



Quality Management System

**ISO 9001:2015 | ISO 17020:2012 | ISO 17065:2012 |
ISO 17024:2012**

Policy and Guidelines for the Use of Certificates, Logos, and Certification Marks

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Glossary

CB	Certification Body
CEO	Chief Executive Director/ Commissioner, Head of Agency
CP	Certified Persons
IEC	International Electrotechnical Commission
ISO	International Organization for Standardization
J-TEC	Jamaica Tertiary Education Commission

1.0 Purpose

This policy establishes the framework and requirements for the appropriate use of certificates, logos, and certification marks issued by Jamaica Tertiary Education Commission (J-TEC) in accordance with ISO/IEC 17024:2012, ISO 9001:2015, ISO/IEC 17065:2012, ISO/IEC 17020:2012, and ISO/IEC 17030. The aim is to ensure the accurate and non-misleading representation of certifications and the protection of the credibility of the certification system.

2.0 Applicable Standards and Normative References

- 2.1 ISO/IEC 17024:2012, Section 9.7.1** – Misuse of certificates and marks in personnel certification.
- 2.2 ISO 9001:2015** Quality management system.
- 2.3 ISO/IEC 17065:2012** – Requirements for bodies certifying products, processes, and services.
- 2.4 ISO/IEC 17020:2012** – Requirements for operation of various types of bodies performing inspection.
- 2.5 ISO/IEC 17030** – General requirements for third-party marks of conformity.

3.0 Scope

This policy applies to all individuals, organizations, and entities that have been awarded a certification by Jamaica Tertiary Education Commission (J-TEC) under accredited schemes in the areas of personnel, product, process, service, and management system certification.

4.0 Role and Responsibilities

4.1 Certification Body (CB): Responsible for:-

- Establishing and maintaining the certification scheme and criteria.
- Issuing certificates to successful candidates.
- Providing certified persons with guidelines on the proper use of certificates and certification marks/logos.
- Monitoring the use of certification marks and taking corrective action in cases of misuse.
- Withdrawing or suspending certification in case of violations.

4.2 Certified Persons: Responsible for:-

- Using the certificate and certification mark only in accordance with the guidelines provided by the CB.
- Refraining from using certification in a misleading manner or suggesting broader competence than certified for.
- Ceasing the use of the certification mark and returning the certificate upon suspension, withdrawal, or expiration of certification.
- Complying with the CB's policies for recertification and renewal.

4.3 **Certification Program Manager:** Responsible for:

- Ensuring implementation of policies and procedures related to logo and certificate use.
- Investigating and reporting misuse of certificates or logos.
- Communicating updates to certified persons regarding changes in the use of logos or marks.

4.4 **Assessors and Certification Staff:** Responsible for:

- Ensuring that only candidates who meet the established criteria are recommended for certification.
- Ensuring certified individuals are informed of the policy governing use of the certificate and certification mark.
- Reporting observed misuse during routine or complaint investigations.

5.0 Definitions

Term	Definition
Certificate	A document issued by the certification body indicating that the individual has been evaluated and meets the certification requirements.
Certified Person	An individual who has fulfilled all certification requirements and has been issued a certificate by the certification body.
Certification	A formal recognition by the certification body that a person has demonstrated competence to perform specific tasks.
Certification Logo/Mark	A symbol or graphic provided by the certification body to indicate a person is certified under a recognized scheme. It must not be used in a misleading manner.
Certification Body (CB)	An organization accredited to certify individuals according to ISO/IEC 17024. It manages certification processes, including assessments, decisions, and renewals.
Misuse	Any incorrect, misleading, or unauthorized use of the certificate, certification status, or certification logo that could harm the integrity of the certification.
Nonconforming Use	Any use of the certificate, certification mark, or reference to certification status that does not comply with the established policies or guidelines of the certification body, including continued use after suspension, expiration, or withdrawal of certification.

6.0 General Principles

- 6.1** The use of certificates, logos, and certification marks must be clear, accurate, and not misleading.
- 6.2** Certification marks must not be used in a way that implies approval of non-certified activities, services, or sites.
- 6.3** The right to use a certification mark or logo is contingent on maintaining a valid certification.
- 6.4** Marks must be used only in accordance with the rules set out by [Organization Name] and its accreditation bodies.

7.0 Conditions for Use

7.1 Certificates

- 7.1.1 Certificates must not be altered nor tampered with.
- 7.1.2 Copies of certificates may be distributed for information purposes but must remain complete and unmodified.

7.2 Logos and Certification Marks

- 7.2.1 Logos and marks provided by J-TEC may only be used in accordance with this policy.
- 7.2.2 Certification marks shall not be used on products, product packaging, or in any way that may suggest product certification unless covered under a product certification scheme.
- 7.2.3 Personnel certification marks (as per ISO/IEC 17024:2012, 9.7.1) may only be used on personal materials such as business cards or resumes and must not imply organizational or service/product certification.

7.3 Use in Marketing and Communication

- 7.3.1 All promotional material must accurately reflect the scope and validity of the certification.
- 7.3.2 Misrepresentation or exaggeration of certification status is strictly prohibited.

7.4 Suspension or Withdrawal of Certification

- 7.4.1 Upon suspension or withdrawal of certification, the certified party must immediately cease the use of all related marks and certificates.
- 7.4.2 Failure to comply may result in legal action or further sanctions.

8.0 Monitoring and Enforcement

- 8.1 J-TEC reserves the right to audit and investigate the use of its certificates and marks.
- 8.2 Nonconforming use will be addressed in accordance with the relevant J-TEC procedure(s).

8.3 Misuse may result in public correction, withdrawal of certification, or legal proceedings.

9.0 Appeals and Complaints

9.1 Certified entities have the right to appeal decisions related to the use of marks or certification withdrawal.

9.2 Complaints regarding misuse can be submitted to J-TEC through the documented complaints procedure.

10.0 Policy and Procedure Review

This policy shall be reviewed every two years or earlier if required by changes in applicable standards or accreditation requirements.

11.0 Related Documentation

- a. Certificate Suspension, Withdrawal or Reduction Policy and Procedure
- b. Certification Scheme
- c. Code of Conduct for Certified Persons
- d. Handling of Complaint and Appeal Handling Procedure
- e. ISO/IEC 17024 Standard
- f. Managing Changes Affecting Certification policy and Procedure
- g. Terms and Conditions of Certification