



ISO/IEC 17024

A Standard for the 21<sup>st</sup> Century

A Basis for Economic Development of a  
Country

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**Semana de la Acreditación 2009**



# Why was 17024 Created?

- **“Services” outpacing “products” in the national and international economies**
- **Lack of standardization of a “certified person”**
- **Need for a mechanism to ensure the quality of personnel certification agencies**
- **To create an international system for recognition of “credentials” to deliver “services”**
- **To facilitate the mobility of people across borders**



# 17024 Sets the Bar for Quality Workers

- Ensures the fairness, validity and reliability of a personnel certification program
- Ensures individuals pass who SHOULD pass and fails individuals who SHOULD fail
- Ensures a process that facilitates continued competence
- Ensures that due process policies and procedures are in place to “take away” the certification for
  - Unethical behavior
  - Incompetency
- Ensures a continuous quality improvement approach



# What's the Benefit?

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



## IAF Initiates Actions to Facilitate Mobility of Persons

- At the IAF.21 General Assembly – 2007 – Passed IAF Resolution 2007-11 to create an IAF MLA for Accreditation of Certification Bodies for Persons
  - Establish a MLA for accreditation of certification bodies for persons in IAF, noting that the MLA will be a part of the IAF MLA based on ISO/IEC 17011 and ISO/IEC 17024, as a framework MLA with specific Certification Schemes for Persons endorsed by IAF as sub-scopes; and



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- To commence the peer evaluation for the MLA at the time of completing the revision of IAF GD24 and the development of relevant requirements in the IAF Mandatory Document for the application of ISO/IEC 17011 as identified by the Technical Committee, to address the harmonized implementation of ISO/IEC 17024 and ISO/IEC 17011.
- IAF TC 17024 Working Group Actions to Date
  - Identified a three tiered MLA
    - ISO/IEC 17011
    - ISO/IEC 17024
    - IAF Endorsed International Sector Schemes for Persons
      - Auditor
      - Financial Planners
      - Information Security Specialist



## IAF Initiates Actions to Facilitate Mobility of Persons

- Concepts Regarding Criteria for Endorsed International Sector Schemes for Persons
  - Scheme does not include requirements that would violate any law or regulation of any MLA participating country
  - Developed by technically competent representatives of interested parties or has been subjected to formal review by such parties and revised as appropriate by the international industry, appropriate regulatory authorities and relevant professional groups



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- Evidence of Substantial equivalence
  - Equivalence in how the occupation/profession is performed within each country as defined by:
    - Equivalence in scope and outcome competencies
    - Equivalence in scope of work settings/technology and codes and standards
    - Equivalence in level of autonomy of the job/profession
- Scheme must meet the requirements of ISO/IEC 17024
  - Data that supports the Validity of the Personnel Certification Scheme
- A process for on-going systematic review of the personnel certification scheme



# IAF Initiates Actions to Facilitate Mobility of Persons

- Creation of Key Activities for Certification of Persons
  - Policy formulation that is not under the control of the headquarters and may include sub-contacted examination sites
  - Examination sites are considered other selected locations and should be reviewed under the ISO/IEC 17011 7.7.2 requirement
  - Approval of processes for the design, development and maintenance of certification schemes
  - Approval of procedures such as examination development, administration and report procedures
  - Reviewing of contracts/agreements between the CB and the applicant to ensure that the CB has the capability to conduct the certification



# IAF Initiates Actions to Facilitate Mobility of Persons

- Cont'd Key Activities
  - Selection and appointment of examiners
  - Where the initial qualification and training of the examiners are conducted
  - Where agreements with sub-contractors exists and from where the audit(s) of sub-contractors is organized
  - Candidate services (application review)
  - Designated official site for maintaining applicant information and examination materials



## IAF Initiates Actions to Facilitate Mobility of Persons

- Key Activities cont'd
  - Final pass-fail determination of the candidates
  - Determining if the candidate meets eligibility criteria
  - Maintaining records of the certification body personnel, applicants and certified persons
  - Records of appeals and complaints
  - Financial records specifically related to the personnel certification system



# IAF Initiates Actions to Facilitate Mobility of Persons

- Expertise of Assessors must be documented (Note: Eventually competency statements will be developed from the qualification statements)
  - Experience with a personnel certification body and the certification processes required that includes re-certification
  - Knowledge of mechanisms/processes to validate personnel schemes
  - Knowledge of testing of persons to ensure examination(s) are fair, valid and reliable
    - Expertise must include written, oral and/or performance testing as appropriate
    - Ability to witness and evaluate a performance examination
    - Determining a pass-fail score



