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1. Introduction

- 1.1. This document defines the procedures to be followed by National Accreditation Board for Education and Training (*as per the requirements of ISO/ IEC 17011:2017*) for accrediting Conformity Assessment Bodies(CABs) operating certification of persons (*based on the requirements of ISO/IEC 17024:2012*).
- 1.2. NABET on request, will provide any specific information required by the organizations.
- 1.3. The other applicable procedures and information that are mandatory for the new applicant and the accredited organizations like Use of accreditation symbol, Complaint and Appeal procedures, Fee schedule etc. are available on NABET website, <http://nabet.qci.org.in/>

2. Reference

- 2.1. ISO 19011:2018 : Guidelines for Auditing Management Systems
- 2.2. ISO 17000:2004 : Conformity Assessment – Vocabulary and general principles
- 2.3. ISO/IEC 17011:2017: Conformity Assessment- General Requirements for Accreditation bodies accrediting conformity Assessment bodies
- 2.4. ISO/IEC 17024:2012:Conformity Assessment-General Requirements for bodies operating certification of persons.
- 2.5. ISO 9000: 2015 :Quality Management System – Fundamentals and vocabulary
- 2.6. ISO 9001: 2015 :Quality management systems – Requirements
- 2.7. IAF MD 7:2010: IAF MD for Harmonization of Sanctions to be applied to Conformity Assessment Bodies
- 2.8. IAF MD 12:2016: IAF MD for Accreditation Assessment of Conformity Assessment Bodies with activities in multiple countries.
- 2.9. IAF MD 20:2016 :IAF MD for Generic Competence for AB Assessors: Application to ISO/IEC 17011

3. Definitions and Acronyms

3.1. Definitions

- 3.1.1 Accreditation -Third party attestation related to conformity assessment body conveying formal demonstration of its competence to carry out specific conformity assessment task
- 3.1.2 Accreditation Body- Authoritative body that performs accreditation
- 3.1.3 Accreditation Body Logo-Logo used by the NABET to identify itself
- 3.1.4 Accreditation activity- individual operational tasks of the accreditation process
- 3.1.5 Accreditation Certificate- Formal document or a set of documents, stating that accreditation has been granted for the defined scope
- 3.1.6 Accreditation decision -decision on granting, maintaining, extending, reducing , suspending and withdrawing accreditation
- 3.1.7 Appeal- Request by a CAB for reconsideration of any adverse decision made by the accreditation body related to its desired accreditation status
- 3.1.8 Accreditation process - activities from application through to granting and maintenance of accreditation as defined by the accreditation scheme

- 3.1.9 Assessment programme -set of assessments consistent with a specific accreditation scheme that the accreditation body performs on a specific conformity assessment body during an accreditation cycle
- 3.1.10 Assessment plan - description of the activities and arrangements for an assessment
- 3.1.11 Assessment- Process undertaken by an accreditation body to assess the competence of CAB, based on particular standard(s) and/or other normative documents and for a defined scope of accreditation
- 3.1.12 Assessor- A person assigned by the accreditation body to perform, alone or as part of an assessment team, an assessment of a CAB
- 3.1.13 Accreditation scheme -rules and processes relating to the accreditation (3.1) of conformity assessment bodies to which the same requirements apply
- 3.1.14 Certification scheme - Competence and other requirements related to specific occupational or skilled categories of persons
- 3.1.15 Complaint - Expression of dissatisfaction, other than appeal, by any person or organization, to an accreditation body, relating to the activities of that accreditation body or of an accredited CAB, where response is expected
- 3.1.16 Conformity Assessment Body (CAB)/Assessment Body- Body that performs conformity assessment activities and that can be the object of accreditation
- 3.1.17 Conformity Assessment activity -activity conducted by a conformity assessment body when assessing conformity
- 3.1.18 Consultancy- Participation in any of the activities of CAB subject to accreditation
- 3.1.19 Extension of Scope-Process of enlarging the scope of accreditation
- 3.1.20 ISO/IEC 17011:2017 Conformity Assessment-General requirements for accreditation bodies accrediting conformity assessment bodies
- 3.1.21 ISO/IEC 17024:2012 Conformity Assessment-General requirements for bodies operating certification of persons
- 3.1.22 Granting accreditation - awarding accreditation for a defined scope of accreditation
- 3.1.23 Interested Parties- Persons or organizations with direct or indirect interest in accreditation
- 3.1.24 Maintaining accreditation -confirming the continuance of accreditation for a defined scope
- 3.1.25 NABET Accreditation Symbol/Accreditation Symbol- Symbol issued by NABET to be used by accredited CABs to indicate they are accredited
- 3.1.26 The Asia Pacific Accreditation Cooperation (APAC) – The Asia Pacific Accreditation Cooperation (APAC) is an association of accreditation bodies and other interested parties whose objective is to facilitate trade and commerce among economies in the Asia Pacific region
- 3.1.27 Reassessment - assessment performed to renew the accreditation cycle
- 3.1.28 Reducing Accreditation- Process of cancelling accreditation for part of the scope of accreditation
- 3.1.29 Remote assessment -assessment of the physical location or virtual site of a conformity assessment body, using electronic means
- 3.1.30 Scope of Accreditation- Specific conformity assessment services for which accreditation is sought or has been granted

- 3.1.31 Surveillance- Set of activities, except reassessment, to monitor the continued fulfilment by accredited CABs of requirements for accreditation
- 3.1.32 Suspending Accreditation- Process of temporarily making accreditation invalid, in full or for part of the scope of accreditation
- 3.1.33 Technical Expert- person assigned by an accreditation body working under the responsibility of an assessor who provides specific knowledge or expertise with respect to the scope of accreditation to be assessed and does not assess independently
- 3.1.34 Team Leader- assessor who is given the overall responsibility for the management of an assessment
- 3.1.35 Withdrawing Accreditation-Process of cancelling accreditation in full
- 3.1.36 Witnessing- Observation of the CAB carrying out conformity assessment services within its scope of accreditation

3.2. Acronyms

- 3.1.37 APAC- Asia Pacific Accreditation Cooperation (APAC)
- 3.1.38 CAB- Conformity Assessment Body
- 3.1.39 IAF- International Accreditation Forum (IAF)
- 3.1.40 IEC- International Electro-technical Commission
- 3.1.41 ISO- International Organization for Standardization
- 3.1.42 MLA - Multilateral Accreditation Arrangement
- 3.1.43 NABET- National Accreditation Board for Education and Training
- 3.1.44 QCI- Quality Council of India

4. Eligibility for Accreditation

- 4.1. NABET shall provide accreditation services to Conformity Assessment Bodies(CABs) in India /other nations which meet the following eligibility criteria:
 - 4.1.1. The Conformity Assessment Body shall be a Legal entity or a defined part of legal entity, such that it can be held legally responsible for its certification activities. Conformity Assessment Bodies (CABs) which are part of government, or are government departments will be deemed to be legal entities on the basis of their governmental status. Such bodies' status and structure shall be formally documented and the bodies shall comply with all the requirements of ISO/IEC 17024.
 - 4.1.2. The applicant Conformity Assessment Body (CAB) shall have completed at least one full assessment cycle including the certification decision making process as per ISO/IEC 17024. This is necessary to assess the ability of CAB to carry out the certification process as per the documented system.
 - 4.1.3. The applicant CAB should have carried out minimum one internal audit against the applicable scheme of accreditation and one management review for the documented quality system prepared as per ISO/IEC 17024.
 - 4.1.4. All the other requirements for the accreditation of CAB must comply with the requirements specified in ISO/IEC17024:2012, "General requirements for bodies operating certification of persons", NABET:AD:PR:01 and any other requirement laid down by International Accreditation Forum/ Asia Pacific Accreditation Cooperation (IAF/APAC). any other IAF/APAC requirements

- 4.1.5. Any exception regarding legal status would be made only on a specific decision of NABET keeping in view the legal provisions in the economy in which the assessment body is established as a legal entity.

