General Accreditation Criteria

Responsibilities of authorised representatives

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Responsibilities of authorised representatives

1. Purpose

This document outlines the responsibilities of authorised representatives as defined in NATA's *Rules*. It also describes how authorised representatives can enable NATA to verify fulfilment of accreditation criteria and the ways they can assist NATA in achieving our service aims.

2. Responsibilities of authorised representatives

NATA members (accredited facilities) exercise their rights and meet their obligations through their authorised representatives. The authorised representative is the official contact between NATA and the accredited facility. All formal contact including correspondence, advice, assessment reports etc. will be through the authorised representative.

Authorised representatives formally commit to ensuring that the facility they represent complies with NATA's Constitution and Regulations by signing the relevant section of the *Application for Accreditation* or *Facility Details Update* form. In doing so, authorised representatives are committing their facility to complying with the conditions for accreditation as described in Regulations R.8 and R.9 and as prescribed in the relevant publications listed in the Fourth Schedule (Regulation R.10).

Key elements of R.8 and R.9 include:

- availability of people and other resources required for satisfactory performance of the functions for which accreditation is sought;
- satisfactory management of people and other resources;
- satisfactory performance and reporting of testing and related services covered by the scope of accreditation;
- satisfactory performance in proficiency testing programs and/or measurement audits or other practical or theoretical tests set by or recognised by the Association;
- past and present conduct including technical and professional skills which are consistent with maintaining the standing, the professional integrity or worldwide reputation of the Association;
- payment by the prescribed dates of fees and annual subscriptions.

Other obligations of authorised representatives include:

- notifying NATA in writing within fourteen (14) days when there is a significant change in the persons, ownership, other resources, management practices, premises or functions of the accredited facility or of the authorised representative or personnel authorised to release test results;
- ensuring no misuse of the emblem occurs (refer Regulations R.4–R.6, R.26, R.28 and R.30) including ensuring that accreditation is claimed only for the activities covered by the relevant scope of accreditation;
- ensuring that reports conform with all relevant requirements (refer Regulation R.26 and NATA Accreditation Requirements);
- maintaining the practices of the accredited facility to acceptable standards, including, but not necessarily limited to, compliance with the current requirements relating to:
    - organisation, management and quality system;
    - staff and personnel authorised to release test results;
    - accommodation and environmental conditions;
    - technical procedures;
    - equipment, including calibration and traceability;
    - sampling;
    - test item or other item handling;
    - reporting of results;
- ensuring obligations to NATA are met including:
    - prompt payment of all fees and charges due;
    - indemnifying NATA against all costs, losses, damages, charges and expenses which the Association may incur or become liable for as a result of the member's:
        - negligence;
        - use, misuse or wrongful omission of the NATA emblem;
        - misuse of its accreditation status or misuse of NATA's intellectual property;

- advising NATA in writing within seven days, including all relevant facts and circumstances, in the event that the authorised representative becomes unable to exercise the rights or comply with the obligations of the accredited facility under Regulation R.25;
- assisting in the investigation and resolution of any accreditation related complaints.

Authorised representatives must also, when requested, provide NATA the cooperation necessary to enable us to verify the fulfilment of the criteria for accreditation including:

- arranging witnessing of services (e.g. tests, inspections);
- providing access to documents, records and other information required for the assessment and/or for the maintenance of accreditation;
- ensuring key staff are available for assessment or as otherwise requested to verify fulfilment of the accreditation criteria.

3. Role of the authorised representative in NATA achieving its service aims

NATA's *Accreditation Service Commitment (Charter of Service)* describes our aims in servicing the needs of our clients in a timely and effective manner. The *Accreditation Service Commitment (Charter of Service)* also describes how accredited facilities can assist NATA to achieve our objectives.

As the official representative, you can:

- be open and honest in your dealings with us;
- treat our staff professionally, fairly and with courtesy;
- ensure that the most appropriate person within your organisation has been nominated to be our principal point of contact;
- provide, on request of staff, all supporting information and documentation necessary for us to deal with your accreditation or other needs, including evidence of any remedial actions specified by NATA;
- where appropriate, allow our voluntary assessors time to review submissions;
- implement agreed actions within the timeframes proposed;
- not cancel or postpone a planned visit unless there are exceptional circumstances;
- ensure the availability of all key staff for our on-site assessment visits;
- arrange for the witnessing of services, including where applicable at client sites.

The *Accreditation Service Commitment* is available on NATA's website www.nata.com.au.

AMENDMENT TABLE

The table below provides a summary of changes made to the document with this issue.

Section	Amendment
Whole document	Added Security Classification Label
Whole document	Removed reference to signatories and replaced with personnel authorised to release test results