ACCREDITATION SERVICES

SCC Requirements and Guidance for the Inspection Body Accreditation Program

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Standards Council of Canada

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1. Scope

This document provides a program overview of the Inspection Body Accreditation Program that SCC operates and is a companion to ISO/IEC 17020. It outlines unique Canadian requirements of the SCC Accreditation Program for Inspection Bodies that inspect and make a determination of conformity for products destined for the Canadian market or installations. Information about the Independent Safety Assessor for Railway Systems accreditation scheme (IB-Rail) is available in a separate requirements and guidance document available from SCC.

In this document, the term “product” can be read as “process” or “service”, except in those instances where separate provisions are stated for “processes” or “services”.

2. Normative References

- ISO/IEC 17020 – Conformity assessment — General criteria for the operation of various types of bodies performing inspection
- ISO/IEC 17025 – General Requirements for the Competence of Calibration and Testing Laboratories
- ISO/IEC 17007 – Conformity assessment -- Guidance for drafting normative documents suitable for use for conformity assessment
- ISO/IEC 17011 – Conformity assessment – General requirements for accreditation bodies accrediting conformity assessment bodies
- ISO/IEC 17030 – Conformity assessment – General requirements for third-party marks of conformity
- ILAC P15 – Application of ISO/IEC 17020:2012 for the Accreditation of Inspection Bodies

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

3. Definitions

The definitions as presented in ISO 9000 and ISO/IEC 17000, as well as ISO/IEC 17020 and its referenced documents, apply. The following definitions also apply:

3.1 Advisory Council

A body of concerned Canadian interests (such as regulators, manufacturers, consumers and technical specialists) developed to advise Inspection Bodies in a specific program area.

3.2 Applicant

An organization that has applied to SCC for accreditation in the Inspection Body Accreditation Program but is not yet accredited.

3.3 Authority Having Jurisdiction (AHJ)
An organization, office, or individual designated with the federal, provincial, territorial, or municipal responsibility of administering and/or enforcing the requirements of legislation within the designating jurisdiction and are considered the “scheme owner” for sub programs operating in those designated regulated areas within their area of responsibility.

3.4 Regulatory Authority Advisory Body (RAAB)
A voluntary body that consists of sector specific chief technical administrators from Federal, Provincial, Territorial, and Municipal AHJs. RAABs coordinate and facilitate national consistency among jurisdictions related to the adoption of codes, standards or ORDs and the approval and enforcement of regulations and conformity assessment programs related to products and practices within the specified sector.

3.5 Canadian Recognized Standard
A standard recognized by a RAAB or an AHJ.

3.6 Contractor
An individual retained by an Inspection Body to conduct inspections on a part time or full-time basis. Contractors operate within the Inspection Body’s quality system.

3.7 Fixed Office Location
The permanent premises where certification/inspection activities are performed and/or managed for the Conformity Assessment Body (CAB), regardless of location and relationship with the CAB.

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 Subcontractor
An arms-length, independent legal entity retained by an Inspection Body to perform a service (such as inspection). Subcontractors typically operate within their own quality system.

4. Program Requirements

The Standards Council of Canada operates five schemes within the inspection body program; each scheme contains separate requirements for inspection bodies to inspect:

4.1. Electrical Equipment:

- CSA Model Code SPE-1000 (restrictions in SPE-1000 apply)
- Canadian Electrical Code
- The applicable product standards

4.2. Medical Electrical Equipment:

- CSA Model Code SPE-3000
- Canadian Electrical Code
- The applicable product standards

4.3. Medical Gas Piping Systems:

- CAN/CSA Z305.1-92 Non-Flammable Medical Gas Piping Systems: Part III Certification, Part V Testing, Part VI - Special Requirements for Non-hospital-based Nitrous Oxide/Oxygen Piping Systems, 16.3 Medical Gas Piping System and 19 Medical Gas Terminal Units
- CAN/CSA Z305.6 Medical Oxygen Concentrator Central Supply System For use with Non-Flammable Gas Piping Systems, Part 16 Certification
- CSA Z7396.1-06 Medical gas pipeline systems — Part 1: Pipelines for medical gases and vacuum
- CSA Z7396.1-09 Medical gas pipeline systems — Part 1: Pipelines for medical gases and vacuum
- CSA Z7396.1-12 Medical gas pipeline systems — Part 1: Pipelines for medical gases, medical vacuum, medical support gases, and anaesthetic gas scavenging systems
- CSA Z7396.1-17 Medical gas pipeline systems — Part 1: Pipelines for medical gases, medical vacuum, medical support gases, and anaesthetic gas scavenging systems

