

# Rules governing the use of the IHCA Certification Mark and Certificate

## Introduction

IHCA Certification Pty Ltd is an internationally recognised quality assurance accrediting authority, which evaluates and certifies compliance of organisations against standards for which it has been accredited by JASANZ. Its scope of certification services is exclusively the human services sector including health and community service organisations.

With the certification of an organisation, a certificate is issued indicating that the organisation has demonstrated to IHCA Certification it has met the Standard/s for which it sought certification. The IHCA Certification certificate and certification mark provide an important visible indication to consumers, stakeholders and the community about the quality of the organisation's services. It means amongst other things, that the community can be confident about the integrity of the service, that clients are treated with dignity and respect in relation to their human and legal rights and are extended every opportunity and support in the self-determination of the services provided.

The certificate and the certification mark are a public statement the organisation embodies and promotes these values and therefore, it is important that they are only used in a way that engenders public confidence in what they represent. The rules governing their use and the IHCA Certification logo are set out below.

## Scope

These rules applied to IHCA Certification customers in respect of Certifications of Registration, Certificates of Accreditation and Certificates of Certification and use of the IHCA Certification Mark.

## 1. Certificates

### 1.1 Certificate requirements

An organisation assessed by IHCA Certification as complying with the standard/s for which it sought certification is issued with a certificate containing certain details. The effective date on a document shall not be before the date of the certification decision.

The certificate will identify the following:

- The name and geographic location of each organisation whose management system is certified (or the geographic location of the headquarters and any sites within the scope of a multi-site certification);
- The dates of granting, extending or renewing certification;
- The expiry date or recertification due date consistent with the recertification cycle;
- Certificate number;
- The standard and/or other normative document, including issue number and/or revision used for audit of the certified customer;
- The name, address and certification mark of the certification body and the JASANZ logo;
- Any other information required by the standard and/or other normative document used for certification;

- In the event of issuing any revised certification documents, a new registration number is issued to distinguish the revised documents from the previous issue;
- Signature of delegated official of IHCA Certification;
- Indication that the certificate remains the property of IHCA Certification and must be returned to IHCA Certification on request;
- Reference to JASANZ Register (if applicable).

## **1.2 Multisite organisation**

Once certificate of registration is issued with the name and address of the central or head office of the organisation. A list of all the sites to which the certification relates is issued, either on the certificate itself, or in an appendix, or as otherwise referred to on the certificate.

The scope or other reference on the certificate makes clear that the certified activities are performed by the network of sites listed. If the certification scope of the sites is only part of the general scope of the organisation/service, its applicability to all the sites will be stated on the certificate and any annexure.

## **1.3 Sub-certificates**

On application, sub-certificates are issued for each site covered by the certification on condition that each site contains the same scope, or sub-scope of that scope, and include a clear reference to the main certificate.

## **1.4 Register / Directory of sites**

A register of current certified sites held by IHCA Certification is kept updated. An organisation must inform IHCA Certification immediately of the closure of a site. Failure to do so will be considered a breach of the conditions of the certificate's use resulting in action as outlined below. A register of current certified sites held by IHCA Certification is kept updated including those organisations who have applied for use of the IHCA Certification mark. Organisations certified by IHCA Certification are publicly accessible on the JASANZ website.

## **1.5 Additional sites**

The details of additional sites subsequently certified by IHCA Certification following mid-cycle or reassessment audits will be included on an amended certificate.

## **1.6 Display and promotional material**

The granting of certification is a milestone for an organisation and the award of the certificate is an important event for promoting and marketing the service.

Preferably the certificate is displayed prominently as a visible indication of this achievement and the quality of the services provided. Pamphlets and brochures referencing this achievement are a clear statement to service users and stakeholders alike that the service has gone through a rigorous third-party certification process and achieved full compliance against the standard/s for which it sought certification.

## **1.7 Use and reference to the certificate**

References to the Certificate in pamphlets, brochures, reports and other media such as a website is recognition that an organisation has complied with the Standard/s for which it sought certification and must only be used for marketing and promotional purposes

whilst the service remains certified against the Standards. Any site for which certification is withdrawn or has ceased to provide a service for which it gained certification or has changed the nature and scope of its service must immediately cease to reference those services in promotional and marketing material.

Where services have ceased or the nature and scope of the service changed, the Certificate and/or sub-certificates, as appropriate, are not to be displayed and IHCA Certification must be advised immediately of the changes.

Should there be any doubts about the nature and scope of services affecting certification, advice is to be sought from IHCA Certification.

Ensure copies of certification documents to other stakeholders are reproduced in their entirety or as specified in the certification scheme.

## 2. Use of the IHCA Certification mark

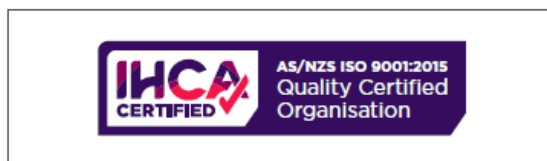
The IHCA Certification mark is used to distinguish our organisation from other JASANZ accredited organisations granting certification against the Standard/s for which certification is sought. It means that IHCA Certification has exclusive and legal rights to its use and to authorise its use by other people or organisations. Its registration covers the whole of Australia.

Only services certified by IHCA Certification can apply to use of the IHCA Certification mark.

The mark must not be used by a certified organisation on any document or publicity material unless it relates in whole or in part to the scope of the Standard/s (the program under which the right to use the mark was obtained).

The certification mark is only to be used in reference to the site(s) for which it applies and is not to be fixed directly to a product (including product packaging or outer packaging), or be used in any way such that product certification may be implied or assumed. The same requirements apply to the use of the mark on any information which accompanies packaged goods but may be removed from it. Additional statements are not permitted to be used in conjunction with the mark (this includes implication that the product, process or services is certified by this means).

