

ACCREDITATION SERVICES

**SCC Requirements and
Guidance – Product, Process,
and Service Certification
Body Accreditation Program**

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Introduction

The purpose of this document is to outline the additional criteria and guidance for product, process, and service certification bodies, above and beyond the requirements of ISO/IEC 17065:2012. These requirements and guidance statements have been developed using a consensus-based approach, involving consultation with certification bodies, regulators, assessors, and consumers.

1. Scope

This document serves as a SCC companion to ISO/IEC 17065 and outlines unique Canadian requirements for third-party product certification bodies (CBs) accredited by the SCC. The criteria in this document will be applied in conjunction with those criteria in ISO/IEC 17065 when conducting accreditation or reaccreditation audit activities under the SCC accreditation program for CBs. SCC accreditation programs are open to any applicant in countries that are members of the World Trade Organization (WTO), as mandated by Government Orders-in-Council to the SCC Act.

2. Normative References

- SCC Accreditation Services Program Overview
- Program Overview – Guidelines for the Development and Maintenance of Other Recognized Documents (ORDs)
- ISO Guide 27:1983 - Guidelines for corrective action to be taken by a certification body in the event of misuse of its mark of conformity
- ISO 3166: Codes for the representation of the names of countries and their subdivisions –Part 1: Country codes
- ISO/IEC 17000 Conformity assessment -- Vocabulary and general principles
- ISO/IEC 17007 Conformity assessment -- Guidance for drafting normative documents suitable for use for conformity assessment
- ISO/IEC 17020 Conformity assessment -- Requirements for the operation of various types of bodies performing inspection
- ISO/IEC 17021-1 Conformity assessment -- Requirements for bodies providing audit and certification of management systems – Part 1: Requirements
- ISO/IEC 17025 General requirements for the competence of testing and calibration laboratories
- ISO/IEC 17030 Conformity assessment – General requirements for third-party marks of conformity
- ISO/IEC 17065 Conformity assessment -- Requirements for bodies certifying products, processes and services

- Trade-Marks Act: Canadian Federal legislation administered by the Canadian Intellectual Property Office (CIPO), Innovation, Science, and Economic Development Canada.

Note: Unless stated otherwise, the latest revision of the documents is applicable.

3. Definitions

The definitions as presented in ISO 9000 and ISO/IEC 17000, as well as ISO/IEC 17065 and its referenced documents, apply. The following definitions also apply:

3.1 *Applicant*

A CB not yet accredited by the SCC.

3.2 *Authority Having Jurisdiction (AHJ)*

An organization, office, delegated authority or individual responsible, by virtue of Federal, Provincial, Territorial or Municipal authority for administration and enforcing the requirements of a legislation including a code or standard, for approving equipment, materials, an installation, or a procedure.

3.3 *Canadian Identifier*

A lower case letter “c” placed at the 8 o’clock position adjacent to a certification mark (in line with ISO 3166) that demonstrates to regulators and consumers that the product has been certified to Canadian Recognized Standards, ORDs or another normative document that is recognized by a Canadian Regulatory Authority.

3.4 *Canadian Recognized Standard*

A standard recognized by a RAAB or an AHJ.

3.5 *Certification Mark*

A protected mark, applied or issued under the rules of a certification scheme, indicating that confidence is provided that the relevant product, process or service is in conformity with specific standards or Other Recognized Documents.

3.6 *Incident*

An event that has or could have resulted in death, injury or property damage.

3.7 *Market Area*

A national economy or a formalized group of trading nations such as the European Union, which use harmonized product standards across national boundaries.

3.8 *National Standard of Canada™ (NSC)*

A consensus standard prepared or reviewed by an accredited Standards Development Organization and approved by SCC.

3.9 Other Recognized Document (ORD)

A normative document that is developed when a Canadian Recognized Standard or National Standard of Canada does not cover a product to be certified.

Note - A normative document can also be developed for situations to address changes in a Canadian Code, or a technical change in an existing standard. An ORD provides an equivalent level of safety or performance as provided for similar functions in existing standards.