5. Application for Accreditation

- 5.1. Conformity Assessment Body(CAB) seeking accreditation must first complete the NABET Application for Accreditation (NABET:AD:FR:01).
- 5.2. Application form should be complete in all respects and submitted along with application fee. An incomplete Application form would result in delay of processing of application. The complete application form for accreditation has to be duly signed by the authorized representative/s of the Conformity Assessment Bodies (CABs) seeking accreditation and forward it to NABET.
- 5.3. The application form should include the following documents/information:
- a) General information about the applicant CAB like name, addresses, legal status, human & technical resources etc.
 - b) Copy of document demonstrating legal status
 - c) Supporting documents related to finance and liability
 - d) General information concerning CAB such as its activity, its relationship in larger corporate entity if any, address of all the physical location(s) information on activities conducted at all locations including virtual site(s).
 - e) Clearly defined, requested scope of accreditation
 - f) Description of the conformity assessment services that CAB undertakes
 - g) List of standards, methods and procedures for which the CAB seeks accreditation, including limits of capability where ever applicable
 - h) Documents demonstrating the requirements of standard ISO/IEC 17024 and certification scheme(s).
 - i) Organization structure of the CAB
 - j) List the countries from where the certification scheme is being operated and the name of the countries in which the scheme is being operated in (including India)
 - k) Sample - Certificate / copy of original certificate for each certification program
 - l) Details of all the personnel (eg: examiner/assessors, technical expert, committees, staff etc.) involved in the certification activity.
 - m) List of certified persons (if applicable)
 - n) A copy of cross reference checklist mapped against the requirements ISO/IEC 17024 Standard
 - o) A signed obligations by CAB, as described in application form for accreditation as per clause 4.2 in ISO/IEC 17011 standard
- 5.4. The application fee is non-refundable, however application fee may be refunded in case NABET doesn't have resources to proceed with the application or any other condition deemed fit to NABET.
- 5.5. Normally the acknowledgement of the application would be communicated within 15 working days after the receipt of application for accreditation.
- 5.6. As a general rule, an application for accreditation shall remain valid for one year. Some flexibility may be permitted on this policy, provided the application is being processed in a manner acceptable to NABET Secretariat.

- 5.7. NABET reviews the application to assure itself of its ability to carry out the assessment of the applicant CAB including its own policy and procedure, specific consideration of the availability of competent assessors or experts and the ability to perform the assessment in a timely manner. Where the initial assessment cannot be conducted in a timely manner, this shall be communicated to the CAB. The application is reviewed by NABET secretariat for completeness, adequacy of information provided by CAB, clarity of accreditation requirements and the capability of NABET to provide the services. Any mismatch is clarified and the outcome of the review is communicated to the applicant regarding acceptance of the application for further processing, or to complete any further requirements identified during the review. The Secretariat will inform the CAB with respect to the following –
- a) Acceptance of application or if applicable, rejection of application with the reasons for rejection
 - b) Provide further information and advice to the Conformity Assessment Body (CAB) if required and/or;
 - c) If other additional information is required from the CAB in support of the application
- 5.8. The application shall be reviewed for suitability of the certification scheme(s) during accreditation process
- 5.9. NABET reserves the right to seek information on the antecedents of the owners / those managing certification activities before deciding to accept the application for further processing. Adverse decision of NABET would be communicated with reasons for rejecting the application. The applicant can appeal against such decision.
- 5.10. At any point in the application or initial assessment process, if there is evidence of fraudulent behavior, if the conformity assessment body intentionally provides false information or if the conformity assessment body conceals information, NABET shall reject the application or terminate the assessment process.
- 5.11. The CAB shall sign the accreditation agreement with NABET prior to the decision of Accreditation committee for issuance of the Accreditation Certificate. The CAB shall comply with the provisions stated in the Accreditation agreement with regards to its' conformity assessment activities and systems. Two copies of the accreditation agreement shall be signed by the CAB

NOTE : In case the CAB gets accredited by NABET , the persons that were certified by the CAB prior to the assessment by NABET, may be issued NABET accredited certificates subject to a clear demonstration of compliance to NABET accreditation criteria. The CAB can conduct a special assessment of those candidates and seeking approval for the same from NABET. In such cases certification decision shall be after the grant of accreditation decision date. It shall also be ensured that they are covered by the scope for which the CAB is accredited by NABET

6. Assessment

- 6.1. The assessment shall be performed to verify the competence, impartial and consistent operations of the CAB, operating a certification system as per ISO/IEC 17024.

6.2. Preparation for the Assessment

- 6.2.1. NABET Secretariat prepares an assessment program for entire accreditation cycle as mentioned below:

- a) Assessment of the documents
 - b) Assessment of central office, regional office or other offices
 - c) Witness assessment of test/examination/assessment conducted by the applicant body, will be based on the scope of the accreditation applied for, the locations to be covered and the scale of the operation of the conformity assessment body.
 - d) While preparing the assessment program risk based approach shall be followed in selection of location(s), schemes, processes etc.
 - e) The assessment program can be modified during the course of the accreditation cycle. These changes can be based on the results of the assessments, Operations of the CAB, changes in scope etc.
- 6.2.2. The assessment program shall be prepared depending on the information given by conformity assessment body
- 6.2.3. Preliminary visit can only be conducted for an applicant CAB before the commencement of the Accreditation Process. A preliminary visit may be conducted with the agreement of the CAB. The visit may result in identification of deficiencies in the system of the applicant CAB or its competencies. In any case no specific solutions shall be provided to CAB regarding deficiencies identified during assessment. The fee for the assessment will be charged according to the scope applied and prevailing fee structure. Preliminary visit would not result in any decrease in the mandays for the initial assessment
- 6.2.4. The CAB should provide three months schedule of the assessments/examination being planned. NABET will plan the assessment of regional offices/other offices and test locations on the basis of risk based approach.
- 6.2.5. NABET shall communicate the date and schedule for the assessment to CAB. If the CAB raises any objection against the schedule, NABET will evaluate the objection, and decide whether to change the date of assessment or not.

References: Application log, NABET:AD:FR:43, NABET-AD-18 Procedure for CAB Risk Assessment

6.3. Appointment of the Assessment Team

- 6.3.1. Assessment team is identified by NABET from its pool of assessors and experts. The assessment team consists of a team lead and, where required, a suitable number of assessors and/or technical experts assessor.
- 6.3.2. NABET shall ensure that the assessment team has appropriate knowledge of the specific scope of accreditation, understanding sufficient to make reliable assessment. NABET shall provide team with appropriate criteria documents, previous assessment records and relevant documents and records of the CAB whose assessment is being conducted.
- 6.3.3. The names of the members of NABET assessment team and any observers and the organization(s) they belong too, shall be communicated to the CAB giving them a time of three working days to raise any objection. Any objection by the applicant body against any of the team members must be accompanied in writing with adequate grounds for the objection. NABET will evaluate the objection and decide whether to change the team member or to overrule the objection raised by the applicant body.

- 6.3.4. The decision of NABET on the composition and size of the assessment team shall be final.
- 6.3.5. The assessment team shall inform NABET, prior to the assessment, about any existing, former or envisaged link or conflict of interest between themselves or their organization and the CAB to be assessed.
- 6.3.6. Efforts are made to ensure that the team is kept intact throughout the initial assessment process. If there is any change in the composition of the team members, the same shall be communicated to the conformity assessment body for their acceptance.
- 6.3.7. The assessment team is required to maintain confidentiality of all the information about the operation of the applicant/accredited body obtained as part of the assessment process.
- 6.3.8. NABET may depute observer/trainees for learning/monitoring of assessment process, in consent with CAB.
- 6.3.9. NABET may depute peer reviewer(s)/evaluators to monitor the performance of assessment team after approval from CAB in compliance to NABET obligations for PAC/IAF requirements.