4.4. Commercial and Industrial Fuel-burning Appliances and Equipment:

The performing of inspections, downstream of the shut-off valve within the scope of CAN/CSA-B149.3, based on Canadian code requirements for safety and suitability of one-of a-kind and limited run commercial and industrial gas-fired appliances and equipment that may be designed for installation at a specific site or assembled on-site, the application of approval labels on the appliances and equipment, and the issuance of an inspection certificate or report in accordance with:

- CAN/CSA-B149.3 Code for the field approval of fuel-burning appliances and equipment

With reference to the requirements identified in following codes and standards when applicable:

- CAN/CSA-B149.1 Natural gas and propane installation code
- CAN/CSA-B149.2 Propane storage and handling code
- CSA C22.1 Canadian Electrical Code, Part I; Safety Standard for Electrical Installations
- CSA B51 Boiler, pressure vessel and pressure piping code

- Variances or provincial deviations as may be issued from time to time by the Provincial or Territorial Regulatory Authority
- Relevant requirements of the National Building Code of Canada and the National Fire Code of Canada

4.5. Independent Safety Assessors for Railway Systems:

- Canadian Method for Risk Evaluation and Assessment (CMREA) for Railway Systems
- EN 50126-1 – Railway Applications — The Specification and Demonstration of Reliability, Availability, Maintainability and Safety (RAMS) Part 1: Generic RAMS Process
- EN 50126-2 – Railway Applications — The Specification and Demonstration of Reliability, Availability, Maintainability and Safety (RAMS) Part 2: Systems Approach to Safety
- EN 50126-3 – Railway Applications — The specification and demonstration of Reliability, Availability, Maintainability and Safety (RAMS) – Part 3: Guide to the application of EN 50126-1 for rolling stock RAM
- EN 50128 – Railway applications — Communication, signalling and processing systems – Software for railway control and protection systems
- EN 50129 – Railway applications — Communication, signalling and processing systems – Safety related electronic systems for signalling

Note: Full requirements of this scheme can be found in the separate document: SCC Requirements and Guidance – Independent Safety Assessor for Railway Systems Accreditation Program.

Accreditation Requirements

The Inspection Body Accreditation Program operates on a four-year accreditation cycle that is structured with three years of surveillance activities followed by a reassessment activity every fourth year.

SCC conducts annual assessments and witness audits of each Inspection Body (IB) to ensure continued conformance with accreditation criteria. The first annual assessment usually takes place approximately one year following the date of accreditation. See Section 7 for witness audit frequency and Section 8 for the minimum complexity requirements. Annual assessments will be rotated among IB fixed office locations, if applicable, where equipment and inspection personnel are located. As well, there shall be a full reassessment conducted every four years at the head office locations.

Inspection Bodies accredited for Medical Gas piping systems may be assessed (either remotely or onsite) during surveillance years on the condition of providing any records requested by SCC

for review. Onsite head office visits will occur in the RA year. SCC may request onsite assessment during surveillance years based on changes in regulatory or accreditation requirement, or on the performance of the Inspection Body.

5. Witness Audit Requirements

Because the most significant element of inspection activities is the competence of the inspectors, the assessment activities will include the witnessing of inspectors ("witness audits"). The following are considerations that may affect the number of witness audits:

- the fields and types of inspection to be covered by the scope of accreditation;
- number of inspectors at the IB inspecting in a given field;
- number of inspections the IB conducts per year in a given field;
- subcontracting activities carried out by the IB;
- the IB's procedures for selecting, training, qualifying and monitoring inspectors in a given field;
- internal auditing practices of the IB;
- the geographical location of the premises from which the inspectors operate;
- any regulatory requirements; and,
- the extent to which inspectors exercise professional judgment.

When deciding on the types of inspection activity to be witnessed, the following factors will be considered:

- Minimum complexity requirements;
- The variety of products covered by the inspection activity;
- The level of hazard inherent in those products;
- Qualification, experience and skills needed by the inspectors; and,
- Any regulatory requirements.

