



Certex Information Pack

Information for Businesses Seeking Certification





Welcome

Thank you for seeking information on our services. Certex offers a very high quality service at a very reasonable price. We are happy to discuss the process in detail and to answer any questions you have.

Certex International provides auditing and certification services to selected industries where we have extensive knowledge and experience – the Recruitment and Construction industries and related services, in Australia and New Zealand. We focus on this small number of industries where we have expert knowledge and skills so that we can bring real benefits to our clients through a deep understanding of your industry and its practices.

Our auditors have many years experience working in these industries before we train them as auditors. They can relate to you and your team, and work with you to achieve a useful and valuable outcome for your business.

Certex is accredited with JAS-ANZ* to provide certification services for AS/NZS ISO 9001 Quality Management, AS/NZS 4801 Occupational Health and Safety and AS/NZS ISO 14001 Environmental Management.

Certex passionately believe that quality is a fundamental business management tool, and that implementing an effective management system can take a business from good to great. Achieving certification in one or more of these international standards can bring significant internal benefits such as service consistency, legislative compliance and operational effectiveness, and can help set your business apart from your competitors.

We congratulate you on your interest in becoming certification, and look forward to working with you on your journey of enhancing your business processes and joining the international population of certified organisations.

This Information Pack will give you information on what is involved in becoming certified and how to get started.

** JAS-ANZ - Joint Accreditation Systems – Australia and New Zealand is the government-appointed accreditation body for Australia and New Zealand responsible for providing accreditation of conformity assessment bodies (CABs) in the fields of certification and inspection. Accreditation by JAS-ANZ demonstrates the competence and independence of these CABs.*

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Certex is accredited with JAS-ANZ for certification in Quality, Occupational Health and Safety and Environmental Management Standards.



About Certex

Our Services

We provide audit and certification services in the major international standards and in selected industry standards. A full list of the standards we support and our services is included later in this document:

- ⇒ Quality Management Standard (AS/NZS ISO 9001)
- ⇒ Occupational Health & Safety Standard (AS/NZS 4801)
- ⇒ Environmental Management Standard (AS/NZS ISO 14001)
- ⇒ RCSA Service Delivery Standard (RCSA SDS)
- ⇒ Professional Recruitment Standard (PRS)

Our Company

Certex International is a wholly owned Australian owned and operated business. We have been providing auditing services to businesses across Australia and New Zealand since 2004. Certex is based in Melbourne and has auditors located around Australia in Melbourne, Sydney, Darwin, Perth and Brisbane. Certex was founded and continues to be managed by Dianne Gibert, MBA BComm AGIA ACIS AFAIM.

What makes us different?

We take commitment to professionalism very seriously, and work hard as a team to ensure you get the best value from your certification. We are approachable and friendly (not scary at all!). We have always taken the process audit approach to ensure we really understand how your business works. We want certification to support your business to achieve excellence, not be a bureaucratic time waster.

To achieve this, Certex specializes in selected industries where we have expert knowledge and skills. We stay current with business and industry issues through our own internal research function, ongoing training of auditors and relationships with industry experts and membership of key industry associations. Our auditors all have many years experience working in industry before we train them as auditors.

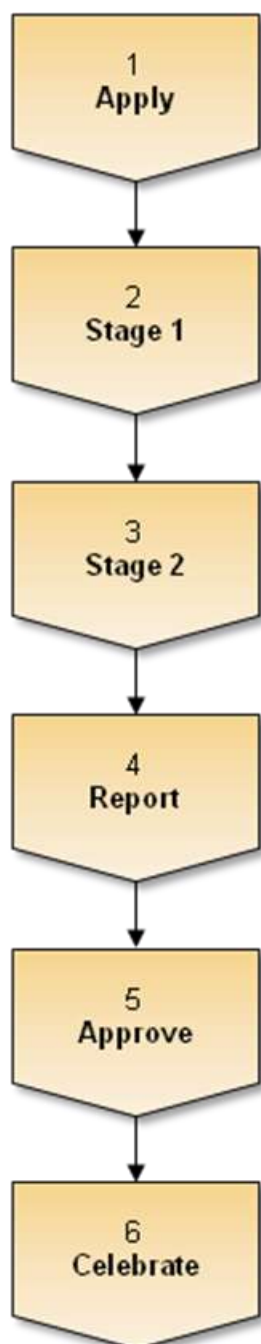


Contact Us

Please feel free to call us if you would like assistance or have any questions, on (03) 9555 3855, or email to info@certex.com.au. There is more information on our website at www.certex.com.au.



