

Australian Standard™

**Conformity assessment—  
General requirements for bodies  
operating certification of persons**

This Australian Standard was prepared by Committee QR-010, Conformity Assessment. It was approved on behalf of the Council of Standards Australia on 23 April 2004 and published on 1 June 2004.

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The following are represented on Committee QR-010:

- Australian Information Industry Association
- Australian Quarantine and Inspection Service (Commonwealth)
- Bureau Veritas (New Zealand)
- Bureau Veritas Quality International
- Consumer Electronics Suppliers Association
- Consumers' Federation of Australia
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## PREFACE

This Standard was prepared by the Australian members of the Joint Standards Australia/Standards New Zealand Committee QR-010, Conformity Assessment. After consultation with stakeholders in both countries, Standards Australia and Standards New Zealand decided to develop this Standard as an Australian Standard rather than an Australian/New Zealand Standard.

This Standard is identical with, and has been reproduced from, ISO/IEC 17024:2003, *Conformity assessment — General requirements for bodies operating certification of persons*.

The objective of this Standard is to provide requirements for bodies certifying persons against particular requirements and includes the development and maintenance of a certification scheme for persons. Confidence in the certification scheme is achieved by a process of assessment, subsequent surveillance and periodic re-assessment of the competence of certified persons. It is necessary to distinguish between situations and whether a certification scheme or other form of qualification is more appropriate.

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- Its number appears on the cover and title page while the international standard number appears only on the cover.
- In the source text 'this International Standard' should read 'this Australian Standard'.
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<i>Reference to International Standard</i>		<i>Australian/New Zealand Standards or Handbook</i>	
ISO/IEC		AS/NZS	
Guide 2	Standardization and related activities—General vocabulary	18.2	Guidelines for third-party certification and accreditation—Standardization and related activities—General vocabulary
ISO		AS/NZS	
9000	Quality management systems—Fundamentals and vocabulary	9000	Quality management systems—Fundamentals and vocabulary

The term 'informative' has been used in this Standard to define the application of the annex to which it applies. An 'informative' annex is only for information and guidance.

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## INTRODUCTION

This International Standard has been drawn up with the objective of achieving and promoting a globally accepted benchmark for organizations operating certification of persons. Certification of persons is one means of providing assurance that the certified person meets the requirements of the certification scheme. Confidence in the respective certification schemes is achieved by means of a globally accepted process of assessment, subsequent surveillance and periodic re-assessments of the competence of certified persons.

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

In contrast to other types of conformity assessment bodies, such as management system certification/ registration bodies, one of the characteristic functions of the personnel certification body is to conduct an examination, which uses objective criteria for competence and scoring. While it is recognized that such an examination, if well planned and structured by the certification body, can substantially serve to ensure impartiality of operations and reduce the risk of a conflict of interest, alternative requirements have been included in this International Standard.

In either case, this International Standard should be the basis for the recognition of the certification bodies and their certification schemes, in order to facilitate their acceptance at the national and international levels. Only the harmonization of the system for developing and maintaining certification schemes for persons can establish the environment for mutual recognition and the global exchange of personnel.

This International Standard specifies requirements which ensure that certification bodies operating certification schemes for persons operate in a consistent, comparable and reliable manner. The requirements in this International Standard are to be considered as general requirements for bodies operating certification schemes for persons and therefore may have to be supplemented in response to additional demonstrated market need/desire (i.e. improvement of the profession) or specific government requirements (i.e. protection of the public).

## AUSTRALIAN STANDARD

# Conformity assessment — General requirements for bodies operating certification of persons

## 1 Scope

This International Standard specifies requirements for a body certifying persons against specific requirements, including the development and maintenance of a certification scheme for persons.

**NOTE** In some countries, bodies which verify the conformity of the competence of persons against specified requirements are called “certification bodies”, in other countries “registration bodies” in others “assessment and registration bodies” or “certification/registration/licensure bodies”, and in others still “registrars”. This International Standard uses the term “certification body”. However, this use is not limiting.

## 2 Normative references

The following referenced documents are indispensable for the application 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 Guide 2:1996, *Standardization and related activities — General vocabulary*

ISO 9000:2000, *Quality management systems — Fundamentals and vocabulary*

## 3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC Guide 2 and ISO 9000 and the following apply.

### 3.1

#### **appeal**

request by applicant, candidate or certified person for reconsideration of any adverse decision made by the certification body related to her/his desired certification status

### 3.2

#### **candidate**

applicant who has fulfilled specified prerequisites, allowing his/her participation in the certification process

### 3.3

#### **certification process**

all activities by which a certification body establishes that a person fulfils specified competence requirements, including application, evaluation, decision on certification, surveillance and recertification, use of certificates and logos/marks

### 3.4

#### **certification scheme**

specific certification requirements related to specified categories of persons to which the same particular standards and rules, and the same procedures apply