

IAS AccrediCom®

Personnel Certification Bodies Accreditation Program

NEWSLETTER



Welcome to the IAS Personnel Certification Bodies Accreditation Program newsletter.

This publication is designed to keep IAS customers and industry professionals informed about important developments at IAS and within the Personnel Certification Bodies accreditation field that may have an impact on your organization and its accreditation.

IAS Personnel Certification Bodies accreditation is aligned with ISO/IEC 17024:2026. One of the functions of this program is to empower trust in professional competence at a global level.

IAS provides accreditation for organizations certifying individuals based on demonstrated competence. ISO/IEC 17024: 2026 is the global standard for bodies operating certification of persons and reflects best practices in personnel assessment and quality assurance. Please send feedback or suggestions for future topics to

✉ Aherrera@iasonline.org.

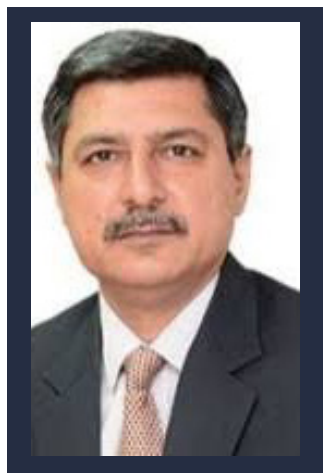
Training Certificate vs Personnel Certification – Know the Difference

A **training certificate** shows someone completed a course or learning program. It is typically issued by a training provider and reflects participation, coursework, or an internal exam, but it does not independently verify occupational competence.

A **personnel certification**, especially one based on ISO/IEC 17024, verifies that an individual has demonstrated defined knowledge, skills, and abilities through an impartial assessment process. It is usually time-limited, maintained through surveillance or recertification, and may be suspended or withdrawn if competence is not maintained.

In short: A training certificate shows what someone learned. A personnel certification proves what someone can do.

For additional information and accreditation details visit IAS:
[ISO/IEC Standard 17024 - Personnel Certification Bodies Accreditation](#).



Meet Vipin Sahni – Program Manager, Personnel Certification Bodies Accreditation Program, IAS

Vipin Sahni serves as Program Coordinator for the Personnel Certification Bodies Accreditation Program at IAS.

Vipin was Executive Director at the CII Institute of Quality (IQ), India's first Centre of Excellence on Quality, CII-IQ. His role involved strategy, operations, and HR development.

Prior to CII, he was CEO of National Accreditation Board for Education and Training (NABET), Quality Council of India (QCI), where he developed many national and international accreditation schemes. He served QCI for over 18 years. He spearheaded flagship initiatives like QCI Quality Awards and National Quality Conclaves. Led rollout of ZED (Zero Defect) Maturity Assessment, QMS and Lean Cluster schemes for MSMEs. He represented QCI in global forums (IAF, APLAC, IPC, AOTS, APC, etc) to align with global best practices.

Throughout his career he has played a key role in development of new product offerings on Quality, diversifying into sectors like Skills, Education, Healthcare, Services, and Exports, among other sectors. During his tenure, the organizations signed many collaborative arrangements with premier national and international bodies for building competitiveness of the industry. He also served in committees in the Bureau of Indian Standards. Vipin holds a bachelor's in science degree from Delhi University, India, as well as an MBA in Marketing. Vipin and his wife are based in New Delhi, India, and proud parents of their son who is currently based in Germany, and their daughter who is employed in New Delhi.

AI and Online Proctoring in Personnel Certification: Balancing Innovation and Trust

Artificial intelligence (AI) and remote technologies are changing how personnel certification bodies deliver and monitor examinations. For organizations operating certification programs in accordance with ISO/IEC 17024, online proctoring can improve accessibility, reduce travel requirements, and allow qualified candidates to participate regardless of location. However, these benefits come with risks that must be carefully controlled.

Online proctoring platforms may use AI-supported tools to verify candidate identities, monitor examination sessions, detect unusual behavior, and flag possible security concerns. Facial matching, browser monitoring, video analysis, and automated behavioral detection can help protect examination integrity, particularly when candidates are tested remotely. Nevertheless, these systems are not infallible.

AI tools can generate false positives by interpreting normal candidate behavior as suspicious. Their performance may also be affected by lighting, internet connectivity, disabilities, cultural differences, equipment quality, or testing environments. Certification bodies should therefore avoid making misconduct decisions solely on automated findings. Human review, documented evaluation criteria, candidate appeal mechanisms, and appropriate accommodations remain essential.

Clause 6.5 of ISO/IEC 17024:2026 directly addresses the use of AI in the certification process. When AI performs any part of that process, the certification body is expected to:

- verify, manage, and continually monitor the technology to ensure it produces the intended results.
- AI-generated outcomes must be validated by subject-matter experts, and,
- personnel responsible for using or overseeing the technology must have the necessary competence.