Audit and Certification Process



1. **Apply**

- Submit your application form
- Certex will forward you a quote setting out the proposed audit program and fees
 - Once you have accepted the quote and paid a deposit, Certex will send you a Welcome Pack which includes a Self-Assessment Checklist.
 - In the Welcome Meeting we discuss the materials we have sent you, the requirements of the standard and what is involved in the audit process.

2. **Stage 1 Audit**

- You can use the Self-Assessment Checklist to check for any areas to be addressed prior to assessment
- We will visit to assess your business and scope for the audit, and to review all your documents to check you have everything necessary. This also gives you a chance to do some final preparation for the Stage 2 audit.

3. **Stage 2 Audit**

- The purpose of the Stage 2 audit is to evaluate the implementation and effectiveness of your management system. We conduct interviews, observe your processes and review records.

4. **Audit Report**

- The Auditor will draft the final Audit Report which includes our observations on the level of conformity of your system to the requirements of the standard, and any non-conformities or areas of improvement.
- The Auditor will discuss the report with you to ensure the report, and in particular any issues raised, are clear.

5. **Certification Approval**

- The Certex Certification Manager will review and approve the report, then submit to the Certex Certification Panel for final consideration and approval.

6. **Celebrate**

- Once your business is certified it will appear in the Certification Register on the Certex website, and you will receive a certificate and certification logos for use on marketing materials.
- If your certification is an international standard you will also be listed on the JAS-ANZ website.



Surveillance and Re-Certification Audits



1. Surveillance Audits

- Your certification is for a period of three years. Regular surveillance audits are required throughout this time to monitor ongoing compliance. The first surveillance audit is usually held 6 months after the certification audit.
- We will send you a reminder of the upcoming audit at 90 and 60 days before the audit is due.
- About 4 weeks before the audit is due we will call to book a date, and will send you an Audit Plan. Then the Auditor will call for a Startup Meeting to discuss the approach for the audit.
- After conducting the audit the audit report and invoice will be sent, usually within 21 days. In addition you will receive a letter confirming the results of the audit and setting the date for the next audit.
- If any issues or non-conformances have been raised you should address these and confirm resolution before the due date.
- After the first surveillance audit, subsequent onsite surveillance audits may be scheduled every 9 or 12 months, depending on the size and complexity of the business, the number of branches and the level of compliance performance.

2. Re-Certification Audits

- After three years a re-certification audit is held to extend your certification for another three years.
- If your level of compliance supports annual surveillance audits, then this will be programmed for the second and subsequent triennials (3 year certification period).



What to do now

If you don't already have a copy of the AS/NZS standard/s you can purchase them online at <http://infostore.saiglobal.com/store/ICSBrowse.aspx?PublisherID=AS#>. The Professional Recruitment Standard (PRS) is available from ITCRA and from Certex; the RCSA SDS standard is available from the RCSA and from Certex.

Complete and send to us the application form. If you haven't already received this then please contact us and we can send it to you, or go to our website and complete it online at <http://www.certex.com.au/apply>. This provides the information we need to structure a suitable audit program for you and to set the fees. The quote is provided free and is no obligation. If you are happy to proceed and to pay a \$500 plus GST deposit, then the next steps are:

We send you a Welcome Pack which includes:

- Self-Assessment Checklist for your selected standard, which you can work through to identify what you already have in place and where you need to do more work. Once completed we suggest you retain this checklist as it can be useful during the audits as well.
- Certification Pack - Information on how audits are conducted, audit reports, and references to various policies and procedures (this document).
- Instructions on using CORE (Certex Online Resources), our secured extranet where we can share documents.
- Terms and Conditions – our standard terms which meet the requirements of JAS-ANZ
- Use of the Certification Mark – rules governing the use of the certification mark (logo), which you may display once your certification is approved.
- Acceptance – we ask you to sign and return this form to indicate your acceptance of the Terms and Conditions, Use of Certification mark and the quote in the Letter of Engagement.

We then have a Welcome Meeting to talk through the standard and the checklist. This is usually done by telephone and takes an hour or so. It gives you an overview of the requirements and gives you a chance to ask questions about the standard.

There are a wide range of tools, information and training services which can support you, so if you find you need support then we can point you in the right direction.

When you are ready we will set a date for the Stage 1 audit and will discuss what is involved.

If you are responding to a request for tender let us know, as we can give you a Letter of Undertaking which you can include in your submission.