Prior to a witness audit, the equipment and documentation to be used by the witnessed inspector will be examined by the SCC witnessing assessor. The witnessing assessor will then accompany the inspector onsite and observe the inspector perform the inspection. The inspection report generated during or after the inspection will also form part of the witness audit. The examination of equipment and documentation used by the witnessed inspectors will form part of the witness audit.

The SCC team will seek to confirm that:

- the IB quality system generates competent inspectors for the task being performed;
- the inspector demonstrates competence that is consistent with the records;
- the inspector is using the correct and up-to-date documents and equipment fit for the purpose;
- the method is properly applied by the inspector; and,

- record keeping and reporting conform to the inspection method and the IB's procedural requirements.

6. Witness Audit Frequency Requirements

6.1. Minimum Frequency Requirements

The witness audit minimum frequency requirements are based on the inspection program accredited by SCC. If an IB is accredited for more than one inspection program, then the requirements shall still be met within each program unless noted in Section 7.2.

Electrical Products	Minimum of two witness audits shall be conducted each surveillance year of accreditation. Minimum of one witness audit shall be conducted for the reassessment year.
Medical Electrical Equipment	Minimum of two witness audits shall be conducted each surveillance year of accreditation. Minimum of one witness audit shall be conducted for the reassessment year.
Medical Gas Piping Systems	Minimum of one witness audit shall be conducted each year of accreditation.
Commercial and Industrial Fuel-burning Appliances and Equipment	Minimum of one witness audit shall be conducted each year of accreditation.

The following are conditions applicable to witness audit frequency requirements:

- Initial accreditation (IA) will be conditionally granted with the understanding that 1 successful witness audit be completed within 6 months of initial accreditation. During this period, inspection bodies shall not make a conformity decision within the scheme without the presence of SCC.
- Reassessment year (RA) will consist of a minimum of 1 WA and a Technical Expert office visit, for all schemes.
- Each witness audit must be conducted with a different inspector until all inspectors have been witnessed (includes international inspectors, contract inspectors, and subcontracted inspectors, if not accredited by SCC). The IB has the option to request a technical desk review if all inspectors in a given program have been witnessed within a 4-year cycle, subject to SCC approval.
- Frequency and conditions of witness audits may be increased or changed based on concerns raised from head office assessments or witness audits, changes to

regulatory requirements (e.g. update to the applicable codes), or if witness audits do not meet minimum complexity requirements.
- All personnel involved in the inspection activity (e.g. analysts), if utilized, are subjected to review on a cycle similar to the witness audit cycle.

6.2. SPE-1000, SPE-3000 specific requirements:

IBs accredited for both SPE-1000 & SPE-3000 will have the option, after a full accreditation cycle, to request that witness audits be combined for both schemes such that 1 witness audit for SPE-1000 and 1 witness audit for SPE-3000 are completed each year. The Inspection Body procedures for qualification and monitoring of the authorized inspectors must be the same for both programs. Inspection Bodies are to provide SCC with a list of inspectors each year.

6.3. Medical Gas Piping Systems specific requirements:

IBs accredited for Medical Gas Piping systems will be subjected to interviews by a SCC Technical Expert such that each inspector is to be interviewed once within the 4-year accreditation cycle. Inspection Bodies are to provide SCC with a list of inspectors and inspections carried out each year.

7. Witness Audit Complexity Requirements

SCC conducts witness audits of qualified inspectors to ensure that the Inspection Body's procedures are creating and maintaining competent inspectors. In order for SCC to confirm the procedures are being applied effectively, equipment being inspected during the witness audit must be of a sufficient complexity.

7.1. SPE-1000 Complexity Requirements:

Equipment inspected to SPE-1000 must be a combination of any of the 2 below identified minimum complexities:

- Power Rating must be greater than 2500 VA
- Supply connection must be permanently connected
- Device type must be a system with 2+ power supplies
- Minimum of 1 applicable part II standard

7.2. SPE-3000 Complexity Requirements:

Any equipment being inspected to SPE-3000 will be considered sufficiently complex due to the nature of the code and supplementary CAN/CSA-C22.2 No. 60601 series standards as applicable.

