

	CODE OF CONDUCT FOR CERTIFIED PERSONS ISO/IEC 17024:2026- Conformity Assessment – General Requirements for Bodies Operating Certification of Persons	Doc: Ref:	QGC-GL-01
		Issue Date:	01/06/2026
		Rev:	0.0
		Effective Date:	15/06/2026

1. PURPOSE

The purpose of this Code of Conduct is to establish the ethical, professional, and behavioural requirements applicable to all individuals certified by Quality Group Certification (QGCert). This Code ensures that certified persons maintain the integrity, competence, credibility, and impartiality expected of a QGCert-certified professional and continue to comply with the requirements of the applicable certification scheme and ISO/IEC 17024:2026.

Compliance with this Code is a mandatory condition for the granting, maintenance, renewal, recertification, and continued validity of QGCert certification.

2. SCOPE

This Code applies to all persons certified under any QGCert Personnel Certification Scheme, including applicants, candidates, certified persons, and individuals seeking recertification.

3. REFERENCES

- ISO/IEC 17024:2026 – Conformity Assessment – General Requirements for Bodies Operating Certification of Persons
- QGCert Quality Manual
- QGCert Certification Agreement
- QGCert Complaints Procedure
- QGCert Appeals Procedure
- QGCert Suspension, Withdrawal and Reduction Procedure
- Applicable Certification Scheme Requirements

4. OBJECTIVES

This Code aims to:

- Maintain public confidence in certified persons.
- Promote ethical and professional behaviour.
- Protect the integrity of QGCert certification.
- Ensure continued competence.
- Safeguard impartiality and independence.
- Promote compliance with applicable legal and regulatory requirements.
- Prevent misuse of certification.

5. GENERAL PRINCIPLES

Every certified person shall conduct themselves in accordance with the following principles:

- Integrity
- Honesty
- Professionalism
- Competence
- Responsibility
- Fairness
- Confidentiality
- Impartiality
- Accountability

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- Respect for laws and regulations

6. PROFESSIONAL CONDUCT

Certified persons shall:

6.1 Act Professionally

Maintain high standards of professional behaviour in all activities.

6.2 Exercise Competence

Undertake only those activities for which they possess the necessary education, training, skills, experience, and certification.

6.3 Maintain Professional Knowledge

Continuously improve their knowledge, skills, and competence through professional development, training, and practical experience.

6.4 Deliver Objective Judgements

Perform duties based on objective evidence without personal bias or external influence.

6.5 Avoid Misrepresentation

Not make false, misleading, exaggerated, or deceptive claims regarding their certification or competence.

7. COMPLIANCE WITH CERTIFICATION REQUIREMENTS

Certified persons shall:

- Comply with all QGCert certification scheme requirements.
- Fulfil surveillance, renewal, and recertification obligations.
- Cooperate during audits, investigations, or reviews.
- Provide accurate information requested by QGCert.
- Notify QGCert of any changes affecting certification status.

8. CONTINUED COMPETENCE

Certified persons shall maintain competence throughout the certification cycle by:

- Participating in Continuing Professional Development (CPD).
- Maintaining relevant practical experience.
- Keeping knowledge current with applicable standards and regulations.
- Participating in required surveillance activities.
- Demonstrating competence whenever requested.

9. IMPARTIALITY

Certified persons shall:

- Perform professional duties impartially.
- Avoid situations creating actual, potential, or perceived conflicts of interest.
- Disclose conflicts of interest immediately.
- Refrain from accepting assignments where impartiality cannot be maintained.

10. INTEGRITY

Certified persons shall:

- Act honestly at all times.
- Never engage in fraud, bribery, corruption, falsification, plagiarism, or unethical conduct.

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- Never knowingly provide false evidence.
- Never misuse confidential information.

11. CONFIDENTIALITY

Certified persons shall:

Protect confidential information obtained during professional activities unless:

- Disclosure is legally required.
- Disclosure is authorized.
- Public safety requires disclosure.

Confidential information shall not be used for personal benefit.

12. LEGAL AND REGULATORY COMPLIANCE

Certified persons shall comply with:

- Applicable laws
- Government regulations
- Industry requirements
- Professional standards
- Occupational health and safety requirements
- Environmental requirements where applicable

13. USE OF CERTIFICATION

Certified persons may use QGCert certification only within the certified scope.

