

NABCB

WEBINAR ON

PERSONAL

CERTIFICATION BODY

ISO/IEC 17024:2012



Key Requirements of ISO/IEC 17024:2012

Conformity Assessment-General requirements for Bodies operating certification of persons

Contents of ISO/IEC 17024

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Annex A (Informative) Principles for certification bodies for persons and their certification activities

ISO/IEC 17024:2012

Personnel certification(PrCb)

- This standard aims at recognizing an **individual's competence** to perform a task or job.
- Only those who show the **required competence** in their field are given certification.
- The certification process ensures **fairness, confidentiality**, and **security**.





What is Clause?

A clause refers to a specific section or requirement that a certification body must follow to ensure **credibility**, **transparency**, and **compliance** with international standards.





Clause 4

General Requirements in Personnel Certification

General requirements are the **fundamental rules** that a certification body must follow to ensure a fair, transparent, and accountable certification process.





Clause 4.1

Legal Matters

The certification body shall be a **legal entity**, or a defined part of a legal entity, such that it can be held legally responsible for its certification activities. A governmental certification body is deemed to be a legal entity on the basis of its governmental status.





Clause 4.2

Responsibility for decision on certification

The certification body shall be **responsible for**, shall **retain authority for**, and **shall not delegate**, its decisions relating to certification, including the **granting, maintaining, recertifying, expanding** and **reducing** the scope of the certification, and **suspending or withdrawing** the certification.





Clause 4.3

Management of impartiality

4.3.1 The certification body shall document its structure, policies and procedures to manage impartiality and to ensure that the certification activities are undertaken impartially. The certification body shall have top management commitment to impartiality in certification activities. The certification body shall have a statement publicly accessible without request that it understands the importance of impartiality in carrying out its certification activities, manages conflict of interest and ensures the objectivity of its certification activities.





Clause 4.3

Management of impartiality

4.3.2 The certification body shall act impartially in relation to its applicants, candidates and certified persons.

4.3.3 Policies and procedures for certification of persons shall be fair among all applicants, candidates and certified persons.

4.3.4 Certification shall not be restricted on the grounds of undue financial or other limiting conditions, such as membership of an association or group. The certification body shall not use procedures to unfairly impede or inhibit access by applicants and candidates.

4.3.5 The certification body shall be responsible for the impartiality of its certification activities and shall not allow commercial, financial or other pressures to compromise impartiality.





Clause 4.3

Management of impartiality

4.3.6 The certification body shall identify threats to its impartiality on an ongoing basis. This shall include those threats that arise from its activities, from its related bodies, from its relationships, or from the relationships of its personnel. However, such relationships do not necessarily present a body with a threat to impartiality.

NOTE 1 : A relationship that threatens the impartiality of the body can be based on ownership, governance, management, personnel, shared resources, finances, contracts, marketing (including branding) and payment of a sales commission or other inducement for the referral of new applicants, etc.

NOTE 2 : Threats to impartiality can be either actual or perceived.





Clause 4.3

Management of impartiality

NOTE 3 : A related body is one which is linked to the certification body by common ownership, in whole or part, and has common members of the board of directors, contractual arrangements, common names, common staff, informal understanding or other means, such that the related body has a vested interest in any certification decision or has a potential ability to influence the process.

4.3.7 The certification body shall analyse, document and eliminate or minimize the potential conflict of interests arising from its certification activities. The certification body shall document and be able to demonstrate how it eliminates, minimizes or manages such threats. All potential sources of conflict of interest that are identified, whether they arise from within the certification body, such as assigning responsibilities to personnel, or from the activities of other persons, bodies or organizations, shall be covered.





Clause 4.3

Management of impartiality

4.3.8 Certification activities shall be structured and managed so as to safeguard impartiality. This shall include balanced involvement of interested parties

