

# GLOBAL PERSONNEL CERTIFICATION ACCREDITATION COUNCIL LLC GPCAC

This document contains the consolidated set of publicly available policies and disclosures required to be published by an accreditation body operating under ISO/IEC 17011:2017. Publication of these policies is a mandatory requirement under Clause 8.2 of ISO/IEC 17011:2017 and is a prerequisite for IAF Multilateral Recognition Arrangement (MLA) peer evaluation.

Field	Details
Organisation	Global Personnel Certification Accreditation Council LLC (GPCAC)
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Applicable Scope	Accreditation of Personnel Certification Bodies (ISO/IEC 17024)

These policies are publicly available without restriction. They may be freely downloaded, printed, and referenced. For queries, contact: [accreditation@iso17024.pro](mailto:accreditation@iso17024.pro)

## POLICY INDEX — MANDATORY PUBLIC DISCLOSURES

*ISO/IEC 17011:2017 Clause 8.2 requires the following information to be made publicly available without request. All items below satisfy this requirement and are additionally aligned with IAF MLA peer evaluation expectations.*

Policy Ref	Policy Title	ISO/IEC 17011:2017 Reference
POL-01	Impartiality Policy	Cl. 4.4.3
POL-02	Accreditation Scheme Policy — ISO/IEC 17024	Cl. 4.6
POL-03	Accreditation Requirements for CABs	Cl. 7.1 / 8.2.2(b)
POL-04	Application and Fees Policy	Cl. 4.2 / 8.2.2(d)
POL-05	Accreditation Symbol and Claims Policy	Cl. 4.3 / 8.2.2(c)
POL-06	Confidentiality Policy	Cl. 8.1 / 8.2.2
POL-07	Complaints Handling Policy	Cl. 7.12 / 8.2.2(e)
POL-08	Appeals Handling Policy	Cl. 7.13 / 8.2.2(e)
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POL-11	Outsourcing Policy	Cl. 6.4 / 8.2.3
POL-12	Non-Discrimination and Equal Access Policy	Cl. 4.4.10
POL-13	Use of GPCAC Name and Accreditation Claims	Cl. 4.3.5 / 8.2.2(c)
POL-14	Document and Data Protection Policy	Cl. 8.1

# Impartiality Policy

**Issued by:** Global Personnel Certification Accreditation Council LLC (GPCAC)

**Last Reviewed:** April 2026

**Next Review Due:** April 2027

*This policy is published pursuant to ISO/IEC 17011:2017 Clause 4.4.3, which requires the accreditation body to document and make public an impartiality policy.*

## 1. Commitment Statement

Global Personnel Certification Accreditation Council LLC (GPCAC) is fully committed to conducting all accreditation activities with impartiality, objectivity, and independence. Impartiality is fundamental to the credibility of accreditation and to the confidence placed in accredited conformity assessment bodies (CABs) by their clients, regulators, and the public.

GPCAC recognises that the value of accreditation depends entirely on the trust that stakeholders place in the process. Any compromise of impartiality — whether actual or perceived — undermines this trust and the integrity of the global conformity assessment infrastructure.

## 2. Scope of Application

This policy applies to all GPCAC personnel, assessors, technical experts, committee members, and any persons or bodies acting on behalf of GPCAC in connection with accreditation activities.

## 3. Principles of Impartiality

Principle	Description
Objectivity	All accreditation decisions are based solely on objective evidence of conformity with applicable requirements. Personal opinions, commercial interests, or external pressures do not influence outcomes.
Independence	GPCAC operates independently from any CAB and from the clients of CABs. GPCAC does not provide consultancy services to CABs and does not participate in any activity that could compromise its independence.
Freedom from Bias	No person involved in an accreditation activity shall have a financial, personal, or professional relationship with the CAB under assessment that could create a real or perceived bias.
Conflict of Interest Management	All GPCAC personnel and committee members are required to declare any actual or potential conflict of interest and withdraw from any activity where a conflict is identified.
Non-Discrimination	GPCAC's accreditation services are made available to all eligible applicants on equal terms, without discrimination based on size, nationality, membership, or affiliation.
Transparency	GPCAC's impartiality practices, structures, and risk management processes are documented and subject to review by the Impartiality Advisory Committee (IAC) and IAF peer evaluators.

