



The New ISO/IEC 17024 and the Future of Competence Certification of Persons

What's New, What's Different, What You Must Do Next

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About PJLA

Perry Johnson Laboratory Accreditation, Inc. (PJLA)

Established in 1999 by Mr. Perry L. Johnson

Headquartered in Troy, Michigan.

More than 2200 accreditations globally in 32 countries.

Perry Johnson Laboratory Accreditation NP, Inc. (PJLANP)

Michigan nonprofit organization established in 2016.



Perry L. Johnson

Member and signatory of APAC, ILAC MRAs



PJLA's Global Network



Perry Johnson Laboratory Accreditation, Inc.

PJLA Accreditation Programs

ISO/IEC 17025

Testing/Calibration Labs

- FCC OET Equipment Authorization
- FDA ASCA
- ENERGY STAR
- Cannabis Testing
- Hemp Testing
- Horseracing Laboratories Program
- CPSC
- AS6171A Testing
- Food, Feeds, and Pharmaceutical:
AOAC, AAFCO, LAAF
- Environmental Testing: *TNI-NEFAP, DoD ELAP, DOECAP-AP, EPA NLLAP*
TNI-EL: *MNELAP, CA ELAP, LELAP*

ISO/IEC 17020 – Inspection Bodies

ISO/IEC 17065 – Product Certification Bodies

ISO/IEC 17043 – Proficiency Testing Providers

ISO 17034 – Reference Material Producers

ISO 15189 – Medical Laboratories

ISO/IEC 17024 – Personnel Certification Bodies

ASTM E2659– Training Providers



Introduction–Why This Webinar Matters

Understanding the New Requirements, Impacts, and Transition Actions

ISO/IEC 17024:2012 → ISO/IEC 17024:2025 (FDIS)

Audience:

Management, Quality, Scheme Owners, Examiners, SMEs, Invigilators



Overview of the 2025 Revision

- First major update since 2012 (first edition 2003)
- Fully aligned with CASCO PROC/33 structure
- Reflects digital transformation in certification of persons
- Strengthens impartiality, security, transparency, and governance
- Introduces brand-new requirements for AI use in certification
- Modernizes terminology and scheme structure

ISO/CASCO PROC/33, or "Common elements in ISO/CASCO standards," is an internal ISO document establishing mandatory, standardized requirements for conformity assessment and accreditation bodies, such as impartiality, confidentiality, and management systems. It ensures consistency across ISO/CASCO standards.



Structural Changes (PROC/33 Alignment)

- Clause structure revised for global CASCO consistency
- Clear separation of governance, impartiality, resources, operations, and MS

General → Structural → Resource → Records and information →
Recertification → Certification process → Management system

- Significant re-ordering of process clauses:

Assessment → Application → Examination → Decision → Recertification

- Management system clauses reorganized (10.1–10.7)
- “Documented information” (10.7) replaces documents + records terminology



Updated Definitions

Key new/updated terms:

- Artificial Intelligence (AI)
- Invigilation (expanded for remote/online modes)
- Certification Mark (aligned with ISO/IEC 17030)
- Bias – explicitly defined to support fairness
- Certified Person
- Competence, outcome validity, reliability

Follow terminology per ISO/IEC 17030 “*Conformity assessment – General requirements for third-party marks of conformity*”



4 & 5 Impartiality Requirements

- Monitoring now includes risks created by:
 - Technology
 - AI bias
 - Digital assessment environments
- More explicit expectations for identifying, eliminating, minimizing threats
- Trainer–examiner separation now evidence-based, not rule-based
- Clearer requirements for related bodies delivering training



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New 2025 text:

- Allows overlap IF impartiality risks are actively controlled
- Requires CB to demonstrate separation of functions
- Requires control of marketing messages to avoid misleading claims



6.1–6.4 Personnel

- More prescriptive competence management framework
- Must apply to ALL personnel influencing certification:
 - Examiners
 - Item writers
 - Subject Matter Experts (SMEs)
 - Invigilators
 - Translators/interpreters
 - Contractors/outourced bodies
- Performance monitoring required
- Competence evidence must be maintained as documented information



6.5 AI Governance

CBs must:

- ✓ Identify any use of AI in certification activities
- ✓ Validate AI outputs through subject matter experts
- ✓ Maintain evidence of fairness, reliability, impartiality
- ✓ Ensure continuous human oversight
- ✓ Document risk assessment for each AI tool
- ✓ Inform candidates that AI is used

Examples of AI in certification:

- ✓ Auto-scoring
- ✓ Facial recognition
- ✓ Remote monitoring
- ✓ Automated item generation
- ✓ Pattern detection (cheating)



7.2 Public Information

CB must publicly disclose for EACH scheme:

- Scope of certification
- Prerequisites
- Application requirements
- Initial certification requirements
- Surveillance requirements (if any)
- Recertification intervals & criteria
- Description of assessments



7.3–7.4 Security & Data Protection

Security now includes digital/technology threats

- ✓ Stronger exam integrity controls
- ✓ Clear justification required for non-real-time invigilation
- ✓ Data privacy explicitly required

Threat modeling:

- ✓ Hacking attempts
- ✓ System vulnerabilities
- ✓ Candidate impersonation
- ✓ Unauthorized aids
- ✓ Data leakage

Applies to all online and onsite exams



8 Certification Schemes

Core concepts unchanged but more explicit:

- ✓ Job/practice analysis
- ✓ Competence profiles
- ✓ Assessment alignment
- ✓ SME involvement

Related:

- Annex A (informative): Principles for certification of persons
- IAF MD 25:2022: “Criteria For Evaluation Of Conformity Assessment Schemes”

Scheme documentation must be comprehensive and consistent



9 Certification Process

Reordered and clarified:

- 9.1 Assessment process
- 9.2 Application
- 9.3 Examination
- 9.4 Certification decision
- 9.5 Suspension/withdrawal
- 9.6 Recertification
- 9.7 Use of certificates & marks
- 9.8 Appeals
- 9.9 Complaints

Key expectations:

- ✓ Independence of decision makers
- ✓ No AI-only decisions
- ✓ Clear timelines and impartiality controls

10 Management System

Explicit requirements:

- ✓ Policies and responsibilities
- ✓ Management review (with mandatory inputs/outputs)
- ✓ Internal audits
- ✓ Corrective actions
- ✓ Actions to address risks & opportunities
- ✓ Documented information

Risk management must include:

- ✓ AI risks
- ✓ Data security risks
- ✓ Impartiality risks

Annexes

Annex A (informative)

Principles for certification of persons

Annex B (informative)

Relationship between certification activities

Annex ZA (informative, only in FDIS) - Annex ZA is not included in the final ISO publication
Relationship between this Standard and the requirements of Regulation (EC) No 765/2008
of the European Parliament and of the Council of 9 July 2008 setting out the requirements
for accreditation and repealing Regulation (EEC) No 339/93 aimed to be covered



Transition Actions for CBs

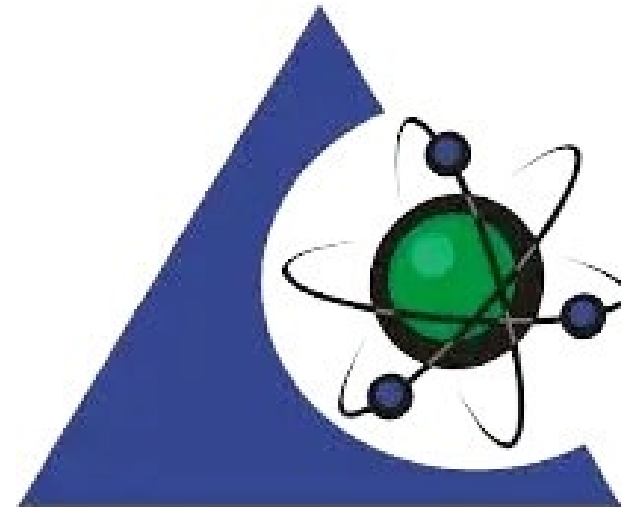
- Perform clause-by-clause mapping
- Update structure and terminology
- Implement AI governance system
- Review impartiality controls
- Update scheme documentation
- Strengthen digital exam security
- Update website/public information
- Update management review structure
- Train all staff
- Prepare accreditation transition package



Thank You!

- Questions
- Discussion

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