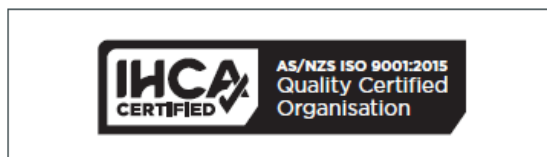
Scheme Certification Example



POSITIVE (PREFERRED)



NEGATIVE



MONO BLACK



MONO WHITE

### 2.1 Certification identity

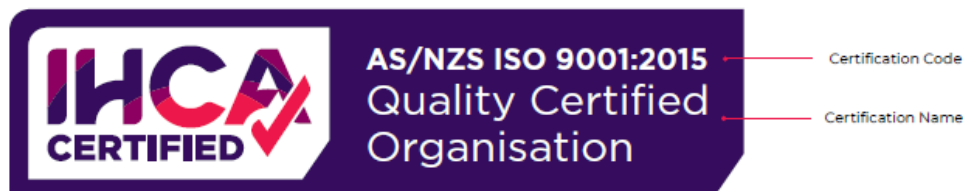
The IHCA scheme certification marks follow a system of: Certification Code, Certification Name.

The certification marks should have a rounded corner at the top left and a slanted corner at the bottom right and align to the start and end of the text respectively.

An example of a scheme certification mark is provided below. Any other scheme certifications issued by IHCA should follow the same system.

The minimum width of the IHCA scheme certification mark is 35mm wide in print and 99px wide on screen (with a proportional height).

Certification Identity Example



## 2.2 Colour usage

IHCA scheme certifications are issued by IHCA Certification and thus need to use 'Cherry' and 'Plum' as the main colour palette.

Primary Colour Palette

IHCA Cherry	IHCA Plum
PMS: 235 C	PMS: 2627 C
CMYK: C 18 M 100 Y 0 K 37	CMYK: C 84 M 100 Y 0 K 44
RGB: R 115 G 25 B 76	RGB: R 81 G 25 B 93
HEX: #73184C	HEX: #50205D

## 2.3 Incorrect logo usage

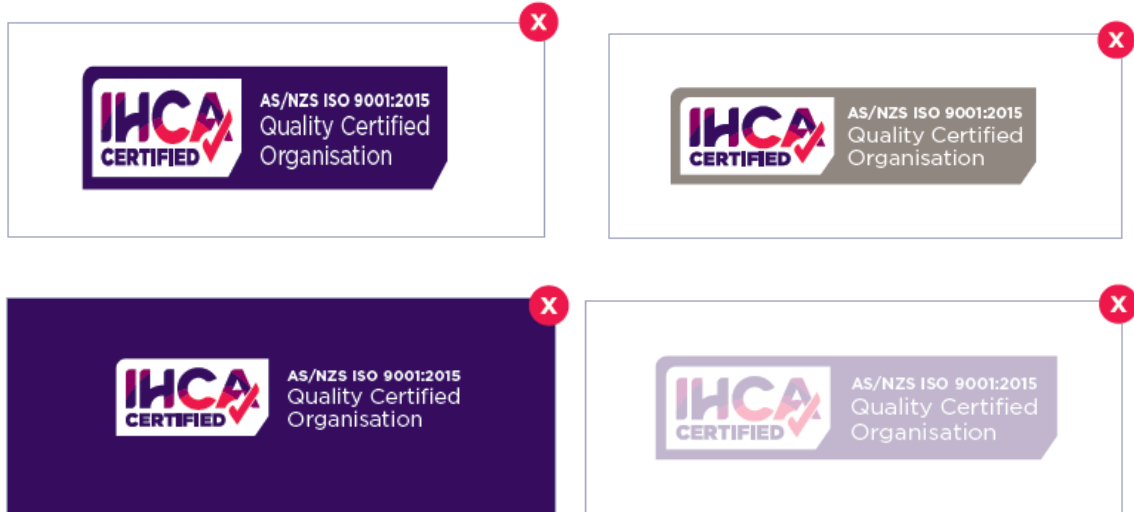
The following conditions apply to the use of the logo:

- The logo may not be placed within a holding shape.
- The logo's colours may not be changed.

IHCA Certification appreciates that you may need or wish to print stationary and other documents in black and white or greyscale that contain the certification mark. IHCA Certification approves for this to happen provided the certification mark on the electronic documentation is in colour and following the colour coding outlined above.

- Outlines may not be added in any colour to any part of the logo.
- The logo may not be stretched or distorted in any way.

- Emboss or bevel effects, glow effects or drop shadows may not be added to the logo.
- The proportions of any of the logo elements may not be changed.
- None of the logo elements may be replaced, and the text may not be replaced with a different font.



## 2.4 Application of the IHCA Certification Mark

Organisations may apply in writing to IHCA Certification to use the mark for marketing and promotional purposes or for use on stationery and other documents provided there is no change to its format and the colour code. The application is to detail the purpose for which the mark is to be used. The colour coding for the logo is detailed above.

In no circumstances is the mark to be reproduced in a colour coding in variance with the above colours. However, it may be enlarged or reduced, but must remain a minimum of 35mm wide.

## 3. Breach of rules

An organisation in breach of any of these rules has 14 days from discovery to provide IHCA Certification with reasons in writing as to why the specific rule was not observed.

Depending on the nature and severity of the breach, IHCA Certification will consider one of the following responses:

- Verbal warning
- Written warning
- Written warning with advice that subsequent breach may affect the organisation's certification status
- Withdrawal of certification
- Legal action in relation to the inappropriate use of the Certificate including the unauthorised use of the IHCA Certification logo.

There is provision for appeal by an organisation to the Chief Executive Officer or the Board of IHCA Certification.