## IAF Initiates Actions to Facilitate Mobility of Persons

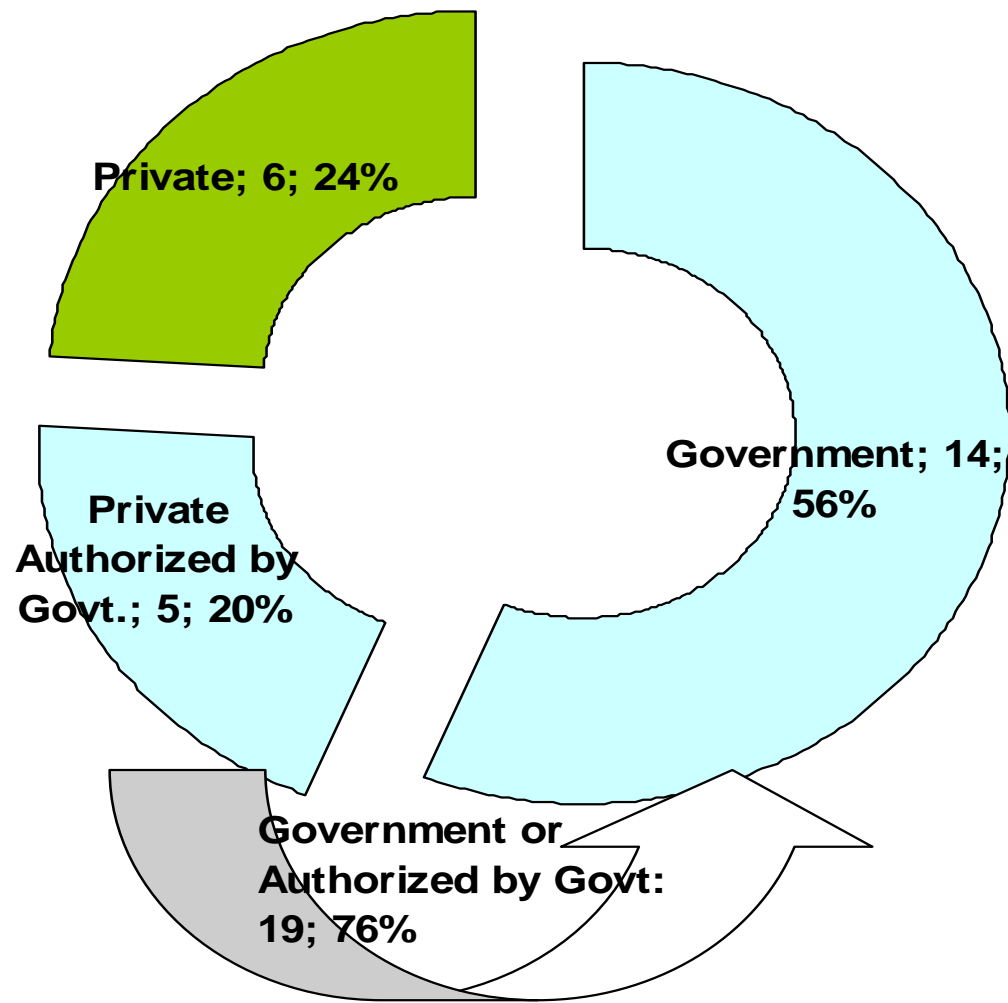
- Expertise of Assessors must be documented cont'd
  - Knowledge regarding the concept of personnel competence
  - Knowledge of security issues (breaches, cheating, etc.) associated with testing of persons



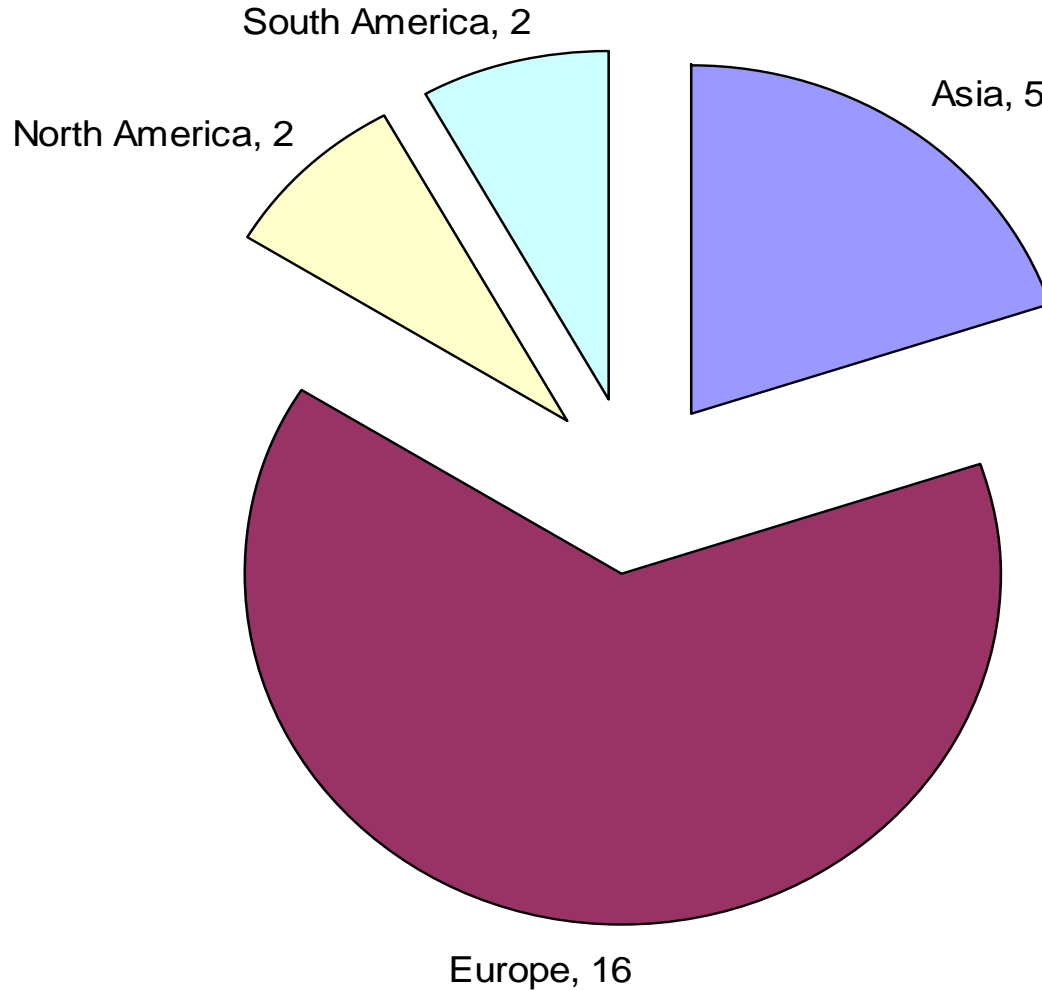
IAF Survey  
Implementation of ISO/IEC 17024  
Survey Questionnaire Results 2008

