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**Conformity assessment—General
requirements for bodies operating
certification of persons**

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Contents

	Page
Introduction	1
1 Scope	2
2 Normative references	2
3 Terms and definitions	2
4 General requirements	5
4.1 Legal matters	5
4.2 Responsibility for decision on certification	5
4.3 Management of impartiality	5
4.4 Finance and liability	6
5 Structural requirements	6
5.1 Management and organization structure	6
5.2 Structure of the certification body in relation to training	7
6 Resource requirements	7
6.1 General personnel requirements	7
6.2 Personnel involved in the certification activities	8
6.3 Outsourcing	9
6.4 Other resources	9
7 Records and information requirements	10
7.1 Records of applicants, candidates and certified persons	10
7.2 Public information	10
7.3 Confidentiality	10
7.4 Security	11
8 Certification schemes	11
9 Certification process requirements	13
9.1 Application process	13
9.2 Assessment process	13
9.3 Examination process	14
9.4 Decision on certification	14
9.5 Suspending, withdrawing or reducing the scope of certification	15
9.6 Recertification process	16
9.7 Use of certificates, logos and marks	17
9.8 Appeals against decisions on certification	17
9.9 Complaints	18
10 Management system requirements	19
10.1 General	19

10.2 General management system requirements	19
Annex A (informative) Principles for certification bodies for persons and their certification activities	23
Bibliography	25

Foreword

This translation has been made based on the original Japanese Industrial Standard revised by the Minister of Economy, Trade and Industry through deliberations at the Japanese Industrial Standards Committee in accordance with the Industrial Standardization Law.

Consequently **JIS Q 17024:2004** is replaced with this Standard.

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Conformity assessment— General requirements for bodies operating certification of persons

Introduction

This Japanese Industrial Standard has been prepared based on the second edition of **ISO/IEC 17024** published in 2012 without any modifications of technical contents.

The portions with dotted underlines are the matters not given in the corresponding International Standard and supplemented to facilitate understanding of this Standard.

This Standard has been developed with the objective of achieving and promoting a globally accepted benchmark for organizations operating certification of persons. Certification for persons is one means of providing assurance that the certified person meets the requirements of the certification scheme. Confidence in the respective certification schemes for persons is achieved by means of a globally accepted process of assessment and periodic re-assessments of the competence of certified persons.

However, it is necessary to distinguish between situations where certification schemes for persons are justified and situations where other forms of qualification are more appropriate. The development of certification schemes for persons, in response to the ever increasing velocity of technological innovation and growing specialization of personnel, can compensate for variations in education and training and thus facilitate the global job market. Alternatives to certification can still be necessary in positions where public services, official or governmental operations are concerned.

In contrast to other types of conformity assessment bodies, such as management system certification bodies, one of the characteristic functions of the certification body for persons is to conduct an examination, which uses objective criteria to measure competence and scoring. While it is recognized that such an examination, if well planned and structured by the certification body for persons, can substantially serve to ensure impartiality of operations and reduce the risk of a conflict of interest, additional requirements have been included in this Standard.

In either case, this Standard can serve as the basis for the recognition of the certification bodies for persons and the certification schemes under which persons are certified, in order to facilitate their acceptance at the national and international levels. Only the harmonization of the system for developing and maintaining certification schemes for persons can establish the environment for mutual recognition and the global exchange of personnel.

This Standard specifies requirements which ensure that certification bodies for persons operating certification schemes for persons operate in a consistent, comparable and reliable manner. The requirements in this Standard are considered to be general requirements for bodies providing certification of persons. Certification of persons can only occur when there is a certification scheme. The certification scheme is designed to supplement the requirements included in this Standard and include those requirements that the market needs or desires, or that are required by governments.

This Standard can be used as a criteria document for accreditation or peer evaluation or designation by governmental authorities, scheme owners and others.

1 Scope

This Standard contains principles and requirements for a body certifying persons against specific requirements, and includes the development and maintenance of a certification scheme for persons.

NOTE 1 For the purposes of this Standard, the term “certification body” is used in place of the full term “certification body for persons”, and the term “certification scheme” is used in place of the full term “certification scheme for persons”.

NOTE 2 The International Standard corresponding to this Standard and the symbol of degree of correspondence are as follows.

ISO/IEC 17024:2012 *Conformity assessment—General requirements for bodies operating certification of persons* (IDT)

The symbols which denote the degree of correspondence in the contents between the relevant International Standard and **JIS** are IDT (identical), MOD (modified), and NEQ (not equivalent) according to **ISO/IEC Guide 21-1**.

2 Normative references

The following standard contains provisions which, through reference in this text, constitute provisions of this Standard. The most recent edition of the standard (including amendments) indicated below shall be applied.

JIS Q 17000 *Conformity assessment—Vocabulary and general principles*

NOTE : Corresponding International Standard: ISO/IEC 17000 *Conformity assessment—Vocabulary and general principles* (IDT)

3 Terms and definitions

For the purposes of this Standard, the terms and definitions given in **JIS Q 17000** and the following apply.

