

# Resource Requirements



## 6. Resource Requirements

6.1 The certification body shall manage and be responsible for the performance of all personnel involved in the certification process.



## 6.1 General personnel requirements

- 6.1.1 CB shall manage and be responsible for the performance of all personnel involved in the certification process
- 6.1.2 CB has sufficient personnel
- 6.1.3 CB defines competence requirements for personnel involved in all processes
- 6.1.4 CB provides personnel with documented duties & responsibilities
- 6.1.5 CB maintains up-to-date personnel records
- 6.1.6 personnel keep information confidential during performance of certification activities, except as required by law
- 6.1.7 CB requires personnel to sign a document by which they agree to comply with the rules of the CB including confidentiality, conflict-of-interest and impartiality
- 6.1.8 CB maintains impartiality if it employs a person it certifies

## 6.2 Personnel involved in the certification activities

6.2.1 Personnel must declare any conflict of interest

6.2.2 Examiners must meet CB requirements

–6.2.2.1 CB shall ensure that Examiners:

– Understand the relevant certification scheme

– Are able to apply the examination procedures and documents

– Have competence in the field to be examined

– Are fluent in writing and orally in the language of examination

– When an interpreter or a translator is used, the certification body shall have procedures in place to ensure it does not affect the validity of the examination

– Identify any known conflict of interest

–6.2.2.2 CB shall monitor the performance of the examiners and reliability of the examiners' judgments

–6.2.2.3 If there is a potential conflict of interest, measures should be taken to ensure confidentiality and impartiality of the examination.

## 6.2 Personnel involved in certification activities

6.2.3 Requirements for other personnel involved in the assessment

–6.2.3.1 Shall have documented description of the responsibilities and qualifications of other personnel (e.g. invigilators)

6.2.3.2 If there is a potential conflict of interest, measures should be taken to ensure confidentiality and impartiality of the examination.



## 6.3 Outsourcing

6.3.1 Shall have a legally enforceable agreement covering the arrangements including confidentiality and conflict of interests, with each body that provides outsourced work related to the certification process

6.3.2 When the certification body outsources work related to certification, the certification body shall:

- Take full responsibility
- Ensure body that is conducting work is competent and complies with 17024
- Assess and monitors the performance of the bodies conducting outsourced work
- Have records to demonstrate that the bodies conducting outsourced work meet all relevant requirements
- Maintain a list of the bodies conducting outsourced work

## 6.4 Other resources

Certification body shall demonstrate it uses adequate premises, equipment and resources for carrying out its certification activities

## Questions Submitted

- 6.2.2.2-Guidance on proper monitoring the performance of examiners and reliability of CB's monitoring mechanism is appropriate.
  - Statistical data to review the examiners to see if they are consistently grading the candidates. Are they calibrated or standardized?
- 6.3.2. Assessment of small vendors who operate from their homes.
  - Assessment still the same. Are they complying with the terms of their contract? Is there work of sufficient quality?
- Use of external personnel—not outsourcing
  - ??
- Clarify other resources—maybe examples.
  - any equipment used in the examinations, database used to store candidate data, office equipment, computers, telephones, examination scoring equipment, etc.

Questions?

