International
Credentialing
Associates

www.intlcred.com

Accreditation

Rory McCorkle, MBA, Ph.D.

Manny Straehle, Ph.D.

Agenda

1 **Who are we?**

2 **Accreditation Programs and Why Accreditation?**

3 **ISO/IEC 17024**

4 **Examples and Challenges**

5 **Questions?**

Who are we?

- Founded in 2010 to provide consulting services to credentialing organizations
- Headquartered in Gaithersburg, Maryland, with staff along I-95 Northeast corridor
- Provide:
  - Certification Advisory Services
  - Test Design and Development Services
  - Psychometric Services
  - Performance Assessments
  - Marketing Services

Who are we?

- Rory McCorkle, MBA, Ph.D.
  - President, ICA
  - Former Product Manager of PMP Certification
  - Board of Directors, Certification Network Group
  - Chair, ATP Marketing Committee; Vice Chair, Security Committee

- Manny Straehle, Ph.D.
  - Chief Assessment Officer, ICA
  - Former Manager of R&D for GBCI/USGBC
  - Committee Member, ANSI Committee on Education
  - Vice Chair, ATP Certification & Licensure Division

Accreditations

- Certifications
  - ANSI
    - ISO/IEC **17024:2003/2012**
  - ICE/NCCA
    - **ST10 ICE 1100 2010(E)**
- Certificates
  - ANSI
    - ASTM **E2659**

Why Accreditation?

Opportunities for revenue

Legal defensibility

Endorsement of a quality program

Why Accreditation?

- Accreditation is most helpful for those doing business with:

Why Accreditation?

- Accreditation is not necessary for every organization
  - Each organization should assess whether it is necessary
  - This can be pursued through formal market research
    - Example: One 17024 accredited organization used key informant interviews to ask major multinational organizations and governments about their value of 17024
  - Especially for those organizations with strong history of quality in certification, accreditation may not be required

ITCC Organizations and Accreditation

- Currently accredited under ISO 17024
  - Cisco
  - CompTia
- Other organizations have been accredited in the past
- Remaining presentation focuses on ISO 17024 considerations

Accreditation Considerations

General
Requirements

Structural
Requirements

Management
System
Requirements

Resource
Requirements

Certification
Process

Records and
Information
Management

Certification
Scheme

Summary of 17024 Clauses

(4) **General Requirements**

(5) **Structural Requirements**

(6) **Resource Requirements**

(7) **Records and Information Management**

(8) **Certification Scheme**

(9) **Certification Process**

(10) **Management System Requirements**

General Requirements

- Examples of Challenges
  - Training organization are same as assessment organization (4.1)
  - Certification decisions were in the bylaws of the parent organization's – board members made decisions (4.2)
  - Executive team who are not SMES decides that adding a specific content domain is necessary since the parent organization's training department requires it and would increase revenue (4.3)

Structural Requirements

- Examples of challenges
  - Individuals/groups who are responsible for updating a certification scheme are not defined (5.1.2g)
  - Exam content is drawn from course materials rather than practice (e.g., need a practice analysis) (5.2.3b)
  - Candidates are required to take organization's training when there are other programs available (5.2.3d)
  - Instructors/trainers are also examiners (5.2.3.e)

Resource Requirements

- Examples of Challenges
  - Roles, duties, and qualifications of staff are not documented (6.1)
  - Staff have not signed a contract with the organization to maintain confidentiality, impartiality, and conflict of interests (6.1.7)
  - No policy for conflicts of interest in situations involving candidates and examiners (6.2.2)
  - Psychometrician was contracted years ago and there is no documentation (6.3)

Records and Information Requirements

- Examples of Challenges
  - Scope of certification program is not publicly available (7.2)
  - Pre-requisites to earn the certification are unavailable (7.2)
  - Lack of security procedures (7.4.2)
  - Candidate agreement is absent to prevent candidates from sharing items or other fraudulent activities (7.4.3)

Certification Scheme

- Examples of Challenges
  - There is no policy on suspending or withdrawing certification (8.3)
  - Appropriate SMEs are not used for program development, particularly test development (8.4)

