



Ministry of
Education, Skills,
Youth & Information

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QUALITY MANAGEMENT SYSTEM (QMS)

ISO 9001: 2015 Certified

Impartiality Policy

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Glossary

CB	Certification Body
CEO	Chief Executive Director/ Commissioner, Head of Agency
IEC	International Electrotechnical Commission
CPD	Continuous Professional Development
ISO	International Organization for Standardization
J-TEC	Jamaica Tertiary Education Commission
MOESYI	Ministry of Education, Skills, Youth and Information
TE	Technical Experts

1.0 Purpose

The purpose of this policy is to ensure that Jamaica Tertiary Education Commission (J-TEC) conducts all certification activities with the highest level of impartiality, objectivity, and independence in accordance with ISO/IEC 17065:2012.

ISO References:

- a) ISO 9001:2015, Clause 4.1, 5.1.1
- b) ISO/IEC 17065:2012, Clause 4.2
- c) ISO/IEC 17024:2012, Clause 4.3

2.0 Scope

This policy applies to all staff, committees, subcontractors, and individuals involved in the certification processes within J-TEC.

3.0 Policy Statement

J-TEC is committed to maintaining impartiality and eliminating conflicts of interest in all certification activities. To ensure compliance J-TEC shall:

- 3.1 Ensure that all certification decisions are based solely on objective evidence of conformity.
- 3.2 Identify, analyse, and document risks to impartiality, including those arising from relationships and external pressures.
- 3.3 Implement necessary actions to eliminate or minimize any identified risks.
- 3.4 Prevent undue influence from financial, commercial, or other interests that could compromise impartiality.
- 3.5 Ensure that certification activities are independent and free from external control.
- 3.6 Maintain transparency and accountability in all aspects of the certification process.

4.0 Declaration of Commitment

- 4.1 Jamaica Tertiary Education Commission affirms its commitment to impartiality in all certification activities. J-TEC leadership and all personnel shall act with fairness, integrity, and transparency, ensuring that all decisions are made without bias or undue influence. Any breaches of this policy shall be addressed with appropriate corrective actions.

5.0 Definitions

Conflict of Interest	A situation where a person or organization has competing professional or personal interests that could compromise their impartiality, judgment, or actions.
Impartiality	The principle of conducting activities in a fair, unbiased, and objective manner, ensuring that decisions are based on evidence and free from undue influences such as financial, commercial, or personal interests.
Independence	The ability of an individual or organization to make decisions free from control, influence, or pressure from external parties that could compromise impartiality.
Whistleblowing Mechanism	A confidential reporting system that allows individuals to report concerns about impartiality breaches, conflicts of interest, or unethical conduct without fear of retaliation.

6.0 Responsibilities

- 6.1 J-TEC senior management is responsible for enforcing this impartiality policy, ensuring that all personnel comply with its provisions.
- 6.2 All employees, subcontractors, and certification personnel must adhere to this policy and promptly report any threats to impartiality.

7.0 Identifying and Managing Risks to Impartiality

- 7.1 J-TEC conducts regular risk assessments to identify and document potential threats to impartiality.
- 7.2 Risks arising from ownership, governance, management, personnel, shared resources, finances, contracts, or other activities are systematically evaluated.
- 7.3 When risks to impartiality are identified, they are either eliminated or mitigated through documented procedures and controls.
- 7.4 Risk assessments shall be documented, continuously reviewed, and updated as necessary.

8.0 Conflict of Interest Management

- 8.1 All personnel and committee members involved in certification decisions shall disclose any relationships or interests that may create a conflict of interest.
- 8.2 Individuals with a conflict of interest shall not participate in certification decision-making processes.
- 8.3 J-TEC does not offer consultancy or advisory services to clients seeking certification to prevent conflicts of interest.
- 8.4 Staff, subcontractors, and external experts involved in certification activities shall not have provided consultancy to the client within at least two years before the certification decision.
- 8.5 The organization shall establish a Conflict of Interest Register to record and manage disclosures.

9.0 Independence in Decision-Making

- 9.1 The organization shall have a governance structure that separates decision-making from operational activities to prevent undue influence.
- 9.2 Certification decisions are made by personnel who have not been involved in the evaluation process of the same client.
- 9.3 The organization shall ensure that personnel responsible for certification decisions are not subjected to undue influence, financial incentives, or pressures.
- 9.4 J-TEC decision-makers shall not be involved in internal:
 - Consulting activities related to certification.
 - Training services that impact certification decisions.
 - Financial relationships that may influence the decision-making process.
- 9.5 Certification activities shall remain independent from any commercial, marketing, or promotional interests.
- 9.6 The certification process shall be governed by documented procedures to ensure impartiality.

10.0 Complaints, Appeals, and Whistleblowing

- 10.1 Clients and stakeholders may submit concerns regarding impartiality through the organization's formal complaints and appeals process.
- 10.2 Complaints related to impartiality shall be investigated independently, with corrective actions taken as necessary.
- 10.3 Employees, clients, and stakeholders have the options under Jamaica's Whistleblowing legislation to report matters, concerns, and risks related to actions that violate the principles associated with impartiality in action by J-TEC without fear of retaliation.

11.0 Review, Monitoring, and Continual Improvement

- 11.1 This policy shall be reviewed in keeping with J-TEC's stated cycle for reviewing quality management system documentation or whenever significant risks to impartiality arise.
- 11.2 An impartiality committee, or an equivalent oversight body, shall monitor and ensure compliance with this policy.
- 11.3 Impartiality risks shall be reviewed and monitored regularly through:
- Internal and external audits.
 - Customer and stakeholder feedback.
 - Annual risk assessments and policy updates.
- 11.4 Findings from internal audits and management reviews shall be used to improve impartiality policies and procedures.



Revision History

This table documents changes to ensure transparency, traceability, and compliance with quality standards, providing an audit trail for all approved modifications within the Quality Management System (QMS).

Version	Description of changes	Author	Approved by	Revision Date
1.0	Initial Release	Dr. Dameon Black	Dameon Black Executive Director, J-TEC	March 18, 2025
1.1	Update Document Number	Dr. Dameon Black	Dameon Black Executive Director, J-TEC	June 6, 2025