

ISO COPOLCO CONSUMER PARTICIPATION & TRAINING WORKING GROUP

Co-Chairs:
Guillermo Zucal and Anne Ferguson

1. Introductory remarks

- Terms of Reference confirmed at 2014 Plenary Res 7/2014
- New co-Chair sought from May 2015 Plenary
- Work Programme updated Oct 2014 – some items to be removed at next revision as activity complete (*e.g. WP₁₂ articles about training materials in ISO Consumer Update*)

4. COPOLCO designated person WP5

Caroline Warne – by phone

- Discussion of survey results
- Consideration of any appropriate activities related to mirror committees

CP & T WG

**Role of the COPOLCO Contact
Person in an NSB - Results of
the consultation**

Caroline Warne, BSI CPI Coordinator
International, past Chair of ISO/COPOLCO

Role of COPOLCO Contact person

– the survey

- Survey was on line, used ‘Survey Monkey’ - went to COPOLCO membership
- Respondents were presented with list of possible activities (‘core’ and ‘desirable’) and asked to say:
 - Those tasks currently undertaken
 - Those tasks that would be desirable, resource permitting
- Survey also asked for background information about respondents – e.g. country, job title, time spent on consumer activities.

Role of COPOLCO Contact person – the results

The Respondents

- Responses from 15 countries (15 respondents), none were from Africa
- 9 spent less than 5 days/month on consumer-related activities, 2 spent more than 15 days.
- Only one person (the respondent?) was involved in consumer-related activities in 3 countries, 1 other person in 3 countries, 2 others in 6 countries, more than 2 in 2 countries.

Role of COPOLCO Contact person – the results,

The Activities

- No new activities were added
- Close correspondence between what people do now and what they regard as desirable
- Respondents gave similar answers about which activities they currently undertake

Role of COPOLCO Contact person

– Conclusion/ discussion

Should following activities be moved from the 'core' list to the 'desirable' list? ...

- Activity - *Review and maintain national participation data on relevant ISO Databases*, showed discrepancy between those considering it desirable (14) and those actually doing it (9)
- Activity relating to *liaising with DEVCO representative* (only 8 of the respondents currently do it and 9 regarded it as desirable).

Why might this be?; resources? Difficulty?...?

Role of COPOLCO Contact person

– Conclusion/ discussion

Should following activities be moved from 'desirable' list to 'core' list?...

- Activity '*attend COPOLCO meetings*' (15 currently do it, and all regarded it as desirable)
- Activity to '*monitor the activities of COPOLCO WGs*' (12 currently do it, all 15 regarded it as desirable)
- Activity '*sharing information and experiences about consumer participation*' (13 currently do it, all 15 regarded it as desirable)

Role of COPOLCO Contact person

- Next step

Based on discussion at the CP & T meeting on Thurs
Nov 6th:

- Finalise the list of activities – ‘core’ and ‘desirable’
- Circulate list to all COPOLCO members – so far only a limited response (*if need be, do this at Plenary*)
- Secretariat will use list to support new COPOLCO members
- Consider if similar work/survey needed relating to COPOLCO mirror committees

THANK YOU

5. Training WP13

Sadie Homer and Caroline Warne – by phone

- Future possibilities
 - Areas of greatest need: topics, regions

2. ISO Academy and related topics [1]

Meeting with Dr Ismail Albaidhani, Wed 5 Nov
*with Chair of COPOLCO, Ratna; co-Chairs of Consumer
Participation & Training WG: Guillermo and Anne; Funding
Task Group: Rémi, and Consumers International: Sadie.*

Subsequent meeting with Roswita for more detail
(Guillermo, Sadie, Anne)

2. ISO Academy and related topics [2]

Guillermo and Sadie

- Academy aims to:
 - Bring together research and training
 - Better use of new technology
 - Partnerships with relevant organizations
- Good fit with needs of CP & T WG and perfect timing as ISO Academy just finalising the training programme for next year

2. ISO Academy and related topics [3]

Discussed:

- More extensive use of e.g. Distance Learning Module and Train the Trainer
- Possible standards training sessions before/after CI meetings
- Consumer sessions before/after ISO meetings e.g. ISO GA (as happens for DEVCO)
 - First day of COPOLCO May meeting to be training, in association with Academy
- Use which could be made of regional initiatives

2. ISO Academy and related topics [4]

Discussed:

- Languages – translation valuable
- Sharing best practice –funding database; sponsorship, on ISO consumer pages
- Concerns about level of consumer involvement in initiatives
- Importance of metrics on stakeholder involvement as baseline against which can measure future progress
 - in sponsored training (the report to DEVCO) and
 - on WG membership (the PEG initiative)

2. ISO Academy and related topics [5]

Next actions:

- Provide Ismail and Roswita with conclusions from funding work, etc.
- Follow up discussions and additions to work plan
- Training at May 2015 COPOLCO
- Link with next item on ISO directory

3. ISO Consumer Directory revision WP3.3

Libor Dupal (apologies submitted) and Dana

- New project plan to discuss to take account of:
 - Revised template (Libor's work)
 - New key areas and consumer participation
 - Case studies
 - Possibilities of direct access system
 - Other...
- Next steps

6. Progress on other items in Work plan [1]

- **WP3.4** Case studies of national involvement – Canadian presentation *Suzanna Ersoy*
- **WP4** Collaboration with Regional Groups – *Norma McCormick*
 - Groups identified –see paper – ARSO COCO, ACCSQ, AIDMO, COPANT, EASC, PASC, RNF (Not all are consumer orientated)
 - Any others? Pacific island group?
 - Next steps:
 - Update information
 - Contact and invite to report to next WG meeting in May
 - Other?

6. Progress on other items in Work plan [2]

- **WP9** Succession whether/what activity should be undertaken in light of e.g. August International conference on Education on Standardization (ICES) in Toronto
 - Any ideas??
- Next steps...



7. AOB and concluding remarks