



ISO/IEC 17024 Increasing the Quality of the Workforce

Completing the Quality Triangle
Systems, Products and People

Presented by
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ISO/IEC Standard 17024

Why was it Created?

- “Services” outpacing “products” in national and global economies
- Lack of standardization of a “certified person”
- Need for a mechanism to ensure legitimacy of certification agencies
- To create a National and International System for recognition of “credentials” to deliver services especially in the areas of health, safety and security
- To facilitate the mobility of people from one country to another



ISO/IEC 17024 – Sets the Bar for Quality

- ANSI/ISO/IEC 17024 sets the bar for quality in Personnel Certification Programs by
 - Ensuring the validity, reliability and quality of a certification program
 - Ensuring individuals pass who SHOULD pass and failing individuals who SHOULD fail
 - Ensuring a process that facilitates continued competence
 - Ensuring that due process procedures are in place to “take away” the certification for unethical or incompetent behavior
 - Ensuring a continuous quality improvement approach

Pre and Post 17024

- Pre 17024

- Qualification based
- Expert developed Examinations

- Post 17024

- Competency based
- Psychometric sound examinations
 - Fair
 - Valid
 - Reliable

Benefit to Countries

- Creates a working force to allow business/industries within the country to bring new business into the country
- Improves the quality of the workforce for industries within the country
- Allows employers to know “what they are buying”
- Allows for mobility of workers within the country
- Allows workers to work outside the country
- Concrete pathway for workers to move higher in the job market within the country

What is the accreditation Standard?

Certification Body – 4.1

- Fair and Equitable among all candidates – exceptions to policy
- Identify appropriate regulations and statutory requirements
- Policies and Procedures
 - Granting
 - Maintaining
 - Renewing
 - Expanding and Reducing the Scope
 - Suspending
 - Withdrawing

Organizational Structure – 4.2

- Certification Body is responsible for their certification decisions
- Indicates clear responsibility for:
 - Evaluation, Certification, Surveillance, Documents
 - Formation of Policy
 - Implementation of its policies and procedures
 - Finances of the Certification Body
 - Delegation of authority to any committees or individuals
 - Documents establishes certification body as a legal entity or part of a legal entity

Organizational Structure – 4.2 cont'd

- Participation of all parties significantly concerned
- No particular interest predominating
- Appointment of a Scheme Committee
 - Fairly and equitably represents the interests of all parties
- Certification Scheme may be developed by another organization
 - (e.g. Federal Codes or regulatory agencies)
- Financial Resources necessary for the operation of the certification system
- Policies and procedures that distinguish between certification and other activities

Organizational Structure – 4.2 cont'd

- Activities of related bodies do not compromise the confidentiality and impartiality of its certification
- Policies and procedures for the resolution of appeals and complaints
 - Resolved independently in an unbiased manner
- Shall employ or contract people with the necessary education, training, technical knowledge and experience to perform certification functions
- Shall define the methods and mechanisms to be used to evaluate the competence of candidates
 - Oral, Written, Practical (skills), Portfolio
- ...validation of the scheme by the scheme committee
 - Experts, surveys, interviews, documents

Development and maintenance of a Certification Scheme – 4.3

- ...due notice to representatives of the scheme committee of any changes in its requirements for certification
 - Certification body shall verify that each certified person complies with the changed requirements within such a period of time as is reasonable...
- ...developed by experts, endorsed by the scheme committee and published by the certification body
- Certification body shall not be restricted...membership of an association or group

Development and maintenance of a Certification Scheme – 4.3 cont'd

- Approved training course
 - May be a requirement of a certification scheme
 - Recognition/approval shall not compromise impartiality or reduce the demands of the evaluation and certification requirements
- Certification body shall evaluate the methods for examination of candidates.
 - Examinations shall be fair, valid and reliable
 - Fairness – does not discriminate any group of people
 - Valid – It measures what it is support to measure
 - Reliability – It consistently measures competency over many administrations of the examination
 - Collect and maintain statistical data
 - Reaffirm, at least annually, fairness, validity, reliability and general performance of each examination
 - Deficiencies corrected

