
**Petroleum, petrochemical and
natural gas industries — Guidelines
on competency management for well
operations personnel**

*Industries du pétrole, de la pétrochimie et du gaz naturel —
Lignes directrices sur la gestion des compétences du personnel
d'exploitation des puits*

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Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

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 ISO documents 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).

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For an explanation on 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 the following URL: www.iso.org/iso/foreword.html

This document was prepared by ISO/TC 67, *Materials, equipment and offshore structures for petroleum, petrochemical and natural gas industries*.

This second edition cancels and replaces the first edition (ISO/TS 17969:2015), which has been revised to incorporate the agreed changes that were mistakenly not taken into account in the publication of the first edition.

Petroleum, petrochemical and natural gas industries — Guidelines on competency management for well operations personnel

1 Scope

The purpose of this document is to help members of the oil and gas industry develop, implement, maintain and improve their own competency management systems (CMS) for well operations personnel. This document supports competency management general principles which can be applied to any operation within the industry.

The annexes to this document list example competence profiles for personnel responsible for well integrity. [Annex A](#) includes an example worksheet which can be used in performing a competency assessment, to help record the assessment results versus expectation, as well as the resulting action plan to address any gaps identified.

This document is applicable to all operators, service companies and drilling contractors working on wells and well operations.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

<https://standards.iteh.ai/> ISO and IEC maintain terminological databases for use in standardization at the following addresses:⁷

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

3.1

competence

ability to undertake responsibilities and to perform activities to a recognised standard on a regular, repeatable basis

Note 1 to entry: Competence is a combination of knowledge, practical and thinking skills, and a person's behaviour.

Note 2 to entry: Standards may be company specific.

EXAMPLE 1 McCoy's Law: competency = knowledge × skills × behaviours.

EXAMPLE 2 Bloom's taxonomy: competency = knowledge × skills × (technical + ability).

3.2

competence assessment

process of judging evidence of an individual's performance against agreed competence requirements

Note 1 to entry: The result of such an assessment, potentially in combination with other factors such as work experience, will determine whether that individual has demonstrated competence and to which proficiency level.