



**ACCREDITATION SCHEME FOR
MANAGEMENT SYSTEMS CERTIFICATION BODIES**

CT 13
**SAC CRITERIA FOR CERTIFICATION
BODIES (LEARNING SERVICE
PROVIDERS)**

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1 Introduction

This document specifies the supplementary SAC criteria for certification bodies on Learning Service Providers (LSPs) certification to ISO 29990 - Learning services for non-formal education and training – Basic requirements for service providers, and is to be used with ISO/IEC 17021-1 and the applicable IAF Mandatory Documents.

2 Certification criteria

- 2.1 Certification bodies shall certify LSPs to ISO 29990 and where applicable, the technical notes which shall include requirements of sponsor(s) with vested interest on the outcome of the learning. Technical notes may be incorporated with full details or referenced to prescribed requirements issued by the relevant sponsor, for example Ministry of Manpower, etc.

3 Criteria for LSP auditors

- 3.1 A certification body shall appoint qualified auditors to conduct LSP audits. Auditors shall meet the criteria as defined in Annex 1 of this document.

4 Duration of LSP audits

- 4.1 For initial audit, the audit duration (Stage 1 + Stage 2) shall be as indicated in Table 1.

Table 1 – Initial Audit Duration

Effective number of personnel	Minimum audit duration* (Stage 1 + Stage 2)
1 – 25	3 auditor days
26 – 50	4 auditor days
51 – 75	5 auditor days
Above 75	CB has to calculate auditor days which have to be more than 5 days and to provide justification for the calculation

* any reduction or increase shall be justified.

- 4.2 A partial Stage 1 audit is deemed adequate if an applicant has been certified to ISO 9001 by a CB accredited by SAC or an IAF MLA member for Quality Management System for a similar or the same scope. The duration of the partial audit is half an auditor day and covers document review and determining the readiness of the LSP to conform to ISO 29990 and where applicable, the sponsor's requirements.
- 4.3 A full Stage 1 audit on-site is required if an applicant has not been certified to ISO 9001 or has been certified to ISO 9001 by a CB which has not been accredited by SAC or an IAF MLA member for Quality Management System for a similar or the same scope. The duration of the audit is one auditor day and

the audit covers document review and determining the readiness of the LSP to conform to ISO 29990 and the sponsor's requirements.

- 4.4 The duration of a Stage 2 audit in Table 1 refers only to the office assessment of an LSP and excludes witnessing the delivery of the course and related activities eg. practical training.
- 4.5 In determining the duration of an audit, a certification body shall determine the effective number of personnel in a LSP organization. This includes full time staff and associates. Other factors which may increase the audit duration include where applicable, additional requirements stipulated by the sponsors.
- 4.6 Surveillance audit duration (office) = 1/3 of initial audit duration or minimum of 1.0 auditor day (1 to 2 courses certified) or minimum 1.5 auditor days (3 and more courses certified) whichever is higher.
- 4.7 Recertification audit duration (office) = 2/3 of initial audit duration

5 Witnessed audits

- 5.1 A certification body shall conduct witnessed audit(s) in addition to the office audit of a LSP before the course can be considered for certification. Each audit involves a certification body auditor witnessing a facilitator(s) conducting the course for a minimum of half a day and supplemented by interview of the facilitator(s). If the course includes practical training, an additional half day shall be required to witness the practical training.
- 5.2 A certification body shall also conduct witnessed audit(s) of courses certified during the validity of certification of 3 years. The duration for witnessing each course shall be according to paragraph 5.1 above and is additional to the duration of the office assessment specified in paragraphs 4.6 and 4.7.

6. Certification documents

- 6.1 A certification body shall list all courses certified on the certificate issued to the LSP or on the attachment to the certificate.

7. Supplementary requirements (Where applicable)

- 7.1 The supplementary requirements for certification bodies certifying LSPs providing courses on Workplace Safety and Health for recognition by MOM are given in Annex 2.

Criteria for LSP Auditors

The summary of the criteria for LSP Auditors is tabulated below.

Criteria	LSP Auditor	LSP Lead Auditor
*Qualifications	1. Degree or Diploma; and 2. At least 5 years full time industrial working experience which includes minimum 3 years of training related work or other training provider work experience including auditing of LSPs to ISO 29990 or ISO 9001 (for scopes related to provision of training courses).	
Auditor Training	Successfully completed and passed <ul style="list-style-type: none"> a recognised Lead Auditor course on Quality Management System, and Successfully completed <ul style="list-style-type: none"> a recognised course on ISO 29990 	
Audit Experience	Performed a minimum of 4 Quality Management System audits as a **qualified Quality Management System auditor within a 2-year period with a minimum of 10 auditor days on site.	Performed a minimum of 4 Quality Management System audits as a **qualified Quality Management System auditor within a 2-year period with a minimum of 10 auditor days on site; and Performed an additional minimum of 3 audits as an audit team leader within a 2-year period.
Maintenance of qualification (once every 3 years)	Performed at least 4 ***LSP audits or ***ISO 9001 audits at the end of every 3-year cycle with a minimum of 10 auditor days on site.	Performed at least 4 ***LSP audits or *** ISO 9001 audits at the end of every 3-year cycle with a minimum of 10 auditor days on site; and At least 2 of these audits performed shall be in the capacity as the audit team leader.