Management System – 4.4

- Shall operate a management system (NOT ISO 9000)
- Covers all the requirements of this International Standard
- Ensures effective application of requirements
- Management system is understood and implemented at all levels of the organization
- Three basic elements
 - Document control
 - Internal audit
 - Management review
- Continual improvement, corrective and preventive actions

Subcontracting – 4.5

- Must have formal agreements with subcontractors
 - Must maintain a list of subcontractors
 - Must include confidentiality and prevention of a conflict of interest
 - Certification body must take total responsibility for the subcontractors' actions
 - Must have a way of assessing and monitoring the performance of the subcontractor
 - Agreements should have measurable requirements

Records – 4.6

- Must maintain a record system
- Records should indicate that the certification process has been effectively fulfilled
- Records shall be kept for an appropriate period of time to demonstrate continued confidence for at least one full certification cycle

Confidentiality and Security – 4.7 & 4.8

- Certification body shall keep confidential all information obtained in the process of its activities
 - Through legally enforceable commitments
- Policies for release of information
 - Written authorization
 - Release required by law, inform individual concern beforehand of what information will be provided
- Security
 - Policies and procedures in place that covers from the creation of a test item to the delivery of a test item and return to storage
 - Particular concerns about web based (computer delivered) examinations
 - Recent issues
 - Selling test items on the web
 - Cell phones
 - Memorizing test items – “braindump”

Requirements for Persons Employed or Contracted – General – 5.1

- Personnel shall sign a document by which they commit themselves to comply with the rules
 - Shall include confidentiality and conflict of interest
 - Independence from commercial and other interests that would compromise impartiality
 - Current job descriptions that accurately describe the duties and responsibilities
 - Personnel shall possess appropriate education, experience and technical expertise
 - They shall be “trained” for their specific responsibilities
 - Records of qualifications, training, performance and up-dating should be maintained

Requirements for Examiners – 5.2

- Shall meet competence standards based on certification body requirements
- Thorough knowledge of the relevant examination methods and examination documents
- Have appropriate competence in the field to be examined
- Fluent both in writing and orally in the language of examination
- Free from any conflict of interests
- Fairness, Validity and Reliability apply to this area of examination
 - Inter-rater reliability

Certification Process – Application – 6.1

- Must be able to provide detail description of the program
 - Scope of certification – “duties”
 - Fees
 - Code of conduct if applicable
 - Applicants’ rights
- Must have an application that requires a signature
 - Scope of certification
 - Agrees to comply with the requirements of the certification body
 - If Qualifications are required, confirmed and supported by evidence
 - General information on the applicant required to identify the person

Evaluation – 6.2

- Certification body can accommodate any special needs of applicants such as language and/or disability
 - Policies in place to ensure fairness
- Applicant has required education, experience and training specified by the scheme
- Competence shall be examined based on the requirements of the scheme
- All requirements are evaluated in some manner
- Reporting procedures
 - Performance and results of the evaluation are documented
 - Performance and results of examinations

Decision on Certification – 6.3

- Decision on certification of a candidate shall be made solely by the certification body
 - Cannot subcontract certification decision
 - Those who make the certification decision shall not have participated in the examination or training of the candidate
- Certification body shall provide a certificate
 - Name and unique certification number
 - Reference to competence Standard and if there is a year involved, it should be stated
 - Scope of certification
 - Effective date of certification and date of expiry

Surveillance – 6.4

- Pro active surveillance process
 - Audits on re-certification activities
 - Brochures/web site indicating ways to file a complaint against a certificant
 - Agreement with State Regulators to report actions
 - Surveys to an appropriate population
 - Monitoring newspapers and other appropriate sources

Recertification – 6.5

- Recertification requirements must relate to scheme requirements/competencies
 - Examination
 - Professional Education with an examination
 - Work Experiences
- Requirements of the recertification program
 - Rationale and some type of data to support frequency
 - Rationale on how recertification program facilitates “continued competency”
- No preferred methodologies as long as it relates to the scheme requirements/competencies

