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# AUDITOR CERTIFICATION GUIDELINES

## 1. Definitions

AQO-QLD™ refers to The Australian Organisation for Quality (Queensland) Incorporated

## 2. Requirements of Certification

In order to become an auditor the appropriate person must satisfy all education, training, work experience and audit experience requirements as set out by AQO-QLD™ in addition to guidelines set out in ISO 19011:2002 "Guidelines for Quality and/or Environmental Management Systems Auditing".

Such education, training, work experience and audit experience requirements will be set out specifically by AQO-QLD™ in any competency manual published by AQO-QLD™ from time to time.

Preliminary to any certification process is compliance with the AQO-QLD™ Code of Conduct and is a pre-condition, which must be attended to both upon initial application and any recertification thereafter.

The AQO-QLD™ Code of Conduct shall be published by the AQO-QLD™ at any time from time to time and a copy shall be made available prior to application.

## 3. Certification

The Auditor must satisfy all certification requirements set down by AQO-QLD™ both at the time of initial application and all continuing competency standards as certified by AQO-QLD™ from time to time and continue to display such certification at all times and for such periods as set by AQO-QLD™.

## 4. Suspension

AQO-QLD™ reserves the right to suspend any auditor that breaches its criteria for certification and/or any code of conduct provisions as set by AQO-QLD™ and in such event any fees paid by the auditor shall not be refunded.

The auditor shall return immediately upon suspension all identification certification and documents provided by AQO-QLD™.

## **5. Ownership of Certificates**

AQO-QLD™ remains the sole owner of any certificates and identification codes issued to auditors.

## **6. Determination of Certification**

AQO-QLD™ may at its discretion withdraw certification in the event that the auditor breaches the criteria set out herein and/or any code of conduct stipulated by AQO-QLD™ from time to time.

## **7. Complaints Process**

In the event that an auditor has a complaint in relation to any breach or decision made by AQO-QLD™ then any such complaint may be made by the auditor by submission in writing to AQO-QLD™ and shall be determined in accordance with the AQO-QLD™ complaints and dispute resolution process.

Any complaint made by AQO-QLD™ in relation to the auditor shall be made in writing provided to the auditor and unless the auditor can provide and show cause as to why his certification shall be suspended or withdrawn and/or determined then AOQ at its sole discretion may suspend and/or withdraw and determine the auditor's certification.