



Accreditation Service Commitment

(Charter of Service)

August 2024

Our Service Commitments

At NATA, we are committed to deliver internationally recognised accreditation and recognition services to our existing and emerging members. We are resolute to achieve this by being responsive, supportive and providing the highest standard of professional services that satisfy accreditation and recognition needs.

At NATA we uphold the following principles:

Impartiality and Integrity

We maintain an unbiased approach when delivering our services and actively mitigate any potential conflicts of interest among our staff, volunteer technical assessors and all others involved in the provision of our services.

Confidentiality, Privacy and Trust

We hold confidential the information entrusted to us in accordance with the *NATA Rules*. Additionally, privacy of personal information is maintained in accordance with relevant legislation and NATA's *Privacy Policy*.

Professionalism and Responsiveness

In all stages of the accreditation process we aim to be respectful, open, honest and to provide our services, including advice and information, in a timely manner.

Collaboration

We actively work with our members to schedule and conduct assessment activities as detailed in the *NATA Procedures for Accreditation*.

Additionally, we offer a *Members Advisory Forum* to explore issues of interest and receive feedback on accreditation matters.

Promotion

We support our members by promoting the values and significance of accreditation and recognition services to stakeholders and users of conformity assessment through a comprehensive stakeholder engagement program.

The details of members' accreditation status and their *Scopes of Accreditation* are also kept up to date on the NATA website.

Innovation and Continuous Improvement

We continuously review our processes to ensure our services remain relevant to the changing needs of our members, industry and government. We welcome and encourage feedback and suggestions as part of our continuous improvement processes. We also invite members to complete a survey following the conduct of most on-site assessment activities.

Your Role in Helping Us Achieve our Service Commitments

As an existing or emerging member, your collaboration plays a pivotal role in the delivery of our accreditation services.

It is necessary that you understand your responsibilities and accountabilities to achieve your accreditation goals. This includes the obligations specified in the *NATA Rules*. Without your commitment to comply with the accreditation criteria and to work with us to progress assessments (including post-assessment activities), we are unable to deliver our services in a manner that aligns with your expectations and requirements.

We expect your commitment to include the following:

Collaboration

Your active engagement and cooperation are essential to enable the timeliness of our services.

You must be open and honest, and you must respect our staff and assessment teams. It is your responsibility to ensure their safety while they are carrying out assessment activities at your premises and make available all necessary provisions to allow them to perform their role. You are also responsible for facilitating this for our teams undertaking assessments at the premises of your clients.

Documentation and Assessment Preparation

We rely on timely provision of all necessary information and clear communication from our members throughout all stages of the accreditation process, to allow us to deliver our accreditation services efficiently and effectively.

Open Communication and Feedback

Acknowledging that assessments may be stressful and that things may not always go to plan, we request you to reach out for advice and support in a timely manner, notably before any process due dates.

Accreditation Service Time Frames

The indicative timeframes for the various steps in the accreditation process are described below. These timeframes are contingent on your state of readiness for an assessment activity and your timely communication with us. They may be impacted by unforeseen circumstances, for example, the limited availability of technical assessors in a specialised area.

At all times we strive to achieve the time frames, while maintaining the rigorous standards for which NATA is known and we will keep you informed where delays are experienced.

Enquiries

Within 2 business days.

Assessment scheduling for new applications for accreditation

Advisory visit

Within 4 weeks of receipt of a request and all necessary information.

Initial assessment

Within 4 weeks of receipt of the completed application form, full payment of the application fee and all necessary information.

Assessment scheduling for existing members

Initiate arrangements for an upcoming assessment activity at least 3 months before the due date.

Extending an existing member's scope of accreditation

Conduct assessment (on-site or in-office review) within 4 weeks of receipt of the completed *Application for Changes to the Scope of Accreditation* form and all necessary supporting information.

Reporting on assessment

Interim report

At the conclusion of the assessment.

Final report

Within 2 weeks of completing the assessment or advisory visit.

Note: For Human Pathology laboratories claiming Medicare benefits, NATA is required to provide a report within one week of conducting an advisory visit.

Post assessment follow-up

Review submitted responses to non-conformities and provide a written outcome within 4 weeks of receipt of satisfactory information.

Confirmation of accreditation status

Initial assessments & assessments for extension of scope of accreditation

Within 4 weeks of the advice that all non-conformities have been satisfactorily addressed.

Scheduled assessments (surveillance visits and reassessments)

Within 3 weeks of the advice that all non-conformities have been satisfactorily addressed.

Ways to Contact Us

Matters relating to your accreditation

Contact your Client Coordinator.

Feedback, concerns, suggestions, opportunities for improvement

Via the link on the NATA website <https://nata.com.au/Contact-us/>

General information and enquiries

Free call 1800 621 666.

Amendment Table

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

Section or Clause	Amendment
Whole document	<ul style="list-style-type: none">• Editorially updated, including new title.• NATA's role has been removed as this information can be found on our website.• "Service Aims" is now "Service Commitments".• "Service Standards" now expressed as "Accreditation Service Time Frames". Also includes information (context) about the individual steps in the accreditation process and matters which may impact on the time frames.

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