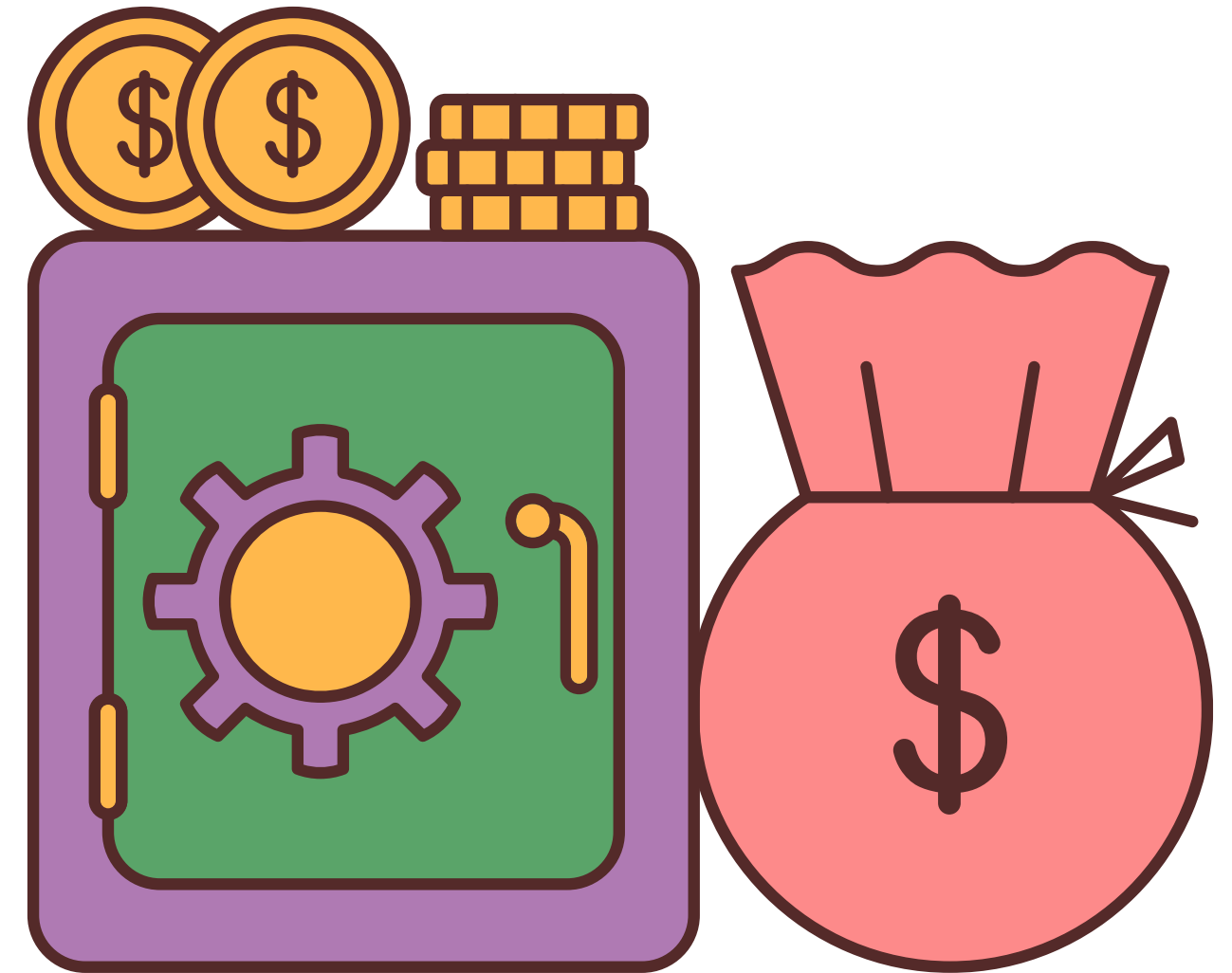




Clause 4.4

Finance and liability

The certification body shall have the **financial resources** necessary for the operation of a certification process and have adequate arrangements (e.g. insurance or reserves) to cover associated liabilities.





Clause 5

Structural Requirements in Personnel Certification

Structural requirements ensure that the organization has **clear roles, responsibilities**, and **resources** to carry out certification fairly and effectively.

It ensures the body operates **impartially** and has the necessary support to manage certification activities.

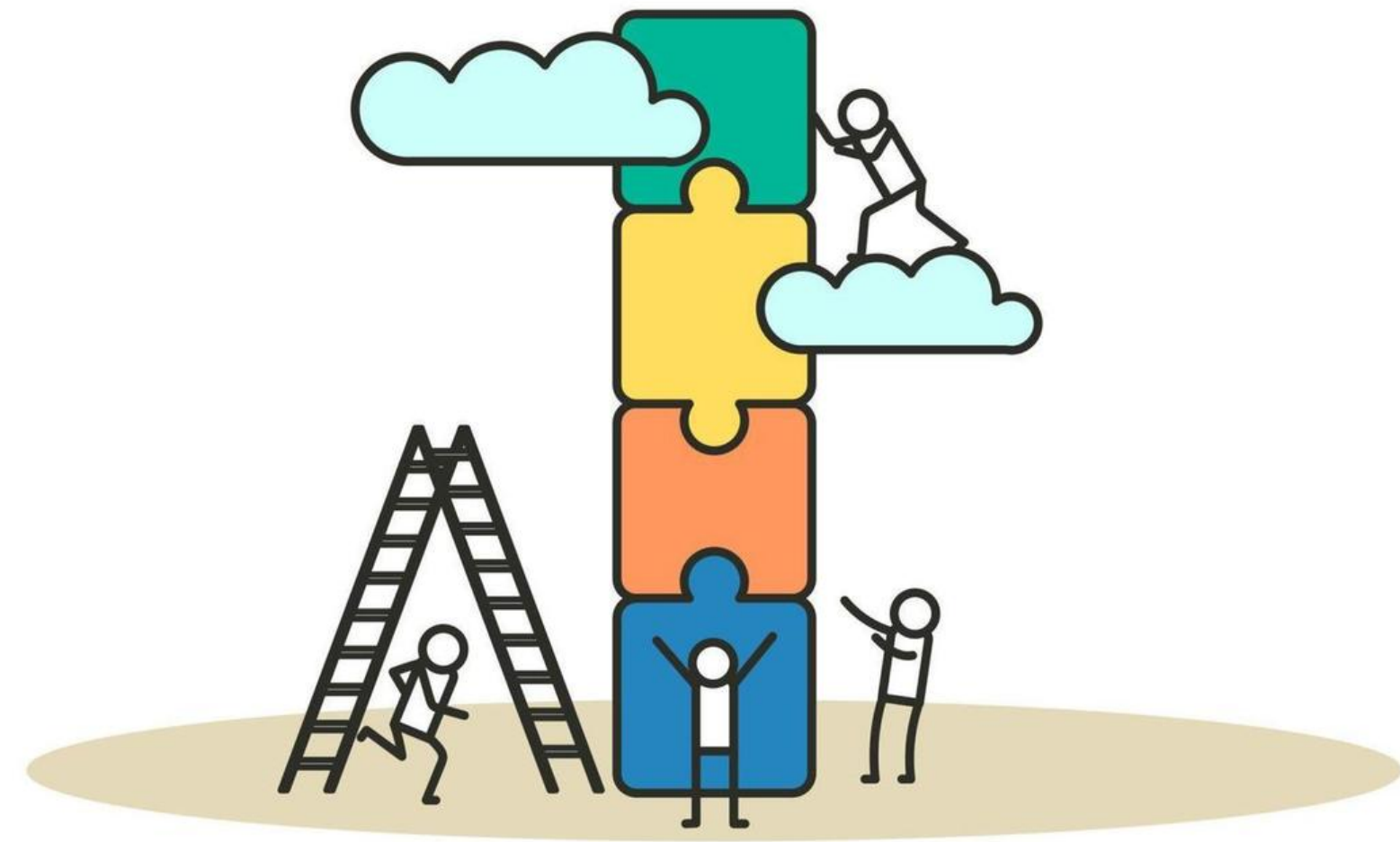




Clause 5.1

Management and organization structure

- The certification body **must document** its structure, detailing roles, responsibilities, and authorities for management and personnel.
- The structure should **safeguard impartiality** in all aspects of certification.