Use of Certificates and Logos/marks

- Certification mark does not have to be registered with the government but is encouraged
- Policies and procedures regarding use of certification mark
 - Known to certificants
 - Known to the public/employers
- Certification body shall require that a certified person sign an agreement
 - May be included with the elements of the application
 - Understands the limits of the certification
 - Does not claim to do more than the scope
 - Take appropriate action if certification is withdrawn or suspended
 - Inappropriate references to the certification

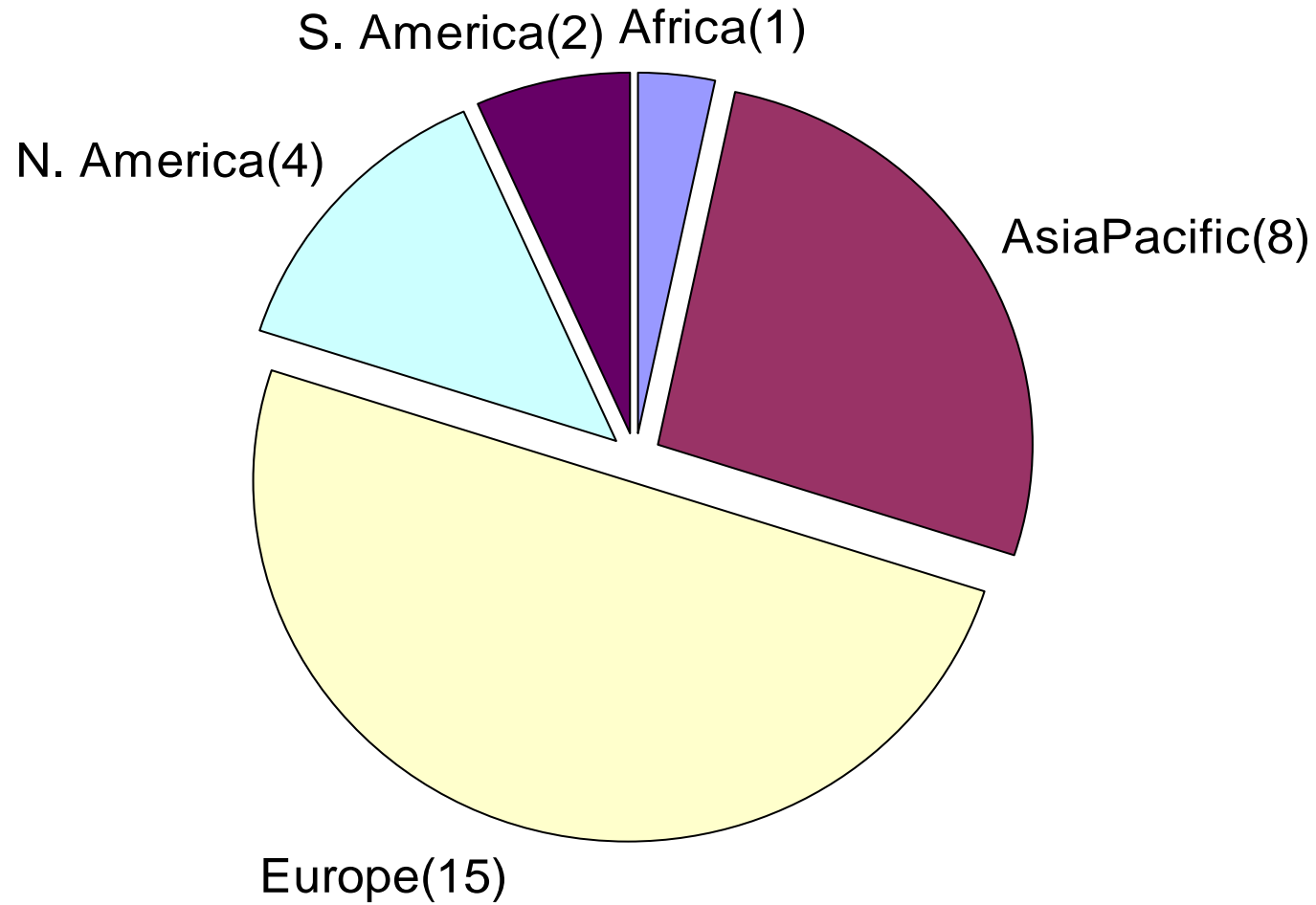
International Accreditation forum

IAF 17024 Working Group

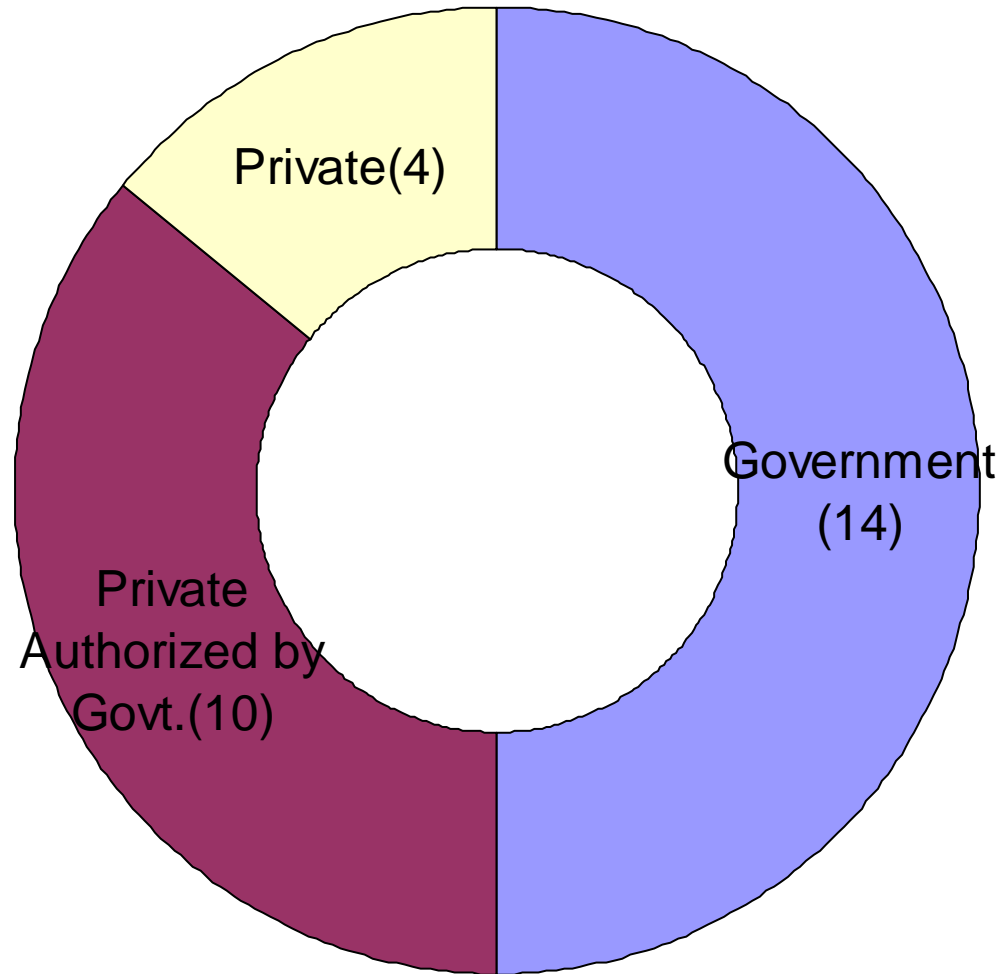
- Terms of Reference
 - ◆ Harmonization of implementing 17024 by ABs
 - ◆ Identifying Additional IAF Guidance Needed
 - ◆ Recommending Need for a MLA for 17024
- Recommended Additional Guidance
 - ◆ Validated Scheme
 - ◆ Fair, Valid and Reliable Examinations
- Recommended three level MLA
 - ◆ ISO/IEC 17011
 - ◆ ISO/IEC 17024
 - ◆ Endorsed Schemes