3.1 certification process

activities by which a certification body determines that a person fulfils certification requirements (**3.3**), including application, assessment, decision on certification, recertification and use of certificates (**3.5**) and logos/marks

3.2 certification scheme

competence (**3.6**) and other requirements related to specific occupational or skilled categories of persons

NOTE : For other requirements, see **8.3** and **8.4**.

3.3 certification requirements

set of specified requirements, including requirements of the scheme to be fulfilled in order to establish or maintain certification

3.4 scheme owner

organization responsible for developing and maintaining a certification scheme (3.2)

NOTE : The organization can be the certification body itself, a governmental authority, or other.

3.5 certificate

document issued by a certification body under the provisions of this Standard, indicating that the named person has fulfilled the certification requirements (3.3)

NOTE : See 9.4.7.

3.6 competence

ability to apply knowledge and skills to achieve intended results

3.7 qualification

demonstrated education, training and work experience, where applicable

3.8 assessment

process that evaluates a person's fulfilment of the requirements of the certification scheme (3.2)

3.9 examination

mechanism that is part of the assessment (3.8) which measures a candidate's (3.14) competence (3.6) by one or more means, such as written, oral, practical and observational, as defined in the certification scheme (3.2)

3.10 examiner

person competent to conduct and score an examination (3.9), where the examination requires professional judgement

3.11 invigilator

person authorized by the certification body who administers or supervises an examination (3.9), but does not evaluate the competence (3.6) of the candidate (3.14)

NOTE : Deleted because the meaning of an expression in English explained in NOTE of the corresponding International Standard is unnecessary for this Standard.

3.12 personnel

individuals, internal or external, of the certification body carrying out activities for the certification body

NOTE : These include committee members and volunteers.

3.13 applicant

person who has submitted an application to be admitted into the certification process (3.1)

3.14 candidate

applicant (3.13) who has fulfilled specified prerequisites and has been admitted to the certification process (3.1)

3.15 impartiality

presence of objectivity

NOTE 1 Objectivity means that conflicts of interest do not exist, or are resolved, so as not to adversely influence subsequent activities of the certification body.

NOTE 2 Other terms that are useful in conveying the element of impartiality are: independence, freedom from conflict of interests, freedom from bias, lack of prejudice, neutrality, fairness, open-mindedness, even-handedness, detachment, balance.

3.16 fairness

equal opportunity for success provided to each candidate (3.14) in the certification process (3.1)

3.17 validity

evidence that the assessment (3.8) measures what it is intended to measure, as defined by the certification scheme (3.2)

NOTE : In this Standard, validity is also used in its adjective form “valid”.

3.18 reliability

indicator of the extent to which examination (3.9) scores are consistent across different examination times and locations, different examination forms and different examiners (3.10)

3.19 appeal

request by applicant (3.13), candidate (3.14) or certified person for reconsideration of any decision made by the certification body related to her/his desired certification status

3.20 complaint

expression of dissatisfaction, other than appeal (3.19), by any individual or organization to a certification body, relating to the activities of that body or a certified person, where a response is expected

NOTE : Adapted from **JIS Q 17000:2005**, definition 6.5.

3.21 interested party

individual, group or organization affected by the performance of a certified person or the certification body

Examples : Certified person; user of the services of the certified person; employer of the certified person; consumer; governmental authority.

3.22 surveillance

periodic monitoring, during the periods of certification, of a certified person's performance to ensure continued compliance with the certification scheme

4 General requirements

4.1 Legal matters

The certification body shall be a legal entity, or a defined part of a legal entity, such that it can be held legally responsible for its certification activities. A governmental certification body is deemed to be a legal entity on the basis of its governmental status.

4.2 Responsibility for decision on certification

The certification body shall be responsible for, shall retain authority for, and shall not delegate, its decisions relating to certification, including the granting, maintaining, recertifying, expanding and reducing the scope of the certification, and suspending or withdrawing the certification.

4.3 Management of impartiality

4.3.1 The certification body shall document its structure, policies and procedures to manage impartiality and to ensure that the certification activities are undertaken impartially. The certification body shall have top management commitment to impartiality in certification activities. The certification body shall have a statement publicly accessible without request that it understands the importance of impartiality in carrying out its certification activities, manages conflict to interest and ensures the objectivity of its certification activities.

4.3.2 The certification body shall act impartially in relation to its applicants, candidates and certified persons.

4.3.3 Policies and procedures for certification of persons shall be fair among all applicants, candidates and certified persons.

4.3.4 Certification shall not be restricted on the grounds of undue financial or other limiting conditions, such as membership of an association or group. The certification body shall not use procedures to unfairly impede or inhibit access by applicants and candidates.

4.3.5 The certification body shall be responsible for the impartiality of its certification activities and shall not allow commercial, financial or other pressures to compromise impartiality.

4.3.6 The certification body shall identify threats to its impartiality on an ongoing basis. This shall include those threats that arise from its activities, from its related bodies, from its relationships, or from the relationships of its personnel. However, such relationships do not necessarily present a body with a threat to impartiality.