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## **INTERNATIONAL INSTITUTIONS IN THE FIELD OF CERTIFICATION OF PERSONNEL**

*The article analyzes the major international institutions in the system of evaluation of personnel certification. The basic requirements of international standards implementation of certification of personnel in enterprises, institutions and organizations. The basic proposals for the main advantages of the use of international personnel certification in production.*

**Keywords:** *ISO/IEC 17024, EOQ, personnel certification, the international standard for risk management, auditors personnel qualification requirements for personnel certification bodies staff.*

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## **МІЖНАРОДНІ ІНСТИТУЦІЇ В СФЕРІ СЕРТИФІКАЦІЇ ПЕРСОНАЛУ**

*У статті проаналізовано основні міжнародні інститути в системі оцінки сертифікації персоналу. Досліджено основні міжнародні вимоги до систем впровадження стандартів сертифікації персоналу на підприємствах, установах та організаціях. Надано основні пропозиції щодо головних переваг застосування міжнародних систем сертифікації персоналу на виробництві.*

**Ключові слова:** *ISO/IEC 17024, EOQ, сертифікація персоналу, міжнародний стандарт, ризик-менеджмент, аудитори персоналу, відповідність кваліфікаційним вимогам до персоналу, органи сертифікації персоналу.*

### **INTRODUCTION**

Recently developed world become increasingly popular procedure of certification of personnel. This is the real needs of organizations with highly qualified expertise which confirmed not only higher education, but additional training.

In modern conditions obtained in educational institutions of knowledge need constant improvement of the emergence of new scientific



achievements and technologies. Modern person must constantly improve skills in order to maintain their knowledge and skills at the required level. Otherwise he risks being unclaimed in the labor market.

Specialization or additional knowledge required for a particular organization or project cannot be obtained in conventional educational institutions, mass produce and experts cannot fully take into account the specific requirements of organizations. This disadvantage can be eliminated by passing through specialist further training. Experts throughout their seniority rarely change their place of work. Thus the new location specialist has documented their competence.

Personnel certification does not replace basic education and puts it into question. Intensive development of industry and services each year brings experts to the new requirements for knowledge engineering, software regulations. Thus, there is a need in their assessment, periodic attestation of compliance criteria accepted today. However, an objective and independent assessment provides the same certification of personnel.

Development and implementation of quality management personnel are the subject of special attention of many Ukrainian and foreign scientists. In particular, problems of functioning and improvement of the quality of personnel investigated L. Vitkin, E. Zavgorodniy, E. Snitko, K. Koryahina, E. Yesmuhonov, J. Adler, B. Lapidus and other scientists.

#### **SETTING OBJECTIVES**

The article aims to study the characteristics of the certification of personnel in the field of conformity assessment with international standards, identifying key international institutions that establish basic standards of personnel evaluation, and providing recommendations for their implementation.

#### **RESEARCH RESULTS**

Despite the similarity of these terms, among them there are clear differences. During the certification process conformity understand the skill level of a particular person specified requirements. Certification always carries a foreign competent authority (independent third party). [1] Certification workers – it is procedure for assessing the professional level of employees concerning qualification requirements and duties, assess their professional level [2].

Evaluation of staff are the most widely discussed concepts with the objective of any action taken in the operation and management personnel aimed at obtaining baseline information for planning staffing needs and improve their skills, as well as during recruitment in general.

Creation centers of certification personnel are international practice. With certification establishes the knowledge, labor skills and behavioral candidate skills requirements of professional standards – regulatory requirements for professional competency.



In the certification process are collected and evaluated evidence of professional competence of the candidate and adopted the Resolution «competent» or «not yet competent» [3]. In the first case seems appropriate «certificate» – a document confirming his qualification. In the second case, the candidate offered to take a course to eliminate existing gaps in knowledge and/or skills.

In the basis of personnel certification – professional standards that reflect the minimum requirements for competency and provide quality work. In countries practicing certified personnel are advanced systems development and implementation of professional standards.

Certification of the personnel can be implemented at the national level in accordance with Ukrainian legislative regulations and internationally according to international standards.

Many organizations find it more appropriate to apply international certificates for personnel certification. This is due to their activity in international markets desire to work with major international organizations.

If national certificates issued by authorized state institutions, the international – only internationally accredited certification institutions staff.

International personnel certification institutions are usually members of the IPC (International Personnel Certification Association) - International Association for the certification of personnel. The mission of IPC: ensure recognition of professionals who have proven their qualifications at international level [4].