International survey results

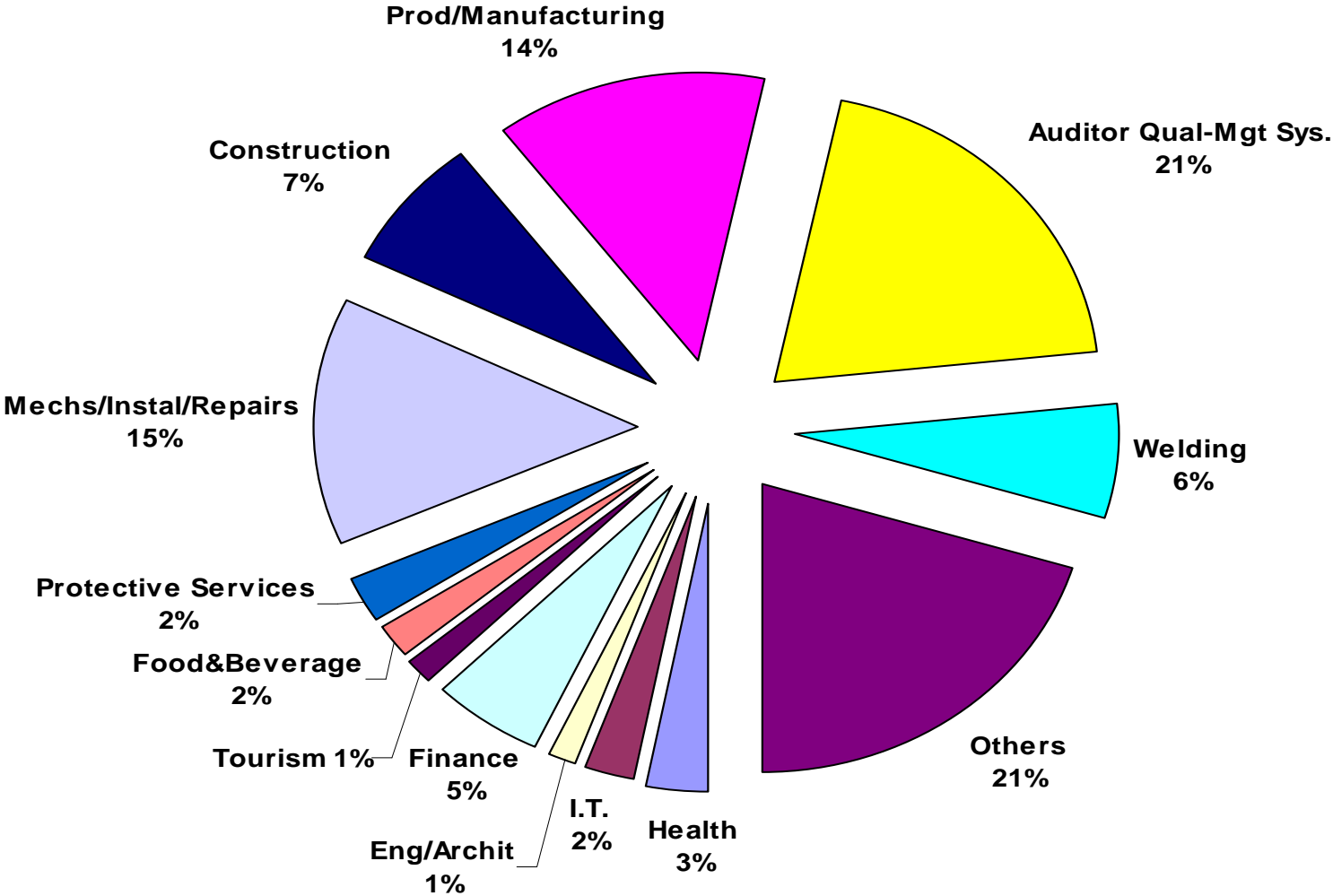
IAF ISO/IEC 17024 Membership Profile: Number of ABs Respondents