Notes:

- 1) **A Technical expert with the relevant sector-experience and technical knowledge shall be used to assist the audit team if the audit team does not have the required or necessary sector-experience and technical knowledge.*
- 2) ***Qualification of LSP auditors can be done internally by the certification body to perform third-party LSP audits.*
- 3) ****Audits include initial, surveillance or recertification audits and ISO 9001 audits have to be on scopes related to provision of training courses. All audits have to include the critical processes eg. determining learning needs, design of learning needs, provision of learning service, monitoring the delivery of learning service and management of the learning service provider.*

**Supplementary Requirements for Certification Bodies
Certifying LSPs for Courses on Workplace Safety and Health for Recognition
by MOM**

I The requirements in the main document shall apply except where modified / added below:

1 Certification criteria

1.1 Technical notes issued by Ministry of Manpower are available at:
https://www.wshc.sg/wps/portal!/ut/p/a1/jY89D4lwEIZ_iwMrd3yIxq1xkCjGAVT_oYsBqwSBt2kr_vsjklOht7-V5cvcChRRom3c1y3XN27x5ZxpcooPvuyTG3SZMHCTuHsNk4Tlx4PdANq6sT95_Po4MwV_-GegUMnwwABMntkBZw4uhbkbawlsyoLK8IbKU9IP260proVYWWmiMsY2qrrZifRDKQsGI_g5WXGIIPwwQj2OK93nTRWT2AqTnMHU!/dl5/d5/L2dBISEvZ0FBIS9nQSEh/?action=cmsPublicView&categoryId=CL2014102401230

2 Duration of LSP audits

2.1 Stage 1 audit

A full Stage 1 audit on-site is required. The duration of the audit is one auditor day and the audit covers document review and determining the readiness of the LSP to conform to ISO 29990 and MOM's requirements.

2.2 Stage 2 audit

- *For each LSP*
 - i) 0.5 to 1 day to audit management system implementation to ISO 29990, depending on the effective number of personnel in a LSP organization and the number of courses
- *For each course*
 - i) 0.5 day to audit the implementation of MOM Technical Notes;
 - ii) 0.5 to 1 day to review curriculum documents, depending on complexity of the course eg. worker level or manager level (only for curriculum developed by a LSP);
 - iii) 0.5 to 1 day to witness the theory lesson and practical training, depending on complexity of the course and training. For witnessing of a theory lesson, a certification body auditor will observe a facilitator(s) conducting the course and supplemented by interview of the facilitator(s).

2.3 Extension of scope

- For each course

- i) 0.5 day to audit the implementation of MOM Technical Notes;
- ii) 0.5 to 1 day to review curriculum documents, depending on complexity of the course eg. worker level or manager level (only for curriculum developed by a LSP);
- iii) 0.5 to 1 day to witness the theory lesson and practical training, depending on complexity of the course and training. For witnessing of a theory lesson, a certification body auditor will observe a facilitator(s) conducting the course and supplemented by interview of the facilitator(s).

3. Surveillance audit duration (office) = 1/3 of initial audit duration or minimum of 1.0 auditor day (1 to 2 courses certified) or minimum 1.5 auditor days (3 and more courses certified), whichever is higher.

4. **Witnessed audits during validity of certification**

4.1 A certification body shall also conduct witnessed audit for each course certified during the validity of certification of 3 years. The duration for witnessing each course shall be according to paragraph 2.2, 2nd bullet, item iii) of this Annex and is additional to the duration of the office audit specified in paragraphs 4.6 and 4.7 of the main document.

II The requirements in Annex 1 on Criteria for LSP Auditors shall apply except where modified below:

Criteria	LSP Auditor	LSP Lead Auditor
Qualifications	<ol style="list-style-type: none"> 1. Degree or Diploma; 2. At least 5 years full time industrial working experience which includes minimum 3 years of training related work or other training provider work experience including auditing of LSPs to ISO 29990 or ISO 9001 (for scopes related to provision of training courses); and 3. A registered MOM approved WSH Auditor or certified in the Graduate Certificate in WSH (Level D). <p><u>Note to item 3:</u></p> <ol style="list-style-type: none"> i) <u>Effective from 1 January 2016</u> This is needed only as team competence. If neither the auditor nor lead auditor has this qualification, a technical expert with this qualification has to be appointed as part of the audit team. 	

	ii) <u>Effective from 1 July 2016</u> This requirement applies to the Lead Auditor only
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