

# **Guideline for Training Centres for the Certification of Persons to ISO 17024**

Rev. 05 / Status: March 2014

## **Please note:**

This document was compiled in accordance with our rules for the handling of documents, checked, and approved.

Where applicable, use of the masculine form encompasses both genders.

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## 1 General

Under the ISO 17024 standard („General requirements for bodies operating certification of persons“) and the Accreditation Act of the Austrian Federal Government (AkkG – Bundesgesetz über die Akkreditierung von Prüf-, Überwachungs- und Zertifizierungsstellen) the process of competency certification requires that certain terms and conditions be met.

The purpose of this guideline is to organize and coordinate overlapping activities conducted by approved training centres and the certification body in the best possible way in order to improve efficiency and to ensure that all normative and legislative requirements are being met. Therefore this guideline has been compiled for

- persons who are working at approved training centres (either teachers or administrators for training courses leading to certification to ISO 17024) – with regard to any formal or time-related requirements that have to be met
- decision makers at approved training centres – with regard to the costs, rights and duties that approval entails.

All regulations included in this guideline are considered binding for all persons and organizations concerned, and recognition of said regulations is defined as a prerequisite for approval as training centre. Said regulations shall be recognized as binding in written form in the following documents:

- Guideline for Training Centres  
and / or
- Application for Approval as Training Centre.

Unless the party concerned accepts and agrees to abide by the regulations contained in this guideline, neither the approval as training centre nor the prolongation of said approval will be possible.

## 2 Procedure for the Certification of Persons to ISO 17024

Due to the demanding normative and legislative requirements that have to be met, the certification of persons to ISO 17024 is a complex task that comprises the following aspects:

- development of new certification programmes
- approval of training centres, teachers and examiners
- training of persons
- holding examinations
- assessment and certification process
- continuous monitoring and surveillance

The chronological sequence of these activities/fields of action is represented in the diagram below.

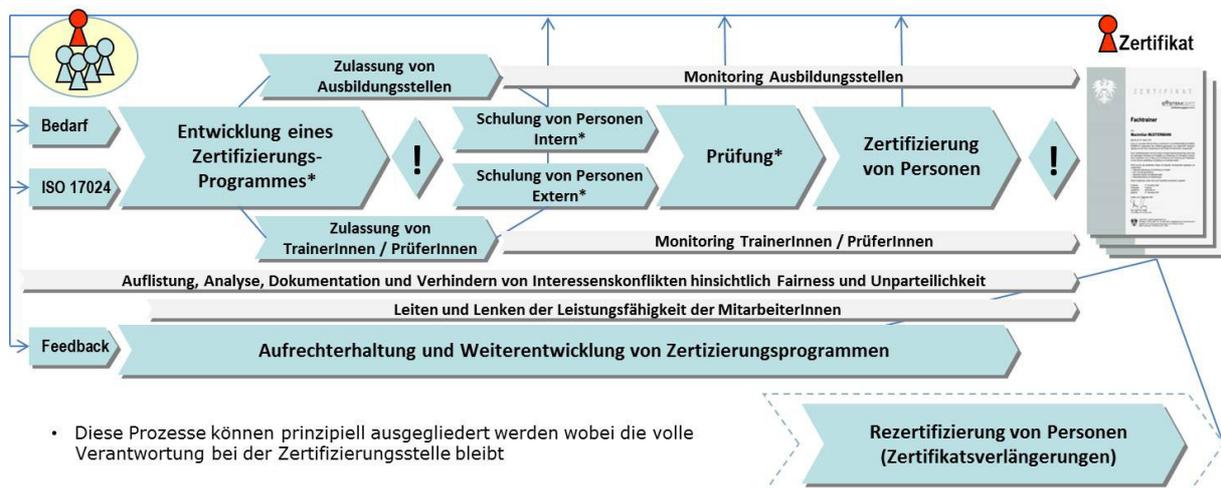


Diagram 1: process map of personnel certification

This guideline also aims to simplify the conducting of training courses whose participants may obtain certification, without violating any of the underlying terms and conditions. Accordingly, the rights and responsibilities of approved training centres will be correlated with the respective activities and/or processes in the following.

