**INSTITUTE FOR ACCREDITATION OF THE REPUBLIC OF NORTH MACEDONIA**

# Selection, Training and Evaluation of Assessors

**PR 03 - 04**

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## 1. PURPOSE

The purpose of this procedure, issued by the Director of the IARNM on the basis of Article 23 of the Statute is to describe the process for defining criteria and to establish the requirements which are to be fulfilled by assessors and experts and all personnel engaged in the accreditation process of IARNM and activities to be implemented by IARNM in order to assure competent assessments.

## 2. SCOPE

2.1 This procedure shall address the lead assessors, technical assessors and experts, independent of their work scope and specialty, employed in the IARNM or engaged by the Director of IARNM so as to perform certain tasks.

2.2 The procedure shall entail the following:
- Qualification requirements for assessors and experts
- Application procedure
- Training procedure
- Acquiring experience in accreditation procedure
- Introducing foreign assessors in the accreditation system and internal procedures of the IARNM
- Evaluation of assessors and experts and procedure for obtaining the relevant status

2.3 Foreign assessors (assessors from other accreditation bodies, preferably EA members which having the Agreement for mutual recognition (Multi Lateral Agreement - (MLA)) signed; or members of other international organizations for accreditation – signatories of multilateral agreements.) shall undergo the same procedure for application applied to domestic assessors. In addition they shall be required to submit a confirmation for their status from their accreditation body. Competencies and status are verified by the Personnel Assessment Committee, and the status of assessor/expert with the IARNM is acquired.

In cases where IARNM engages foreign assessors/experts which have not been registered in the accreditation body of their country, the way for their registration is the same as for domestic assessors/experts..

2.4 The Personnel Evaluation Committee has competence over the activities related to selection of experts and candidates for assessors as well as for submitting recommendations for determining the assessors' status.

2.5 The IARNM's Director has competence over the decision for selection of experts and candidates for assessors and determination of assessors' status, following the recommendations obtained by the Personnel Evaluation Committee.

## 3. DEFINITIONS

The definitions used are derived from the standard MKS EN ISO/IEC 17011 Conformity assessment-General Requirements for Accreditation Bodies Accrediting Conformity Assessment Bodies ISO/IEC 17021-1, ISO/IEC 17021-2, ISO/IEC 17021-3, ISO/IEC TS 17021-10.

**Assessor** – person assigned by the IARNM to perform, alone or as a part of an assessment team, assessment of conformity assessment body (CAB).

**Lead assessor** – assessor who is given overall responsibility for specified assessment activities. The lead assessor shall coordinate and lead the assessment team in the accreditation process.

***Note*** – the lead assessor can during one and the same assessment perform assessment of the management system and act as technical assessor for accreditation areas for which IARNM deems he/she has the needed technical competence.

**Technical assessor** – an assessor who conducts assessment of technical competence of the conformity assessment body for specific field(s) of the required accreditation scope.

***Note*** – the technical assessor can also perform management system assessment, if considered as competent by the IARNM.

**Expert** – a person assigned by IARNM to provide specific knowledge or expertise in relation to the assessed accreditation scope and as a member of the assessment team shall provide technical advice however will not be considered an assessor. By rule, the experts during assessment shall be monitored by a qualified assessor. Alone or in absence of the assessor, the expert can perform only certain technical tasks set by the assessor.

**Assessment coordinator/file manager –** a person, an employee of IARNM appointed by the Director of the IARNM to coordinate between the IARNM, the beneficiary of service (client) and the assessment team. The coordinator must be familiar with the documentation of the IARNM related to the accreditation procedures, as well as the procedures related to the organization of the assessment, the pre-assessment activities, the basic techniques and principles of assessment and the post-assessment activities. There should also be appropriate trained on the accreditation scheme. The coordinator for assessment shall perform his/her tasks in accordance with the R 03 Regulation for accreditation procedure. If he/she has the appropriate qualifications and training can participate in the assessment in the role of an assessor.

**(ISO 17021-1) The term "technical area"** is applied differently depending on the management system standard being considered. For any management system, the term is related to products, processes and services in the context of the scope of the management system standard.

AS - accreditation scheme referring to the level 3 standards (ISO / IEC 17025, ISO 17021, ISO / IEC 17020).) _
CAS - Conformity assessment scheme**Technical area QMS** - In the case of a quality management system standard, the term "technical area" pertains to the processes necessary to meet customer expectations and the applicable statutory and regulatory requirements for products and services of the organisation.

**Technical area EMS** - In the case of an environmental management system standard, the term "technical area" pertains to the types of activities, products and services relating to environmental factors that impact the air, water, ground, natural resources, flora, fauna and humans.

