TECHNICAL SPECIFICATION

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Conformity assessment — Vocabulary related to competence of persons used for certification of persons

Évaluation de la conformité — Vocabulaire lié à la compétence des personnes utilisée pour la certification de personnes

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Contents

Page

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Foreword

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ISO/IEC/TS 17027 was prepared by the *ISO Committee on conformity assessment (CASCO)*.

It was circulated for voting to the national bodies of both ISO and IEC, and was approved by both organizations.

Introduction

This Technical Specification specifies the terms and definitions related to competence and certification of persons, including relevant training terminology. ISO has published a number of standards and other related documents referring to competence of persons (e.g. ISO 9001, ISO/IEC 17021, ISO/IEC 17024), and this has highlighted a need to develop consistent terminology.

The objective of this Technical Specification is to facilitate a common understanding among interested parties of the vocabulary associated with certification and competence of persons. It is also intended to be beneficial in increasing alignment across standards that relate to credentials.

In this Technical Specification, the verbal form "can" indicates a possibility or a capability. Further details can be found in the ISO/IEC Directives, Part 2.

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Conformity assessment — Vocabulary related to competence of persons used for certification of persons

1   Scope

This Technical Specification specifies terms and definitions related to the competence of persons used in the field of certification of persons, in order to establish a common vocabulary. These terms and definitions can also be used as applicable in other documents specifying competence of persons, such as regulations, standards, certification schemes, research, training, licensing and registration.

2   Terms and definitions

2.1
ability
capacity to perform an activity

2.2
accommodation of special needs
modification of *assessment* (2.8) methods or its administration made to account for the effects of a disability without altering the *validity* (2.79) of the assessment

2.3
accreditation
third-party *attestation* (2.9) related to a conformity assessment body conveying formal demonstration of its *competence* (2.25) to carry out specific conformity assessment tasks

Note 1 to entry: Accreditation refers to conformity assessment bodies only, and not to persons.

[SOURCE: ISO/IEC 17000:2004, 5.6, modified — Note 1 to entry has been added.]

2.4
adverse impact of examinations
unanticipated *examination* (2.39) results for a specific group of persons

Note 1 to entry: Examples of specific groups of persons include groups based on race, gender, age, ethnic origin, language or religion.

2.5
appeal
request by *applicant* (2.6), *candidate* (2.12) or *certified person* (2.22) for reconsideration of any decision made by the *certification body* (2.17) related to his/her desired *certification* (2.16) status

[SOURCE: ISO/IEC 17024:2012, 3.19]

2.6
applicant
person who has submitted an application to be admitted into a *certification process* (2.19)

[SOURCE: ISO/IEC 17024:2012, 3.13]

2.7
approval of persons
procedure based on predefined factors and an issuance of a documented statement by which the governmental or other designated body recognizes persons to perform specific activities

Note 1 to entry: *Certification* (2.16) or other conformity assessment procedures can be a prerequisite for approval.

1

2.8
assessment
process that evaluates a person's fulfilment of the requirements of the *certification scheme* (2.21)

[SOURCE: ISO/IEC 17024:2012, 3.8]

2.9
attestation
issue of a statement, based on a decision following a review, that fulfilment of specified requirements has been demonstrated

[SOURCE: ISO/IEC 17000:2004, 5.2, modified — Notes to entry have been removed.]

2.10
attribute
inherent characteristic of a person

EXAMPLE   Visual acuity; sensitivity to others; openness.

2.11
bias
presence of any factors that can unfairly influence *examination* (2.39)*items* (2.52), examination scores or *certification* (2.16) results

Note 1 to entry: Bias can occur at many points, such as when developing examination items, scoring examinations or making certification decisions.

2.12
candidate
applicant (2.6) who has fulfilled specified prerequisites and has been admitted to the *certification process* (2.19)

[SOURCE: ISO/IEC 17024:2012, 3.14]

2.13
category of persons
certificate holders (2.15) who perform the same type of activities or tasks

EXAMPLE   Welders; non-destructive testing (NDT) personnel; nurses; construction machinery operators.

2.14
certificate
document issued by a *certification body* (2.17) for persons operating in accordance with ISO/IEC 17024, indicating that the named person has demonstrated the *competence* (2.25) required by the *certification scheme* (2.21)

[SOURCE: ISO/IEC 17024:2012, 3.5, modified]

2.15
certificate holder
person named as a subject of a valid *certificate* (2.14) or a valid *training certificate* (2.77.1)

2.16
certification
third-party *attestation* (2.9) related to persons

[SOURCE: ISO/IEC 17000:2004, 5.5, modified]

2.17
certification body
third-party conformity assessment body operating *certification schemes* (2.21) for persons

Note 1 to entry: A certification body can be non-governmental or governmental, with or without regulatory authority.

2.18
certification mark
certification logo
protected mark or logo issued by a *certification body* (2.17) for persons, indicating that a person is in conformity with specified requirements

[SOURCE: ISO/IEC 17030:2003, 3.1, modified]

2.19
certification process
activities by which a *certification body* (2.17) determines that a person fulfils *certification requirements* (2.20), including application, *assessment* (2.8), decision on *certification* (2.16), *recertification* (2.64) and use of *certificates* (2.14) and *logos/marks* (2.18)

[SOURCE: ISO/IEC 17024:2012, 3.1]

2.20
certification requirements
set of specified requirements, including requirements of the scheme to be fulfilled in order to establish or maintain *certification* (2.16)

[SOURCE: ISO/IEC 17024:2012, 3.3]

2.21
certification scheme
competence (2.25) and other requirements related to specific occupational or skilled *categories of persons* (2.14)

[SOURCE: ISO/IEC 17024:2012, 3.2, modified — Note to entry has been deleted.]

2.22
certified person
person who holds a *certificate* (2.14)

2.23
code of conduct
document specifying the ethical or personal behaviour required by a *certification scheme* (2.21)

Note 1 to entry: Adapted from ISO/IEC 17024:2012, 8.2, Note 2.

2.24
code of practice
standard of practice
rules, requirements, responsibilities or conditions that describe the minimal level of expected performance of a *category of persons* (2.13)

2.25
competence
ability (2.1) to apply *knowledge* (2.56) and *skills* (2.74) to achieve intended results

[SOURCE: ISO/IEC 17024:2012, 3.6]