Certification Process Requirements

- Examples of Challenges
  - Signature is not required for candidate application (9.1)
  - Assessment methods do not provide enough document/data to demonstrate validity and fairness (9.2.5)
  - Various candidates are not provided an equal amount of time (9.3.1)
  - Activities for ensuring ongoing competency are not outlined (9.6)
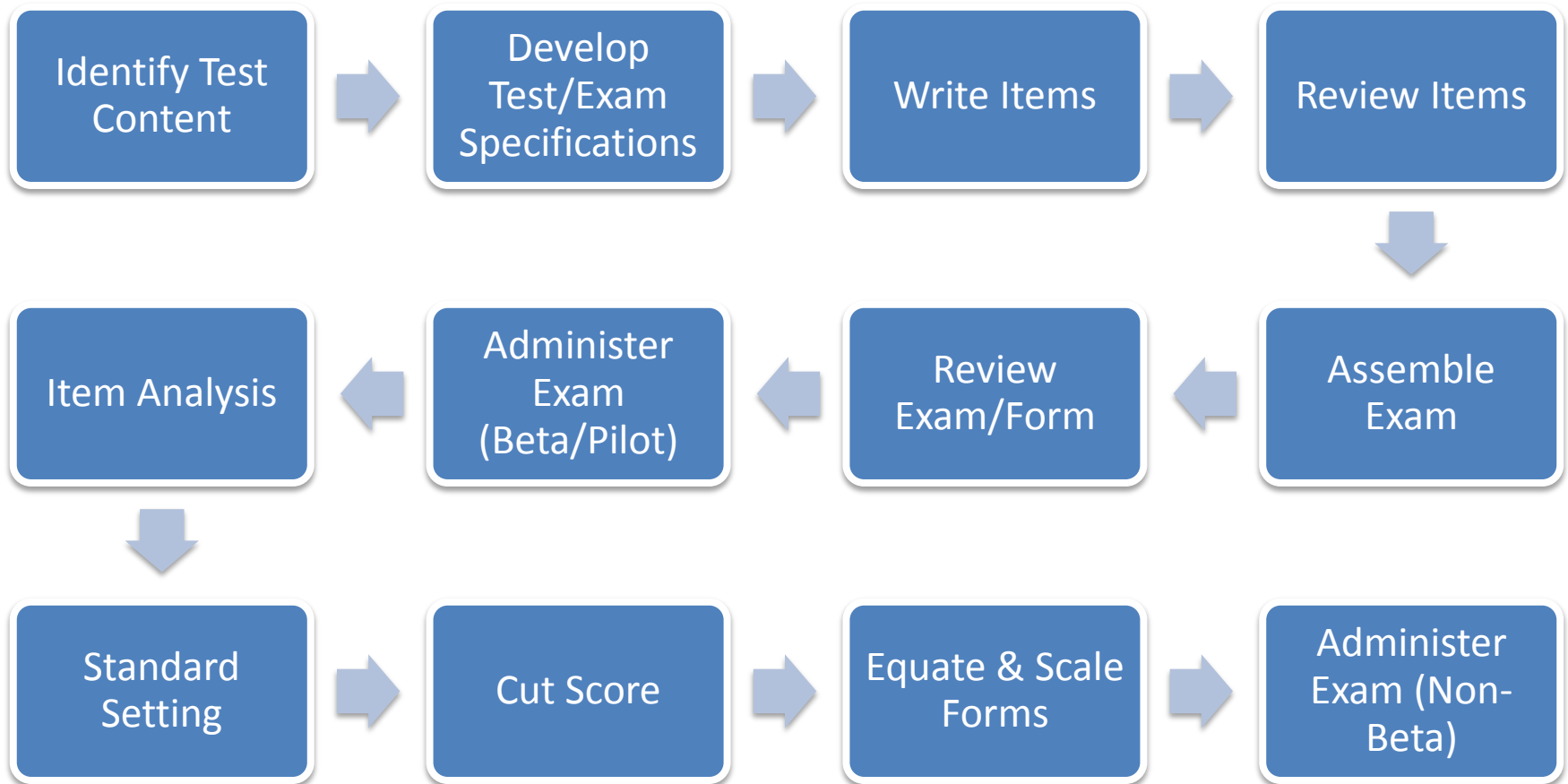 - There is no appeals/complaint process (9.9)

