



INTERNATIONAL
ACCREDITATION
SERVICE®

Workshop on Persons Certification (ISO/IEC 17024) cl.4 & cl.5

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Scope

- **Clause 4 - General Requirements**
- **Clause 5 - Structural Requirements**

Principles - from Annex A (informative)

Certification of persons is:

1. to recognize an **individual's competence**
2. that only those who **demonstrated competence** are awarded certification
3. a valid assessment, by a **third party, reconfirmed** at defined intervals
4. to provide **confidence to interested parties** in its competence, impartiality and integrity

Principles - from Annex A (informative)

- 1. Impartiality** -> not influenced by other interest or other parties
- 2. Competence** -> competence of the personnel of CB
- 3. Confidentiality and openness** -> balance between conf. & openness
- 4. Responsiveness to complaints and appeals** -> effective resolution of complaints / appeals to protect the CB
- 5. Responsibility** -> CB is responsible to obtain sufficient objective evidence upon which to base a certification decision

4. General Requirements

4.1 Legal Matters: -> CB shall be a legal entity that it can be held legally responsible

4.2 Responsibility for decision on certification: -> no delegation outside the defined certification body (e.g. by external technical reviewer)

- granting,
- maintaining,
- recertifying,
- expanding and reducing the scope of the certification, and
- suspending or withdrawing the certification

4. General Requirements

4.3 Management of impartiality:

Certification of a person should be based on objective evidence obtained by the certification body through a fair, valid and reliable assessment, and not influenced by other interests or by other parties.

It is necessary for certification bodies and their personnel to be and to be perceived to be impartial in order to give confidence in their activities and their outcomes.

4.3 Management of impartiality.

Threats to impartiality:

self-interest threats:

threats that arise from a person or body acting in its own interest to benefit itself;

subjectivity threats:

threats that arise when personal bias overrules objective evidence;

familiarity threats:

threats that arise from a person being familiar with or trusting of another person, e.g. an examiner or certification body personnel developing a relationship with a candidate that affects the ability to reach an objective judgement;

4. General Requirements

4.3 Management of impartiality.

Threats to impartiality:

intimidation threats:

threats that prevent a certification body or its personnel from acting objectively due to fear of a candidate or other interested party;

financial threats:

the source of revenue for a certification body can be a threat to impartiality.

4. General Requirements

4.3 Management of impartiality:

- documented organizational structure
- top management commitment (GM / Head CB)
- risk analysis (see also 4.3.7)
- impartiality statement (publicly accessible without request (e.g. website))
- no discrimination policy (4.3.2-4.3.4) – i.e. shall not be restricted on the grounds of undue financial or other limiting conditions, such as membership of an association or group
- not allow commercial, financial or other pressures to compromise impartiality (4.3.5)
- identify threats to impartiality on an ongoing basis (4.3.6)

4. General Requirements

4.3 Management of impartiality

4.3.8 “Certification activities shall be structured and managed so as to safeguard impartiality. This shall include balanced involvement of interested parties”

A balanced involvement of interested parties may include:

- certified person(s),
- user(s) of the services of certified person,
- employer(s) of certified persons,
- consumers,
- governmental authorities, regulators

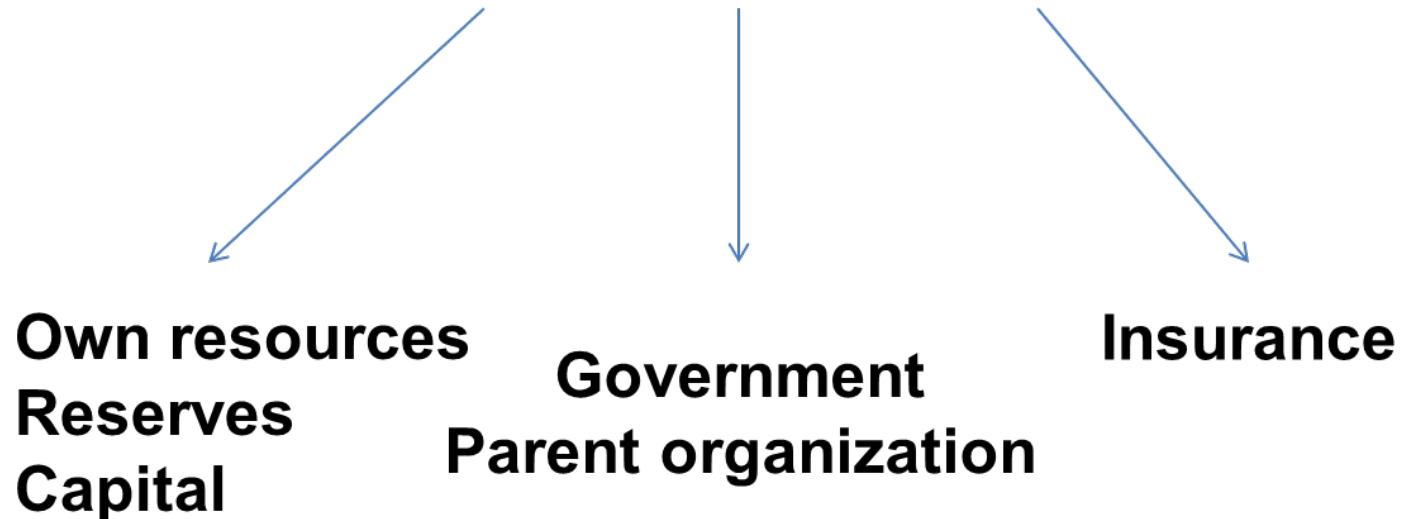


4. General Requirements

4. 4 Finance and liability

Remark: financial planning shall consider at least on certification cycle including recertification.

necessary financial resources



5. Structural Requirements

5.1 Management and organization structure key responsibilities:

- Define structure

- The party/parties or individuals responsible for the following shall be identified:

- a. policies and procedures relating for operation
- b. implementation of policies and procedures
- c. finance
- d. resources
- e. development and maintenance of the schemes
- f. assessments
- g. decisions on certification
- h. contractual arrangements.

5. Structural Requirements

5.2 Structure of the certification body in relation to training (this has mostly been taken from IAF GD24)

5.2.1 A certain training can be a prerequisite of a certification scheme

5.2.2 Maintain impartiality means not promoting specific training services

5.2.3 Providing training and certification from the same legal entity requires monitoring and “firewalls” to safeguard impartiality – examiners cannot assess a candidate they have trained within the last two years.

5. Structural Requirements

5.2 Structure of the certification body in relation to training

- Identify threats to impartiality on an ongoing basis
- All processes performed by the certification body are independent of training
- Don't give the impression that the use of both services would provide any advantage to the applicant

5.2 Structure of the certification body in relation to training

- Don't require the candidates to complete the certification body's own education or training as an exclusive prerequisite when alternative education or training with an equivalent outcome exists
- Ensure that personnel do not serve as an examiner of a specific candidate they have trained



Thank you

QUESTIONS?

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