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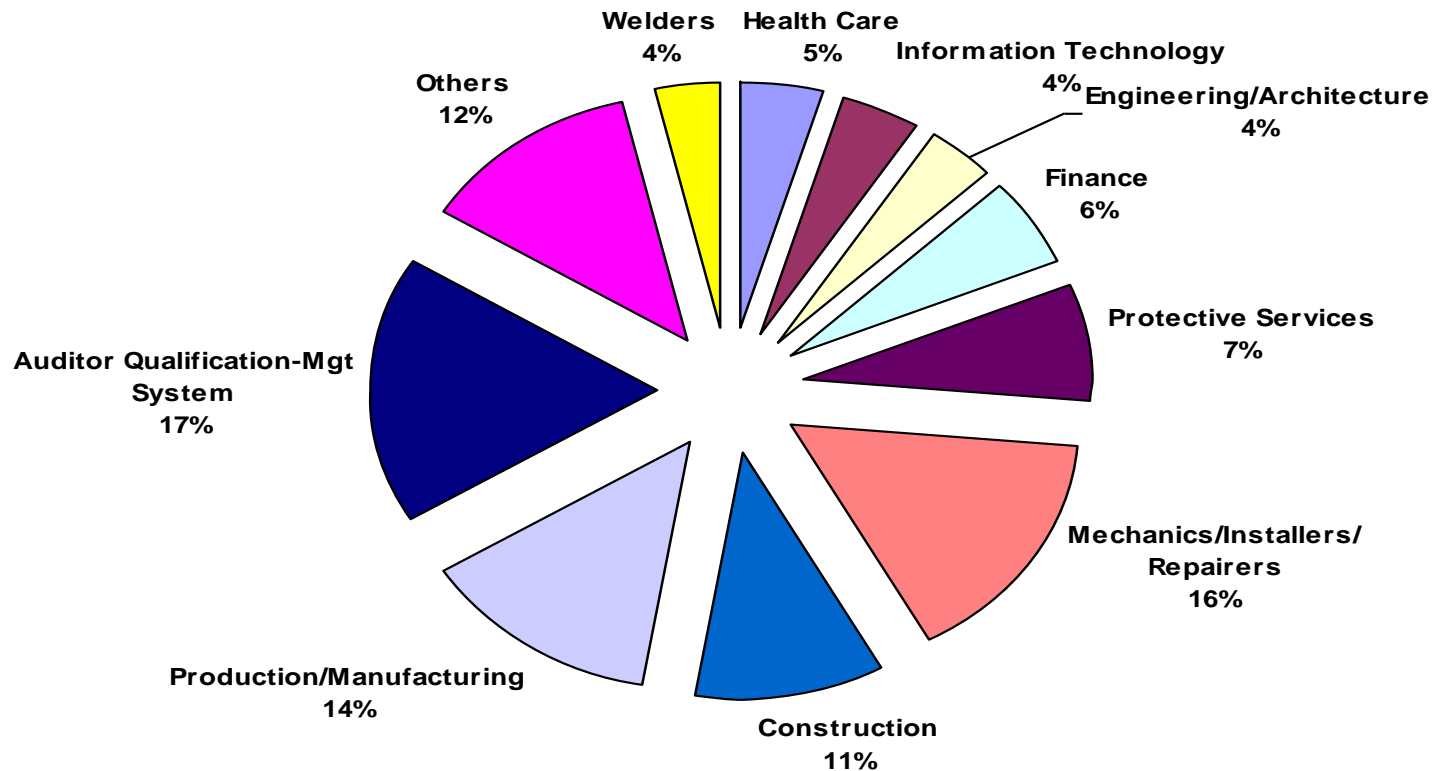
# IAF member accreditation bodies: Profile of respondents.



