ISO 17024 UNDERSTANDING AND IMPLEMENTING TRAINING

Course Title: ISO 17024 Understanding and Implementing Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with practical understanding of ISO 17024 requirements for personnel certification bodies. It focuses on the standard's structure, governance requirements, certification scheme development, assessment methodologies and impartiality controls. Through examples, discussions and implementation exercises, participants will learn how to establish, operate and maintain an ISO 17024-compliant certification programme.

OBJECTIVE(S):

- Understand the purpose, structure and requirements of ISO 17024.

- Learn governance, impartiality and organizational requirements for certification bodies.

- Develop and maintain competency-based certification schemes.

- Apply proper examination, assessment and decision-making processes.

- Strengthen documentation practices for certification operations.

- Manage records, confidentiality and security requirements.

- Support readiness for ISO 17024 accreditation.

- Enhance consistency, fairness and credibility in personnel certification.

TARGET GROUP(S):

- Personnel certification bodies

- HR, training and assessment providers

- Scheme developers and competency assessors

- Quality assurance and accreditation teams

- Professional licensing and credentialing organizations

- ISO and compliance committee members

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English

TOPIC(S):

1. Introduction to ISO 17024 Requirements and Key Concepts

2. Organizational Structure, Governance and Impartiality

3. Developing Competency-Based Certification Schemes

4. Assessment Methods, Examination Processes and Security

5. Certification Decision-Making and Management of Impartiality

6. Documentation, Record Control and Confidentiality

7. Surveillance, Recertification and Continual Improvement

8. Implementation Guidance and Accreditation Preparation

LIST OF REFERENCE BOOK(S):

- ISO 17024 Standard

- Personnel certification and competency assessment guides

- Accreditation and scheme development references

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard with accessories
- Flip chart with accessories
- Certification scheme templates and assessment tools

METHODOLOGY(S):

- Lecture
- Case studies
- Group discussions
- Documentation review
- Implementation exercises

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: ISO 17024 Overview and Key Concepts
10:15 am – 10:30 am	**Morning Tea Break**
10:30 am – 12:30 pm	Topic 2: Governance, Structure and Impartiality
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 3: Certification Scheme Development
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Topic 4: Assessment and Examination Methodologies

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 5: Certification Decisions and Impartiality Management
10:15 am – 10:30 am	**Morning Tea Break**
10:30 am – 12:30 pm	Topic 6: Documentation, Record Management and Confidentiality
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 7: Surveillance, Recertification and Continual Improvement
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Topic 8: Implementation Guidance and Accreditation Preparation