#### **4. Impartiality Risk Management**

GPCAC maintains and regularly reviews an Impartiality Risk Register. Risks to impartiality arising from ownership, governance, personnel relationships, commercial arrangements, and any other source are systematically identified, assessed, and treated. The Impartiality Advisory Committee (IAC), comprising balanced representation of interested parties, advises GPCAC on impartiality matters semi-annually.

Where an unacceptable risk to impartiality is identified that cannot be mitigated to an acceptable level, GPCAC shall not provide accreditation in the affected area.

#### **5. Separation from Consultancy**

GPCAC does not offer, provide, or endorse consultancy services to any applicant or accredited CAB. GPCAC does not imply that accreditation would be simpler, faster, or cheaper if a particular consultant, trainer, or advisor were used. Participation by GPCAC personnel in the provision of generic publicly available information (e.g., as lecturers in open training events) does not constitute consultancy.

#### **6. Review and Accountability**

This policy is reviewed annually by GPCAC Top Management and the IAC. The Chief Executive Officer holds overall accountability for impartiality. Any concerns about GPCAC's impartiality may be raised through the complaints procedure (see POL-07).

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# Accreditation Scheme Policy — ISO/IEC 17024 Personnel Certification

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*Published pursuant to ISO/IEC 17011:2017 Clauses 4.6 and 8.2.2(b). Describes the accreditation scheme(s) operated by GPCAC.*

## 1. Overview

GPCAC operates an accreditation scheme for bodies providing certification of persons in accordance with ISO/IEC 17024:2012 — Conformity Assessment: General Requirements for Bodies Operating Certification of Persons. This scheme is GPCAC's primary accreditation scheme and covers all personnel certification activities undertaken by accredited conformity assessment bodies (CABs).

## 2. Scheme Normative Basis

Document	Title	Role in Scheme
ISO/IEC 17024:2012	Conformity assessment — General requirements for bodies operating certification of persons	Primary standard against which CABs are assessed
ISO/IEC 17011:2017	Conformity assessment — Requirements for accreditation bodies	Governing standard for GPCAC as the AB
ISO/IEC 17000:2004	Conformity assessment — Vocabulary and general principles	Definitions and terminology
ISO 19011:2018	Guidelines for auditing management systems	Informative reference for assessment conduct
IAF MD 24:2021	IAF Mandatory Document for the Application of ISO/IEC 17024	Mandatory document where applicable

## 3. Scope of Accreditation Available

GPCAC may grant accreditation to CABs for the certification of persons within any occupational, professional, or technical field, provided the CAB can demonstrate conformity with ISO/IEC 17024:2012. Scope elements include:

- The certification scheme(s) operated by the CAB (e.g., competency area, qualification title)
- The standard(s) and/or normative documents against which persons are assessed
- The industry sector or occupational field
- Any geographical limitations on the scope
- Methods of assessment used (e.g., examination, portfolio, practical observation)

## 4. Scheme Development and Maintenance

GPCAC's accreditation scheme requirements are developed and reviewed with input from qualified personnel and relevant interested parties. Scheme documents are reviewed at minimum every three years or following significant changes to the normative basis. Planned changes to scheme requirements are communicated to accredited CABs with reasonable notice and transition arrangements.

## **5. Accessing the Scheme**

Any organisation wishing to apply for accreditation under this scheme should refer to POL-04 (Application and Fees Policy) and contact GPCAC at [accreditation@iso17024.pro](mailto:accreditation@iso17024.pro) or visit [www.iso17024.pro](http://www.iso17024.pro) for current application documentation.

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## Accreditation Requirements for Conformity Assessment Bodies

**Issued by:** Global Personnel Certification Accreditation Council LLC (GPCAC)

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*Published pursuant to ISO/IEC 17011:2017 Clauses 7.1 and 8.2.2(b). Summarises the requirements that CABs must meet to obtain and maintain GPCAC accreditation.*

### 1. General Requirements

To obtain and maintain accreditation from GPCAC, a conformity assessment body (CAB) must demonstrate ongoing conformity with ISO/IEC 17024:2012, in accordance with GPCAC's accreditation scheme (see POL-02). The following summary outlines the key requirement areas:

Requirement Area	Key Requirements Summary
General Requirements (ISO/IEC 17024 Cl. 4)	The CAB must be a legally identifiable entity with appropriate liability arrangements; have arrangements to safeguard impartiality and manage conflicts of interest; maintain financial stability sufficient for its activities.
Structural Requirements (ISO/IEC 17024 Cl. 5)	The CAB must have a defined organisational structure with clear authority and responsibility. A committee with balanced interested-party representation must safeguard impartiality of certification activities.
Resource Requirements (ISO/IEC 17024 Cl. 6)	The CAB must employ or contract competent personnel for all certification functions (examination, assessment, decision-making). Personnel competence must be documented, evaluated, and monitored. Adequate infrastructure must be maintained.
Process Requirements (ISO/IEC 17024 Cl. 7)	The CAB must have documented processes for: developing certification schemes; application handling; examination/assessment; certification decisions (made independently from assessment); certificate issuance; surveillance; recertification; and handling of complaints and appeals.
Management System (ISO/IEC 17024 Cl. 8)	The CAB must operate a management system (Option A or Option B) consistent with ISO/IEC 17024:2012 Clause 8, including document control, records control, internal audits, management review, and corrective actions.

### 2. Accreditation Agreement Obligations

All accredited CABs must maintain a signed Accreditation Agreement with GPCAC committing to:

- Continually fulfil accreditation requirements and provide evidence on request
- Cooperate fully with GPCAC assessors, including providing access to records, personnel, and premises
- Notify GPCAC without delay of any significant changes to the organisation, scope, or operations
- Use the GPCAC accreditation symbol only in accordance with POL-05
- Pay accreditation fees as invoiced
- Assist in the resolution of any complaints referred by GPCAC

### **3. Full Requirements Documentation**

Full accreditation criteria documents, assessment checklists, and guidance documents are available to applicant and accredited CABs upon request and are provided as part of the application pack. Contact [accreditation@iso17024.pro](mailto:accreditation@iso17024.pro).

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# Application and Fees Policy

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*Published pursuant to ISO/IEC 17011:2017 Clauses 4.2(j) and 8.2.2. Outlines the application process and fee structure for accreditation.*

## 1. Application Process

Stage	Description
Step 1 — Pre-Application Enquiry	Organisations are encouraged to contact GPCAC at accreditation@iso17024.pro before submitting a formal application to discuss scope, readiness, and any questions about the accreditation process.
Step 2 — Formal Application	Submit a completed Application for Accreditation (Form GPCAC-FORM-ACC-001) together with all required supporting documentation, as detailed on the current application form. Applications are accepted at any time throughout the year.
Step 3 — Application Review	GPCAC will review the application within 5 working days to confirm completeness and suitability. Any missing information will be requested in writing.
Step 4 — Resource Review and Scheduling	GPCAC will confirm the availability of a suitably qualified assessment team and provide a proposed assessment schedule (target: initial assessment within 90 days of a complete application).
Step 5 — Assessment and Decision	Assessment is conducted per the documented GPCAC assessment procedures. Accreditation decisions are made by an independent Accreditation Decision Committee (ADC).

## 2. Fee Schedule

GPCAC operates a transparent, published fee schedule. Fees are reviewed annually. The following categories of fees apply:

Fee Type	Description	Basis
Application Fee	Non-refundable fee payable upon submission of a formal application	Contact GPCAC for current schedule
Initial Assessment Fee	Fee for the initial on-site assessment (per assessor day, plus travel and accommodation at cost)	Per assessor day — see schedule
Annual Maintenance Fee	Annual fee payable by all accredited CABs for maintenance of accreditation	See current schedule
Surveillance Assessment Fee	Fee for surveillance assessments (years 2 and 3 of cycle)	Per assessor day — see schedule
Reassessment Fee	Fee for full reassessment at end of accreditation cycle (year 4)	Per assessor day — see schedule
Extension Assessment Fee	Fee for assessment of additional scope	Per assessor day — see schedule
Administration Fee	Applicable where significant additional administration is	Quoted on request

Fee Type	Description	Basis
	required	

The current fee schedule is available upon request from [accreditation@iso17024.pro](mailto:accreditation@iso17024.pro). Fees are quoted in USD. Invoice payment terms are 30 days from date of invoice. GPCAC does not refund fees once an assessment has been conducted.

### 3. Fee Disputes

Any disputes regarding fees should be raised in writing to [finance@iso17024.pro](mailto:finance@iso17024.pro) within 14 days of the invoice date. GPCAC will investigate and respond within 10 working days.

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## Accreditation Symbol and Claims Policy

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### 1. GPCAC Accreditation Symbol

The GPCAC accreditation symbol is a legally protected trademark. It signifies that a conformity assessment body has been assessed and found to conform to ISO/IEC 17024:2012, within a defined scope of accreditation granted by GPCAC.

