Standards Council of Canada
Conseil canadien des normes

Product, Process and Service Certification Body Accreditation Program

Additional Requirements for Accreditation of Certification Bodies

CAN-P-1500:2013

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Canada

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Foreword

The Standards Council of Canada (SCC) is a crown corporation established by an Act of Parliament in 1970 to foster and promote efficient and effective voluntary standardization in Canada. Although financed in part by Parliamentary appropriation, SCC policies and operations are managed at arm's length from Government. SCC is overseen by a governing Council whose membership includes government and private-sector representation.

With the goal of enhancing Canada's economic competitiveness and social well-being, SCC leads the efforts of Canadians in the development and use of national and international standards and offers a range of standardization-related programs and accreditation services to both standards development bodies and conformity assessment organizations.

SCC accreditation programs are accessible to all applicants from World Trade Organization (WTO) member economies, as defined by an Order in Council to the *Standards Council of Canada Act*. In accepting applications from outside Canada, SCC respects the International Accreditation Forum's (IAF) Cross Frontier Policy. Additionally, under formal agreements, SCC works in cooperation with foreign accreditation bodies to ensure the effective surveillance of accredited client activities.

SCC program policies and procedures are designed to meet the impartiality, non-discriminatory and conflict of interest requirements of ISO/IEC 17011, *Conformity Assessment – General requirements for accreditation bodies accrediting conformity assessment bodies*. Clients who believe the SCC has failed to comply with these requirements should submit an official complaint in accordance with the most recent version of CAN-P-15, available at www.scc.ca.

For more information, visit www.scc.ca.

Introduction

This Canadian Procedural (CAN-P) Document is part of series of publications issued by the Standards Council of Canada (SCC) that define the policy and operational requirements for core programs established in support of its mandate. Requests for clarification, amendments, or additional copies should be addressed to info@scc.ca.

SCC accreditation or recognition is a formal attestation of an organization's competence to manage and perform activities defined by its specific program scope. Accreditation or recognition does not function as a guarantee that the services provided by the accredited or recognized organization will satisfy the demands of its clients. Business transactions between these organizations and their clients remain legal matters between the two parties.

Please be aware of the following directives used within this document: "shall" is used to express a requirement that the user *must* satisfy in order to be in compliance with the CAN-P; "should" is used to express a recommendation, or that which is advised but not required; and "may" is used to express an optional, permissible, action that the user may undertake within the limits of this CAN-P. Be advised that notes do not contain requirements. The purpose of a note is to simply provide additional information.

A list of all SCC programs and accredited bodies, along with their scopes of accreditation, is publicly available at www.scc.ca.

1. Scope

This document serves as a SCC companion to ISO/IEC 17065 and outlines unique Canadian requirements for third-party product certification bodies (CBs) accredited by the SCC. The criteria in this document will be applied in conjunction with those criteria in ISO/IEC 17065 when conducting accreditation or reaccreditation audit activities under the SCC accreditation program for CBs. SCC accreditation programs are open to any applicant in countries that are members of the World Trade Organization (WTO), as mandated by Government Orders-in-Council to the SCC Act.

2. Normative References

a. ISO/IEC 17065 Conformity assessment -- Requirements for bodies certifying products, processes and services

b. ISO/IEC 17025 General Requirements for the Competence of Calibration and Testing Laboratories (adopted by SCC for use in Laboratory Accreditation Program as CAN-P-4)

c. CAN-P-15 Policy for the Suspension and Withdrawal of Accreditation and the Resolution of Complaints, Disputes and Appeals -

d. CAN-P-1501 Certification Body Accreditation Program Handbook - Conditions and Procedures for Accreditation of Bodies Certifying Products and Services

e. CAN-P-1527, Guidelines for Corrective Action (latest edition of ISO/IEC Guide 27)

f. ISO/IEC 17007 Conformity assessment -- Guidance for drafting normative documents suitable for use for conformity assessment

g. ISO 3166: Codes for the representation of the names of countries and their subdivisions –Part 1: Country codes

h. ISO/IEC 17000 Conformity assessment -- Vocabulary and general principles

i. ISO/IEC 17030 Conformity assessment – General requirements for third-party marks of conformity

j. SCC License Agreement

k. Trade-Marks Act: Canadian Federal legislation administered by the Canadian Intellectual Property Office (CIPO), Industry Canada.

Note: Unless stated otherwise, the latest revision of the documents is applicable.