The standard also requires human oversight and evidence that the application of AI is valid, reliable, and fair. When applicants, candidates, or certified persons communicate or interact with AI, the certification body must disclose its use and obtain their acknowledgement. ISO/IEC 42105 provides additional guidance on human oversight.

Results from a recent IAS survey demonstrate why these controls are increasingly important. Among certification body respondents, 20% reported using AI daily and 30% used it a few times a week. Approximately 41% indicated that their organizations were already using AI, while another 29% planned to introduce it. These findings suggest that AI is already becoming part of certification operations.

Governance, however, may not be developing at the same pace. Only 35% of certification body respondents reported having an AI policy or guidance document; 45% had no such policy, and 20% were unsure. Privacy of customer data was identified as a concern by 75% of respondents, followed by data quality at 65%, computer and IT security at 40%, and the need for specialized skills at 30%.

These concerns are particularly relevant to online proctoring, which may involve collecting identification documents, photographs, video recordings, biometric information, examination responses, and other personal data. Certification bodies need to understand what information technology providers collect, where it is stored, how long it is retained, who can access it, and how it is protected. They should also evaluate provider competence, cybersecurity controls, system performance, and arrangements for reporting and responding to security incidents.

Before implementing AI-assisted proctoring, certification bodies should establish policies defining permitted uses, responsibilities, human-review requirements, data-retention rules, candidate accommodations, provider oversight, and procedures for challenging automated findings. Technology should be validated for its intended use and periodically reviewed to confirm that it remains reliable, fair, and effective.

AI and online proctoring can improve the accessibility and efficiency of personnel certification, but technology does not change the responsibility to operate certification activities competently, impartially, consistently, and fairly. The key question is whether certification bodies can ensure that their governance, controls, and personnel competence advance as quickly as their adoption of AI.



Common Quality Management System Findings for Personnel Certification Bodies

When IAS accredits personnel certification bodies (PCBs) against ISO/IEC 17024, during the assessment of their quality management system the following findings occur with certain frequency. Consistent with research done across other organizations, the following five areas generally represent high-priority concerns because of their frequency and effect on the effectiveness of the management system.

- 1. Management system documentation:** Outdated procedures that are incomplete, or inconsistent with actual operations. Unclear responsibilities and authorities, particularly for examination, review, and certification decisions.
- 2. Control of records:** Certification, examination, personnel competence, and decision-making records are sometimes incomplete or difficult to retrieve. Findings also involve undefined retention periods or insufficient controls for confidentiality, security, backup, and disposal of electronic records.
- 3. Internal audits:** Internal audit programs failing to cover all applicable requirements, locations, certification schemes, or operational activities. Auditors that lack independence, and audits that focus primarily on documented procedures without verifying their effective implementation.
- 4. Management reviews:** Required inputs—such as audit results, complaints and appeals, impartiality risks, performance indicators, corrective actions, and changes affecting the PCB—not fully considered. Review records lacking clear decisions, assigned responsibilities, deadlines, or evidence of follow-up.
- 5. Corrective actions:** Root-cause analyses are often superficial, addressing only the immediate problem. Confusing corrective actions with corrections, and their effectiveness not being evaluated, allowing similar issues to recur.

These common findings demonstrate that documented procedures alone are not sufficient. PCBs must maintain objective evidence that their management systems are consistently implemented, monitored, reviewed, and improved to support competent and impartial certification decisions.

Also, it can be considered that organizations seeking accreditation would find useful the following in preparation for assessment:

Focusing on Preventive actions after Corrective actions

Organizations should look beyond correcting individual nonconformities and determine whether similar issues could occur elsewhere in their certification activities. After completing corrective action and evaluating its effectiveness, related risks should be identified, as well as recurring patterns, and opportunities for preventive improvement. Lessons learned can be applied across relevant certification schemes, processes, and personnel.

Focusing on Certification Scheme preparation and validation with industry

Each certification scheme should clearly define its scope, competence requirements, assessment methods, certification criteria, and recertification requirements. Organizations should involve appropriate industry representatives, subject-matter experts, employers, regulators, and other interested parties in developing and validating the scheme. Their input helps ensure that the scheme remains relevant, technically sound, fair, and aligned with current industry needs.

Using Adequate Resources for the Certification schemes

Organizations should demonstrate that adequate resources are available to develop, operate, maintain, and periodically review each certification scheme. These resources may include competent personnel, subject-matter experts, examination systems, facilities, technology, financial support, and secure methods for managing records and candidate information. Resource needs should be reviewed regularly, particularly when certification volumes, technologies, or industry requirements change.



ISO/IEC 17024 Free Training Webinar Series

The following IAS training sessions presented have been made available for your viewing.