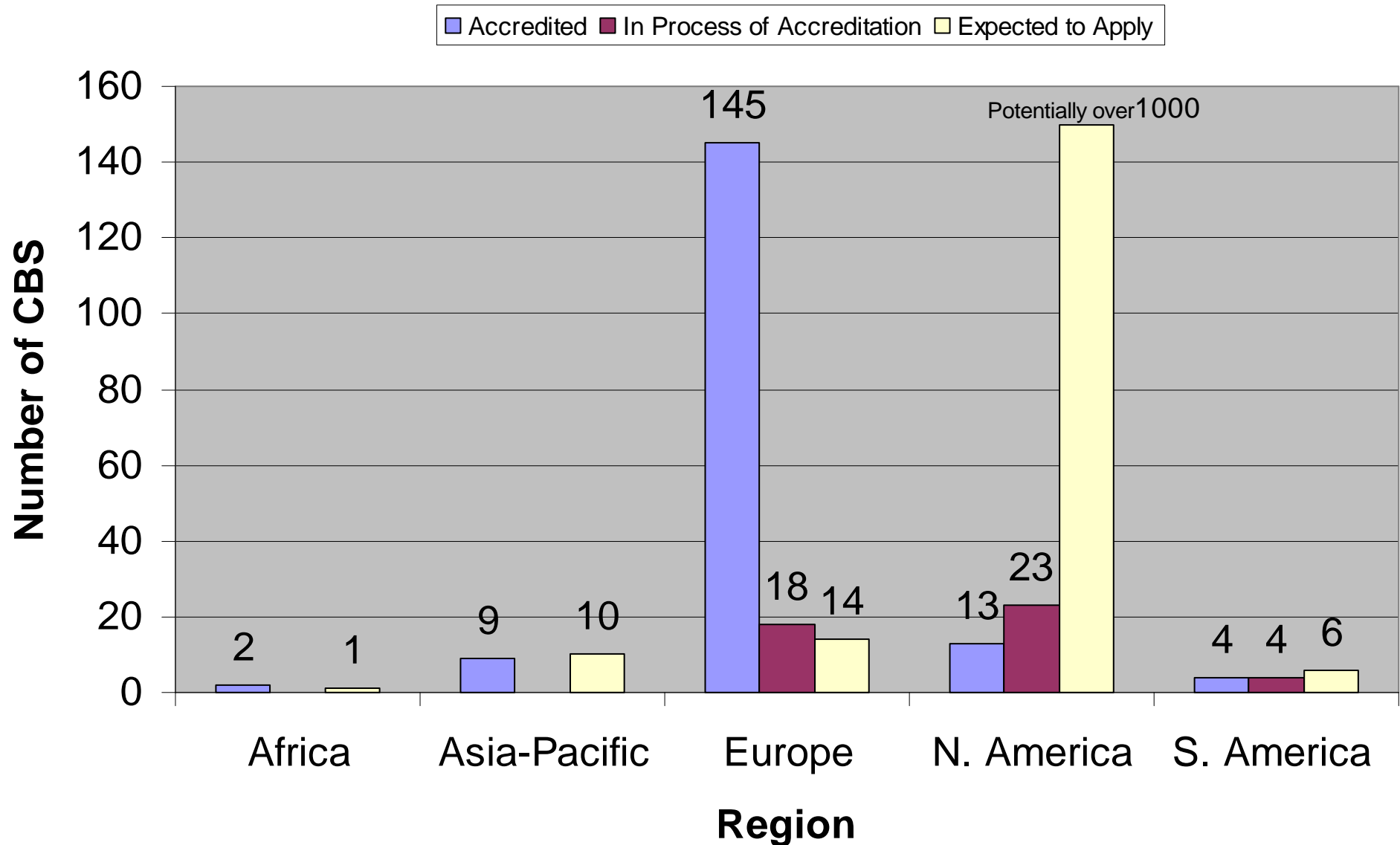
IAF ISO/IEC 17024 Membership Profile:Nature of Organizations



