



STANDARD OPERATING PROCEDURE

Document No: P04

Page 1 of 9

Procedure for Granting, Maintaining, Renewing, Extending, Reducing, Suspending and Withdrawing of Certification

Procedure for Granting, Maintaining, Renewing, Extending, Reducing, Suspending and Withdrawing of Certification
(P04)

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STANDARD OPERATING PROCEDURE

Document No: P04

Page 2 of 9

Procedure for Granting, Maintaining, Renewing, Extending, Reducing, Suspending and Withdrawing of Certification

Procedure for Granting, Maintaining, Renewing, Extending, Reducing, Suspending and Withdrawing of Certification

1.0 Purpose:

To document, establish, implement and maintain the system for granting, maintaining, extending, reducing, suspending and withdrawal of certification against management system standards referenced in section MSM-04 of the Management System Manual as per requirements of ISO/IEC 17024:2012, and other applicable international standards for certification bodies operating certification of persons

2.0 Scope:

This procedure is applicable to all certification schemes for each category of certification. carried out on the Examiner during a certification cycle.

3.0 Responsibility:

Scheme Manager

4.0 Procedure:

4.1 General

- 4.1.1** A condition is set for each trainee to have obtained 40 training hours in the specialty to be taken for the exam. If this condition is met, the exam can be entered.
- 4.1.2** The question bank was extracted from training programs that have already been approved by the National Council for Training and Accreditation to review the training material and to have it approved by a specialized committee of the concerned parties
- 4.1.3** After that, a question bank is prepared for each exam subject by the specialists, and the question bank is kept with the grants manager, so that exams are chosen from it at random.
- 4.1.4** Accent Technical Service (ATS) ensures that the person or the group of persons involved in the decision making for granting, maintaining, renewing, extending, reducing, suspending and withdrawing of certification have not Issues with Examiners.



STANDARD OPERATING PROCEDURE

Document No: P04

Page 3 of 9

Procedure for Granting, Maintaining, Renewing, Extending, Reducing, Suspending and Withdrawing of Certification

4.1.5 Accent Technical Service (ATS) ensures that the personnel involved in decision-making as stated above have the competence to evaluate the Exam and the related recommendations of the Facilitator. The competence requirements are identified in document **WI-02**.

4.1.6 The composition of certification panel who takes decision for granting, maintaining, renewing, extending, reducing, suspending and withdrawing of certification is identified in document **WI-02**, certification panel.

4.1.7. Before taking a decision, the certification panel shall review the Exam to confirm that

- (a) The information provided by the Markers is sufficient with respect to the certification requirements

4.2. Certification Scheme process Executing exams, reviewing, and evaluating exams

- After reviewing the application, the certification officer selects the first and second observer and examiner, in addition to selecting the exam from the examination database. According certification scheme for each category of certification.
 - Lead Auditors (All Management system, Food Safety, and accreditation system)
 - Certified manager (All Management system, Food Safety and accreditation system)
 - Certified consultant (All Management system, Food Safety, and accreditation system)
 - Certified Trainer (All Management system, Food Safety and Management)

No.	Certification scheme for persons	Sector	Method & Level
1	Lead Auditors (All Management system, Food Safety, and accreditation system) CM/23/05 (NTEC)	management system	Examination (written & Oral)
2	Certified manager (All Management system, Food Safety, and accreditation system) CM/23/06 (NTEC)	management system	Examination (written & Oral)
3	Certified consultant (All Management system, Food Safety, and accreditation system) CM/23/07 (NTEC)	management system	Evaluations (Competence, Interview & documentation) and Examination (written)
4	Certified Trainer (All Management system, Food Safety and Management) CM/23/08 (NTEC)	management system	Examination (written & Oral)



STANDARD OPERATING PROCEDURE

Document No: P04

Page 4 of 9

Procedure for Granting, Maintaining, Renewing, Extending, Reducing, Suspending and Withdrawing of Certification

All these scheme are created by Accent and approved by NTEC under number CM/23/05 (NTEC) , CM/23/06 (NTEC), CM/23/07 (NTEC) and CM/23/08 (NTEC)

- The examinees are contacted to obtain the appointment, and upon their attendance, the Director of Certificates sends the exams to the observer for distribution to the attendees, taking into account compliance with the rules governing the exam, which are:
 - 1- Commitment to the time period of two hours, and a half an hour for non-native speakers of the exam language
 - 2- Not to talk or discuss with other examinees
 - 3- Commitment not to enter the examination other than according to the specification only
 - 4- Signing the exam attendance records
 - 5- Commitment to general etiquette and calmness
- After the end of the exam, the invigilator reviews the data, collects the exams, and hands them over to the administrator.
- The administrative affairs official removes the names from the sheet, the papers are encoded, and he sends the exam to the first examiner to complete the correction process, then it is reviewed by another examiner, then the paper is sent to the Grants Director to take the decision to grant the certificate.. Once the decision is taken, the administrator issues the certificates and registers them on the site
- In the event of a discrepancy in the grades awarded by the first examiner and the second examiner, the decision is returned to the Director of Scholarships, and the matter may reach the matter of sending the exam to a third examiner.
- In the event that the exam is electronic, the trainees will be contacted to determine the date of the exam, and the exam will be opened for the trainees so that each examinee has a different exam, and



STANDARD OPERATING PROCEDURE

Document No: P04

Page 5 of 9

Procedure for Granting, Maintaining, Renewing, Extending, Reducing, Suspending and Withdrawing of Certification

the duration of the exam is limited to two hours only, and the observer makes sure that the examinees adhere to the rules. After that, the exams are compiled electronically, names are removed, codes are placed, and the rest of the procedure is followed for correction.