**(ISO 17021-2) (environmental management system technical area -** area characterized by commonalities of processes relevant to an environmental management system and its intended results.
**(ISO 17021-10) occupational health and safety technical area OH&S technical area**
area characterized by commonalities of processes relevant to an occupational health and safety management system and its intended results
**Business sector** is understood to be the economic activities covering a broad range of related technical areas.

**Competence:** ability to apply knowledge and skills to achieve the intended results.

## 4. CLASSIFICATION AND STATUS OF ASSESSORS

### 4.1 Classification of assessors

Classification of assessors shall be conducted in line with the fields for which assessor's competence has been recognized. For lead assessors, classification shall be made through the accreditation area, whereas for technical assessor shall be additionally made through the relevant technical fields.

**Lead assessor** shall be classified in the following fields:

- Testing and Calibration laboratories: MKC EN ISO/IEC 17025;
- Medical laboratories MKC EN ISO 15189
- Inspection bodies: MKC EN ISO/IEC 17020;
- Certification bodies for products, processes and services: / MKC EN ISO/IEC 17065;
- Management systems certification bodies: MKC EN ISO/IEC 17021-1;
- Personnel certification bodies: MKC EN ISO/IEC 17024 ;
- **Technical assessors** shall be classified according to the accreditation fields: testing laboratories/calibration laboratories MKC EN ISO/IEC 17025; Medical laboratories MKC EN ISO 15189; inspection bodies MKC EN ISO/IEC 17020; Product certification bodies MKC EN ISO/IEC 17065; Management systems certification bodies: MKC EN ISO/IEC 17021-1(eg. QMS/EMS certification bodies); Personnel certification bodies MKC EN ISO/IEC 17024 and the respective technical area; and

**Experts** shall be classified in separate technical area and shall be classified by type of product/quantity, method of testing/calibration, inspection and certification. The technical fields for the accreditation areas: testing, calibration and certification are specified in the Regulation for determining the scope of calibration, testing, inspection and certification R15.

### 4.2 Status of assessors and experts

The status of the assessors shall be defined based on the current condition of the training of assessor (theoretical and practical) and on the monitoring over their performance.

**For lead and technical assessors**

- Candidate for assessor
- Observer
- In training (trainee assessor)
- Assessor

**For experts**

- **expert**

## 5. CRITERIA AND REQUIREMENTS FOR COMPETENCE OF ASSESSORS

### 5.1 Process of defining staff qualifications, experience and training

If there is a need to extend the activities of the IARNM in new areas (new accreditation scheme or conformity assessment scheme), the IARNM acts in accordance with PR 04-02 Procedure for expansion and reduction of the activities of the IARNM.

When applying one of the steps related to the availability of competent staff, it is necessary first to determine the competencies and experience of the staff involved in the accreditation process, by persons or bodies with the greatest knowledge or experience of the relevant accreditation scheme / scheme for conformity assessment, such as:

- employees or staff (internal / external) with previous experience in the new field of accreditation;
- representatives of a regulatory body if the new area is legally regulated;
- owners of a conformity assessment scheme as well as interested parties for its implementation;

- members of technical committees / working groups as part of the technical committees with previous experience in the new field of accreditation;
- representatives of potential CABs with experience in the specific field;
- foreign accreditation bodies that already have experience in implementation of the respective area of accreditation
- and other persons, ie entities that can contribute to the process of defining criteria for competencies and experience of the staff in the development of new AS / CAS.

When defining the criteria, the requirements of the relevant CAS, legal requirements, requirements defined in technical standards, requirements defined in mandatory EA, ILAC or IAF documents and other sources of information (if any, are applicable and should always be taken into account). ).

The final report on the work of such "working groups" with defined competency criteria shell be submitted to the "Personnel Evaluation Committee" for further confirmation of the competencies of future assessors / experts in the new field of accreditation.
Competency criteria in new areas of accreditation shell contain all the data listed in items 5.2 and 5.3 **(not considering the specific years of experience).**
Below, in points 5.2 and 5.3, specific competency criteria are listed in the developed and already applied AS / CAS.

5.2 Minimum criteria and requirements for qualification**, experience and training**

**5.2.1 Education**
**Lead assessor/ Technical assessor/ expert**
To have higher education (university degree) or appropriate qualifications (specializations) in the relevant scientific/ technical-technological discipline

**5.2.2 Professional experience**
**Lead assessor**
4 years of working experience of which at least 2 years in the area of accreditation or conformity assessment;

**Technical assessor/ expert**
At least 4 years of working experience and 2 years in area and technical field/areas which are a subject to accreditation.