3.10 Regulatory Authority Advisory Body (RAAB)

A Body, Council or Committee, consisting of representatives from various Canadian governmental organizations (Federal, Provincial, Territorial, Municipal or other) that coordinates regulations and promotes consistency among jurisdictions related to regulations, standards and enforcement practices respecting the sale, purchase, safety, performance, use and application of consumer or industrial products within its jurisdiction.

3.11 Transport Canada Electronic Logging Devices (TC ELD) scheme

The accreditation scheme run in partnership between Transport Canada (TC) and Standards Council of Canada (SCC) pursuant to Section 79 of the Commercial Vehicle Drivers Hours of Service Regulations.

3.12 Witness Testing

The testing of a product under documented control procedures to ensure the integrity of the testing activity.

Note: The following requirements and guidance statements relate directly to the corresponding clause in ISO/IEC 17065:2012, until Section 9. Section 9 contains requirements and guidance related to areas not covered by ISO/IEC 17065:2012 in any manner.

4. General Requirements

ISO/IEC 17065:2012	SCC Requirement	SCC Guidance
4.1 Legal and contractual matters		
NOTE: The requirements with regards to certification marks do not apply to the certification of products where there is no mark required.		
4.1.3.1	A CB shall register, protect and control its mark, in accordance with Section 4 of ISO/IEC 17030.	To show evidence of protection, a CB is required to register its mark as a certification mark with the Canadian Intellectual Property Office (CIPO),

		however, registration with a WTO equivalent is acceptable as proof of evidence during the application process. The WTO trade mark shall be identical to the certification mark in application. An application must be made to CIPO before accreditation can be granted
4.1.3.2	CBs issuing certifications for the Canadian market shall register their mark in accordance with the Trade-Marks Act with the Trade-Marks Branch of the Canadian Intellectual Property Office (CIPO), Innovation, Science, and Economic Development Canada. The protected mark must be a unique mark pertaining to a specific certification body.	Provided that all other requirements for accreditation are satisfied, an applicant may be accredited as a CB while the mark registration is still in process. Before accreditation, it shall be confirmed and documented that the mark registration is not being opposed.
4.1.3.3	CBs certifying products under SCC's accreditation that are manufactured for market areas other than Canada, shall demonstrate to the SCC how certification marks are protected and controlled in these areas. It is recommended that the CB register its mark in those market areas where it issues certifications.	
4.1.3.4	A CB shall identify the market area(s) for which a certified product is designated either by the use of a unique mark for that area or a Canadian identifier or by the use of the alphabetic country abbreviation code provided in ISO 3166 or an appropriate qualifying statement adjacent to the certification mark. The CB shall, as described in ISO/IEC 17030, ensure qualifying statements are clear and not misleading.	
4.1.3.5	The CB shall ensure that the mark used for the SCC accredited programs shall be distinguishable from any use	A trade mark will be identified on SCC's scope of accreditation as a protected mark until such time as the

	outside the scope of SCC accreditation.	mark has been registered as a certification mark. Conformity to 4.1.3.2 shall sanction and identify the mark as a certification mark on SCC's scope of accreditation.
4.1.3.6	Where the physical size of the product does not permit this, or when the application is not appropriate for the type of product, the certification mark and/or the qualifying statements may be applied on the closest level of packaging to the product or other accompanying information.	
4.1.3.7	Regulatory authorities in some fields demand the use of specific identifiers (such as the Canadian identifier or any other Regulatory mandated identifier). Regulatory mandated identifiers shall be used in place of market area designators when so required.	Regulatory mandated identifiers should not be included in the SCC scope of accreditation unless registered with such identifiers.
4.1.3.8	Each CB shall have a policy statement and procedures regarding the use, the meaning and the scope of coverage of its marks, encompassing the situations described in the guidance statement of 4.1.3.8 and in clause 4.1.3.9 below.	Where a mark on a product can clearly represent, by itself, without further clarification, the standard or requirements for which the product has been certified, no additional markings may be required. Examples include a product that has been certified to all applicable standards, or a product for which there is only one applicable standard.
4.1.3.9	Where it is necessary to clarify the scope of coverage of a certification mark, e.g., to avoid ambiguity or to indicate a limitation of the certification scope, the CB shall ensure that its marks on the certified products are appropriately qualified. As illustrated in Annex A, this can be done with a qualifying statement that is not part of the registered mark.	Misunderstandings could arise when for example, a product can be certified for electrical and gas aspects but only the electrical portion was certified. The identification of aspects could equally be achieved by showing the standard number. The aspects covered can appear on the smallest product packaging or be included in the accompanying literature.