- In order to obtain the certificate, the examinee must obtain 70% of the exam result. In case of failure to pass, the examinee has the right to repeat the exam again with 25% of the exam fees within three months of entering the exam for the first time. In the event of failure to pass for the second time, he is allowed to enter the exam for the third time. With a fee of only 50% of the exam fees, and in the event of failure to pass, he can enter the exam again with a full fee.
- For the courses of a Lead Auditor , if the examinee passes the ISO 19011 exam only once, he can enter any exam as a lead auditor by entering the ISO standard exam only.

4.3. Granting the Certification.

4.3.1 The review shall also confirm,

- There is evidence that the Examiner Qualifications complies with the certification requirements.
- Both negative and positive observations are made with respect to the Examiner

4.3.2 Depending on the risk factor attached to each technical area, the composition of the certification panel is addressed in **WI-02**. The certification panel shall review the Exam and take appropriate decision. The review comments and the decision are recorded in **FP04-01**

4.3.3 After the decision to grant certification, arrangement is made for the issue of certificate. Initially a draft certificate is prepared and its correctness of entries verified by the Scheme Manager.



STANDARD OPERATING PROCEDURE

Document No: P04

Page 6 of 9

Procedure for Granting, Maintaining, Renewing, Extending, Reducing, Suspending and Withdrawing of Certification

4.3.4 The certificate is signed by Managing Director and is issued to the client along with other documents identified in **WI-03**.

4.3.5 If the recommendation made by the assessment Team is not accepted by the panel, the Examiner and the Markers are accordingly informed with an explanation. **Accent Technical Service (ATS)** shall further interact with the Examiner to initiate appropriate action to resolve the issue.

4.3.6 Certification Document: The final certificate shall be sent to the Examiner along with conditions for the use of logo and the certification mark, **P12** and the logos in soft copy.

4.3.7 The Certification document shall include:

- (a) Name of Examiner
- (b) Expiry date or the re-certification due date
- (c) Certificate Number we are giving.
- (d) Name of exam
- (e) The name, address and the certification mark of Accent Technical Service (ATS) and the accreditation symbol as per guidelines of the accreditation body
- (f) Revision number & date along with original certification number to distinguish the revised documents from any prior obsolete documents

4.3.8 Validity period of certification document: The certificate issued against any Exam is valid for three years from date of decision on certification

4.3.9 When creating the exam, guiding codes are set for each exam as follows

The first two letters of country -The first two letters of the course + the month and the last two digits of the year + the sequence of the examinee's number . Ex. **EG-LA 223-01**

4.4 Maintaining the Certification

The Certification is maintained for a period of 3 years under the following conditions.



STANDARD OPERATING PROCEDURE

Document No: P04

Page 7 of 9

Procedure for Granting, Maintaining, Renewing, Extending, Reducing, Suspending and Withdrawing of Certification

(a) The Commitment of Examiner with the Code of Ethics as confirmed by Accent Technical Service (ATS).

(b) All outstanding dues to Accent Technical Service (ATS) are paid

4.5. Extending the Certification

4.5.1. The decision for granting extension is taken as described in sections 4.2 of this procedure. & procedure P5

4.6. Suspending, withdrawing or reducing the scope of certification

4.6.1 Suspending certification

4.6.2 Accent Technical Service (ATS) shall Suspending or reducing the scope of certification in cases wherein.

The certificate is suspended first in case

- Complaint received
- Issuance of a court ruling
- Violation of laws and regulations
- Intentional harm to customers
- Incorrect use of the logo

In this case, the certificate is suspended from the company's website and the client is informed of this, and the matter is investigated through the accreditation officer. If the matter is resolved, the certificate is issued again, and in the event that the case is proven, the certificate is withdrawn according to the procedure.

4.6.3 Accent Technical Service (ATS) shall withdraw the certificate under the following circumstances.

- Failure of the candidate to resolve the issues of suspension within six months shall result in withdrawal of certification.



STANDARD OPERATING PROCEDURE

Document No: P04

Page 8 of 9

Procedure for Granting, Maintaining, Renewing, Extending, Reducing, Suspending and Withdrawing of Certification

- Other reasons like major legal complaint; company involved in malpractices, Accent Technical Service (ATS) loses accreditation etc.
- candidate voluntarily requested for a withdrawal.

4.6.3.1 Upon withdrawal of certification the client ceases to enjoy the certification status and shall accordingly return the certificate as directed by Accent Technical Service (ATS) at the time of withdrawal notice.

4.6.3.2 The decision for withdrawing certification is taken by the certification panel of Accent Technical Service (ATS)

4.7 Question bank

According to each scheme, the question bank is developed by experts in the required specialization.

After developing the question bank, it is sent to the National Council for Training and Accreditation to form a committee of specialists for review and approval.

After approval, it is coded and entered into the system, and it is used to extract from the exam questions.

The question bank is sufficient to extract at least three exams of the multiple-choice style of questions with cases of study.

The question bank was extracted from training programs that have already been approved by the National Council for Training and Accreditation

5.0 Records

- (a) FP04-01 – Certification Panel Decision
- (b) FP04-02 Suspension Notice of Certification
- (c) FP04-03 – exam Certificate 2
- (d) FP04-04 – attended list.
- (e) FP04-05 - Assessment
- (f) FP04-6 Certification Scheme auditor
- (g) FP04-7 Certification Scheme Consultants
- (h) FP04-8 Certified Scheme manager
- (i) FP04-9 Certified Scheme Trainer



STANDARD OPERATING PROCEDURE

Document No: P04

Page 9 of 9

Procedure for Granting, Maintaining, Renewing, Extending, Reducing, Suspending and Withdrawing of Certification

Annex 1 Certification Scheme process