6.4. Assessment Process

- 6.4.1. The initial assessment shall be carried out in three stages as per the assessment programme. Coverage of scope sought for accreditation, shall be ensured during initial assessment process. While selecting activities to be covered during assessment, NABET shall consider the risks associated with the activities, locations and personnel covered by the scope of accreditation.
- 6.4.2. NABET while undertaking the assessment activities follows the requirement addressed in NABET:AD:GL:04 Guideline for Assessment and the following assessment techniques can be used, but not limited to-
 - a) on-site assessment
 - b) remote assessment
 - c) witnessing
 - d) document review
 - e) file review
 - f) Review of performance in proficiency testing and other interlaboratory comparisons
 - g) Measurement audits
 - h) Validation audits
 - i) Unannounced visits
 - j) Interviewing.
- 6.4.3. The choice of assessment technique will be decided based on risks associated.
- 6.4.4. Following are the three stages of initial assessment-

Stage I: Document Assessment

Stage II: Office Assessment of the CAB

Stage III: Witness Assessment of CAB

- 6.4.5. Team leader shall prepare the assessment plan ,covering the following –
- a) Assessment criteria
 - b) Scope
 - c) Objective
 - d) the activities to be assessed or applicable reference of clause with duration
 - e) the locations at which activities will be assessed
 - f) the personnel to be assessed where applicable and
 - g) the assessment techniques to be utilized including witnessing.

6.4.6. Stage I: Document Assessment

- 6.4.6.1. NABET shall evaluate the document system including (but not limited to):
- a) Document related to legal status
 - b) Documents related to finances and liability
 - c) Previous Internal audit reports
 - d) Management review related to internal audits
 - e) Documents related to certification scheme
 - f) The criteria for selecting assessors/examiners/technical experts, procedures for assessing their performance and a current list of assessors/examiners/technical experts
 - g) Testing administration documents including policies for admission of participants, registration forms, fee schedules, and promotional material
 - h) Details of human and technical resources
 - i) Assessment method, standard and procedure for which CAB is seeking accreditation
 - j) Documents and procedures in accordance with ISO/IEC 17024.
 - k) Any other document as an evidence required to establish implementation of ISO/IEC 17024.
- 6.4.6.2. After evaluation, NABET will inform the CAB in writing of all the findings including non-conformities. The conformity assessment body shall be required to close all non-conformities before the next stage of assessment in NABET format by providing Identified Root Cause, Correction made and Corrective action taken with supporting evidence.
- 6.4.6.3. NABET shall conduct the Document assessment based on the latest documentation provided by the CAB. During the course of the Document assessment stage, CAB can be intimated regarding the need to conduct additional review(s) of documents as part of the Document assessment. This may be due to preliminary findings of NABET assessor during the Document assessment or the significance and nature of the Non-conformities identified by NABET assessor and subsequent changes carried out by the CAB in its documentation or as the case may be. NABET reserves the right to accordingly charge the CAB for the additional man-days due to the increased time and effort required to complete the Document assessment of the CAB.
- 6.4.6.4. NABET reserves the right to not proceed with further assessment based on the review of the Document Assessment. In such cases, the results with justification shall be is reported in writing to the CAB.

6.4.7. Stage II: Office Assessment

- 6.4.7.1. Following the review and acceptance of the document assessment report NABET shall undertake one full assessment of the CAB's central office, regional offices & other offices. On-site office(s) assessment duration will be decided by NABET based on the scope of accreditation. Generally, the number of regional offices & other offices, included in the assessment would be \sqrt{x} where, x stands for the total number of regional offices & other offices performing similar activities. However, number of locations may be increased on the basis of risk associated with activities and process of the CAB.
- 6.4.7.2. In case the CAB has multiple locations, then assessment of few selected locations will be conducted by NABET ensuring that the scope of accreditation is covered. Locations to be covered during assessment shall be identified by NABET on risk based approach
- 6.4.7.3. NABET's assessment team shall commence the assessment, whether performed on-site or remotely, with an opening meeting and conclude the assessment with a closing meeting with CAB management. These are an integral part of every NABET assessment. The purpose of the opening meeting, usually is to provide a short explanation of how the assessment activities will be undertaken. The purpose of the closing meeting is to present the assessment conclusions, including the recommendation regarding accreditation. The meetings should be chaired by the Team Leader. The Assessment is carried out by the team members individually/jointly as per assessment plan.
- 6.4.7.4. The checklists are used where applicable. The assessment is done in accordance with Guidelines of ISO 19011 and criteria of accreditation as per ISO/IEC 17024. During the assessment or on demand (at any time), the applicant body shall provide complete access to the documents that pertain to the certification process and the scope applied for. Access shall also be provided to the records of the complaints, appeals and disputes along with corrective action and the method of verifying the effectiveness of the corrective actions.
- 6.4.7.5. The non-conformities observed during the central office assessment shall be explained to the CAB and given in writing at the closing meeting of the assessment for subsequent identification of root cause, determination and execution of corrections & corrective action.
- 6.4.7.6. The lead assessor shall send a report to NABET after the assessment and closure of non-conformities.
- 6.4.7.7. During the closing meeting, the NABET assessment team shall ensure that CAB clearly understands the result of the assessment and that the conformity assessment body is required to close all non-conformities before the next stage of assessment (refer clause 7.1.2 and 8.3)

6.4.8. Stage III: Witness Assessment

- 6.4.8.1. NABET shall conduct witness assessment of Conformity assessment body which will involve witnessing of test/assessment/examination conducted by CAB at different location(s) which is selected at NABET's discretion. Selection of Witnessing of certification activities shall be at NABET's discretion as per Risk based approach. (Refer: Procedure for CAB Risk Assessment NABET-AD-PR-18)
- 6.4.8.2. The CAB shall provide at least one week in advance before the witness assessment the following details:
- a) Scope
 - b) Number of candidates
 - c) Examiners details (like no. of examiners, CVs/ knowledge and skill matrix)
 - d) List of Invigilators, if any
 - e) Examination plan
 - f) Sample of application received from candidates
 - g) Records of application review by CAB
 - h) CAB's procedures for administration for conduct of examination
 - i) Document detailing the control measures adopted by CAB for implementation of examination activities and a copy of agreement If the test locations/facilities is outsourced by CAB
 - j) Last assessment report for the same candidates, if applicable
- 6.4.8.3. In case the CAB has multiple locations or has more than one schemes then witness assessment of test/examination/assessment will be conducted by NABET. The choice of location to witness the examination process will be at the discretion of NABET. NABET shall follow Risk-based approach for the same.
- 6.4.8.4. Refer Procedure for CAB Risk Assessment -NABET-AD-PR-18
- 6.4.8.5. NABET shall evaluate all aspects of the conduct of Assessment for conformance to the NABET accreditation scheme based on ISO 17024 requirements and applicable normative documents.
- 6.4.8.6. The applicant CAB shall be informed of the findings and non-conformities if any in the closing meeting by NABET assessor. However the final report and the recommendation will be sent after the decision of NABET.
- 6.4.8.7. In case any corrective action is required, the CAB shall make the necessary corrections & corrective actions, and submit the appropriate documentation within a defined time schedule.
- 6.4.8.8. An additional full or partial evaluation may be done by NABET to verify the compliance of corrections.
- 6.4.9. NABET may combine stage - II (office assessment) and stage –III (witness assessment) assessment stages on the request of CAB . NABET shall follow risk based approach for such assessments. The non-conformity of combined assessment shall be raised at the end of the combined assessment. The CAB will be give 120 days to close all the types of non-conformities raised during the assessment. (refer clause 8.3)

6.4.10. Assessment Report

- 6.4.10.1. After completion of various stages of assessments, the lead assessor shall prepare a report of respective stages.
- 6.4.10.2. At the closing meeting of any type of assessment, the assessment team shall report on the findings identified during the assessment and detail in writing any nonconformities (if any).
- 6.4.10.3. The assessment report shall cover the following parts:
 - a) The non-conformities observed during various stages of the assessment and actions taken by the CAB on the non-conformities
 - b) A report indicating the level of conformity of the CABs management system and competencies against the NABET accreditation requirements
 - c) Details of requirements fulfilled, competence and recommendation
 - d) Details on the non-conformities (if any)
 - e) Areas for improvement
 - f) Evidence for identified nonconformities
 - g) Additional document(s)/data reviewed onsite
 - h) Tentative plan for next assessment , if applicable
 - i) Recommendations of the NABET assessment team.

