



Quality Management System

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

Policy and Procedure for Certification Suspension, Withdrawal, or Reduction

Authority: Commissioner/Chief Executive Director, Office of the Commissioner

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Glossary

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

1.0 Purpose

This policy ensures that Jamaica Tertiary Education Commission (J-TEC) manages the suspension, withdrawal, or reduction of certification in a structured and impartial manner in compliance with the required standards under its accreditation. It establishes criteria, responsibilities, and procedures for taking necessary actions when certified clients or certified persons fail to meet certification requirements.

ISO References:

- a) **ISO/IEC 17065:2012 Clause 7.11**
- b) **ISO/IEC 17024:2012 Clause 9.5**

2.0 Scope

This policy applies to all certified clients and certified individuals whose certification is issued by J-TEC and governs cases where certification status needs to be suspended, withdrawn, or reduced due to non-compliance or other valid reasons.

3.0 Policy Statement

J-TEC is committed to ensuring the integrity of its certification activities by implementing a fair and transparent process for suspending, withdrawing, or reducing certification when necessary. All decisions will be based on objective evidence, adherence to standard requirements, and due process.

4.0 Definitions

Appeal	A formal request by a certified client to review and reconsider a decision related to changes affecting their certification.
Certification	A formal recognition that an entity or individual has met specific standards or requirements.
Certification Mark	A registered symbol, logo, or wording that indicates certification compliance.
Reduction of Certification Scope	A limitation placed on certification when an entity or individual no longer meets requirements for certain aspects of certification.
Non-Conformity	A failure to meet certification requirements, standards, or contractual obligations.
Suspension of Certification	A temporary invalidation of certification due to non-compliance, pending corrective action.
Withdrawal of Certification	The permanent revocation of certification due to unresolved issues, fraud, or voluntary withdrawal.

5.0 Responsibilities

5.1 Chief Executive Officer (CEO)

- 5.1.1 Ensures compliance with certification requirements.
- 5.1.2 Issues formal notifications regarding suspension, withdrawal, or reduction of certification.
- 5.1.3 Reviews appeals and complaints in accordance with J-TEC procedures.
- 5.1.4 Maintains records related to certification status changes.

5.2 Registration and Monitoring Committee

- 5.2.1 Assesses non-conformities and determines appropriate corrective actions.
- 5.2.2 Verifies the implementation of corrective actions within specified timeframes.
- 5.2.3 Communicates with certification clients regarding status changes.
- 5.2.4 Updates certification records and informs accreditation bodies if necessary.

5.3 Certified Clients

- 5.3.1 Maintain ongoing compliance with certification standards.
- 5.3.2 Address non-conformities through corrective actions.
- 5.3.3 Cease using the certification mark if certification is suspended, withdrawn, or reduced.
- 5.3.4 Submit appeals if they wish to contest certification status changes.

