The value of accreditation in providing business friendly alternatives to Government regulation has been given further recognition following a Department for Business, Innovation and Skills (BIS) consultation exercise.

The Government response to the consultation on Transforming Regulatory Enforcement recommends that enforcement agencies in all business sectors should make greater use of ‘co-regulation’ and ‘earned recognition’ and cites UKAS accredited schemes as examples of how this can work in practice.

According to the consultation response, ‘co-regulation’ involves the formal sharing of regulatory responsibility between business and government, including through certification, independent audit and accreditation. The report states that options for co-regulation should be explored in the development of all new regulatory regimes and that the scope for co-regulation to be introduced into existing systems should also be tested. UKAS accreditation of inspection of greyhound racing tracks is used as a case study in the response to illustrate how co-regulation can operate.

‘Earned recognition’ means developing approaches that incentivise and reflect businesses’ own efforts to comply with the law. The response establishes the principle that, if businesses are already compliant, regulators should recognise that, and focus their inspection activities elsewhere. It recognises that many companies have introduced internal controls and management systems that can help to demonstrate compliance with regulatory requirements. The response cites the UKAS accredited Farm Assurance Schemes as examples of earned recognition working in practice.

Having established these principles, BIS is proposing to review all regulators, not just to examine the case for continued existence, but to make sure each one is making the fullest possible use of the range of alternatives to conventional enforcement models. The reviews will consider the extent to which existing regulatory regimes could more effectively use the resources of the private sector to deliver good regulatory outcomes, for example by assessing the extent to which earned recognition, professional standards and other co-regulatory models might be appropriate. The response states that BIS will expect regulators and policy-makers designing enforcement regimes to operate on a presumption of ‘co-regulation first’ and to apply earned recognition to all existing regulatory regimes. The intention is to deliver a significant reduction in state-led enforcement activity.

UKAS has established good links with BIS during the course of this consultation exercise and is well placed to contribute to the forthcoming reviews of regulators to ensure that accredited testing, inspection and certification are given full consideration as the use of co-regulation and earned recognition is developed further.

The Government response to the consultation on Transforming Regulatory Enforcement can be downloaded from the consultations page on the BIS website at http://www.bis.gov.uk/Consultations
Time for change at ‘ACQUAL’

The journal Accreditation and Quality Assurance (ACQUAL) is the Springer published Journal for Quality, Comparability and Reliability in Chemical Measurement. ACQUAL is the number one journal in measurement science when topics relevant for the quality of chemical measurements are involved.

The journal has recently appointed new Editor-in-Chief Hendrik Emons who is Head of the Reference Materials Unit of the European Commissions’ Joint Research Centre, Institute for Reference Materials and Measurements (IRMM), located in Geel, Belgium. Professor Emons is keen to build on the success and reputation of the journal and to ensure that the journal acknowledges the expanding range of measurement areas which can profit from knowledge exchange on modern concepts and approaches to quality assurance and accreditation. To assist in this aim, the Editorial Team will be further strengthened by the addition of Lorraine Turner, Divisional Director, Technical at UKAS, one of two new Associate Editors. Four new members have joined the Intercontinental Advisory Board and ACQUAL’s Editorial Team which now covers 15 countries on four continents.

UKAS is keen to support Lorraine in her role in order to enhance the focus of the journal on accreditation issues. Lorraine is interested to hear from any UKAS accredited organisations who may wish to contribute papers to the journal.

Further information on the journal can be found on the Springer website http://www.springer.com/chemistry/analytical-chemistry/journal/769

Or contact Lorraine Turner at UKAS lorraine.turner@ukas.com

2012 – A Year of Standard Changes

A number of changes to standards are anticipated to take place during this coming year including:

- **Publication of ISO/IEC 17065** – this will replace ISO Guide 65/EN 45011 used as the criteria for the assessment and accreditation of Product Certification Bodies
- **A revision of ISO/IEC 17024**, the criteria used for the assessment of Personnel Certification Bodies
- **A revision of ISO 15189** the criteria used by UKAS for the assessment of Medical Laboratories.

These standards are all in the final stages of approval and more information on the transition arrangements for each standard will be published during the year once the publication dates are known.

### UKAS selected as Physiological Diagnostics preferred supplier

Following a competitive tender process for an accreditation provider to deliver the Improving Quality In Physiological diagnostics Services (IQIPS) programme, the Royal College of Physicians has announced that UKAS has been selected as the preferred provider. Discussions are now underway to progress the programme and agree the terms of the contract.