### 2. Authorised Uses

Accredited CABs are authorised to use the GPCAC accreditation symbol only in the following circumstances:

- On certificates of certification issued to candidates, where the certification falls within the accredited scope
- On the CAB's own website and marketing materials, with a clear statement of the accredited scope
- On letterhead and official correspondence relating to accredited certification activities
- In electronic communications, reports, and proposals relating to the accredited scope

### 3. Prohibited Uses

The GPCAC accreditation symbol must NOT be used:

- For activities or certification schemes outside the granted scope of accreditation
- In a manner that implies GPCAC has certified or approved a product, process, service, or organisation (as opposed to the CAB itself)
- After the accreditation has been suspended, reduced to exclude the relevant scope, or withdrawn
- By any organisation that is not the named accredited CAB
- In a modified, distorted, or combined form without GPCAC's written consent

### 4. Required Accompanying Text

All uses of the GPCAC accreditation symbol in marketing materials must be accompanied by a clear statement identifying the scope of accreditation. Example: "[CAB Name] is accredited by the Global Personnel Certification Accreditation Council LLC (GPCAC) for the certification of persons in accordance with ISO/IEC 17024:2012, within the scope of [defined scope]. Accreditation number: [GPCAC-CAB-XXXX]."

### 5. Enforcement

GPCAC monitors the use of its accreditation symbol and will take appropriate action in response to unauthorised, incorrect, or misleading use. Actions may include: written notification and request for correction; suspension of accreditation; withdrawal of accreditation; public announcement of the

transgression; and/or legal action. Any person who believes the GPCAC symbol is being misused may report this to [accreditation@iso17024.pro](mailto:accreditation@iso17024.pro).

## **6. Symbol Specifications**

The GPCAC accreditation symbol file, reproduction guidelines, and minimum size requirements are available to accredited CABs upon request. The symbol must be reproduced without modification to colour, proportions, or design elements.

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# Confidentiality Policy

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**Last Reviewed:** April 2026

**Next Review Due:** April 2027

*Published pursuant to ISO/IEC 17011:2017 Clause 8.1 and 8.2.2. Explains how GPCAC protects confidential information obtained during accreditation activities.*

## 1. GPCAC's Commitment

GPCAC is committed to protecting all confidential information obtained in the course of its accreditation activities. Information received from or about a conformity assessment body (CAB), its clients, or its personnel during application, assessment, or ongoing accreditation activities is treated as confidential by GPCAC and all persons acting on its behalf.

## 2. What is Confidential

The following categories of information are treated as confidential by GPCAC:

- All information provided by a CAB in its application and during assessments
- Assessment findings, nonconformity details, and corrective action evidence specific to a CAB
- Personnel information relating to CAB staff and management
- Commercially sensitive information regarding CAB operations, clients, or certification decisions
- Information provided by third parties in relation to complaints or appeals

## 3. Obligations of GPCAC Personnel

All GPCAC personnel, assessors, technical experts, and committee members are bound by written confidentiality obligations as a condition of engagement with GPCAC. These obligations survive the termination of the individual's engagement with GPCAC.

## 4. Permitted Disclosures

GPCAC may disclose information that would otherwise be confidential only in the following circumstances:

- Where the CAB has provided explicit written consent to disclosure
- Where disclosure is required by law, court order, or competent regulatory authority
- Where disclosure is required for the purposes of IAF peer evaluation of GPCAC
- Disclosure of publicly available accreditation status information (accreditation number, scope, status)  
— see POL-10

Where GPCAC is required by law to disclose confidential information, the affected CAB will be notified in advance wherever legally permissible.

## 5. Data Security

Confidential information is stored in secure, access-controlled electronic systems with appropriate backup and recovery arrangements. Physical documents are held in locked storage. Access is restricted to those GPCAC personnel who require it to perform their accreditation function.



# Complaints Handling Policy

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*Published pursuant to ISO/IEC 17011:2017 Clauses 7.12 and 8.2.2(e). Explains how complaints about GPCAC or its accredited CABs are received, investigated, and resolved.*

## 1. Scope

This policy applies to complaints received by GPCAC from any person or organisation relating to: (a) the activities of GPCAC as an accreditation body; or (b) the activities of a CAB accredited by GPCAC, in connection with its accredited certification activities. A complaint is an expression of dissatisfaction where a response is expected. It is distinct from an appeal (see POL-08), which specifically concerns an accreditation decision.