Note: The team may obtain any further clarification from the CAB as it may deem necessary for the finalization of the report.

- 6.4.10.4. Wherever the assessment team cannot reach a conclusion about the finding, the team should refer back to NABET for clarification.
- 6.4.10.5. The NABET Secretariat shall review the report at each stage of assessment to ensure that the laid down criteria are addressed correctly and shall make changes in recommendations as needed based on the NABET accreditation scheme. Any revised report shall be sent to the CAB along with reasons for any change.
- 6.4.10.6. In case the report sent to the CAB contains any significant difference from the audit findings to the CAB by the assessment team at the closing meeting, the same shall be presented in the report.
- 6.4.10.7. The report at each stage of assessment shall be sent by the NABET secretariat within 30 working days to the applicant CAB for their agreement. If no comments are received within a week then the report is considered to be acceptable to the CAB and is deemed as final. The NABET shall try to resolve any comments received on the report within a period of 15 working days and shall submit the report at the end of this period along with any unresolved comments. NABET Secretariat would coordinate, as needed.
- 6.4.10.8. NABET shall ensure that the response of the CAB to resolve non-conformities are reviewed to see if the actions appear to be sufficient and effective. If the CAB responses are found not to be sufficient, further information shall be requested. Additionally, evidence of effective implementation of actions taken may be requested, or a follow-up assessment may be carried out to verify effective implementation of corrective actions.

- 6.4.10.9. After verifying the documents and records submitted by the CAB on all the non-conformities, the report shall be verified for completeness by NABET with respect to guidelines on the subject and shall be presented to the accreditation committee for its decision on the CAB's accreditation status.
- 6.4.10.10. At any stage of the assessment process, if there is a need for an additional assessment or a written declaration of compliance in response to the non-conformities observed, the same shall be communicated to the CAB by NABET obtaining the relevant supporting facts relating to assessment from the team leader of the assessment team.

7. Time Period for Assessment/Accreditation Process

- 7.1. An application for accreditation shall remain valid for a period of one year. Some flexibility may be permitted on this policy, provided the applicant is able to justify the delay in application process to the NABET Secretariat.
- 7.2. Applications in accreditation process pending over 2 years shall be reviewed by NABET for appropriate action including its closure. An extension of 6 months may be given during the accreditation process depending upon the results of past assessments and/or depending upon NABET's discretion.
- 7.3. All the non-conformities need to be closed within 120 days. If not closed, assessment of that particular stage will be reinitiated. The stage should be reinitiated within 3 months from the last date of closure timeline. In case of delays, based on the nature of non-conformity / overall competency of CAB to operate effective certification system, NABET may give time extension for closure of non-conformities or conduct a special assessment or may take action as deemed appropriate to NABET. In all cases the extra cost shall be borne by the CAB. Fee for the same shall be charged as per the fee structure detailed in NABET:AD:PR:12-Fee Structure for ISO/IEC 17024:2012 Accreditation Scheme.
- 7.4. The time for addressing the NCs shall be reckoned from the day the non-conformities are handed over to the CAB either physically or through email.
- 7.5. The CAB may be given maximum six months' time to initiate the next stage of assessment after the closure of previous stage of assessment.
- 7.6. In the event of delay in getting witness of test/examination/assessment scheduled for different scopes that the applicant has applied for, the applicant shall apply in writing to NABET for assessment of part of the total scopes applied by CAB. NABET shall have the right to accede to that request or differ. Grant of accreditation for part of the scopes shall be done after all the non-conformities observed during the earlier office assessment and part of the witness of stage III assessments have been completed and have been closed as per the laid down criteria of NABET.
- 7.7. After completion of stage III of assessment, the final report shall be presented to accreditation committee within 45 working days.
- 7.8. The gap between on-site assessments shall not exceed two years.

8. Accreditation Decision

- 8.1. The Accreditation Committee is responsible for taking decision on granting, maintaining, suspending, reducing, withdrawing or extending of Accreditation. NABET shall ensure that the members of the Accreditation Committee are not involved in the assessment and also have had no relationship for the last two years with the applicant body under consideration that can influence their decision on accreditation.
- 8.2. In case of any existing involvement within last two years, the member of the Accreditation Committee will abstain from all decision making process of the concerned application.
- 8.3. The reports are forwarded to the accreditation committee for the decision on accreditation only after receipt of the fee for the activities associated with the assessment process till date.
- 8.4. The final report for the accreditation committee shall contain the following information, as minimum:
 - a) Unique identification of the CAB
 - b) Date(s) of the on-site assessment and type(s) of assessment
 - c) Name(s) of the assessor(s) and /or expert involved in the assessment
 - d) Unique identification of all locations, with assessment dates
 - e) Proposed scope of accreditation that was assessed
 - f) The assessment report(s)
 - g) A statement on the adequacy of the organization and procedures adopted by the CAB to give confidence in its competence, as determined through its fulfilment of the requirements for accreditation
 - h) Information on the resolution of all nonconformities
 - i) Any other information that may assist in determining fulfillment of requirements and the competence of CAB
 - j) Where appropriate, a recommendation for accreditation decision for the proposed scope
- 8.5. Where NABET uses the results of an assessment already performed by another accreditation body, NABET shall ensure that body had operated in accordance with the requirements of ISO/IEC17011.
- 8.6. Accreditation committee prior to making a decision, be satisfied that the information is adequate to decide if the requirements for accreditation have been fulfilled.
- 8.7. Accreditation committee shall work on the principle of “unanimous decision”. The decision shall not be put on vote .The Head/Chairman of the Committee shall be responsible for coordinating and addressing the issues raised by the members. The Head of the committee shall have the right to call for any other assessor / experts / staff for clarifying any of issue under discussion. The persons so called for clarification shall not take part in the decision.
- 8.8. The decisions of the accreditation committee shall be based on the assessment report.
- 8.9. Decision making shall not be outsourced in any case.
- 8.10. Accreditation Committee shall, without undue delay, make the accreditation decision on the basis of an evaluation of all information received and any other relevant information.
- 8.11. The conformity assessment body shall be notified in writing of the decision including justification where relevant on the day of the decision.

9. Accreditation Information

- 9.1. NABET shall make publically available and update at adequate intervals, the following:
- a) Detailed information about NABET accreditation process, including arrangements for granting, maintaining, extending, reducing, suspending and withdrawing accreditation
 - b) Eligibility criteria
 - c) General information about fees relating to the accreditation
 - d) Information of Accredited CABs
 - e) Description of the rights and obligations of CABs
 - f) Information on procedures for lodging and handling complaints and appeals
 - g) Information on the use of accreditation symbol or other claims of accreditation
 - h) Information about the authority under which the accreditation program operates
 - i) Description of its rights and duties of NABET
 - j) General information about the means by which NABET obtain financial support
 - k) Information about NABET activities, other than accreditation
 - l) Information about the related/linked bodies of NABET.
 - m) Information about International recognition arrangements in which NABET is involved.

10. Accreditation Documents

- 10.1. The accreditation certificate in the standard template shall include the following:
- a) NABET accreditation symbol
 - b) Name of the CAB and name of the legal entity, if different;
 - c) Accreditation number
 - d) the scope of accreditation
 - e) Effective date of grant of accreditation and the date of expiry of the certificate
 - f) A statement of conformity and reference to the standard(s) or other normative document(s), including issue or revision used for assessment of the CAB.
 - g) locations of the accredited conformity assessment body and, as applicable, the conformity assessment activities performed at each location and covered by the scope of accreditation
 - h) the standards, normative documents and/or regulatory requirements to which management systems, products, processes and services, or persons are certified, as applicable;
 - i) conformity assessment scheme document number
- 10.2. The initial accreditation certificate shall be valid for three years and the date of issue and validity is indicated on the certificate.
- 10.3. The effective date of accreditation shall be the date of the accreditation decision.

