



# Quality Management System

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

## **Policy and Procedure for Evaluation of Application for Certification**

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## Glossary

CB	Certification Body
CEO	Chief Executive Director/ Commissioner, Head of Agency
ISO	International Organization for Standardization
J-TEC	Jamaica Tertiary Education Commission
MOESYI	Ministry of Education, Skills, Youth and Information
TE	Technical Experts

## 1.0 Purpose

This Policy and Procedure guides the Jamaica Tertiary Education Commission (J-TEC) in evaluating applications for certification (registration, assessment and placement of qualifications) cannot be satisfied while maintaining impartiality, competence, and compliance with legal, regulatory and accreditation requirements.

ISO Reference:

- a) ISO/IEC 17065:2012, Clause 7.3
- b) ISO/IEC 17024:2012, Clause 8, and 9.1

## 2.0 Scope

This procedure applies to all requests/applications for certification received by J-TEC and includes initial application reviews, audits, and certification decision processes.

## 3.0 Policy Statement

J-TEC shall ensure that all certification decisions are based on objective evidence and adherence to certification criteria. If a client's request does not meet the necessary requirements, J-TEC shall formally notify the client and document the reasons.

## 4.0 Responsibility

### 4.1 Assessors and Evaluators:

- 4.1.1 Conduct assessments of qualifications and applications in accordance with established procedures.
- 4.1.2 Ensure decisions are based on objective criteria and evidence.
- 4.1.3 Maintain compliance with ISO/IEC 17065:2012 and ISO/IEC 17024:2012 requirements.

### 4.2 Chief Executive Officer (CEO):

- 4.1.1 Provides strategic oversight and ensures the certification process aligns with J-TEC's mandate and legal obligations.
- 4.1.2 Approves policies and procedures related to the certification process.
- 4.1.3 Ensures impartiality and integrity in decision-making.
- 4.1.4 Oversees compliance with ISO/IEC 17065:2012 and ISO/IEC 17024:2012 standards.

### 4.3 Client:

- 4.3.1 Submit complete and accurate applications with supporting documentation.
- 4.3.2 Provide any additional information requested for assessment.
- 4.3.3 Adhere to certification requirements as outlined by J-TEC.

#### 4.4 Technical Experts or Committees:

- 4.4.1 Provide specialized knowledge and expertise for complex certification cases.
- 4.4.2 Assist in interpreting regulatory, accreditation, and technical standards.
- 4.4.3 Ensure certification determinations are based on thorough analysis and objective criteria.
- 4.4.4 Offer recommendations to the Certification Review Committee to support decision-making.
- 4.4.5 Maintain impartiality and transparency in all advisory functions.

### 5.0 Definitions

Accreditation	The process by which an institution or qualification is formally recognized as meeting specific quality assurance standards.
Certification	The formal recognition that an institution, qualification, or individual meets established requirements for registration, assessment, or placement.
Competence	The demonstrated ability to apply knowledge, skills, and expertise in the assessment and certification of qualifications.
Legal and Regulatory Requirements	The statutory and regulatory frameworks governing the certification, registration, and assessment of qualifications in Jamaica
Impartiality	The principle of ensuring objectivity and fairness in evaluation processes, free from conflicts of interest.
ISO/IEC 17024:2012	An international standard outlining requirements for the certification of persons, ensuring fair and valid assessment of competencies.
ISO/IEC 17065:2012	An international standard specifying requirements for bodies certifying products, processes, and services, ensuring impartiality and competence.

## 6.0 Procedure

### 6.1 Receipt of Certification Request

- 6.1.1 The client submits a formal application for certification.
- 6.1.2 J-TEC acknowledges receipt and initiates a preliminary review.
  - 6.1.2.1 Review the submitted application, scope, and supporting documents.
  - 6.1.2.2 Assess the feasibility of certification based on the applicable certification scheme.
  - 6.1.2.3 Identify any missing information or potential nonconformities.

### 6.2 Feasibility Assessment

J-TEC shall conduct a risk analysis related to the client's ability to meet certification requirements. This will include a review of technical competencies, legal requirements, and scheme-specific criteria. J-TEC shall seek to identify potential conflicts of interest or impartiality concerns.

- 6.2.1 Assess the following key factors:
  - 6.2.1.1 **Legal & Regulatory Compliance:** Does the request meet applicable laws and regulatory frameworks?
  - 6.2.1.2 **Technical Competence:** Does J-TEC have the expertise, competence, methods, and resources to evaluate the product/process/service?
  - 6.2.1.3 **Impartiality & Conflict of Interest:** Would certifying this client compromise impartiality?
  - 6.2.1.4 **Accreditation & Scheme Requirements:** Does the request comply with the specific certification scheme's rules?

### 6.3 Decision Making: Determination of Certification Feasibility

Consult technical experts or committees if needed for complex cases. If the request does not meet the certification criteria, document the justification.

- 6.3.1 **Accept the request** if all requirements are met.
- 6.3.2 **Reject the request** if:
  - 6.3.2.1 The CB lacks expertise, test facilities, or resources.
  - 6.3.2.2 The request is **legally or ethically non-compliant**.
  - 6.3.2.3 The product/process/service falls outside the CB's **accreditation scope**.
  - 6.3.2.4 A conflict of interest exists that cannot be mitigated.

### 6.4 Client Notification

J-TEC shall communicate formally in writing the decision of the evaluation process.

- 6.4.1 **Accepted requests:** Proceed with contract signing and certification assessment.
- 6.4.2 **In the event of rejected requests** J-TEC shall provide the client with:
  - 6.4.2.1 Communicate the decision to the client in writing, specifying the reasons. A formal rejection letter stating the **reason for denial**.
  - 6.4.2.2 Provide information on any corrective actions or recommendations for alternative certification options/bodies where possible.
  - 6.4.2.3 Information on the appeals process if applicable.

## 7.0 Documentation and Record-Keeping

- 7.1 J-TEC shall document maintain records of all requests, decisions, and communications. This shall comply with the relevant Records and Information Management policy guidelines.
- 7.2 J-TEC shall maintain records of all denied certification requests, including evaluation reports and correspondence.

## 8.0 Appeal and Complaint Handling

- 8.1 Following a decision to not proceed with an application for certification, J-TEC shall inform the client of their right to appeal the decision.
- 8.2 J-TEC shall follow the established appeals procedure if a client disputes the decision.

## 9.0 Continuous Improvement

J-TEC shall conduct periodic reviews to identify trends and improve decision-making processes. In doing so J-TEC will update policies as necessary to maintain compliance with ISO/IEC 17065:2012 requirements.

**Process Flowchart for the Evaluation of Application for Certification:**