### 3 Regulations for the Approval Process

#### 3.1 Initial Approval

In principle any educational institution may be approved as training centre that has the right to apply for certification to ISO 17024 on behalf of its students.

The website of the certification body ([www.systemcert.at](http://www.systemcert.at)) provides a continuously updated list of certifiable competences and certification programmes.

The approval process consists of several steps which will be explained in more detail in the following:

#### **Submitting the application for approval as training centre**

Please send all the documents listed below to Nina Hackl ([n.hackl@systemcert.at](mailto:n.hackl@systemcert.at))

Send in the completed "Application for Approval as Training Centre" with the firm's legally binding signature (e.g. official company name, exact address, signature of a person authorized to represent the company). This means you authorize us to start the approval process and acknowledge the „Guideline for Using Logos, Certificates and Marks" as well as the „Guideline for Training Centres".

Please attach the curriculum of your training course, which needs to conform fully to the respective certification programme. Apart from the course components and course duration you need to specify the admission requirements for participants, examination procedures, qualifications of trainers and examiners etc.

Irrespective of the outcome of the approval process, we will charge you EUR 150.00 plus 20% VAT per competence. You will be billed upon receipt of your application.

#### **Checking the conformity of the application**

As soon as we have received your complete application, we will pass it on to the members of the respective programme committee. It is the task of this board of experts to check if the submitted curriculum is plausible and if it conforms to the respective certification programme. Generally, checking the curriculum and reporting back will take the committee about two weeks.

#### **Result of your application for approval**

- a) If the programme committee's report suggests a lack of conformity and/or plausibility, we will inform you about the committee's response and ask you to make the necessary amendments.
- b) If the majority of committee members is in favour of authorizing your institution as training centre, we will issue the Certificate of Approval (valid for 3 years) and send it to the indicated address.

At this point we will enter your organization in our on-line list of approved training centres for the respective competency certification.

### **Submitting the documents needed for certification**

The assessment and/or certification process is based upon the evaluation of numerous criteria defined in the certification programmes. As the certification body will in most cases not be acquainted with the participants, and as SystemCERT is not able to be present at every examination, complete and transparent documentation must be provided.

As soon as your organization has been approved, we will send you a standardized set of documents for the respective competence. As a rule this set of mandatory documents will contain the following:

- Application for Certification including the general terms and conditions  
(to be completed and signed by course participants)
- Guideline for Using Logos, Certificates and Marks  
(needs to be handed out to participants together with the Application for Certification)
- Checklist for Admission of Trainers and Examiners  
(includes required qualifications. Use a separate copy of this checklist for every trainer/examiner)
- Candidate Data Sheet  
(records personal data which are required for certification)
- Appraisal Sheet  
(used to provide transparent documentation of the examination; to be completed and signed by the examiners)
- Course Equivalency Form  
(if the certification programme states that in principle equivalent training courses will be accepted, it has to be verified that the training in question is truly equivalent; the equivalence verification process needs to be documented in this form)
- Evidence of Work Experience Form  
(some certification programmes require evidence of work experience before the exam can be taken. Relevant work experience needs to be recorded in this form)
- Cover Sheet  
(this form is the cover sheet for the set of documents that have to be sent back to the certification body once the examination has taken place. Among other things, it provides information on where to send the certificates and who is to be billed)

### **Submitting the names of trainers and examiners for admission**

Please send all documents to Jennifer Derler ([j.derler@systemcert.at](mailto:j.derler@systemcert.at))

Certification programmes define which qualifications are required from trainers or examiners, if the training course in question offers certification to ISO 17024. Therefore it has to be verified that the qualifications of potential trainers and examiners are in conformity with the requirements specified in the certification programme before appointments are made. Please send in the Checklist for Admission of Trainers and Examiners together with any of the candidates' personal documents that provide evidence of adequate qualifications. If the documented qualifications are considered to conform to the requirements, the future trainer/examiner will receive a letter of admission which officially confirms conformity. The appointment is personal and generally valid.