## 2. How to Submit a Complaint

Complaints may be submitted in writing at any time to:

Email: [complaints@iso17024.pro](mailto:complaints@iso17024.pro)

Post: GPCAC Complaints Officer, Global Personnel Certification Accreditation Council LLC

Online: [www.iso17024.pro/complaints](http://www.iso17024.pro/complaints)

Complaints must include: the name and contact details of the complainant; a clear description of the matter; the name of the CAB concerned (if applicable); and any supporting evidence. GPCAC reserves the right to decline anonymous complaints, although all concerns may be considered at GPCAC's discretion.

## 3. Complaints Handling Process

Stage	Target Timeframe	Action
Receipt & Acknowledgement	5 working days	Complaint logged; reference number issued; acknowledgement sent to complainant
Initial Assessment	10 working days	Determine whether the complaint falls within scope; identify investigating personnel (independent of the matter complained about)
Investigation	20 working days	Gather and review all relevant information; may include requesting a response from the CAB concerned
Decision & Communication	30 working days total	GPCAC determines the outcome; communicates decision and justification to complainant and, where applicable, to the CAB
Complex Cases	Extended by written notice	Where complexity requires extended investigation, complainant is kept informed at minimum fortnightly

## 4. Independence and Impartiality

Complaints are investigated by GPCAC personnel who were not involved in the matter being complained about. Where a complaint concerns the conduct of an assessor, accreditation decision-maker, or senior

GPCAC officer, the investigation is overseen by a person at a higher level of authority or by an independent reviewer.

## **5. Outcomes**

Following investigation, GPCAC may:

- Find the complaint unsubstantiated and communicate the reasons to the complainant
- Require the CAB to take corrective action within defined timeframes
- Impose conditions on the CAB's accreditation
- Initiate suspension or withdrawal proceedings against the CAB
- Take corrective action within GPCAC's own processes
- Refer the matter to an appropriate regulatory or professional body

## **6. Records and Monitoring**

All complaints are recorded in the GPCAC Complaints Register and retained for ten years. Complaint trends are analysed and reported at Management Review. Complainants who are dissatisfied with GPCAC's response may escalate the matter to the IAF or relevant national accreditation oversight body.

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# Appeals Handling Policy

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*Published pursuant to ISO/IEC 17011:2017 Clauses 7.13 and 8.2.2(e). Explains how CABs may appeal adverse accreditation decisions.*

## 1. Right of Appeal

Any conformity assessment body (CAB) that has received an adverse accreditation decision from GPCAC has the right to appeal that decision. An appeal is a formal request for reconsideration of a decision on the granting, maintaining, extending, reducing, suspending, or withdrawing of accreditation. The right to appeal does not exclude the right to seek legal remedies through appropriate courts or arbitration.

## 2. Grounds for Appeal

Grounds for appeal include, but are not limited to:

- The accreditation decision was based on incorrect or incomplete information
- GPCAC assessment procedures were not followed correctly
- The assessment findings do not correctly reflect the CAB's actual situation
- Relevant evidence was not taken into account in the decision
- There was a conflict of interest on the part of an assessor or decision-maker

## 3. How to Lodge an Appeal

Appeals must be submitted in writing within 30 calendar days of the date of notification of the contested accreditation decision. Appeals submitted after this period will not ordinarily be accepted unless exceptional circumstances are demonstrated.

Email: [appeals@iso17024.pro](mailto:appeals@iso17024.pro)

Post: GPCAC Appeals Officer, Global Personnel Certification Accreditation Council LLC

The appeal submission must include: the reference number of the contested decision; the grounds for appeal; and all supporting evidence and arguments.

## 4. Appeals Process

Stage	Target Timeframe	Action
Receipt & Acknowledgement	5 working days	Appeal logged; reference number issued; acknowledgement to appellant
Admissibility Review	10 working days	GPCAC confirms the appeal is admissible (within time limit; concerns an accreditation decision)
Appeals Panel Convened	15 working days	An independent Appeals Panel is convened, comprising persons not involved in the original decision or assessment
Panel Review	30 working days	Panel reviews all documentation, assessment records, decision rationale, and appellant's submission. May request further information or conduct an interview

Stage	Target Timeframe	Action
Panel Decision	45 working days total	Panel issues a written decision with full justification. Decision is final within GPCAC's process

## 5. Appeal Outcomes

The Appeals Panel may:

- Confirm the original accreditation decision
- Modify the original decision (e.g., change the scope or conditions)
- Overturn the original decision and refer the matter back for a new assessment or decision

The outcome of the appeal is communicated to the appellant in writing with full justification. The submission of an appeal does not automatically suspend the contested accreditation decision, unless GPCAC determines otherwise.