IPC has developed unified criteria to achieve the most objective assessment of knowledge and skills of professionals from different directions. IPC evaluates systems of training and certification of personnel in compliance with the international standard ISO / IEC 17024: 2012. IPC allows the certification of personnel (members of IPC) to sign a multilateral agreement on mutual recognition of training of specialists confirmed. This means that the professional certificate he received in the system IPC, will be recognized in developed countries – participants of the IPC.

According to international standards staff certification covers the following two approaches. Qualifying approach includes checking:

- availability of basic education;
- participation in training courses;
- participation in practical training;
- availability of work experience;
- availability recommendations.

Competence approach includes checking:

- preset requirements for knowledge;
- preset requirements for skills;
- personal qualities;
- individual competence.



Capacity is a fundamental aspect of personnel management organization. Various forms of ownership and activities carried out short-term and long-term planning of its activities and therefore need highly qualified professionals with management systems.

Organizations around the world use the services of qualified auditors to conduct a qualitative assessment of their activities in order to improve business competitiveness and stability. One of such organization, the certification of auditors is the International Register of Certified Auditors – IRCA.

When applying for certification to IRCA auditors, organizations can be assured that the audit taken control systems will be conducted by specialists whose expertise with international standards.

The IRCA certificate helps certified person:

- achieve career advancement;
- increase professional credibility;
- ensure wage growth;
- create a international reputation.

IRCA offers certification auditors on five skill levels. Most auditors begin training from «temporary auditor» going to the «auditor» and further to levels «lead auditor» or «chief auditor», while the last two are considered the highest level of certification.

Level internship or «internal auditor» refers to the level of specialist employees. Many auditors begin is with him as with a starting step to advance to higher levels.

The level of «temporary auditor» is intended for certification candidates / interns, who decided to get audit profession and for experienced auditors who had a break in work or preparing to go on increasing. Auditors Certification at this level is made on the basis of personal qualities, professional education and technical competence.

The level of «auditor» is intended for certification as part of the audit team. Auditors Certification at this level is made on the basis of audit experience and personal contribution of the employee in the success of the audit team.

The level of «lead auditor» is intended for certification as an audit team leader. Usually lead auditor working in institutions or certification provides audit services to large companies. Auditors certification at this level is made based on the experience of management audit and management audit groups.

The level of «chief auditor» is intended for certification of experienced auditors who work independently. This level of certification was developed as an alternative to «lead auditor». Auditors certification at this level is made on the basis of merit and competence in two categories of audit services:



- experience in consulting, expertise in management systems implementation and realization of the entire audit process;
- experience lead auditor: competence in the field of audit, management audit team experience.

Training and certification of personnel in the field of quality management is a key resource to achieve and maintain a competitive advantage in a globalized business. The competitiveness of companies based on knowledge, skills, specific potential employees. The constant desire to reduce travel and communications costs to remove artificial barriers to the movement of goods and services, information and capital is a strong prerequisite for the integration of markets, technology partners and even states. Growing interdependence and mutual coverage between states, companies and individuals.

Ukraine does not stand aloof from these processes. Our country is making great efforts to join the European Union, where the certification of personnel is one of the current rules. Realization of these goals requires the Ukrainian specialists of all branches and levels of governance to be more mobile and move towards greater harmonization of business practices in the European Union and beyond. Expanding international contacts requires that the overall level of key specialists of any organization meet international requirements. This is a real challenge for national business and personnel training system as a whole.

For several years the Ukrainian Association for Quality (UAQ) is the national representative of Ukraine in the European Organization for Quality (EOQ).

It is difficult to overestimate the role of the scheme of registration staff EOQ. Across the world, it solves the problem of harmonization of management education and training in different countries, forming a modern vision of quality and competence. Certification personnel EOQ scheme contributes to the credibility of our experts in international circles as professionals.

European Organization for Quality Development sees the quality of European higher education in achieving the so-called «integral perfection». This concept includes:

1. Simulation of content quality management education through educational programs, curricula, set of disciplines which:

- harmonized with recognized international approaches;
- absorbed the best international practice of business;
- based on current knowledge of the world of methods and technologies of success;
- integrate knowledge of particular subjects and provide systematic knowledge embedded in the European model of business excellence, harmony fill the requirements of international standards of management and create a modern model of professional competence international level;



- take into account national peculiarities of the education system [5].