7.3. Commercial and Industrial Fuel-burning Appliances and Equipment Complexity Requirements:

The following established tier system provides a summary of where products and equipment complexities could fall:

Tier 0	Manual or thermocouple-controlled flame safeguard (e.g. combination controls, CAN1/6.4 valves, flare automatic ignition system)
Tier 1	Certified single burner flame safeguard BMS on natural draft appliance (e.g. single/dual/triple firetube bath heaters)
Tier 2	Certified single burner flame safeguard BMS on forced draft appliance with FARC (any kind, most likely SPP or parallel)
Tier 3	Certified multi-burner configurable flame safeguard BMS on natural draft appliance.
Tier 4	Certified multi-burner configurable flame safeguard BMS on forced draft appliance with FARC (various type, generally parallel with or without O2 trim)
Tier 5	Custom PLC based BMS on single-burner forced draft appliance with FARC (fully metered ratio control with or without O2 trim)
Tier 6	Custom PLC based BMS on multi-burner natural draft appliance
Tier 7	Custom PLC based BMS on multi-burner forced draft appliance with FARC (fully metered ratio control with or without O2 trim)

Witness audits to be considered of sufficient complexity must fall under Tier 5 to 7, or any appliance designed in accordance with IEC 61511 – Functional Safety – Safety Instrumented systems for Process Industry Sector.

If an IB is not able to provide a witness audit within the year for Tiers 5 to 7, then the witness audit to be provided must be to the closest complex system in the tiers list above. Additionally, an office visit by a Technical Expert will be added to one of the cycle years.

7.4. Medical Gas Piping Systems Complexity Requirements:

The following are minimum complexity requirements for medical gas piping system witness audits:

- Either a Source Supply System – any supply system or Portable Cylinder Supply System – 4 or more cylinders, manifold cylinder per gas; and
- Patient Care Areas – Complete zone of at least 3 medical gasses.

8. Requirements and Guidance

Note: *The following requirements and guidance statements are aligned directly to the corresponding clause in ISO/IEC 17020:2012, until Section 9. Section 9 contains requirements and guidance related to areas not covered by ISO/IEC 17020:2012 in any manner.*

General Requirements and Guidance applicable to all schemes (except IB-Rail):

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
5. STRUCTURAL REQUIREMENTS		
5.1 Administrative requirements		
5.1.1.1	Inspection Bodies (IBs) shall operate in accordance with federal, provincial and municipal laws and regulations and regulatory or industry association scheme rules where such schemes exist.	
6. RESOURCE REQUIREMENTS		
6.1 Personnel		
6.1.3.1	The IB shall demonstrate that it has a thorough understanding of the model codes, special codes, Canadian recognized standards and related requirements in the areas covered by the IB's accredited scope.	The IB should participate in an exchange of experience with other inspection bodies though accreditation, regulatory or relevant standard developing committees.
6.1.3.3	The IB shall ensure that its inspectors demonstrate the ability to apply	

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
	knowledge and skills of inspection principles, procedures and techniques, to enable the inspector to apply those appropriate to different inspections and ensure that all inspections are conducted in a consistent and systematic manner.	
6.1.3.4	The IB shall ensure that all personnel involved in the inspection process demonstrate technical knowledge, skills and abilities to appropriately apply the codes, variances and standards related to the inspected product.	
6.1.3.5	The IB shall ensure the following requirements are met for contractors: a) The IB shall maintain a formal agreement with the contractor detailing all necessary controls and requirements. b) The IB shall maintain a register of qualified contractors that perform inspection work on its behalf. c) The IB shall ensure the requirements of Clause 6.1 of ISO/IEC 17020 are met for all contractors. d) The IB shall retain control and take full responsibility of the work performed, the IB label, the inspection certificate and inspection report. e) The IB shall ensure that the contractor does not further subcontract any part of an inspection.	
6.3 Subcontracting		
6.3.1.1	The IB shall ensure that the following requirements are met when inspections are subcontracted in addition to the	

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
	requirements provided in Clause 6.3 of ISO/IEC 17020: a) Except as noted in 6.3.1.2, the IB shall ensure the subcontractor is accredited by SCC as an IB for the full scope of the inspection work. b) The IB shall maintain a formal agreement with the subcontractor detailing all necessary controls and requirements. c) The IB shall maintain a register of qualified subcontractors that perform inspection work on its behalf. d) The IB shall audit their subcontractors to ensure that subcontractor body is competent and complies with the applicable provisions of ISO/IEC 17020. e) The IB shall ensure the subcontractor's personnel conducting inspection activities are monitored in accordance with the applicable requirements of ISO/IEC 17020. Monitoring shall be conducted at a frequency of once per year. f) The IB shall retain control and take full responsibility of the work performed, the IB label, the inspection certificate and inspection report. g) The IB shall ensure that the subcontractor does not further subcontract any part of an inspection.	
6.3.1.2	Notwithstanding clause 6.3.1.1 a), if the subcontractor is without SCC IB accreditation, the IB shall ensure that the subcontractor is qualified to perform the subcontracted work, and that they comply with the requirements of ISO/IEC 17020.	

