



ISO/IEC 17020 Inspection Body Training: Impartiality, Inspector Competence and Accreditation

12 – 16 April 2027

Dubai - Five-star CBD venue



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Introduction:

ISO/IEC 17020 inspection body training on impartiality, inspector competence and accreditation is a 5-day course for quality managers, technical managers and inspectors of type A, B and C inspection bodies that ends with an ISO/IEC 17020 Gap Assessment and Accreditation Readiness Plan for a case inspection body. Accreditation assessments stall when independence evidence is thin, inspector authorisations are undocumented and reports omit required content. Nominees already plan, perform or supervise inspections and work through case studies built on inspection records, procedures and reports. CoreConcept Training Center delivers this ISO/IEC 17020 inspection body course.

Course Objectives:

- Classify the organisation's inspection activities against the ISO/IEC 17000 vocabulary and the type A, B and C criteria of ISO/IEC 17020
- Maintain an impartiality risk register, independence evidence and confidentiality arrangements that withstand assessor questioning
- Authorise and monitor inspectors through defined competence criteria, on-site witnessing and report review records
- Control inspection methods, equipment calibration and the identification and handling of inspection items and samples
- Issue inspection reports and certificates with the required content and manage complaints, appeals and subcontracted work
- Produce an ISO/IEC 17020 Gap Assessment and Accreditation Readiness Plan supported by internal audit and management review evidence

Target Audience:

- Quality managers responsible for the inspection body management system, document control and corrective action
 - Technical managers accountable for inspection methods, equipment and the technical validity of inspection results
 - Lead inspectors who supervise, witness and recommend authorisation of other inspectors in the field
 - Inspection operations managers who plan inspection assignments and sign off reports and certificates
 - Internal auditors responsible for auditing inspection activities and reporting findings to management review
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Course Outline:

Day 1: Conformity Assessment Landscape and Inspection Body Types

- ISO/IEC 17000 Vocabulary for Inspection, Testing and Certification
- Inspection Versus Testing and Certification Boundary Decisions
- Type A, B and C Inspection Body Classification Criteria
- ISO/IEC 17020 Clause Structure and Annex A Independence Criteria
- Inspection Scope Register and Current-State Gap Checklist

Day 2: Impartiality, Confidentiality and Structural Requirements

- Impartiality Risk Register for Inspection Activities and Relationships
- Independence Evidence for Type A Third-Party Bodies
- Confidentiality Undertakings and Inspection Information Release Rules
- Organisation Chart, Technical Manager Role and Nominated Deputies
- ILAC P15 Guidance Applied to Structural Requirements

Day 3: Inspector Competence, Methods, Equipment and Inspection Items

- Inspector Competence Matrix and Written Authorisation Records
- Inspector Monitoring Through On-Site Witnessing and Report Review
- Inspection Method Selection and Non-Standard Method Validation
- Inspection Equipment Register, Calibration and Traceability Checks
- Inspection Item and Sample Identification and Handling Procedure

Day 4: Records, Reports, Complaints and Management System Controls

- Inspection Records Sufficiency and Retention Control Procedure
- Inspection Report and Certificate Mandatory Content Checklist
- Complaints and Appeals Process with Independent Decision Makers
- Subcontracted Inspection Control and ISO/IEC 17025 Laboratory Results
- Internal Audit Programme and Management Review Input Pack

Day 5: Case Study on Accreditation Readiness for an Inspection Body

- Case Inspection Body Document and Record Review
 - Gap Assessment Scoring Against ISO/IEC 17020 Clauses
 - Mock Accreditation Assessment Witnessing an Inspection Visit
 - Nonconformity Response and Corrective Action Evidence Plan
 - ISO/IEC 17020 Accreditation Readiness Plan Completion and Defence
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Skills You Will Gain:

- Inspection Body Classification
- Impartiality Risk Analysis
- Inspector Authorisation Management
- Inspection Method Validation
- Inspection Report Review
- Complaints and Appeals Handling
- Accreditation Gap Assessment
- Mock Assessment Facilitation

Why Attend This Course:

- Deliver an ISO/IEC 17020 Gap Assessment and Accreditation Readiness Plan to the inspection body's top management and quality committee
- Decide whether an activity is inspection, testing or certification and which body type and independence evidence it requires
- Avoid assessment findings on unauthorised inspectors, missing report content and unmanaged impartiality risks that delay accreditation
- Share competence matrices, report checklists and impartiality register templates with inspectors and reviewers across the body

Conclusion:

Back at work, the participant presents the ISO/IEC 17020 Gap Assessment and Accreditation Readiness Plan to top management, the quality manager and the technical manager of the inspection body. They use it to assign corrective actions, approve inspector authorisations, release revised report and certificate templates and decide when to apply for accreditation or a scope extension. After the first internal audit under the plan, the body should review open gaps, impartiality risks and complaint trends, then reprioritise the actions that have not closed.

Frequently Asked Questions FAQ:

What should participants know before the ISO/IEC 17020 inspection body training?

Participants should already plan, perform or supervise inspections and know their body's procedures, report templates and inspector records. No prior accreditation experience is needed. Bringing an anonymised inspection report and procedure helps them apply the gap assessment to their own inspection body.

How does ISO/IEC 17020 inspection body training differ from a laboratory accreditation course?

It concentrates on bodies that inspect products, processes, installations and services using professional judgement, not on laboratories producing test or calibration results. Laboratory courses cover measurement uncertainty and proficiency testing in depth; here laboratory results appear only as subcontracted inputs to inspection decisions.

What is the difference between type A, B and C bodies under ISO/IEC 17020?

A type A body is a third party independent of the parties involved. A type B body is part of an organisation and inspects only for it. A type C body is part of an organisation involved with the items and needs safeguards separating inspection from other functions.

What do participants take back from the ISO/IEC 17020 inspection body training?

Participants take back an ISO/IEC 17020 Gap Assessment and Accreditation Readiness Plan, an impartiality risk register, an inspector competence and authorisation matrix, a report and certificate content checklist and a mock assessment record they can adapt to their own inspection body.