Certex Services

Audit and Certification Services

- ⇒ Quality Management Standard (AS/NZS ISO 9001)
- ⇒ Occupational Health & Safety Standard (AS/NZS 4801)
- ⇒ Occupational Health and Safety Management (BS OHSAS 18001)
- ⇒ Environmental Management Standard (AS/NZS ISO 14001)
- ⇒ Employment Screening (AS 4811)
- ⇒ RCSA Service Delivery Standard (RCSA SDS)
- ⇒ Certex Talent Management Services Standard (Cerex TMS)
- ⇒ Professional Recruitment Standard (PRS)
- ⇒ Dept NSW Health Standards and Conditions for Locum Medical Officers
- ⇒ Employment Services Industry Standard (NESA)

Health Checks and Diagnostics

Certex offers a number of half day “health checks” against legislative requirements and industry best practice. These cover safety management, recruitment, document management and internal audit management and are suitable for Small-Medium Enterprises (SME) in all industries.

We conduct the iDiagnostic service on behalf of ITCRA, the IT Contract & Recruitment Association.

Training

Certex has developed a series of one hour online training courses on various topics related to quality management. A list of the webinar topics is on our website at <http://certex.com.au/training>.

We also run workshops on current topics such as the changes to the new 9001 and 14001 standards. <http://certex.com.au/workshops>

Privacy Best Practice Program

Certex, together with ITCRA and Andrew Wood, Barrister, have developed a very successful training and records review program against the Australian Privacy Principles. Privacy implications for recruitment agencies are significant; this program checks the level of compliance and identifies risks.

Certex Immigration Compliance

Recruitment of an individual who does not have the right to work in Australia carries serious consequences for the recruiter, the employer and the individual. Certex has combined with Registered Migration Agents to provide an audit to check compliance and identify risks.



Other Information

Impartiality Statement

Certex will not knowingly allow anyone to perform a role in its certification activities where a potential conflict of interest exists or where any circumstances exist which may impact on impartiality.

Certex has identified and analysed areas of potential conflict of interest which are monitored on all audits. Auditors attest to their status for potential conflict of interest with each and every audit, and where a relationship between a client and Certex or a client and an Auditor shows an unacceptable threat to impartiality then certification shall not proceed.

Potential threats to impartiality may be raised with the Certex Advisory Board, which will review the conflict and determine how to proceed.

Complaints Process

Certex International is committed to improving services and welcomes any comments or complaints that our Clients may wish to offer in relation to the services we provide. Such feedback helps us to identify the things that we do well or need to improve.

We recognise that, handled well, a complaint provides us an opportunity to strengthen our relationships with our Clients. It provides us the opportunity to understand their circumstances and to explore ways to improve our service to them in the future.

Initially you may contact us by telephone, email or through the feedback section of our website with your complaint. We will respond to your concerns quickly and in accordance with the *Certex Complaints Management Procedure*. If we cannot resolve your concerns immediately we would ask you to formally lodge your complaint in writing. We will acknowledge this and keep you informed of our actions and progress.

Appeals Process

Whilst Certex strives to ensure its operations are fully transparent and certification decisions are fair and reasonable, there may nonetheless be situations where a Client wishes to appeal a decision made by Certex.

All appeals must be lodged in writing. We will respond to all requests quickly and in accordance with the *Certex Appeals Policy*. We will respond to your appeal by reviewing the decision and information on which the original decision was made. If you are still not satisfied with the result the matter will be raised with the Certex Advisory Board. You may also lodge an appeal directly with the Certex Advisory Board by emailing to this address board@certex.com.au. The Board will review the situation decide an appropriate resolution.

Suspensions and Withdrawals of Certification

There are no fees or charges imposed by Certex where a client decides to withdraw from certification with Certex.



Certex may suspend certification where the management system persistently or seriously fails to meet certification requirements, where the business does not allow audits to be conducted at the required frequencies, or if voluntarily requested. In the situation of an impending suspension Certex will issue a series of warning notices; if the suspension is not resolved then Certex may withdraw certification.

Travel Expenses

Travel and accommodation expenses are charged at cost to the client. We recognise many of our clients are small businesses for whom travel can be a significant cost. Accordingly, we always seek to keep travel expenses as low as possible. We will usually discuss arrangements with you prior to making any bookings.

Certex generally does not charge for auditor travel time; however there are some situations where it is appropriate to do so. Factors we consider include distance of the audit site from the CBD of the nearest capital city, travel time between sites, whether or not overnight accommodation is provided etc. Concerns for the safety of the auditor require us to check that where travel time exceeds about 4 hours in a day, that overnight accommodation is considered.

Our *Expenses Policy* is available on request and is available through our Google Drive website.

Other policies

All these policies are available in full on request and through our Google drive website. Additional policies include:

- Validity periods for the deposit, Letter of Engagement and Letter of Undertaking;
- Approach to cancelation of audits.