3. Definitions

The definitions as presented in ISO/IEC 17065 and its referenced documents apply. The following definitions also apply:

3.1 Accreditation

The formal initial and continuing recognition by SCC of a body certifying products, processes or services on a continuing basis in a specific subject area(s), in accordance with specific criteria, procedures and requirements.

3.2 Advisory Council

A body of concerned Canadian interests (such as regulators, manufacturers, consumers and technical specialists) developed to advise CBs in a specific area of product certification.

3.3 Applicant

A CB not yet accredited by the SCC.

3.4 Canadian Identifier

A lower case letter “c” placed at the 8 o’clock position adjacent to a certification mark that demonstrates to regulators and consumers that the product has been certified to Canadian Recognized Standards, ORDs or another normative document that is recognized by a Canadian Regulatory Authority.

3.5 Canadian Recognized Standard

A standard recognized by a Canadian Regulatory Authority or, in areas not controlled by legislation, a National Standards of Canada, or a voluntary consensus standard developed in accordance with the requirements of ISO/IEC 17007 and recognized by the appropriate Canadian industry association(s).

3.6 Certification Body (CB)

An organization that gives third-party written assurance that a product, process or service fulfills specified requirements.

3.7 Certification Mark

A protected mark, applied or issued under the rules of a certification scheme, indicating that confidence is provided that the relevant product, process or service is in conformity with specific standards or Other Recognized Documents.

3.8 Incident

An event that could have resulted in death, injury or property damage.

3.9 Market Area

A national economy or a formalized group of trading nations such as the European Union, which use harmonized product standards across national boundaries.

3.10 National Standard of Canada™ (NSC)

A consensus standard prepared or reviewed by an accredited Standards Development Organization and approved by SCC.

3.11 Other Recognized Document (ORD)

A normative document that is developed when a Canadian Recognized Standard does not cover a new product or a new product type to be certified. An ORD provides an equivalent level of safety or performance as provided for similar functions in existing standards. The ORD shall be acceptable to the applicable Regulatory Authority. In unregulated areas, the ORD shall be acceptable to the appropriate industry association(s).

3.12 Regulatory Authority Advisory Body

A Body, Council or Committee, consisting of representatives from various Canadian governmental organizations (Federal, Provincial, Territorial, Municipal or other) that coordinates regulations and promotes consistency among jurisdictions related to regulations, standards and enforcement practices respecting the sale, purchase, safety, performance, use and application of consumer or industrial products within its jurisdiction.

3.13 Witness Testing

The off-site testing of a product under documented control procedures to ensure the integrity of the testing activity observed by CB personnel competent to perform such testing.

4. Additional Accreditation Requirements

4.1 Certification Standards

4.1.1 In regulated areas, CBs shall certify products to Standards, ORDs or another normative document recognized by a Canadian Regulatory Authority.

4.1.2 In unregulated areas, CBs shall certify products to an NSC, or to a standard developed in accordance with ISO/IEC 17007. For products sold in Canada, Canadian Recognized Standards shall be applied.

4.2 Marking and Labeling

Note 1: The requirements of this section that are specific to a certification mark, do not apply to the Certification Bodies operating schemes that do not require the use of a certification mark.

4.2.1 A CB shall take appropriate steps to register, protect and control its mark, in accordance with Section 4 of ISO/IEC 17030.

4.2.1.1 CBs issuing certifications for the Canadian market shall register their mark in accordance with the Trade-Marks Act with the Trade-Marks Branch of the Canadian Intellectual Property Office (CIPO), Industry Canada. The protected mark must be a unique mark pertaining to a specific certification body.

Note 2: Provided that all other requirements for accreditation are satisfied, an applicant may be accredited as a CB while the mark registration is still in process. Before accreditation, it shall be confirmed and documented that the mark registration is not being opposed.

4.2.1.2 CBs certifying products under SCC's accreditation that are manufactured for market areas other than Canada, shall demonstrate to the SCC how certification marks are protected and controlled in these areas. It is recommended that the CB register its mark in those market areas where it issues certifications.

4.2.2 A CB shall identify the market area(s) for which a certified product is designated either by the use of a unique mark for that area or a Canadian identifier or by the use of the alphabetic country abbreviation code provided in ISO 3166 or an appropriate qualifying statement adjacent to the certification mark. The CB shall, as described in ISO/IEC 17030, ensure qualifying statements are clear and not misleading.

4.2.3 The CB shall ensure that the mark used for the SCC accredited programs shall be distinguished from any use outside the scope of SCC accreditation.

4.2.3.1 Where the physical size of the product does not permit this, or when the application is not appropriate for the type of product, the certification mark and/or the qualifying statements may be applied on the closest level of packaging to the product or other accompanying information.

