







Impartiality Policy

QPT02

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| Reviewed by | Operations Director |  | Review Date | 16/02/2024 |
| Approved by | Managing Director |  | Approval Date | 16/02/2024 |
| Date of Implementation | | 01/09/2021 | Revision No/Issue No. | 0 / 2 |

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1. INTRODUCTION

- 1.1. Being impartial and being perceived to be impartial is one of the objectives of IBRATSA.
- 1.2. IBRATSA's Top Management is committed to ensuring that the entire teams involved in management system Training facilitation, assessment and moderation activities are impartial and objective when performing their mandates.

2. SCOPE OF APPLICATION



- 2.1. This policy applies to all permanent, fixed term contract and temporary staff, independent contractors, or committee members at IBRATSA.

3. RESPONSIBILITY

- 3.1. The Managing Director is responsible and accountable for ensuring the implementation of and adherence to this policy.

4. POLICY STATEMENT



- 4.1. Impartiality is achieved by applying the following guidelines:
 - 4.1.1. Training assessment activities are conducted following the company's processes and procedures, ensuring fairness and non-discrimination.
 - 4.1.2. All personnel involved in Training assessments on behalf of IBRATSA must sign a legally enforceable Impartiality, Conflict of interest, Confidentiality and Non-disclosure Agreement [A02] and [SAATCA F22 – Declaration: Conflict of Interest for TCP Facilitators](#) [External Origin].
 - 4.1.3. IBRATSA offers generic training on for ISO standards lists in the *"Quality Manual Policy under: 1.Introduction – 1.5 IBRATSA Service Provisions"* and does not tailor it to a specific organization, and such training does not guarantee certification from IBRATSA.
 - 4.1.4. Only personnel with the relevant knowledge on ISO standards lists in the *"Quality Manual Policy under: 1.Introduction – 1.5 IBRATSA Service Provisions"* and have teaching experience will be involved in offering training services for each ISO based Course.
 - 4.1.5. IBRATSA has a *"03.1 QPT02 - F01 Impartiality Risk Assessment Form"* relating to impartiality if such arise.
 - 4.1.6. When the actions of the clients threaten the impartiality of our training personnel, assessment shall be performed to evaluate risk to impartiality and then services shall not be provided.
 - 4.1.8. Decision on potential conflict of interest is undertaken by Top Management following an impartiality risk assessment.
 - 4.1.9. Any personnel, permanent or contracted found to be in breach of the impartiality requirements as laid down in this policy are sanctioned.

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5. REFERENCES



- ❖ AGT02 - Impartiality, Conflict of Interest, Confidentiality and Non-disclosure Agreement
- ❖ QPrT06 - Procedure on Handling Learner Complaints.
- ❖ SAATCA F22 – Declaration: Conflict of Interest for TCP Facilitators *[External Origin]*
- ❖ Procedure on Handling Staff Grievance

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6. History of Document Changes

| Rev No./ Issue No. | Date | Description of Changes | State (Approved / Not Approved) | Change Initiator (Initials) | New Rev No./ Issue No. |
|--------------------|----------|--|---------------------------------|-----------------------------|------------------------|
| 0/1 | 01/09/21 | Initial Release | Approved | FM | 0/1 |
| 0/1 | 16/02/24 | Change of QMS document reference Number and updating Impartiality policy to be specific to training. | Approved | FM | 0/2 |
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