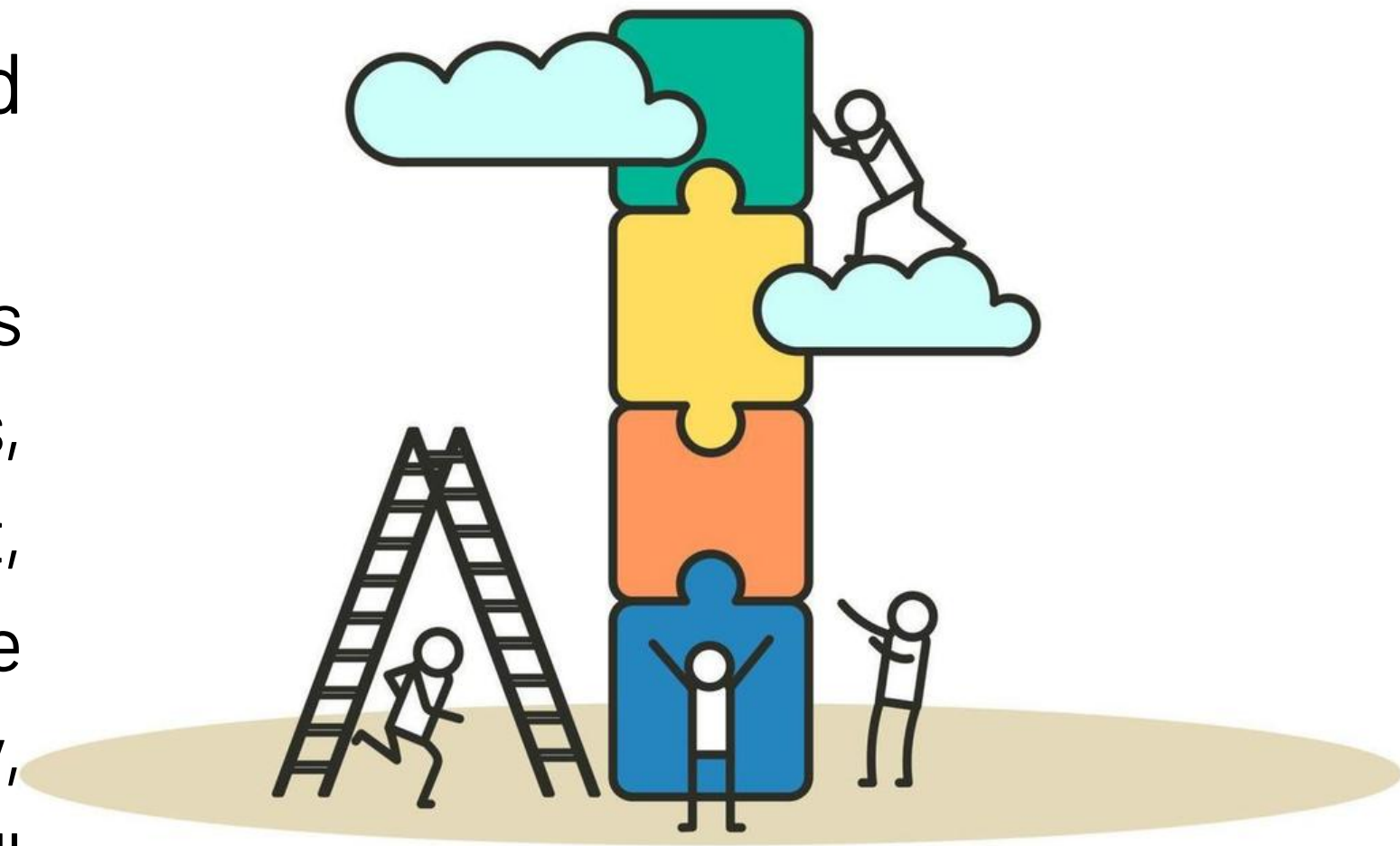




Clause 5.1

Management and organization structure

- **5.1.1** The certification body activities shall be structured and managed so as to safeguard impartiality.
- **5.1.2** The certification body shall document its organizational structure, describing the duties, responsibilities and authorities of management, certification personnel and any committee. When the certification body is a defined part of a legal entity, documentation of the organizational structure shall include the line of authority and the relationship to other parts within the same legal entity.



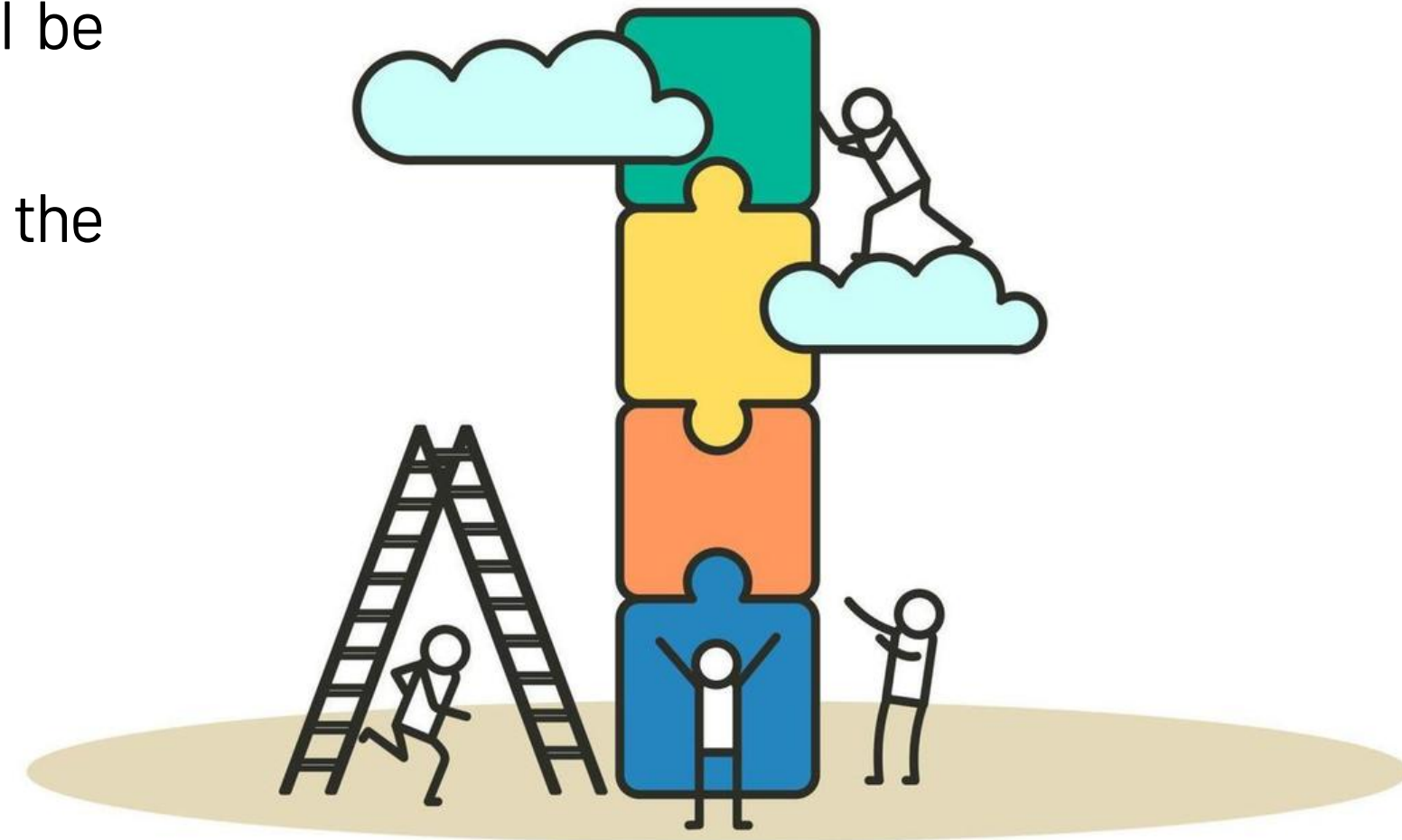


Clause 5.1

Management and organization structure

The party/parties or individuals responsible for the following shall be identified:

- policies and procedures relating to the operation of the certification body.
- Implementation of the policies and procedures
- finances of the certification body
- resources for certification activities
- Development and maintenance of the certification schemes
- Assessment activities
- Decisions on certification, including the granting, maintaining, recertifying, expanding, reducing, suspending or withdrawing of the certification
- contractual arrangements.





Clause 5.2

Training Structure & Impartiality

- The certification body must maintain **clear separation** between training and certification to avoid conflicts of interest.
- Training should not be presented as an **easier or cheaper** way to achieve certification.
- Staff who train candidates must wait for a certain period before they can assess the same candidates. This helps keep the process **fair and unbiased**.





Clause 5.2

Training Structure & Impartiality

- **5.2.1** Completion of training may be a specified requirement of a certification scheme. The recognition/approval of training by the certification body shall not compromise impartiality or reduce the assessment and certification requirements.
- **5.2.2** The certification body shall provide information regarding education and training if they are used as pre-requisites for being eligible for certification. However, the certification body shall not state or imply that certification would be simpler, easier or less expensive if any specified education/training services are used.





Clause 5.2

Training Structure & Impartiality

5.2.3: Offering training and certification for persons within the same legal entity constitutes a threat to impartiality. A certification body that is part of a legal entity offering training shall: -

- Identify and document the associated threats to its impartiality on an ongoing basis: the body shall have a documented process to demonstrate how it eliminates or minimizes those threats.
- Demonstrate that all processes performed by the certification body are independent of training to ensure that confidentiality, information security and impartiality are not compromised.
- Not give the impression that the use of both services would provide any advantage to the applicant
- Not require the candidates to complete the certification body's own education or training as an exclusive prerequisite when alternative education or training with an equivalent outcome exists
- Ensure that personnel do not serve as an examiner of a specific candidate they have trained for a period of two years from the date of the conclusion of the training activities: this interval may be shortened if the certification body demonstrates it does not compromise impartiality.

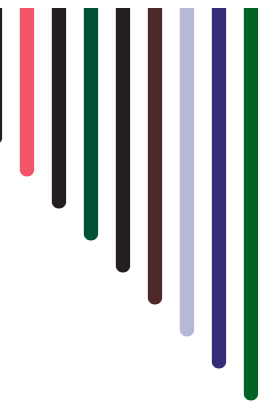


Clause 6

Resource Requirements in Personnel Certification

- Resource requirements involve the necessary **personnel, infrastructure, and external support** to carry out certification activities effectively.
- This includes ensuring the **availability of skilled staff, maintaining confidentiality, managing conflicts of interest**, and providing the necessary facilities and equipment for smooth operations.



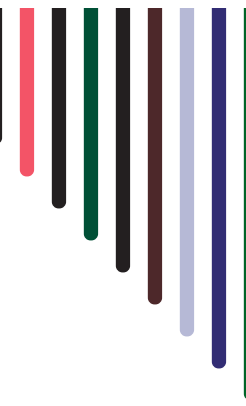


CLAUSE 6.1

GENERAL PERSONNEL REQUIREMENTS

The certification body must manage and ensure the competence of all personnel involved in certification. This includes having **sufficient qualified staff, defining roles, maintaining up-to-date records, and ensuring confidentiality and impartiality in all activities.**





CLAUSE 6.1

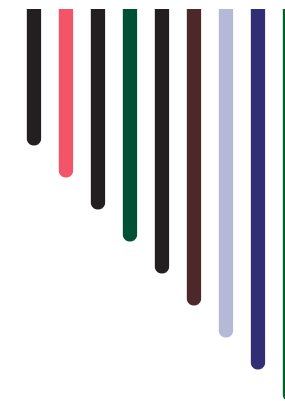
GENERAL PERSONNEL REQUIREMENTS

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

6.1.2 The certification body shall have sufficient personnel available with the necessary competence to perform certification functions relating to the type, range and volume of work performed.

6.1.3 The certification body shall define the competence requirements for personnel involved in the certification process. Personnel shall have competence for their specific tasks and responsibilities.

6.1.4 The certification body shall provide its personnel with documented instructions describing their duties and responsibilities. These instructions shall be kept up-to-date.



CLAUSE 6.1

GENERAL PERSONNEL REQUIREMENTS

6.1.5 The certification body shall maintain up-to-date personnel records, including relevant information, e.g. qualifications, training, experience, professional affiliations, professional status, competence and known conflicts of interest.

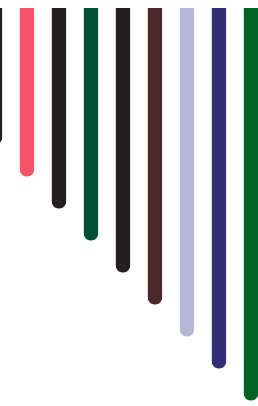
6.1.6 Personnel acting on the certification body's behalf shall keep confidential all information obtained or created during the performance of the body's certification activities, except as required by law or where authorized by the applicant, candidate or certified person.

6.1.7 The certification body shall require its personnel to sign a document by which they commit themselves to comply with the rules defined by the certification body, including those relating to confidentiality, impartiality and conflict of interests.

NOTE Where permitted by law, other methods, including electronic signature, are acceptable.

6.1.8 When a certification body certifies a person it employs, the certification body shall adopt procedures to maintain impartiality.