Further information will be released in due course.

### Subscribe now to ILAC and IAF e-news

Both ILAC and IAF have launched electronic newsletters to share information from the global perspective, news from the Regions and stakeholders, as well as initiatives taking place within national accreditation bodies.

By subscribing to future editions, you will be kept informed of relevant changes to regulatory requirements, training opportunities, stakeholder workshops, and document revisions that may affect laboratory, inspection body or certification body accreditation practices.

To subscribe to receive the newsletters which are issued twice a year, please visit the following links:

http://www.iaf.nu/articles/IAF_Newsletter/164

http://www.ilac.org/ilac_news.html

www.ukas.com Update March 2012 03
UKAS, with the support of government, invests a significant amount of time and resources in raising awareness of the benefits of accredited certification amongst UK businesses, government departments and regulators. The primary motivation for this is to enable organisations to make an informed choice on which certification bodies they use. To gain a clearer understanding of accredited certification the International Accreditation Forum (IAF), the global association of accreditation bodies, carried out a survey of businesses in 40 different economies. The survey aimed to clarify the drivers for seeking certification, the factors involved in choosing a certification body, and the extent of any benefit derived from the certification process.

Over 4,000 responses were received from businesses of all sizes operating across a diverse range of industries. While the majority of respondents were responsible for managing quality within their organisation, over a quarter of respondents were either finance directors, marketing managers or other senior management personnel. This indicates that the value of certification is recognised across the spectrum of business functions and not just in the traditional quality management arena.

Internal business improvement and increased sales
83% of all respondents reported that certification had added value to their organisation. As a more quantifiable measure, around half of all participants (and nearly two thirds of UK respondents) have seen an increase in sales as a direct result of the certification.

Internal business improvement was given by nearly half of all participants as the main driver for seeking certification, whilst approximately one third said it was a requirement of their customers. However, respondents overwhelmingly stated that certification was important to their customers. Despite only 12% citing it as the main reason for gaining certification, over 80% confirmed that certification had helped them meet national regulatory requirements. Taken together, these figures indicate that certification is something that organisations are choosing to seek primarily to improve internal operations and to provide customer confidence, rather than something that is done begrudgingly merely to tick compliance boxes. It’s not just the larger companies that are realising these benefits as nearly 2/3rds of respondents work in small to medium sized businesses, with over half of those coming from companies with less than 50 employees.

Accredited certification bodies are the supplier of choice
Over 90% of those who took part in the survey confirmed that their certification body was accredited by a recognised accreditation body, with nearly three quarters stating that accreditation was either essential or very important in their line of business. Only 3% reported that accreditation was not important. When asked about the importance of the certification being covered by the IAF Multilateral Recognition Agreement (MLA), 35% stated that the acceptance of their certification in overseas markets was very important.

The survey also revealed that the vast majority of organisations use certification bodies that are based in their local economy, with less than one in ten seeking certification from an overseas organisation. To help them through the process, 60% of respondents reported that they commissioned the services of an external consultant. Interestingly, the figure was reversed for the UK, with just 40% seeking outside assistance.

Accredited certification bodies provide value for money
While the survey identified that achieving certification could be fairly complex, businesses rated the competence of accredited certification bodies highly, and confirmed that the time to navigate the process met with their expectations. Asked whether the certification bodies provide value for money, 57% of respondents in the UK agreed.

The IAF has an ongoing initiative to capture feedback from the market in order to deliver value-added outcomes. The findings of this survey confirm that businesses are generating significant benefits and added value from accredited certification. Not only is it being used as a tool to deliver internal business improvement and regulatory compliance, but businesses confirmed that it has a positive effect on revenue. Given these benefits, and in light of the reported satisfaction with the assessment process, businesses are clearly recognising the value for money that accredited certification provides them.
BIS issues guidance to UK businesses on provision of certification

In response to a letter written by the Association of British Certification Bodies (ABCB) regarding the legality, under Regulation (EC) 765/2008, of UK organisations either providing certification without being accredited or those that claim to be accredited by an organisation other than UKAS, the Department for Business Innovation and Skills (BIS) has published a statement on its website to clarify its position.

Referring to the BIS accreditation and conformity assessment policy, the statement confirms that BIS:

- encourages Conformity Assessment Bodies to be accredited by UKAS as the National Accreditation Body.
- encourages UK businesses, Government and local authorities requiring third party conformity assessment services to source such services, where they exist, from conformity assessment bodies accredited by UKAS.