		<p>This requirement also applies to certified components.</p> <p>The inclusion of such information in a Certification Body's product directory only, will not satisfy the requirement.</p>
4.1.3.10	Each certification mark shall have a clearly defined and identified scope.	CBs may use multiple marks under an SCC accredited certification program.
4.1.3.11	A CB shall have procedures in accordance with ISO/IEC Guide 27 to handle and record any reported misuse of the certification mark.	
4.1.3.12	A CB shall have procedures in accordance with ISO/IEC Guide 27 to handle and record any situation in which a certified product is subsequently found to be hazardous.	
4.1.3.13	A CB shall require clients to notify the CB of any situation where a certified product could lead to a potential hazard.	
4.1.3.14	<p>A CB shall have procedures in accordance with ISO/IEC Guide 27 to handle and record any situation in which a certified product is subsequently found to be non-conforming.</p> <p>[only applies to TC ELD scheme]</p>	
4.1.3.15	<p>A CB shall require clients to notify the CB of any situation where a certified product is subsequently found to be non-conforming.</p> <p>[only applies to TC ELD scheme]</p>	

6. Resource Requirements

ISO/IEC 17065:2012	SCC Requirement	SCC Guidance
6.1 Certification body personnel		
6.1.1.2.1	<p>CBs shall demonstrate knowledge of, and operate certification schemes in accordance with the Canadian standards and regulations, or standards and regulations of the intended market of the product. This shall be demonstrated by:</p> <ul style="list-style-type: none"> a) Engagement with the relevant regulatory authority advisory bodies or Authorities Having Jurisdiction, and b) Participation on technical committees of relevant Standards Development Organizations; or, c) Interpreting, applying and promoting standards and regulations as it relates to their certification scheme. 	<p>The level of engagement is determined by the Regulatory Authority Advisory Bodies or Authorities Having Jurisdiction. This may be defined in their Terms of Reference.</p>
6.1.1.2.2	<p>CBs shall maintain a comprehensive knowledge of regional, national and international standards and certification programs in their areas of accreditation and shall participate, when appropriate, in the development of related standards and international certification programs.</p>	
6.1.1.2.3	<p>CBs shall maintain up-to-date knowledge of Canadian recognized standards, ORDs and regulations in their areas of accreditation.</p>	
6.2 Resources for evaluation		
6.2.2.1.1	<p>The testing facilities available to a CB shall correspond to its full scope of CB accreditation. The CB shall maintain a list of standards and ORDs to which it certifies under its SCC scope of</p>	

	<p>accreditation. The list shall be made available to SCC upon request.</p>	
<p>6.2.2.1.2</p>	<p>A CB shall demonstrate that facilities utilized for testing including test facilities utilized by certification bodies from which test data is accepted, meet the appropriate requirements of ISO/IEC 17025. This shall be demonstrated by one or more of the following:</p> <ul style="list-style-type: none"> a) A test facility accredited by SCC. b) A test facility accredited by an agency that is part of an organization with which SCC has signed a Mutual Recognition Agreement (MRA). c) An internal test facility owned or controlled by the CB. The CB shall demonstrate that it maintains procedures for evaluation and conducts evaluations of such facilities for conformance with the appropriate requirements of ISO/IEC 17025. Such evaluations should occur at regular intervals that shall not exceed two years. d) An external test facility approved by the CB. The CB shall demonstrate that it maintains acceptable procedures for the assessment of such facilities, and evaluates those facilities for conformance to the appropriate requirements of ISO/IEC 17025. Such evaluations should occur at regular intervals and shall not exceed two years. e) A client's facility used for witness testing. The CB shall demonstrate that it has acceptable procedures and evaluates clients' facilities to the appropriate requirements of ISO/IEC 17025. The CB shall be able to demonstrate that for any 	