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
7. PROCESS REQUIREMENTS		
7.1 Inspection methods and procedures		
7.1.1.1	An IB shall include regulatory requirements (e.g. codes) in their inspection activities if there are any applicable to the product being inspected.	It is expected that the IB will have records to demonstrate how all applicable regulatory requirements have been considered. This can be done generically for all inspections that it performs or on a case by case basis or by some other means.
7.1.6.1	Where test data is used to demonstrate compliance with a particular inspection requirement as part of the inspection activity, the IB shall demonstrate that any test facilities from whom it accepts test data (internal or external) meets the appropriate requirements of ISO/IEC 17025. This shall be demonstrated though objective evidence that at the time of testing the facility met one or more of the following requirements: 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 IB. The IB 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.	The verification of the data requires additional scrutiny when the data is provided by a manufacturer vs. an accredited lab.

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
	d) An external test facility (independent of the supplier) evaluated by the IB. The IB shall demonstrate that it maintains acceptable procedures to conduct evaluation, and that it 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 supplier's facility used for witness testing. The IB shall demonstrate that it has acceptable procedures and evaluates suppliers' facilities to the appropriate requirements of ISO/IEC 17025. The IB 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 the testing was witnessed.	
7.1.6.2	The IB shall review and verify the integrity of all test data accepted. At a minimum this will include the verification of the source's impartiality, its conformity to the requirements of ISO/IEC 17025 and adequacy of the information.	Verification of the integrity of information should include at a minimum the following: • Impartiality of the body providing the test data • Competency of personnel performing testing, adequacy of the facilities and equipment used to perform the tests • Adequacy of the information included in the test reports (e.g. model number, product description, photographs, critical component list, serial

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
		number, sampling technique employed to ensure representative sample of the unit/batch under inspection has been tested).
7.1.6.3	The IB shall ensure that if the impartiality of the source for the accepted test data cannot be verified that the IB shall conduct complete testing of the product or perform a sampling of tests using sound sampling principles (see Clause 7.1.2 of ISO/IEC 17020), to ascertain the integrity of the data.	The SCC should be able to follow the logic and steps that were used to accept the data.
7.4 Inspection reports and inspection certificates		
7.4.1.1	The IB shall make the conformity decision and issue an attestation, in the form of a certificate or a report or a combination of the two plus a label as required by the accreditation program. This decision may be made on-site at a client's facilities or at other specified locations, including the location of equipment/system installation by an inspector.	See clause 7.4.6.1A for SPE and 7.4.6.2B for commercial gas. Labeling is not applicable for Medical Gas Piping Systems.
7.4.1.2	The IB shall ensure that the conformity decision is made only by qualified individuals and shall be based on their first-hand knowledge of applicable model codes, specific codes, Canadian recognized standards and related requirements.	
7.4.1.3	The IB shall ensure that when errors and omissions in the report or certificate are discovered after the unit or system is approved, the IB shall issue an amended report or certificate and advise	

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
	the AHJ whenever the AHJ was provided with the original documents.	
7.4.1.4	The IB shall ensure that each product design, product, service, plant, installation, or process is inspected individually or in accordance with sampling specifications found in model codes, standards or scheme requirements.	
7.4.6.1	The IB shall ensure that inspection labels used to identify inspected products in the SCC IB program are clearly distinguishable from any other labels used for certification or inspection purposes outside the scope of the SCC IB program. [Not applicable to Medical Gas Piping Systems.]	Safety Marking Labels may make use of internationally recognized pictograms (ref IEC, EN, CE) or color to increase distinction, readability and consistency among IBs
7.4.6.2	The IB shall ensure that the inspection label is only be applied by the inspector who conducted the inspection, or under the inspector's direct supervision. Labels shall not be left with the inspection client. [Not applicable to Medical Gas Piping Systems.]	
7.4.6.3	The IB shall require inspection clients to notify it of any situation where an inspection label is damaged during the operation and handling of the equipment. [Not applicable to Medical Gas Piping Systems.]	
7.4.6.4	The IB shall provide SCC with an image of the inspection label for inclusion on the Scope of Accreditation.	

