

# ► Telarc Certification Process

## Focusing on improvements

Telarc certification and assessment processes are consistent with international standards. Within those parameters we are able to be flexible in our approach and this means that you will have control over the way our services integrate with your business operations. At all stages we will be available to answer your questions and provide guidance to help you improve your business.

The Telarc assessor's role is to facilitate improvement by working with you to improve your systems and business performance. The assessor will provide advice and guidance on the interpretation and practical implementation of the management systems.

*Please note: to retain independence and to ensure objectivity and impartiality of registration, we do not provide a consultancy service.*

### Typical certification process

#### 1. On-site stage one assessment

These visits are mandatory for certification of your management systems. They give you a chance to understand what is required to develop your management system to meet the standard's requirements and what is involved in the certification process.

Through these visits you'll meet the assessor who will help you with your preparations for the assessment. The assessor has the opportunity to become familiar with your systems, facilities and technologies and, therefore, will be better able to help you. The assessment will enable the assessor to effectively prepare and plan for the assessment of your management system. This visit usually includes a review of your documentation.

#### 2. Document review

The assessor will review your organisation's manual and other documentation to ensure that they meet the requirements of your chosen standard. The review is carried out at your premises as part of the stage one assessment, or at our offices, whichever you prefer. Please note that before the stage 2 audit can take place, Telarc requires confirmation and evidence that the auditee has implemented the internal audit and management review processes.

The outcome of the review is a constructive report that makes recommendations and highlights any areas of your system that need to be brought into line with the standards.

#### 3. On-site stage two assessment

Once your manuals have been assessed and are in line with the requirements of the standard, the assessor and an accompanying team, as required, will visit your premises.

They will see your system in action and ensure that your operations and documentation are consistent with one another and meet the requirements of your chosen standard. This visit is an interactive opportunity for your management and staff to talk with the assessor who will provide feedback as the assessment proceeds.

#### 4. Assessment report

At the end of the visit you will receive another constructive report that outlines the assessment findings and includes any final adjustments needed to comply with your chosen standard. Once these have been addressed you will be offered Telarc certification. Certification is subject to the Telarc standard terms and conditions.

The time the process takes, from application to certification, really depends on you. It can depend on how much of your system is already documented and on variables such as the size, complexity and nature of your business, and your scope of certification.

We understand that every business is unique, with differing business plans and pressures. We also know that your plans are subject to change and this is why we provide flexibility to accommodate your needs.

### Beginning the Telarc certification process

In the first instance, call the Telarc customer service centre. We need to learn about the outcomes you expect to achieve so we can then help you integrate our services into your plans.

Then complete a request for Telarc services form and return it to us, with your application fee (if applicable). If you prefer, you can telephone, email or facsimile us with your details. We will take your instructions and confirm our services to you.

From that point on, a Telarc team will be assigned to provide all the help you need as you begin the rewarding journey towards management system certification with Telarc.

### After certification

Once you have been certified we will regularly visit you. This is to ensure that your management system continues to comply with the requirements of the standard and to provide objective guidance to help you to continually improve.

The first visit usually takes place six months after your initial assessment. The timing of visits after that will depend on the soundness of your management systems and we will work with you to determine the optimum time between visits.

Every three years your management system will be fully reassessed. These on-going audits ensure that confidence in your management systems continues.



**To find out more or to apply to begin the certification process, contact us on 0800 004 004 or email [admin@Telarc.co.nz](mailto:admin@Telarc.co.nz)**