



# **Guideline**

## **For Using Certificates, Logos and Marks in the Certification of Persons**

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### **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

The purpose of this guideline is to prevent misleading or dishonest information about the significance, application and effects of the certification of persons to ISO 17024. Accordingly, the following persons, groups of persons and organizations are target groups of this guideline:

- certificate holders
- approved training centres
- appointed trainers and examiners

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 cooperation and/or certification. Said regulations shall be recognized as binding in written form in the following documents used by the different target groups:

- Application for Certification
- Application for Approval as Training Centre
- Letter of Admission for Trainers and Examiners

Unless the parties concerned accept and agree to abide by the regulations contained in this guideline, neither the certification of persons, nor the admission of trainers and examiners, nor the approval as training centre will be possible.

## 2 Regulations for Certificate Holders

- The certificate remains the property of SystemCERT Zertifizierungs GesmbH, who is entitled to withdraw it, if the certificate holder fails to obey or violates the regulations of this guideline and/or the general terms and conditions, or if the criteria for maintaining certification are no longer met.
- After the certificate has been withdrawn or has expired, no reference to certification must be made.
- Full reproduction of the certificate on the internet is prohibited to prevent misuse by third parties.
- If certificates are reproduced they must be graphically altered in such a way as to prevent forgeries or misuse.

If you wish to provide proof of your certification, you may refer to the list of certificate holders published on the website of SystemCERT (<http://www.systemcert.at/service/zertifikate-personen.html>).

- Any reference to your certification and/or your certificate must be restricted to the scope of activity for which it was issued, and it must on no account be misleading for third parties.

This includes the ban on using the expression „...government-approved“, as the competences certified to ISO 17024 are not automatically accredited by the accreditation body.

- Any misuse of the certificate by means of false statements, forgery or any other misleading information is prohibited.
- In principle you are allowed to communicate your certification visually on business cards or other media. You are not allowed to use the Austrian coat of arms or the logo of SystemCERT either in combination with such a visual representation or separately.
- Certificates issued to ISO 17024 are not necessarily valid on an international level. This would not be feasible as there are country-specific competence requirements such as those applied to security and surveillance staff. The term international recognition refers to the certification process only. By meeting all requirements under ISO 17024, SystemCERT ensures that this process is internationally recognized.

Therefore using the following phrase is recommended (example):

„Certification as specialized instructor under the internationally recognized certification process ISO 17024“

### 3 Regulations for Training Centres

- The Certificate of Approval issued remains the property of SystemCERT ZertifizierungsgesmbH, who is entitled to withdraw it if the training centre fails to obey or violates the regulations of this guideline and/or the general terms and conditions, or if the criteria for maintaining certification are no longer met.
- After the certificate has been withdrawn or has expired, no reference to a certification as training centre must be made.
- In principle you may use the Certificate of Approval for the purpose of publicly promoting your organization and/or your training courses. Any textual information, whether it is added to the certificate mentioned before or published separately, needs to be clearly formulated and precise.

This implies that:

- the statement that your training courses and/or your organization are certified to ISO 17024 is not correct and therefore not permissible.

The following phrases are examples of factual accuracy:

Your training courses enable the participants to obtain certification to ISO 17024 on the basis of the respective competency-specific certification programme of SystemCERT (e.g. as specialized instructor).

Your organization is a training centre authorized by SystemCERT to provide training courses which enable the course participants to obtain certification under ISO 17024.

- ISO 17024 does not cover any „government-approved“ degrees or certifications, and therefore it is not permissible to use this term. Many of the personnel competences certified by SystemCERT are accredited by the accreditation body and can thus be compared on an international level. All accredited certificates display the accreditation mark.



Therefore the following expression is factually accurate: „Training course for specialized instructor certified to ISO 17024, in the accredited field“

- Certificates to ISO 17024 are not necessarily valid on an international level. This would not be feasible as there are country-specific competence requirements such as those applied to security and surveillance staff. The term international recognition refers to the certification process only. By meeting all requirements under ISO 17024 SystemCERT ensures that this process is internationally recognized.

Therefore the following phrase is recommended (example):

„Certification as (e.g.) specialized instructor to the internationally recognized ISO 17024 certification process“

## 4 Regulations for Trainers and Examiners

In any communication that refers to the admission as trainer or examiner the following aspects shall to be taken into consideration:

Trainers and examiners need to be appointed by a certification body. For this purpose they are asked to furnish proof that they meet the qualification requirements specified in the individual certification programmes.

If the certification body can verify that the potential trainers' or examiners' qualifications conform to the requirements, they receive a so-called letter of admission, which gives them general authorization to act as trainers or examiners in the specified field.

- Such an appointment is not to be regarded as a proof of qualification; it is a specific document issued by the certification body for internal use.
- An appointment is not a certification.
- Such an appointment does not entail any sort of entitlement outside the sphere of cooperation between you, the educational institution for which you work and the certification body.