



International Association for Assessment Board Inc. (IAAB)

IAAB Guideline Document for Accreditation Body

IAAB 17011-2 Requirements for accreditation bodies

for GLA Assessment for Personal

IAAB 17011-2:2024 - Issue 1

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0. Introduction

The objective of this document is to enable Accreditation bodies to harmonize the personal accreditation scheme as per ISO/IEC 17011 for the accreditation offer to personal certification bodies providing certifying persons against specific requirements.

1. Scope

This document further specifies normative criteria for Accreditation bodies assessing and accrediting personal certification bodies which certifying persons against specific requirements.

2. Normative references

the following normative references applies:

ISO/IEC 17000, Conformity assessment - Vocabulary and general principles

*Note: Standard version refers to the latest version

3. Terms and Definitions

Certification scheme: competence and other requirements related to specific occupational or skilled categories of persons

Scheme owner: organization responsible for developing and maintaining a certification scheme

Abbreviation used in this document:

Personal Certification Bodies	PCBs
Accreditation body	AB

4. General Requirements

4.1	Legal matters	No additional requirements
4.2	Responsibility for decision on certification	Shall have legally enforceable agreement
4.3	Management of impartiality	No additional requirements
4.4	Finance and liability	No additional requirements

5. Structural Requirements

5.1	Management and organization structure	No additional requirements
5.1	Structure of the certification body in relation to training	No additional requirements

6. RESOURCE REQUIREMENTS

6.1	Competence of Personnel	Annexure 2 specifies the type of knowledge and skills that the AB shall define for specific functions.
6.2	Personnel Involved in the Accreditation Process	Annexure 3 specifies the qualification and work experience that the AB shall define for specific functions.
6.3	Outsourcing	AB shall review the outsourced body legally enforceable agreement covering the requirements of AB.
6.4	Other resources	AB shall review adequate resources for carrying out its personal certification activities. Note: for class room & online training.

7. PROCESS REQUIREMENTS

7.1	Records of applicants, candidates and certified persons	AB shall review the records of applicants & certified persons of personal certification body.
7.2	Public information	AB shall show the personal certification scheme publicly with fee & requirements.
7.3	Confidentiality	No additional requirements
7.4	Security	No additional requirements

8. Certification schemes

8.1	Certification scheme	AB shall prepare the personal accreditation scheme requirement in line with type of the below technical training sectors as per Annexure 05.
8.2	Certification scheme contents	AB shall contain the following elements in Personal certification: a) scope of certification b) job and task description c) required competence d) prerequisites (when applicable) e) code of conduct (when applicable) f) evaluation process g) if required re-evaluation as applicable.
8.3	Certification scheme process requirements	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).
8.4	Documents	No additional requirements
8.5	Certification scheme review	No additional requirements
8.6	Certification scheme owner	No additional requirements

9. Certification process requirements

9.1	Application process	No additional requirements
9.2	Assessment process	No additional requirements
9.3	Examination process	No additional requirements
9.4	Decision on certification	No additional requirements
9.5	Suspending, withdrawing or reducing the scope of certification	No additional requirements
9.6	Recertification process	No additional requirements
9.7	Use of certificates, logos and marks	No additional requirements
9.8	Appeals against decisions on certification	No additional requirements
9.9	Complaints	No additional requirements

10. Management system requirements

10.1	General	No additional requirements
10.2	General Management System requirements	No additional requirements

Annexure 01: Technical Sector

Category	Technical Levels	Description of levels
Sector 1	Foundational levels	Awareness session (Awareness trainings on management system, or standard or technical)
Sector 2	Practitioner levels	Course provides the knowledge and skills required to perform (e.g. Internal Audit)
Sector 3	Professional levels	Course provides the knowledge and skills required to perform third party activities (e.g. Lead Auditor / Auditor, Lead Verifier)
Sector 4	Practical Trainings	Courses provides Practical trainings (e.g. welding, painting etc.)
Sector 5	Other trainings	Courses which are task specific

Annexure 2: Required types of knowledge and skills for personnel involved

The following table specifies the type of knowledge and skills that an AB shall define for specific functions.

Knowledge and skills	Accreditation functions					
	Application review	Document review	Office assessment team	Training Witness assessment team	Reviewing assessment reports and making accreditation decisions	Administering program
Understanding of ISO 17024			X	X		
Understanding of competence requirements			X	X	X (Note 1)	
Understanding of examination			X	X	X (Note 1)	
Understanding of record management			X	X		
Understanding of certification scheme and criteria			X	X		
Understanding of Certification process - Application process			X			
Understanding of Certification process - Assessment process						
Understanding of Certification process - Examination process						
Understanding of Certification process - Decision on certification						
Understanding of Suspending, withdrawing or reducing the scope of certification						
Understanding of Recertification process						
Understating of Management system requirements						

Annexure 3: Required types of Qualification and Work experience and skills for personnel involved in certification of personnel

Qualification and Work experience	Accreditation functions					
	Application reviewer	Document reviewer	Assessor	Assessor (TL)	Assessment reports and accreditation decision maker	Administering program
Education (i.e. Graduate or equal qualification)	X	X	X	X	X	
Work experience (Minimum 3 years) TL have minimum 4 years			X	X		
Assessor / Lead Assessor Certificate or Similar qualification			X	X		
Industry specific knowledge			X	X	X	
Assessment Experience			X	X		

Annexure 4: Requirements of Man-days for CB Office Assessment

CB Personal	Office assessment man-days
1-10	1.5
11-20	2
21-50	3
51-100	4
101-201	5

Annexure 5: Requirements of AB witnessing of CB

Sector	Category	Risk	Client Witness Requirements for CB
Foundational levels	Sector 1	Low	N/A
Practitioner levels	Sector 2	Medium	Optional
Professional levels	Sector 3	High	Mandatory
Practical Trainings	Sector 4	High	Mandatory
Other trainings	Sector 5	To be decided as per risk	To be decided as per risk

Note: AB shall maintain the records for decision.



FURTHER INFORMATION

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