

	CERTIFICATION PROCESS POLICY ISO/IEC 17024:2026- Conformity Assessment – General Requirements for Bodies Operating Certification of Persons	Doc: Ref:	QGC-POL-10
		Issue Date:	01/06/2026
		Rev:	0.0
		Effective Date:	15/06/2026

Document Title: Certification Process Policy

1.0 Certification Process Policy

1.1 Purpose

This policy establishes a systematic, impartial, and consistent framework for the assessment and certification of personnel.

1.2 Certification Workflow

The certification process is divided into four phases to maintain rigor and impartiality.

Phase 1: Application and Eligibility Review

- **Application Submission:** Candidates must formally apply for certification to QGCert.
- **Eligibility Verification:** The Certification Admin Team evaluates all applications against established eligibility criteria.
- **Notification:** Candidates receive formal notification of their status; ineligible applications are rejected.

Phase 2: Examination and Evaluation

- **Registration:** Eligible candidates are registered for examinations, and assessments are scheduled.
- **Development & Validation:** The Examination Committee or Technical Advisory Committee (TAC) develops and validates all examination instruments.
- **Delivery & Assessment:** Authorized invigilators and assessors conduct the delivery of examinations.
- **Independent Evaluation:** To ensure objectivity, performance is evaluated by independent examiners or markers.
- **Result Compilation:** The Certification Admin team compiles and validates results, serving an exclusively administrative function with no decision-making authority.

Phase 3: Certification Decision

- **Independent Review:** Final results are submitted to the Certification Decision Committee, which remains structurally independent from examination and evaluation functions.
- **Certification Grant:** If the decision is positive, certification is granted, the certificate is issued, and the official register is updated.
- **Feedback & Appeals:** Failed candidates receive notification and constructive feedback. In compliance with ISO 17024, an appeals window is opened for the candidate.

Prepared By: Quality Manager	Reviewed By: Technical Manager	Date: 15/06/2026	Approved By: Head of Certification
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Phase 4: Surveillance and Re-certification

- **Maintenance of Competence:** Certified individuals must participate in the QGCert surveillance and re-certification cycle. This includes verification of Continuing Professional Development (CPD), renewal assessments, or periodic audits.

1.3 Impartiality of the Certification Decision Committee

To preserve process integrity, the following principles are mandatory:

- **Organizational Independence:** The Certification Decision Committee is structurally and operationally separate from the Examination Committee, the TAC, and all personnel involved in exam development or delivery.
- **Conflict of Interest:** Members of the Certification Decision Committee are prohibited from participating in the assessment, marking, or scoring of candidates for whom they are making a certification decision.
- **Final Authority:** This committee holds sole authority to grant, maintain, suspend, or withdraw certifications, ensuring all decisions rely exclusively on objective evidence of competence.
- **Accountability:** The committee must document the rationale for every decision to ensure transparency and support the fair handling of appeals.

Policy Approval

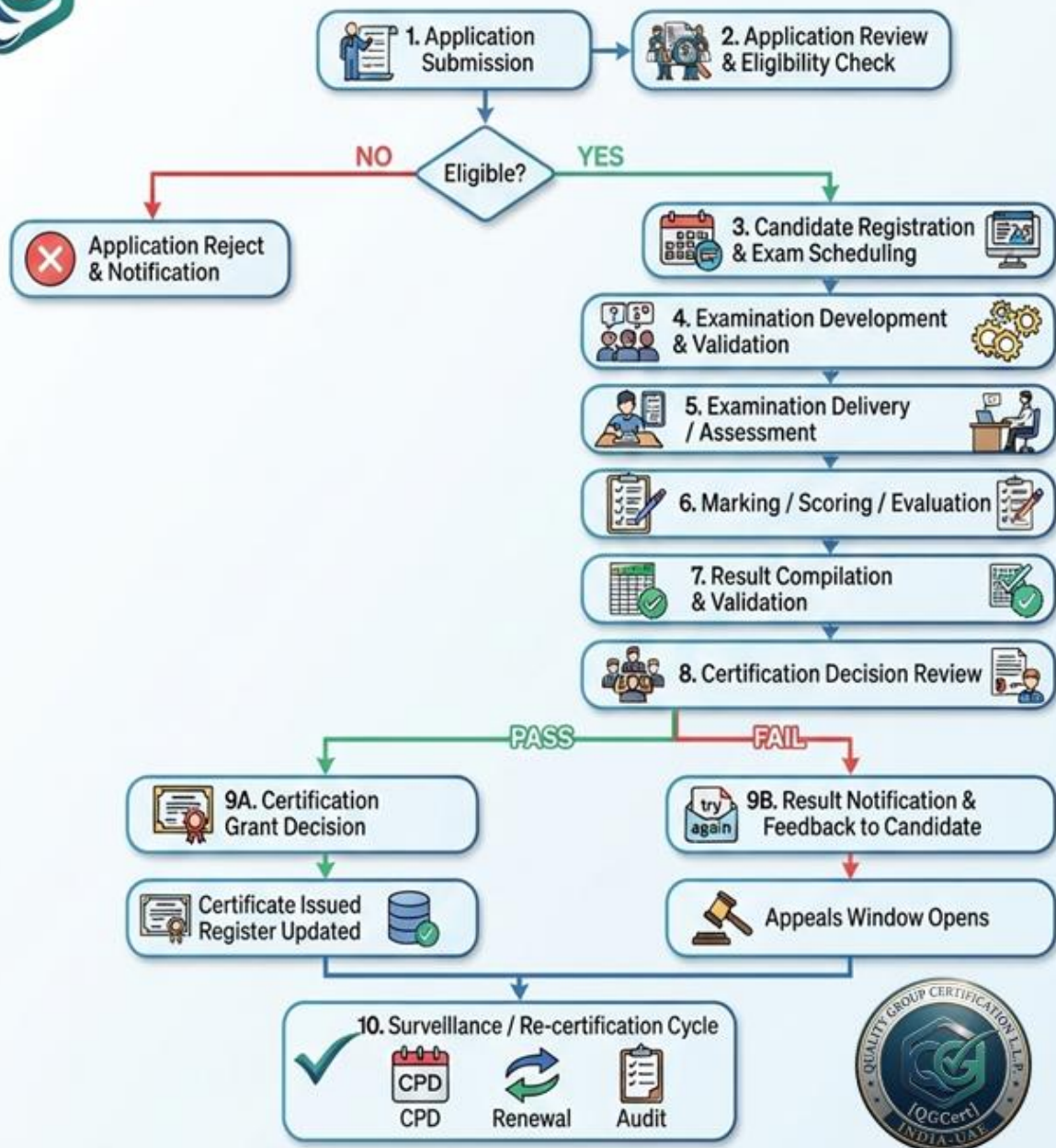
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QGCert Certification Process Flow



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