





Quality Council of India  
**CROSS REFERENCE MATRIX-cum- ASSESSMENT REPORT**  
*(PrCB to fill up Column (3))*

| (1) | (2)   | (3)   | (4)        |    | (5)                                     |
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|     |   |   | Yes        | No |   |
| 3.  | <b>Administrative Requirement</b>   |   |            |    |   |
| 3.1 | <b>Legal Entity</b>   |   |            |    |   |
|     | The PrCB shall be a legal entity in the economy in which it is located, or shall be a defined part of a legal entity, such that it can be held legally responsible for all its Certification activities. A governmental certification body is deemed to be a legal entity on the basis of its governmental status. A PrCB, that is part of an organization involved in functions other than certification, shall be separate and identifiable within that organization. |   |            |    |   |
| 3.2 | <b>Organizational Structure:</b>  |   |            |    |   |
|     | The PrCB shall define and document the duties, responsibilities and reporting structure of its personnel and any committee and its place within the organization. When the certification body is a defined part of a legal entity,  |   |            |    |   |



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|            |   |  | Yes        | No |   |
|            | documentation of the organizational structure shall include the line of authority and the relationship to other parts within the same legal entity. |  |            |    |   |
| <b>3.3</b> | <b>Integrity</b>  |  |            |    |   |
|            | The PrCB and its personnel shall maintain integrity at all times. The PrCB shall implement adequate measures to ensure integrity.                   |  |            |    |   |
| <b>3.4</b> | <b>Impartiality</b>   |  |            |    |   |
| 3.4.1      | The PrCB shall be impartial.  |  |            |    |   |
| 3.4.2      | The PrCB shall be so structured and managed as to safeguard impartiality.   |  |            |    |   |
| 3.4.3      | The PrCB and its staff shall not engage in any activities that may conflict with their Impartiality.  |  |            |    |   |



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|       |   |  | Yes        | No |   |
| 3.4.4 | The PrCB shall act impartially in relation to its applicants, candidates and certified TCHPs.   |  |            |    |   |
| 3.4.5 | <p>The PrCB shall have a process to identify, analyze, evaluate, monitor, and document the threats to impartiality arising from its activities including any conflicts arising from its relationships on an ongoing basis.</p> <p>a) This shall include those threats that may arise from its activities, or from its relationships, or from the relationships of its personnel. Where there are any threats to impartiality, the PrCB shall document and demonstrate how it eliminates or minimizes such threats and document any residual risk. The demonstration shall cover all potential threats that are identified, whether they arise from within the PrCB or from the activities</p> |  |            |    |   |



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|     |   |  | Yes        | No |   |
|     | <p>bodies or organizations.</p> <p>b) Top management shall review any residual risk to determine if it is within the level of acceptable risk. When a relationship poses an unacceptable threat to impartiality, then certification shall not be provided.</p> <p>c) The risk assessment process shall include identification of and consultation with appropriate interested parties to advice on matters affecting impartiality including openness and public perception.</p> <p>NOTE 1 Sources of threats to impartiality of the accreditation body can be based on ownership, governance, management, personnel, shared resources, finances, contracts, training,</p> |  |            |    |   |



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|       |   |   | Yes        | No |   |
|       | marketing and payment of a sales commission or other inducement for the referral of new clients, etc.<br>NOTE 2 One way of fulfilling the consultation with the interested parties is by the use of an impartiality committee |   |            |    |   |
| 3.4.6 | The PrCB shall not impart education and/or training in traditional community health practices within the same legal entity.   |   |            |    |   |
| 3.4.7 | The PrCB shall have a process to eliminate or minimize risk to impartiality if training/education of TCHPs is carried out in a related body which is linked to the PrCB by common ownership etc.                              |   |            |    |   |
| 3.4.8 | The PrCB shall have a process to ensure that the evaluators is free of any conflict of interest with the  |   |            |    |   |



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|            |  |  | Yes        | No |   |
|            | applicant(s) by means of being a teacher in the recent past. A separation of 2 years is considered acceptable for the purpose.   |  |            |    |   |
| 3.5        | <b>Confidentiality:</b><br>The PrCB shall ensure confidentiality of information obtained in the course of its certification activities by having a suitable system.  |  |            |    |   |
| 3.6        | <b>Security:</b><br>The PrCB shall develop and document policies and procedures to ensure security throughout the certification process.   |  |            |    |   |
| <b>3.7</b> | <b>Liability and financing</b>   |  |            |    |   |
| 3.7.1      | The PrCB shall be able to demonstrate that it has evaluated the risks arising from its certification activities and that it has adequate arrangements (e.g. insurance or reserves) to cover liabilities arising from its operations in |  |            |    |   |



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|            |   |   | Yes        | No |   |
|            | each of its fields of activities and the geographic areas in which it operates.   |   |            |    |   |
| 3.7.2      | The PrCB shall evaluate its finances and sources of income and demonstrate that initially, and on an ongoing basis, commercial, financial or other pressures do not compromise its impartiality.                          |   |            |    |   |
| <b>4.</b>  | <b>TECHNICAL REQUIREMENTS</b>   |   |            |    |   |
| <b>4.1</b> | <b>Personnel:</b>   |   |            |    |   |
| 4.1.1      | The PrCB shall have, as part of its own organization, personnel, either employed or on contract, having sufficient competence for managing process of certification of Traditional Community Healthcare Providers (TCHP). |   |            |    |   |
| 4.1.2      | The PrCB shall have defined processes for selecting, training, and formally authorizing evaluators and for selecting  |   |            |    |   |



