



Certification Body Management Training: ISO/IEC 17021-1, ISO/IEC 17065 and Impartiality

7 – 11 June 2027

Amsterdam - Zuidas business district hotel



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Introduction:

Certification body management training on ISO/IEC 17021-1, ISO/IEC 17065 and impartiality is a 5-day course for certification managers, scheme owners, decision makers and audit programme planners, ending with a Certification Body Operating and Accreditation Plan for a case certifier. Certifiers lose accreditation scope when audit durations are under-calculated, certification decisions are taken by people who audited the client, and scheme rules on product sampling and surveillance are left vague. Nominees already plan audits, review files or sign certificates and work through case studies on applications, audit reports and decision records. CoreConcept Training Center delivers this certification body management course.

Course Objectives:

- Map the certification body's services against the ISO/IEC 17000 vocabulary and the scope rules of ISO/IEC 17021-1 and ISO/IEC 17065
- Calculate audit durations and build three-year audit programmes covering initial certification, surveillance and recertification for management system clients
- Design and operate product certification schemes using ISO/IEC 17067 scheme types, sampling, evaluation and market surveillance activities
- Run an impartiality committee and a conflict-of-interest analysis that separates sales, consultancy, auditing and certification decisions
- Define auditor and evaluator competence criteria using ISO/IEC 17021-3 and record qualification, monitoring and witnessing evidence
- Produce a Certification Body Operating and Accreditation Plan that prepares the body for an accreditation-body office and witness assessment

Target Audience:

- Certification management teams accountable for the operation, scope and commercial integrity of a management system or product certifier
 - Scheme owner teams responsible for writing and maintaining product, process or service certification scheme rules
 - Certification decision committees and technical reviewers who grant, extend, suspend or withdraw certificates
 - Audit programme planning teams responsible for client applications, audit durations and auditor allocation
 - Quality and impartiality coordination teams who maintain the certifier's own management system and impartiality records
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Course Outline:

Day 1: Conformity Assessment Roles and the Certifier Business Model

- ISO/IEC 17000 Terms for Certification and Attestation Activities
- First, Second and Third-Party Assessment Roles Compared
- ISO/IEC 17021-1 Versus ISO/IEC 17065 Scope Selection
- Certifier Service Catalogue and Accreditation Scope Mapping
- Current-State Baseline of Certification Files and Decisions

Day 2: Governing Standards, Scheme Design and Impartiality Structures

- ISO/IEC 17021-1 Clause Map for Management System Certifiers
- ISO/IEC 17065 Clause Map for Product and Service Certifiers
- ISO/IEC 17067 Scheme Types and Scheme Owner Duties
- Impartiality Committee Charter, Membership and Meeting Records
- Conflict-of-Interest Analysis for Consultancy and Related Bodies

Day 3: Audit Programmes, Auditor Competence and Certification Decisions

- Audit Duration Calculation Using Employee Numbers and Complexity
- Three-Year Audit Programme for Surveillance and Recertification
- Stage 1 and Stage 2 Audit Planning Records
- ISO/IEC 17021-3 Auditor Competence Criteria and Witness Records
- Certification Decision File Review by Independent Decision Makers

Day 4: Surveillance, Sanctions, Multi-Site Clients and Accreditation Risks

- Product Sampling Plans and Market Surveillance Testing Decisions
- Suspension, Withdrawal and Scope Reduction Procedure Triggers
- Multi-Site Sampling and Certificate Transfer Risk Controls
- Certification Mark Use Rules and Misleading Claim Handling
- Accreditation-Body Office Assessment and Witness Audit Findings

Day 5: Case Study Work on a Certification Body Operating and Accreditation Plan

- Case Certifier Brief With Applications and Decision Records
 - Case Audit Duration and Programme Recalculation Exercise
 - Case Impartiality Risk Review and Committee Agenda
 - Case Product Scheme Gap Review Against ISO/IEC 17065
 - Certification Body Operating and Accreditation Plan Completion
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Skills You Will Gain:

- Certification Scope Mapping
- Audit Duration Calculation
- Certification Scheme Design
- Impartiality Threat Analysis
- Certification Decision Review
- Auditor Competence Evaluation
- Certificate Suspension Handling
- Accreditation Assessment Preparation

Why Attend This Course:

- Deliver a Certification Body Operating and Accreditation Plan to the certifier's top management and impartiality committee for approval
- Decide whether a client application, scope extension or product family falls under ISO/IEC 17021-1 or ISO/IEC 17065 rules
- Avoid accreditation findings on under-calculated audit time, conflicted decision makers and undocumented scheme rules
- Brief auditors, evaluators and reviewers on audit duration worksheets, decision checklists and impartiality records

Conclusion:

Back at work, the participant presents the Certification Body Operating and Accreditation Plan to top management, the impartiality committee and the scheme owner. The certifier uses it to correct audit duration worksheets, reassign certification decisions to independent reviewers, tighten scheme rules on sampling and certification marks and decide when to request an accreditation scope extension. After the first accreditation-body office assessment or witness audit under the plan, the body should review findings, complaint trends and suspended certificates, then reprioritise the actions still open.

Frequently Asked Questions FAQ:

What should participants know before certification body management training on ISO/IEC 17021-1 and ISO/IEC 17065?

Participants should already plan audits, review certification files or take certification decisions and know their body's procedures. No prior accreditation experience is needed. Bringing an anonymised audit duration worksheet and decision record helps them apply the case study work to their own certifier.

How does certification body management training differ from an auditor course?

It concentrates on running the certifier itself: scope, scheme rules, audit durations, impartiality structures and certification decisions. Auditor courses teach how to conduct audits against a management system standard; here audit fieldwork appears only as an input to programme planning and decisions.

Why does certification body management under ISO/IEC 17021-1 require an impartiality committee?

An impartiality mechanism lets interested parties review whether commercial, financial or consultancy pressures affect certification. It examines conflict-of-interest analyses, decision records and related-body relationships, and its advice is recorded so the accreditation body can confirm that certificates are granted on evidence alone.

What do participants take back from certification body management training?

Participants take back a Certification Body Operating and Accreditation Plan with an audit duration worksheet, a three-year audit programme, an impartiality risk review, a scheme gap review and a decision checklist they can adapt to their own certification body.