## 6. Appeals Independence

No person who was involved in the original assessment, document review, or accreditation decision that is the subject of the appeal shall participate in the Appeals Panel. The Appeals Panel has full authority to make the final determination within GPCAC's processes.

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# Suspension, Reduction and Withdrawal of Accreditation Policy

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*Published pursuant to ISO/IEC 17011:2017 Clauses 7.11 and 8.2.2(f). Explains the circumstances under which GPCAC may suspend, reduce, or withdraw accreditation.*

## 1. Grounds

Action	Triggering Circumstances
Suspension (temporary restriction)	<ul style="list-style-type: none"> <li>• Failure by a CAB to correct nonconformities within defined timeframes</li> <li>• CAB voluntarily requests suspension</li> <li>• Serious concern about CAB's continued conformity requiring investigation</li> <li>• Failure to participate in scheduled surveillance activities</li> <li>• Non-payment of fees after reasonable notice</li> </ul>
Reduction (scope narrowed)	<ul style="list-style-type: none"> <li>• CAB no longer performs activities within part of its accredited scope</li> <li>• CAB voluntarily requests reduction</li> <li>• Evidence that the CAB lacks competence for part of its scope</li> <li>• Persistent nonconformities in a specific area of scope</li> </ul>
Withdrawal (full cancellation)	<ul style="list-style-type: none"> <li>• CAB voluntarily requests withdrawal</li> <li>• Suspension extended beyond 6 months without resolution</li> <li>• Fraud, falsification of information, or wilful misrepresentation</li> <li>• CAB ceases to operate the accredited certification activities</li> <li>• Fundamental failure to meet accreditation requirements with no prospect of remediation</li> </ul>

## 2. Process

Before imposing suspension, reduction, or withdrawal (except in cases of fraud or serious public risk), GPCAC will:

- Notify the CAB in writing of the proposed action, the reasons, and the evidence
- Allow the CAB a reasonable opportunity to respond (typically 14 calendar days)
- Consider the CAB's response before making a final decision

In cases where immediate action is required to protect public interest or the integrity of the accreditation scheme, GPCAC may impose an immediate suspension without prior notice, informing the CAB of the grounds as soon as practicable.

## 3. Notification and Publication

Upon taking any action to suspend, reduce, or withdraw accreditation, GPCAC will:

- Notify the affected CAB in writing without delay, including the effective date and reasons
- Update the public register of accredited CABs (see POL-10) to reflect the change
- Notify the relevant IAF database (IAF CertSearch) as required
- Notify any applicable regulatory bodies where required by law or scheme requirement

#### **4. Consequences for the CAB**

A CAB whose accreditation has been suspended, reduced, or withdrawn must immediately: cease using the GPCAC accreditation symbol for the affected scope; notify its certification clients of the change and any consequences; and cooperate with GPCAC in the investigation and resolution of any underlying issues.

#### **5. Restoration**

Suspended accreditation may be restored where the CAB demonstrates, within the suspension period (maximum 6 months), that all identified nonconformities have been corrected and are effective. Restoration requires a formal decision by the Accreditation Decision Committee. Withdrawn accreditation requires a new application.

#### **6. Right of Appeal**

CABs have the right to appeal any adverse accreditation decision in accordance with POL-08.

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## Register of Accredited Conformity Assessment Bodies

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*Published pursuant to ISO/IEC 17011:2017 Clause 8.2.2(a). Describes what information GPCAC publishes about accredited CABs and how to access it.*

### 1. Public Register

GPCAC maintains and publishes a public register of all conformity assessment bodies (CABs) that currently hold accreditation from GPCAC. The register is available at [www.iso17024.pro/accredited-bodies](http://www.iso17024.pro/accredited-bodies) and is updated within 5 working days of any change to accreditation status.

