

Introduction and scope

The management of the International Board for IT Governance Qualifications (IBITGQ) is firmly committed to safeguarding and promoting impartiality in all activities related to the development, administration, and certification of IT governance qualifications. This commitment supports our mission to deliver credible, fair, and objective certification services that stakeholders can trust.

In fulfilling this commitment, IBITGQ management will:

1. Ensure Organizational Impartiality

- Uphold impartiality as a core organisational value and embed it in our quality management system, ensuring that objective and high-quality certification processes are consistently followed.
- Assume overall responsibility for the effectiveness of the quality management system and the ongoing monitoring of impartial practices throughout the organisation.

2. Assign Responsibility and Authority

- Designate the Managing Director and the Quality Management Representative to oversee impartiality, ensuring these roles are directly connected to all organisational units.
- Provide appropriate authority and resources to monitor, evaluate, and act on any potential threats to impartiality.

3. Communicate and Enforce Impartiality Requirements

- Promote awareness of the importance of impartiality with all IBITGQ personnel, experts, partners, and contracted parties.
- Require all IBITGQ employees, partners, subject-matter experts, panel members, and other involved parties to formally sign agreements containing confidentiality and impartiality clauses prior to engaging in any IBITGQ-related activities.
- Embed impartiality provisions within employment contracts, expert agreements, and other relevant contractual arrangements, and apply clearly defined consequences for failures to uphold these obligations.

	<p style="text-align: center;">Quality Manual Declaration of Impartiality</p>	<p style="text-align: center;">QMP 04-01</p>
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4. Prevent Influence and Conflict of Interest

- Ensure certification policies and processes treat all applicants, candidates, and certified persons fairly and without bias, and prevent any commercial, financial, or other pressures from compromising impartiality.
- Identify, manage, and minimise actual and potential conflicts of interest through documented procedures and appropriate controls.
- Explicitly prohibit any IBITGQ staff member, expert, or partner personnel who has contributed to:
 - the development of courseware,
 - the creation, review, or validation of examination items,
 - access to examination question banks, or
 - any aspect of the examination or certification process, including participation as an IBITGQ expert panel member,

from sitting the associated examination or obtaining the corresponding IBITGQ certification.
- Ensure that these prohibitions are clearly communicated, enforced, and monitored to prevent any actual or perceived unfair advantage.


5. Foster Transparent and Objective Decision-Making

- Base certification decisions solely on objective evidence and established criteria, applying consistent and transparent practices that reinforce trust in our qualifications.
- Demand and enforce strict confidentiality from all candidates and customers with regard to examination materials, content, processes, and results, in order to protect the integrity and impartiality of IBITGQ certification schemes.

6. Continual Review and Improvement

- Regularly review the impartiality management arrangements as part of our internal audit and management review processes to ensure their ongoing suitability, effectiveness and alignment with our strategic objectives.

By adopting and communicating this commitment, IBITGQ management reaffirms its dedication to impartiality, integrity, and excellence in all certification activities.


 Florian Freiberger, CEO of IBITGQ