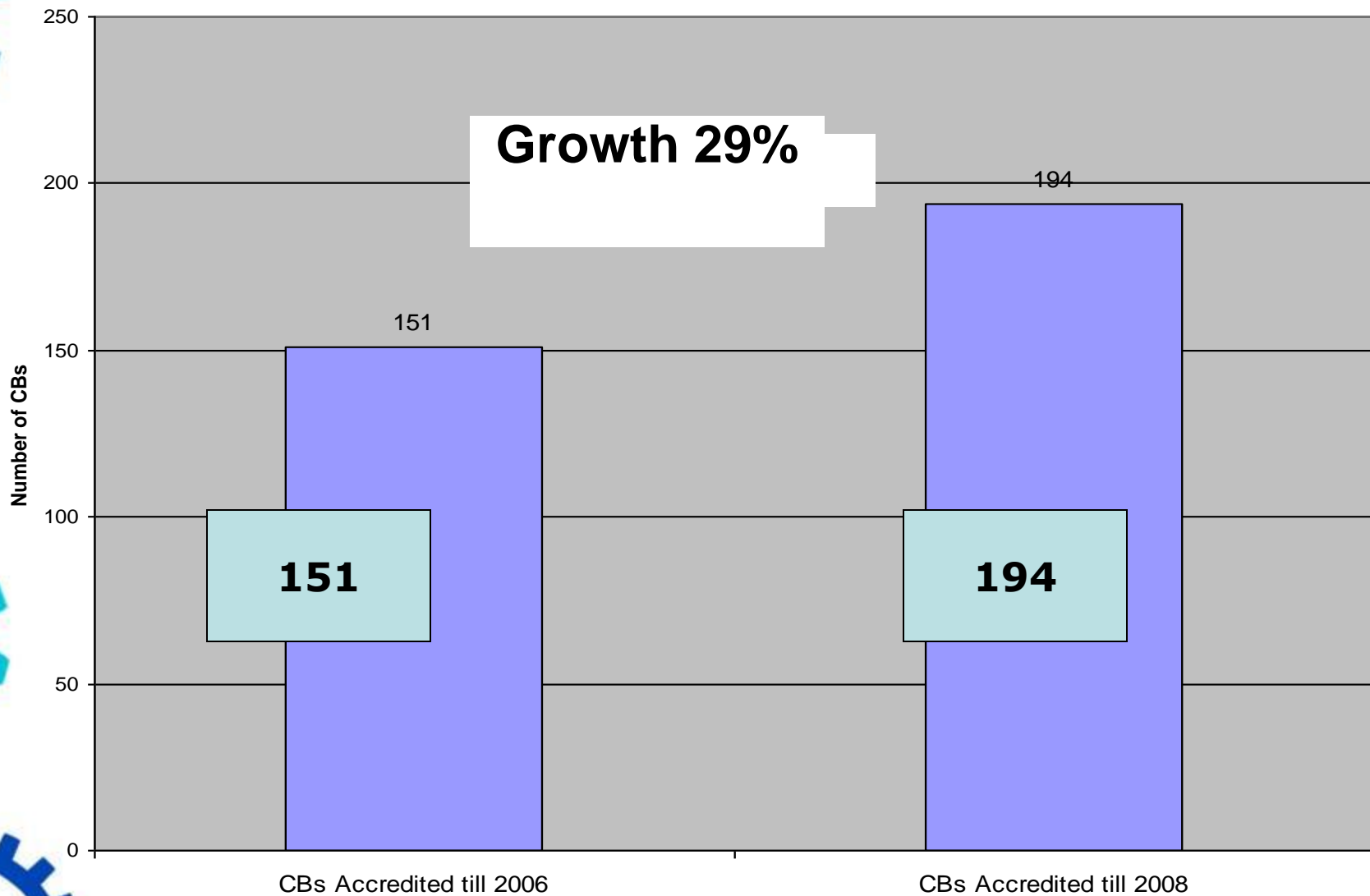
# IAF ISO/IEC 17024 membership profile of respondents by regions



