CORE CONCEPT

# ISO/IEC 17065 Training Course: Competence of Product, Process and Service Certifiers

20 – 24 December 2026
Jeddah - Corniche four-star

# ISO/IEC 17065 Training Course: Competence of Product, Process and Service Certifiers

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## Introduction:

ISO/IEC 17065 training course on the competence of product, process and service certification bodies is a 1-week course for certification, scheme, evaluation and decision staff, ending with a Product Certification Process and Competence File. Many certifiers grant certificates on evaluation results they cannot trace, let the same person evaluate and decide, and leave scheme rules on surveillance, marks and suspension open to interpretation. Nominees already review applications, plan evaluations or sign certification decisions, and teaching is by case study on applications, test and inspection reports, certification files and scheme documents. CoreConcept Training Center delivers this ISO/IEC 17065 training course.

## Course Objectives:

- Interpret the general, structural, resource, process and management system requirements of ISO/IEC 17065 for product, process and service certification
- Draft certification agreements, licence terms and rules for using certificates and marks of conformity
- Operate a mechanism for safeguarding impartiality and keep evaluation, review and certification decision roles separate
- Select and control internal and external evaluation resources and justify reliance on testing and inspection results
- Manage surveillance, changes affecting certification, suspension, withdrawal, complaints and appeals under the certification scheme
- Produce a Product Certification Process and Competence File for management approval and accreditation preparation

## Target Audience:

- Certification staff responsible for application review, certification agreements and certificate issue
- Scheme management staff responsible for interpreting scheme rules, marks of conformity and surveillance requirements
- Evaluators responsible for planning evaluations and using test and inspection results
- Technical reviewers and decision makers responsible for review and certification decisions
- Quality and impartiality coordinators responsible for the certifier's management system, complaints and appeals

## Course Outline:

### Day 1: Product Certification Foundations and the Certifier's Position

- ISO/IEC 17065 Scope for Products, Processes and Services
- ISO/IEC 17000 Series Roles of Certifiers, Laboratories and Inspectors
- Certification Scheme Components, Scheme Owners and Factory Audit Additions
- ISO/IEC 17065 Revision Status and Expected Change Monitoring
- Current-State Mapping of the Certifier Against ISO/IEC 17065

### Day 2: General, Structural and Impartiality Requirements

- Legal Entity, Liability and Non-Discriminatory Access Requirements
- Certification Agreement Minimum Contents and Client Obligations
- Licence, Certificate and Mark of Conformity Use Rules
- Mechanism for Safeguarding Impartiality With Balanced Interested Parties
- Confidentiality and Publicly Available Information Arrangements

### Day 3: Resources and the Certification Process

- Personnel Competence Criteria, Training and Monitoring Records
- External Evaluation Resources Using ISO/IEC 17025 and ISO/IEC 17020 Results
- Application Review and Evaluation Planning Against Scheme Requirements
- Independent Review and Certification Decision Separation
- Certification Documentation and Directory of Certified Products

### Day 4: Surveillance, Changes and Adverse Decisions

- Surveillance Activities Defined by the Certification Scheme
- Changes Affecting Certification Including Scheme Revisions
- Suspension, Reduction, Withdrawal and Termination Decision Triggers
- Complaints and Appeals Handling With Independent Investigation
- Management System Option A and Option B Selection

### Day 5: Case Study Work and the Product Certification File

- Case Certifier Application Review and Evaluation Plan
- Case Evaluation Report Review Using Laboratory and Inspection Results
- Case Certification Decision and Surveillance Plan Defence
- Competence Matrix for Evaluators, Reviewers and Decision Makers
- Product Certification Process and Competence File Completion

## Skills You Will Gain:

- Certification Agreement Drafting
- Mark of Conformity Control
- Impartiality Mechanism Operation
- Evaluation Resource Qualification
- Certification Decision Review
- Surveillance Planning
- Adverse Decision Handling
- Certifier Competence Mapping

## Why Attend This Course:

- Deliver a Product Certification Process and Competence File to the certification manager and top management ahead of the next accreditation assessment
- Decide when a test or inspection report from an external provider can support a certification decision
- Avoid accreditation findings on undocumented scheme rules, combined evaluation and decision roles and uncontrolled use of marks
- Brief evaluators, reviewers and decision makers on the process steps, records and competence criteria agreed in the course

## Conclusion:

Back at work, the participant presents the Product Certification Process and Competence File to the certification manager and top management. The certifier uses it to confirm who may evaluate, review and decide for each scheme, which external laboratories and inspection bodies it relies on, and how surveillance, suspension and complaints are handled. After the first certification cycle under the file, the body should review decision records, cases of mark misuse and appeal outcomes, and check its readiness for the revised edition of ISO/IEC 17065 once published.

## Frequently Asked Questions FAQ:

### What should participants know before an ISO/IEC 17065 training course on certification body competence?

Participants should already review applications, plan or perform evaluations or take certification decisions in a product, process or service certification body. No accreditation experience is required. Bringing an anonymised certification file or scheme document helps apply the case studies to their own certifier.

## How does an ISO/IEC 17065 training course differ from a management system certification body course?

Management system certification courses focus on audit programmes and audit time for certifying organisations. This course covers certifying products, processes and services: scheme rules, evaluation using test and inspection results, licences and marks, surveillance and certification decisions.

## Why must ISO/IEC 17065 certification bodies separate evaluation from the certification decision?

The standard requires review and the final decision to be made by a person or persons not involved in the evaluation. This separation protects impartiality and gives assessors and clients confidence that certificates rest on evidence alone.

## What do participants take back from the ISO/IEC 17065 training course?

Participants take back a Product Certification Process and Competence File, with a process map from application to surveillance, agreement and mark rules, an impartiality record, an external resource list and a competence matrix for evaluators, reviewers and decision makers.