

Competency Unit: RABQSA-MSCB: Certification Body Auditing

Effective date: 1 October 2006

Competency	Performance Criteria	Evidence Guide
<p>1. Understand conformity assessment, and the development of International Standards and IAF Guidance documents</p>	<p>1.1 The origins and structure of the International Organization for Standardization (ISO) and National Standards Bodies are described and the process of Standards Adoption or recognition by National Bodies is defined.</p> <p>1.2 The role of IAF in the development of Guidance documents and the purpose of these documents in assuring consistency of application of ISO Standards and Guidance is described.</p>	<p>The method whereby an ISO Standard is initiated, developed and published is described and the Technical Committees responsible for the Standards being audited are identified. The difference between draft and published Standards is described and the risks associated with using draft documents are correctly identified.</p> <p>The application of IAF Guidance documents is described and their impact on the audit process explained.</p>
<p>2. Understand the accredited certification process, and the roles and responsibilities of accreditation and certification bodies</p>	<p>2.1 The relationship between accreditation bodies and certification bodies and the different International Standards that apply to each are described.</p> <p>2.2 The responsibilities of accreditation bodies and certification bodies are described.</p> <p>2.3 The activities of accreditation bodies and certification bodies are described and the applicable standards are identified.</p>	<p>The hierarchy of accredited certification is described and the appropriate International Standards are correctly identified.</p> <p>The responsibilities of accreditation bodies and certification bodies are correctly described.</p> <p>The activities of accreditation bodies and certification bodies are explained and the Standards used by each organization are correctly identified as appropriate for the individual scope of the auditor.</p>



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<p>3. Understand the application of customer service as it applies to the certification audit.</p>	<p>3.1 The customer-supplier relationship is defined within the contractual arrangement between the certification body and the audit client.</p> <p>3.2 The role of the auditor in achieving customer satisfaction is described within the framework of maintaining the integrity of third-party certification.</p>	<p>The relationship between the audit client, the certification body and the auditor is explained accurately and completely.</p> <p>The responsibility of the auditor to audit objectively, assess evidence fairly and support the client while assuring the validity of the management system is described.</p> <p>The method whereby an audit client can appeal an audit finding or activity is accurately described, including the ability to appeal beyond the certification body to the accreditation body.</p>
<p>4. Understand the need for and application of auditor etiquette</p>	<p>4.1 The impact of differing cultural norms, customs and practices is described within the context of an individual audit.</p>	<p>The impact of cultural norms is accurately and completely described within the context of an individual audit.</p>
<p>5. Understand the need to avoid conflict of interest and maintain confidentiality.</p>	<p>5.1 The issues that can create conflict of interest are defined.</p> <p>5.2 The requirements for confidentiality as defined within ISO 19011 are described.</p>	<p>The potential for conflict of interest is described and the relationships that may create conflict are described.</p> <p>The requirements for confidentiality of information received during an audit and of the audit report are correctly and completely described in accordance with ISO 19011.</p>