



Registration, Appeals and Audits

Registration

The Canadian Pork Council, in conjunction with the provincial offices responsible for the CQA® program, has developed a new management system to continue to improve delivery of the CQA® program. With this new management system comes the adoption of new terminology.

One new term relates to validation. The entire process, arranging the validation, the validation itself and the submission and review of the validation report is now called 'Registration'. The term validation will continue to refer to the review of on-farm records and facilities by a program validator. When a farm has successfully completed validation and earns its recognition by the program, that farm will be referred to as a 'registered farm'. Producers, validators and other industry stakeholders will begin to hear and see the use of this and other new terms in relation to the program.

Appeals

Occasionally, a producer will be dissatisfied with the outcome of the registration process. To address this, the CQA® program provides producers the opportunity to appeal the registration decision issued by the Provincial Delivery Agent.

Producers may appeal registration decisions, in writing, to their Provincial Delivery Agent. The written appeal must identify the producer, validator, date of validation and specific reasons for submitting the appeal, including the relevant area(s) of the On-Farm Quality Assessment Form.

All appeals will be handled through a provincial appeals committee. If the issue cannot be

resolved at the provincial level, the appeal will be forwarded to the national CQA® appeals committee.

Audits

A system to manage the administration of CQA® has been implemented. Built in to this new system is the capacity to audit CQA® farm registrations. 'Registration' is the term used for the process of validating and recognizing a farm on the CQA® program.

The audits will look at the activities of the national and provincial offices, as well as the registration process itself. As such, a number of registered producers in each province will be selected at random to be part of this audit process.

Producers selected for the on-farm portion of the program audit process will be contacted to notify them of their selection, to arrange for the audit visit and to ensure that the auditor is aware of any necessary biosecurity requirements. The audit will be conducted by the Provincial Delivery Agent.

Producers may not refuse to participate in an audit but may delay an audit due to herd health or personal issues (illness, etc.). Refusal to participate in an audit will result in the loss of registration status for the farm.

There will be no monetary cost to the producer, but manager and staff assistance will be required during the course of the audit, similar to a validation. These on-farm audits are being conducted to ensure that validations are occurring as required by the CQA® program and consistently across the country. This activity will allow us to evaluate and improve our system.