**5.2.3 Training**
**5.2.3.1 Theoretical training**
IARNM for the assessors shall demand successful completion of assessor training courses or a combination of assessor training and relevant standards training.
**Lead assessor/ technical assessor**
Assessor training for the standard, which the candidate in the role of an assessor has applied for, in duration of at least 3 days (with or without taking an exam) – if the assessor has prior knowledge about the standard, acquired by self-training or other type of training, in contrary a minimum of 36 hours divided in 4-5 days.
For each next accreditation area, training in duration of at least 2 days (with or without taking an exam) – if the assessor has prior knowledge about the standard, in contrary a minimum of 24 hours divided in 3-4 days.

**Note:** Assessors for management systems certification bodies in addition to training on MKS EN ISO/IEC 17021-1, shall also have completed training for level 4 standards MKC EN ISO/IEC 17021-2, MKC EN ISO/IEC 17021-3, MKC EN ISO/IEC TS 17021- 10, EA and IAF MD mandatory

documents, as well as training from at least one management system standard, level 5 (for example: ISO 9001, ISO 14001, OHSMS / ISO 45001, etc.).

The technical assessors for certification bodies for management systems, in addition to the training for MKC EN ISO / IEC 17021-1, must have completed the training for the appropriate standard level 4, MKC EN ISO / IEC 17021-2, MKC EN ISO / IEC 17021-3, ISO 17021-10, and mandatory EA and IAF MD documents, as well as training of auditors for appropriate management system standard (eg QMS / ISO 9001, EMS / ISO 14001, OHSMS / ISO 45001, etc.)

**Expert**

No special requirements; the expert is introduced to the essential requirements of the standard, prior to participating in assessment.

**5.2.3.2 Training – with participation in assessment (under supervision)**

**Lead assessors-** following the theoretical training are engaged in assessment as observers at least 10 days for assessment on site (in calculation of days the activities before and after the assessment visit are also taken into consideration when the candidate observes the lead assessor activities).

**Supervision of lead assessors in training** shall be carried out by qualified, experienced lead assessor in at least 3 (three) consequential assessments of at least 1 (one) initial assessment or reassessment (assessment of documentation and /or preliminary assessment, preparation and planning of initial assessment, conduction of initial assessment, preparation of assessment report and verification of corrective actions, if any) and 1 (one) surveillance (preparation and planning of surveillance assessment, conduction of surveillance assessment, preparation of report and verification of corrective actions if any.) The third assessment can be an initial assessment or re-assessment as well as surveillance assessment (in dependence on accessibility of conformity assessment bodies).

This shall relate to the acquisition of a status of lead assessor in one accreditation scheme- area (for example according to ISO 17025, ISO 15189, ISO 17020, ISO 17021-1, ISO 17065, ISO 17024). For acquiring the status of a lead assessor in another accreditation scheme training for the adequate standard is required (as stated in point 5.1.3.1) and to perform at least one assessment under the supervision of a qualified lead assessor.

Technical assessor who has performed at least 3 (three) assessments, and conforms to the rest of the criteria and requirements for lead assessor, can become a lead assessor however in such cases must be under the supervision of a qualified, experienced lead assessor in two assessments.

**Note 1**: The trainee lead assessor performs all necessary activities related to the assessment process, including the preparation and formulation of nonconformities, review of proposed corrective actions and verification of evidence of implementation of corrective actions, as well as making a recommendation regarding accreditation (granting/refusal of granting, maintenance, extension, reduction, etc.), under the supervision of an experienced, qualified lead assessor.

These activities are performed as part of the evaluation of the trainee lead assessor's competence for the purpose of authorization. The experienced, qualified lead assessor providing supervision retains overall responsibility for the assessment process and ensures appropriate supervision of the activities performed by the trainee lead assessor.

If serious deviations from the established requirements, inappropriate conduct or risks to the integrity and effectiveness of the assessment process arise during the assessment, the experienced, qualified lead assessor intervenes and takes the necessary actions to ensure that the assessment is properly conducted.

**Technical assessor**

The supervision of technical assessors under training shall be carried out in at least 2 assessments, as follows, if possible at least 1(one) initial assessment or reassessment (conduction of on-site assessment, preparation of assessment report and verification of corrective actions, if any) and 1 (one) surveillance (conduction of surveillance assessment, preparation of report and verification of corrective actions, if any).

The candidates for technical assessors prior to theoretical training can be engaged in assessments as experts or observers.
Supervision of technical assessors (trainee) shall be carried out by the lead assessor or other assessor, member of team or external one, in charge of evaluating the assessor's performance in training, in accordance with point 2.5 and 2.6 of the Procedure for evaluation of the assessors' performance PR 03-03.
For gaining status of technical assessor in another accreditation scheme, the theoretical training is need in appropriate standard (as it is stated in p. 5.1.3.1) and also one assessment supervised by a qualified assessor.