It further states that “Accreditation” within the meaning of the Regulation can only be obtained (in the UK) from the United Kingdom Accreditation Service by virtue of the Regulation.

The statement also clarifies that any organisation that is suggesting it is accredited in the sense of the Regulation when they are not is likely to be guilty of an offence under the Business Protection from Misleading Marketing Regulations 2008 (Statutory Instrument 2008/1276).

The full statement can be viewed on the BIS website: http://www.bis.gov.uk/policies/innovation/standardisation/non-accredited-certification
Following recent changes to EA’s Articles of Association, membership criteria and policies with regards to relationships with accreditation bodies from outside of the EU/EFTA, this General Assembly saw significant changes to both the EA membership and to existing Contracts of Cooperation.

EA welcomed ATCG, the national accreditation body of Montenegro, as a Full Member of EA as a result of Montenegro being identified as a candidate country by the EU. The General Assembly also agreed that ALCERAC (Algeria), ATS (Serbia), BATA (Bosnia & Herzegovina), BSCA (Belarus), CAECP (Moldova), DA (Albania), DAK (Kosovo under UNSC Resolution 1244/1999), EGAC (Egypt), GAC (Georgia), ISRA (Israel), NAAU (Ukraine) and TUNAC (Tunisia) become Associate Members of EA with effect from 23 November 2011. EA now comprises 34 Full Members and 12 Associate Members. All of the new members were present to participate in a formal signing ceremony held in the Royal Castle in Warsaw on 23 November.

The remaining existing Contracts of Cooperation/Bilateral Agreements with accreditation bodies from outside Europe all came to an end on 1 January 2012 with the exception of the Bilateral Agreement covering inspection activities with SANAS, South Africa which remains in force until such time as the ILAC Inspection Mutual Recognition Arrangement has been signed and SANAS has been accepted as a signatory.

The meeting was updated on progress in the Work Programme for 2011 together with the forecast of accounts, and agreed the Work Programme for 2012 and associated budget. While looking ahead, it was also agreed that the proposals for the peer evaluation process in support of the EU Emissions Trading Scheme (EU ETS) would be agreed at the next General Assembly in May 2012.

Revisions to the Terms of Reference of the Multilateral Agreement Council and the Laboratory Committee were agreed. A strategy for Inter-Laboratory Comparisons 2011-2021 was also considered and this will now be further developed into a policy document by the Laboratory Committee.

The General Assembly agreed that EA Members should apply a two-year transition period for the accredited certification to the new version of ISO/IEC 20000-1:2011: Information technology - Service Management – Part 1: Service Management System Requirements, from its publication date.
EA members considered a number of issues regarding documentation:

- EA-2/05: The Scope of Accreditation and Consideration of Methods and Criteria for the Assessment of the Scope in Testing was withdrawn and EA has adopted ILAC G18:2010: Guideline for the Formulation of Scopes of Accreditation for Laboratories as a guidance document for EA Members

- ILAC P14:2010: Policy for Uncertainty in Calibration was adopted as a mandatory document for all EA Members

- The list of ILAC/IAF documents applicable to EA Members and EA MLA Signatories was also confirmed

Several new work items were also agreed:

- To prepare a guidance document on the harmonised application of ISO/IEC 17021:2011 for OHSAS 18001

- To revise EA-6/02: EA Guidelines on the Use of EN 45011 and ISO/IEC 17021 for Certification to EN ISO 3834

- To revise EA-6/03: EA Document for Recognition of Verifiers under the EU ETS Directive in accordance with the published version of the EC Regulation on Accreditation and Verification and under the Terms of Reference of the Working Group for the Accreditation of GHG Verifiers

- To revise EA-1/16: Statement on Equivalence to be used by the EA MLA Signatories

The next General Assembly will take place in Madrid, Spain on 23-24 May 2012.
Increasing the visibility of accredited organisations

The Awareness Campaign continues to remain a core UKAS commitment to raising awareness levels among policy makers, public and private sector specifiers, and small to medium sized businesses. Particular emphasis is placed on providing information to procurers about the value of using accredited services so that they can make an informed choice when they are choosing a supplier to carry out testing, calibration, inspection or certification services.

In the last 12 months, UKAS has launched a number of initiatives to increase the visibility of accredited organisations, and make it easier for end users to access them.