	use of a supplier's facility, the facility was assessed to have met the appropriate requirements of ISO/IEC 17025 at the time.	
6.2.3	When specified by the Authority Having Jurisdiction, CBs shall test to the specified test plan. [only applies to TC ELD scheme]	

7. Process Requirements

ISO/IEC 17065:2012	SCC Requirement	SCC Guidance
7.1 General		
7.1.2.1	In regulated areas, CBs shall certify products to Standards, ORDs or another normative document recognized by a Authority Having Jurisdiction, or authority within the economy for which the product is intended.	
7.5 Review		
7.5.1.1	All outsourced evaluation activities shall undergo a documented technical review by the CB.	
7.7 Certification Documentation		
7.7.1.1	CBs shall provide the client a unique. digit identifier associated with the granted certification for incorporation into the software [applies only to TC ELD scheme]	Note: refer to the technical standard for format requirements
7.9 Surveillance		
7.9.1.1	When factory inspection is required by the certification scheme, the inspection service shall meet the appropriate requirements of ISO/IEC	

	17020. When factory inspection is required by the certification scheme, the factory shall only release certified product into the marketplace when an initial factory inspection has been completed and all non-conformances are satisfactorily closed.	
7.9.1.2	When factory inspection is required by the certification scheme, the CB shall ensure that the factory only releases certified product into the marketplace once an initial factory inspection has been completed and all non-conformances are satisfactorily closed.	
7.9.1.3	When factory inspection is required by the certification scheme, frequency of inspections shall be established by the CB and shall be one or more per year.	
7.9.1.4	When the CB decides to outsource its inspection activities, the inspection service shall meet the appropriate requirements of ISO/IEC 17020. This shall be demonstrated by one or more of the following: a) An inspection organization accredited by SCC. b) An inspection organization accredited by an agency that is part of the organization that is a signatory to the ILAC MRA for inspection bodies. c) An inspection organization qualified by the CB. The CB shall demonstrate that it maintains acceptable procedures for the assessment of such organizations and evaluates those organizations for conformance to the appropriate requirements of ISO/IEC 17020. Such evaluations should occur at regular intervals and shall not exceed two years.	

7.9.5	<p>CBs shall test each certified model every year to a minimum of 25% of the tests within the test plan with no repeat of the tests over a 4-year cycle period. If known issues and/or concerns are identified, additional tests may be added to the above surveillance tests as determined by the CB.</p> <p>[only applies to TC ELD scheme]</p>	
7.13 Complaints and appeals		
7.13.1.1	<p>CBs shall have procedures to inform clients that SCC is the final level of appeal in disputes with a CB regarding conformance with accreditation criteria. CBs shall abide by all SCC decisions pertaining to accreditation criteria.</p>	

8. Management System Requirements

ISO/IEC 17065:2012	SCC Requirement	SCC Guidance
8.6 Internal audits (Option A)		
8.6.1.1	<p>The certification body shall establish procedures for internal audits to verify that it fulfils the mandatory requirements of this Requirements and Guidance and that the management system is effectively implemented and maintained.</p>	<p>The CB needs to ensure that its internal audits also cover all requirements within this Requirements and Guidance document in addition to those in ISO/IEC 17065. The records of these internal audits should clearly cover all locations listed on the scope of accreditation (head office and all fixed office locations) whether in one record or several records.</p>

