Management system standards

ISO/IEC 17021-1 and 17065 — Certification

Two days to understand how a certification body must be organised and controlled: ISO/IEC 17021-1 for the certification of management systems, ISO/IEC 17065 for the certification of products, processes and services. Impartiality, competence of auditors and evaluators, certification cycle, decision and surveillance are worked on your procedures, your certification scheme and your client files, with an accreditation assessment in view.

Duration : 2 days

Objectives

1. Explain the role of ISO/IEC 17021-1 and ISO/IEC 17065 and what distinguishes management system certification from product certification
2. Identify the threats to impartiality and the mechanisms that control them
3. Describe the certification cycle, from application to decision, then surveillance and renewal
4. Apply the competence requirements to the auditors, evaluators and decision-makers of your body
5. Assess the gap between your procedures and the two standards before an accreditation assessment

Programme

Day 1 — morning

• Conformity assessment: certification, inspection, testing, accreditation and their reference standards
• Scope of ISO/IEC 17021-1 and ISO/IEC 17065: what each one governs
• General requirements: legal and contractual commitments, responsibility for the certification decision
• Impartiality: risk analysis, boundary between consultancy and certification, mechanism for safeguarding impartiality

Day 1 — afternoon

• Structural and resource requirements: organisation, personnel, use of external evaluators
• Competence management: criteria, initial evaluation, supervision and monitoring of auditors
• Public information, directory of certified clients, confidentiality
• Exercise: impartiality risk analysis of your body

Day 2 — morning

• ISO/IEC 17021-1: audit programme, determination of audit time, two-stage initial audit, surveillance, renewal
• ISO/IEC 17065: certification scheme, evaluation, review, decision, surveillance of the certified product
• Licences, certificates and use of certification marks
• Complaints, appeals, suspension, reduction and withdrawal of certification

Day 2 — afternoon (workshop)

• Workshop: checking your procedures against the two standards, requirement by requirement
• Review of a complete client file, from application to decision
• List of gaps and priorities before the accreditation assessment
• Knowledge test and presentation of the work

Teaching methods

• Cross-reading of the two standards, with a correspondence table handed to participants
• Exercises on your procedures, your impartiality analysis and your certification files
• Case study: justifying a certification decision before an accreditation assessor
• Mid-course quiz and final test
• Delivered by consultants who audit management systems

Assessment and documents

Mid-course quiz and knowledge test at the end of the session, post-course evaluation at D+1. Numbered training certificate, verifiable online, for each participant; training report and the list of gaps from the workshop handed to the body.

Bilingual materials for every participant; each classroom course comes with its digital twin on OmniLearn.

Good to know

For an inspection body, the course “ISO/IEC 17020:2026 — Inspection” covers the requirements specific to inspection; for a testing or calibration laboratory, see “ISO/IEC 17025:2017 — Laboratories”.

Practical information

Duration	2 days
Audience	Management and quality managers of certification bodies, auditors, evaluators, members of certification committees
Prerequisites	Knowledge of a management system standard or a product scheme; auditing practice desirable
Group size	Groups of 6 to 12 participants, in-company
Format	In-company, face to face on your site
Language	French, Darija or English; bilingual materials
Funding	OFPPT special training contracts (TFP), GIAC, Maroc PME: we prepare the applications with you, at no extra cost.
Programme customisation	Programme adapted to your procedures, your equipment and your audience

Frequently asked questions

Who is this course for?
Certification bodies, whether operating or being set up: management, quality and technical managers, auditors, evaluators and members of decision-making committees. It is also of interest to companies that want to understand the rules their certification body has to follow.

Do we need to study both standards if the body only certifies management systems?
The first day is common to both standards and the second morning distinguishes the two cycles. If your activity falls under only one standard, the workshop concentrates on it and the time freed is devoted to your files.

Is the training enough to obtain accreditation?
No. It prepares the body to demonstrate its compliance; accreditation is granted by the accreditation body after its assessment. The workshop produces the list of gaps to address before that assessment.

Can we work on confidential client files?
Yes, under a confidentiality undertaking, or after you have anonymised them. The review of a real file, from application to decision, is the most useful exercise of the session.