



Associate Partner  
Programme

# APP CHARTER AND CONDITIONS

NQA advocates the highest standard of customer service, embodied in our client charter:

## We will...

- **Treat you as an individual, listening and responding to any concern or query you have.**
- **Offer quality advice, technical expertise and the skills to support you.**
- **Ensure a timely and professional service.**
- **Always be respectful, courteous and helpful.**
- **Deliver products and services that evolve to meet your needs.**

By being listed on the Associate Partner Programme, you expressly commit to the Associate Partner Charter.

## Limitations

Consultants listed on the APP are not entitled to:

- Represent NQA.
- Guarantee NQA certification outcomes.
- Claim to be recommended by NQA.
- Imply that they can reduce the cost/accelerate the route to NQA certification.

## Accreditation requirements

In line with ISO 17021-1:2015 (Conformity Assessment):

- NQA does not provide consultancy services, to remain impartial from management systems implementation.
- NQA shall not imply that certification would be simpler, easier, faster or less expensive with an APP consultant.
- APP consultants shall not indicate that NQA certification would be simpler, easier, faster or less expensive with their services.

Any violation of these terms and conditions may result in removal from the APP.

## Use of the APP logo

APP consultants are entitled to use the logos provided under these set conditions:

### The APP logo...

- **Can be used on marketing collateral, websites, social media pages, letterheads, email signatures and stationery.**
- **Must only be displayed where the respective consultants' business logo is also present.**
- **Shall not be recoloured, cropped, stretched, or displayed below 24mm wide (square version) and 50mm wide (rectangular version).**

NQA encourages all clients to cross-reference consultants displaying the logo with the APP.



## Downloads



Click here to  
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the APP logos



Click here to  
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the NQA logos



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logo guidance