6.0 Procedure for Suspension of Certification

6.1 Grounds for Suspension

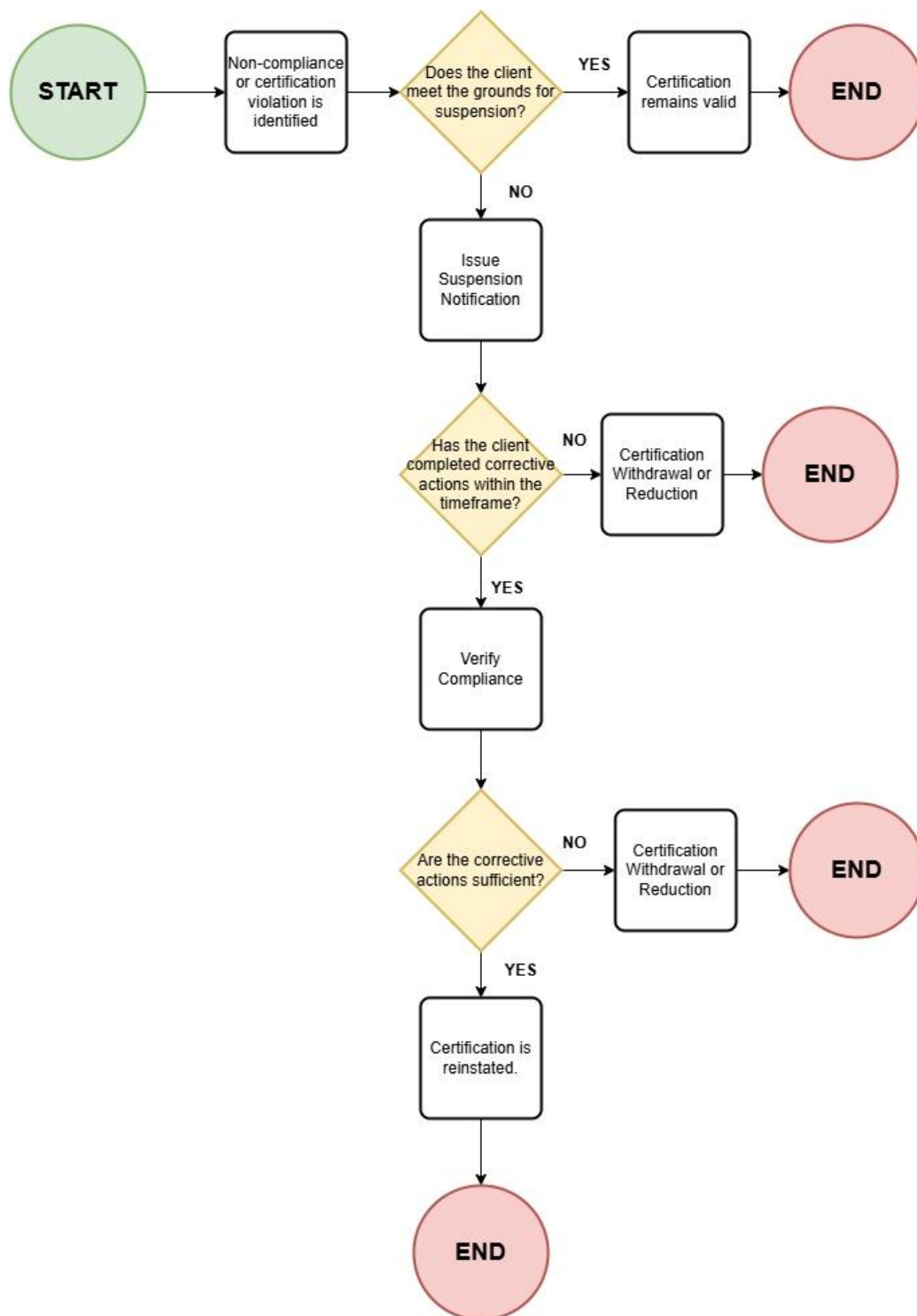
Certification may be suspended in cases where:

- 6.1.1 The certified client or individual fails to comply with certification requirements.
- 6.1.2 The certified entity or person does not maintain ongoing conformity with certification standards.
- 6.1.3 There are unresolved complaints or non-conformities that impact the credibility of certification.
- 6.1.4 The certified entity or individual misuses the certification mark or makes false claims.
- 6.1.5 The certified entity or individual is under investigation for ethical violations or fraudulent activities.
- 6.1.6 Fees and contractual obligations are not met.

6.2 Process for Suspension

- 6.2.1 J-TEC shall notify the certified client or individual in writing about the intended suspension, specifying:
 - 6.2.1.1 The reason(s) for suspension.
 - 6.2.1.2 Corrective actions required to lift the suspension.
 - 6.2.1.3 The timeframe for compliance.
 - 6.2.1.4 The consequences of continued non-compliance.
- 6.2.2 During suspension, the certified entity or individual shall refrain from using the certification mark and making certification claims.
- 6.2.3 The certification status will be reinstated if the corrective actions are verified as completed within the stipulated timeframe.
- 6.2.4 If corrective actions are not implemented, the certification will be subject to withdrawal or reduction.

Process Flow Diagram for the Suspension of Certification:



7.0 Procedure for Withdrawal of Certification

7.1 Grounds for Withdrawal

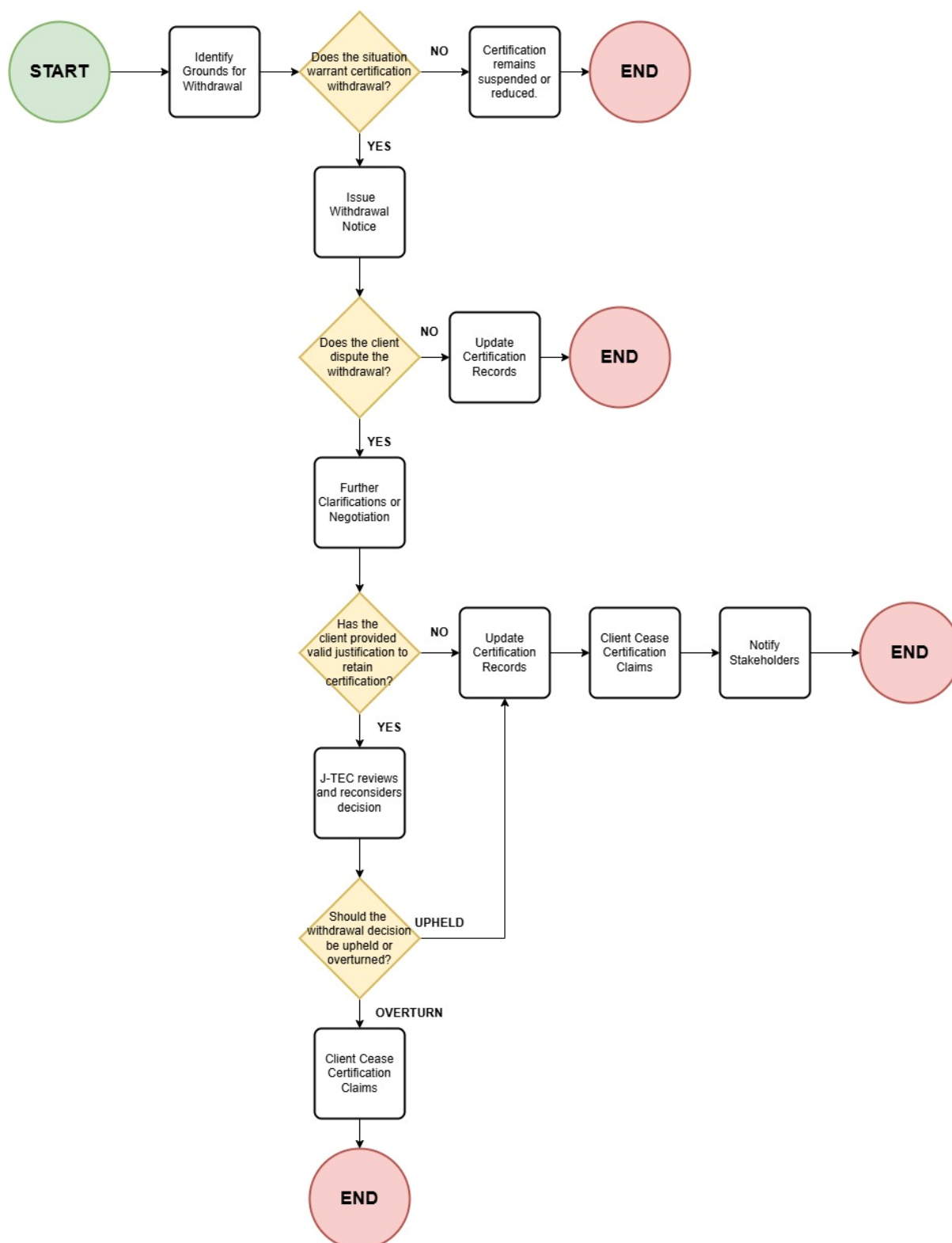
Certification may be withdrawn if:

- 7.1.1 The certified entity or individual fails to resolve issues leading to suspension within the given timeframe.
- 7.1.2 There is evidence of fraud, misrepresentation, or unethical conduct.
- 7.1.3 There is voluntary withdrawal or request by the certified party.
- 7.1.4 J-TEC ceases operations or undergoes major restructuring affecting certification eligibility.
- 7.1.5 The certification scheme or standard requirements change, and the certified entity or individual cannot comply.

7.2 Procedure for Withdrawal

- 7.2.1 A formal withdrawal notice shall be issued to the affected entity or individual.
- 7.2.2 Certification records will be updated to reflect the withdrawal status.
- 7.2.3 The withdrawn entity or individual shall immediately cease any reference to certification.
- 7.2.4 If applicable, accreditation bodies and relevant stakeholders shall be informed of the withdrawal.

Process Flow Diagram for the Withdrawal of Certification:



8.0 Procedure for the Reduction of Certification Scope

8.1 Certification scope may be reduced when a certified entity or individual can no longer demonstrate competence or compliance in specific areas.

