

ETHIOPIAN NATIONAL ACCREDITATION OFFICE

Minimum Requirements for Operation of Person Certification Bodies

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1. Introduction

This document set out minimum requirements for the operation of Person certification bodies. And it is prepared based on international standard (ISO/IEC 17024)

2. Scope

This requirements document is applicable to all organization performing certification of persons.

3. Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17000 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 Candidates

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 fulfills specified competence requirements, including application, evaluation, decision on certification, surveillance and recertification, use of certification 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.

3.5 certification system

Set of procedures and resources for carrying out the certification process as per a certification scheme, leading to the issue of a certificate of competence including maintenance.

3.6 Competence

Demonstrated ability to apply knowledge and/or skills and, where relevant, demonstrated personal attributes, as defined in the certification scheme.

3.7 Complaint

Conformity assessment request other than an appeal, by any organization or individual to a certification body, for corrective action relating to the activities of that body or to those of any of its customers.

3.8 evaluation

Process that assesses a person's fulfillment of the requirements of the scheme, leading to a decision on certification.

3.9 examination

Mechanism that is part of the evaluation, which measures a candidate's competency by one or more means such as written, oral, practical and observational.

3.10 examiner

Person with relevant technical and personal qualifications, competent to conduct and/or score an examination.

3.11 qualification

Demonstration of personal attributes education, training and/or work experience.

4. Requirements

4.1 Certification body

4.1.1 The policies and procedures of the person certification body and their administration:-

- shall be related to the criteria in which certification is sought,
- shall be fair and equitable among all candidates, and
- shall comply with all applicable regulations and statutory requirements.

4.1.2 The certification body shall not use procedures to impede or inhibit access by applicants and candidates, except as provided for in this documents.

4.1.3 The person certification body shall define policies and procedures for granting, maintaining, renewing, expanding, suspending, withdrawing and reducing the scope of certification.

4.2 Organizational structure

4.2.1 The certification body shall be structured so as to give confidence to interested parties in its competence, impartiality and integrity. In particular the certification body.

- a) Shall be independent and impartial to its applicants, candidates and certified persons, including their employers and their customers and shall take all possible steps to assure ethical operations.
- b) Shall be responsible for its decisions relating to the granting, maintaining, renewing, expanding and reducing the scope, or suspending and withdrawing the certification
- c) Shall identify the management (group or persons) which shall have overall responsibility for:-
 1. Evaluation certification and surveillance
 2. Formulation of policies relating to the operation of the certification body, with regard to certification of persons.
 3. Decision on certification
 4. The implementation of its policies and procedures.
 5. The finance of the certification body and
 6. The delegation of authority to any committee or individual to undertake defined activities on its behalf.

4.2.2 The person certification body shall be a legal entity or part of a legal entity

4.2.3 The certification body shall not offer or provide training or assist others in the preparation of such services unless it demonstrates the training is independent of the evaluation and certification of persons to ensure that confidentiality and impartiality are not compromise.

4.2.4 The person certification body shall define policies and procedures (e.g. code of conduct) for the resolution of appeals and complaints.

4.2.5 The certification body shall appoint a scheme committee, which shall be responsible for the development and maintenance of the certification scheme.

4.2.6 The certification body shall have financial resources necessary for its operation and to cover associated liabilities.

4.2.7 The person certification body shall employ or contract enough people with the necessary education, training, technical knowledge and experience to perform certification functions relating to the type, range and volume of work performed, under a responsible management.

4.3 Development and maintenance of a certification scheme

4.3.1 The person certification body shall:-

- define the methods and mechanisms to be used to evaluate the competence of candidates.
- establish appropriate policies and procedures for the initial development and continued maintenance of these methods and mechanisms.
- define process for the development and maintenance of certification schemes that includes the review and validation of the scheme by the scheme committee.

4.3.2 The criteria against which the competence of a person is evaluated shall be those defined by the certification body in accordance with this document and other relevant documents.

4.3.3 Certification shall not be restricted on the ground of undue financial or other limiting conditions.

4.3.4 The certification body shall evaluate the methods for examination of candidates. Examinations shall be fair, valid and reliable. Appropriate methodology and procedures (such as collecting and maintaining statistical data) shall be defined to reaffirm, at least annually, the fairness, validity, reliability and general performance of each examination and all identified deficiencies corrected

4.4 Management system

The person certification body shall operate a management system.

4.5 Subcontracting

When the personnel certification body decides to subcontract work related to certification (e.g. examination) to an external body or person, a properly

documented agreement covering the arrangement, including confidentiality and prevention of a conflict of interest, shall be drawn up. The certification body shall take full responsibility for such work. The decision on certification shall not be subcontracted.

4.6 Records

The person certification body shall maintain a record system appropriate to its particular circumstance and to comply with regulations, including a means to confirm the status of a certified person. These records shall be identified, managed and disposed of in such a way as to ensure the integrity of the process and confidentiality of the information.

4.7 Confidentiality

The person certification body shall, through legally enforceable commitments, keep confidentially all information obtained in the process of its activities.

4.8 Security

All examinations and related items shall be maintained in a secure environment by the certification body, or its subcontractors, to protect the confidentiality of these items through out their useful life.

4.9 Personnel

- 4.9.1 The personnel certification body shall define the competence requirements for employed or contracted persons involved in the certification process and shall have a defined procedure to select them.
- 4.9.2 All personnel involved in any aspect of person certification activities shall have minimum B.S.C degree in engineering/science and shall possess appropriate training, experience and technical knowledge.
- 4.9.3 The personnel certification body shall have to sign its persons by which they commit themselves to comply with the rules defined by person certification body.
- 4.9.4 The person certification body shall have clearly documented maintained and up to date instructions which describe duties and responsibilities of employed persons or contracted persons.

4.9.5 The person certification body shall establish and maintain current documentation on the relevant qualifications of each individual which shall include the following:-

- a) Name and address;
- b) Organization affiliation and position held;
- c) Education and professional status;
- d) Experience and training in the relevant field;
- e) their specific responsibilities and obligations within the certification body;
- f) performance appraisals;
- g) date of the most recent updating of record

4.9.6 Examiners shall meet the requirements of the person's certification body based upon applicable competence standards and other relevant documents. The selection process shall ensure that examiners assigned to an examination or part of an examination at least:-

- a. Are familiar with relevant certification scheme;
- b. Have a thorough knowledge of the relevant examination methods and examination documents;
- c. Have appropriate competence in the field to be examined;
- d. Are fluent both in writing and orally in the language of examination and;
- e. Are free from any interest so that they can make impartial and non-discriminatory judgments (assessments).