In addition, before conducting an examination the examiner needs to be commissioned by the certification body.



After completing these steps, you are entitled to offer and/or conduct training courses leading to certification to ISO 17024 operated by SystemCERT.

Any form of advertising or communication with regard to these courses needs to comply with the mandatory Guideline for Using Certificates, Logos and Marks.

### 3.2 Maintaining the Status as Approved Training Centre

The certification body has an obligation to continuously monitor the effectiveness and objectivity of all connected institutions to ensure that the validity and reputation of the certification process are maintained.

Therefore, all approved training centres are subject to a monitoring process which is administered and conducted by the certification body. Monitoring extends over a period of three years and is a precondition for prolongation of the institution's status as approved training centre.

#### **On-site inspections**

The monitoring process comprises so-called surveillance audits. On these occasions a representative of the certification body is present at the certification exam to check whether it is conducted correctly.

The certification body is required to conduct on-site inspections of all training centres once every three years and to record the findings.

#### **Assessment of submitted documents**

In the second part of the monitoring process the certification body checks the documents delivered after an exam for being complete, transparent and up-to-date (i.e. the most recent versions).

The main purpose of this continuous surveillance is to identify ways to improve cooperation between the certification body and the training centres.

#### **Evaluation by the examination candidates**

By way of conclusion, the certification body sends questionnaires to all examination candidates. Their purpose is to assess examination procedures, the competence and objectivity of the examiner and how the training centre administered the exam.

The approved training centres have access to the findings of this monitoring process at any time. If the outcome is not satisfactory, remedial measures have to be defined and their implementation needs to be monitored. If the results conform to the requirements, the period of approval will automatically be extended by three years.

The training centres will be charged the „cost price“ of this monitoring process. In every first year of the monitoring process SystemCERT will charge a fixed amount of EUR 450.00 plus 20 % VAT per organization.

Institutions belonging to the national educational system, e.g. vocational colleges (HTLs), universities of applied sciences and universities offering certifications under ISO 17024 in quality management are exempt from this regulation, if the relevant examinations are exclusively conducted by SystemCERT.

## 4 Regulations for Certification Examinations

Conducting examinations is an essential part of the certification procedure, as the competences assessed during these examinations will later be confirmed by ISO 17024 certificates. To ensure that the candidate meets all the requirements of ISO 17024 a few fundamental rules regarding the examination need to be observed. The training centres agree to adhere to the following rules.

### Examination registration

Please send the documents mentioned below to Jennifer Derler ([j.derler@systemcert.at](mailto:j.derler@systemcert.at))

Please send us a message by e-mail four weeks before the examination date, providing the following information:

- Competence to be assessed (e.g. instructor, operations manager)
- Date of examination / time and duration (from - to)
- Venue of examination (please enter exact address)
- Name of examiner
- Address, e-mail and phone number of examiner
- Number of examination candidates

In addition, we need the following data for each candidate (data on excel sheets as shown below, to be sent in four weeks before examination date):

Title	First name	Last name	Street	Post code	Place	Date of birth
Ing.	Max	Mustermann	Bergstraße 12	4711	Köln	12.05.1976

### Admission as Examiner

The data you submit will be entered in the Admission Form and sent to the examiner, who acknowledges receipt, signs the form and returns it to the certification body.

This written, legally binding appointment ensures that the requirements for examiners specified in ISO 17024 will be met. These requirements are as follows:

- Examiners shall be familiar with the respective certification programme
- Examiners shall be able to apply examination procedures and make use of examination documents
- Examiners must not have any conflict of interests and shall be able to conduct objective assessments
- A person who was involved in the training of the candidate must not act as examiner; likewise an examiner must not examine his/her colleagues
- Examiners have an obligation to make a report to the certification body if they consider the requirements for objectivity and impartiality at risk

As soon as we have received the Admission Form containing the above mentioned points and signed by the examiner, the examination may be held (in conformity with the certification programme).