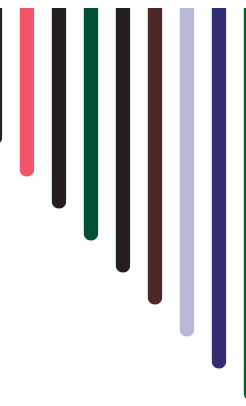


CLAUSE 6.2

PERSONNEL INVOLVED IN CERTIFICATION ACTIVITIES

The certification body must ensure that personnel involved in assessments, such as examiners, meet all required **qualifications**. The certification body should also monitor their performance to **maintain the integrity** of the certification process.





CLAUSE 6.2

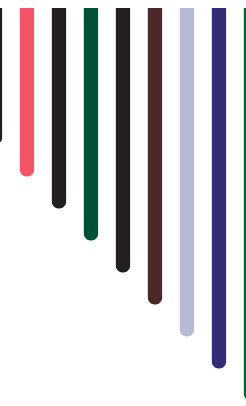
PERSONNEL INVOLVED IN CERTIFICATION ACTIVITIES

6.2.1 General The certification body shall require its personnel to declare any potential conflict of interest in any candidate.

6.2.2 Requirements for examiners

6.2.2.1 Examiners shall meet the requirements of the certification body. The selection and approval processes shall ensure that examiners:

- a) understand the relevant certification scheme;
- b) are able to apply the examination procedures and documents;
- c) have competence in the field to be examined;
- d) are fluent, both in writing and orally, in the language of examination; in circumstances where an interpreter or a translator is used, the certification body shall have procedures in place to ensure that it does not affect the validity of the examination.
- e) have identified any known conflicts of interest to ensure impartial judgements are made.

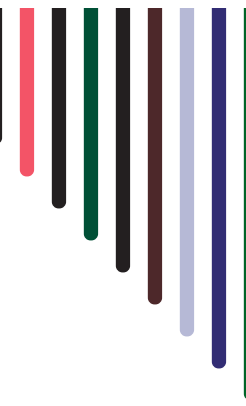


CLAUSE 6.2

PERSONNEL INVOLVED IN CERTIFICATION ACTIVITIES

6.2.2.2 The certification body shall monitor the performance of the examiners and the reliability of the examiners' judgements. Where deficiencies are found, corrective actions shall be taken. NOTE Monitoring procedures for examiners can include, for example, on-site observation, review of examiners' reports, feedback from candidates.

6.2.2.3 If an examiner has a potential conflict of interest in the examination of a candidate, the certification body shall undertake measures to ensure that the confidentiality and impartiality of the examination are not compromised. These measures shall be recorded.



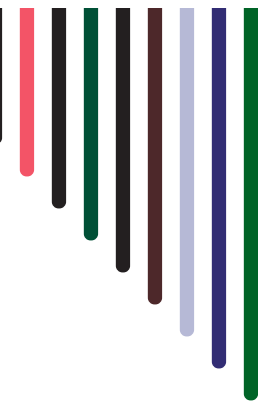
CLAUSE 6.2

PERSONNEL INVOLVED IN CERTIFICATION ACTIVITIES

6.2.3 Requirements for other personnel involved in the assessment

6.2.3.1 The certification body shall have a documented description of the responsibilities and qualifications of other personnel involved in the assessment process (e.g. invigilators).

6.2.3.2 If other personnel involved in the assessment have a potential conflict of interest in the examination of a candidate, the certification body shall undertake measures to ensure that confidentiality and impartiality of the examination is not compromised. These measures shall be recorded.

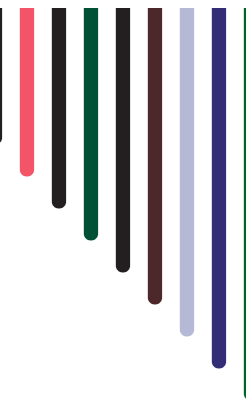


CLAUSE 6.3 - OUTSOURCING

When outsourcing certification-related work, the certification body must ensure the outsourced entities are **competent, maintain confidentiality, and avoid conflicts of interest.**

A legally enforceable agreement should be in place to hold these third parties accountable and monitor their performance.





CLAUSE 6.3 - OUTSOURCING

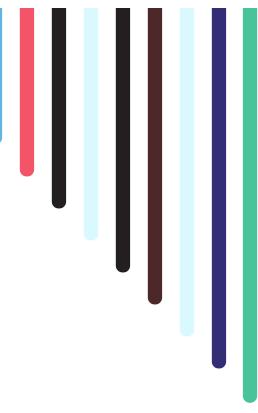
6.3.1 The certification body shall have a legally enforceable agreement covering the arrangements, including confidentiality and conflict of interests, with each body that provides outsourced work related to the certification process.

NOTE: For the purposes of this International Standard, the terms “outsourcing” and “subcontracting” are considered to be synonyms.