9. Areas not Covered by ISO/IEC 17065:2012

	SCC Requirement	SCC Guidance
9.1 Relationships with Authorities Having Jurisdiction		
9.1.1	<p>CBs shall establish working relationships with applicable Authorities Having Jurisdiction for each regulated area of accreditation. This liaison shall:</p> <ul style="list-style-type: none"> a) Provide Regulatory Authorities an opportunity to discuss certification issues and regulatory requirements with CBs. (To accomplish this, CBs shall agree to attend meetings with Regulatory Authorities as required.); b) Enable CBs to confirm regulatory requirements; for example the use of a Canadian identifier, processes for addressing corrective action and the need for dual official language safety warnings; and, c) Enable CBs to process ORD development as required. 	<p>CBs may establish such working relationships with a Regulatory Authority Advisory Body rather than with each provincial jurisdiction. CBs shall participate in the meetings of and abide by the requirements of the Canadian Regulatory Authorities or their designated Advisory Bodies.</p>
9.1.2	<p>CBs shall comply with, applicable to its accredited area, requirements issued by the regulatory authorities.</p>	
9.1.3	<p>CBs shall permit SCC and relevant Authorities Having Jurisdiction to examine any information used in making certification decisions, including test data. Such examination may be conducted at the supplier's premises or at the CB's premises.</p>	
9.1.4	<p>CBs shall advise the relevant Regulatory Authority Advisory Body of any known safety related product hazards or safety related recalls involving products that were certified for the Canadian marketplace. The notification shall be in writing and be provided in both of Canada's official</p>	

	languages. The CBs shall copy SCC on all such correspondence.	
9.1.5	If any Authority Having Jurisdiction requests the cessation of certification of a product to the requirements stated within a particular standard or an ORD, the CB shall inform the SCC and take action in accordance with ISO/IEC Guide 27	
9.1.6	CBs shall advise the relevant Authority Having Jurisdiction of any known non-conforming product or recalls involving products that were certified for the Canadian marketplace. The notification shall be in writing and be provided in both of Canada's official languages. The CBs shall copy SCC on all such correspondence. [only applies to TC ELD scheme]	
9.2 Language		
9.2.1	CBs shall make their certification services available to all parts of Canada and in both of Canada's official languages.	
9.2.2	CBs shall demonstrate dual official language capability by providing: a) A description detailing how they will respond to both oral and written requests in the official language in which the request was made; b) A description outlining how they will conduct inspections in the official language of the supplier's choice; c) Samples of an application form and a listing, labeling and follow-up service agreement in both official languages; and, d) A publicly available information document (e.g. simple brochure or fact sheet), in each official language, outlining the CB's	

	services and providing an address and telephone number that can be accessed by clients using either official language.	
9.2.3	CBs shall include dual language safety labeling within their product certification requirements, if so required by the standard or by the Authority Having Jurisdiction.	
9.3 Normative – Other Recognized Documents		
9.3.1.1	The CB electing to develop an ORD shall demonstrate its general technical competence in the field of the technology, such as its SCC accreditation.	<p>The following are some reasons why an ORD may be required:</p> <ul style="list-style-type: none"> • multiple standards or ORDs already exist but there is sufficient benefit to establish consistency by providing an oversight document for new or emerging technologies • products are currently being certified through the interpretation of existing standards by other CBs • a change was made to a Code, or hazard identified and documented which has not been addressed in an existing Canadian Recognized Standard or ORD • a new product or type of products for which a standard does not exist or an existing standard does not fully address • a new technology is used for a product with an existing standard • a new complex product or system bridges multiple standards (e.g. solar hot water heater) • a hazard has been identified and documented and is not addressed by existing standards.
9.3.1.2	Technical requirements in ORD's shall be based on Canadian Recognized	