**Expert**
Experts, by definition, during the assessment shall be monitored by a qualified assessor. The supervision is performed at the first inclusion in the assessment of experts in the name of IARNM, then according to the recommendations of the person appointed for supervision and plan for supervision of the work of assessors and experts.

**Note 2:** The findings from the supervision of trainee assessors/experts are recorded in the forms defined in Procedure PR 03-03, Evaluation of Assessors and Experts Performance, in accordance with the rules set out in Clause 5 of Procedure PR 03-03.

### 5.3 Knowledge, skills and personal attributes

#### 5.3.1 Language proficiency
**Lead assessor/ assessor/ expert**
To have skills in effective oral and written communication in North Macedonian and to be knowledgeable in one foreign language, preferably English language.

#### 5.3.2 Personal attributes
(in accordance with ISO 19011)
Assessors should be ethical, open, strategic, honest, perceptive, analytical, adjustable, persistent, attentive, decisive and confident and to be able to differentiate between essential and important requirements and less important ones. Also should be motivated and able to acquire new knowledge and to be prone to self- education.

#### 5.3.3 Knowledge and skills

##### 5.3.3.1 General requirements
Lead and technical assessor must:
- Know criteria, legislation and standards used in accreditation, to understand them and appropriately apply IARNM' s documents, the documents of EA, ILAC and IAF;
- Possess general knowledge of quality management systems and processes in the conformity assessment body ;
- Know the methods and techniques of assessment and ability to formulate judgments;
- Know the principles for risk based assessment;
- Be able to record findings/ nonconformities and objectively report them;
- Be able to keep confidential and security information;
- Be free from any commercial, financial or other pressures and conflict of interest that can be the cause for failure to carry out activities in an impartial, neutral and non-discriminatory manner.

**5.3.3.2 Other additional requirements for technical assessors**
In addition to general requirements, the technical assessors must:

**For laboratories IARNM's technical assessors shall have:**

- Minimum two years of professional experience in the specific testing/examination or calibration area
- Participation in at least 2 assessments in the specific technical area as an expert
- Have technical knowledge in areas and types of calibration, testing/examination, in which they play the role of assessor, for the full or part of the required accreditation scope;
- Have knowledge of what is subject to calibration or testing/examination
- Understanding of the risks associated with the type of test/examination or calibration methods.
- Be able to assess appropriateness of methods/ procedures for testing/examination and calibration
- Assess estimation of measurement of uncertainty, if applicable;
- Analyse the use of various proficiency testing (PT/EQA) and inter - laboratory comparisons, if applicable;
- Know typical problematic areas related to testing/examination and calibration
- Know specific requirements for testing/examination and calibration and the technical grounds for such requirements;
- Know requirements related to the accreditation scope (for example rulebooks, regulations, standards);
- Know organizational structure of the laboratory and terminology used in testing/examination and calibration,

**For certification bodies IARNM's technical assessors shall have::**

- Knowledge of standards applicable to the assessed CABs (ISO/IEC 17065, ISO/IEC 17021-1, ISO/IEC 17021-2, ISO/IEC 17021-3, ISO/IEC TS 17021-10 and related EA and IAF Mandatory and Informative documents).
- Ability to understand the business processes of a CB and to assess such processes;
- understanding of the risks related to the field of certification
- Knowledge of audit principles, practices and techniques
- Ability to formulate judgments.
- Knowledge and understanding of relevant tools and instructions in order to be able to determine if regulatory requirements are properly managed by the CBs as far as applicable.
- Knowledge in different business sector
- Knowledge of products, processes and organization in the one technical area in the particular business sector
- Understanding/familiarity with products, processes and technologies related to the business activities (economical and social) covered by the accredited MS certifications;
- Regulatory requirements in particular sector, if applicable;
- Knowledge of laboratory testing methods, if applicable.

The above knowledge for particular assessor should be derived from:
- direct working experience in the related industry/service sectors, or
- educational, research and standardization activity in the area, or
- consulting and audit activity, or combination of such elements.

When such knowledge is not adequate, assessors or assessment teams should be supported by experts.

**A technical assessor** should have:
- two years of professional experience for first technical area or vocational training.

For additional technical areas, technical assessor should have :
-Experience in assessments/audits, and experience in laboratory, if applicable
-Participation in 3 audits in the technical area as an auditor or observer or trainee auditor monitored by the auditor/specialist of the CB or
- one year of practical experience in developing, manufacturing and/or testing products, production facilities in the technical area; or
- experience as an external advisor/consultant in the technical area or
- competence based on participation in an exchange of knowledge and expert discussion.