- ◆ **Webinar 1** – Understanding ISO/IEC 17024 for Personnel Certification Scope of the Standard [Video](#)
- ◆ **Webinar 2** – ISO/IEC 17024 Accreditation – Certification Schemes – [Video](#)
- ◆ **Webinar 3** – Understanding ISO/IEC 17024 for Personnel Certification Webinar 3 Impartiality and Confidentiality – [Video](#)
- ◆ **Webinar 4** – ISO/IEC 17024 Accreditation – Management System Requirements for Compliance [Video](#)
- ◆ **Webinar 5** – Assessment Methods and Decision-Making for ISO/IEC 17024 – [Video](#)
- ◆ **Webinar 6** – Understanding ISO/IEC 17024 for Personnel Certification – Handling Appeals, Complaints, and Use of Certificates – [Video](#)

Assessor Positions at IAS

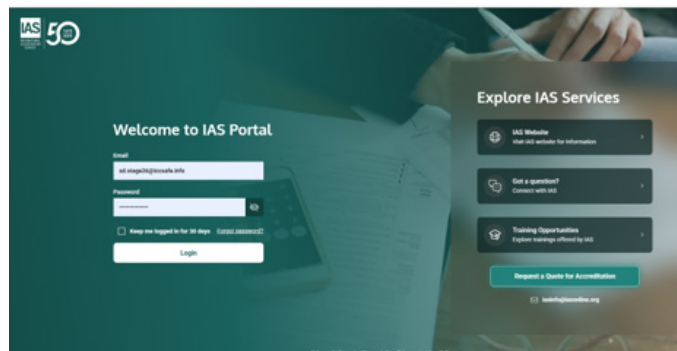
IAS is seeking qualified individuals to serve as assessors for the Product Certification Agency Accreditation Program. [Learn more about becoming an assessor.](#)

Extending Your Scope of Accreditation?

Notify IAS before your regular assessment if you plan to extend your scope. Assessors schedule their work in advance based on your scope size and product types, and additional time may be needed for witnessing. Advance notice can help IAS accommodate the change and make the assessment more efficient and cost-effective.

IAS Portal Upgrades: What's New for You

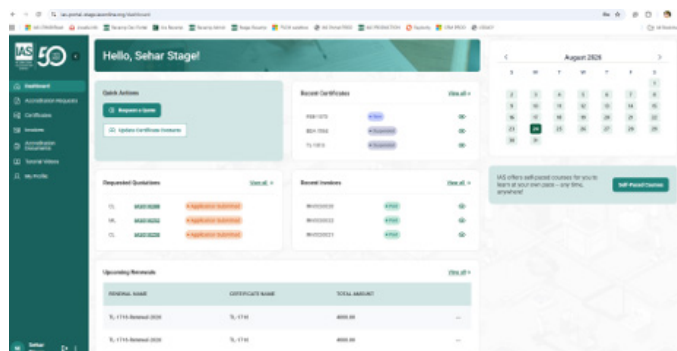
On **July 9, 2026**, IAS officially launched a newly upgraded Portal, redesigning the accreditation experience from the very first click. Whether you are a longtime customer or exploring accreditation for the first time, here is what has changed.



The new IAS Portal welcome page

The journey now starts with a cleaner welcome page, making it easy to request a quote, explore training opportunities, or connect directly with our team for any questions, before creating an account.

Once logged in, customers land on a personalized dashboard that brings everything into one view: recent certificates, quotations, invoices, and upcoming renewals, alongside a calendar and training resources. Certificate contacts can now be updated right from the dashboard, so technical, billing, and legal information stays current without an email to our team. On the Accreditation Requests page, every quote and application shows a clear status, with a simple option to request revision if a quote needs adjusting.



The new customer dashboard

Certificates now appear in an easy-to-scan card layout, with a Renew button that surfaces automatically as expiration approaches. Upcoming renewals can be paid in just a click, and every invoice can be viewed or downloaded as a PDF for easy recordkeeping.

Behind the scenes, IAS staff and assessors are also working more efficiently. A new Export feature supports quarterly reporting, and the Assessment module is now integrated directly into the Staff Portal.

These changes reflect our continued investment in making accreditation with IAS as smooth as possible. Thank you for being part of our community.

For any questions regarding the IAS Portal, you can contact Sehar Hameed at SHameed@iasonline.org or Darien Camacho at DCamacho@iasonline.org.



Important Security Alert: Fraudulent Emails Impersonating IAS Employees

Phishing attempts are increasingly common and sophisticated. These messages may use familiar names, look-alike email domains, and urgent payment requests to trick recipients into sharing information or changing payment instructions.