### **Conduct and Documentation of examinations**

As a general rule, any certification examination has to be conducted in compliance with the requirements specified in the underlying certification programme; it has to be documented by means of the standardized documents provided for the respective competence in a way transparent to a third party. This means that entries must be made in legible handwriting and that, for example, any request for clarification must also be documented in a sufficiently comprehensive way. In addition, the records must show how the candidate was assessed and what the outcomes of that assessment were (e.g. positive/negative; marking wrong answers in multiple choice tests, a result sheet for each candidate...)

In order to eliminate any potential risks, the examiners and certification bodies undertake to adhere to the following regulations:

- Examiners shall supervise the exam continuously in order to prevent any form of cheating.
- Training centres shall make sure that the exam questions and tasks change regularly, e.g. it is not permissible to use the same multiple-choice-test questions over and over again.
- Identity of exam candidates shall be verified by the examiners and/or the certification body.

### **Submitting files for certification**

Please send all documents listed below to Jennifer Derler ([j.derler@systemcert.at](mailto:j.derler@systemcert.at))

Once the examination has been conducted, we need to receive the complete set of documents confirming that all requirements for certification have been met. The documentation provided needs to be complete and in intelligible form.

For each candidate, a separate file has to be compiled in paper form and sent to the certification body.

We provide a checklist for each certifiable competence in order to ensure that there are no delays due to missing documents. The following documents are to be included in a complete examination file for the competence "specialized instructor":

- Examination guide  
(for each exam)
- Signed application for certification
- Candidate data sheet
- Copy of an official photo-bearing ID stating the place of birth
- Confirmation of attendance  
(separately for each candidate or class attendance lists)
- Evidence of required professional experience
- Evidence of successfully completed professional training
- Evidence of required work experience as instructor
- Multiple-choice test for candidates including answers sheet
- Appraisal sheets of candidates
- Exam practical

If a complete set of correct documents has been submitted, as a general rule it will take us 30 days to issue the certificate.



## 5 Regulations for the Use of Documents

Due to continuous work-practice analyses, certification programmes and the documents that are being used such as appraisal sheets are subject to a permanent process of adjustment.

To ensure that the latest versions of documents are used at all times, the certification body publishes all documents via a document portal (cloud).

The following path leads to the most recently published, valid competence-specific documents:

<http://login.systemcert.at/index.php>

For access please contact the certification body – your contact is Ms. Doris Steinecker ([d.steinecker@systemcert.at](mailto:d.steinecker@systemcert.at)).

Certification bodies and their staff undertake to monitor the use of documents continuously to ensure that updated versions are being used.

All documents issued by the certification body show the revision status in the footer and in the file name. Checking the revision status helps you to find out whether the respective document is the most recently published version.

For your orientation, in the following please find the most important documents used by certification bodies:

<b>General documents</b>
Application for Approval as Training Centre
Guideline for Training Centres
Guideline for Use of Certificates, Logos and Marks
Commissioning Form for Examiners
General Terms and Conditions for the Certification of Persons
Examination Guide
Candidate Data Sheet
<b>Competence-specific documents</b>
Certification Programme
Application for Certification
Appraisal Sheets
Course Equivalency Form
Checklist for Admission of Trainers and Examiners
Rights and Responsibilities of Certificate Holders
Evidence of Work Experience Forms
Checklist for Compilation of the Examination File



## **6 Regulations for the Appointment of Contact Persons**

To ensure efficient communication between the certification body and the training centres we need each centre to name at least one contact person.

As a basic principle, the names of contacts will be submitted at the same time as the Application for Approval as Training Centre – in case of changes the certification body has to be informed.