**For inspection bodies IARNM's technical assessors shall have:**

- Minimum two years of professional experience in the specific technical area (lifts, pressure equipment etc).
- knowledge of technical standards related to the technical area (if any)
- knowledge of the legislation if the technical area is regulated;
- understanding of the risks related to the type of inspection
- be knowledgeable in products/ processes/services that is a subject to inspection
- be able to assess appropriateness of methods/ procedures inspection
- knowledge of the standard EN ISO/IEC 17020 and international guidelines related to the standard
- Experience in assessments
- Participation in at least 3 assessments in the specific technical area as an expert
- participation in assessments for other accreditation bodies will be added value;

**An expert** shall have working experience in the specific technical areas.

**5.3.3.3 Other additional requirements for lead assessors**

Lead assessor should have sufficient knowledge and skills for team leadership, in order to achieve more efficient and effective assessment. The lead assessors must:

- Be able to plan the assessment;
- Be organized and effective manage time;
- Be able to successfully prepare and facilitate the opening and final meeting;
- Be able to successfully organize and lead the assessment team members;
- Be able to prevent and resolve conflicts;
- Be able to coordinate the drafting of reports and prepare a final assessment report;
- Be able on the basis of assessment findings to formulate acceptable conclusions on the basis of which the conformity assessment body can take on appropriate activities, whereas the accreditation body can make an appropriate decision.

**5.3.3.4 Requirements for experts**

Experts are not required to have fundamental knowledge in assessment techniques or accreditation system. The expert should:

- Know the essential postulates of requirements in standards used in accreditation and the policies of the accreditation body;
- Have adequate technical knowledge and skills for the specific technical field (specific calibrations and testing, type of inspection, specific product certification scheme, specific processes for specific NACE codes and categories in the certification of management systems and specific certification scheme for persons).

## 6. QUALIFICATION PROCESS

The assessor/expert qualification process cover the initial selection, training, ongoing training and periodic evaluations that may be required to maintain and confirm continued competence.
Assessors and experts are to be:
- selected (based on education, knowledge, experience and skills possessed);
- trained in the accreditation rules and methods and in the IARNM's accreditation procedures, criteria and any relevant provision, by suitable training courses or equivalent means;
- continuously monitored and evaluated by appropriate techniques (see PR 03-03).

### 6.1 Application

Candidates, who wish to cooperate with the IARNM, as assessors or experts are required to fill out the application OB 03-09 „Application for assessor/ expert in the accreditation system" and submit it to the IARNM along with the CV and all relevant data and documentation verifying the professional qualifications and competence of the applicants (diplomas, certificates, recommendations etc.) in a written and electronic from.
In the application, the candidates should precisely define the field and area for which they apply as assessors (in accordance with the Regulation for determination of fields for calibration, testing, inspection and certification areas R15).
The application is accessible via the web site of the IARNM, www.iarm.gov.mk.
The candidates for assessors and experts should have a recent experience on activities in the field for which they apply as assessors, or experts.

### 6.2 Selection of assessors and experts

The Personnel Evaluation Committee shall go through the applications and received data and documents and check if the applicants fulfil the basic criteria and requirements for competence in order to be accepted as assessors. The Personnel Evaluation Committee can decide to make an interview with some of the applicants. During the appraisal of experts the opinions of other experts or recommendations from employers or professional associations can be taken into consideration.

IARNM shall process data in order to decide if the applicants fulfil the requirements for lead assessors, technical assessors or experts stated in point 5 of this document.
For the applicants meeting the requirements of point 5 of this document, the Personnel Evaluation Committee shall give recommendation to the Director for allocating an adequate status and change in the status of assessors pursuant to point 4.2 of this document. On the basis of the submitted recommendation, the Director shall decide as to the status of the applicant and appropriately issue a certificate.
Each decision shall be elaborated and documented and the assessor has to be adequately informed thereof.
The Personnel Evaluation Committee shall register the assessors in the lists of lead assessors, technical assessors and experts.
The applicants not fully meeting the requirements provided in point 5 of this document shall be registered in the list for candidates for assessors.

### 6.3 Training

#### 6.3.1 Training courses

All selected candidates for assessors, except those who already have the appropriate training for accreditation, irrespective of their CV, experience or qualifications shall undergo intensive training, through a relevant training course.

The training of assessors in the IARNM shall be a planned activity and be conducted in accordance with the Plan for Training of Assessors. The Plan for training and information of training of assessors shall be published on the web site of the IARNM, www.iarm.gov.mk.

IARNM shall organize and accept as appropriate those training courses in line with the guidelines of the ILAC, ILAC-G3:08Guidelines for Training Courses for Assessors Used by Accreditation Bodies.

Also, the IARNM shall consider as appropriate the training courses organized by other accreditation bodies, members of the European Accreditation or those bodies, signatories of cooperation agreements with the IARNM.