4.2.3.2 Regulatory authorities in some fields demand the use of specific identifiers (such as the Canadian identifier or any other Regulatory mandated identifier). Regulatory mandated identifiers shall be used in place of market area designators when so required.

4.2.4 A CB shall take measures to minimize misunderstandings and lack of clarity regarding its certification marks.

4.2.4.1 Each CB shall have a policy statement and procedures regarding the use, the meaning and the scope of coverage of its marks, encompassing the situations described in 4.2.4.2 and 4.2.4.3 below.

4.2.4.2 Where a mark on a product can clearly represent, by itself, without further clarification, the standard or requirements for which the product has been certified, no additional markings may be required. Examples include a product

that has been certified to all applicable standards, or a product for which there is only one applicable standard.

4.2.4.3 Where it is necessary to clarify the scope of coverage of a certification mark, e.g., to avoid ambiguity or to indicate a limitation of the certification scope, the CB shall ensure that its marks on the certified products are appropriately qualified. As illustrated in Annex A, this can be done with a qualifying statement that is not part of the registered mark.

Note 3: Misunderstandings often arise when for example, a product can be certified for electrical and gas aspects but only the electrical portion was certified. The identification of aspects could equally be achieved by showing the standard number. The aspects covered can appear on the smallest product packaging or be included in the accompanying literature.

Note 4: CBs may use multiple marks under an SCC certification program; however, each such mark shall have a clearly defined and identified scope.

Note 5: This requirement also applies to certified components.

Note 6: The inclusion of such information in a Certification Body's product directory only, will not satisfy the requirement.

4.2.5 A CB shall have procedures in accordance with CAN-P-1527 (ISO/IEC Guide 27 ed. 1983-03-15), to handle and record any reported misuse of the certification mark, or situation in which a certified product is subsequently found to be hazardous.

4.2.6 A CB shall require clients to notify the CB of any situation where a certified product could lead to a potential hazard.

4.3 Testing Capabilities

4.3.1 The testing facilities available to a CB shall correspond to its full scope of CB accreditation. The CB shall maintain a list of standards and ORDs to which it certifies under its SCC scope of accreditation. The list shall be made available to SCC upon request.

4.3.2 A CB shall demonstrate that facilities utilized for testing including test facilities utilized by certification bodies from which test data is accepted, meet the appropriate requirements of ISO/IEC 17025. This shall be demonstrated by one or more of the following:

a) A test facility accredited by SCC.

b) A test facility accredited by an agency that is part of an organization with which SCC has signed a Mutual Recognition Agreement (MRA).

c) An internal test facility owned or controlled by the CB. The CB shall demonstrate that it maintains procedures for evaluation and conducts evaluations of such facilities for conformance with the appropriate

requirements of ISO/IEC 17025. Such evaluations should occur at regular intervals that shall not exceed two years.

d) An external test facility approved by the CB. The CB shall demonstrate that it maintains acceptable procedures for the assessment of such facilities, and evaluates those facilities for conformance to the appropriate requirements of ISO/IEC 17025. Such evaluations should occur at regular intervals and shall not exceed two years.

e) A client's facility used for witness testing. The CB shall demonstrate that it has acceptable procedures and evaluates clients' facilities to the appropriate requirements of ISO/IEC 17025. The CB shall be able to demonstrate that for any use of a supplier's facility, the facility was assessed to have met the appropriate requirements of ISO/IEC 17025 at the time.

4.3.3 The CB shall identify the scope of testing either by test method and/or standard of the approved or accredited test facility or client's facility (refer to clause 4.3.2) from which the CB has accepted test data.

Note 7: When a CB chooses to qualify a testing facility, more information on the requirements for testing and calibration facilities is found in the Program Handbook available on the SCC website. www.scc.ca.

4.4 Surveillance

4.4.1 When factory inspection is required by the certification scheme, the inspection service shall meet the appropriate requirements of ISO/IEC 17020. When factory inspection is required by the certification scheme, the factory shall only release certified product into the marketplace when an initial factory inspection has been completed and all non-conformances are satisfactorily closed.

4.4.2 When factory inspection is required by the certification scheme, frequency of inspections shall be established by the CB and shall be one or more per year. .

4.4.3 When the CB decides to outsource its inspection activities, the inspection service shall meet the appropriate requirements of ISO/IEC 17020. This shall be demonstrated by one or more of the following:

a) An inspection organization accredited by SCC.

b) An inspection organization accredited by an agency that is part of the organization that is a signatory to the ILAC MRA for inspection bodies.

c) An inspection organization qualified by the CB. The CB shall demonstrate that it maintains acceptable procedures for the assessment of such organizations and evaluates those organizations for conformance to the appropriate requirements of ISO/IEC 17020. Such evaluations should occur at regular intervals and shall not exceed two years.