11. Surveillance Assessment

- 11.1. To ensure that each of the CAB accredited by NABET continues to comply with the accreditation requirements, NABET shall conduct two annual surveillance assessments prior to reaccreditation/reassessment.
- 11.2. NABET secretariat shall normally communicate three months prior to the annual surveillance regarding the due date to CAB.

- 11.3. The first surveillance shall be conducted within 12 months from the date of initial accreditation. However, for the subsequent surveillance the accredited CAB, for valid reasons may seek a postponement of the assessment for maximum of 3 months. For deferring the surveillance, the CAB shall give written justification and shall require NABET's consent for the same. NABET, of its own accord, can choose to extend the conduct of subsequent surveillance from due date if the CAB's central office has been assessed in any special/surprise assessment from 1st Surveillance.
- 11.4. In case additional surveillance visit(s) is required the cost shall be borne by the CAB.
- 11.5. NABET reserves the right to carry out more frequent or longer surveillance as necessary in case of complaints/concerns regarding the competence of CAB, delivery or administration of the certification process. Cost for the same shall be borne by the CAB.
- 11.6. NABET may conduct surprise assessment, in case of any adverse feedback from stakeholders for which the stipulated assessment fee, including boarding and lodging charges shall be borne by the CAB.
- 11.7. The surveillance assessment shall be in consistent with the initial assessment, normally with lesser duration and it includes assessment of central office and regional office, locations performing key activities, including foreign locations. It may also include witness of test centers/examination centers of the accredited body. Reference – Procedure for CAB risk assessment and Assessment Duration
- 11.8. Central office shall be covered in each surveillance, the assessment team assesses the performance of a sample of the conformity assessment activities for the scope of accreditation. The assessment shall cover a sample of locations and personnel to determine the competence of CAB to perform the activities covered by its scope of accreditation. Risk based approach shall be followed.
- 11.9. The decision for an additional visit to verify the implementation of the corrective action by the accredited body shall be taken by NABET in consultation with the team leader of the assessment team. Such decision shall be binding on the accredited CAB. The cost of the additional visit shall be borne by the accredited CAB. In the event accredited CAB has not shown evidence of completion of the corrective action agreed as per committed time period, NABET shall prepare a status report and submit it along with the assessment report to the accreditation committee for further decision on suspension or reduction or withdrawal of accreditation.
- 11.10. Depending on the risks identified by NABET if any, the surveillance assessment reports may be presented to the accreditation committee for the purpose of review .
- 11.11. The frequency of surveillance assessments shall be increased based on risk based approach. The accredited CAB shall be informed of the reasons for any change in the frequency.

11.12. Other Surveillance Activities

- 11.12.1. NABET Secretariat may call for information on new certificates issued on a monthly basis and then may decide to seek assessment records on a random basis. The NABET Secretariat would review the reports and seek any clarification. If a clear deviation from the requirement of the standard is established then such findings would be raised as non-conformities requiring the accredited CAB to respond.

- 11.12.2. Based on concerns noticed during the assessment process / market feedback / complaints, NABET may decide to arrange visits to accredited CAB or meet the certified persons. CABs shall be informed of any such special visits and may join the NABET assessor on such visits if required by NABET. CABs would be informed of the duration of such visits and the information planned to be collected. CAB would bear the cost related to such special visits.

12. Re-assessment/Re-accreditation

- 12.1. Normally, six months prior to completion of the accreditation cycle, the accredited CAB shall be informed about the reaccreditation process and the relevant application format shall be forwarded to them. The CAB shall submit the new application along with prescribed fee in advance.
- 12.2. NABET shall conduct reassessment just like initial assessment excluding document assessment. However document assessment may be conducted based on risks associated with the CAB's processes and activities. The assessment shall be performed taking into consideration the information gathered from assessments performed over the accreditation cycle.
- 12.3. In the event of any major non-conformity, NABET shall inform the accredited CAB and shall call for a time bound corrective action. The decision for an additional visit to verify the implementation of the corrective action as committed by the CAB shall be taken by NABET in consultation with the lead assessor of the assessment team. Such decision shall be binding on the accredited CAB. When all the non-conformities are closed the report will be presented to accreditation committee.
- 12.4. Reaccreditation shall be based on the performance in assessment during the previous validity period and report of reassessment. Any complaints received during the period shall be duly considered.
- 12.5. If the decision of the accreditation committee is to continue the accreditation, a fresh set of accreditation documents shall be issued to the accredited CAB
- 12.6. The reaccreditation shall be for a period of 3 years' subject to satisfactory operation of accredited certification scheme by the CAB and reasonable number of NABET accredited certificates have been issued by the CAB.
- 12.7. If the decision of the accreditation committee is not favorable, it shall be communicated to the accredited CAB and the accreditation shall be suspended for initiating the subsequent appropriate actions including any corrective action. NABET reserves the right to withdraw accreditation without suspension based on the decision of the accreditation committee.
- 12.8. All reassessment activities including decision making shall be completed prior to the expiry of accreditation. If the Accreditation certificate expires prior to Re-accreditation decision by NABET's Accreditation committee and the reassessment process is in progress, NABET Secretariat has the discretion to extend the validity of the currently held accreditation by 90 days. NABET secretariat shall issue a new certificate of accreditation reflecting the 90 days extension. The cost for this shall be borne by the CAB. Any further extension shall be at the discretion of the Accreditation committee. Upon re-accreditation, the CAB shall be issued a new certificate of accreditation based upon the original effective date of granting accreditation, regardless of any extension(s).

13. Extension/Change of Scope and Reduction of scope

13.1. Extension

- 13.1.1. Extension of scope is process of enlarging the scope. This process covers inclusion of new certification scheme along with the already accredited schemes.
- 13.1.2. The extension of the scope shall be carried out as part of the surveillance visit by increasing the number of assessment days as needed. Alternatively, NABET or the applicant may opt for an additional assessment as deemed necessary.
- 13.1.3. Such extension visit shall be charged as per prevailing fee structure. The invoice for such visit shall be sent to the CAB . Further action shall be initiated only on timely payment of fee for the extension visit. The procedure followed for the assessment will consider the risk associated with the activities or locations to be covered in the scope. The procedure and decision for extension of the scope is similar to that of Initial assessment.

13.2. Reduction of Scope

- 13.2.1. The reduction of the scope is a process of cancelling accreditation for the part of scope accredited.
- 13.2.2. NABET shall take decision to reduce the scope of accreditation of CAB to exclude those parts where CAB has persistently failed to meet the requirements of accreditation, including competency.
- 13.2.3. CAB may also ask for reduction of its scope of accreditation.
- 13.2.4.
- 13.3. The accredited body shall submit an application for extension/reduction of scope in NABET format.
- 13.4. NABET shall take into account extensions granted when reviewing the assessment programme and planning the subsequent assessment.
- 13.5. The requirement for extension and reduction of scope shall be submitted to the accreditation committee for taking final decision on the same.
- 13.6. For change of scope i.e. change in applicable standard, change in title of the scheme etc., NABET may conduct onsite assessment/special assessment or may request CAB for additional documentary information for evaluation as deemed fit by NABET.
- 13.7. NABET will issue revised accreditation certificate to address extension/change of scope.

14. Non Conformities and Corrective Actions

- 14.1. The Non Conformities observed shall be classified in two categories –

14.1.1. Major-

- a) Failure to address any clause of the standard or any element of assessment criteria
- b) Systemic failure to comply with a requirement
- c) Similar minor nonconformities across the processes
- d) If closure actions of minor non-conformities are not found effective within defined time frame.