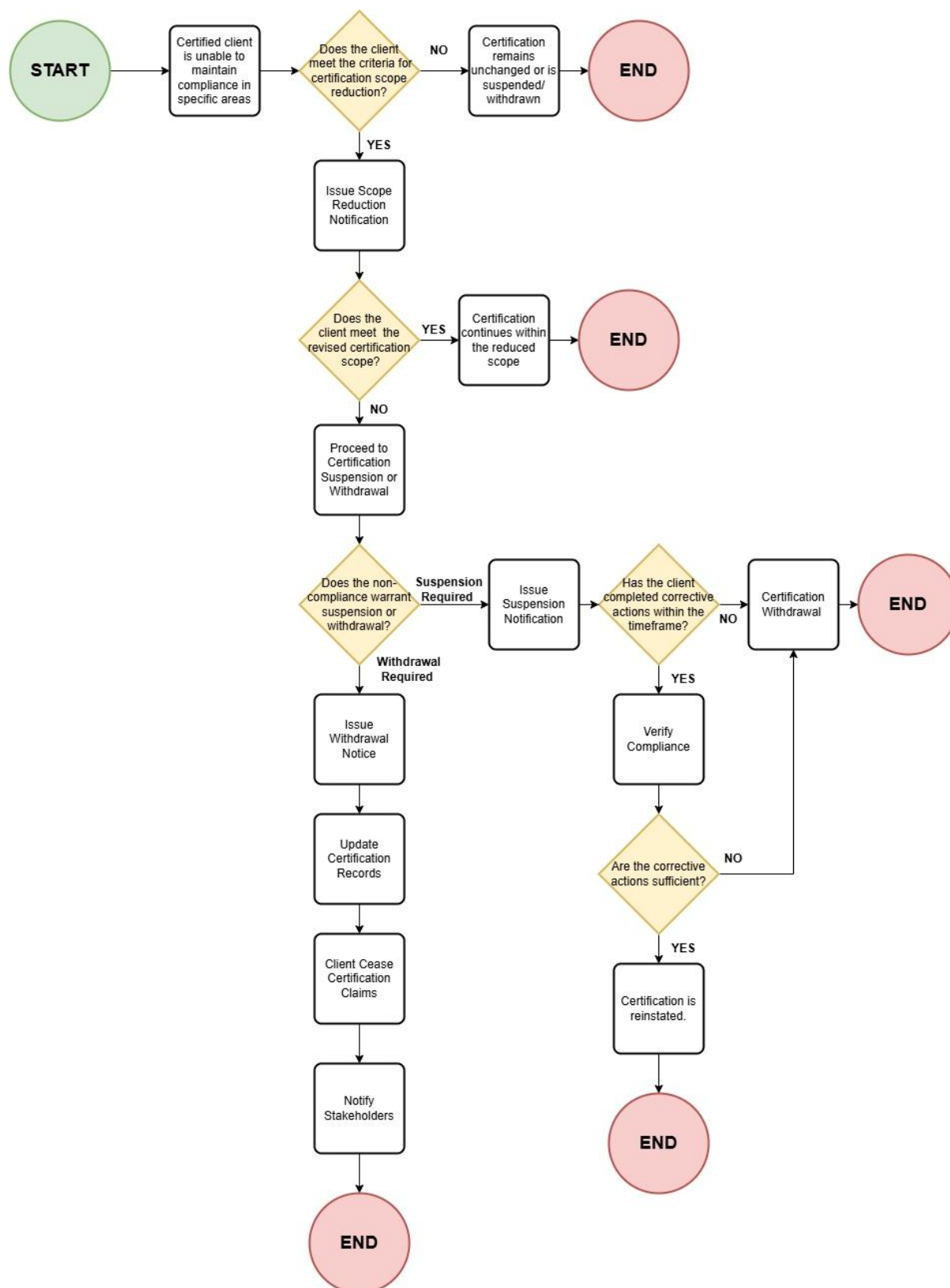
8.2 J-TEC shall notify the certified entity or individual in writing regarding the reduction, providing:

8.2.1 The reason for the reduction.

8.2.2 The revised scope of certification.

8.2.3 Any necessary corrective actions required to maintain certification in the remaining scope.

Process Flow Diagram for the Reduction of Certification Scope:



9.0 Appeals and Complaints

The certified client or individual has the right to appeal decisions regarding suspension, withdrawal, or reduction of certification. Appeals shall be handled as per the established J-TEC Policy and Procedure.

10.0 Record Keeping and Documentation

10.1 All records related to certification suspension, withdrawal, and reduction shall be maintained in compliance with J-TEC's Records and Information Management Policy (Retention and Disposition schedules).

10.2 The organization shall retain documented evidence of notifications, corrective actions, and decisions related to certification status changes.