



International Personnel Certification Summit

The 21st Century Solution to Workforce Competitiveness



ISO/IEC 17024

General Requirements for Bodies Operating Certification of Persons

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ISO/IEC 17024 Terminology

- Appeal
- Candidate
- Certification Process
- Certification Scheme
- Certification System
- Competence

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ISO/IEC 17024 Terminology

- Complaint
- Evaluation
- Examination
- Examiner
- Qualification

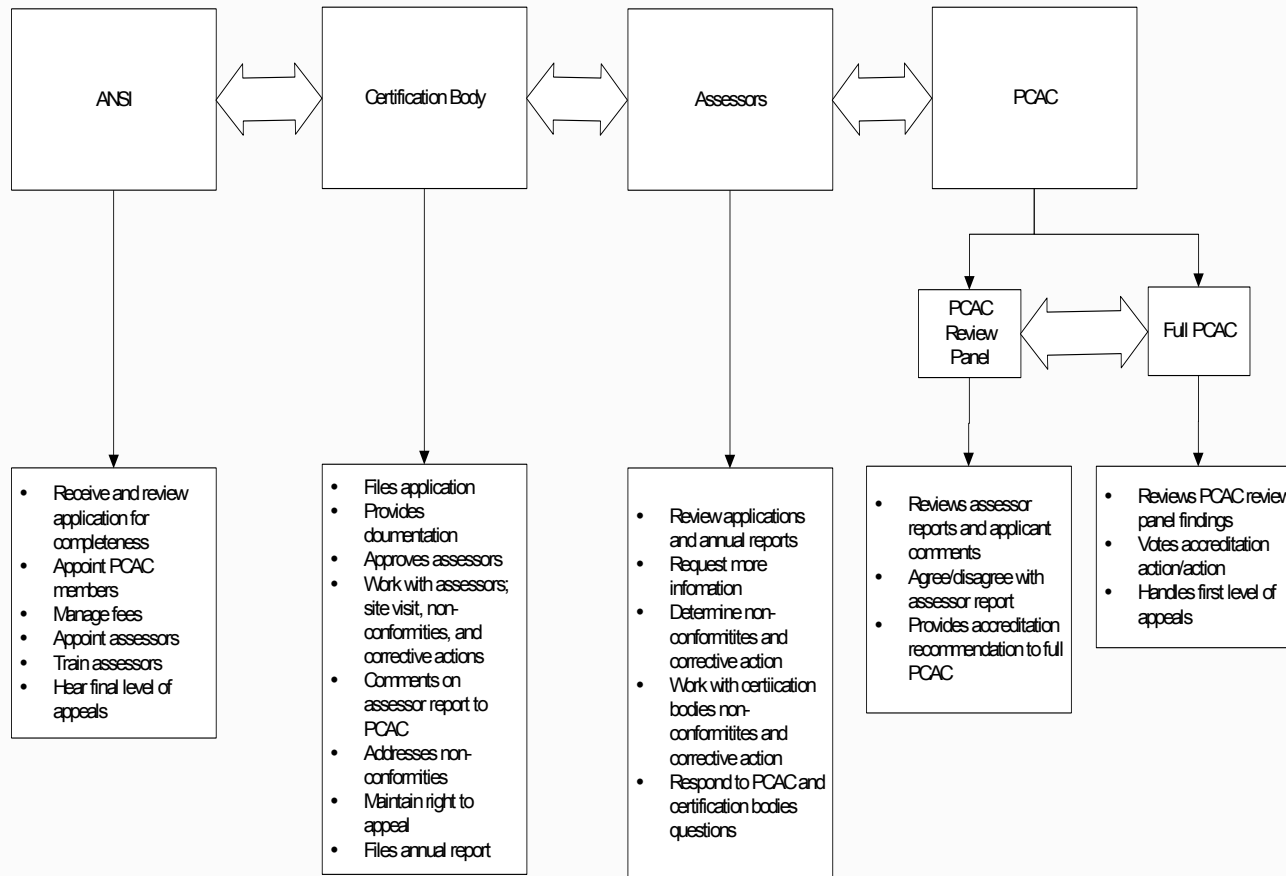


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Components of the Process



ANSI Accreditation Process

- Letter of Eligibility
 - Three basic requirements
 - Legal entity or part of a legal entity
 - Independent third party
 - Published Scope of Certification