They shall not:

- Misrepresent certification.
- Use expired certificates.
- Continue claiming certification after suspension or withdrawal.
- Suggest QGCert endorses products, services, or organizations.
- Alter certificates.
- Modify QGCert logos or marks.
- Use certification in a misleading manner.

14. USE OF QGCERT NAME, LOGO AND MARK

Certified persons shall:

- Use QGCert certification marks only as authorized.
- Follow QGCert logo usage requirements.
- Immediately stop using certification marks following suspension, withdrawal, or expiry.
- Not permit others to misuse their certification.

15. PROFESSIONAL RESPONSIBILITY

Certified persons shall:

- Exercise due care.
- Make evidence-based decisions.
- Respect clients, employers, regulators, colleagues, and the public.
- Avoid discrimination, harassment, intimidation, or abuse.
- Promote ethical professional practice.

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16. EXAMINATION ETHICS

Applicants and certified persons shall not:

- Cheat during examinations.
- Attempt to obtain examination materials improperly.
- Share confidential examination content.
- Assist others in examination fraud.
- Copy examination questions.
- Reproduce examination materials.

Violation may result in immediate withdrawal of certification.

17. REPORTING OBLIGATIONS

Certified persons shall notify QGCert without undue delay regarding:

- Criminal convictions affecting professional integrity.
- Professional disciplinary actions.
- Suspension or revocation of professional licenses.
- Significant ethical violations.
- Bankruptcy affecting professional practice (where relevant).
- Any matter that may affect certification.

18. COMPLAINTS

Certified persons shall:

- Cooperate fully with complaint investigations.
- Respond truthfully to QGCert inquiries.
- Implement required corrective actions.
- Maintain professionalism throughout investigations.

19. CONFLICT OF INTEREST

Certified persons shall:

- Identify conflicts before accepting assignments.
- Disclose financial, commercial, or personal interests.
- Withdraw from assignments where impartiality is compromised.
- Never exploit confidential relationships.

20. MAINTENANCE OF RECORDS

Where required by the certification scheme, certified persons shall maintain records of:

- Professional practice
- CPD activities
- Work experience
- Training
- Assessments
- Complaints
- Corrective actions

Records shall be retained for the period specified by the certification scheme.

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21. GROUNDS FOR DISCIPLINARY ACTION

QGCert may investigate and take action for:

- Fraud
- Misrepresentation
- Forgery
- Examination malpractice
- Gross negligence
- Ethical misconduct
- Breach of confidentiality
- Misuse of certification
- Failure to maintain competence
- Failure to comply with certification requirements
- Failure to cooperate with QGCert investigations
- Criminal conduct affecting professional integrity

22. DISCIPLINARY ACTIONS

Depending upon the severity of the violation, QGCert may impose one or more of the following:

- Verbal warning
- Written warning
- Corrective action request
- Additional assessment
- Mandatory retraining
- Increased surveillance
- Scope reduction
- Suspension of certification
- Withdrawal of certification
- Refusal of recertification
- Permanent disqualification (where applicable)

All actions shall follow QGCert's documented procedures and principles of fairness, impartiality, and due process.

23. APPEALS

Certified persons have the right to appeal decisions relating to:

- Certification
- Suspension
- Withdrawal
- Scope reduction
- Examination results
- Disciplinary actions

Appeals shall be processed in accordance with the QGCert Appeals Procedure.

24. ACKNOWLEDGEMENT

All applicants and certified persons shall sign a declaration confirming that they:

- Have read and understood this Code of Conduct.
- Agree to comply with all requirements.

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- Understand that failure to comply may result in suspension, reduction, withdrawal, or cancellation of certification.

25. DECLARATION BY THE CERTIFIED PERSON

I hereby declare that I have read, understood, and agree to comply with the QGCert Code of Conduct for Certified Persons. I understand that compliance with this Code is a condition for obtaining and maintaining QGCert certification and that failure to comply may result in disciplinary action, including suspension, reduction, or withdrawal of my certification.

Name of Certified Person: _____

Certification Scheme: _____

Certificate Number: _____

Signature: _____

Date: _____

Document Control

Version	Date	Description	Approved By
1.0	01/06/2026	Initial Issue	Managing Director