NATURE SCIENCE FOUNDATION

NSF/5.1.2/F/01	Agreement with Client	File No.

Rev. No.	01	Rev. Date	03.06.2025	Version 1.0	Version Date	02.01.2025

This Agreement is made and entered into as of **, by and between:**

Nature Science Foundation (NSF), No.2669, LIG-II, Gandhi Managar, Peelamedu, Coimbatore – 641 004, Tamil Nadu (hereinafter referred to as the "Certification Body"

AND

WHEREAS, the Certification Body is accredited to provide certification services in accordance with ISO/IEC 17021-1:2015;

AND WHEREAS, the Client seeks certification of its Educational Organization Management System in accordance with ISO 21001:2018 Standards;

NOW, THEREFORE, the parties agree as follows:

1. Scope of the Agreement

1.1 NSF provides certification services to the Client based on the requirements of ISO/IEC 17021:2015 and ISO 21001:2018

1.2 The certification services include but are not limited to:

- Initial certification audits
- Surveillance audits
- Recertification audits
- Special audits, if required

2. Responsibilities of the Certification Body

2.1 NSF ensures that impartiality, confidentiality, and competence in providing certification services.

2.2 NSF shall

- Perform audits in accordance with the agreed plan and applicable standards.
- Notify the Client of audit findings and certification decisions.
- Maintain accreditation and comply with relevant accreditation body requirements.

3. Responsibilities of the Client

3.1 The Client shall:

- Provide accurate and complete information to the Certification Body.
- Grant access to all relevant facilities, personnel, and records required for the audit.
- Comply with certification requirements and maintain the Educational Organization Management System per ISO 21001:2018.
- Inform NSF, without delay, of any significant changes that may affect certification, including but not limited to:

    - Changes in legal, commercial, or organizational status;
    - Major changes in the design, content, and delivery of educational products and services, including curriculum updates, new program launches, or discontinuation of existing courses.
    - Modifications in learner admission or registration processes, including criteria, timelines, and access methods.
    - Changes in learner support services, including counseling, academic support, and grievance handling mechanisms.
    - discontinuation or modification of approved curriculum courses;
    - temporary or permanent closure of the institution or any of its branches; and changes in infrastructure or support services that could affect the special needs of differently-abled persons.

4. Certification Process

4.1 The certification process shall include the following stages:

- Application and review
- Planning and scheduling of audits
- Execution of audits (Stage 1 and Stage 2 for initial certification)
- Decision on certification
- Issuance of certificate upon successful completion of the process

5. Certification Decision

5.1 NSF makes the certification decision independently based on the audit findings and other relevant information.

5.2 The decision are communicated to the Client within 2-4 weeks after the completion of the audit and resolution of any nonconformities (Certificate decision timing may vary based on the requirement).

5.3 NSF doesn’t provide consultancy or guidance services to the Client to maintain impartiality in the certification process

6. Timeline

6.1 For an educational institution seeking certification of its Educational Organization Management System (EOMS), the certification process shall be completed within a typical timeframe of 3 to 6 months, subject to the Client's level of preparedness and requirements

6.2 NSF ensures timely completion of the following stages:

- Application and Contract Finalization: 1–2 weeks
- Preparation and Planning: 2–4 weeks
- Stage 1 Audit (Readiness Review): 1–2 weeks
- Stage 2 Audit (Certification Audit): 2–3 weeks
- Decision and Certification: 2–4 weeks

6.3 The Client shall adhere to the agreed timelines and promptly address any identified nonconformities to avoid delays.

7. No Consultation Policy

7.1 NSF doesn't provide consultancy services to the Client, including but not limited to:

- Designing or implementing the management system
- Providing specific solutions to address nonconformities.
- Conducting Internal Audits.

7.2 This policy ensures compliance with ISO/IEC 17021-1:2015 and safeguards impartiality.

8. **Fees and Payment**

8.1 The Client agrees to pay all fees associated with the certification process as outlined in the Certification Body's fee schedule.

8.2 Payment terms, including timelines and methods, shall be agreed upon in writing and form part of this Agreement.

8.3 Use of Certification Mark

8.3.1 The Client is authorized to use the certification mark only in connection with the scope of certification as defined in the certification agreement.

8.3.2 The Client shall ensure that the certification mark is not used in a manner that misleads or implies certification of activities outside the defined scope.

8.3.3 The Certification Body reserves the right to withdraw authorization for use of the certification mark if the Client is found in breach of the terms of use.

8.3.4 Misuse of Certification or Certification Mark:

- If any misuse of the certification status or certification mark is identified, the Certification Body shall take appropriate action, which may include suspension or withdrawal of certification, legal action, or publication of the transgression.
- The Client agrees to take immediate corrective actions to address any identified misuse and notify the Certification Body of such actions within 30 days.

9. Confidentiality

9.1 Both parties agree to maintain the confidentiality of all information exchanged during the certification process, except as required by law or accreditation requirements.

10. Impartiality and Conflict of Interest

10.1 The Certification Body remain impartial and ensure that no conflicts of interest arise during the certification process.

11. Termination and Suspension

11.1 Either party may terminate this Agreement with written notice, subject to a notice period of 30 days.

11.2 The Certification Body may suspend or withdraw certification if the Client:

- Fails to meet certification requirements.
- Misuses the certification mark or status.
- Fails to address nonconformities within the agreed time.

12. Dispute Resolution

12.1 Any disputes arising out of this Agreement shall be resolved amicably through negotiation.

13. Amendments

13.1 This Agreement may only be amended in writing and with the mutual consent of both parties.

14. Governing Law

14.1 This Agreement shall be governed by and construed in accordance with the laws of crime and criminal section.

Signature of the Certification Body

Signature of the Client