14.1.2. Minor

- a) Isolated non-systemic deficiencies or implementation deviations which has no significant impact on the competence of CAB.

NOTE: Multiple Minor NCs with related impact on the assessment system shall result in a Major non-conformity based on the judgment of the assessment team.

- 14.2. Non-conformities can be closed on the basis of documentary evidences.
- 14.3. The time for corrective action shall be reckoned from the day the non-conformities are handed over to the CAB
- 14.4. NABET has the discretion to charge the CAB for additional reviews in the event of multiple iterations of Non-conformity closures submission by the CAB.
- 14.5. Non-conformities of major nature may call for a follow-up visit either to central office/regional office /other offices or/and test centers as per recommendation of the assessment team. Such assessment visit shall be charged as per prevailing fee structure. Further steps would be taken only after the CAB settles any invoice raised for the assessment.
- 14.6. During surveillance, if it is found that the minor non-conformity is not effectively addressed, the non-conformity shall be converted into major non-conformity and shall have to be treated as per the criteria laid down for major non conformity.
- 14.7. The assessment team may also identify opportunities for improvement and convey the same to the CAB and include them in the final report.

(Refer Clause 8.3 and 8.4 and 8.5)

15. Criteria for Accreditation

15.1. Adoption of Criteria

- 15.1.1. NABET has adopted the accreditation criteria for CABs based on international standards and guidelines, supported by the guidance documents released by the International Accreditation Forum (IAF) and Asia Pacific Accreditation Cooperation (APAC)
- 15.1.2. The NABET Board shall release the accreditation scheme and NABET shall adopt and document the accreditation scheme for assessment bodies based on international standard (ISO/IEC 17024 and ISO/IEC 17011) .
- 15.1.3. Definitions of various terms related to conformity assessment shall be as given in ISO9000, ISO 17000, ISO 17011 and ISO 17024.
- 15.1.4. International standards which have been referred in NABET procedure for accreditation shall not be provided to CAB. In case of need, the CABs are to procure such documents from the National Standards Body, Bureau of Indian Standards (BIS), and International Organization for Standardization (ISO) or through other authentic sources.
- 15.1.5. The applicant CAB has the responsibility to obtain approval from the scheme owner in case CAB is not the owner of the Personnel certification scheme for which it is seeking accreditation. The CAB shall bear all responsibility regarding its right to operate the scheme and validity of the scheme

15.2. Amendment to the Criteria

- 15.2.1. The amendment to the criteria shall be based on the nature of change required. The accreditation criteria and the guidance documents shall be taken up for amendment based on following conditions individually or severally.
 - a) Any change in the International standards and guidelines

- b) Significant feedback from the Peer Review assessment team that warrants amendment
 - c) Critical feedback on the implementation of the criteria
 - d) Any other reason as deemed fit by the NABET Board or the Technical Committee.
- 15.2.2. The NABET Board shall approve the amended accreditation scheme after completion of any one or more of the following processes
- a) Seek the advice of the Technical Committee
 - b) A representation of CABs before approval of the amendment
 - c) Seek public comments on the proposed changes through the Members of NABET Board and other representative bodies as NABET Board may deem fit.

15.3. Communication of changes to the criteria

- 15.3.1. Any change in the criteria shall be notified to the accredited / applicant CAB by registered post / courier/ email or other means and a suitable time frame shall be given for implementing the modified criteria.
- 15.3.2. Any transition policy announced by IAF would be adopted by NABET and communicated to the Conformity Assessment Bodies.
- 15.3.3. The accredited CAB shall communicate their objection, if any, in writing by registered post / courier / email or other means within 30 days of the receipt of the amended scheme/amendment notification.
- 15.3.4. If the communication is not received within 30 days, it will be presumed that the accredited CAB is willing to adopt the changed scheme.
- 15.3.5. The implementation of the changed scheme shall be verified during the surveillance assessment of each CAB.
- 15.3.6. In the event of any major change in the scheme, NABET reserves the right to carry out a special assessment and the fee of such assessment visit shall be borne by CAB and is required to be paid in advance.
- 15.3.7. In the event that an accredited CAB is not willing to adopt the changed scheme it is allowed to opt out of the accreditation scheme and the accreditation is withdrawn with effect from the date of the implementation of revised criteria.

15.4. Accreditation Criteria for ISO 17024 scheme includes-

- a) NABET:AD:PR:01-Procedure for Accreditation
- b) NABET:AD:PR:02-Procedure for Obligations of Conformity Assessment Bodies
- c) NABET:AD:PR:03-Procedure for Complaints, Appeals and Disputes
- d) NABET:AD:PR:04-Procedure for Reference to Accreditation and use of Accreditation Symbol
- e) NABET:AD:PR:05-Procedure for Suspension and Withdrawal of Accreditation

16. Condition for Accreditation

16.1. Granting of Accreditation

- 16.1.1. The accreditation is granted to an applicant on completion of assessment as per the provisions of Clause 6 of this procedure and information provided in assessment report, along with the following conditions-

- a) The CAB has a formal certification system (activities including subcontracting the assessment process, assessment test planning, conduct of assessment test and decision making) in operation.
- b) The applicant meets the criteria of accreditation and all non-conformities found against the criteria of accreditation during assessment have been closed to the satisfaction of NABET in accordance with the guidelines on the subject.
- c) There are no adverse reports / information / complaints with NABET about the applicant regarding the quality and effectiveness of implementation of certification system as per the criteria of NABET.
- d) The certified persons of the CAB are generally satisfied by the conduct of the CAB and its certification system. NABET may request feedback from selected clients of the conformity assessment body / publicize receipt of application and seek a feedback from stakeholders.
- e) The applicant body has paid all the outstanding dues.
- f) The Initial accreditation shall be for a period of 3 years. Subsequent renewals are for a period of 3 years subject to satisfactory operation of accredited certification scheme and reasonable number of NABET accredited certificates being issued by the CAB.

NOTE: If any adverse feedback is received by NABET, the CAB shall be given an appropriate opportunity to explain its position in writing to NABET with respect to its position. CAB will also be given sufficient opportunity to explain its position in front of NABET Accreditation Committee or any other committee, as the case may be. The final decision with respect to grant of accreditation will be taken on the basis of facts and results of such presentation.

NOTE: NABET may obtain on regular basis, through appropriate mechanism, feedback from few of the personnel certified by the CAB to assess the integrity and compliance aspects of the CAB

16.1.2. NABET on regular basis may publish in its newsletter/ website with regard to grant of new accreditation

16.2. Maintaining of Accreditation

16.2.1. Accredited Conformity Assessment Bodies shall have to comply with the following conditions for maintaining their accreditation for the duration of the accreditation cycle:

- a) The Accredited CAB continues to meet the accreditation criteria and ensuring that timely annual surveillance assessments are conducted by NABET
- b) All non –conformances raised during the surveillance assessment have been closed to the satisfaction of NABET
- c) NABET does not have any adverse reports/ information or valid complaints with respect to implementation of certification system of CAB as laid down by NABET
- d) Persons certified by CAB are generally satisfied with the services being rendered by them
- e) The accredited CAB has organized witnessing of certification activities as required by NABET
- f) The CAB has cleared all outstanding dues.