IAS recently became aware of a phishing attempt in which someone impersonated an IAS Accounting Specialist. The fraudulent message falsely stated that IAS had changed its banking information and instructed recipients to use new payment details.

The fraudulent scam email used an address ending in @iasonline.co. Legitimate IAS email addresses use the @iasonline.org domain, including Jamie Lee Karim's valid IAS email address.

How to Recognize Phishing Emails:

- ➡ Check the sender's full email address for misspellings, extra characters, or look-alike domains.
- ➡ Be cautious of messages that create urgency or request immediate changes to payment, banking, or account information.
- ➡ Look for unusual wording, formatting issues, or requests that seem inconsistent with normal IAS communications.
- ➡ Do not rely on links, attachments, or payment instructions simply because the message appears to come from a familiar name.
- ➡ Verify any request involving banking or payment information by contacting IAS directly using known contact information, not contact details provided in the suspicious message.

What You Should Do:

- If you receive a suspicious email, do not reply, click any links, open attachments, or provide information.
- Delete the email or report it as phishing through your email system.
- Do not update, send, or confirm payment information based on instructions in a suspicious or fraudulent message.
- If you are unsure whether a request is legitimate, contact IAS directly at 562-364-8201 before taking any action.
- Organizations should also review internal security procedures with their IT staff to help prevent phishing and other fraudulent activity.

If You Responded to a Suspicious Email:

If you replied to the email, clicked a link, opened an attachment, or shared information, notify your IT department immediately and contact IAS management at 562-364-8201.

Protecting our customers and business partners is a top priority. Thank you for staying vigilant and helping prevent fraudulent activity.

International Journal of Conformity Assessment— Metrology in Conformity Assessment



The current issue of the *International Journal of Conformity Assessment (IJCA)* focuses on the Importance of Metrology in Conformity Assessment. Topics in this issue include the digital transformation of calibration management through the eTransCal system; the role of accreditation in economic diversification in the Gulf region; updated risk-based requirements for proficiency

testing and interlaboratory comparisons; the importance of measurement traceability; the value of external quality assessment in improving diagnostic reliability; metrology's central role in conformity assessment; applications in sports; and the alignment of standards and regulations with sustainable development goals.

Published by IAS, the IJCA provides a high-quality medium for the dissemination of knowledge and methods associated with global conformity assessment practices and concepts. IJCA is intended for both academics and practitioners in the conformity assessment field.

IJCA welcomes contributions on any aspect of conformity assessment, including testing, inspection, certification, and accreditation. Scholarly contributions from various disciplinary approaches are desirable, as well as novel, visionary, or pathbreaking research articles.

However, general interest and opinion articles addressing any aspect of conformity assessment are also welcome for consideration. All submissions must be relevant to the conformity assessment field, rigorous both conceptually and methodologically, and well written in a clear, concise, and logical manner. [Read the latest issue here.](#)

Get a Quote for Accreditation

Personnel Certification Bodies interested in receiving a quote to apply for accreditation may click on the button below.

[REQUEST A QUOTE](#)

Let Us Know What You Think

IAS is committed to continually improving our services and values your feedback. We use your input to enhance the support we provide to customers and stakeholders. Visit the [Contact Us](#) page of the IAS website to share your comments.

The International Accreditation Service (IAS) is a nonprofit accreditation body and a signatory member of Asia Pacific Accreditation Cooperation (APAC), and the Global Accreditation Cooperation Incorporated ([Global ACI](#) formerly IAF/ILAC).

Stay Informed About Updates to AC474 – Accreditation Criteria for Personnel Certification Bodies

IAS Accreditation Criteria, including AC474, are periodically reviewed and updated to reflect changes affecting accredited organizations. Interested parties may propose revisions by submitting suggested changes and supporting rationale to IAS. Proposed revisions are reviewed by the IAS Accreditation Committee in a public forum, where they may be accepted, modified, or rejected.

Product certification agencies should regularly check the latest version of AC474 to prepare for assessments and identify any new or revised requirements. Changes to the criteria are typically identified by a vertical line in the margin of the affected sections.

Following the June 2025 Accreditation Committee Hearing, the current AC474 criteria became effective **August 1, 2025**. Laboratories are encouraged to consult the IAS website for the most current version and information about future Accreditation Committee hearings.

Promote Your Accreditation

IAS customers can showcase their accreditation using official IAS Accreditation Program symbols, which may be displayed in advertisements and brochures, on websites, at exhibit booths, and in other promotional materials. To request accreditation symbols, email requestamark@iasonline.org.

Need Answers? Get in Touch with IAS

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IAS on Social Media

If you haven't connected with IAS on social media, you may miss the latest accreditation news and updates. IAS shares announcements and insights on [X](#), [Facebook](#), [LinkedIn](#), and [YouTube](#). To find IAS, search for International Accreditation Service on any of these platforms.



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