Business Link

UKAS has worked closely with Business Link, the government’s digital portal for businesses, which provides access to clear and authoritative information and support for small businesses. Having carried out an extensive review, a number of guides on the site were identified that would benefit from information about UKAS accredited testing, calibration, inspection or certification. UKAS submitted its proposal, including suggested text and links, to Business Link for its consideration. As a result, reference to UKAS accredited services and links to the search facility of accredited organisations can now be found in 12 additional guides.

UKAS has also successfully secured a presence on a new Business Link service, which is a new website being developed by Serco on behalf of the Department for Business, Innovation and Skills (BIS). It launched in November 2011 and runs in parallel with the existing Business Link website. The beta site, which is themed as the Growth and Improvement Service, focuses mostly on good practice, rather than regulatory requirements.

This provides the site’s 19 million visitors each year with greater access to UKAS accredited organisations.
**Search Facility**

The UKAS search facility is a valuable tool for businesses searching for an accredited conformity assessment body. The search, which is free text or drill down, can be refined by a postcode search to find the nearest accredited facility. Last month, there were 185,903 searches for an accredited testing body, calibration body, certification body or inspection body.

This search facility can now be hosted on other websites using an i-frame (inline frame). The i-frame is a simple way of publishing one HTML page within another. The code is available for download from the UKAS site and this allows third parties to embed the search within their site. UKAS has promoted this facility to business intermediaries and trade associations encouraging its take-up. Organisations such as the Trade Association Forum have published the search on their site as a ‘value add’ for their members. This creates an additional channel for businesses that may not have been aware of UKAS, to access a competent supplier.

**UKAS i-Phone and Blackberry App**

To maintain pace with greater mobile working, UKAS is developing a mobile app to work on smartphones and tablets. The app will allow users to search for an accredited conformity assessment body or for a particular test. The app will also use GPS to enable the user to view those conformity assessment bodies that are in the local vicinity. The UKAS app will be designed to work on the i-Phone and Blackberry operating systems.

Further information will be available in due course.

**Improving our Google ranking**

These awareness initiatives will improve UKAS’ visibility to search engines such as Bing and Google. Activities such as linking to credible external sites, providing greater accessibility by complying with website standards or through a wider range of devices, the use of appropriate keywords, and the use of a variety of media are well established means of ensuring that the site is ranked on the first page of results.

A greater presence and links from authoritative and high traffic websites such as Business Link and other business intermediaries will not only drive businesses to the UKAS site, but it will also improve the search engine optimisation of the site and its search engine ranking. Ensuring that the UKAS website is available to view on a variety of devices, such as mobile devices as well as hosting video material on the site and through channels such as Youtube, also improves the visibility of the site.
The Certification Section at UKAS manages the accreditation of around 200 customers primarily involved in the certification of management systems, products or personnel. By the nature of certification this means that the work of UKAS’ Certification Section reaches into almost every sector of the marketplace with accredited certification providing confidence and quality to services and products used by everyone.

This large scope and diverse technical nature provides the Certification Section with some key challenges, particularly in relation to coverage of the technical activities of certification bodies. Accredited certification ranges from Food Safety through to areas such as Information Security and Emissions Trading. The varied technical nature of the work is reflected in the backgrounds of the Assessment Manager Team where we see expertise ranging to such areas as Food Technology, Healthcare, Electrical Components and Highway Construction. What all members of the section have in common is that they are all experts in quality management. Due to its ability to provide confidence to the market, the demand for accreditation of certification bodies is high with many new schemes being incorporated into the activities of the certification section each year, for example, the introduction of accredited certification schemes for the Government’s Green Deal and Competent Persons Schemes.

The Certification Section provides accreditation services to several multi-national certification bodies. This presents an added challenge as we need to maintain close working relationships with our colleagues in accreditation bodies around the world. This has been especially key in recent years as many new accreditation bodies join up to the international agreements and can therefore assess the overseas locations of our customers on UKAS’ behalf.

The Certification Section is comprised of 17 Assessment Managers who are led by the Accreditation Manager, Nigel Overton. To continue to support our customers and to manage the continued growth of accredited certification the Certification Section was restructured during 2011 to bring in two Specialist Support Assessment Managers and one Certification Specialist. This change brings additional resource to manage key functions such as decision making and sector schemes. The Certification Section is supported by a team of five Customer Liaison Officers led by Rebecca Clegg.