16.3. Suspension of Accreditation (Partial or Full)

- 16.3.1. NABET may suspend accreditation of CAB fully or for part of the scope of accreditation based on the following requirements:
- a) Noncompliance or violation of the NABET criteria
 - b) Non-conduct of annual surveillance assessment
 - c) Providing insufficient or incorrect information to NABET
 - d) Reasonable no. of certification assessment not conducted for a significant duration, as deemed fit by NABET. NABET may initiate the process of suspension if adequate justification is not provided by CAB.
 - e) Improper use of NABET accreditation symbol
 - f) If a Conformity Assessment Body has failed to take effective corrective action in response to the non-conformities observed during surveillance assessment or re-assessment within defined time frame
 - g) Any major change has taken place in the legal status, ownership, impartiality etc which has adverse impact on CABs competence to operate certification services.
 - h) Any willful misleading declaration in the application for accreditation
 - i) Willful non-compliance to the accreditation agreement
 - j) Evidence of lack of control over the certification process/ willful by-passing of certification procedure
 - k) Excessive and or serious complaints against the certification system of CAB
 - l) Evidence of unethical certification practices including providing incorrect information to NABET, faking of certification records or concealing information
 - m) Inability or unwillingness to organize office/witness assessments/special visits due, on time
 - n) Non availability of resources in some of the technical areas covered under accreditation
 - o) Nonpayment of fees
 - p) At the request of CAB
 - q) Any other condition deemed appropriate by NABET.
- 16.3.2. A notice citing reasons and intention to suspend shall be sent to the CAB inviting response within 15 days.
- 16.3.3. The accredited CAB shall be given an opportunity to explain its position in writing to NABET and present its case in person to the accreditation committee. The final decision shall be taken in respect of Suspension of Accreditation (Partial or full) on the basis of facts and the results of such presentation.
- 16.3.4. Notwithstanding the above provision for a representation of the CAB, the accreditation committee may decide to suspend accreditation if there is sufficient evidence of willful misrepresentation of facts or willful noncompliance to accreditation criteria. The period of suspension shall be formally communicated.
- 16.3.5. The fact that the accreditation of CAB has been suspended (partially or full); would be published in newsletters / website for information and feedback from the industry / other stakeholders may be sought.
- 16.3.6. The period of suspension shall not be more than six months. NABET shall have the right to withdraw the accreditation if the accredited CAB does not take

suitable corrective action to the satisfaction of NABET and its assessment team within six months.

- 16.3.7. In the event of part / full suspension of the accreditation, the accredited conformity assessment body shall be informed and shall be barred from issuing accredited certificates/ using of accreditation symbol for the scopes for which the accreditation has been suspended.
- 16.3.8. For revoking suspension, the accredited CAB shall formally apply to NABET. The suspension shall be revoked after an assessment has been carried out to verify that the corrective action has been implemented and is effective in eliminating the reasons for suspension. Fee of this assessment shall be borne by CAB.

16.4. Withdrawal of Accreditation

- 16.4.1. The CAB shall be subject to withdrawal of accreditation based on the following conditions individually or severally:
 - a) If an accredited body willfully relinquishes its accredited status
 - b) If the non-conformities are not appropriately addressed in spite of suspension for a period not more than six months
 - c) If no action is taken by the accredited body in response to the suspension on any other grounds
 - d) Complaints are received about the assessment process / CAB and established to be based on facts
 - e) Filing of any voluntary or involuntary petition of bankruptcy
 - f) Liquidation of business or organization
 - g) Non-compliance to accreditation criteria.
 - h) Where there is evidence of fraudulent behaviour, or the conformity assessment body intentionally provides false information or conceals information.
- 16.4.2. Where there is evidence of fraudulent behavior or if the conformity assessment body intentionally provides false information or if the conformity assessment body conceals information.
- 16.4.3. The notice of the intention to withdraw accreditation, citing reasons shall be sent to the accredited CAB. The CAB shall respond within 15 days.
- 16.4.4. The accredited CAB shall be given an opportunity to explain its position in writing to NABET and present its case in person to the accreditation committee or appeals committee. The final decision shall be taken in respect of Withdrawal of Accreditation on the basis of facts and the results of such presentation.
- 16.4.5. The withdrawal of accreditation shall be formally communicated.
- 16.4.6. NABET would publish information about withdrawal of accreditation in its newsletter / website / newspapers for information to the industry / other stakeholders.
- 16.4.7. In addition to the above, NABET may decide to withdraw accreditation based on market feedback, repeated complaints about the certification process.
- 16.4.8. In the event of the decision to withdraw the accreditation, the CAB shall be asked to return the original accreditation certificate and the enclosure of scopes to NABET and to stop using the accreditation symbol of NABET forthwith.

NABET shall also notify the legal course for initiating any penalty of such misuses if it is reported and found supported by facts and evidences.

- 16.4.9. Withdrawal of an accreditation has consequences on the customers of the conformity assessment body. Accredited certificates issued shall be considered as unaccredited once the accreditation is withdrawn. The CAB shall provide its customers with information on the withdrawal of its accreditation and on its consequences. The CAB may, in consultation with NABET arrange for the transfer of such accredited certificates to another accredited Conformity Assessment Body.
- 16.4.10. Following withdrawal and closure of accreditation, the CAB would be eligible to seek fresh accreditation as a new applicant only after a lay off period of one year.
- 16.4.11. The decision for suspension, revoking suspension, reduction of scope, extension of scope and withdrawal shall be taken by accreditation committee.

16.5. Public Information of Suspension or Withdrawal of Accreditation

- 16.5.1. The information about suspension or withdrawal shall be placed on the website, in the register of the accredited bodies and NABET may make a public declaration in the newspapers. The charges for making the information public through newspapers shall be recovered from the CAB involved before revoking the suspension or renewal of the accreditation.
- 16.5.2. CAB shall inform the affected personnel it has certified about its status of suspension, reduction or withdrawal of accreditation and the associated consequences without undue delay.

17. Notification to NABET

- 17.1. As part of the application for accreditation, the applicant body / accredited CAB undertakes to inform NABET within 30 days if any change takes place in any of the aspects of its status or operation that affects its:
- a) Legal, commercial or organizational status, ownership
 - b) Organization and management, for example key managerial staff
 - c) Policies or procedures, where appropriate
 - d) Premises
 - e) Addition/closure of any branches/ foreign locations where candidates are located /operations related to certification are performed
 - f) Personnel, equipment, facilities, working environment or other resources, where significant
 - g) Scope of accreditation
 - h) Other such matters that may affect the ability of the CAB to fulfil requirements for accreditation.
- 17.2. On receipt of the information of change in any of the above parameters, NABET decides whether a surveillance visit is necessary or the change shall not affect the operation of the certification system within the accredited scope.
- 17.3. If NABET recommends a surveillance visit, such surveillance visit shall be charged as per prevailing fee structure. The invoice for such surveillance visit is sent to the CAB. Further action shall be initiated only on timely payment of fee for the surveillance visit. The procedure of surveillance assessment shall then be followed.

17.4. During regular surveillance the accredited CAB is asked to confirm that no change in the parameters mentioned above or any other aspect that will affect the certification has taken place since the last assessment.

18. General Terms and Conditions of Fee

18.1. The Fee structure shall be approved by the QCI Governing Body. The Current fee structure approved by the QCI Governing Body shall be applicable to all CAB .

