



# Quality Management System

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

## Policy and Procedure for Managing Changes Affecting Certification

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## Glossary

CB	Certification Body
CEO	Chief Executive Director/ Commissioner, Head of Agency
IEC	International Electrotechnical Commission
ISO	International Organization for Standardization
J-TEC	Jamaica Tertiary Education Commission
PO	Process Owner

## 1.0 Purpose

Jamaica Tertiary Education Commission is committed to effectively managing and communicating changes affecting certification in compliance with ISO/IEC 17065:2012. It establishes a structured process to evaluate, document, and inform clients of changes that impact their certification status, scope, or requirements.

**ISO Reference:** ISO/IEC 17065:2012 Clause 7.10

## 2.0 Scope

This policy applies to all certified clients and covers changes initiated by J-TEC, regulatory bodies, accreditation requirements, or external factors impacting the certification process.

## 3.0 Policy Statement

J-TEC is committed to maintaining transparency and ensuring that all changes affecting certification are managed in a structured, consistent, and impartial manner. All relevant stakeholders shall be notified in a timely manner about any modifications that may influence certification status.

## 4.0 Definitions

Appeal	A formal request by a certified client to review and reconsider a decision related to changes affecting their certification.
Certified Clients	An organization or individual that has received certification from J-TEC and is subject to ongoing compliance.
Certification Scheme	A structured system that defines requirements, processes, and criteria for certifying products, services, or organizations.
Dispute	A disagreement between J-TEC and a certified client regarding the interpretation or implementation of certification changes.
External Provider	A third-party entity, including consultants, contractors, or service providers, that offers specialized expertise, goods, or services to support J-TEC's operations.

## **4.0 Responsibilities**

### **4.1 Chief Executive Officer (CEO)**

- 4.1.1 Ensures compliance with certification scheme requirements and accreditation body standards.
- 4.1.2 Approves and oversees the implementation of certification-related changes.
- 4.1.3 Ensures affected clients are notified and given reasonable time to comply.
- 4.1.4 Handles appeals and disputes according to established procedures.

### **4.2 Compliance & Quality Assurance Team**

- 4.2.1 Assesses the impact of changes on existing certifications.
- 4.2.2 Applies a risk-based approach to determine necessary actions.
- 4.2.3 Conducts reassessments or additional audits when required.
- 4.2.4 Maintains documentation and ensures compliance with document control policies.

### **4.3 Certified Clients**

- 4.3.1 Implement required changes within the specified timeframe.
- 4.3.2 Respond to notifications and comply with reassessment or audit requirements.
- 4.3.3 May appeal decisions following J-TEC's appeals and dispute resolution procedures.

## **5.0 Procedure for Managing Changes Affecting Certification**

### **5.1 Identification of Changes**

Changes affecting certification may arise from:

- 5.1.1 Amendments to certification scheme requirements or standards.
- 5.1.2 Regulatory or legal modifications impacting certification criteria.
- 5.1.3 Internal modifications to certification processes or policies.
- 5.1.4 Accreditation body requirements or updates.
- 5.1.5 Changes in ownership, structure, or operations of the certified client.

### **5.2 Evaluation of Impact**

- 5.2.1 J-TEC shall assess the significance of the change and its impact on existing certifications.
- 5.2.2 A risk-based approach shall be applied to determine the extent of actions required.
- 5.2.3 If necessary, an expert review panel shall be convened to evaluate technical implications.

### **5.3 Communication to Certified Clients**

- 5.3.1 Clients shall be formally notified of changes affecting their certification via written communication (e.g., email, official letter, website announcement).
- 5.3.2 The notification shall specify:
  - 5.3.2.1 Nature and reason for the change.
  - 5.3.2.2 Required actions by the client, if applicable.
  - 5.3.2.3 Deadline for implementation and compliance.
  - 5.3.2.4 Any impact on certification validity.

### **5.4 Implementation of Changes**

- 5.4.1 Clients shall be given a reasonable timeframe to implement necessary changes to maintain certification.
- 5.4.2 If reassessment or additional audit activities are required, J-TEC shall coordinate accordingly.
- 5.4.3 Non-compliance with mandatory changes may result in suspension or withdrawal of certification.

## **6.0 Documentation and Record-Keeping**

- 6.1 All changes and related communications shall be documented and retained in compliance with the J-TEC Records and Information Management Policy.
- 6.2 Records shall be maintained in accordance with internal document control procedures and accreditation body requirements.

## **7.0 Appeals and Disputes**

- 7.1 Certified clients have the right to appeal decisions related to changes affecting certification.
- 7.2 The appeals process shall follow the established procedures outlined in J-TEC's provisions for clients' complaints and appeals.

**Process Flow Diagram for Managing Changes Affecting Certification:**

