

Specification of Competency Standards
for the Testing, Inspection and Certification Industry
Unit of Competency

Functional Area - Certification Operations

Title	Manage certification services
Code	105931L6
Range	This unit of competency (UoC) covers the abilities to manage the certification services by executing the deployment plan and monitor the performance of the delivery in compliance with the related requirements.
Level	6
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of certification services and accreditation requirements</p> <ul style="list-style-type: none"> • Explain technical requirements of the unique feature of the certification scheme, e.g. audit duration, audit visit cycle, assessor qualifications. • Evaluate respective roles in the certification audit, e.g. compliance manager, certification decision makers, auditors, technical experts (if needed). • Examine the resource and competency requirements of respective roles. • Interpret the following aspects in the certification auditing services: <ul style="list-style-type: none"> ○ certification methodology and procedures, ○ equipment / tools required in conducting audit, ○ management system to be audited and its audit criteria, ○ requirements of environmental conditions. <p>2. Manage certification services</p> <ul style="list-style-type: none"> • Execute the deployment plan according to the scheme related to various derivatives which are under the scheme owners' rule and / or accreditation requirements. • Manage all requests for support of respective services within that business unit. • Design and formulate certification service plan, including facilitating the development of personnel and auditors' qualifying requirements, to meet particular national requirements, resource limitations, and perceived business risk. • Monitor the quality of performance of the certification services and manage the change of the certification service plan when required. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Keep abreast of the latest version of international standards. • Demonstrate strong risk management skill and communication skill to coordinate with respective parties.
Assessment Criteria	<p>The integrated outcome requirements of this UoC are the abilities to:</p> <ul style="list-style-type: none"> • manage the certification services by executing the deployment plan, • monitor quality control processes and the quality of performance of the certification services.
Remark	<p>The relevant international standards and accreditation requirements involved in this UoC are as follows:</p> <ul style="list-style-type: none"> • ISO/IEC 17021 Conformity Assessment – Requirements for Bodies Providing Audit and Certification of Management Systems • International Accreditation Forum (IAF)