



# ISO/IEC 17024 Workshop

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## Clause 9.1.2 - Guidance on Application Review



- 9.1.2 The certification body shall require the completion of an application, signed by the applicant seeking certification, which includes as a minimum the following:
  - d) any supporting information to demonstrate objectively compliance with the scheme prerequisites;



- 8.1 There shall be a certification scheme for each category of certification
  - e) prerequisites (when applicable);

### Issues to consider:

- What are the typical prerequisites?
- Can training be a prerequisite to take a certification exam?
- Can a certification body require its own training as a prerequisites?
- How are the prerequisites determined?
- Are the prerequisites aligned to the certification scheme?

# Case Scenario 1



- As per a certification body's scheme requirements (8.1.e), the prerequisites are listed below:
  - a. Baccalaureate degree from an accredited university
  - b. Five years full time experience in .....
- What would constitute objective evidence for a?
- What would constitute objective evidence for b?
- Would a self declaration by an applicant constitute an objective evidence?
- What if the prerequisite is 'applicant should not be a found to be convicted of any felony'?

## Case Scenario 2



- 9.1.3 The certification body shall review the application to confirm that the applicant complies with the application requirements of the certification scheme.
- A certification body reviews all applications for completeness but only a certain percentage of applications and supporting documents are reviewed to confirm applicant complies with the application requirements of the certification scheme.

# Certificates



- 9.4.7 The certification body shall provide a certificate to all certified persons. The certification body shall maintain sole ownership of the certificates. The certificate shall take the form of a letter, card or other medium, signed or authorized by a responsible member of the personnel of the certification body.

## Issues to consider:

- Who is an authorized personnel?
- Can a certification body issue e-certificates or badges?



Michael Jefferson



✓ Verified!  
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## Certification EXPIRED

Certification is conferred on an individual who has proven capabilities in problem solving, building solutions identifying opportunities for increased efficiencies.

ISSUED BY	ISSUED TO	ISSUED ON	EXPIRES ON
Acclaim	Michael Jefferson	01 Dec 2012	01 Dec 2015

### SKILLS

- Problem Solving
- Innovation
- Persistence

### WHAT IT TAKES TO EARN THIS BADGE

- Complete an application form
- Pass the Certification exam
- View additional information

### STANDARDS

#### ISO/IEC 17024:2003

Principles and requirements for a body certifying persons against specific requirements, and includes development

### EVIDENCE

**Identification Number**  
019488819475648838897

**This is text evidence with no url**  
This is the value that defines what the user completed.

**This is text evidence with a url**  
This is the value that defines what the user completed.

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9

## 9.4.8 The certificates shall contain, as a minimum, the following information:



- a) the name of the certified person;
- b) a unique identification;
- c) the name of the certification body;
- d) a reference to the certification scheme, standard or other relevant documents, including issue date, if relevant;
- e) the scope of the certification including, if applicable, validity conditions and limitations;
- f) the effective date of certification and date of expiry.

9.4.9 The certificate shall be designed to reduce the risks of counterfeiting.



# Defining Competence



- Competence is absolute but specific: Either a person is or is not competent to perform on the job.
- Competency is *contextual*.
- Only a minimal competency is necessary (maximal capacity is irrelevant) for the task at hand
- Some things require a higher degree of competence than others
- Competency is ‘fluid’ and thus must be assessed ‘at the moment’

# Competence vs. Qualification



3.6 Competence- ability to apply knowledge and skills to achieve intended results

3.7 Qualification demonstrated education, training and work experience, where applicable

9.3.1 establish validity of pass/fail decisions.

## 9.6 Recertification



9.6.1 Documented procedures for implementing the recertification process

9.6.2 Ensure that the recertification process confirms the continued competence of the certified person and ongoing compliance with the scheme requirements.

9.6.4 Recertification activities are adequate to ensure there is impartial assessment to confirm the continuing competence of the certified person.

# 9.6 Recertification



9.6.3 Recertification period shall be based on the scheme requirements. The rationale for the recertification period shall take into account, where relevant:

- Regulatory requirements
- Changes to normative documents
- Changes in scheme requirements
- Nature and maturity of the industry/field
- Risks resulting from an incompetent person
- Ongoing changes in technology
- Frequency and content of surveillance, if required by scheme

# 9.6 Recertification



9.6.5 In accordance with the certification scheme, recertification by the certification body shall consider at least the following:

- Professional development
  - Structured interviews
  - Confirmation of continuing work and work experience records
  - Examination
  - Checks on physical capability in relation to the competence concerned
- 
- Does recertification require a formal examination?
  - What does “at least” mean?

# Different scenarios



## Initial Certification for a Physician

### Scenario 1.

1. Medical knowledge (50%)- Written Test
2. Patient care & procedural skills (50%)- Practical Exam

### Scenario 2.

1. Medical knowledge (50%)- Written Test
2. Patient care & procedural skills (50%)- Practical Exam

### Scenario 3.

1. Medical knowledge (50%)- Written Test
2. Patient care & procedural skills (50%)- Practical Exam

## Recertification for a Physician

### Scenario 1.

1. Medical knowledge (50%)- Written Test
2. Patient care & procedural skills (50%)- Practical Exam

### Scenario 2.

1. Medical knowledge (30%)- Written Test
2. Patient care & procedural skills (70%)- Practical Exam

### Scenario 3.

1. Medical knowledge (20%)- Professional Development
2. Patient care & procedural skills (80%)- Employment

# Confirmation of continuing work and work experience records/Workplace learning



**Assumption:** Using the skillset on the job/practicing in the field.

## Issues to consider:

- Is the work aligned with the scheme requirements and scope of certification?
- Is it confirmation of continuing work or confirmation of continued competence?
- Acceptable format for confirmation of experience records and self declaration?
- Who can attest to continued competence? Supervisor, colleague, HR? (does this amount to outsourcing certification decision?)

# Professional Development



## Issues to consider:

- Does the courses/educational offerings/training cover the breadth of the certification scope?
- Is there an assessment of learning outcomes?
- What methods are used by CB to confirm continued competence?





for more information

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