**6.3.1.1 Organizing training courses**

***Selection of tutors***
Tutors leading the course shall be elected from the lead assessors of the IARNM or lead assessors of other accreditation bodies, who are familiar with the standards and who have experience as lead assessors, and the ability to organize and carry out training.
If needed, other tutors from the IARNM's staff or representatives from relevant institutions having the adequate qualification and knowledge in listed topics can also be engaged.

***Selection of participants in the training courses***
Selection of participants in training courses for assessors shall be the responsibility of the Personnel Evaluation Committee. The selection can be made on the basis of accessible data on experts, candidates for assessors and assessors accessible from the personal registries of assessors and experts. In the selection, previous training and experience of candidates shall be taken into consideration as well as the recommendations from the monitoring of the performance of the assessor.
The number of participants shall be limited to a maximum of 20 and the course shall be arranged in the following manner:

- When the course has more than 8 participants, at least two tutors should be engaged
- The participants shall work in groups of 4 or 5;
- If possible, participants in groups shall have different profession/mixed disciplines

***Practical organization***
Premises: Training shall be organized in the premises for training of the IARNM or other appropriate premises. During training all tutors shall be free of any other work-related obligations.
Duration: Duration of the course shall depend on the structure of participants.
Minimum duration of training for assessors shall be 3 days (with or without taking an exam), if the assessors already have prior knowledge of the standard, if not, a minimum of 36 hours divided in 4 or 5 days. If necessary the training can be divided into modules of duration of 1-2 days.
Program: The program for the course shall be sent to all participants ahead of the training and shall contain all necessary elements, pursuant to ILAC-G3:08Guidelines for Training Courses for Assessors Used by Accreditation Bodies.

The participants shall receive a controlled copy of the standard, the subject of the training and all presentations and other necessary materials (for example brochures for presentation of the IARNM and criteria and requirements for accreditation)

The program shall be always comprised of presentations, discussions and group exercises (for example a simulation of assessment).

***Assessment of participants in the course***
The assessment shall be most commonly carried out by evaluation of the participants by the tutors, and upon completion of the training the tutors shall form an opinion based on the contribution of participants during the course in the following:

- Knowledge and understanding of the accreditation criteria and accreditation procedures by participants;
- Communication and team work abilities of participants;
- Leadership potential of participants

The evaluation of participants shall be entered into the form "Evaluation of participant of the training for assessors'' and shall be one of the criteria for classification of assessors as competent/ incompetent to work as assessors, for the changes in the status of the assessor and identification of further need of training (theoretical and through participation in assessments).
When needed shall organize a written exam as means to demonstrate the acquired level of knowledge, necessary for the work of assessor.
If the participant is not listed in the assessors list, and the course evaluation grade is high, the participant shall be enlisted in the List for Candidates for Assessors.

***Certificate for attending the training courses***
Upon completion of the training course for assessor, each participant regularly and actively participating in the course shall receive a Certificate for Attendance containing a brief description of the course. If the course included a written exam, each participant successfully completing the exam shall be granted a "Certificate for Successful Completion of the Assessor Training Course" or similar text.

**6.3.2 Acquiring experience in the accreditation procedure**

Upon successful completion of the training for assessors, the candidates for assessors through participation in the accreditation activities as assessors in training shall acquire the practical experience in accordance with the defined requirements in point 5.1.3.2 of this document.

**6.3.3 Engagement of foreign assessors in the accreditation procedure of IARNM**
Foreign assessors that participate as assessors in the IARNM for the first time shall receive in advance the appropriate accreditation documents (documents from the CAB and the IARNM documents). For future participation, the IARNM shall check again if the foreign assessor has the latest versions of the above stated documents.

During the first engagement of foreign assessors/experts, their performance is always supervised, and reports are completed in accordance with Clause 5 of Procedure PR 03-03.

**6.3.4 Maintaining the assessors' competence**

**6.3.4.1 Individual further training (self-training)**
The assessors shall continuously maintain and improve their competence and technical abilities through continuous professional development and regular attendance in assessments.

The assessors shall upgrade their knowledge and skills in specific fields, which are a subject to their assessment through the following:

- Keeping up to date with technical and scientific literature;
- Following up on changes and amendments of the accreditation requirements, regulations and procedures of the IARNM
- Keeping up to date on the new or other techniques and technologies
- Keeping up to date on the new or other legislation and standards and other relevant scientific aspects.

**6.3.4.2 Ongoing training for maintaining the assessors' competence**

IARNM shall periodically organize trainings and meetings for its qualified assessors in order to maintain their competence. During such training courses and meetings, the assessors shall have the opportunity to exchange experiences, scientific findings and information regarding the accreditation requirements as well as inform themselves about the amendments to requirements of accreditation and/ or changes in documents.