	Standards or valid ORD's or both where they exist and as applicable.	
9.3.1.3	CB's shall have a patent policy that restricts the inclusion of patented items in an ORD unless the use of a patent item is justifiable for technical reasons and the rights holder agrees to negotiate licenses with interested applicants, wherever located, on reasonable terms and conditions.	
9.3.1.4		An approved new Canadian standard or a Canadian standard revision is available duly approved by the subcommittee but yet not published. The ORD would then be verbatim copy of approved version of the document and would be only valid till the standard is published
9.3.2 Information Package Requirements		
9.3.2.1	<p>Acknowledging Body(ies) Information Package Requirements The information package provided by the CBs to the Acknowledging Body(ies) must include as a minimum:</p> <ul style="list-style-type: none"> • provide the list of existing standards considered • explain how they are not adequate to the purpose of certification • outline existing research into potential standards development for this subject that is underway, and projected publication date. • provide the contact information on where inquiries regarding the ORD are to be sent (e.g. name, number, URL, email address). • if the proposed ORD involves more than one AB, identify all the AB's involved <p><i>Note: More than one RAAB or Authority Having Jurisdiction may become necessary. (e.g.: where mandatory</i></p>	

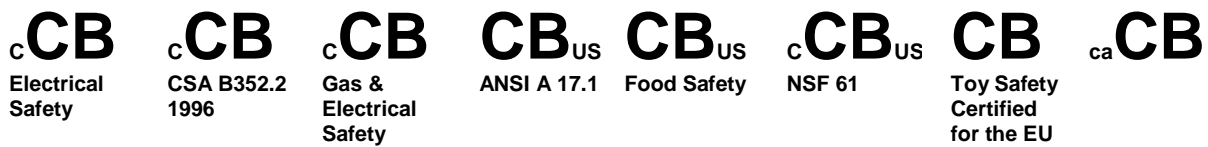
	<p><i>compliance is necessary and the product or service requirements within ORD Scope bridges two or more RAABs subject area)</i></p> <ul style="list-style-type: none"> • indicate that patent and licensing information or requirements have been reviewed and addressed by the authoring CB • present the recommendation for future transition of ORD to a Canadian Recognized Standard. • present the evidence that the proponent (manufacturer) has been made aware of the temporary nature of the ORD and acknowledges that a transition to a Canadian Recognized Standard is required at the end of the valid period of the ORD • present the evidence that the CB has the applicable technical competence to write the ORD. • if not obvious, explain how the proposed ORD falls within the scope of the Acknowledging Body(ies). • Provide a proposed reference number, a working title and a working scope 	
<p>9.3.2.2</p>	<p>SCC Information Package Requirements After the ORD has been acknowledged, validated, reaffirmed, revalidated or rejected by the Acknowledging Body(ies), the following information, as a minimum, shall be provided to SCC by the authoring CB:</p> <ul style="list-style-type: none"> • evidence of the Acknowledging Body’s decision related to the ORD status and decision date • date of acknowledgement or validation • if validated, a copy of the ORD • if validated, the contact information on where inquiries regarding the ORD are to be sent (e.g. name of contact, number, URL, email address). 	

	<ul style="list-style-type: none"> • If withdrawn, provide reason for withdrawal • Rationale for rejection shall be provided by the Acknowledging Body and communicated to the SCC by the authoring CB. 	
9.3.3 Information on ORDs for public awareness		
9.3.3.1	<p>A listing of ORD status and minimum information shall be made publicly available by SCC. This information will be provided by the authoring CB to SCC so it can be publicly available. The minimum information provided therein shall be:</p> <ul style="list-style-type: none"> • ORD number and title • ORD status (request, acknowledged, valid, superseded, withdrawn, expired, rescinded) • Date of request • Date of acknowledgement or validation • Date of expiration • Identification of authoring CB • Contact information on how to obtain a copy of the ORD • Acknowledging Body(ies) involved • Rationale for withdrawn or superseded ORD 	

Annex A – Identification Method Examples for Certification Marks

A.1. Illustrations of Some Methods of Identifying the Scope of a Certification and Market Area – Informative

Note: In the following examples, "CB" is the certification mark of an SCC accredited certification body. In each case, the certification body has taken steps to clearly indicate the aspects and the market area for which the product is certified.



A.2. An Illustration of a Method of Identifying the Accreditation Body Related to a Certification Mark

Note: In the following example, "CB" is the certification mark of an SCC accredited certification body.

