**ACCREDITATION SCHEME FOR
MANAGEMENT SYSTEMS CERTIFICATION BODIES**

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

CT 13, 15 Jul 2020
The SAC Accreditation Programme is managed by Enterprise Singapore

1　Introduction

1.1　This document specifies the supplementary SAC criteria for certification bodies (CBs) certifying Learning Service Providers (LSPs).

1.2　This document is to be used with ISO/IEC 17021-1 and applicable IAF Mandatory Documents.

2　Certification Criteria

2.1　CBs shall certify LSPs to (1) ISO 29990:2010 - Learning services for non-formal education and training – Basic requirements for service providers or (2) ISO 29993:2017 – Learning services outside formal education – Services requirements.

2.2　Where applicable, the sponsor's requirements with vested interest on the outcome of the learning shall apply. Requirements may be incorporated with full details or referenced to prescribed requirements issued by the relevant sponsor.

2.3　LSPs are given 2 years from 08 October 2019 to migrate from ISO 29990:2010 to ISO 29993:2017. All ISO 29990:2010 certifications shall expire or be withdrawn by 07 Oct 2021.

3　Criteria for LSP Auditors

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

4　Duration of Office Audits

4.1　In determining the office audit duration, a CB 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, the sponsor's requirements.

4.2　For initial audit, the audit duration (Stage 1 + Stage 2) shall be as indicated in Table 4-1.

Table 4-1: Relationship between Effective Number of Personnel and Initial Audit Duration

Effective Number of Personnel	Audit Duration (Stage 1 + Stage 2)
1 – 25	3 auditor days
26 – 50	4 auditor days
51 – 75	5 auditor days
> 75	CB shall calculate the audit duration and provide justification for the calculation. The auditor days shall be more than 5 days.

4.3 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 the same or similar scope, a full stage 1 audit on-site is required. The duration of the audit shall be one auditor day. The audit shall cover document review to determine the readiness of the LSP to conform to ISO 29990 or ISO 29993 and where applicable, the sponsor's requirements.

4.4 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 same or similar scope, a partial stage 1 audit on-site is deemed adequate and the audit duration can be reduced by half an auditor day. The duration of the partial audit shall be half an auditor day. The audit shall cover document review to determine the readiness of the LSP to conform to ISO 29990 or ISO 29993 and where applicable, the sponsor's requirements.

4.5 The audit duration in Table 4-1 shall refer only to the office assessment of an LSP and shall exclude witnessed audits.

4.6 Surveillance audit duration (office) shall be 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) shall be 2/3 of initial audit duration.

4.8 CB shall calculate the audit duration and provide justification for the calculation including any increase or decrease in audit duration.

4.9 If after the calculation the result is a decimal number, the number of auditor days should be adjusted to the nearest half day (e.g. 1.3 auditor days becomes 1.5 auditor days, 1.2 auditor days becomes 1 auditor day).

5 Duration of Witnessed Audits

5.1 Before a course can be considered for certification, CB shall conduct witnessed audit(s) in addition to the office audit of a LSP mentioned in clause 4.

5.2 Each witnessed audit involves a CB auditor witnessing a facilitator(s) conducting the course for a minimum of half an auditor day and supplemented by interviewing of the facilitator(s). If the course includes practical training, an additional half an auditor day shall be required to witness the practical training.

5.3 A CB shall also conduct at least one witnessed audit(s) for each certified course(s) during the validity of certification of 3 years. The witnessed audit duration for each course is specified in clause 5.2 and shall exclude the office audit duration specified in clause 4.6 and 4.7 of the main document.

6 Certification Documents

6.1 A CB shall list all the certified courses on the certificate issued to the LSP or on the annex to the certificate.

7 Supplementary Requirements (Where Applicable)

7.1 The supplementary requirements for certification bodies certifying LSPs providing Workplace Safety and Health courses recognised by Ministry of Manpower (MOM) are given in Annex B and by SkillsFuture Singapore (SSG) are given in Annex C.

Criteria for LSP Auditors

The summary of the criteria for LSP Auditors is shown in Table A1-1.

Table A1-1: Summary of Criteria for LSP Auditors

Criteria	LSP Auditor	LSP Lead Auditor
Qualifications[1]	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, ISO 29993 or ISO 9001 (for scopes related to provision of training courses).	
Training	1. Successfully completed and passed a recognised Lead Auditor course on ISO 9001; and 2. Successfully completed a recognised course on ISO 29990 or ISO 29993	
Audit Experience	Performed a minimum of 4 ISO 9001 audits as a qualified[2] Quality Management System auditor within a 2-year period with a minimum of 10 auditor days on site.	Performed a minimum of 7 ISO 9001 audits as a qualified[2] Quality Management System auditor within a 2-year period with a. A minimum of 10 auditor days on site; and b. At least 3 of these audits performed shall be in the capacity as the lead auditor.

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[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 CB to perform third-party LSP audits.

Criteria	LSP Auditor	LSP Lead Auditor
Maintenance of qualification (once every 3 years)	Performed a minimum of 4 LSP audits[3] or ISO 9001 audits[4] at the end of every 3-year cycle with a minimum of 10 auditor days on site.	Performed a minimum of 4 LSP audits[3] or ISO 9001 audits[4] at the end of every 3-year cycle with: a. a minimum of 10 auditor days on site; and b. at least 2 of these audits performed shall be in the capacity as the lead auditor.

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[3] LSP audits includes initial, surveillance or recertification audits. 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.

[4] ISO 9001 audits includes initial, surveillance or recertification audits. 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 Workplace Safety and Health Courses using
Technical Notes Issued by Ministry of Manpower (MOM)**

The requirements in the main document shall apply except where modified / added in this Annex.

B1 Certification Criteria

B1.1 In addition to the certification criteria mentioned in clause 2 of the main document, LSPs shall also refer to the Technical Notes issued by Ministry of Manpower (MOM). The notes are available at WSH Council Website.

B1.2 The navigation at the WSH Council website is Menu > Training > MOM Technical Notes / CS / CTAG.

B1.3 The direct url is: https://www.wshc.sg/wps/portal/!ut/p/a1/jY89D4IwEIZ_iwMrd3yIxq1xkCjGAVToYsBgwSBt2kr_vsjkIOht7-V5cvcChRRom3c1y3XN27x5ZxpcooPvuyTG3SZMHCTuHsNk4Tlx4PdANg6sT95_Po4MwV_-GegUMnwwABMntkBZw4uhbkbawlsyoLK8lbKU9lP260proVYWWmiMsY2qrrZifRDKQsGl_q5WXGlIPwwQj2OK93nTRWT2AgTnMHU!/dl5/d5/L2dBISEvZ0FBIS9nQSEh/?action=cmsPublicView&categoryId=CL2014102401230

B2 Criteria for LSP Auditors

B2.1 In addition to the requirements in Annex A on Criteria for LSP Auditors, the lead auditor shall be a registered MOM approved WSH Auditor or certified in the Graduate Certificate in WSH (Level D).

B3 Duration of Office Audits

B3.1 Stage 1 Audit

For each LSP, a full Stage 1 audit on-site is required. The duration of the audit is one auditor day. The audit shall cover document review to determine the readiness of the LSP to conform to ISO 29990 or ISO 29993 and MOM's requirements.

B3.2 Stage 2 Audit

a. For each LSP

The audit duration shall be 0.5 to 1 auditor day to audit the management system implementation to ISO 29990 or ISO 29993 and is dependent on the effective number of personnel in a LSP organisation and the number of courses offered.

b. For each course

    i. The audit duration shall be 0.5 auditor day to audit the implementation of MOM Technical Notes.

    ii. The audit duration shall be 0.5 to 1 auditor day to review curriculum documents, depending on the complexity of the course eg. worker level or manager level (only for curriculum developed by a LSP)

B3.3 Extension of scope

For each course, the audit duration specified in clause B3.2b of this Annex shall apply.