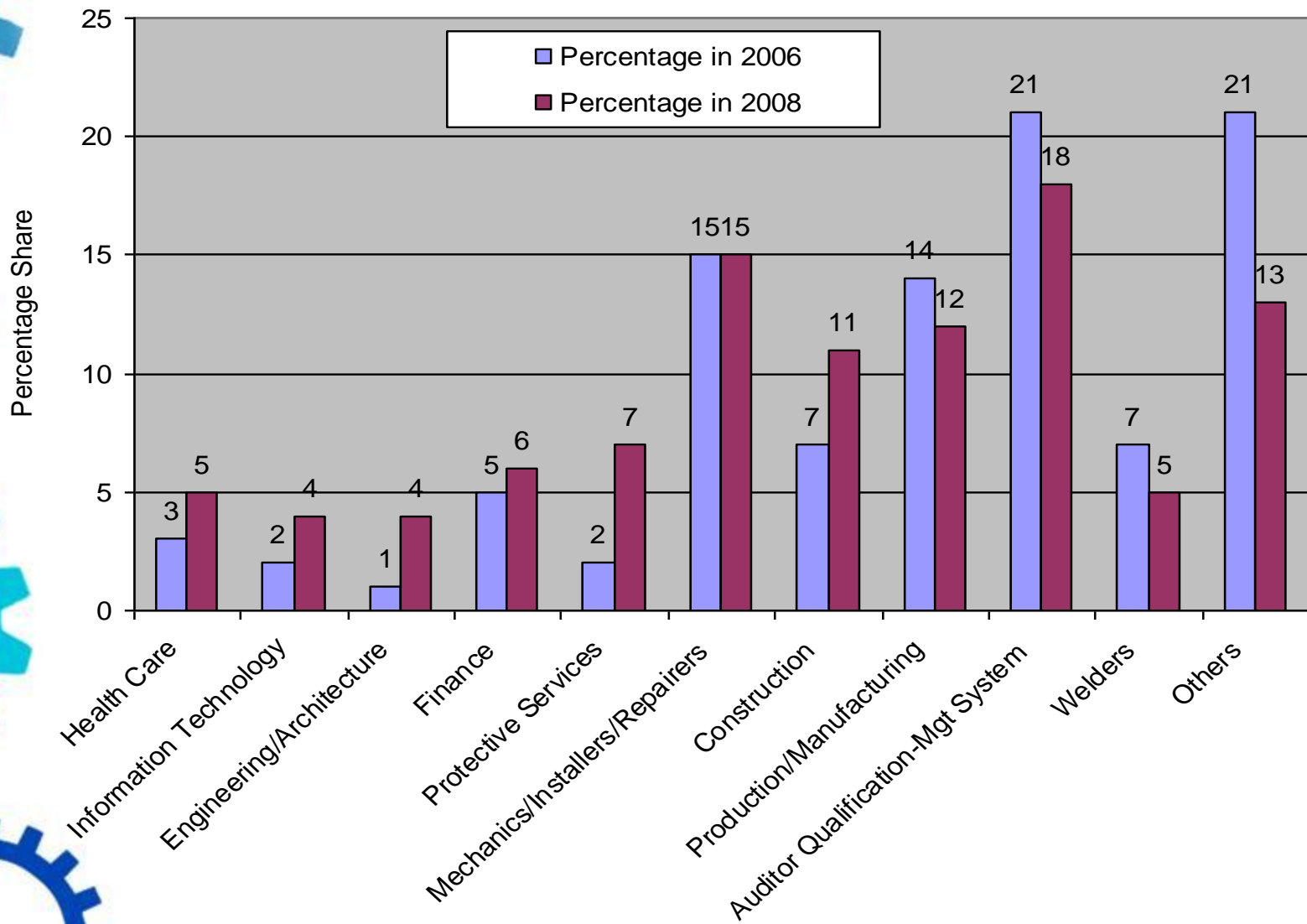
## Distribution of accredited CBs under different sectors



