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**Conformity assessment —  
Requirements for bodies providing  
audit and certification of management  
systems —**

Part 14:

**Competence requirements for  
auditing and certification of  
management systems for records**

ISO/IEC TS 17021-14:2022

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## Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives) or [www.iec.ch/members\\_experts/refdocs](http://www.iec.ch/members_experts/refdocs)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)) or the IEC list of patent declarations received (see <https://patents.iec.ch>).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html). In the IEC, see [www.iec.ch/understanding-standards](http://www.iec.ch/understanding-standards).

This document was prepared by the ISO Committee on Conformity Assessment (CASCO), in collaboration with ISO Technical Committee ISO/TC 46, *Information and documentation*, Subcommittee SC 11, *Archives/records management*.

A list of all parts in the ISO/IEC 17021 series can be found on the ISO and IEC websites.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html) and [www.iec.ch/national-committees](http://www.iec.ch/national-committees).

## Introduction

Creation and management of records are integral to any organization's activities, processes and systems. They enable business effectiveness and efficiency, accountability, risk management and business continuity. They also enable organizations to capitalize on the value of their information resources as strategic assets, and to contribute to the preservation of collective memory, in response to the challenges of the global and digital environment.

ISO 30301 specifies requirements to be met by management systems for records (MSR) in order to support an organization in the achievement of its mandate, mission, strategy and goals. It addresses the development and implementation of a records policy and objectives and gives information on measuring and monitoring performance.

This document complements the requirements in ISO/IEC 17021-1:2015. In particular, it clarifies the requirements for the competence of personnel involved in the certification process set out in ISO/IEC 17021-1:2015, Annex A.

Certification bodies have a responsibility to interested parties, including their clients and the customers of the organizations whose management systems are certified, to ensure that only those auditors who demonstrate relevant competence are allowed to conduct audits of management systems for records (MSR). It is intended that all auditors possess the generic competencies described in ISO/IEC 17021-1, as well as the specific competencies described in this document. Certification bodies will need to identify the specific audit team competence needed for the scope of each audit.

In this document, the following verbal forms are used:

- “shall” indicates a requirement;
- “should” indicates a recommendation;
- “may” indicates a permission;
- “can” indicates a possibility or a capability.

Further details can be found in the ISO/IEC Directives, Part 2.



# Conformity assessment — Requirements for bodies providing audit and certification of management systems —

## Part 14:

## Competence requirements for auditing and certification of management systems for records

### 1 Scope

This document specifies the competence requirements for personnel involved in the audit and certification process for management systems for records (MSR). It complements the existing requirements of ISO/IEC 17021-1.

NOTE This document is applicable for auditing and certification of MSR based on ISO 30301. It can also be used for other MSR applications.

### 2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 17021-1:2015, *Conformity assessment — Requirements for bodies providing audit and certification of management systems — Part 1: Requirements*

ISO 30300, *Information and documentation — Records management — Core concepts and vocabulary*

ISO 30301, *Information and documentation — Management systems for records — Requirements*

### 3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO 30300, ISO 30301 and ISO/IEC 17021-1 apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org/>

### 4 Generic competence requirements

The certification body shall define the competence requirements for each certification function as referenced in ISO/IEC 17021-1:2015, Table A.1. When defining these competence requirements, the certification body shall take into account all the requirements specified in ISO/IEC 17021-1, as well as those specified in [Clauses 5](#) and [6](#) of this document that are relevant for the MSR technical areas (see ISO/IEC 17021-1:2015, 7.1.2), as defined by the certification body.

NOTE 1 [Annex A](#) provides a summary of the knowledge required for MSR auditing and certification.

NOTE 2 ISO 19011 provides information on the principles of auditing.

## 5 Competence requirements for MSR auditors

### 5.1 General

The audit team involved in MSR auditing shall have the generic competence described in ISO/IEC 17021-1 and the MSR knowledge described in 5.2 to 5.5.

NOTE It is not necessary for each member of the audit team to have the same competence, however, the collective competence of the audit team needs to be sufficient to achieve the audit objectives.

### 5.2 Fundamental concepts and principles for managing records

The audit team involved in MSR auditing shall have knowledge of:

- a) fundamental concepts of MSR and the difference between records management and MSR;
- b) principles for managing records and application of these principles;
- c) terms and definitions related to records management and MSR;
- d) records, records processes, controls and records systems;
- e) the process approach including related monitoring and measurement;
- f) the role of leadership in an organization and its impact on the MSR;
- g) application of risk-based thinking, including the determination of records risks and opportunities related to records;
- h) application of the Plan-Do-Check-Act (PDCA) cycle;
- i) structures and interrelationships of documented information specific to records management;
- j) records management related tools, methods, techniques and their application.

### 5.3 Discipline-specific knowledge

The audit team involved in MSR auditing shall have discipline-specific knowledge of records processes, controls and records systems, including but not limited to:

- a) definitions and characteristics of authoritative records, metadata for records, and records systems;
- b) assessment of the adequacy and performance of records systems (including business systems managing records), the suitability of technological tools used, and facilities and equipment established;
- c) the significance of the content, context, structure, representation and control information (metadata) required to define and manage records and records systems;
- d) methods for developing records controls such as business classification schemes, metadata schemes, access and permission rules and disposition authorities (including retention and disposition schedules);
- e) technologies used for creation, capture, conversion and migration, and long-term preservation of records;
- f) the identification, performance, adequacy and significance of records processes;
- g) the legal and regulatory requirements for records management relevant to the organization.



## 5.4 Context of the organization

The audit team involved in MSR auditing shall have business sector knowledge to determine whether an organization has appropriately determined:

- a) the external and internal issues relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its MSR;
- b) the needs and expectations of interested parties relevant to the organization's MSR, including the requirements for the products, processes and services of the organization;
- c) the boundaries and applicability of the MSR to establish its scope.

NOTE 1 A business sector is understood to be the economic activities covering a broad range of related technical areas (e.g. aerospace, medical, chemical, financial services).

NOTE 2 Technical area is defined in ISO/IEC 17021-1:2015, 3.10.

## 5.5 Client products, services, processes and organization

The audit team involved in MSR auditing shall have knowledge of:

- a) terminology and technology specific to the technical area;
- b) legal and regulatory requirements applicable to the product or service specific to the technical area;
- c) characteristics of products, services and processes specific to the technical area;
- d) the infrastructure and environment for operation of processes affecting records produced relating to products and services;
- e) the provision of externally provided processes, products and services;
- f) the impact of organization type, size, governance, structure, functions and relationships on the development and implementation of the MSR, its documented information and certification activities.

# 6 Competence requirements for other personnel

## 6.1 General

Personnel involved in other certification functions shall have the collective competence sufficient to undertake those functions. This shall include the generic competence described in ISO/IEC 17021-1 and the MSR knowledge described in [6.2](#).

## 6.2 Competence of personnel reviewing audit reports and making certification decisions

Personnel reviewing audit reports and making certification decisions shall have knowledge of:

- a) fundamental concepts of MSR and the difference between MSR and records management;
- b) principles for managing records and their application;
- c) terms and definitions related to records management and MSR, including characteristics of authoritative records, metadata for records, and records systems;
- d) the process approach;

- e) the application of risk-based thinking, including the determination of records risks and opportunities related to records;
- f) scopes of and their applicability to an organization's MSR.

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