	IMPARTIALITY POLICY ISO/IEC 17024:2026- Conformity Assessment – General Requirements for Bodies Operating Certification of Persons	Doc: Ref:	QGC-POL-02
		Issue Date:	01/06/2026
		Rev:	0.0
		Effective Date:	15/06/2026

Document Title: Impartiality Policy

1. Purpose

The purpose of this policy is to ensure that all certification activities conducted by QGCert – Quality Group Certification LLP are performed in an impartial, objective, independent, fair, and non-discriminatory manner.

QGCert recognizes that impartiality is fundamental to the credibility, validity, and international acceptance of its personnel certification services. All decisions related to certification shall be based solely on objective evidence of competence and shall be free from any commercial, financial, personal, organizational, academic, or other influences that could compromise impartiality.

2. Policy Statement

QGCert is committed to maintaining impartiality in all certification activities and shall identify, analyze, evaluate, treat, monitor, and document risks to impartiality on an ongoing basis.

QGCert shall ensure that:

2.1 Independence of Certification Activities


- Certification decisions are made independently and solely on the basis of demonstrated competence.
- Personnel involved in training activities shall not participate in certification decisions for the same candidates.
- Examiners, assessors, invigilators, technical experts, and certification decision-makers operate independently within their assigned roles.
- Commercial, financial, marketing, or business considerations shall not influence certification outcomes.

2.2 Identification and Management of Impartiality Risks

QGCert shall establish and maintain a systematic process for identifying and managing risks to impartiality arising from:

- Ownership and governance structures
- Personnel relationships
- Financial interests
- Outsourced activities
- Examination activities

Prepared By: Quality Manager	Reviewed By: Technical Manager	Date: 15/06/2026	Approved By: Head of Certification
---------------------------------	-----------------------------------	---------------------	---------------------------------------

	IMPARTIALITY POLICY ISO/IEC 17024:2026- Conformity Assessment – General Requirements for Bodies Operating Certification of Persons	Doc: Ref:	QGC-POL-02
		Issue Date:	01/06/2026
		Rev:	0.0
		Effective Date:	15/06/2026

- Training and certification interactions
- External stakeholder influence
- Organizational relationships
- Regulatory or contractual obligations

All identified risks shall be documented, evaluated, and controlled through the QGCert Risk Management and Impartiality Assessment Process.

2.3 Conflict of Interest Management

QGCert shall require all personnel, committee members, contractors, outsourced providers, examiners, assessors, invigilators, and decision-makers to declare any actual, potential, or perceived conflicts of interest.

Where a conflict of interest exists, QGCert shall implement appropriate controls, including:

- Exclusion from decision-making activities
- Reassignment of responsibilities
- Independent review arrangements
- Additional monitoring and oversight

2.4 Separation of Training and Certification

To maintain objectivity and prevent undue influence:

- Training activities shall be clearly separated from certification activities.
- Completion of training shall not guarantee certification.
- Certification shall not be conditional upon participation in any specific training program.
- Candidates shall be free to obtain training from any provider of their choice.


QGCert shall not represent or imply that certification would be simpler, easier, faster, or more likely through the use of any specific training provider.

2.5 Examination and Assessment Impartiality

QGCert shall ensure that:

- Examination content is developed and validated independently.
- Examination administration is conducted under controlled conditions.
- Examiners and assessors do not assess candidates with whom they have personal, professional, financial, academic, or supervisory relationships.

Prepared By: Quality Manager	Reviewed By: Technical Manager	Date: 15/06/2026	Approved By: Head of Certification
---------------------------------	-----------------------------------	---------------------	---------------------------------------

	IMPARTIALITY POLICY ISO/IEC 17024:2026- Conformity Assessment – General Requirements for Bodies Operating Certification of Persons	Doc: Ref:	QGC-POL-02
		Issue Date:	01/06/2026
		Rev:	0.0
		Effective Date:	15/06/2026

- Examination results are evaluated objectively and consistently.
- Certification decisions are made independently from examination activities.

