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## **Competence of standards professionals —**

### **Part 1: In companies**



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## **Foreword**

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see [www.iso.org/directives](http://www.iso.org/directives)).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see [www.iso.org/patents](http://www.iso.org/patents)).

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For an explanation on the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see the following URL: [www.iso.org/iso/foreword.html](http://www.iso.org/iso/foreword.html).

International Workshop Agreement IWA/30-1 was approved at a workshop hosted by KATS (Korean Agency for Technology and Standards) and KSA (Korean Standards Association), held in Jeju, Korea, in May 2019.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html).

## Introduction

Competence development and education for people performing a job or tasks related to standardization activities is naturally one of the key interests of national standards bodies, standards-developing organizations and industries involved in standardization activities, as well as for education providers such as universities, professional associations and consultancy firms. Effective competence development should be based on the competence requirements of these companies and standards-developing organizations.

...



# Competence of standards professionals —

## Part 1: In companies

### 1 Scope

This document specifies the competence, consisting of knowledge, skills and attributes, needed to perform the tasks of standards professionals.

This document is applicable to all personnel involved in some aspect of standardization in companies.

### 2 Normative references

There are no normative references in this document.

### 3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminology databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <https://www.electropedia.org>

#### 3.1

##### **attribute**

inherent characteristic of a person

EXAMPLE Visual acuity; sensitivity to others; openness.

[SOURCE: [ISO/IEC TS 17027:2014, 2.10](#)]

#### 3.2

##### **competence**

ability to apply *knowledge* (3.3), **term skills**, **display skill not resolved via ID skills** and **term attributes**, **display attribute not resolved via ID attributes** to achieve intended results

Note 1 to entry: “Competence” can also be referred to as “competency”.

[SOURCE: [ISO 9000:2015](#), modified — “attributes” and Note 1 to entry have been added.]

#### 3.3

##### **knowledge**

facts, information, truths, principles or understanding acquired through experience or education

[SOURCE: [ISO/IEC TS 17027:2014, 2.56](#)]

#### 3.4

##### **skill**

ability acquired through education, training, experience or other means to perform a *task* (3.5) or an activity with a specific intended outcome

[SOURCE: [ISO/IEC TS 17027:2014, 2.74](#), modified — The wording in the definition has been reordered.]

3.5  
task

set of activities undertaken in order to achieve a specific goal

Note 1 to entry: These activities can be physical, perceptual and/or cognitive.

Note 2 to entry: While goals are independent of the means used to achieve them, tasks describe particular means of achieving goals.

[SOURCE: [ISO 9241-11:2018, 3.1.11](#)]

4 Main content

4.1 General

Here’s where you place your main content.

4.2 Data models

The following data models are used by other data models specified in this document.

4.2.1 Basic data types

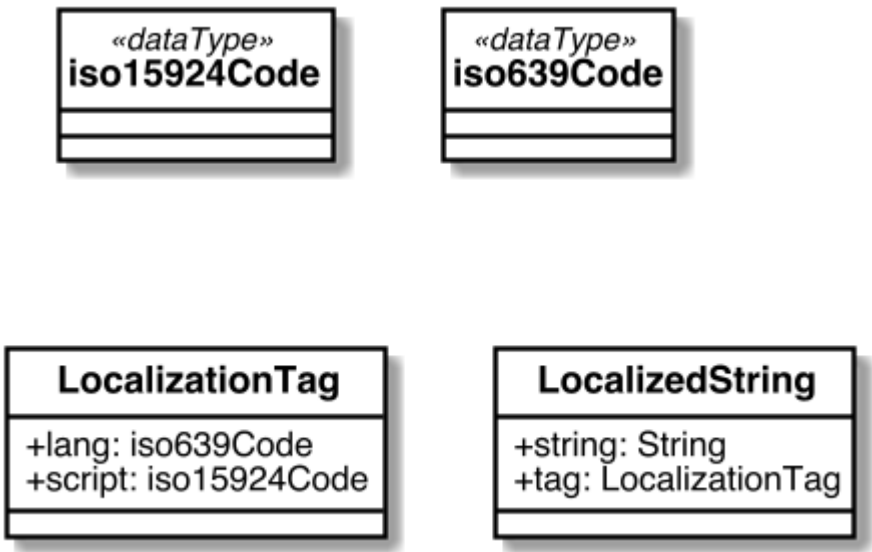


Figure 1



## **Annex A**

(normative)

### **Annex One**

This is a normative annex.

**Annex B**  
(informative)

**Annex Two**

This is an informative annex.

## Bibliography

- [1] ISO 9000:2015, *Quality management systems — Fundamentals and vocabulary*
- [2] ISO 9241-11:2018, *Ergonomics of human-system interaction — Part 11: Usability: Definitions and concepts*
- [3] ISO/IEC TS 17027:2014, *Conformity assessment — Vocabulary related to competence of persons used for certification of persons*

