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Conformity assessment — General requirements for bodies operating certification of persons

Évaluation de la conformité — Exigences générales pour les organismes de certification procédant à la certification de personnes

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ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

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Foreword

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The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives or www.iec.ch/members_experts/refdocs).

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This document was prepared by the ISO Committee on Conformity Assessment (CASCO), in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/CLC/JTC 1, *Criteria for conformity assessment bodies,* in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

This third edition cancels and replaces the second edition (ISO/IEC 17024:2012), which has been technically revised.

The main changes are as follows:

— addition or revision of terms and definitions;

— additional requirements for the use of artificial intelligence (AI) added in 6.5;

— alignment with the PROC/33 text that establishes common elements for standards developed by CASCO.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html and www.iec.ch/national-committees.

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Introduction

This document has been developed with the objective of achieving and promoting a globally accepted set of requirements and principles for bodies operating certification of persons. Certification of persons is one means of providing assurance that the certified person meets the requirements identified in the certification scheme. Confidence in the respective schemes for certification of persons is achieved by means of a globally accepted process of assessment and periodic re-assessments of the competence of certified persons.

However, it is necessary to distinguish between situations where schemes for certification of persons are justified and situations where other forms of qualification are more appropriate. The development of schemes for certification of persons, in response to the ever-increasing velocity of technological innovation and growing specialization of personnel, can compensate for variations in education and training and thus facilitate the global job market. Alternatives to certification can still be necessary for job positions where public services, official or governmental operations are concerned.

This document can serve as the basis for the recognition of the bodies operating certification of persons, in order to facilitate their acceptance at the national, regional and international levels. Only the harmonization of the methodologies for developing and maintaining schemes for certification of persons can establish the environment for mutual recognition and the global exchange of persons.

This document specifies requirements which ensure that bodies operating certification of persons operate in a consistent, comparable and reliable manner. The requirements in this document are considered to be general requirements for bodies operating certification of persons. Certification of persons can only occur when there is a certification scheme. Schemes for certification of persons are based on market needs or demand or can be required by governments.

This document can be used for accreditation or peer assessment or designation by governmental authorities, scheme owners and others.

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Conformity assessment — General requirements for bodies operating certification of persons

1 Scope

This document specifies principles and requirements for a body operating certification of persons and includes the development and maintenance of a scheme for certification of persons.

NOTE 1 For the purposes of this document, the term "certification body" is used in place of the full term " body operating certification of persons", and the term "certification scheme" is used in place of the full term “scheme for certification of persons”.

NOTE 2 Annex A contains principles for certification of persons.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 17000, *Conformity assessment — Vocabulary and general principles*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17000 and the following apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

— ISO Online browsing platform: available at https://www.iso.org/obp

— IEC Electropedia: available at https://www.electropedia.org/

3.1
certification process
activities by which a *certification body* (3.7) determines that a person fulfils *certification requirements* (3.4)

Note 1 to entry: Certification process includes application, *assessment* (3.12), decision on certification, *recertification* (3.30), and issuance of *certificates* (3.6). It can include *surveillance* (3.29). Annex B can assist in the understanding of these terms.

3.2
certification scheme
scheme for certification of persons
set of rules and procedures that specifies the *competence* (3.9) criteria and other requirements related to specific categories of skills or occupations of persons and specifies the methodology for performing certification of persons

3.3
scheme owner
organization responsible for developing and maintaining a *certification scheme* (3.2)

Note 1 to entry: The organization can be the *certification body* (3.7) itself, a governmental authority, or other bodies.

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