# Growth in CBs accredited under ISO/IEC 17024 between 2006 & 2008



# Year 2006 and 2008 comparative analysis of accredited CBs under different sectors

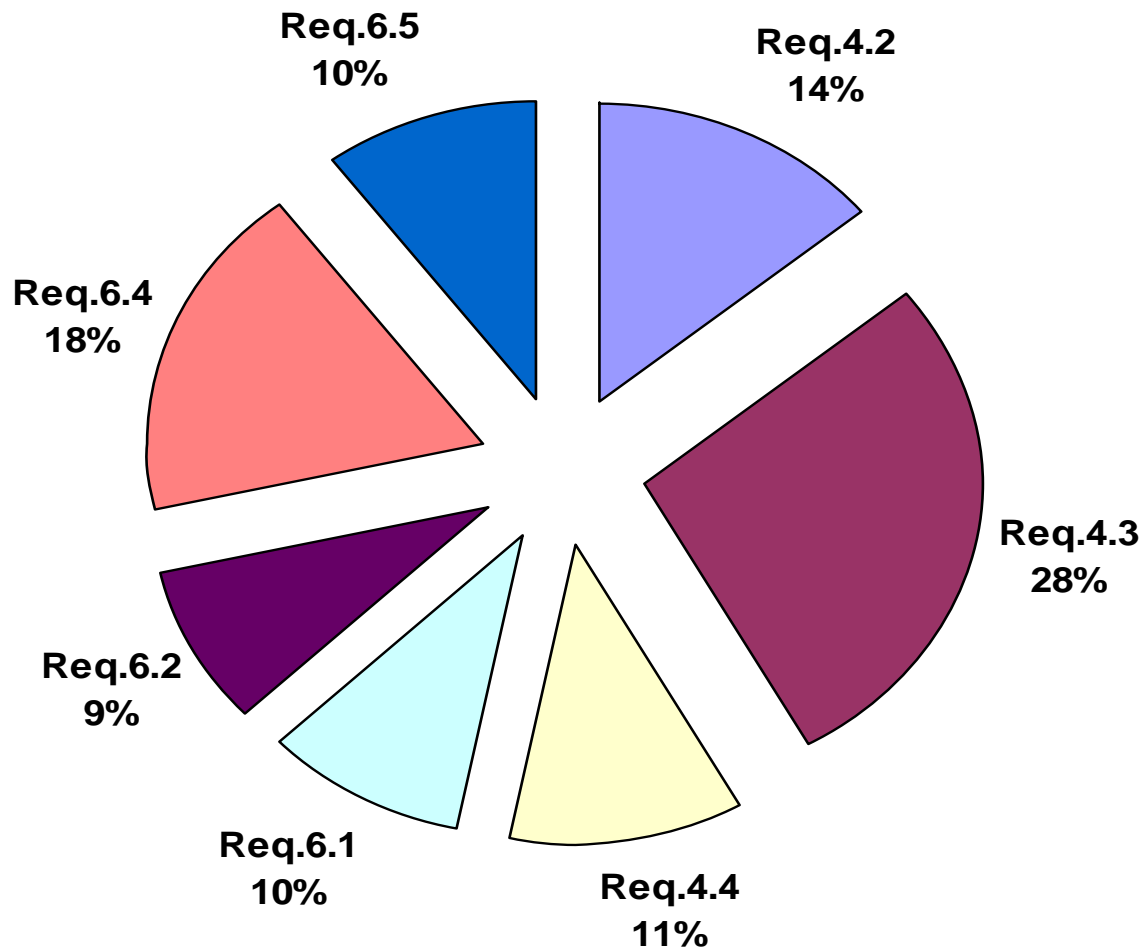


## Fastest growing sectors for ISO/IEC 17024 accreditation\*

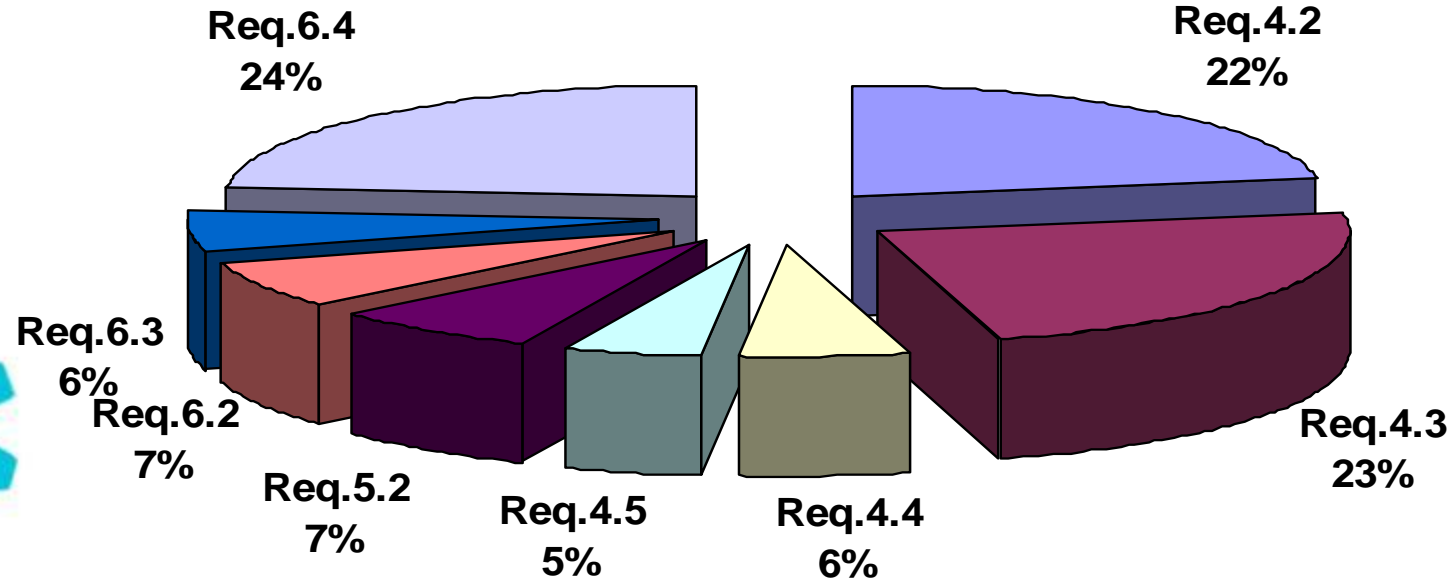
- Protective services
- Engineering/Architecture
- Information technology
- Health care
- Construction
- Finance



ISO/IEC 17024 requirements that are most difficult for CBs to meet.



