

Annex A (normative)

Required knowledge and skills

A.1 General

[Table A.1](#) specifies the knowledge and skills that a certification body shall define for specific certification functions. “X” indicates that the certification body shall define the criteria and depth of knowledge and skills. The knowledge and skill requirements specified in [Table A.1](#) are explained in more detail in the text following the table and are referenced by the number in parenthesis.

Table A.1 — Table of knowledge and skills

Knowledge and skills	Certification functions		
	Conducting the application review to determine audit team competence required, to select the audit team members, and to determine the audit time	Reviewing audit reports and making certification decisions	Auditing and leading the audit team
Knowledge of business management practices			X (see A.2.1)
Knowledge of audit principles, practices and techniques		X (see A.3.1)	X (see A.2.2)
Knowledge of specific management system standards/normative documents	X (see A.4.1)	X (see A.3.2)	X (see A.2.3)
Knowledge of certification body's processes	X (see A.4.2)	X (see A.3.3)	X (see A.2.4)
Knowledge of client's business sector	X (see A.4.3)	X (see A.3.4)	X (see A.2.5)
Knowledge of client products, processes and organization	X (see A.4.4)		X (see A.2.6)
Language skills appropriate to all levels within the client organization			X (see A.2.7)
Note-taking and report-writing skills			X (see A.2.8)
Presentation skills			X (see A.2.9)
Interviewing skills			X (see A.2.10)
Audit-management skills			X (see A.2.11)
NOTE Risk and complexity are other considerations when deciding the level of expertise needed for any of these functions.			

A.2 Competence requirements for management systems auditors

A.2.1 Knowledge of business management practices

Knowledge of general organization types, size, governance, structure and work place practices, information and data systems, documentation systems, and information technology.