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ANSI Accreditation Process

- Paper Application Addressing and documenting compliance with the requirements submitted
- Assignment of Assessors (auditors)
 - One psychometrician
 - One Generalist in Certification
 - Submitting of Confidentiality and Conflict of Interest
- Acceptance of Assessors
 - No conflict of interest

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ANSI Accreditation Process

- Review of Application
 - Request for Further Information
 - Creation of the Audit Schedule (agenda on site)
 - Opening Meeting
 - Interviews and Review of Records
 - Exit Briefing
 - Written Non-conformities
 - Verbal: Strengths and Opportunities for Improvement

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ANSI Accreditation Process

- Creation of the Accreditation Report
 - Two weeks after the on-site
 - Description of the Program
 - Documentation of Requirements Met
 - Strengths of the Program
 - Opportunities for Improvement
 - Non-conformities

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ANSI Accreditation Report

- Report sent to certification body
 - Review of misstatement of fact
 - Submittal of any corrections action(s) and/or plans for corrective action(s)
 - Disagreements with the report
- Report sent back to Assessors
 - If changes requested
 - Assessors provide comments
 - Support or Disagree with Changes

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ANSI Accreditation Process

- Report sent to Personnel Certification Accreditation Committee (PCAC) – Review Panel appointed by the PCAC Chair
- Review Panel Review
 - Review of accreditation report
 - Lack of clarity
 - Lack of support/evidence for Non-conformities
 - Review of Opportunities for Improvement
 - Present to Full PCAC

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ANSI Accreditation Process

- Actions of the PCAC
 - Approval of the Report and Request for corrective plans/actions
 - Approval of the report with changes and request for corrective plans and/or actions
 - Approve report and award Accreditation for five years
- Annual Surveillance Reports
 - Monitoring
 - Actions taken on a yearly basis

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ISO/IEC 17024 - Requirements

- Certification Body
 - Administrative Policies and Procedures
 - What to address
 - Where to document
 - Authority of Certification Body
 - What to state
 - Parameters to include
 - Scope of Certification

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ISO/IEC 17024 - Requirements

- Organizational Structure
 - Three major considerations
 - Competence
 - Impartiality
 - Finances
 - operations
 - Integrity
 - Requirements for Documentation
 - Relationship to Stakeholders
 - Impartiality and independence
 - Responsibility for decision-making
 - Scope & Authority

ISO/IEC 17024 - Requirements

- Requirements for Documentation cont'd
 - Designated responsibility as legal entity for operations and decisions
 - Relationship to other organizations
 - Conflict of interest
 - Authority of operations (financial)
 - Independence to implement policies

ISO/IEC 17024 - Requirements

- Documentation to Safeguard Impartiality
 - Bylaws
 - Articles of Incorporation
 - Minutes
 - Policy Manual
 - Composition of Board
 - Committees
 - Individuals Involved

ISO/IEC 17024 - Requirements

- Development of Scheme
 - Stakeholder input
 - Balance & Impartiality
 - Scheme Committee
 - Representation of interests
 - Involvement of test developers/advisors
 - Qualifications of members

ISO/IEC 17024 - Requirements

- Training and Education
 - Burden of Proof is on the certification body to document independent from certification functions
 - Documenting Compliance
 - Policies and procedures
 - Individuals involved
 - Inter-relationships

ISO/IEC 17024 - Requirements

- Appeals and Complaints
 - Policies
 - Documentation
 - Scope
 - Conflict of Interest
 - Process – Fairness
- Qualifications of People
 - Staff
 - Contracted Employees

Development/Maintenance of Scheme

- Define and justify scheme
- Describe process for developing and maintaining scheme
- Explain and document scheme committee's role
- Communicate changes in the process
- Define criteria for judging competence
- Note extent to which certification is restricted and why
- Describe how assessments are evaluated

Development/Maintenance of Scheme

Pointers to remember...

