



# EU Business Mentor 2000 Business Mentor Competence Certification Scheme – Fundamentals and vocabulary

IO4

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## Foreword

The EU Mentor 2000 ISO 17024 compliant Competence Certification Scheme (CCS) has been developed within the ERASMUS+ 2017-1-HU01-KA202-035953 Strategic Partnership project MENTORCERT (see <https://www.mentorcert.eu/index.php/en/>), in accordance with the EFCoCert standardization guidelines, which are compliant with the ISO directives.

An "EU Business Mentor" expert committee gathering representatives of all relevant interested parties from various EU countries has been established during the MENTORCERT project for commenting and reaching consensus on the successive drafts of the CCS. The members of the expert committee are listed in table 1.

Name	First name	Country	Organisation
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**ERASMUS+ KA2 Strategic Partnership**  
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**Business MENTOR training and CERTification**

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*Table 1 – EU MentorCert experts scheme committee members (\* = partners)*



## 0 Introduction

### 0.1 Origin of the EU Business Mentor Competence Certification Scheme

The EU Business Mentor Competence Certification Scheme (CCS) was developed as part of the ERASMUS+ MENTORCERT Strategic Partnership project.

The EU Business Mentor CCS sets the applicable requirements for:

- a) the Business Mentor prerequisites and competences,
- b) the Business Mentor certification process,
- c) the personal certification bodies (PCBs) providing certification services against the EU Business Mentor CCS.

### 0.2 Business mentors concerned by the EU Business Mentor CCS

Mentors concerned by the EU Business Mentor scheme may be business mentoring organisations' employees or not, delivering business mentoring at full or part-time.

The EU Business Mentor CCS may be used by:

- a) Business Mentors or business mentoring organisations aiming to demonstrate competence in providing business mentoring services,
- b) organizations looking for hiring competent Business Mentors,
- c) educational organizations wishing to adapt their train-the-business mentor curriculum on the basis of the skills required for this function.

### 0.3 EU Business Mentor CCS framework

The EU WBL Mentor CCS consists of the following normative documents:

- EU Business Mentor 2000: Competence Certification Scheme – Vocabulary
- EU Business Mentor 2001: Competence Certification Scheme – Requirements
- EU Business Mentor 2021: Competence Certification Scheme – Requirements for certification bodies

### 0.4 EU Business Mentor CCS impact

The EU Business Mentor CCS reinforces the professional value, mobility and employability of WBL mentors on a European scale.

Such a certification is the best way for business mentors to have their competences recognized in terms of providing professional business mentoring services and provide all guarantees of reliability thanks to ISO 17024 accredited third-party certification.



## 1 Scope

This normative document specifies the terms and definitions applying to all normative documents of the EU Business Mentor competence certification scheme (CCS).

## 2 Normative references

The following documents, in whole or in part, are normatively referenced in this document and are indispensable for its application. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

- ISO 9000, Quality management systems -- Fundamentals and vocabulary
- ISO 17000, Conformity assessment – Vocabulary and general principles
- ISO 17024, Conformity assessment — General requirements for bodies operating certification of persons

## 3 Terms and definitions

For the purposes of this document, all applicable ISO 17000 and ISO 17024 and the following terms and definitions apply.

### 3.1 Accreditation

third-party attestation (3.4) related to a certification body (3.3) conveying formal demonstration of its competence to carry out specific conformity assessment tasks

*Source: adapted from ISO 17000*

### 3.2 Accreditation body

authoritative body that performs accreditation (3.1)

NOTE: The authority of an accreditation body is generally derived from government.

*Source: ISO 17000*

### 3.3 Certification body

body that performs certification (3.5) services

NOTE: An accreditation body (3.2) is not a certification body.

*Source: adapted from ISO 17000*

### 3.4 Attestation

issue of a statement, based on a decision following review, that fulfilment of specified requirements has been demonstrated

*Source: ISO 17000*



### 3.5 Certification

third-party attestation (3.4) related to products, processes, systems or persons

*Source: ISO 17000*

### 3.6 (Competence) certification scheme

competence (3.8) and other requirements related to specific occupational or skilled categories of persons

*Source: adapted from ISO 17024*

### 3.7 Scheme owner

organization responsible for developing and maintaining a certification scheme (3.6)

*NOTE The organization can be the certification body itself, a governmental authority, or other*

*.Source: ISO 17024*

### 3.8 Competence

ability to apply knowledge and skills to achieve intended results.

*Source: ISO 17024*

### 3.9 Assessment

process that evaluates a person's fulfilment of the requirements of the certification scheme (3.6)

*Source: ISO 17024*

### 3.10 Examination

mechanism that is part of the assessment (3.8) which measures a candidate's competence (3.8) by one or more means, such as written, oral, practical and observational, as defined in the certification scheme (3.6)

*Source: ISO 17024*

### 3.11 Examiner

person competent to conduct and score an examination (3.10), where the examination requires professional judgement

*Source: ISO 17024*

### 3.12 Business Mentor

experienced person providing business mentoring (3.13) services to a mentee (3.14)

*NOTE 1: a Business Mentors is external or internal to the mentee's organisation.*



NOTE 2: Business Mentor applies for both certified mentors and candidates for certification according to EU Business Mentor CCS.

### 3.13 Business Mentoring

personal, voluntary and confidential accompaniment provided by an experienced business mentor (3.12), partnering with mentees (3.14) in a thought-provoking and creative process that inspires them to maximize their personal and professional potential.

*Source: adapted from ICF (International Coach Federation)*

### 3.14 Mentee

beneficiary of business mentoring (3.13) provided by a Business Mentor (3.12).

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