2.6 Fair and Equal Treatment

QGCert shall provide certification services without discrimination based on:

- Nationality
- Race or ethnicity
- Gender
- Religion
- Disability
- Age
- Marital status
- Educational institution
- Employment status
- Organizational affiliation

Certification requirements shall be applied consistently to all candidates.


3. Impartiality Committee

QGCert shall establish and maintain an Impartiality Committee responsible for safeguarding the impartiality of certification activities.

The committee shall:

- Represent the interests of relevant stakeholders.
- Review risks to impartiality.
- Monitor effectiveness of impartiality controls.
- Review conflicts of interest.
- Provide independent advice regarding impartiality matters.
- Review complaints and concerns related to impartiality when required.
- Report findings and recommendations to top management.

Prepared By: Quality Manager	Reviewed By: Technical Manager	Date: 15/06/2026	Approved By: Head of Certification
---------------------------------	-----------------------------------	---------------------	---------------------------------------

	IMPARTIALITY POLICY ISO/IEC 17024:2026- Conformity Assessment – General Requirements for Bodies Operating Certification of Persons	Doc: Ref:	QGC-POL-02
		Issue Date:	01/06/2026
		Rev:	0.0
		Effective Date:	15/06/2026

The committee shall operate independently and shall have access to all information necessary to fulfill its responsibilities.

4. Annual Impartiality Review

QGCert shall conduct a formal impartiality review at least once each year.

The review shall consider:

- Identified impartiality risks
- Conflict of interest declarations
- Complaints and appeals
- Outsourced activities
- Examination activities
- Certification decisions
- Organizational changes
- New certification schemes
- Stakeholder feedback

Actions arising from the review shall be documented, monitored, and implemented.


5. Commitment to Impartiality

QGCert is committed to ensuring that certification decisions are based exclusively on objective evidence of competence.

Certification outcomes shall never be influenced by:

- Commercial interests or business opportunities
- Financial incentives or pressures
- Personal relationships or favoritism
- Academic affiliations or institutional influence
- Political influence or external pressure
- Marketing considerations
- Training provider relationships
- Organizational ownership interests

Prepared By: Quality Manager	Reviewed By: Technical Manager	Date: 15/06/2026	Approved By: Head of Certification
---------------------------------	-----------------------------------	---------------------	---------------------------------------

	IMPARTIALITY POLICY ISO/IEC 17024:2026- Conformity Assessment – General Requirements for Bodies Operating Certification of Persons	Doc: Ref:	QGC-POL-02
		Issue Date:	01/06/2026
		Rev:	0.0
		Effective Date:	15/06/2026

- Contractual relationships
- Any other factor that could compromise impartiality

Any attempt to improperly influence certification activities shall be investigated and addressed in accordance with QGCert policies and procedures.

6. Responsibility

Maintaining impartiality is the responsibility of all personnel involved in certification activities.

Specific responsibilities include:

Function	Responsibility
Head of Certification	Overall accountability for impartiality
Quality Manager	Monitoring impartiality controls
Technical Manager	Technical oversight of certification integrity
Scheme Manager	Identification of scheme-related risks
Examiners and Invigilators	Compliance with impartiality requirements
Certification Decision Personnel	Independent certification decisions
Impartiality Committee	Independent oversight and review

7. Policy Approval

QGCert shall ensure that this policy is communicated, understood, implemented, and maintained throughout the organization.

Prepared By	Quality Manager
Reviewed By	Impartiality Committee
Approved By	Head of Certification
Effective Date	15/06/2026
Review Frequency	Annually or upon significant organizational change

Prepared By: Quality Manager	Reviewed By: Technical Manager	Date: 15/06/2026	Approved By: Head of Certification
---------------------------------	-----------------------------------	---------------------	---------------------------------------