IARNM shall also organize "refreshing" training sessions for its qualified assessors in duration of 1-2 days. Such training sessions shall be organized for assessors which have occasionally participated in assessments, for those assessors that have not been engaged in training for a longer period and in case of significant changes of accreditation requirements.

IARNM can organize or ask all or some of the assessors to attend specific training session (for specific technical requirements).

If needed, the Personnel Evaluation Committee shall organize meetings for harmonization of assessors. On such meetings, the criteria for assessment shall be synchronized, assessors shall be provided information on the changes of requirements and subsequent adjustment to such new requirements.
Certain problematic issues shall be discussed on the meetings and if needed experts on specific fields shall be introduced.
The purpose of such meetings shall be mutual harmonization of assessors and overall improvement of the accreditation process as a whole.

Those assessors who justifiably absent from the meetings are informed about the issues and conclusions of the meetings. Regular attendance in training and meetings following an invitation by the IARNM, for the assessors, shall be one of the preconditions for retaining the approved assessor status.

Foreign assessors shall be informed about the regulations and procedures of the IARNM as well as about any changes in the requirements and documents during preparation for assessment and the initial exchange with the assessment team before the assessment visit.

**6.4 Evaluation of the assessors' and experts' performance**

The IARNM shall continuously evaluate the assessors' performance in accordance with the procedure for Evaluation of the Assessors and Experts' Performance (PR 03-03). The evaluation of the assessor/expert performance shall start during his/her first assessment for the purposes of the IARNM and occasionally during the cooperation of the assessors with the IARNM.

The acquisition of the status of lead assessor or technical assessor or continuation of the work under supervision shall depend on recommendations of performance during supervision and on the feedback by the CAB.

**6.5 Withdrawal of the assessor from the list**

The assessor/ expert can be suspended/ withdrawn from the list of assessor and experts if he/she no longer meets the requirements of point 5 of this procedure and requirements in accordance with the Procedure for Evaluation of the Assessors and Experts' Performance (PR 03-03).
Each assessor shall have the right to ask in writing to be withdrawn from the list of assessors and experts.

After withdrawal from the list, all requirements addressing the protection of confidential data received by the assessor during his/her assignment within the accreditation system shall apply.

## 7. DATA ON ASSESSORS

All data addressing the experts and assessors are kept in the IARNM according to the Law on Personal Data Protection, and can be accessible to other entities following a written consent by the relevant assessors and experts.

In the archives of the Personnel Evaluation Committee the overall documentation about the level of fulfilment of the requirements for assessors, candidates and experts are being kept in the personal registers of the assessors.
The chairman/member of the Personnel Evaluation Committee shall maintain and update data on candidates, assessors and experts.

The dossier of assessor, list of assessors and experts and records with data (OB 03-09-1, OB 03-09-2 and OB 03-09-3), are part of assessors' and experts' registers available in IARNM electronic database, and shall contain the following data:

- first and last name as well as other personal data (address, phone, fax, e-mail);
- organization in which they work and job position;
- degree/ education/ professional status;
- proficiency in foreign languages;
- working experience in the appropriate technical field and the field of quality management systems;
- experience in assessment during accreditation;
- familiarization with the accreditation system and the quality management system;
- area of conformity assessment/field of testing, calibration, certification and inspection for which the assessor is deemed competent for conduct assessment etc.)
- training records;
- results from the supervision of the assessor/ experts
- training on management systems, activities of assessment and conformity assessment;
- competency in specific assessment tasks;
- experience in assessment and results of their regular monitoring;
- current status of assessor

The assessors shall update their data by submitting a filled out form OB 03-09 Application for assessor/ expert in the accreditation system, once a year and if needed, shall submit evidence of any changes. If there aren't any they shall in written (for example via e-mail) inform the Personnel Evaluation Committee thereof.

### 7.1 Records

Personal registers of assessors and experts shall be kept at least 5 years after the withdrawal of the candidate, the assessor or expert from the list. All data from personal registers and lists shall be confidential. Each assessor and expert shall have access to personal registers.

The following data owned by the IARNM addressing particular assessors can be accessible to foreign accreditation bodies as follows:

- first and last name and other personal data (address, phone, e-mail)
- field of expertise as assessors/ experts

Personal registers of assessors employed in the IARNM shall be kept as follows: records from employment and of formal education shall be kept in the personal file of each employee in the Section of Legal and General Affairs, whereas the additional training records (certificates, programs etc.),

application, data, CV and records from the monitoring of assessors' performance, in the personal register of each assessor in the archive of the Personnel Evaluation Committee.

## 8. CODE OF CONDUCT

**Loyalty**

Assessors and experts have a duty of fidelity, commitment, integrity, honesty, accuracy in the performance of duties for IARNM and accreditation system.