4.5 Outsourcing:

4.5.1 All outsourced evaluation activities shall undergo a technical review by the CB. The review shall be documented.

4.6 Final Level of Appeals

CBs shall have procedures to inform clients that SCC is the final level of appeal in disputes with a CB regarding conformance with accreditation criteria. CBs shall abide by all SCC decisions pertaining to accreditation criteria.

4.7 Knowledge of the Canadian Conformity Assessment Requirements for Product

4.7.1 CBs shall demonstrate knowledge of, and operate certification schemes in accordance with the Canadian standards and regulations. . This shall be demonstrated by:

a) Engagement with the relevant Canadian regulatory authority advisory bodies in accordance with section 4.7, and

b) Participation on technical committees of relevant Standards Development Organizations; or,

c) Interpreting, applying and promoting standards and regulations as it relates to their certification scheme.

Note 8: The level on engagement is determined by the Canadian Regulatory Authority Advisory Bodies. This may be defined in their Terms of Reference.

4.7.2 CBs shall maintain a comprehensive knowledge of regional, national and international standards and certification programs in their areas of accreditation and shall participate, when appropriate, in the development of related standards and international certification programs.

4.7.3 CBs shall maintain up-to-date knowledge of Canadian recognized standards, ORDs and regulations in their areas of accreditation.

4.8 Relationships with Canadian Regulatory Authorities

4.8.1 CBs shall establish working relationships with applicable Canadian Regulatory Authorities for each regulated area of accreditation. This liaison shall:

a) Provide Regulatory Authorities an opportunity to discuss certification issues and regulatory requirements with CBs. (To accomplish this, CBs shall agree to attend meetings with Regulatory Authorities as required.);

b) Enable CBs to confirm regulatory requirements for example the use of a Canadian identifier, processes for addressing corrective action and the need for dual official language safety warnings; and,

c) Enable CBs to process ORD development as required.

4.8.2 CBs shall comply with, applicable to its accredited area, requirements issued by the regulatory authorities.

4.8.3 CBs may establish such working relationships with a Regulatory Authority Advisory Body rather than with each provincial jurisdiction. CBs shall participate in the meetings of and abide by the requirements of the Canadian Regulatory Authorities or their designated Advisory Bodies.

4.8.4 CBs shall operate in accordance with federal, provincial and municipal laws and regulations as administered by the Regulatory Authorities.

4.8.5 In unregulated certification areas, CBs shall develop an Advisory Council of appropriate concerned Canadian interests.

4.8.6 CBs shall permit SCC and relevant Canadian Regulatory Authorities to examine any information used in making certification decisions, including test data. Such examination may be conducted at the supplier's premises or at the CB's premises.

4.8.7 CBs shall advise the relevant Regulatory Authority Advisory Body of any safety related product incidents or safety related recalls involving products that were certified for the Canadian marketplace. The notification shall be in writing and be provided in both of Canada’s official languages. The CBs shall copy SCC on all such correspondence.

4.8.8 If any Canadian Regulatory Authority requests the cessation of certification of a product to the requirements stated within a particular standard or an ORD, the CB shall inform the SCC and take action in accordance with CAN-P-1527.

4.9 Language

4.9.1 CBs shall make their certification services available to all parts of Canada and in both of Canada’s official languages.

4.9.2 Applicants shall demonstrate dual official language capability by providing:

a) A description detailing how they will respond to both oral and written requests in each official language;

b) A description outlining how they will conduct inspections in the official language of the supplier’s choice;

c) Samples of an application form and a listing, labeling and follow-up service agreement in both official languages; and,

d) A publicly available information document (e.g. simple brochure or fact sheet), in each official language, outlining the CB's services and providing an address and telephone number that can be accessed by clients using either official language.

4.9.3 CBs shall include dual language safety labeling within their product certification requirements, if so required by the standard or by the authority having jurisdiction.

4.10 Use of the SCC Accreditation Mark

4.10.1 Product certification certificates issued by CBs to their suppliers may bear the SCC Accreditation Mark. A statement indicating that the CB is accredited by the SCC may also be used. The use of the SCC Mark or statement shall not imply that a product is endorsed by the SCC.

4.10.2 Suppliers may use a statement adjacent to the CB's mark, on the product, on product packaging or on insert documentation, indicating that the CB is accredited by SCC. The SCC Mark shall not be used on the product or its packaging (see Annex B).