### 2. Information Published for Each Accredited CAB

Data Field	Description
Organisation Name	Full legal name of the accredited CAB and, if different, the trading name
Accreditation Number	Unique GPCAC accreditation identification number (format: GPCAC-CAB-XXXX)
Accreditation Status	Current status: Accredited / Suspended / Reduced / Withdrawn
Scope of Accreditation	Detailed description of the accredited scope including certification scheme(s), standard(s), and occupational/professional field(s)
Location(s)	Principal address and any additional locations covered by the accreditation
Effective Date	Date accreditation was granted or most recently renewed
Expiry / Renewal Date	Date by which reassessment must be completed for accreditation to continue
Governing Standard	ISO/IEC 17024:2012 (for personnel certification bodies)
Accreditation Body	Global Personnel Certification Accreditation Council LLC (GPCAC)

### 3. Suspended, Reduced and Withdrawn Accreditations

The public register also lists accreditations that have been suspended, reduced in scope, or withdrawn, together with the effective date of the change and (where appropriate) the reason category. This information is retained on the register for a minimum of three years after the change, to support public confidence and informed decision-making by certification clients and regulators.

### 4. IAF CertSearch

Where required by IAF mandatory documents, GPCAC also submits accreditation data to the IAF CertSearch database ([www.iafcertsearch.org](http://www.iafcertsearch.org)), enabling global verification of accredited CABs and their issued certificates.

### 5. Verification

Any person wishing to verify the accreditation status of a CAB may search the public register at [www.iso17024.pro/accredited-bodies](http://www.iso17024.pro/accredited-bodies) or contact GPCAC directly at [accreditation@iso17024.pro](mailto:accreditation@iso17024.pro).



# Outsourcing Policy

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*Published pursuant to ISO/IEC 17011:2017 Clauses 6.4 and 8.2.3. Describes GPCAC's policy on outsourcing accreditation activities.*

## 1. General Principle

GPCAC normally undertakes all accreditation activities using its own employed or contracted personnel, operating under GPCAC's management system. Outsourcing of accreditation activities is permitted only under the strict conditions set out in this policy.

## 2. Activities That May Be Outsourced

Assessment activities (on-site assessment, document review, witnessing) may be outsourced to qualified individual assessors or assessment services, subject to the conditions in Section 3. The following activities must NEVER be outsourced:

- Accreditation decisions (granting, maintaining, extending, reducing, suspending, or withdrawing accreditation)
- Management of GPCAC's own QMS
- Oversight and accountability for accreditation activities

## 3. Conditions for Outsourcing

- GPCAC takes full responsibility for all outsourced activities and their outcomes
- Outsourced personnel and bodies must demonstrate competence meeting GPCAC's documented criteria
- All outsourced personnel must operate under GPCAC's management system and are bound by GPCAC's policies including confidentiality and impartiality obligations
- Written agreements are in place with all outsourced bodies and individuals, covering competence, confidentiality, conflict of interest, and compliance with GPCAC requirements
- CABs are informed of and must consent to the use of outsourced personnel for their specific assessment
- GPCAC maintains a register of approved outsourced service providers
- Performance of outsourced providers is monitored and reviewed

## 4. Transparency

GPCAC is transparent with CABs about the use of outsourced personnel. The names and affiliations of all assessment team members — including outsourced individuals — are disclosed to the CAB prior to assessment, and the CAB has the right to raise objections with justification.

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# Non-Discrimination and Equal Access Policy

**Issued by:** Global Personnel Certification Accreditation Council LLC (GPCAC)

**Last Reviewed:** April 2026

**Next Review Due:** April 2027

*Published pursuant to ISO/IEC 17011:2017 Clause 4.4.10. Confirms that GPCAC's accreditation services are accessible on a non-discriminatory basis.*

## 1. Commitment

GPCAC is committed to providing its accreditation services on an equal and non-discriminatory basis to all eligible organisations. Access to GPCAC accreditation is not restricted on the basis of any of the following:

- The size of the applicant or accredited CAB
- Membership of — or affiliation with — any particular association, group, or professional body
- The number of CABs already accredited by GPCAC
- Nationality, country of registration, or geographic location of the CAB
- The number of certifications previously issued by the CAB
- Any other factor unrelated to conformity with accreditation requirements

## 2. Exceptions

GPCAC reserves the right to decline an application or take action against a CAB where there is proven evidence of fraudulent behaviour, deliberate falsification of information, or wilful violation of accreditation requirements. Such action does not constitute discrimination under this policy.

## 3. Capacity Limitations

Where GPCAC's current assessment capacity is insufficient to accept new applications within a reasonable timeframe, GPCAC will communicate this transparently and maintain a waiting list on a first-come-first-served basis. GPCAC is committed to expanding its resource base to meet demand.

