



Policy: Suspension, Withdrawal and Reduction of Scope

Platinum Certification AQA Pty Ltd is committed to maintaining the integrity and credibility of its certification processes. As part of this commitment, we reserve the right to suspend, withdraw, or reduce the scope of certification if a certified client no longer complies with certification requirements.

These actions are taken in accordance with:

- ISO/IEC 17021-1:2015 (Clauses 9.6.5 – 9.6.9)
- NDIS Approved Quality Auditor Scheme Guidelines
- Applicable JAS-ANZ procedures

Grounds for Suspension, Withdrawal, or Reduction of Scope

Certification may be suspended, withdrawn, or reduced in scope if the client:

- Persistently or seriously fails to meet certification requirements (standard or scheme-specific).
- Breaches the *Rules for Use of Certification Marks and Logos*.
- Violates the terms and conditions of engagement with Platinum Certification AQA.
- Fails to close out major non-conformities within specified timeframes.
- Provides false or misleading evidence regarding corrective actions.
- Does not permit required surveillance or recertification audits.
- Requests a voluntary suspension of certification.
- Is involved in any activity that may compromise the impartiality, integrity, or reputation of the certification process.
- Commits any other serious breach as determined by Platinum Certification AQA's senior management.



Suspension Process

- The client will be formally notified in writing of the suspension, including reasons and actions required for reinstatement.
- The certification status will be updated in public records, including the JAS-ANZ register.
- During suspension, the client must cease any promotional use of the certification and certification mark(s).
- Failure to resolve the issues within the agreed timeframe may result in withdrawal or reduction of scope.

Withdrawal of Certification

- Certification will be withdrawn when the client fails to resolve issues causing suspension or is found to have committed serious or repeated breaches.
- Upon withdrawal, the client must:
 - Immediately cease use of all certification logos and promotional material.
 - Remove any reference to certification from websites, documentation, and other public materials.
- Platinum Certification AQA will update all relevant public information and records to reflect the withdrawal.

Reduction of Scope

- If the client fails to meet requirements consistently within specific areas of the scope, Platinum Certification AQA may reduce the scope of certification.
- Scope reduction decisions will be:
 - Communicated to the client in writing.
 - Reflected in updated certification documents and public information.
- All references to the previously certified scope must be removed by the client.

Reinstatement of Certification

- If the reasons for suspension are satisfactorily addressed within the required timeframe, Platinum Certification AQA will reinstate certification.
- All related documentation and public records will be updated accordingly.
- If reinstatement includes a reduced scope, documentation will clearly reflect this change.



Public Disclosure

- Platinum Certification AQA will maintain transparency by making certification status updates (including suspension, withdrawal, or scope changes) publicly available through the JAS-ANZ register and upon request by any interested party.