EN ISO/IEC 17024 and EN ISO 9712
As Team Players for an
Accredited Certification Scheme

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Outline

- Introduction of the company (profile)
- General requirements for bodies operating certification of persons
  - ISO/IEC 17024 from 2003 to 2012
- NDT Certification Schemes and Certification Processes Requirements
  - EN ISO/IEC 17024:2012 and EN ISO 9712:2012 as team players
  - What do these standards say?
- Conclusions
Company Profile

SECTOR Cert: one of the first accredited certification bodies in Germany!

- SECTOR Cert (SC) was founded in 1993
- Our Services: accredited examination and certification according to EN ISO 9712 and ISO 20807, examination and certification according to ISO 18436-2, and employer-based certifications according to SNT-TC-1A and CP 189
- Accredited by DAkkS and ZLS: SC fulfills the requirements of **EN ISO/IEC 17024:2012**
- We are offering certification in all NDT Methods listed in EN ISO 9712:2012 except
  - Acoustic emission testing (AT) and
  - Strain gauge testing (ST)
Company Profile
SECTOR Cert Certificates in Market – An Overview

- Currently over 16,000 valid certificates
- Examinations offered in 11 training and examination centers in Europe -from Germany to Turkey-, China, USA

... and (soon)
in two countries in Africa
Full Paper is available on Conference & Proceedings App at www.ndt.net/app.ECNDT2014

search for SECTOR Cert under Authors
General requirements for bodies operating certification of persons

ISO/IEC 17024 from 2003 to 2012

ISO and ISO committee on conformity assessment (ISO/CASCO) develops International standards and guidelines describing the general requirements for CBs

ISO/IEC 17024:2003, “Conformity assessment - General requirements for bodies operating certification of persons” was developed by CASCO in collaboration with CEN

- Objective of the standard was to achieve and promote a globally accepted benchmark for organizations operating certification of persons hence to harmonize certification process worldwide
General requirements for bodies operating certification of persons

ISO/IEC 17024 from 2003 to 2012

ISO/IEC 17024:2003 was due to a systematic review just like every ISO standard after 5 years and in 2008 ISO member bodies voted down for a revision.

A working group (WG 30) was formed in 2009 which revised the standard with the following goals:

- Repair/rewrite areas of the standard that needed clarification or had been confusing.
- Incorporate all appropriate guidance from the IAF Guidance Document (IAF GD24) into the standard.
- Add additional clauses in some areas.
- Make the standard “look” like the other ISO standards.

The new edition was published on 1 July 2012. Its text was approved by CEN as EN ISO/IEC 17024:2012 without modification.
General requirements for bodies operating certification of persons

EN ISO/IEC 17024:2012 – What are the important changes?

<table>
<thead>
<tr>
<th>ISO/IEC 17024</th>
<th>2003</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pages (Introduction-Annex A)</td>
<td>11</td>
<td>21</td>
</tr>
<tr>
<td>Words</td>
<td>~3500</td>
<td>~7000</td>
</tr>
<tr>
<td>Clauses, sub-clauses</td>
<td>86</td>
<td>186</td>
</tr>
</tbody>
</table>

with the revision:
20 slightly reworded
17 reworded
17 moved
17 deleted
12 same
03 changed
= 86

EN ISO/IEC 17024:2012 has 10 major sections and one informative annex about the principles for CBs and their certification activities.
EN ISO/IEC 17024:2012

Contents of the standard

3. Term and definitions
4. General requirements
5. Structural requirements
6. Resource requirements
7. Records and information requirements
8. Certification schemes
9. Certification process requirements
10. Management system requirements
EN ISO/IEC 17024:2012

NDT Certification Schemes and Certification Processes Requirements

- On a survey of ABs and CBs conducted by IAF in 2009, the development of certification scheme was cited as one of the most problematic areas

- EN ISO/IEC 17024 therefore provides
  - clauses detailing the requirements for the contents of a scheme
  - detailed clauses for certification requirements that must be in a scheme
  - detailed requirements for the development and review of the certification scheme

- EN ISO/IEC 17024 also provides certification process requirements like:
  - application process, assessment process, examination process, decision on certification, suspending, withdrawing or reducing the scope of certification, recertification process
Meanwhile, the standards specifying requirements for principles for the qualification and certification of NDT personnel, ISO 9712 and EN 473, have also been revised.