18.2. NABET has all the rights to revise the fee structure

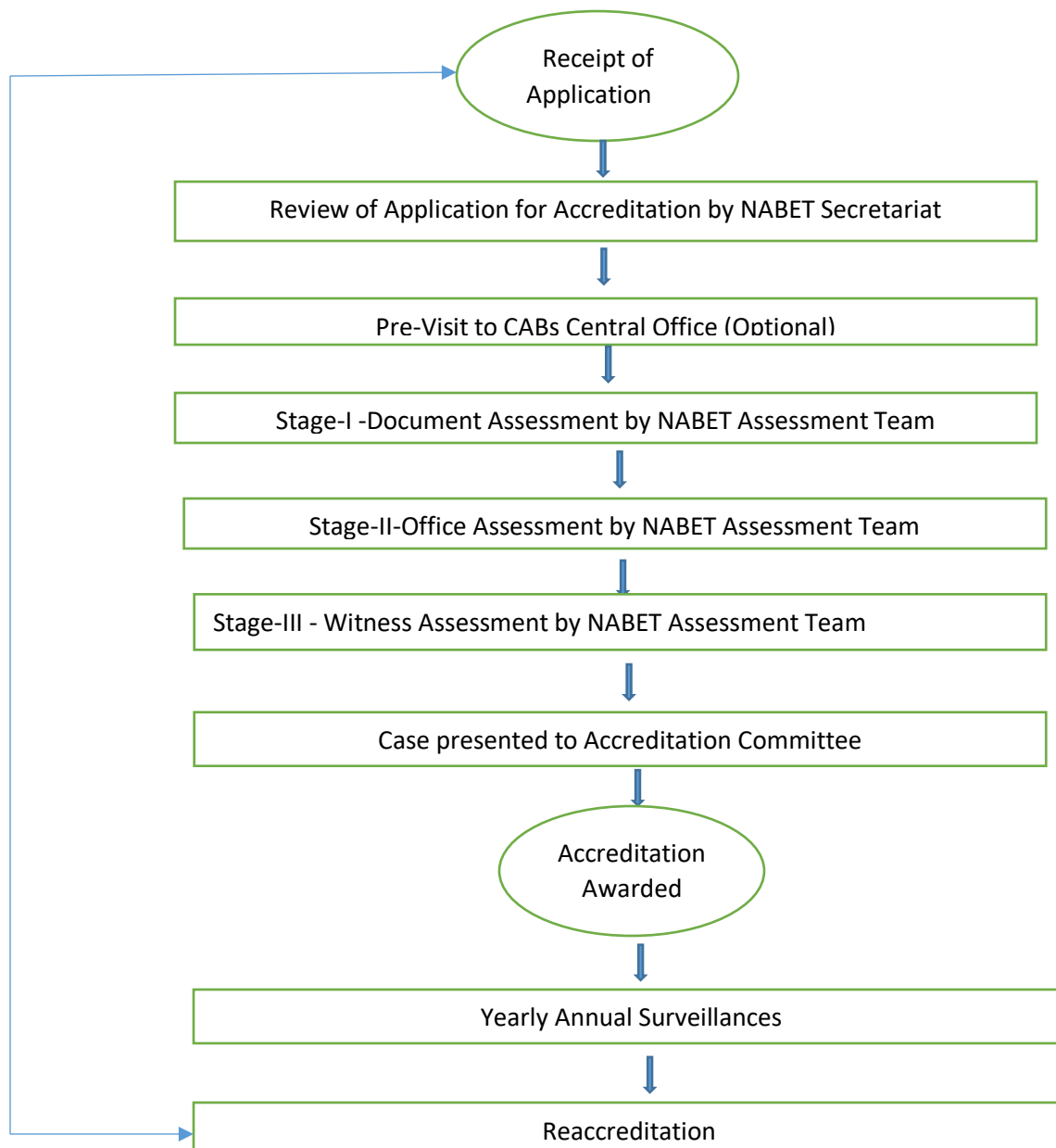
18.3. Kindly refer NABET:AD:PR:12 - Fee Structure for ISO 17024 Accreditation Scheme for detailed fee and terms and conditions of fee.

19. Complaints and Appeals

19.1. The detailed procedure for complaint and appeals is available on NABET website NABET:AD:PR:03-Procedure for Complaints, Appeals and Disputes

Annexure A

APPLICATION STAGES



NOTE- Typically the accreditation cycle time will be 45 working days, subject to findings of each stage of assessment.

Annexure B

Norms for using reports from other accreditation bodies for use in NABET accreditation process (The subject report should be of same or equivalent scheme)

Background:

National Accreditation Board for Education and Training (NABET) is an accreditation board entrusted with the responsibility to provide its accreditation services in the field of Skill , education and training in the country . NABET is member of PAC (now rechristened as APAC) and International Accreditation Forum (IAF)

Framework for use of reports from other ABs for initial assessments

1. NABET would carry out its own office assessment. Use of reports from other ABs would be restricted to witness assessment reports only, for the present.
2. NABET would carry out at least one witness assessment to confirm the CABs process for evaluating before using reports from other ABs. If however, NABET has witnessed an evaluation for another AB, such a report would be acceptable in lieu.
3. NABET would witness assessments in Schemes identified as critical as a part of initial Assessment
4. When the applicant CAB is already accredited by an APAC MRA or IAF MLA signatory AB then NABET may accept a witness report. In case of a new CABs, where accreditation is granted after 2 Witness assessments, NABET may accept a foreign AB's witness report not older than 2 years in lieu of one Witness assessments
5. While using the reports of other accreditation bodies NABET shall ensure that all the non-conformity are closed accreditation is valid and there are no unresolved issues between Accreditation Body and Conformity assessment body
6. If a CAB already holds NABET accreditation for a CABs scheme, it can be granted additional scopes in that Scheme based on foreign AB's accreditation without witness assessments. Further if a CAB is already accredited by NABET and has applied for scope extension for another scheme it may be granted additional scopes in that Scheme based on a foreign AB's accreditation without witness assessment , NABET may take the above decision based on review of scheme as per NABET policy.
7. Reports of witness assessments should be reasonably current – not older than 3 years on the date of NABET assessment and witnessed assessment should meet the criteria NABET
8. NABET would follow the IAF Guidance on exchange of documents among IAF MLA signatories. The reports would be sought from the AB directly based on the information



provided by the CAB It shall be the responsibility of the CAB to ensure that the AB concerned releases the reports or CAB can submit the reports directly and NABET will get the report authenticated by the foreign AB.

9. The CAB shall also confirm that there had been no issues raised by the other AB on examiner competency requirements during their previous assessment.
10. NABET Accreditation Committee may decide not to use such reports citing clear reasons Framework for use of reports from other ABs for surveillance assessments NABET may utilise any witness assessment report of an IAF MLA signatory in lieu of its own witnessing requirements as part of surveillance activities. The process would be similar to that detailed above except that any report of surveillance assessment would also be acceptable



Procedure for Accreditation for ISO/IEC 17024 scheme

NABET:AD:PR:01

Annexure C

List of Records

Sr.No.	Document Number	Document Name	Persons Authorized to Access	Retention Period	Storage Location/Protection Method	Disposal	Remarks
1	NABET:AD:FR:41	Master list of Documents	CEO and staff of Accreditation division (Sr. Director, Director, DD, AO, EO, EOT)	6 years	QCI server, Skill Certification folder and respective file in accreditation division cupboard/Password protected	Soft copy will be deleted and hard copy will be shredded	
2	NABET:AD:FR:42	Master list of Record	CEO and staff of Accreditation division (Sr. Director, Director, DD, AO, EO, EOT)	6 years	QCI server, Skill Certification folder and respective file in accreditation division cupboard/Password protected	Soft copy will be deleted and hard copy will be shredded	

Annexure D

Amendment Record

S.No.	Authorized Person	Amendment	Date of Amendment
1.	CEO	Refer Track changes in – Accreditation process	10/12/2015
2.	CEO	Generally Editorial changes Refer Track changes-procedure for accreditation	04/01/2016
3.	Director Skill certification	Editorial changes in NC Classification-refer clause 14.1.1 and 14.1.2	17/07/2017
4.	CEO	Central Office has been replaced with Office assessment. Office assessment include assessment of central office, regional and other offices e:g refer clause 7.4.3	05/07/2018
5.	CEO	Final Assessment has been replaced by witness assessment refer clause-7.4.4	05/07/2018
6.	CEO	NOTE on page 17 has been changed to clause with clause number 14.7 and 14.8	05/07/2018
7.	CEO	Note on page 9 has been changed to clause with clause number 7.4.3.3	05/07/2018
8.	CEO	Closure time for Non-conformities from 180 days has been reduced to 120 days refer clause 14.8	05/07/2018
9.	CEO	Clause 11.13.1 has been amended	05/07/2018
10.	CEO	Document has been completely redefined to align with ISO 17011:2017 requirements	10/12/2019
11.	CEO	Clause 12.8 has been amended	28/06/2019
12.	CEO	Generally Editorial changes	28/06/2019