International Standard

ISO/IEC 17024

Conformity assessment — General requirements for bodies operating certification of persons

Évaluation de la conformité — Exigences générales pour les organismes de certification procédant à la certification de personnes

Third edition
2026-03

Sample Document
get full document from ecommerce.sist.si

Reference number
ISO/IEC 17024:2026(en)

© ISO/IEC 2026

ISO/IEC 17024:2026 • https://ecommerce.sist.si/catalog/standards/iso/f0337150-dbb8-4bba-89ff-2d8174631c76/iso-iec-17024-2026

Sample Document

get full document from ecommerce.sist.si



COPYRIGHT PROTECTED DOCUMENT

© ISO/IEC 2026

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

ISO/IEC 17024:2026 • https://ecommerce.sist.si/catalog/standards/iso/f0337150-dbb8-4bba-89ff-2d8174631c76/iso-iec-17024-2026

Contents

Page

Foreword ..... **v**
Introduction ..... **vi**
1 Scope **1**
2 Normative references **1**
3 Terms and definitions **1**
4 General requirements **4**
4.1 Legal matters 4
4.2 Responsibility for decision on certification 4
4.3 Management of impartiality 5
4.4 Finance and liability 5
5 Structural requirements **6**
5.1 Management and organizational structure 6
5.2 Structure of the certification body in relation to education or training 6
6 Resource requirements **7**
6.1 General requirements for personnel 7
6.2 Personnel involved in assessment activities 7
6.2.1 General 7
6.2.2 Requirements for examiners 7
6.2.3 Requirements for other personnel involved in the assessment 8
6.3 Outsourcing 8
6.4 Other resources 8
6.5 Use of artificial intelligence (AI) in the certification process 9
7 Records and information requirements **9**
7.1 Records of applicants, candidates and certified persons 9
7.2 Public information 9
7.3 Confidentiality 10
7.4 Security 10
8 Certification schemes **11**
9 Certification process requirements **12**
9.1 Assessment process 12
9.2 Application process 12
9.3 Examination process 13
9.4 Decision on certification 13
9.5 Suspending, withdrawing or reducing the scope of certification 14
9.6 Recertification process 15
9.7 Use of certificates and marks 15
9.8 Appeals against decisions on certification 16
9.9 Complaints 17
10 Management system requirements **17**
10.1 General 17
10.2 Policies and responsibilities 18
10.3 Management review 18
10.3.1 General 18
10.3.2 Review input 18
10.3.3 Review output 19
10.4 Internal audits 19
10.5 Corrective actions 19
10.6 Actions to address risks and opportunities 20
10.7 Documented information 20
Annex A (informative) **Principles for certification of persons** **22**

Sample Document
Sample document from ecommerce.sist.si

© ISO/IEC 2026 – All rights reserved

ISO/IEC 17024:2026 • https://ecommerce.sist.si/catalog/standards/iso/f0337150-dbb8-4bba-89ff-2d8174631c76/iso-iec-17024-2026

Annex B (informative) **Relationship between certification activities** **24**
Bibliography **25**

Sample Document
get full document from ecommerce.sist.si

© ISO/IEC 2026 – All rights reserved

ISO/IEC 17024:2026 • https://ecommerce.sist.si/catalog/standards/iso/f0337150-dbb8-4bba-89ff-2d8174631c76/iso-iec-17024-2026

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 or www.iec.ch/members_experts/refdocs).

ISO and IEC draw attention to the possibility that the implementation of this document may involve the use of (a) patent(s). ISO and IEC take no position concerning the evidence, validity or applicability of any claimed patent rights in respect thereof. As of the date of publication of this document, ISO and IEC had not received notice of (a) patent(s) which may be required to implement this document. However, implementers are cautioned that this may not represent the latest information, which may be obtained from the patent database available at www.iso.org/patents and https://patents.iec.ch. ISO and IEC shall not be held responsible for identifying any or all such patent rights.

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. In the IEC, see www.iec.ch/understanding-standards.

Sample Document

This document was prepared by the ISO Committee on Conformity Assessment (CASCO), in collaboration with the European Committee for Standardization (CEN) Technical Committee CEN/CLC/JTC 1, *Criteria for conformity assessment bodies*, in accordance with the Agreement on technical cooperation between ISO and CEN (Vienna Agreement).

This third edition cancels and replaces the second edition (ISO/IEC 17024:2012), which has been technically revised.

The main changes are as follows:

— addition or revision of terms and definitions;

— additional requirements for the use of artificial intelligence (AI) added in 6.5;

— alignment with the PROC/33 text that establishes common elements for standards developed by CASCO.

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 and www.iec.ch/national-committees.

© ISO/IEC 2026 – All rights reserved

ISO/IEC 17024:2026 • https://ecommerce.sist.si/catalog/standards/iso/f0337150-dbb8-4bba-89ff-2d8174631c76/iso-iec-17024-2026

Introduction

This document has been developed with the objective of achieving and promoting a globally accepted set of requirements and principles for bodies operating certification of persons. Certification of persons is one means of providing assurance that the certified person meets the requirements identified in the certification scheme. Confidence in the respective schemes for certification of 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 schemes for certification of persons are justified and situations where other forms of qualification are more appropriate. The development of schemes for certification of 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 for job positions where public services, official or governmental operations are concerned.

This document can serve as the basis for the recognition of the bodies operating certification of persons, in order to facilitate their acceptance at the national, regional and international levels. Only the harmonization of the methodologies for developing and maintaining schemes for certification of persons can establish the environment for mutual recognition and the global exchange of persons.

This document specifies requirements which ensure that bodies operating certification of persons operate in a consistent, comparable and reliable manner. The requirements in this document are considered to be general requirements for bodies operating certification of persons. Certification of persons can only occur when there is a certification scheme. Schemes for certification of persons are based on market needs or demand or can be required by governments.

This document can be used for accreditation or peer assessment or designation by governmental authorities, scheme owners and others.

Sample Document

get full document from ecommerce.sist.si

© ISO/IEC 2026 – All rights reserved

ISO/IEC 17024:2026 • https://ecommerce.sist.si/catalog/standards/iso/f0337150-dbb8-4bba-89ff-2d8174631c76/iso-iec-17024-2026

Conformity assessment — General requirements for bodies operating certification of persons

1 Scope

This document specifies principles and requirements for a body operating certification of persons and includes the development and maintenance of a scheme for certification of persons.

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

NOTE 2 Annex A contains principles for certification of persons.

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 17000, *Conformity assessment — Vocabulary and general principles*

Sample Document

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 17000 and the following apply.

get full document from ecommerce.sist.si

ISO and IEC maintain terminology 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/

3.1
certification process
activities by which a *certification body* (3.7) determines that a person fulfils *certification requirements* (3.4)

Note 1 to entry: Certification process includes application, *assessment* (3.12), decision on certification, *recertification* (3.30), and issuance of *certificates* (3.6). It can include *surveillance* (3.29). Annex B can assist in the understanding of these terms.

3.2
certification scheme
scheme for certification of persons
set of rules and procedures that specifies the *competence* (3.9) criteria and other requirements related to specific categories of skills or occupations of persons and specifies the methodology for performing certification of persons

3.3
scheme owner
organization responsible for developing and maintaining a *certification scheme* (3.2)

Note 1 to entry: The organization can be the *certification body* (3.7) itself, a governmental authority, or other bodies.

© ISO/IEC 2026 – All rights reserved

ISO/IEC 17024:2026 • https://ecommerce.sist.si/catalog/standards/iso/f0337150-dbb8-4bba-89ff-2d8174631c76/iso-iec-17024-2026

3.4
certification requirements
set of specified requirements including requirements of the *certification scheme* (3.2) to be fulfilled in order to establish or maintain certification

3.5
scope of certification
specific job(s), role(s) or function(s) that a *certified person* (3.20) can perform competently

3.6
certificate
attestation by a *certification body* (3.7) indicating that the *certified person* (3.20) has fulfilled the *certification requirements* (3.4)

Note 1 to entry: The certificate can take the form of a document, card or other medium.

3.7
certification body
body operating certification of persons
conformity assessment body performing certification of persons in accordance with *certification schemes* (3.2)

3.8
certification mark
mark issued by a *certification body* (3.7), indicating that a person has fulfilled *certification requirements* (3.4)

Note 1 to entry: The mark can be a logo or a symbol.

Sample Document

3.9
competence
ability (3.10) to apply knowledge and skills to achieve intended results

get full document from ecommerce.sist.si

3.10
ability
person's capacity to perform a task

3.11
qualification
demonstrated education, training or work experience

3.12
assessment
evaluation of a person's fulfilment of the *certification requirements* (3.4) specified in the *certification scheme* (3.2)

3.13
examination
part of the *assessment* (3.12) which measures a *candidate's* (3.19) *competence* (3.9) by one or more means, such as written, oral, practical and observational, as defined in the *certification scheme* (3.2)

3.14
examiner
person competent to conduct and score an *examination* (3.13), where the examination requires judgement on the *competence* (3.9) of persons

© ISO/IEC 2026 – All rights reserved

ISO/IEC 17024:2026 • https://ecommerce.sist.si/catalog/standards/iso/f0337150-dbb8-4bba-89ff-2d8174631c76/iso-iec-17024-2026

3.15
invigilation
process of administering *an examination* (3.13) or supervising *candidates* (3.19) during an examination to prevent fraudulent examination behaviour, unauthorized disclosure of examination material or other misconduct

Note 1 to entry: Invigilation can include the following: an *invigilator* (3.16) physically or remotely present viewing an examination in real time, or an *examiner* (3.14) or invigilator physically or remotely present viewing a practical examination which may be recorded and reviewed later.

Note 2 to entry: Invigilation by *artificial intelligence* (3.31) may also be used provided it meets the requirements of this document.

3.16
invigilator
person authorized by the *certification body* (3.7) to perform the *invigilation* (3.15), but does not evaluate the *competence* (3.9) of the *candidate* (3.19)

Note 1 to entry: Other terms used in practice are, for example, proctor, test administrator, supervisor.

3.17
personnel
individuals, internal or external, of the *certification body* (3.7) carrying out activities for the certification body

Note 1 to entry: These include committee members, volunteers, contractors, personnel of external bodies or persons acting on the certification body's behalf.

3.18
applicant
person who has submitted an application for certification

Sample Document

3.19
candidate
person who has fulfilled application requirements

get full document from ecommerce.sist.si

Note 1 to entry: The application requirements can include prerequisites.

3.20
certified person
person who has fulfilled and continues to fulfil the *certification requirements* (3.4) after the decision to certify has been taken by the *certification body* (3.7)

3.21
impartiality
objectivity with regard to the activities of the *certification body* (3.7), its *certification process* (3.1) and its outcome

Note 1 to entry: Other terms that are useful in conveying the element of impartiality are freedom from undue influence, freedom from conflicts of interest, absence of *bias* (3.23), neutrality and lack of prejudice.

3.22
fairness
equal opportunity for success provided to each *applicant* (3.18), *candidate* (3.19) and *certified person* (3.20) in the *certification process* (3.1)

Note 1 to entry: Fairness can be described as acting free from *bias* (3.23) towards any gender, age, race, ethnicity, specific groups of people (including individuals with disabilities) or any other identified characteristic.

3.23
bias
presence of any factors that can unfairly influence certification outcomes

© ISO/IEC 2026 – All rights reserved

ISO/IEC 17024:2026 • https://ecommerce.sist.si/catalog/standards/iso/f0337150-dbb8-4bba-89ff-2d8174631c76/iso-iec-17024-2026