## 4. Raising Concerns

Any applicant or accredited CAB that believes it has been treated in a discriminatory manner is encouraged to raise a complaint under POL-07 (Complaints Handling Policy).

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# Use of GPCAC Name and Accreditation Claims Policy

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*Published pursuant to ISO/IEC 17011:2017 Clauses 4.3.5 and 8.2.2(c). Clarifies how the GPCAC name, logo, and references to accreditation may be used by third parties.*

## 1. Use by Accredited CABs

Accredited CABs may refer to their accreditation by GPCAC in their communications, provided all claims are accurate, within scope, and comply with POL-05 (Accreditation Symbol and Claims Policy). Accredited CABs may state, for example:

*"[CAB Name] is accredited by the Global Personnel Certification Accreditation Council LLC (GPCAC) for the certification of persons in accordance with ISO/IEC 17024:2012 within the scope of [defined scope]. GPCAC accreditation number: [GPCAC-CAB-XXXX]."*

## 2. Prohibited Claims

The following uses of the GPCAC name are expressly prohibited:

- Implying that a product, service, management system, or organisation has been certified or approved by GPCAC (GPCAC accredits CABs, not the certificates they issue)
- Claiming accreditation for activities or scopes outside the granted accreditation
- Using the GPCAC name or logo after accreditation has been suspended, reduced (for the affected scope), or withdrawn
- Making any statement that misrepresents GPCAC's role, status, or endorsement
- Using "GPCAC-accredited" in connection with consultancy or advisory services

## 3. Use by Candidates and Certificate Holders

Individuals who have been certified by a GPCAC-accredited CAB may describe themselves as "certified by [CAB Name], which is accredited by GPCAC." They must not imply that GPCAC itself has certified them, or use the GPCAC logo without authorisation.

## 4. Reporting Misuse

Any person who becomes aware of misleading, incorrect, or unauthorised use of the GPCAC name, logo, or accreditation claims should report this to: [accreditation@iso17024.pro](mailto:accreditation@iso17024.pro). GPCAC will investigate all reported cases and take appropriate action.

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# Document and Data Protection Policy

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*Published pursuant to ISO/IEC 17011:2017 Clause 8.1. Describes how GPCAC manages and protects personal and organisational data.*

## 1. Data Collected

In the course of its accreditation activities, GPCAC may collect and process the following categories of data:

- Organisation data: legal name, trading name, registration details, addresses, contact information
- Personnel data: names, qualifications, employment history, competence records of CAB personnel
- Assessment data: findings, nonconformity records, corrective actions, certification records reviewed
- Financial data: invoicing and payment information
- Communication data: correspondence between GPCAC and CABs, complainants, and appellants

## 2. Purposes of Processing

Data is collected and processed by GPCAC solely for:

- The conduct of accreditation activities, including assessment, decision-making, and certificate issuance
- Maintenance of the public register of accredited CABs (as required by ISO/IEC 17011:2017 Cl. 8.2.2)
- Reporting to IAF and relevant databases as required
- Audit and quality assurance of GPCAC's own processes
- Responding to complaints and appeals

## 3. Retention

Data Category	Minimum Retention Period
Accreditation records (CAB files)	10 years from decision date
Assessment records and reports	10 years from assessment date
Personnel records (GPCAC staff)	5 years post-cessation of service
Financial records	As required by applicable law (minimum 7 years)
Complaint and appeal records	10 years from closure

## 4. Security

GPCAC implements appropriate technical and organisational measures to protect all data against unauthorised access, loss, or disclosure. Electronic systems are access-controlled and backed up regularly. Physical records are secured in locked facilities. Access is restricted to authorised personnel on a need-to-know basis.

## 5. Third-Party Sharing

Data is shared with third parties only as described in POL-06 (Confidentiality Policy). GPCAC does not sell or share data for commercial purposes. Where GPCAC uses outsourced services (see POL-11), data processing agreements are in place.

## 6. Rights and Contact

Organisations and individuals may request access to their own data held by GPCAC by writing to: [dataprotection@iso17024.pro](mailto:dataprotection@iso17024.pro). GPCAC will respond within 30 calendar days in accordance with applicable data protection law.

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All policies above are required to be publicly available under ISO/IEC 17011:2017 Clause 8.2. They are published by GPCAC without restriction and are updated following each annual review. For the latest version, visit [www.iso17024.pro](http://www.iso17024.pro)  
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