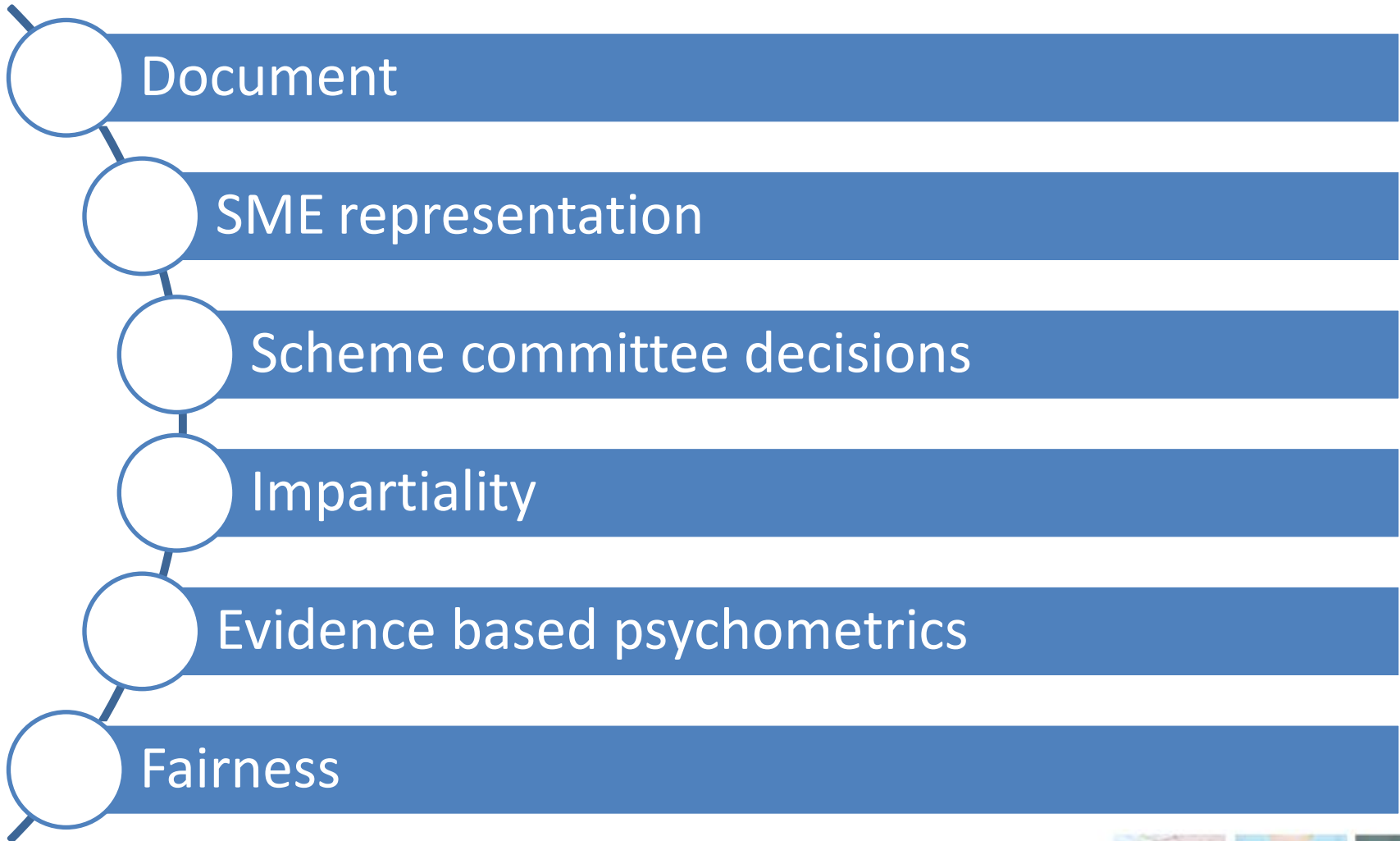# General Management System

- Examples of Challenges
  - No document version control (10.2.3)
  - No procedures for storage of documents (10.2.4)
  - Results of internal or external audits are not recorded (10.2.5.2)

Test Development Lifecycle

```
Identify Test Content → Develop Test/Exam Specifications → Write Items → Review Items
                                                                              ↓
Item Analysis ← Administer Exam (Beta/Pilot) ← Review Exam/Form ← Assemble Exam
       ↓
Standard Setting → Cut Score → Equate & Scale Forms → Administer Exam (Non-Beta)
```

International Credentialing Associates

TD Lifecycle & Accreditation

- Document
- SME representation
- Scheme committee decisions
- Impartiality
- Evidence based psychometrics
- Fairness

www.intlcred.com

Thank you very much!

Rory: rory@intlcred.com

Manny: manny@intlcred.com