Nigel Overton, Accreditation Manager
UKAS exhibited at the Trade Association Forum’s (TAF) Annual Conference which took place on 23 February 2012 at the Church House Conference Centre, Westminster, to raise awareness of accreditation. The event included high profile speakers covering a broad range of TAF relevant topics across keynote addresses, sessions and a panel discussion.

Please visit the TAF website www.taforum.org/Events/305 for more information.

Combating Legionella 2012

UKAS will be exhibiting at Combating Legionella 2012 which will be taking place in Manchester on the 29 March. Jon Murthy, UKAS Marketing Manager, will present ‘What is UKAS accreditation and what do you need to do in order to obtain it?’

This event is an opportunity to receive updates on Legionella control, prevention and treatment and find solutions to any on-site Legionella problems. The event is a chance to be able to interact with Local Authorities, developers, building services engineers, water treatment specialists, consultants, facilities managers and heads of estate from hospitals, public buildings, leisure facilities and residential complexes.

For further information please visit the Combating Legionella website http://www.combatinglegionella.co.uk

Annual Assessment Managers’ Workshop

The UKAS Assessment Managers’ Workshop was held on 5 and 6 January 2012 at Sunningdale Park. This annual event enables the technical staff of UKAS to get together for a series of presentations and workshop sessions.

This year’s workshop was a success. Assessment Managers attended a diverse programme of workshop sessions as well as being addressed by the UKAS Chief Executive, Paul Stennett, and Director of Accreditation, Jane Beaumont. Topics this year included an overview of forthcoming changes to standards used for accreditation, developments to the UKAS Business Information System (DA RWIN), Information Security and the transition of the accreditation of the CPA medical laboratories to ISO 15189. These sessions are an essential part of communications within the company, helping to share the successes of the preceding year, and discuss the challenges ahead of us. The sessions also provide an opportunity for Assessment Managers to share best practice and help develop improvements to processes and guidance given for assessments.

The technical staff from the UKAS subsidiary, CPA, joined the UKAS staff for part of the workshop to assist in the development of the integration activities between the two bodies.

The workshops are one of the activities that are conducted to ensure consistency between staff. Other activities that UKAS run to assist in this area include Technical Assessor Days. During 2011 a number of ‘training’ days were held for assessors operating in specific technical areas including Green Deal, Forensics, Engineering Inspection and Agri-Food and Biosciences.
The diary lists forthcoming national and international accreditation-related events of interest to our readers, as well as upcoming UKAS training courses.

### March

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<td>Training Course</td>
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<td>8-9</td>
<td>Training Course</td>
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<td>UKAS Policy Advisory Forum</td>
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<td>6-7</td>
<td>EA Horizontal Harmonisation Committee</td>
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<td>ISAS Workshop</td>
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<tr>
<td>21-22</td>
<td>EA Communications and Publications Committee</td>
<td><a href="mailto:jon.murthy@ukas.com">jon.murthy@ukas.com</a></td>
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<td>27-28</td>
<td>EA Executive Committee</td>
<td><a href="mailto:graham.talbot@ukas.com">graham.talbot@ukas.com</a></td>
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<td>27-29</td>
<td>Training Course</td>
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<td>Training Course</td>
<td>Laboratory Internal Audit Course <a href="mailto:jan.garman@ukas.com">jan.garman@ukas.com</a></td>
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<td>Training Course</td>
<td>Uncertainty of Measurement Course <a href="mailto:jan.garman@ukas.com">jan.garman@ukas.com</a></td>
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<td>24-26</td>
<td>ILAC Accreditation Issues Committee and Proficiency Testing Consultative Group</td>
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<td>28-5 May</td>
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### Sanctions

Sanctions data is provided in Update on a quarterly basis. Full statistics from July 2008 are available on the UKAS website [www.ukas.com](http://www.ukas.com).

For the period October to December 2011:

**Imposed total suspensions:**
- 3 organisations
  - (2 Laboratories, 1 Inspection Body)

**Imposed total withdrawal:**
- 1 organisation
  - (1 laboratory)

The data does not include suspensions and terminations that have been imposed for non-payment of fees.

### Consultations

Since the last issue of Update, UKAS has responded to the following Government consultations:

- **Department for Energy and Climate Change – Consultation on the Green Deal and Energy Company Obligation**
- **Care Quality Commission – Consultation on proposals for the judgement framework and enforcement policy**
- **Department of Health – Consultation on proposals to introduce independent prescribing by podiatrists**