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# Quality Management and Quality Assurance Regarding EN ISO 17024-2012

For better readability the male form was chosen in the text. Nevertheless, all information in this document refers to members of all genders on equal terms.

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## **Quality Management Guideline**

Contrary to the classical technical definitions of quality, e.g. the grade of matching dimensions, weight, material characteristics, etc., or documentation of quality standards, quality assurance in certification processes within learning evaluation is harder to define. Those definitions mostly try to cover structural principles that guarantee the rights of the individuals within the certification process (including the certification structure, certification system, certification body). However, between many definitions of quality there are few international standards which define the meaning of quality in an educational setting.

The TeBeVAT-Process is structured to meet or exceed the requirements of EN ISO 17024. This standard defines how bodies certifying qualifications of individuals shall be structured and organized, to guarantee equal conditions to all people obtaining a certain qualification. There shall be no differences between the candidates due to ethnicity, financial potential, race, age, etc. The standard supports neutrality, fairness, independence of the system and equality between the candidates by providing advice for the design of certification bodies and certification processes.

Since TeBeVAT deals with the design of a certification process, the chapters regarding the quality and design of a certification body directly relate to the projects' outputs. Those criteria have to be obeyed by the body or institution which issues the certificate. The TeBeVAT-Process is structured in a way to support the certification body to comply to the standard's objectives regarding certification bodies.

To comply to EN ISO 17024, in TeBeVAT efforts have been undertaken to:

- document any EN ISO 17024 defined aspects
- define various assessment methods connected to specific stages in the process
- overview the structure of the TeBeVAT-Process
- design the validation process competence oriented
- collect and process necessary personal data and qualification information in compliance with the EU General Data Protection Regulation (GDPR) – May 2018

In the TeBeVAT personnel scheme (mentor, assessor) the required safeguards regarding the relationships and affiliations of the participants have been implemented so that the assessor, who can be seen as a part of the certification body, may not be mentor or have any personal relationship with the candidate. The process is designed to inhibit prejudice according to EN ISO 17024.

In regard to the candidates, this includes a code of conduct for the mentor:

For the TeBeVAT-Institution, this includes:

- guarantee of privacy (GDPR)

- arm's length to other activities of the organization
- transparency (what procedures, documents should be public)
- professionalism of the mentors
- policy towards outsourcing
- policy towards people with special needs
- organizational structure and division of responsibilities.
- quality assurance procedures of the organization (internal – external)
- establishment of an appeals procedure, if the candidate feels treated unfair

### **Code of Conduct Mentor**

The code of conduct guarantees the protection of the rights of the candidate during the whole procedure. The code of conduct defines the obligations, procedures and measures to be taken by the executing organisation. Each member, employee or voluntary worker of the organisation is bound by the code.

The code states:

Profile of the mentor:

- The mentor is trained and experienced in all aspects of the mentoring role.
- The mentor is a trained professional in the field of competence of the candidate.
- The mentor has a profound understanding of the training and education field.
- The mentor has a profound understanding of the applied assessment methods.
- The mentor engages him/herself to continuous training.

Attitude and role of the mentor:

- The goal of mentoring is clearly to recognize competences by using an objective and neutral method (particularly gender- and culture-neutral) with professional advice as the result.
- The mentor develops a relationship of trust with the candidate. The mentor continually safeguards the confidentiality of the collected data.
- The mentor maintains, in the performance of his duties, the highest ethical standards regarding the protection of privacy or the exclusion of discrimination.
- The mentor has in no way been a trainer-instructor of the applicant. Neither has the mentor had a previous professional or personal relation with the candidate.
- The mentor notifies possible conflicts of interests.

Contact between the mentor, the applicant and third parties:

- The mentoring will last no longer than is necessary for the applicant.
- The mentor keeps an adequate professional distance.
- The mentor will not intrude applicant's privacy further than needed for a successful mentoring.
- The mentor avoids mixing professional and non-professional roles, to avoid behaviour that can harm the applicant's interests.
- The mentor will never contact any third parties (organizations, individuals, employers) in the context of the mentoring, without the explicit consent of the candidate. The candidate needs to be informed in depth about the reason of the contacts with third parties before the candidate agrees.
- The mentor will only be led by the interest of the candidate in the mentoring or guidance activities towards further steps like assessment, further learning or employment. The mentor will disregard the interests or needs of the organization or of other organizations.
- The mentor acts in accordance with the rules and principles of the protection of privacy.
- The mentor treats all information received from the candidate as confidential and will not impart the information to any third party without the explicit consent of the candidate. The candidate needs to be informed in depth about the reason the information is given to third parties and needs to be able to verify the information before he agrees.
- Exceptions to the confidentiality for reasons of statistics or the functioning of the organization will be explained to the candidate in advance.
- The duty of confidentiality of the mentor continuous even after the end of the mentoring relationship.