

Management of Impartiality Statement

This statement summarises the mechanisms used by IHCA Certification to ensure that all third party certification activities are conducted in a manner that ensures the impartiality of all activities.

The Certification Manager has primary responsibility for ensuring that all certification activities will satisfy the impartiality requirements of various schemes.

The General Manager has overall accountability for activities undertaken by IHCA Certification.

- The IHCA Certification Constitution explicitly excludes Directors/Board from decision-making in relation to certification.
- Directors are not paid nor entitled to receive any remuneration or benefits from the company.
- The Constitution specifically prohibits IHCA Certification engaging in consultancy services including, but not limited to, the development of management systems, preparing procedural handbooks etc, participating in the decision-making process regarding management system matters, giving specific advice towards the development, implementation of disability employment services or management systems for eventual certification and providing services relating to the development, delivery and review of disability employment services.
- The Certification Body is appointed by the Board and is the only body with decision-making powers in relation to certification.
- An Independent Stakeholders Committee (representative of all interests) provides for scrutiny of impartiality of auditing and certification policies and procedures.
- IHCA Marketing, Promotional and Advisory Procedures reinforce the Constitution, ISO/IEC 17021 and ISO/IEC 17065 requirements and are subject to Internal Audit and Management Review.
- Separate IHCA Certification logo and marketing/information material.
- Separate drive on IT system with access to authorised IHCA Certification staff only.
- Separate websites.
- Directors of Board, members of Certification Body, members of Stakeholders Committee, IHCA Group General Manager, Auditors, Technical Specialists and staff of IHCA Certification all sign a Fit and Proper Person declaration and update this annually.
- Before undertaking an audit, each Auditor, Technical Expert and Specialist is required to declare any known Conflicts of Interest with that client and confirm with their signature and date of declaration. They declare that in the two years preceding the date on which the Statement was signed, they have not undertaken any marketing, presentations, or consultancy services related in any way to the implementation of the client's quality management systems or for any other service operated by the applicant.
- IHCA Certification carries appropriate risk insurances and is financially viable.
- IHCA Certification is subject to regular surveillance audits by JAS-ANZ.