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
	[Not applicable to Medical Gas Piping Systems.]	
7.4.7.1	The IB shall always instruct the inspection client of the differences between product inspection and product certification, shall document the explanation, and shall inform the inspection client when product inspection is inappropriate. [Not applicable to Medical Gas Piping Systems.]	
7.5 Complaints and appeals		
7.5.1.1	The IB shall inform inspection clients that SCC is the final level of appeal in disputes with an IB regarding conformance with accreditation criteria. IBs shall abide by all SCC decisions pertaining to accreditation criteria.	
8. MANAGEMENT SYSTEM REQUIREMENTS		
8.4 Control of records (Option A)		
8.4.1.2	The IB shall provide inspection reports to SCC or the AHJ in a timely manner when requested by SCC or the AHJ.	To do so with the understanding that delays can affect product approval/rejection and that AHJs may or may not be tracking incidents and labels for reporting and safety purposes. The inspection reports should be provided within 5 business days.
8.6 Internal Audits (Option A)		
8.6.1.1	The inspection 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.	Internal audits should clearly cover all locations listed on the scope of accreditation (head office and all fixed office locations).

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
9. AREAS NOT COVERED BY ISO/IEC 17020:2012		
9.1 Nonconforming products		
9.1.1	The IB shall ensure that the agreement between the IB and its client requires the client to take corrective action, if the approved product/service/system is subsequently found to be nonconforming or to be hazardous.	
9.1.2	The IB shall require inspection clients to notify it of any situation where an approved product/system could lead to a potential hazard.	Labeling a product is considered as a form of approval.
9.1.3	The IB shall have a documented procedure to handle, record, and report any incorrect, misleading or reported misuse of inspection labels or certificates, according to the requirements of ISO/IEC 17030.	
9.1.4	The IB shall have documented procedures to handle, record, and report any reported situations in which a conformant product or installation is subsequently found to be hazardous.	
9.1.5	The IB shall advise the relevant AHJ of any known safety related product/system hazards, incidents, or safety related recalls involving products/systems that were inspected for the Canadian marketplace in a timely manner. The notification shall be in writing and be provided in both of Canada's official languages. Notifications shall be provided before the public notice is issued. The IB shall copy SCC on all such correspondence.	This includes, but not limited to: • Products/systems approved by the IB • Products/systems inspected but not approved and NCRs not corrected
9.1.6	The IB shall advise the relevant AHJ of any known misuse of inspection labels or certificates in a timely manner. The	The notification should outline the corrective

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
	notification shall be in writing and be provided in both of Canada's official languages. The IB shall copy SCC on all such correspondence.	actions taken to address the misuse of inspection labels.
9.1.7	The IB shall advise the relevant AHJ of any situation where the client does not take corrective action to resolve any nonconformities identified by the IB following an inspection resulting in an unapproved nonconformant product/ system. The notification shall be in writing and be provided in both of Canada's official languages. The IB shall copy SCC on all such correspondence.	The notification should include as a minimum the client contact information, the product description and location.
9.2 Relationships with Authorities Having Jurisdiction		
9.2.1	The IB shall establish working relationships with applicable Authorities Having Jurisdiction (AHJs) in the intended market of the inspected product, for each regulated area of accreditation. This liaison shall: a) provide the AHJ an opportunity to discuss inspection issues and regulatory requirements with IBs (to accomplish this, IBs shall agree to attend meetings with Regulatory Authorities as required by the Authority). b) enable IBs to confirm regulatory requirements and processes for addressing corrective action and the need for dual official language caution and warning markings related to safety	IBs may establish such working relationships with a RAAB rather than with each jurisdiction (provincial, territorial or municipal).
9.2.2	The IB shall abide by the requirements of the AHJs or their designated Advisory Bodies.	Requirements of AHJs can be form of guidelines or directions provided by the AHJ.

