



# QCI – CAPSI Voluntary Initiative

## Security sTar Agencies Rating Scheme

### Obtaining and Maintaining Certification

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## **STEP I Planning for Certification**

1. Obtaining certification against the Certification/Technical Criteria represents a challenge to providers of security services.
2. It is therefore essential that the agencies interested in obtaining this certification consider carefully
  - a) what Rating or Certification Level they wish to achieve,
  - b) identify the Criteria for the desired certification level, and
  - c) what needs to be achieved prior to applying for certification.

## **STEP II Preparation**

1. Obtain the relevant Certification Criteria documents namely the 'Requirements for Private Security Agencies' and applicable central and state Regulations;
2. Assess your process and services for compliance to relevant level of Certification Criteria.
3. Undertake preparations so as to ensure that the systems, processes and the services being provided would comply with the requirements of the relevant level of Certification Criteria.
4. Confirm that your agency has been registered under the PSARA act and rules and in operation for at least one year.

## **STEP III Self assessment**

1. Review your current systems and practices against the requirements of the latest relevant Certification Criteria.
2. Identify areas which need to be addressed and ascertain compliance prior to applying for certification.
3. Please note that Certification Bodies are not permitted to provide consultancy although they can identify deviations from the relevant Certification Criteria requiring correction and/or corrective action.

## **STEP IV Select a Certification Body**

1. Select an approved Certification Body to carry out the audit at your site. Only Certification Bodies that are accredited by NABCB/ recommended by QCI can undertake certification under the scheme.
2. In selecting a certification body, consider the levels of certifications covered under the scope of accreditation of the Certification Body. Information on scope of accreditation is available on the website of QCI ([www.qcin.org](http://www.qcin.org)) or can be obtained from the concerned certification body, either through correspondence or by visiting their website.
3. Certification Bodies will require details of your site, operations, services and relevant certification criteria on a prescribed Application form for registration of your Application for

grant of product certification. Obtain the prescribed application form from the selected Certification body.

4. Submit the application form duly filled to the selected certification body along with the following documents;
  - a) Proof of being a legal entity
  - b) Valid Agency Licence ;
  - c) Proof of Address;
  - d) List of offices;
  - e) List of Client sites, if available;
  - f) Copy of a Quality manual and relevant procedures
  - g) Self evaluation checklist confirming that all requirements as prescribed in the relevant certification criteria are being complied with.

#### **STEP V Registration and Evaluation by a Certification Body**

1. The certification body will examine your application for completeness and adequacy, and deviations if any, will be informed to you for necessary correction and/or compliance. Once the application is found to be complete, it shall be registered by the Certification body.
2. The certification body will determine the duration of the evaluation at your site, on the basis of the number of offices to be certified, the manpower, the complexity of operations and processes, and quote to you.
3. On acceptance of the quote, the Certification body shall in consultation with you finalize the dates for evaluation.
4. The certification body will carry out the evaluation in two stages. During the Stage 1 evaluation, your state of preparedness, documentation and availability of competent personnel will be assessed for their adequacy.
5. At the end of Stage 1 evaluation the Certification Body will inform the applicant in writing about the deficiencies observed, if any, with respect to the certification criteria.
6. Take necessary actions and inform the certification body as soon as possible but not later than 3 months of the Stage 1 Evaluation. Delays beyond this will lead to another Stage 1 evaluation of your facility by the certification body.
7. The certification Body will undertake the Stage 2 evaluation only after you have confirmed that necessary actions on the identified shortfalls have been taken.
8. For the Stage 2 evaluation the certification body will visit the agency offices and evaluate the system, process and controls being implemented, and the competence of the personnel for compliance to the certification criteria.

#### **STEP VI Follow up and Corrective actions**

1. At the end of Stage 2 evaluation the Certification Body will inform the applicant in writing of the deviations observed, if any, with respect to the certification criteria.

2. Take necessary actions and inform the certification body as soon as possible. If you do not show progress towards completion of corrective actions within three months of Initial Evaluation your application shall be closed.
3. If the corrective actions can be verified through documented evidence, you will be required to provide the same to the Certification Body for verification of corrective actions. However if verification of corrective action is to be undertaken at the agency office(s), the Certification body evaluator visits the office for confirmation of the identified corrective action only or for follow up of non conformities identified during the previous evaluation.

### **STEP VII Certification decision**

1. The Certification Body will review the onsite Stage 1 and Stage 2 evaluation reports, corrective action documentation provided by the applicant and verified if so required by the Evaluation team, in order to make a certification decision.
2. Certificate shall be awarded to the agency only for the security services and range of offices applied for and offered for evaluation.
3. The decision for certification will be taken only when all requirements of the Scheme have been complied with.
4. The Certificate shall be awarded for fixed time tenure of 3 years, during which your operations and the management system / services will be subjected to surveillance evaluations, and beyond the 3 years period of validity the certificate will be renewed subject to ongoing compliance
5. The certification process should be completed within 12 months of the registration of the application failing which the certification body would reject your application.

### **STEP VIII Issue of a Certificate by Certification Body**

1. The Certification Body issues a certificate to the agency indicating that the requirements of the certification scheme have been met with and that the services conform to the relevant certification criteria. The name of the agency with address of offices, type of services, and the relevant level of certification criteria are clearly mentioned on the Certificate, along with effective date of certificate, validity of the certificate, name and address of the Certification Body and applicable logos.
2. The certificate should be issued within 7 days of the certification decision.
3. The Certification Body immediately informs the QCI about the grant of certification.

### **STEP IX Agreement for usage of STAR Scheme Certification Mark(s)**

1. The STAR Scheme Certification Mark(s) is not available for download from the QCI website/ any website.

2. Enter into a legally enforceable agreement with QCI authorizing you to use the Certification Mark for the level for which you have been certified.
3. Based on this, the QCI website is updated with the name and address of the agency, the services covered in the scope of certification, the criteria level against which certified, the Certification mark awarded, effective date of certificate and its validity.

### **STEP X Maintaining Certification**

1. Ensure that systems and processes are maintained at all times
2. Implement Internal Quality Audits and reviews as required by the criteria and maintain records
3. Ensure that the systems and services certified under the Scheme comply with the Certification criteria – this will be checked by the CB through surveillance.

### **Using the Certification Mark(s)**

1. The STAR Scheme Certification Mark(s) is for use only by organisations that have achieved certification.
2. The STAR Scheme Certification Mark(s) is owned by the Scheme Owners and provided on its behalf to the certified agency. The Certification Mark(s) can be used on all the agency's communication tools such as company vehicles, letterheads, compliment slips, business cards, marketing collateral, advertising, exhibition graphics, electronic media.
3. Misuse of the Certification Mark(s) would invite actions including rejection of application or suspension/cancellation of certification.

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