

Case Study:

Job Task analysis for ISO 17024 Accreditation from the Singapore Accreditation Council

Kyana Beckles • 07.30.2018

Job Analysis for an Anti-Terrorism Credential

Project Overview

- Singapore based company, owner is from Israel - spent time in military
- Confused about “certification” vs. “certificate”
- Is advised by ANSI assessors - they need to clean up in order to qualify for accreditation
- Pursues a job analysis



ISO 17024 Section 8.4

8.4 The certification body shall have documents to demonstrate that, in the development and review of the certification scheme, the following are included:

- a) the involvement of appropriate experts;
- b) the use of an appropriate structure that fairly represents the interests of all parties significantly concerned, without any interest predominating;
- c) the identification and alignment of prerequisites, if applicable, with the competence requirements;
- d) the identification and alignment of the assessment mechanisms with the competence requirements;
- e) a job or practice analysis that is conducted and updated to:
 - identify the tasks for successful performance;
 - identify the required competence for each task;
 - identify prerequisites (if applicable);
 - confirm the assessment mechanisms and examination content;
 - identify the recertification requirements and interval. "

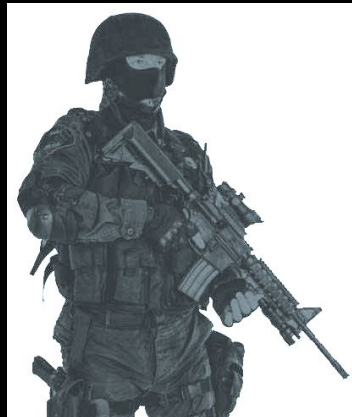
ISO/IEC 17024, 8.4, a)

a) the involvement of appropriate experts

- Client wanted to do the recruitment {Insert Map - MAO}
- I provided recommendations for
Global representation (global vs. international, big difference)
Military vs. Private/public

Outcome: Reached out to representative group, but only got participation from a small tightly knit group of SMEs

SME Group



ISO/IEC 17024, 8.4, b)

b) the use of an appropriate structure that fairly represents the interests of all parties significantly concerned, without any interest predominating;

- Get everyone to sign conflict of interest statements
- Use of a facilitator
- Gather literature from different sources (e.g., journals from different continents - list journals)

Outcome: Possible reduction of biases but... who knows

ISO/IEC 17024, 8.4, c)

a) the identification and alignment of prerequisites, if applicable, with the competence requirements;

Most difficult part

All of the SMEs have a military background, how to define prereqs?

Outcome: Still not done

ISO/IEC 17024, 8.4, d)

d) the identification and alignment of the assessment mechanisms with the competence requirements;

Largest disparity here

Multiple choice questions for antiterrorism?

Recommendation of dynamic assessment

Outcome: Not there yet

ISO/IEC 17024, 8.4, d), e) -

Job Analysis defined

- identify the tasks for successful performance;
identify the required competence for each task;
identify prerequisites (if applicable);
confirm the assessment mechanisms and examination content;
identify the recertification requirements and interval. "

ISO/IEC 17024, 8.4, d), e) -

Issues

- Can't see the job
 - Confidentiality, secrecy, paranoia
 - Highest criticality - 0 Frequency
- Busy volunteers
- Budget
- Time
- Approvals
- Business Interests vs. Scientific (TradeMark)

Issues 1: Highly Secure Environments

Challenges

- Unable to observe SMEs on the job
- Hesitant to sign agreements
- Difficult to get approval to participate

Response

- Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Issues 1: No Observation

Issues

- Can't see the job
 - Confidentiality, secrecy, paranoia
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Identifying the tasks

Advantages of the worklog

- SMEs can complete the worklog privately and “sanitize any private, confidential, information”
- Made a template for it - along with instructions
- Got back some nice electronic worklogs
- Setup a script to analyze the text
- Didn't really need it - only got 3 logs back

{Insert image of script}

{Insert image of worklog or instructions}

Progress - Topic area 2

Accomplishment 1

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- Sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

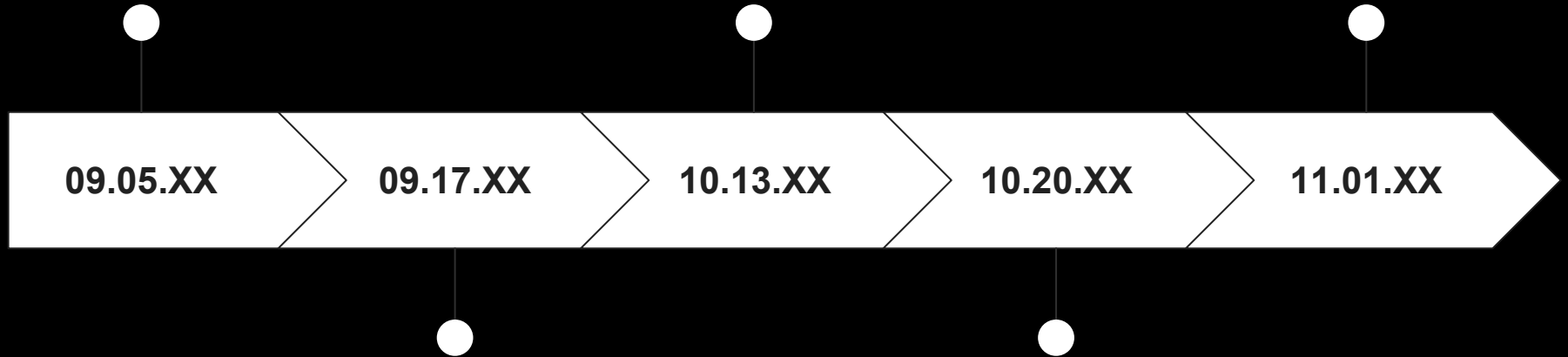
Accomplishment 2

- Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

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