# ISO/IEC 17024 requirements that accreditation bodies need more IAF guidance

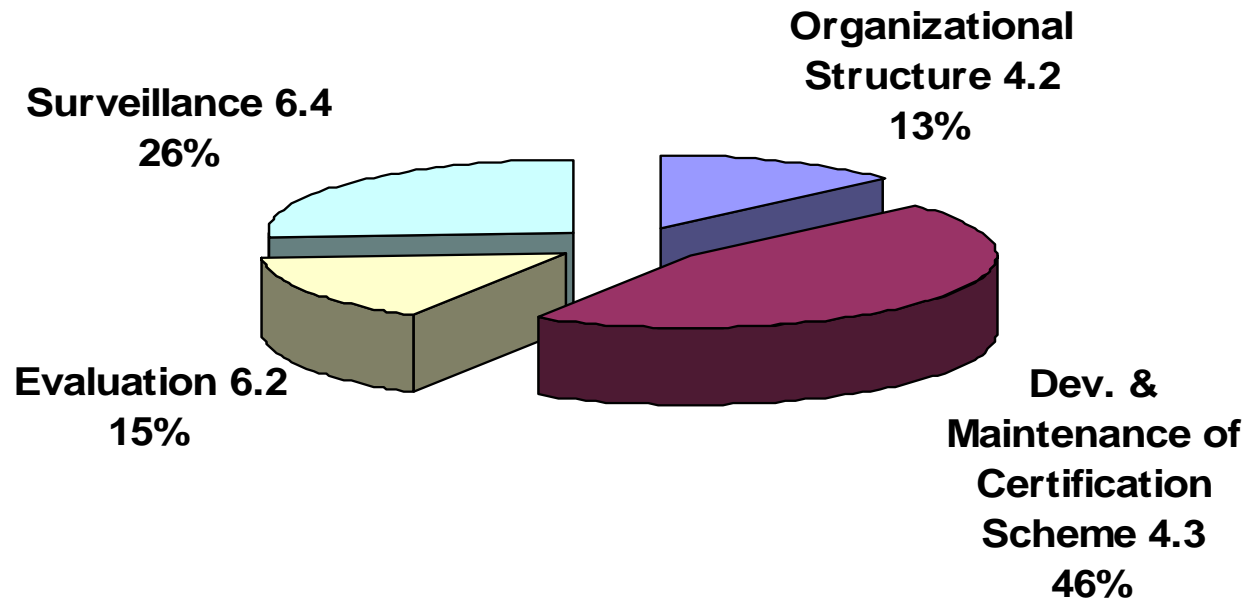


## Top Ten Requirements that Need more IAF Guidance

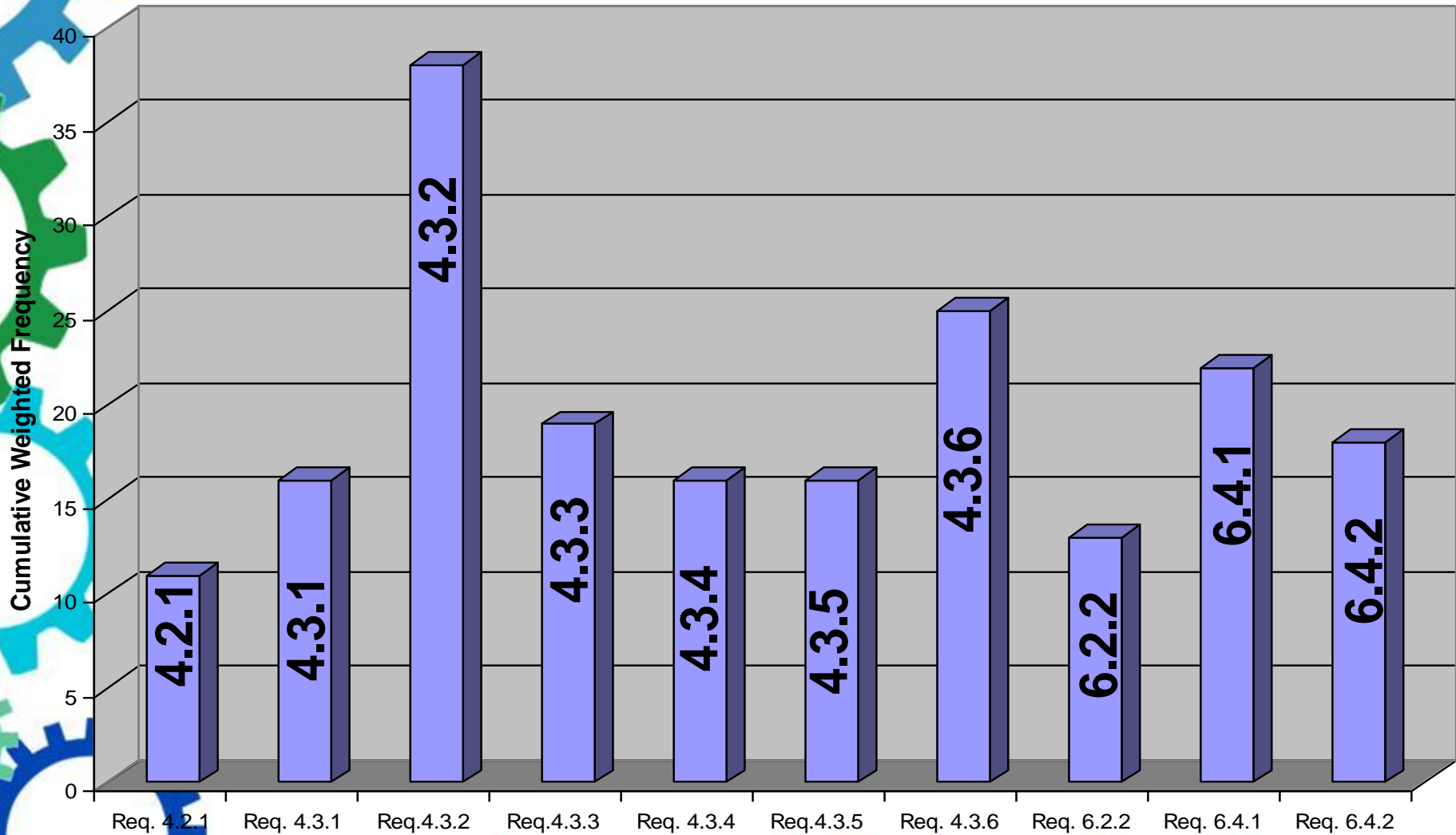
- 1. 4.3.2
- 1. 6.4.1
- 3. 4.3.4
- 3. 4.3.6
- 5. 4.3.1
- 5. 4.3.3
- 5. 4.3.5
- 5. 6.4.2
- 9. 4.2.1
- 10. 4.5.2

