



## Advisory Statement A18/05

### Clarification of evidentiary requirements for Standard 1.5 in relation to service provider qualifications and licences

#### Purpose

To provide advice about the option to provide evidence of service provider qualifications, training and licencing in the form of a Letter of Attestation instead of providing copies of individual records.

This Advisory Statement should be read in conjunction with the requirements of Diagnostic Imaging Accreditation Scheme (DIAS) [Standard 1.5, Equipment Servicing Standard](#) in its entirety.

#### Issue

Some issues have arisen from the 2015 changes to the Required Evidence for Standard 1.5, in relation to the requirement to provide DIAS approved accreditors (accreditors) with copies of service provider qualifications/licences, and evidence of successful completion of training relevant to the equipment being serviced.

Practices have reported difficulty obtaining copies of the required information from their equipment servicing agent, and equipment servicing agents have expressed concern about the resource and time implications of providing the requested information.

After considering the issues raised, the DIAS Advisory Committee has agreed that for the purposes of Standard 1.5, a 'record' of service provider qualifications and licences can be interpreted more broadly and that a Letter of Attestation can be provided as an alternative to copies of individual records relating to each service provider who undertakes preventative maintenance.

#### Requirements

In relation to evidence of service provider qualifications and licences, the Required Evidence for Standard 1.5 currently states that:

*'A record of the service provider's qualifications are to be provided to the approved accreditor, however they do not need to appear on every service report. The service provider shall:*

- *hold a radiation use licence for service and repair (if servicing ionising radiation equipment) issued by the State or Territory where the service is performed; and*
- *provide evidence of successful completion of a recognised training course appropriate to the equipment being serviced.'*

Copies of individual records of service provider qualifications and licencing may continue to be provided as documentary evidence for Standard 1.5. However, for the purposes of this Standard, a record of service provider qualifications may now alternatively be a Letter of Attestation confirming that the service providers used are appropriately trained in the manufacturer's recommended servicing procedures and are licenced to service and repair any ionising radiation equipment stationed at the practice.

If a Letter of Attestation is used as an alternative form of evidence it **must**:

- be on business letterhead
- include the manufacturer and model of the equipment to be serviced and the radiation safety licencing details of each service provider
- state that the requisite licencing and training records have been sighted and can be produced on request, and
- be signed and dated by an individual with the authority to attest to the information provided.

A template Letter of Attestation has been developed and is now included in the User Guide to assist with the collection of the required evidence regarding the qualifications and licencing of service providers. There is additional information in the User Guide providing advice about the Letter of Attestation.

When a practice elects to collect the required evidence regarding the qualifications and licencing of service providers from their equipment servicing agent in the form of a Letter of Attestation, the practice should provide the template letter to the equipment servicing agent well in advance of the date for submission of their application for accreditation. Providing the template letter will assist the equipment servicing agent to provide all the required information. An approved accreditor may not accept a Letter of Attestation if it is not in the format specified in the template in the User Guide. An incomplete Letter of Attestation will not meet the evidentiary requirements of Standard 1.5 regarding the qualifications and licencing of service providers.

If an equipment servicing agent were to provide false or inaccurate information about the qualifications and licencing of their service providers in a Letter of Attestation, then they would be legally responsible for any repercussions arising from those claims.

Practices which employ their own servicing agents may also provide the required evidence in the form of a Letter of Attestation. A template for this purpose is also provided in the User Guide.

### **For more information**

Practices should [refer to the DIAS User Guide for Practices Applying for Accreditation for clarifying information](#) about the evidentiary requirements for Standard 1.5, and contact their accreditor for further information and advice.

# Diagnostic Imaging Accreditation Scheme Advisory Statement A18/05

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<b>Relevant standard</b>	Standard 1.5, Equipment Servicing Standard

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<b>Links to other statements or advisory documents</b>	User Guide for Practices Applying for Accreditation
<b>Notes (if applicable)</b>	N/A