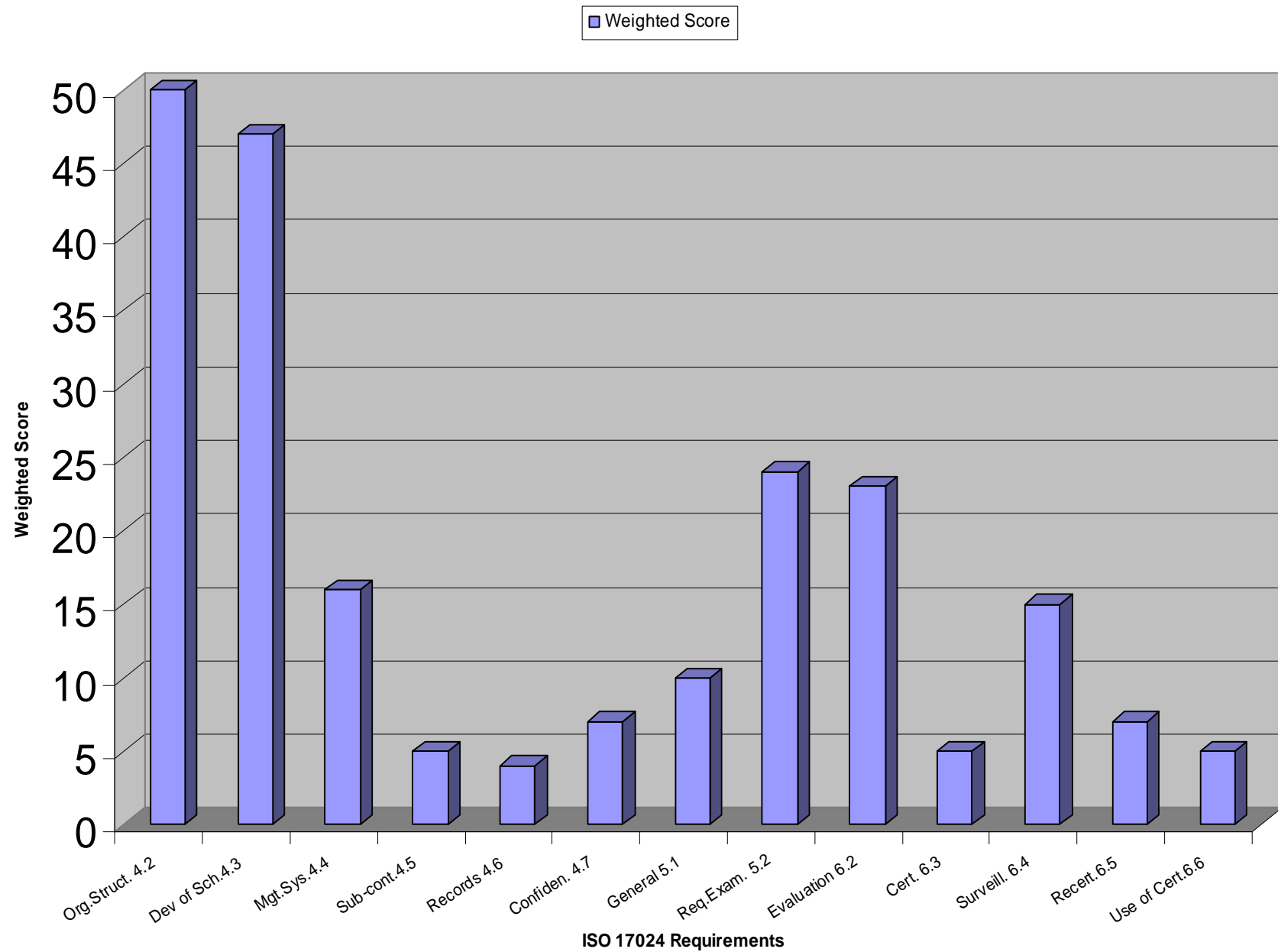
Distribution of CBs Accredited Under ISO/IEC 17024 Under Different Industrial Sectors