EN 473:2008 + ISO 9712:2005
+ technical and editorial changes ≈ ISO 9712:2012
- a truly internationally harmonized standard -
for Qualification and certification of NDT personnel
EN ISO/IEC 17024:2012

NDT Certification Schemes and Certification Processes Requirements

8 Certification schemes

8.1 There shall be a certification scheme for each category of certification.

8.2 A certification scheme shall contain the following elements:

a) scope of certification;

b) job and task description;

c) required competence;

d) abilities (when applicable);

e) prerequisites (when applicable);

f) code of conduct (when applicable).

NOTE 1 A code of conduct describes the ethical or personal behaviour required by the scheme.

NOTE 2 Abilities can include physical capabilities such as vision, hearing and mobility.

EN ISO 9712:2012 provides information for each element including required physical abilities (visual acuity) and requires CBs to publish a code of ethics which describes the ethical behaviour in accordance with the scheme.
EN ISO/IEC 17024:2012

NDT Certification Schemes and Certification Processes Requirements

8.3 A certification scheme shall include the following certification process requirements:

a) criteria for initial certification and recertification;
b) assessment methods for initial certification and recertification;
c) surveillance methods and criteria (if applicable);
d) criteria for suspending and withdrawing certification;
e) criteria for changing the scope or level of certification (if applicable).

EN ISO 9712:2012 serves here well with its comprehensive criteria given under the clauses like eligibility, examinations, certification, validity and recertification.
EN ISO/IEC 17024:2012
NDT Certification Schemes and Certification Processes Requirements

8.4 The certification body shall have documents to demonstrate that, in the development and review of the certification scheme, the following are included:

a) the involvement of appropriate experts;

b) the use of an appropriate structure that fairly represents the interests of all parties significantly concerned, without any interest predominating;

c) the identification and alignment of prerequisites, if applicable, with the competence requirements;

d) the identification and alignment of the assessment mechanisms with the competence requirements;

CBs must incorporate appropriate experts in a working environment where the interests of all parties are represented fairly, without any interest predominating, during the development and review of its certification scheme. The experts identify and align prerequisites and assessment mechanisms taking the competence requirements into consideration.
EN ISO/IEC 17024:2012
NDT Certification Schemes and Certification Processes Requirements

e) a job or practice analysis that is conducted and updated to:

- identify the tasks for successful performance;
- identify the required competence for each task;
- identify prerequisites (if applicable);
- confirm the assessment mechanisms and examination content;
- identify the re-certification requirements and interval.

NOTE Where the certification scheme has been developed by an entity other than the certification body, the job or practice analysis might already be available as part of that work. In this case, the certification body can obtain details from the scheme documentation for verification.

EN ISO 9712:2012 defines completely, or at least the frame of, all stated requirements, hence the job is done mostly by the technical committees of standard development organizations. The periodical review of the standard (e.g. every five years by ISO) makes sure that the technical context is controlled and still serves the purpose.
EN ISO/IEC 17024:2012
NDT Certification Schemes and Certification Processes Requirements

EN ISO 9712:2012 fulfils most of the requirements (some completely, some partially)

The standard does not contain sufficient information about use of certificates, logos and marks, appeals against decisions on certification and complaints
## NDT Certification Processes Requirements

### Certification Bodies - Additional Tasks

Please see the full paper …

<table>
<thead>
<tr>
<th>Certification Process Requirements (Clause in EN ISO/IEC 17024:2012)</th>
<th>Tasks in addition to responsibilities defined in EN ISO 9712:2012</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Application Process (9.1)</strong></td>
<td>Preparing an application form ensuring all information required by EN ISO 9712 is provided by the applicant, giving an overview of the certification process, applicant's rights and the fees, notice to the applicant of his/her opportunity to declare, within reason, a request for accommodation of special needs</td>
</tr>
<tr>
<td><strong>Assessment process (9.2)</strong></td>
<td>Documenting and making publicly accessible without request the specific methods and mechanisms required to verify that certified persons comply with requirements when there is a change in the certification scheme</td>
</tr>
</tbody>
</table>

What do the standards say?
Conclusions

Deutsche Akkreditierungsstelle GmbH

Beliehene gemäß § 8 Absatz 1 AkkStelleG i.V.m. § 1 Absatz 1 AkkStelleGBV
Unterzeichnerin der Multilateralen Abkommen
von EA, ILAC und IAF zur gegenseitigen Anerkennung

Akkreditierung

Die Deutsche Akkreditierungsstelle GmbH bestätigt hiermit, dass die Zertifizierungsstelle

SECTOR Cert – Gesellschaft für Zertifizierung mbH
Siegburger Straße 229c, 50679 Köln

die Kompetenz nach DIN EN ISO/IEC 17024:2012 besitzt, Zertifizierungen von Personen in
folgenden Bereichen durchzuführen:

Zerstörungsfreie Prüfung