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BSI Standards Publication

**Petroleum, petrochemical  
and natural gas industries —  
Guidelines on competency for  
personnel**

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**National foreword**

This Published Document is the UK implementation of CEN ISO/TS 17969:2015.

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A list of organizations represented on this committee can be obtained on request to its secretary.

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English Version

Petroleum, petrochemical and natural gas industries - Guidelines  
on competency for personnel (ISO/TS 17969:2015)

Industries du pétrole, de la pétrochimie et du gaz naturel -  
Lignes directrices sur la compétence du personnel (ISO/TS  
17969:2015)

Erdöl-, petrochemische und Erdgasindustrie - Richtlinien  
bezgl. der Kompetenz von Personal (ISO/TS 17969:2015)

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## European foreword

This document (CEN ISO/TS 17969:2015) has been prepared by Technical Committee ISO/TC 67 "Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries" in collaboration with Technical Committee CEN/TC 12 "Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries" the secretariat of which is held by AFNOR.

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## Endorsement notice

The text of ISO/TS 17969:2015 has been approved by CEN as CEN ISO/TS 17969:2015 without any modification.

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## Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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 ISO documents 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](http://www.iso.org/directives)).

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For an explanation on the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the WTO principles in the Technical Barriers to Trade (TBT) see the following URL: [Foreword - Supplementary information](#)

The committee responsible for this document is ISO/TC 67, *Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries*.

# Petroleum, petrochemical and natural gas industries — Guidelines on competency for personnel

## 1 Scope

The purpose of this Technical Specification is to help members of the oil and gas industry develop, implement, maintain and improve their own competency management systems (CMS) for well operations personnel. This Technical Specification supports competency management general principles which can be applied to any operation within the industry.

The annexes to this Technical Specification list example competence profiles for positions responsible for well integrity. [Annex A](#) includes an example worksheet which can be used in performing a competency assessment, to help record the assessment results versus expectation, as well as the resulting action plan to address any gaps identified.

This Technical Specification is applicable to all operators, service companies and drilling contractors working on wells and well operations.

## 2 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

### 2.1

#### competence

ability to undertake responsibilities and to perform activities to a recognised standard on a regular basis

Note 1 to entry: Competence is a combination of knowledge, practical and thinking skills, and a person's behaviour.

EXAMPLE 1 McCoy's Law: competency = knowledge × skills × behaviours.

EXAMPLE 2 Bloom's taxonomy: competency = knowledge × skills × (technical + ability).

### 2.2

#### competency catalogue

hierarchical structured list of the competencies required to perform any task

### 2.3

#### proficiency level

level of ability and behaviour attributes within a specific skill

### 2.4

#### competency profile

skills and behaviour, each specified at a level of proficiency, required to perform the role or activity in line with the associated risk

### 2.5

#### competence assessment

process of judging evidence of an individual's performance against agreed competence requirements

Note 1 to entry: The result of such an assessment, potentially in combination with other factors such as work experience, will determine whether that individual has demonstrated competence and to which proficiency level.