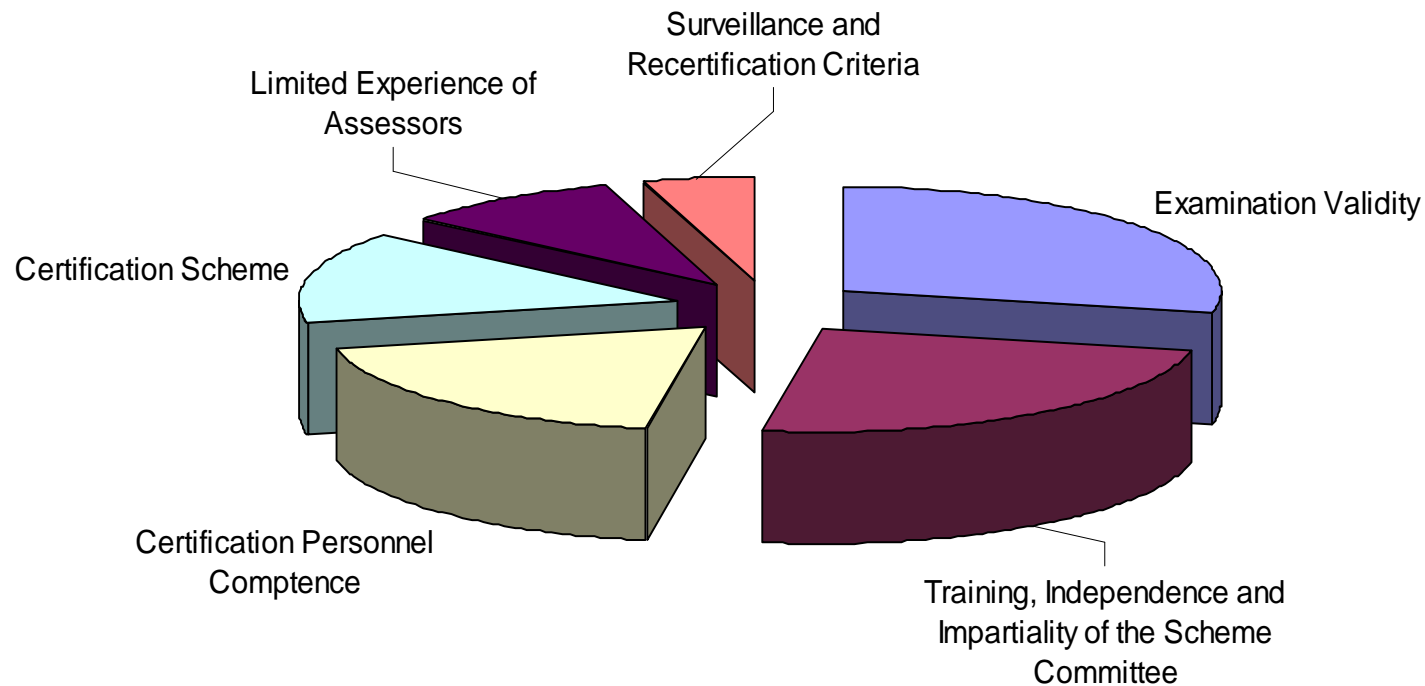
CBs Accredited, In Process, or Expected to Apply for ISO 17024 Accreditation-by Region



ISO/IEC 17024 Requirements With Most Non Conformities

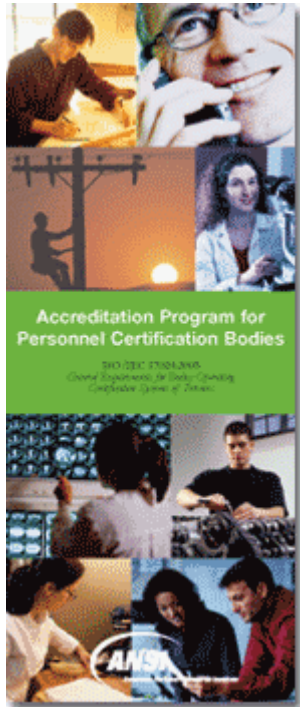


Barriers to Implementing ISO/IEC 17024 Requirements-Assessor Difficulties in Evaluating Requirements



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