Certificate issue, suspension and withdrawal

	Title	Signature	Date
Prepared By:	**Sahal Khaleel Ahamed**		**10.10.2026**
Reviewed By:	**Balamurugan Palanisamy**		**10.10.2026**
Approved By:	**Jaseela Thasneem**		**10.10.2026**

Revision/Review History: -

REVISION HISTORY RECORD				
Revision No.	**Revision/Reviewed**	**Change Made by**	**Description of Changes**	**Affected Pages**
00	30.12.2025	Quality Manager	Initial Issue of the document	All pages

ASC 02 DUBAI - U.A.E ABCON SAFETY CONSULTANCY L.L.C

1.0 PURPOSE

This procedure defines the end-to-end process for the issuance, suspension, withdrawal, and reduction of scope of certificates. It ensures all certification decisions are implemented consistently, documented accurately, and communicated effectively to maintain the integrity of the certification process and compliance with ISO/IEC 17024:2012.

2.0 SCOPE

This procedure applies to all activities related to the final issuance, ongoing management, suspension, withdrawal, and scope reduction of certificates for all personnel certification schemes operated by ABCON SAFETY CONSULTANCY

3.0 RESPONSIBILITY

3.1 Director / Top Management: Responsible for the final approval and authorization of all certificates prior to issuance.

3.2 Certification Manager: Holds primary responsibility for:

- Reviewing examination reports and recommending certification.
- Overseeing the preparation and accuracy of certificates.
- Managing the suspension, withdrawal, and scope reduction processes.
- Issuing all formal communications (certificates, suspension/withdrawal letters) to certified persons.

3.3 Administrative Staff: Responsible for the accurate data entry and initial preparation of certificates based on approved templates.

4.0 PROCEDURE

4.1 Certificate Issuance Process

4.1.1 Review of Examination Reports:

- Upon completion, the Examiner/Assessor submits all examination documentation to the Certification Manager.
- The Certification Manager reviews the documents for completeness, accuracy of scoring, and required signatures.
- If the candidate has achieved the minimum passing scores in all required assessments, the Certification Manager approves the preparation of the certificate.

4.1.2 Certificate Preparation:

- Administrative staff prepares the certificate using the approved, controlled template for the specific certification scheme.
- The certificate must contain, as a minimum:
  a) The full name of the certified person.
  b) A unique certificate identification number.
  c) The name and logo of ABCON SAFETY CONSULTANCY
  d) A reference to the applicable certification scheme and standard.
  e) The certified scope, including any limitations or special conditions.
  f) The effective date and the expiry date of certification.

4.1.3 Verification and Approval:

- The Certification Manager verifies the draft certificate against the original application and examination records.
- The verified certificate is submitted to the Director for final approval and signature.

4.1.4 Dispatch:

- The approved certificate, along with the terms & conditions for its use, is dispatched to the certified person at the address provided in their application via a traceable method.

4.2 Suspension and Withdrawal (Cancellation) of Certification

4.2.1 Grounds for Suspension or Withdrawal:
Certification may be suspended or withdrawn for reasons including, but not limited to:

- Failure to resolve major nonconformities or implement effective corrective action within a specified timeframe.
- Misuse of the certificate, logo, or certification marks.
- Failure to meet financial obligations to ABCON SAFETY CONSULTANCY
- A formal request by the certified person to withdraw.
- Breach of contractual conditions.
- Failure to comply with revised standards or scheme requirements.
- Persistent failure to meet certification requirements.
- Existence of serious or numerous substantiated complaints indicating the certified competence is not maintained.
- Failure to allow required recertification or surveillance assessments.
- Involvement in a serious safety incident attributable to the certified person's error.
- Violation of the Code of Ethics or Substance Abuse Policy.

4.2.2 Suspension/Withdrawal Process:



1. **Initiation & Notification:** The Certification Manager reviews the grounds for action and decides to proceed. A formal letter detailing the grounds and the intent to suspend/withdraw is sent to the certified person via registered mail/courier.
2. **Response Period:** The certified person has **14 calendar days** from receipt to respond in writing.
3. **Evaluation of Response:**
    - If the response is satisfactory, the Certification Manager may halt the process and confirm this in writing.
    - If corrective action is required, a clear deadline is set. The Certification Manager verifies the effectiveness of the action by the deadline.
    - If no response is received, or the response/corrective action is unsatisfactory, the Certification Manager decides on suspension or withdrawal.
4. **Suspension Implementation:** During suspension, the certified person must not use the certification. They must provide bi-weekly updates on corrective actions. Failure to do so leads to withdrawal.
5. **Withdrawal Implementation:** Upon withdrawal, the certified person is removed from the register, notified formally, and must return all certification documents. They must cease all use of certification claims immediately.
6. **Re-certification after Withdrawal:** A person whose certification is withdrawn must apply as a new candidate and complete the full initial certification process.

4.2.3 Special Condition – Failure to Recertify:
If certification lapses due to failure to complete recertification, the candidate has a maximum grace period of **15 months** from the last valid assessment date to complete the process. Failure to do so results in automatic withdrawal.

4.3 Reduction of Certification Scope

- If during surveillance or recertification it is found that a certified person has seriously or continually failed to meet requirements for a specific part of their certified scope, the Certification Manager may recommend a reduction in scope.
- The reduction is approved by the Certification Manager and the certified person is issued a revised certificate reflecting the reduced scope.

4.4 Records and Appeals

- All records related to certificate issuance, suspension, withdrawal, and scope reduction are maintained confidentially.
- The status of the certification register is updated promptly.
- Certified persons have the right to appeal any decision per the **Complaints and Appeals Procedure (CB-PR-07)**.

5.0 REFERENCES

- ISO/IEC 17024:2012, Clause 9.4 (Certification Decision)
- CB-PR-07: Procedure for Handling Complaints, Appeals and Incidents

6.0 FORMS/EXHIBITS

- Certificate Template (for each certification scheme)
- Notice of Suspension Letter
- Notice of Withdrawal Letter
- Register of Certified Persons