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
9.2.3	The IB shall comply with any requirements in the bulletins issued by AHJs, the regulatory authorities or SCC.	
9.2.4	In regulated areas, the IB shall inspect products in accordance with Standards, or other normative documents recognized by an AHJ.	
9.2.5	In unregulated areas, the IB shall inspect products or installations to an NSC or to a standard developed in accordance with ISO/IEC 17007. For products sold in Canada, Canadian Recognized Standards shall be applied.	
9.2.6	In addition to providing the inspection report as required by 8.4.1.2, the IB shall permit SCC and relevant AHJs to examine reports and any other information used in making conformity decisions. Such examination may be conducted at the inspection client's premises or at the IB's premises.	
9.2.7	The IB shall require inspection clients to make necessary arrangements for the participation of observers, as required.	
9.3 Language		
9.3.1	IBs operating programs for the evaluation of products destined for the Canadian Market shall have a documented procedure to demonstrate dual official language capability.	An IB must be able to demonstrate that they have a plan to handle requests and provide services in both Canada's official languages.
9.3.2	Core documents utilized by the IB in communication with the client shall be available in both official languages. These shall include as a minimum: • program description • client agreement • application/quotation • inspection report	The IB should take into consideration the provincial variation on contract language legality.

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
9.3.3	The IB shall include requirements for dual language safety labeling with the products/installations inspected, if so required by the standard or by the AHJ.	

ANNEX A – Requirements and Guidance: Electrical Equipment (CSA Model Code SPE-1000) and Medical Electrical Equipment (CSA Model Code SPE-3000)

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
4. General requirements		
4.1 Impartiality and independence		
A. 4.1.6.1	The IB shall operate as a type A Inspection Body in compliance with the requirements of ISO/IEC 17020:2012 Section A.1.	
7. PROCESS REQUIREMENTS		
7.4 Inspection reports and inspection certificates		
A. 7.4.2.1	The IB shall ensure that in addition to the elements contained in ISO/IEC 17020:2012 cl. 7.4.2, the inspection report shall include all of the following: a) Name and location of the customer whose equipment is being inspected, the customer being the organization or individual who has requested the inspection; b) Serial Number or other form of unique identifier; c) Information on where the inspection was carried out; d) Information on environmental conditions during the inspection, if relevant; e) Information on the electrical rating of the product; f) Identification or brief description of the inspection method(s) and procedure(s) used, mentioning the deviations from, additions to or exclusions from the agreed methods and procedures;	In addition to the elements contained in ISO/IEC 17020:2012 cl. 7.4.2, the inspection report should include, where possible and appropriate, other support information such as photographs etc. The inspection report should include all the results of examinations and the determination of conformity made from these results as well as all information needed to understand and interpret them.

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
	g) Information on any alterations to the product, including both alterations already performed (if known) and alterations that will be required to be done; h) Information on the supply connection and equipment housing; i) Notes, as may be necessary, to demonstrate conformity to applicable construction criteria of the product; j) The critical component list (manufacturer(s), model(s), and rating(s)) k) Conditions of Acceptability where relevant; and l) Calibration dates of the test equipment used for evaluation	
A. 7.4.2.2	The IB shall keep on file clear photographs of the inspected equipment (Photographs are also to include rating plate, warning labels as required by the applicable code and standards, and the IB label placed on the product).	Photographs must be, at minimum, of 1 representative unit of the same model being inspected.
A. 7.4.6.1	The IB shall ensure that the inspection label is of a permanent type and is only applied to inspected products that are found to be in conformity with the relevant code and related standards. Products that do not fully conform to all applicable criteria at the time of inspection shall not be labelled until all corrections have been completed.	
A. 7.4.6.2	The IB shall ensure that the inspection label complies with the requirements of the relevant code and the governing standard. The IB shall follow the label examples provided by the annex of the relevant code, appropriately replacing the words in parenthesis but reproducing the	

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
	wording of the remaining text exactly. The layout, colour, font, and shape can be chosen by the IB but must remain legible and show equal bias to each official language.	
A. 7.4.7.1	The IB shall not permit any modification of the model number without any changes in the product fit-form-function (e.g. for the sake of circumventing the approval limit quantity)	

ANNEX B – Requirements and Guidance: Commercial and Industrial Fuel-burning Appliances