**TOP 10**

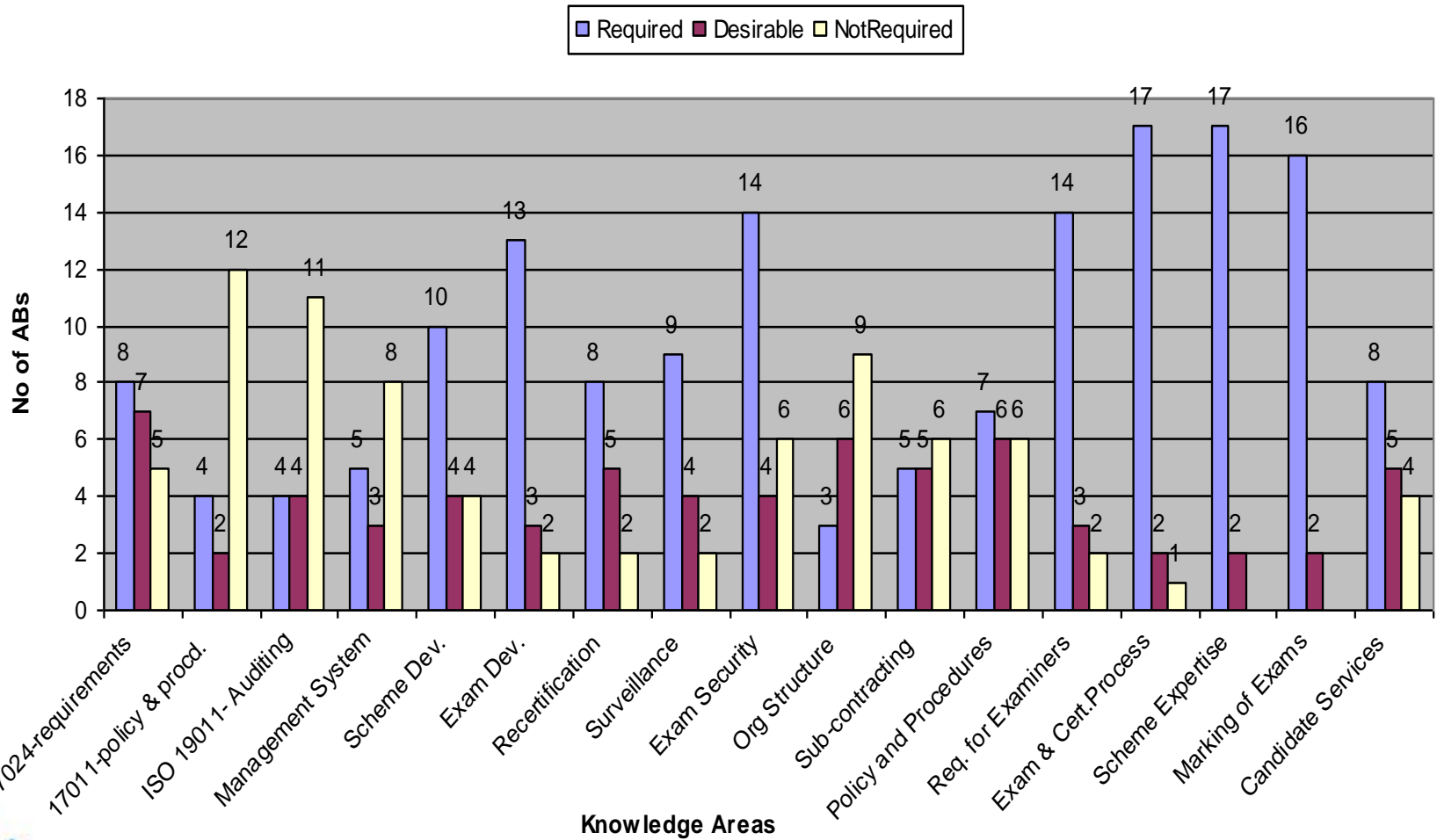
# ISO/IEC 17024 requirements that assessors have most difficulty evaluating



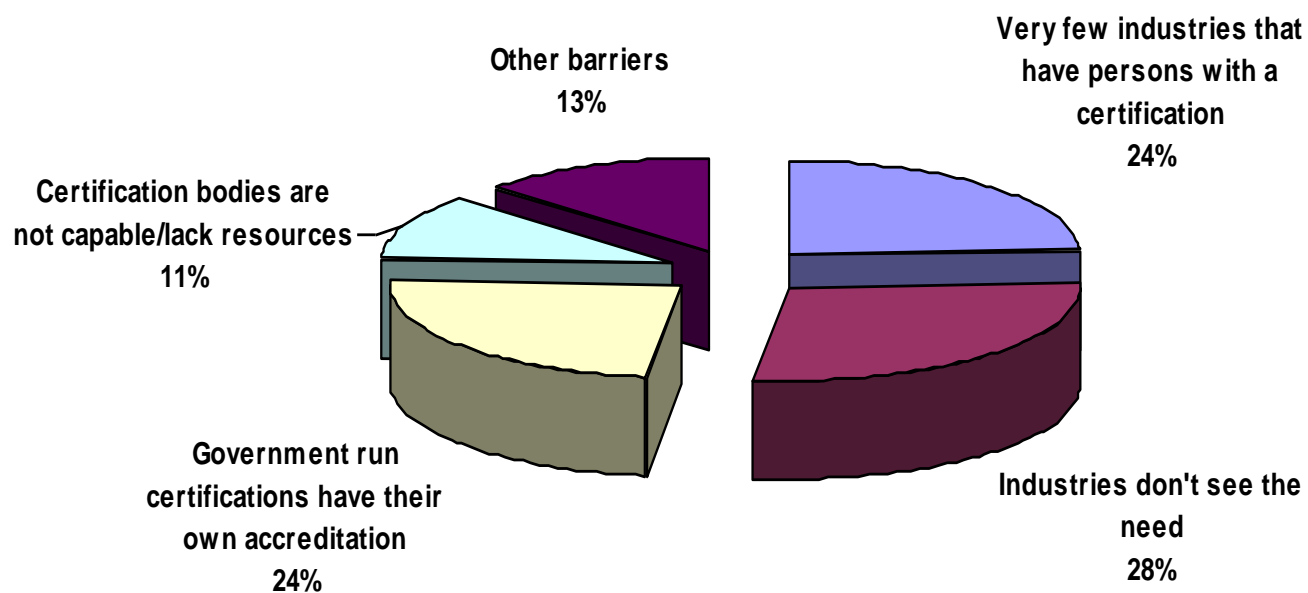
# Top 10 ISO 17024 requirements that assessors have most difficulty evaluating



# Desired general competencies for ISO/IEC 17024 accreditation team



# Factors affecting implementation of ISO/IEC 17024





## Issues to be Overcome in moving toward an IAF MLA for Certification of Persons

- Defining a validated scheme
- The wide diversity of the interpretation of the words associated with the examination
  - Fairness
  - Validity
  - Reliability
- Clearly Defining the differences between re-certification and surveillance
- Coming to consensus regarding Qualifications and Competencies required of peer reviewers/assessors



# A Standard for the 21<sup>st</sup> Century

- The World is Flat
- The Movement of People Increases at a more rapid pace
- Corporations ARE international operating in many countries with the following assumptions
  - The quality of the work will be the same
  - Work will be performed with persons who have the same competencies
- ISO/IEC 17024 IS the mechanism to accomplish the above assumptions