4.10.3 To use the SCC Mark, the CB must sign the SCC License Agreement and follow the usage requirements specified therein.

Annex A: Illustrations of Some Methods of Identifying the Scope of a Certification and Market Area - Informative

***Note 10**: In the following examples, "CB" is the certification mark of an SCC accredited certification body. In each case, the certification body has taken steps to clearly indicate the aspects and the market area for which the product is certified.*

C CB	**C CB**	**C CB**	**CB US**	**CB US**	**C CB US**	**CB**
Electrical Safety	**CSA B352.2 1996**	**Gas & Electrical Safety**	**ANSI A 17.1**	**Food Safety**	**NSF 61**	**Toy Safety Certified for the EU**

Annex B: An Illustration of a Method of Identifying the Accreditation Body Related to a Certification Mark

Note 11: *In the following example, "CB" is the certification mark of an SCC accredited certification body.*

CB

**CB is Accredited by
the Standards
Council of Canada**

Annex C: Normative - Other Recognized Documents

C.1 CBs may develop Other Recognized Documents (ORDs) to provide certification services within their accredited scope in areas where Canadian recognized standards do not exist or are not applicable.

C.2 CBs electing to use ORD's, shall develop and implement procedures that address the requirements of Clauses C.3 through C.11 below.

C.3 When determining the need for an ORD, a CB shall assess whether:

a) Applicable standards or ORDs already exist for the product; and,

b) Products are currently being approved through the interpretation of existing standards by other CBs.

C.4 For products to be sold in Canada, the ORD should be based on Canadian Recognized Standards where those standards exist.

C.5 If an ORD is required, the CB shall:

a) Determine if test requirements can be utilized from other standards;

b) Submit a copy of the proposed ORD to the CBs Product Certification Advisory Committee for approval;

c) Submit a copy of the proposed ORD to the appropriate Regulatory Authority Advisory Body and request an acknowledgement of the need for the ORD. This submission shall:

1. Summarize the research conducted to establish the need for an ORD;

2. Provide details on the new product and reasons why this product cannot be certified according to existing standards;

3. Include the proposed detailed test / performance requirements;

4. Provide evidence of reproducible test data;

5. Provide evidence of test facility conformance with CAN-P-4 for the new identified test requirements; and,

6. Include the proposed effective date for its application.

C.6 No certification shall be conducted in regulated areas until the need for the ORD has been acknowledged by the appropriate Regulatory Authority Advisory Body. In unregulated areas, no certification shall be conducted before consultation with and endorsement of the ORD by the industry association(s).

C.7 The CB developing the ORD shall, within 30 days of its acknowledgement, provide copies of the ORD to SCC and make copies available to other CBs whose scope of accreditation includes the same subject area, to appropriate industry associations and to the appropriate Standards Development Organization (SDO), with a request to amend the existing standard where one exists, or create a standard where none exists.

C.8 At Regulatory Authority Advisory Body meetings, the CB shall report usage and any issues arising from its application.

C.9 If an ORD has not been incorporated into a standard within five years of use, the CB shall resubmit it to its Regulatory Authority Advisory Body. This resubmission shall include a justification for the ORD's continued use. If the ORD is no longer used, or if the Regulatory Authority Advisory Body no longer supports the need for the ORD, the ORD shall be withdrawn.

Note 12: *The justification should describe the extent of use and application of the ORD and the progress made towards its incorporation into a standard. If insufficient progress is being made towards its incorporation, the justification should include the reasons.*

C.10 If a Regulatory Authority Advisory Body requests the cessation of certification to the requirements stated within the ORD, or if the appropriate Standards Development Committee formally rejects and ORD for technical reasons, the CB shall inform all its affected clients and other CBs, and will cease all certifications based on that ORD and remove the product listings from its product directory from that time forward.

C.11 CBs that are SDOs may issue ORDs that are verbatim copies of balloted (i.e., approved by TC) revisions to standards for use in product certification while those standards are going through the SDO approval or editing stage step.

Note 13: *Acknowledgement by the Regulatory Authority Advisory Body is not required if the documents have received positive ballot by a multi-stakeholder technical committee that included the regulators.*

C.11.1 The CB issuing the ORD shall inform all other accredited CBs that certify product under the scope of the ORD, prior to its use. The ORD must be made available to all CBs and they must be advised of the means by which it may be obtained.

C.11.2 The ORD shall be withdrawn when the official standard revision is released and all subsequent certification shall reflect the revised standard.

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