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|       |   |  | Yes        | No |   |
|       | technical experts, if needed, used in this activity.  |  |            |    |   |
| 4.2   | <b>Competence</b>   |  |            |    |   |
| 4.2.1 | The evaluators used by the PrCBs shall have the following qualifications and experience:<br><b>a)</b> Experience: Shall have a practice for no less than 20 years in the stream of practice<br><b>b)</b> Shall be recognized within the community:<br><b>c)</b> Shall be a good communicator<br><b>d)</b> Shall have a good understanding of the Competency Profile.<br><b>e)</b> Shall have a good understanding of the various medicinal plants in that geography and its uses for preventive or curative purposes in humans<br><b>f)</b> Shall be able to apply Standard pre-defined evaluation principles by the Scheme Owners; |  |            |    |   |



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|     | <p><b>g)</b> Shall be able to apply evaluation accommodations for disability, language, and other special needs;<br/> <b>h)</b> Shall be able to apply the assessment methods and the type of evidence collected for the specific competency unit(s) assigned;<br/> <b>i)</b> Shall be able to recognize and distinguish Prior Learning and Current Competency processes;<br/> <b>j)</b> Shall be able to apply all scoring and reporting processes;<br/> <b>k)</b> Shall be able to apply the evidence of practice collection from the community where the TCHP practices and reporting as required;<br/> <b>l)</b> Shall be able to conduct the Oral Evaluation of candidates for competency as per MSC; and<br/> <b>m)</b> Shall be able to use active proctoring methods</p> |   |            |    |   |



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| 4.2.2 | The PrCB shall have a process of qualifying the evaluators by a more senior Professional of Traditional Community Healthcare Providers. The PrCB shall also define the competence requirements of the senior Traditional Community Healthcare Providers who will qualify the evaluators. |  |            |    |   |
| 4.2.3 | Alternately the PrCBs can draw the TCHP expert from the Peer Evaluation Committee approved by the Scheme owners.   |  |            |    |   |
| 4.2.4 | <b>Personnel records</b><br>The PrCBs shall maintain up-to-date personnel records, as per requirements of the Scheme document, of each of its personnel involved in its certification activities   |  |            |    |   |



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| <b>4.3</b> | <b>Certification process:</b>  |  |            |    |   |
| 4.3.1      | The PrCB shall manage the process of Certifying Traditional Community Healthcare Providers as per the documented 'Certification Process' prescribed under the Scheme.  |  |            |    |   |
| 4.3.2      | The PrCB shall maintain records to demonstrate that the certification process is effectively implemented.  |  |            |    |   |
| 4.3.3      | The PrCB shall ensure the requirements of the Scheme are met with at any point in time.  |  |            |    |   |
| 4.3.4      | The PrCB shall certify Traditional Community Healthcare Providers only under the Scheme and shall use the logo of the Scheme in the certificates issued to the certified Traditional Community Healthcare Providers. |  |            |    |   |
| 4.3.5      | The PrCB shall have written agreement with the certified THCPs on the use of the certificate issued to them.   |  |            |    |   |
| 4.3.6      | The PrCB shall have a process to handle appeals by the candidates  |  |            |    |   |



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|       |  |  | Yes        | No |   |
|       | against any of its decisions.  |  |            |    |   |
| 4.3.7 | The PrCB shall have a process to handle complaints from the TCHPs, the users of the services of the certified TCHPs or any other stake holder.   |  |            |    |   |
| 4.4   | <b>Certification agreement:</b> The PrCBs shall have a legally enforceable agreement for the provision of certification activities to THCPs. In addition, the PrCBs shall ensure its certification agreement requires that the THCPs comply at least, with the specific requirements as prescribed in the relevant accreditation standards (ISO17024) and the Scheme document. |  |            |    |   |
| 4.5   | <b>Responsibility for decision on Certification</b>  |  |            |    |   |
| 4.5.1 | The PrCBs shall be responsible for, shall retain authority for, and shall not delegate, its decisions relating to  |  |            |    |   |



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|       | certification, including the granting, maintaining, recertifying, expanding and reducing the scope of the certification, and suspending or withdrawing the certification.   |  |            |    |   |
| 4.6   | <b>Publicly available information</b>   |  |            |    |   |
| 4.6.1 | The PrCB shall maintain a website for providing information about the Scheme and its certification activities under the Scheme.   |  |            |    |   |
| 4.6.2 | The PrCB shall maintain and make publicly available information describing its certification processes for granting, maintaining, extending, renewing, reducing, suspending or withdrawing certification, and about the certification activities and geographical areas in which it operates. |  |            |    |   |
| 4.6.3 | The PrCB shall make publicly available information about applications registered and certifications granted,  |  |            |    |   |



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|       |   |   | Yes        | No |   |
|       | suspended or withdrawn  |   |            |    |   |
| 4.6.4 | The PrCB shall make publicly available its processes for handling appeals and complaints. |   |            |    |   |

**Name of the Team Leader**

**Date**