



## Impartiality: Halal Agency Serbia (HAS) 2019

HAS-073

### Consultancy Policy

Republic of Serbia is a country located in Eastern Europe, it is in the Balkan Region, it has a total population of 7 million. The Muslim Community population is 500,000 (5% of total population approximately). Under Serbian Law (Articles 10 and 15 of the Law on Churches and Religious Communities (Official Gazette of RS, No. 36/2006) recognised the continuity with legal personality acquired on the basis of the law on Islamic Religious Community in the Kingdom of Yugoslavia (official Gazette of the Kingdom of Yugoslavia, No. 29/1930)), all Islamic Related activities MUST come under the control of the Islamic Community of Serbia (ICS) who are the recognised Islamic Authority. The Halal Agency Serbia (HAS) is under the ICS.

Because the Language in the Balkan region is mainly Serbian/Slavic, it is difficult for companies to get consultants to train them in halal firstly. The second issue is then accredited training, this can only be done by the recognised Islamic Authority – (ICS).

For UAE, GSO (UAE 2055-2:2016, GSO 2055-2:2012, SMIIC 2:2012), impartiality is understood to mean that HCB's cannot give training to Companies as it is defined at consultancy. However, for Jakim (Malaysia), MUIS (Singapore) and MUI (Indonesia), halal training is a requirement for the halal Certification body and client.

EU GMP Clause 2.6 states that personnel must

HAS will adopt the position that because the ICS is the recognised Islamic authority and the Serbian Halal Standard (HAS:2009) is the national standard, HAS will give training, but will refrain from giving advice which maybe construed directly or indirectly as advice on changing products or processes or the design of processes/products.

Training will be carried out separately and on different days than the onsite Audit. The training will include question to check the understanding of the audience on halal requirements.

The impartiality Committee will regularly monitor the training material and content to ensure that it is training and not consultancy.

Guidance Notes:

Consultancy vs Training

**Training.** Although **training** and **consulting** are very similar, they are not quite close enough to be considered the same thing. **Training** provides the knowledge and examples required to perform the task at hand. From a customer standpoint, it's the idea of providing them with tools to make the decisions at hand



Well, let's first start with similarities:

- You have customers, which have goals and you are there to help them achieve those goals
- They see you as a knowledge pool, so they want to get as much as possible from you
- They are adults with experience, so they have their own opinion most of the times

Having stated the similarities, it becomes clear that if you want to consult or teach, you are there to serve your customers and you have to have a great deal of knowledge on the subject in question. Great, but where is the catch?

The major difference between the two is how the customer goals will be achieved. We can explain it briefly:

- A Consultant is expected to provide options to the customer by clearly stating what the Pros and Cons are, so that the customer can pick one of the options and achieve his goals.
- An Instructor is expected to provide enough theoretical knowledge and practical examples to the student (customer), so that the latter can figure out what the options are and choose one of them based on the accumulated knowledge.
- From a standards perspective (Iso17065:2012), a consultant gives advice which the client uses to change a process ie. He impacts on the design or process. A trainer gives information about the relevant regulations, but does not advise the client how to make the changes of design or process or product.

Of course, in real life one cannot make a clear distinction between the two. In a class full of students there are situations where the Instructor needs to act as a Consultant and provide options to a problem stated by a student. There are also situations where in order to allow the customer to make a better decision, a Consultant needs to act like an Instructor and bring up the level of customer knowledge on the subject.

## WHAT IS COACHING?

Coaching is an ongoing conversation designed to take you from where you are now to where you want to be. **In coaching the client is the expert** and the coach is there to support, provoke, inspire and focus the dialogue. Coaching is all about removing your personal barriers thereby empowering you to reach your goals and create your vision.

## What is consulting?

**In consulting the consultant is the expert.** The consultation begins with an evaluation of the business as a whole and its individual pieces. The consultant will examine the goals, vision,



processes and people. From there the consultant will provide you with a list of recommendations on what changes need to happen and how to implement those changes.

### **What is training?**

Training is all about learning a new skill. The trainer acts as a teacher and can train you on either hard skills, such as Halal, accounting or soft skills, such as communication. Training can be conducted in a variety of ways. HAS offers training via webinars, seminars, teleclasses.

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Signed: