



ISO/IEC 17065:2012 UNDERSTANDING & IMPLEMENTING TRAINING



MTBM Group Sdn. Bhd. (1600656-M)

Level 8, MCT Tower, Sky Park, One City, Jalan USJ 25/1, 47650 Subang Jaya, Selangor

Course Title: ISO/IEC 17065:2012 Understanding & Implementing Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with a clear and practical understanding of ISO/IEC 17065:2012, the international standard for bodies certifying products, processes, and services. The course explains the structural, operational, and competence requirements for certification bodies, including impartiality, scheme development, conformity assessment, documentation, evaluation, review, decision-making, and surveillance. Participants will learn how to implement the standard within certification operations and ensure compliance with accreditation expectations.

OBJECTIVE(S):

- Understand the purpose, structure, and scope of ISO/IEC 17065:2012.
- Learn the functional requirements for product/process/service certification bodies.
- Understand the impartiality and confidentiality requirements.
- Learn how to implement processes for evaluation, review, certification decision & surveillance.
- Understand documentation, records, scheme requirements, and management system options.
- Strengthen readiness for accreditation based on ISO/IEC 17065.

TARGET GROUP(S):

- Certification Body Executives
- Scheme Owners / Technical Experts
- QA/QC Personnel
- Compliance & Risk Personnel
- Internal Auditors

ENTRY REQUIREMENT(S):

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

TOPIC(S):

1. Introduction to ISO/IEC 17065:2012
2. Principles of Certification (Impartiality, Competence, Responsibility, Openness)
3. Requirements for Certification Bodies (Structure & Governance)
4. Resource Requirements (Personnel, Competence, Subcontracting)
5. Certification Scheme Requirements & Development
6. Process Requirements: Application, Evaluation, Review, Decision
7. Surveillance Activities & Certification Maintenance
8. Management System Requirements (Option A / Option B)
9. Documentation & Records Control
10. Handling Complaints, Appeals & Disputes
11. Preparing for Accreditation Assessment
12. Case Studies & Practical Implementation Guidance

LIST OF REFERENCE BOOK(S):

- ISO/IEC 17065:2012 Standard
- ISO/IEC 17067 (Product Certification Fundamentals)
- ISO 17000 Series – Conformity Assessment Vocabulary
- IAF Mandatory Documents (as applicable)

LIST OF TEACHING AID(S):

- LCD projector
- Computer
- Whiteboard with accessories

METHODOLOGY(S):

- Lecture
- Group discussions
- Case studies
- Practical implementation workshops

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 9:45 am	Topic 1: Overview of ISO/IEC 17065:2012
9:45 am – 10:30 am	Topic 2: Principles of Certification Bodies
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 11:30 am	Topic 3: Structural & Governance Requirements
11:30 am – 12:30 pm	Topic 4: Resource Requirements (Competence, Impartiality, Subcontracting)
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 2:30 pm	Topic 5: Certification Schemes – Requirements & Development
2:30 pm – 3:30 pm	Topic 6: Application & Evaluation Requirements
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Workshop: Developing Certification Scheme Elements

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 9:45 am	Topic 7: Review & Certification Decision Process
9:45 am – 10:30 am	Topic 8: Surveillance & Certification Maintenance
10:30 am – 10:45 am	Morning Tea Break
10:45 am – 11:30 am	Topic 9: Management System Requirements (Option A / B)
11:30 am – 12:30 pm	Topic 10: Records, Documentation & Confidentiality
12:30 pm – 1:30 pm	Lunch Break
1:30 pm – 2:30 pm	Topic 11: Handling Complaints, Appeals & Disputes
2:30 pm – 3:30 pm	Topic 12: Preparing for Accreditation Assessment
3:30 pm – 3:45 pm	Afternoon Tea Break
3:45 pm – 5:00 pm	Workshop: Implementation Simulation & Q&A