal and external stakeholders
- Ability to work under pressure
- Attention to detail
- Willingness and ability to learn
- Speaking
- Analytical and logical thinking
- Teamwork collaboration
- Ability to multi-task
- Being able to use word processing spreadsheets, social media, data visualization and email communication
- Ability to give and receive feedback
- Decision making
- Planning
- Critical thinking
- Self-motivation
- Ability to record processes in detail and with accuracy
- Ability to appropriately target communications to the audience
- Stress management

Collaborators

WADA, while leading the standard setting work to develop the professional standards, works collaboratively with stakeholders and WADA technical teams. The development work for TUE was conducted by a Technical Working Group composed of:

- Dr. Chin Sim Teoh - Chair of the Therapeutic Use Exemption Committees of Anti-Doping Singapore and the SEA Regional Anti-Doping Organisation
- Yujin Hong - KADA
- Tommasina Barberini - NADO Italia
- Gina Maria Gil Herrera - Mindeporte

- Richard Mohr - USADA
- Rebecca Lee - UEFA
- Dr. David Gerrard - FINA
- Katia Alloun - WADA

This group was chaired by Education practitioners from the anti-doping industry:

- Alexis Cooper - SIA

Quality Management

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GLDF Overview

One of WADA's six priorities under the World Anti-Doping Agency's 2020-2024 Strategic Plan is to 'Grow Impact'. As one of the key initiatives under this priority, the Agency has committed 'to developing training programs and qualifications standards for anti-doping professionals to improve professionalism and enhance the capabilities of the anti-doping workforce'.

Accordingly, in April 2020, WADA's Education Department commenced development of a Global Learning and Development Framework (GLDF), through which specific, standardized training for a range of anti-doping roles are being developed and made available for Anti-Doping Organizations (ADOs) and other stakeholders worldwide within the anti-doping ecosystem. The GLDF establishes role descriptors, professional standards and global learning and development activities for practitioner roles in the anti-doping industry.

The professional standards have been used by WADA to develop competency-based training programs. They can be read alongside:

(1) the role descriptor for the corresponding role, a simple document which clarifies the main characteristics of key anti-doping roles and can be used as a basis for developing a job description when ADOs are looking to recruit a position for a given role.

(2) the anti-doping core competency framework, which details the values and competencies that are common across the various roles in the anti-doping industry.

** The Professional (occupational) Standards are the benchmarks of good practice and describe the expected standard of competence for a given role. They should not be confused with the International Standards, which are a set of documents that, along with the World Anti-Doping Code, seek to harmonize anti-doping policies, rules and regulations among Anti-Doping Organizations (ADOs) for specific technical and operational parts of anti-doping programs.**