***Conflict of interests***

Assessors and experts engaged by the IARNM must not be in a professional, financial, consultative, family or any other relationship which might put the assessor in a conflict of interests with the CAB-the subject of assessment.

Prior to accepting a particular task, the assessors and experts shall inform the IARNM of any potential professional, financial or work- related interests that might lead to conflict of interests.

***Confidentiality***

Assessors and experts shall treat all information received during assessment as confidential. Information about assessment might be disclosed to third parties only with a written permission from the body in question.

***Integrity and impartiality***

Assessors and experts are obliged to maintain objectivity during the assessment and inform the IARNM about all influences or pressures that might disrupt the independence and impartiality of their assessment activities.

By signing a contract, the assessors and experts state that within a period of one year prior to signing of contract, neither they nor their employer shall have such relations with the assessed body that might influence their impartiality.

***Consultative services***

Assessors and experts shall not give consultancy services to the assessed body, until they are members of the assessment team. The engagement of one assessor for one body, always when possible, shall last for one accreditation cycle (starting from the pre-assessment/ assessment until the completion of the third surveillance). For provision of consultancy services the same rule shall apply, that within a period of one year for assessor or an expert prior to signing of contract they and their employer cannot be engaged as consultants for the body under assessment.

## 9. CONTRACTS

All external assessors and experts shall sign a contract with the IARNM for each participation in an accreditation procedure (OB 03-02 Contract for Engagement of an Assessor in the Accreditation Procedure and OB 03-03 Contract for Engagement of an Expert in the Accreditation Procedure).

The contract shall define all rights and responsibilities, entailing financial liabilities and obligations about lack of fulfilment of requirements of point 8 of this document.

The contract shall be kept in the register of the file for the accredited body in which assessment the assessor/ expert has been involved.

The assessors that are IARNM's employees and the assessors performing assessment on behalf of the IARNM, that are not paid by the IARNM for their services (for example the mutual accreditation with another accreditation body, projects) before the assessment shall sign a Statement of Confidentiality and Impartiality (OB 03-13). The statement shall define their rights and responsibilities including the impartiality aspects. Observers that are present during assessment shall sign Statement of Confidentiality (OB 03-11).

The statements shall be kept in the registers of the accreditation files.

**Reference documents:**

- MKC EN ISO/IEC 17011 *) – Conformity assessment – General Requirements for Accreditation Bodies accrediting Conformity Assessment Bodies
- ILAC-G3:08*) Guidelines for Training Courses for Assessors Used by Accreditation Bodies
- EN ISO 19011 *) Guidelines for Auditing Management Systems

**Further documentation:**

- PR 03-03 Procedure „Evaluation of the Assessors and Experts' Performance"
- OB 03-09 Application for Assessor/ Expert in the Accreditation System
- OB 03-09-1 Data on Lead Assessor in the Accreditation System
- OB 03-09-2 Data on Assessor in the Accreditation System
- OB 03-09-3 Data on Expert in the Accreditation System
- Registers of Assessors and Experts
- OB 03-10 Evaluation of participant of the training for assessors
- OB 03-02 Contract for Engagement of an Assessor in the Accreditation Procedure
- OB 03-03 Contract for Engagement of an Expert in the Accreditation Procedure
- OB 03-11 General statement of Confidentiality
- OB 03-13 Statement of Confidentiality and Impartiality
- R15 Regulation for determination of fields for Calibration, Testing, Inspection and Certification Areas

*) Latest version of the document

# Annex 1 Skills and knowledge for implementation of accreditation activities

| Accreditation activity / Skills and knowledge | Application review, selection of assessment team (Professional collegium, Director) | Documentation review and conducting of assessment - lead assessors | Documentation review and conducting of assessment - technical assessors/experts | Preparation of assessment and organization - coordinator / lead assessor | Assessment- Assessment Team (Lead and Technical / Expert) | Review of assessment reports and recommendation for accreditation decision (team members, accreditation committee) | Decision making (Director of IARNM) | Management of accreditation schemes (Head of Department / Sector) |
|---|---|---|---|---|---|---|---|---|
| Regulations and procedures of IARNM | X Controlled by accreditation board | X | X | X | X | X | X | X |
| Impartiality – risks based approach | X | | | | | | | X |
| Principles and techniques of risk based assessment and assessment | X | X | X | X | X | X | X | |
| Knowledge of IARNM's management system | X | X | X | X | X | X | X | X |
| Appropriate communication skills during CAB's assessments and among the assessment team | | X | X | | X | | | X |
| Note taking and reporting skills | | X | X | | X | | | |
| Knowledge of accreditation schemes and all important documents applied by CAB (guidelines, procedures, standards etc.) | X | X | X | X | X | X | | X |
| Legal requirements related to CAB's activities | X | X | X | X | X | X | | X |