- No right or wrong way to comply; standard is not prescriptive
- Demonstrate how you meet the requirements, processes used to assure validity and reliability
- Explain rationale for development and maintenance processes
- Document, document, document

ISO/IEC 17024 Requirements

- Management System
 - You don't have to be ISO 9001:2000 Certified
 - Must be clearly documented
 - Plan: what, how and when?
 - Understood and Implemented at all levels of the organization
 - Three major components
 - Document Control
 - Internal Audit
 - Management Review

ISO/IEC 17024 - Requirements

- Subcontracting
 - Decision on Certification cannot be contracted out
 - Properly Documented Agreement
 - Certification Body Must take full responsibility for the Work
 - Ensure subcontractor is competent in contracted responsibilities
 - Maintain a list of sub-contractors

ISO/IEC 17024 - Requirements

- Records
 - Certification Status
 - Effective Date
 - Expiration
 - Re-certification
 - Restrictions
 - Discipline Actions
 - Storage & Maintenance

ISO/IEC 17024 - Requirements

- Confidentiality
 - Policies on releasing information
 - Access and Storage of records
 - Access to Information
 - Agreements
 - Confidentiality and conflict of interest
 - Volunteers, staff, and sub-contractors
 - Documentation – Handbooks, management manual, policy manual

Security

- Describe measures taken to insure security and confidentiality throughout system
- Include subcontractors and subject matter experts
- Explain how impartiality is maintained if trainers are test administrators

Security

Pointers to remember...

- Not just security as it pertains to examination administration
- Covers the examination development, integrity of subject experts, and the certification body staff
- Document irregularities or breaches of security and their remedies

ISO/IEC 17024 - Requirements

- Requirements for Persons
 - Define the competency requirements
 - Employed or contracted persons sign a document to commit to the policies and procedures
 - Current Job Descriptions
 - Document Qualifications and/or Training Received
 - Maintaining Personnel Records
- Requirements for Examiners
 - NOT proctors

ISO/IEC 17024 - Requirements

- Application
 - Information to include
 - Competence requirements
 - Description of Process
 - Type of Examination and Exam Blueprint
 - Fees
 - Policies and Procedures
 - Appeals
 - Code of Conduct
 - Signed application agreement

Evaluation

- Ensure eligibility requirements met as specified by the scheme
- Demonstrate how assessments conform to the requirements of the scheme
- Explain how all competence criteria are covered in the assessment procedures
- Report and maintain results appropriately
- Provide accommodations for any special needs

Evaluation

Pointers to remember....

- Make certain that qualified individuals are reviewing candidate qualifications
- Document the selection of assessment procedures
- Avoid either vague or obtuse reporting of certification results
- Make every reasonable effort to accommodate special needs at no cost to the candidate
- Communicate policy regarding special needs openly

Decision on Certification

- Describe how and who makes this
- Base decision on information gathered in the process
- Award certificates all certified persons and can take many forms
- Include certificant's name, unique identification number, name of awarding body, reference to the standard on which it was based, scope, effective and expiration dates

Decision on Certification

Pointers to remember...

- Decision must be made by the certifying body
- Safeguard the information used to make decision in case of complaints
- Grant certification when all requirements are met
- Notify candidates if information is used outside that specified in the scheme

ISO/IEC 17024 - Requirements

- Surveillance
 - Pro-active monitoring
 - Brochures
 - Surveys
 - Reporting from Regulatory Agencies
 - Actions taken when inform of alleged unethical or incompetent situations

ISO/IEC 17024 - Requirements

- Re-certification
 - Defined program
 - Assessments to support defined program

ISO/IEC 17024 - Requirements

- Use of certificates and logos/marks
 - Document use and management of logo/marks
 - Certified person signing an agreement
 - Protection of logs/marks