



## Managing Impartiality and Confidentiality

UK Certification Ltd places high value and importance in establishing and maintaining impartiality and confidentiality throughout our certification services.

The importance of impartiality is understood at all levels of the company. Directors, managers and staff are committed to providing a professional service. Policies and processes are well established throughout the organisation to provide transparency of our activities and seek to ensure continued client confidence.

### Confidentiality:

All directors, staff and any consultants engaged by the company involved in the certification process are required to sign confidentiality agreements.

UK Certification Ltd is registered under the terms of the Data Protection Act. Applicant/candidate paperwork will include a statement about the provisions of the act, in respect of the certification process. If information regarding an operative is legally required to be released by UK Certification Ltd to another body, the operative will be advised in writing.

### Impartiality:

UK Certification Ltd has established an Impartiality Committee which oversees all certification activities. The committee membership is drawn from sectors of the industry affected by or using our services. The committee is totally independent of UK Certification Ltd and acts as scrutiny board.

All staff involved in the certification process sign agreements which require them to declare any conflict of interest that may impact on or affect the process. Conflicts of interest and risks are recorded using a risk register. The register notes any conflict of interest that may arise or potentially arise and any issue that may present a risk to the impartiality of certification activities. The register also records the measures to be taken should any identified risk arise. The risk register is reviewed by managers monthly and updated as necessary. All outcomes are validated and approved by the Board of Directors and Impartiality Committee.

Certification decisions are made solely by UK Certification Ltd by a competent, nominated person. All decisions are taken purely from information gathered during the assessment/certification process. Decisions are not influenced by other factors such as financial return or by third parties. UK Certification Ltd staff appointed to carry out certification functions are dedicated solely to that area of work.

Assessment is open to all candidates who meet the scheme entry requirements. Application and publicity information makes no suggestion that certification would be more advantaged or more easily achieved with pre-assessment training.

UK Certification Ltd does not provide training services. Approved centres may supply training activities, but are required to ensure and demonstrate (to UK Certification Ltd satisfaction) a clear separation of training from assessment. This is monitored through regular audit of centres. Measures would include:

- Ensuring a centre staff member carrying out examination of a candidate had not trained the candidate in the same area within a two year period,
- Provision of separate training and assessment areas within the centre,
- Regular checks of advertising material to ensure there is no suggestion that certification would be advantaged by or made easier to achieve if training were undertaken.