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

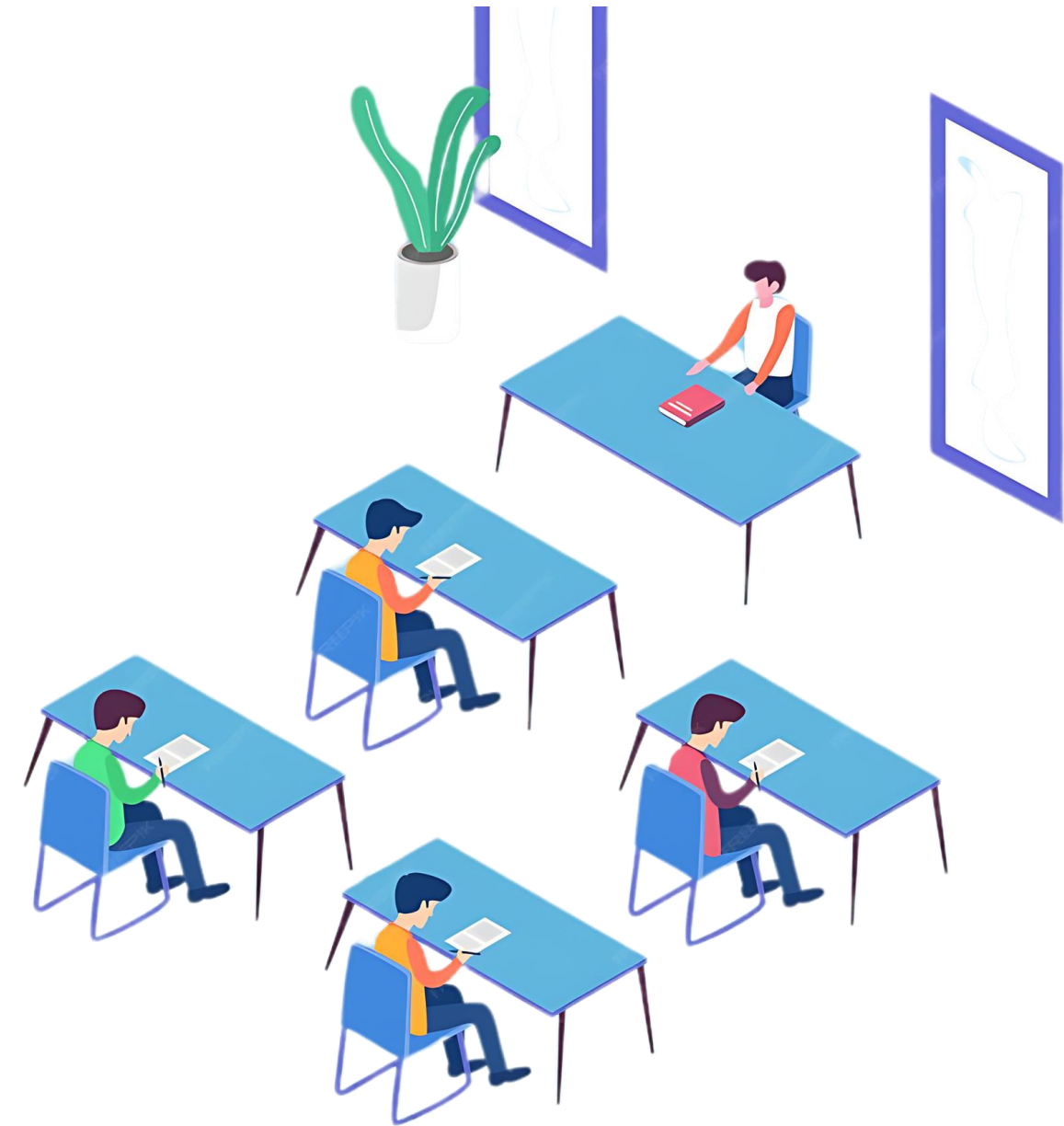
- a) take full responsibility for all outsourced work.
- b) ensure that the body conducting outsourced work is competent and complies with the applicable provisions of this International Standard.
- c) assess and monitor the performance of the bodies conducting outsourced work in accordance with its documented procedures.
- d) have records to demonstrate that the bodies conducting outsourced work meet all requirements relevant to the outsourced work.
- e) maintain a list of the bodies conducting outsourced work.

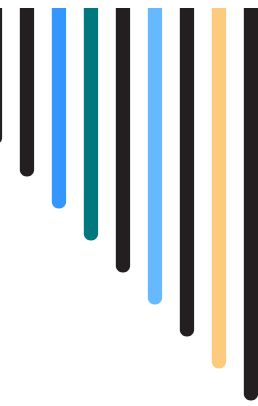




CLAUSE 6.4 OTHER RESOURCES

The certification body shall use **adequate premises**, including examination sites, equipment and resources for carrying out its certification activities.





Clause 7

Records and information requirements in Personnel Certification

The certification body must **maintain** and **manage** records, **ensure public access** to **necessary** certification details, **protect confidential data**, and **implement security measures** to prevent fraud or breaches in the certification process.





CLAUSE 7.1

RECORDS OF APPLICANTS, CANDIDATES & CERTIFIED PERSONS

Certification bodies must **securely** store records of applications, assessments, and certifications for **at least one cycle**. Certified individuals must inform the body of any changes affecting their certification.





CLAUSE 7.1

RECORDS OF APPLICANTS, CANDIDATES & CERTIFIED PERSONS

7.1.1 The certification body shall maintain records. The records shall include a means to confirm the status of a certified person. The records shall demonstrate that the certification or recertification process has been effectively fulfilled, particularly with respect to application forms, assessment reports (which include examination records) and other documents relating to granting, maintaining, recertifying, expanding and reducing the scope, and suspending or withdrawing certification.

7.1.2 The records shall be identified, managed and disposed of in such a way as to ensure the integrity of the process and the confidentiality of the information. The records shall be kept for an appropriate period of time, for a minimum of one full certification cycle, or as required by recognition arrangements, contractual, legal or other obligations.

7.1.3 The certification body shall have enforceable arrangements to require that the certified person informs the certification body, without delay, of matters that can affect the capability of the certified person to continue to fulfil the certification requirements.



CLAUSE 7.2

PUBLIC INFORMATION

Certification bodies must provide **public access** to certification status and scheme details while ensuring accuracy. Prerequisites and certification processes should be transparent and easily available.





CLAUSE 7.2

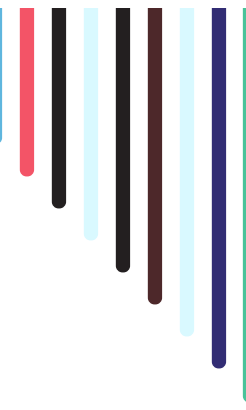
PUBLIC INFORMATION

7.2.1 The certification body shall verify and provide information, upon request, as to whether an individual holds a current, valid certification and the scope of that certification, except where the law requires such information not to be disclosed.

7.2.2 The certification body shall make publicly available without request information regarding the scope of the certification scheme and a general description of the certification process.

7.2.3 All pre-requisites of the certification scheme shall be listed and the list shall be made publicly available without request.

7.2.4 Information provided by the certification body, including advertising, shall be accurate and not misleading.



CLAUSE - 7.3 CONFIDENTIALITY

All certification-related information must be kept confidential through **enforceable agreements**. Disclosure is only permitted with consent or when legally required, with prior notification where possible.



CLAUSE 7.4 - SECURITY

Strict security policies must **protect examination materials**, **prevent fraud**, and **ensure candidate identity verification**. Measures include invigilators, secure storage, and monitoring for cheating.





CLAUSE 7.3

CONFIDENTIALITY

7.3.1 The certification body shall establish documented policies and procedures for the maintenance and release of information.

7.3.2 The certification body shall, through legally enforceable agreements, keep confidential all information obtained during the certification process. These agreements shall cover all personnel.

7.3.3 The certification body shall ensure that information obtained during the certification process, or from sources other than the applicant, candidate or certified person, is not disclosed to an unauthorized party without the written consent of the individual (applicant, candidate or certified person), except where the law requires such information to be disclosed.