2. Development of methodological basis of evaluation tests, improve the reliability of assessments by the optimum combination of whole variety of tests, existing educational systems of different countries.

3. The presence of mature quality management system in university. Mature management system – is designed according to international standards, implemented and certified system developed and improved approaches and principles of business excellence model.

4. The introduction of the practice of self education criteria of the European model of business excellence.

5. Availability of competent teaching staff that develops almost or actually existing audit management system and therefore has not only deep theoretical knowledge, but knows perfectly practical application of this knowledge.

EOQ introduces three levels of knowledge Qualifications: A, B and C. In particular, A – understand and be able to explain; B – be able to choose appropriate methods and apply them, C – in addition to A and B to be able to integrate appropriate methods and interpret results [6]. Knowledge of applicable standards and methods EOQ, usually belonging to a higher level of knowledge required «C».

So, our experts must demonstrate: a deep understanding of the relevant standards and methods; ability to interpret and adapt standards to the requirements of specific conditions; skills quickly analyze the situation or texts regulating documents, isolating important and precisely identifying the specific situation of certain requirements of the relevant standards; the ability to think logically and find the weak points of the organization and opportunities to improve skills and integrate different methods of finding original ways to solve problems. Certified professionals, especially managers, should have managerial skills because managers largely determine the success of joint activities to achieve organizational goals. According to the requirements EOQ creative thinking is combined with professional knowledge in a special field and knowledge of economics, politics, sociology, legal bases.

EOQ requires the ability to quickly identify personnel requirements of ISO 9001 in specific situations. The production professionals are constantly faced with challenging problems that they have to consider both positions of several sections of the standard. In such cases, a specialist in the field of quality management should be able to choose a set of interrelated requirements of the standard based on a comprehensive understanding of the existing problem. One of the methods of training these skills are based on analysis solution specifically designed situational problems. Each task describes specific production situation which needs to address a number of issues. The successful and rapid answers to these questions in practice often determine the fate of the contracts, the image and success of the market.



Therefore, experts should have experience demonstrate logical thinking skills and knowledge standards.

The approach of the European quality certification staff based on clearly defined personnel certification schemes in accordance with specifications defined competencies and procedures of the institution that certifies. EOQ certificate is issued only after passing the exam and motivate experts to constantly improve professional competence.

The purpose of harmonized certification scheme EOQ is to achieve universal recognition of staff qualifications and establish general order its certification and registration [6]. EOQ harmonized scheme ensures the unity of approaches during the registration staff in the European Union and beyond. The basis for this scheme is the certification of personnel through regular qualification of an independent third party, which is the national representative EOQ, which passed the procedure of official recognition.

In Ukraine, a transition system of certification for conformity assessment according to the requirements of technical regulations UKRSEPRO. As part of this process has developed several dozens of equivalent technical regulations of the European Union. In this regard shall relevance certification of personnel in the evaluation of conformity with technical regulations. It covers:

- certification of candidates in auditors conformity assessment of products with technical regulations;
- proof of competence of auditors State certification system to obtain status auditor conformity assessment of products with technical regulations [7].

Institutions personnel certification establishing requirements for education, general experience, experience in the field of conformity assessment, experience of work on conformity assessment (training), specific training, general knowledge and skills of candidates specialized knowledge of candidates professional expertise to meet your specific requirements of technical regulations.

### **CONCLUSIONS**

The certification institutions should be treated with appropriate confidentiality of the information collected during the application, the examination and certification process. Certification procedures should ensure that personal data, certificates or any other information provided on the qualifications, experience and so will not affect the test.

The certification institutions should ensure that candidates detailing the examination and certification procedures appropriate to each certification program, and documents are containing the requirements for certification candidates with the rights and duties of certified entities.



The certification institutions shall ensure that examiners assess the candidates knowledge within the scope of which is defined for certification based on accepted professional standards and regulations.

Thus, personnel certification is proof of qualification employee, based on the requirements of professional standards and other regulatory documents. Certification is the result of quality assessment, employee identified in examinations, and (or) execution of certain employee practical tasks designed to determine whether the employee relevant knowledge and practical skills for the proper performance of their work. In this case, independent impartial certification authorities issue certificates of competence.

This certification of personnel, employers, employees and the economy as a whole are significant benefits:

- economy and consumers benefit from the job at a higher level.
- workers benefit from the certificate, reflecting their skills and knowledge.
- employers are preferred because their employees have proven competence.

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