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
6. RESOURCE REQUIREMENTS		
6.1 Personnel		
B. 6.1.3.2	The IB shall ensure that the inspection be performed by a Licensed Engineer who is competent in the field of the inspection in question or under their direct personal supervision. The Licensed Engineer must be licensed in the province of the location of the equipment. Refer to the Engineering Act appropriate for the province of work.	
7. PROCESS REQUIREMENTS		
7.4 Inspection reports and inspection certificates		
B. 7.4.2.1	The IB shall ensure that in addition to the elements contained in ISO/IEC 17020:2012 cl. 7.4.2, the inspection report shall include all of the following: a) Name and location of the customer whose equipment is being inspected, the customer being the organization or individual who has requested the inspection. b) Serial number/unique identifier of the equipment, detailed description of the appliance including make/model & Inspection Photos. c) All information required to ensure that Part 14 of B149.3 is completed including information on operational tests, combustion analysis, limits where they exist.	In addition to the elements contained in ISO/IEC 17020:2012 cl. 7.4.2, the inspection report should include, where possible and appropriate, other support information such as photographs etc. The inspection report should include all the results of examinations and the determination of conformity made from these results as well as all information needed to understand and interpret them.

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
	d) Information on the electrical rating of the product, hazardous area classification, and environmental conditions (indoor/outdoor). e) Identification or brief description of the inspection method(s) and procedure(s) used, mentioning the deviations from any clause as granted by an AHJ, additions to or exclusions from the agreed methods and procedures. f) Evidence of permits including registration, licensing or other logging of activities under Acts and Regulations of the local AHJ or a note if missing & fuel quality if applicable. g) Information on any alterations to the product/equipment, including both alterations already performed (if known) and alterations that will be required to be done.	
B. 7.4.6.2	The IB shall ensure that the inspection label, at a minimum, contains the following information: • A unique serial number which enables tracking inspected products • A special inspection report number • The statement “Fuel-Burning safety evaluation based on Canadian code requirements” and “Évaluation de la sécurité de la combustion de carburant basée sur les exigences des codes canadiens”. • IB’s name • A clear statement in both official languages that the label represents the results of a single inspection and	

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
	does not represent the results of a product certification. • Any technical parameters as may be required by the governing standard(s)	
B. 7.4.6.3	The IB shall determine and keep a justification on record that the labeling material and labeling design selected is suitable for the type of equipment being inspected taking into consideration the environmental conditions and operating life cycle of the inspected equipment. Labeling location, and methods or enclosures for protecting the label from the operating environment shall also be considered prior to applying a label.	
8. MANAGEMENT SYSTEM REQUIREMENTS		
8.4 Control of records (Option A)		
B. 8.4.1.1	The IB shall safely store all inspection records for the intended lifecycle of the product bearing the inspection label, as recommended by the manufacturer or designer plus five years, or as required by law, whichever is longer.	

ANNEX C – Requirements and Guidance: Medical Gas Piping Systems

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
7. PROCESS REQUIREMENTS		
C. 7.1.1.1	The IB shall comply with the Inspection Body responsibility requirements identified in the applicable CAN/CSA Z7396-1.	
7.4 Inspection reports and inspection certificates		
C. 7.4.2.1	The IB shall ensure that in addition to the elements contained in ISO/IEC 17020:2012 cl. 7.4.2, the inspection report shall include all of the following: a) identification and description of the project; b) a statement of the test requirements for i) new systems, as specified in CAN/CSA Z7396.1 Clause 12.6.2; or ii) additions or modifications to existing systems, as specified in CAN/CSA Z7396-1 Clause 12.6.3; c) dated test results for i) new systems, as specified in CAN/CSA Z7396-1 Clause 12.6.2; or ii) additions or modifications to existing systems, as specified in CAN/CSA Z7396-1 Clause 12.6.3; d) dated test results, including the names of persons conducting and witnessing the tests; e) laboratory reports for any contamination tests or gas identity tests performed; f) a statement of conformity as demonstrated by the tests that were performed; and	In addition to the elements contained in ISO/IEC 17020:2012 cl. 7.4.2, the inspection report should include, where possible and appropriate, other support information such as photographs etc. The inspection report should include all the results of examinations and the determination of conformity made from these results as well as all information needed to understand and interpret them.

ISO/IEC 17020:2012	SCC Requirement	SCC Guidance
	g) a statement confirming the presence of working as-built drawings, as specified in CAN/CSA Z7396-1 Clause 13.1.	
C. 7.4.2.2	The IB shall maintain documentation to show that all of the test requirements for which it has responsibility have been met.	

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