7.3.4 When the certification body is required by law to release confidential information, the person concerned shall, unless prohibited by law, be notified as to what information will be provided.

7.3.5 The certification body shall ensure that the activities of related bodies do not compromise confidentiality.





CLAUSE 7.4

SECURITY

7.4.1 The certification body shall develop and document policies and procedures necessary to ensure security throughout the entire certification process and shall have measures in place to take corrective actions when security breaches occur.

7.4.2 Security policies and procedures shall include provisions to ensure the security of examination materials, taking into account the following:

- a)** The locations of the materials (e.g. transportation, electronic delivery, disposal, storage, examination centre).
- b)** The nature of the materials (e.g. electronic, paper, test equipment).
- c)** the steps in the examination process (e.g. development, administration, results reporting); d) the threats arising from repeated use of examination materials.





CLAUSE 7.4 SECURITY

7.4.3 Certification bodies shall prevent fraudulent examination practices by:

- a) requiring candidates to sign a non-disclosure agreement or other agreement indicating their commitment not to release confidential examination materials or participate in fraudulent test-taking practices.
- b) requiring an invigilator or examiner to be present.
- c) confirming the identity of the candidate.
- d) implementing procedures to prevent any unauthorized aids from being brought into the examination area.
- e) preventing candidates from gaining access to unauthorized aids during the examination.
- f) monitoring examination results for indications of cheating





Clause 8

Certification Schemes in Personnel Certification

- A certification scheme defines the **rules** and **requirements** for granting and maintaining a certification. It includes the scope, required competencies, assessment methods, and renewal criteria.
- The scheme must be developed and reviewed systematically with expert involvement to ensure fairness and relevance.





CLAUSE 8

CERTIFICATION SCHEMES

8.1 There shall be a certification scheme for each category of certification.

8.2 A certification scheme shall contain the following elements:

- a) scope of certification
- b) job and task description
- c) required competence
- d) abilities (when applicable)
- e) prerequisites (when applicable)
- f) code of conduct (when applicable).

NOTE 1 Abilities can include physical capabilities such as vision, hearing and mobility.

NOTE 2 A code of conduct describes the ethical or personal behaviour required by the scheme.

8.3 A certification scheme shall include the following certification process requirements:



CLAUSE 8

CERTIFICATION SCHEMES

- a) criteria for initial certification and recertification.
- b) assessment methods for initial certification and recertification.
- c) surveillance methods and criteria (if applicable).
- d) criteria for suspending and withdrawing certification.
- e) criteria for changing the scope or level of certification (if applicable).

8.4 The certification body shall have documents to demonstrate that, in the development and review of the certification scheme, the following are included:

- a) the involvement of appropriate experts.
- b) the use of an appropriate structure that fairly represents the interests of all parties significantly concerned, without any interest predominating.
- c) the identification and alignment of prerequisites, if applicable, with the competence requirements;





CLAUSE 8

CERTIFICATION SCHEMES

d) the identification and alignment of the assessment mechanisms with the competence requirements.

e) a job or practice analysis that is conducted and updated to:

- identify the tasks for successful performance;
- identify the required competence for each task;
- identify prerequisites (if applicable);
- confirm the assessment mechanisms and examination content;
- identify the recertification requirements and interval.

8.5 The certification body shall ensure that the certification scheme is reviewed and validated on an ongoing, systematic basis.

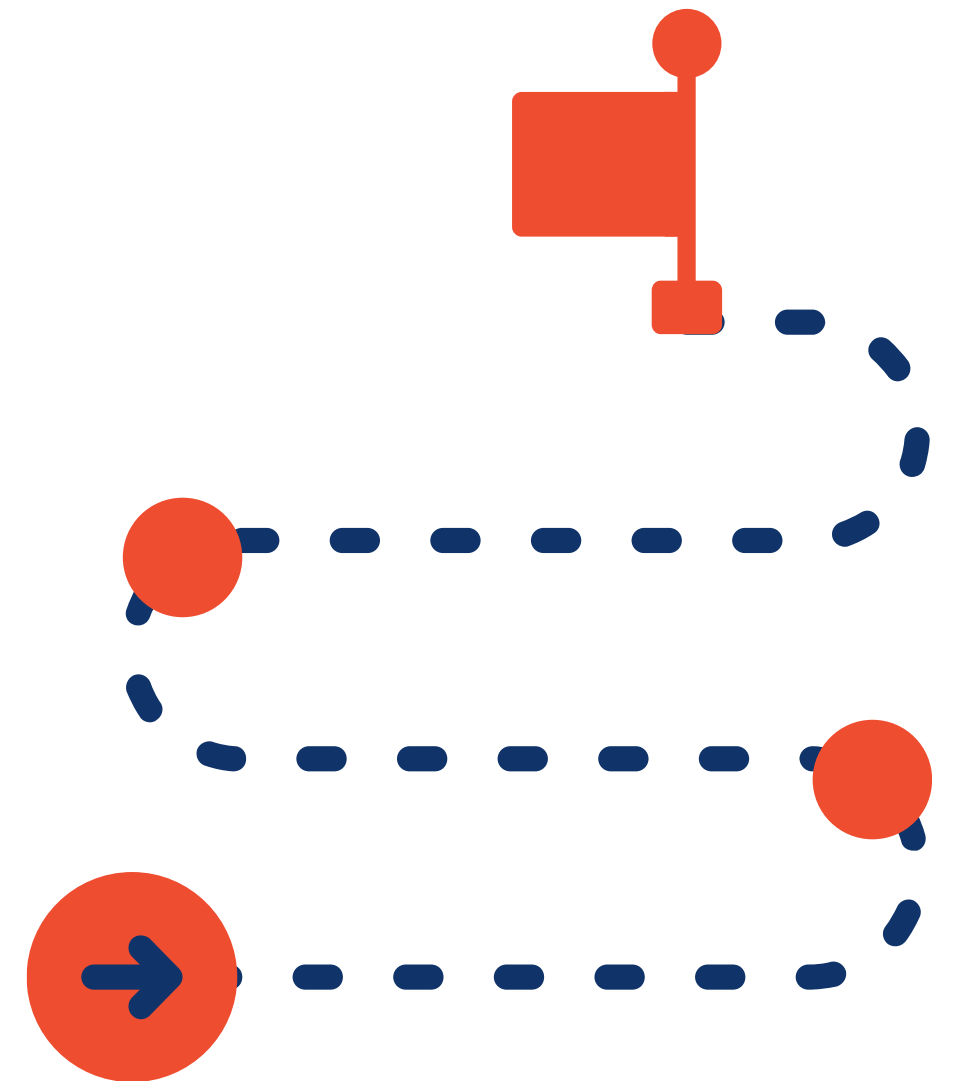
8.6 When the certification body is not the scheme owner of a certification scheme it implements, the certification body shall ensure that the requirements contained in this clause (Clause 8) are met.



