

9 December 2025

Trust Framework Authority: Expectations of Independent Evaluators

Purpose

Digital Identity Services Trust Framework (DISTF) Regulation 8(1) requires an application for accreditation to include evaluations from independent evaluators in each of the following areas:

- Security
- Privacy
- Identification Management.

Each evaluation must state whether, in the opinion of the independent evaluator, the relevant criteria for the assessment of the application are met in that area.

Independent evaluator means an individual or organisation considered by the Trust Framework Authority (TFA) to have the skills, knowledge, and experience necessary to carry out evaluations in that area to a reasonable standard.

Expectations

The TFA has the following expectations of independent evaluators:

1. Independent evaluators can only provide independent evaluations in the area(s) for which they are recognised by the TFA and listed on the TFA's website (ie. Privacy, Security and/or Identification Management).
2. Independent evaluators are recognised by the TFA as having the skills, knowledge and experience to carry out independent evaluations under the DISTF. They are not appointed or accredited under the DISTF.
3. Only entities listed on the TFA's website are permitted to refer to themselves as independent evaluators under the DISTF.
4. Independent evaluators are not permitted to use the Trust Framework accreditation mark. Only providers of digital identity services accredited by the TFA and providing accredited services are permitted to use the Trust Framework accreditation mark. A person or entity who knowingly or recklessly represents themselves to be a TF provider when they are not commits an offence.

5. Independent evaluations undertaken for the purposes of a digital identity provider making an application for accreditation by the TFA must follow the process and use the templates promulgated on the forms and guidance section of the Trust Framework's website.
6. Independent evaluators will attend information sessions run by the TFA for the purposes of education and training. These will be offered as required. Appropriate notice of sessions will be given by the TFA.
7. The contract for carrying out independent evaluations is between the provider of digital identity service(s) and the independent evaluator. The TFA is not a party to, nor responsible for delivery of, the contracted services.
8. Independent evaluators must ensure that the scope of their independent evaluation is consistent with the provider and the service(s) for which Trust Framework accreditation is to be sought.
9. Independent evaluators will have appropriate internal processes for ensuring the quality of evaluations. The TFA reserves the right to remove recognition of evaluators where quality expectations are not achieved.
10. [For Independent Identification Management Evaluators only] Due to the pre-requisite to successfully complete training prior to being considered as identification management evaluators, individuals (not their employer or company) are independent identification management evaluators and evaluations must be completed by the named individuals.