B3.4 For surveillance and recertification audit, the audit duration specified in clauses 4.6 and 4.7 of the main document shall apply.

B4 Duration of Witnessed Audits

B4.1 Before a course can be considered for certification, CB shall conduct witnessed audit(s) in addition to the office audit mentioned in clause B3 of this Annex. Witnessed audits shall apply to both stage 2 and extension of scope.

B4.2 Each witnessed audit shall be between 0.5 to 1 auditor day to witness the theory lesson and practical training, depending on complexity of the course and training. For witnessing of a theory lesson, a CB auditor will observe a facilitator(s) conducting the course and supplemented by interview of the facilitator(s).

B4.3 CB shall also conduct at least one witnessed audit for each certified course during the validity of certification of 3 years. The witnessed audit duration for each course shall follow clause B4.2 of this annex and is excluding the office audit duration specified in clauses 4.6 and 4.7 of the main document.

**Supplementary Requirements for Certification Bodies
Certifying LSPs for Workplace Safety and Health Courses using
Competency Standard (CS) and Curriculum, Training and Assessment Guide
(CTAG) Issued by SkillsFuture Singapore (SSG)**

The requirements in the main document shall apply except where modified / added in this Annex.

C1 Certification Criteria

C1.1 In addition to the certification criteria mentioned in clause 2 of the main document, LSPs shall also refer to the Competency Standard (CS) and Curriculum, Training and Assessment Guide (CTAG) issued by SkillsFuture Singapore (SSG).

C1.2 The CS and CTAG for each course are available for download on the SSG Skill's Connect (SCN) website. It is necessary to key in the correct course titles or key words in order to get the CS and CTAG required.

C2 Criteria for LSP Auditors

C2.1 In addition to the requirements in Annex A on Criteria for LSP Auditors, the lead auditor shall be a registered MOM approved WSH Auditor or certified in the Graduate Certificate in WSH (Level D).

C3 Duration of Office Audits

C3.1 Stage 1 Audit

For each LSP, a full Stage 1 audit on-site is required. The duration of the audit is one auditor day. The audit shall cover document review to determine the readiness of the LSP to conform to ISO 29990 or ISO 29993 and SSG's requirements.

C3.2 Stage 2 Audit

   a. For each LSP

   The audit duration shall be 0.5 to 1 auditor day to audit the management system implementation to ISO 29990 or ISO 29993 and is dependent on the effective number of personnel in a LSP organisation and the number of courses offered.

   b. For each course

   i. The audit duration shall be 0.5 auditor day to audit the implementation of SSG's CS and CTAG.
   ii. The audit duration shall be 0.5 to 1 auditor day to review curriculum documents, depending on the complexity of the course eg. worker level or manager level (only for curriculum developed by a LSP)

C3.3 Extension of scope

For each course, the audit duration specified in clause C3.2b of this Annex shall apply.

C3.4 For surveillance and recertification audit, the audit duration specified in clauses 4.6 and 4.7 of the main document shall apply.

C4 Duration of Witnessed Audits

C4.1 Before a course can be considered for certification, CB shall conduct witnessed audit(s) in addition to the office audit mentioned in clause C3 of this Annex. Witnessed audits shall apply to both stage 2 and extension of scope.

C4.2 Each witnessed audit shall be between 0.5 to 1 auditor day to witness the theory lesson and practical training, depending on complexity of the course and training. For witnessing of a theory lesson, a CB auditor will observe a facilitator(s) conducting the course and supplemented by interview of the facilitator(s).

C4.3 CB shall also conduct at least one witnessed audit for each certified course during the validity of certification of 3 years. The witnessed audit duration for each course shall follow clause C4.2 of this annex and is excluding the office audit duration specified in clauses 4.6 and 4.7 of the main document.