Clause 9

Certification Process Requirements in Personnel Certification

- The certification process establishes a **structured** and **standardized** approach to granting certification.
- It ensures that applications and assessments follow **transparent, fair, and well-defined procedures.**





CLAUSE 9.1 APPLICATION PROCESS

Applicants receive an overview of certification requirements, assessment methods, and responsibilities. They must submit a **signed application** with personal details, desired certification scope, and supporting documents. The certification body reviews applications to ensure compliance before proceeding.



CLAUSE 9.2 ASSESSMENT PROCESS

The assessment process evaluates candidates using **fair, standardized methods**. If certification requirements change, additional assessments may be needed. Special accommodations can be provided without compromising integrity. If external assessments are accepted, they must meet **certification standards**.





CLAUSE 9.3 EXAMINATION PROCESS

Examinations shall be designed to assess competence through **written, oral, practical, or observational methods**, ensuring fairness and consistency. The certification body follows strict procedures for uniform exam administration and valid pass/fail decisions.



CLAUSE 9.4 CERTIFICATION DECISION

Certification is granted based on a **thorough review** of assessment results. Decision-makers must be **impartial** and not involved in training or exams. Certified individuals receive an official certificate with **unique identification details**. The certification body retains ownership and ensures security against counterfeiting.





CLAUSE 9.5

SUSPENSION, WITHDRAWAL & REDUCTION

Certification can be suspended, withdrawn, or reduced **if requirements are not met**. Suspension allows correction within a set timeframe, while withdrawal is permanent. **Certified individuals must stop using or promoting their certification if revoked.**



CLAUSE 9.6

RECERTIFICATION PROCESS

Recertification ensures **continued competence** and **compliance** with updated standards. Methods include assessments, professional development, interviews, or re-exams.





CLAUSE 9.7

USE OF CERTIFICATES, LOGOS, AND MARKS

The certification body must **define conditions for using certification marks and logos**. Certified individuals must agree to comply with the scheme and use the marks correctly. **They must stop using the marks and return certificates if certification is suspended or withdrawn.**



CLAUSE 9.8

APPEALS AGAINST CERTIFICATION DECISIONS

The certification body must have a **documented, impartial, and prompt appeal process**. Decisions should be made by different personnel than those involved in the original certification, and the **appellant must be kept informed throughout the process.**





Clause 9.9

Complaints

- The certification body must have a process for **handling complaints fairly** and **promptly**. It should track, investigate, and address complaints in a timely and impartial manner, ensuring appropriate actions are taken.
- **The complainant should be kept informed about the process and outcome.**





Clause 10

Management system requirements in Personnel Certification

- The certification body must **establish, implement, and maintain a management system** that ensures consistent fulfillment of **ISO/IEC 17024 standards**. The system should be designed to support all requirements, including management reviews and internal audits.





CLAUSE 10.1 GENERAL REQUIREMENTS

A certification body must implement a system that supports compliance with **ISO/IEC 17024**. This includes creating policies, objectives, and ensuring these are upheld by top management. The management system must be **periodically reviewed** and consistently aligned with certification needs.



CLAUSE 10.2 GENERAL MANAGEMENT SYSTEM REQUIREMENTS

The certification body must have a system that meets **ISO/IEC 17024**. Top management plans and implements it, while a manager ensures it runs smoothly and reports progress. **Policies must be documented and shared.**





Annex A

Principles for Certification Bodies

- Annex A guides certification bodies on maintaining **competence, impartiality, and responsibility**.
- It ensures transparent and fair certification processes.
- **Principles promote public trust, unbiased assessments, and accountability.**



SCHEMES OF Personnel certification(PrCb)

- **General Project Management**

Project management certification demonstrates individual's ability to **lead**, **plan**, and **manage** projects, ensuring successful delivery within time, cost, and quality constraints.



SCHEMES OF Personnel certification(PrCb)

- **Non-Destructive Testing (NDT)**

Certification for technicians in fields like **Weld Testing, Magnetic Testing, Penetrant Testing, and Radiographic Testing** across industries like Aerospace, Oil & Gas, Manufacturing, etc.



SCHEMES OF Personnel certification(PrCb)

- **Lifting Equipment Operators**
 - Certification ensures that **crane operators**, **riggers**, and **forklift operators** are trained to follow strict safety standards.
 - It helps reduce workplace accidents by ensuring **proper handling** of heavy equipment.



SCHEMES OF Personnel certification(PrCb)

- **Traditional Community Healthcare Providers (TCHP)**

Certification for those in traditional healthcare like **Bone Setting**, **Arthritis**, and **Jaundice Treatments** ensuring safe and effective practices.



SCHEMES OF Personnel certification(PrCb)

- **Welding Professionals**

Certification verifies expertise in different welding techniques like **Shielded Metal Arc Welding (SMAW)**, **Tungsten Inert Gas Welding (TIG/GTAW)**, and **Metal Inert Gas/Metal Active Gas Welding (MIG/MAG/GMAW)**.

It ensures high-quality metal fabrication, improving **structural strength and durability**.





Benefits Of ISO/IEC 17024 Certification

- **Increased Credibility:** Builds trust in certified professionals and organizations globally.
- **Global Recognition:** Validates competence on an international scale, expanding career opportunities.
- **Risk Reduction:** Helps employers ensure staff competency, reducing operational risks.

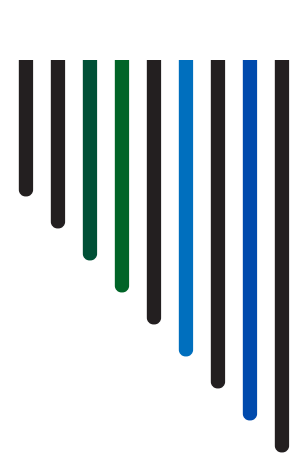




Usages Of ISO/IEC 17024 Certification

- **Industry Standards:** Sets a standard for certification bodies to follow.
- **Employer Confidence:** Employers can rely on certifications for assessing skills.
- **Regulatory Compliance:** Ensures alignment with national and international standards.





THANK YOU

