IAF Competence of AB Assessors Workshop

29 October 2016

Welcome and Introductions

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Ms. Tina Garner

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Mr. Phil Shaw

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Workshop Objectives

- Learning which types of assessment yield the best data about assessor performance

- Determining approaches for assessing specific competencies (survey vs observational visit)

- Identifying which types of assessments can be implemented immediately and over time

- Understanding the pros and cons of assessment types, and the resources required to implement them

- Identifying the activities that ABs should undertake for assessors, and the performance criteria assessors should expect

Background/History of the TF

- IAF TC agreed to a task force to identify the competence criteria required of AB assessors and to produce a mandatory document.
- The TF identified generic competencies as the appropriate starting point.
- A Job Task Analysis was conducted to identify the generic competencies of AB assessors.
- http://www.iaf.nu/upFiles/201206Final_Assessor_JTA_Report.pdf
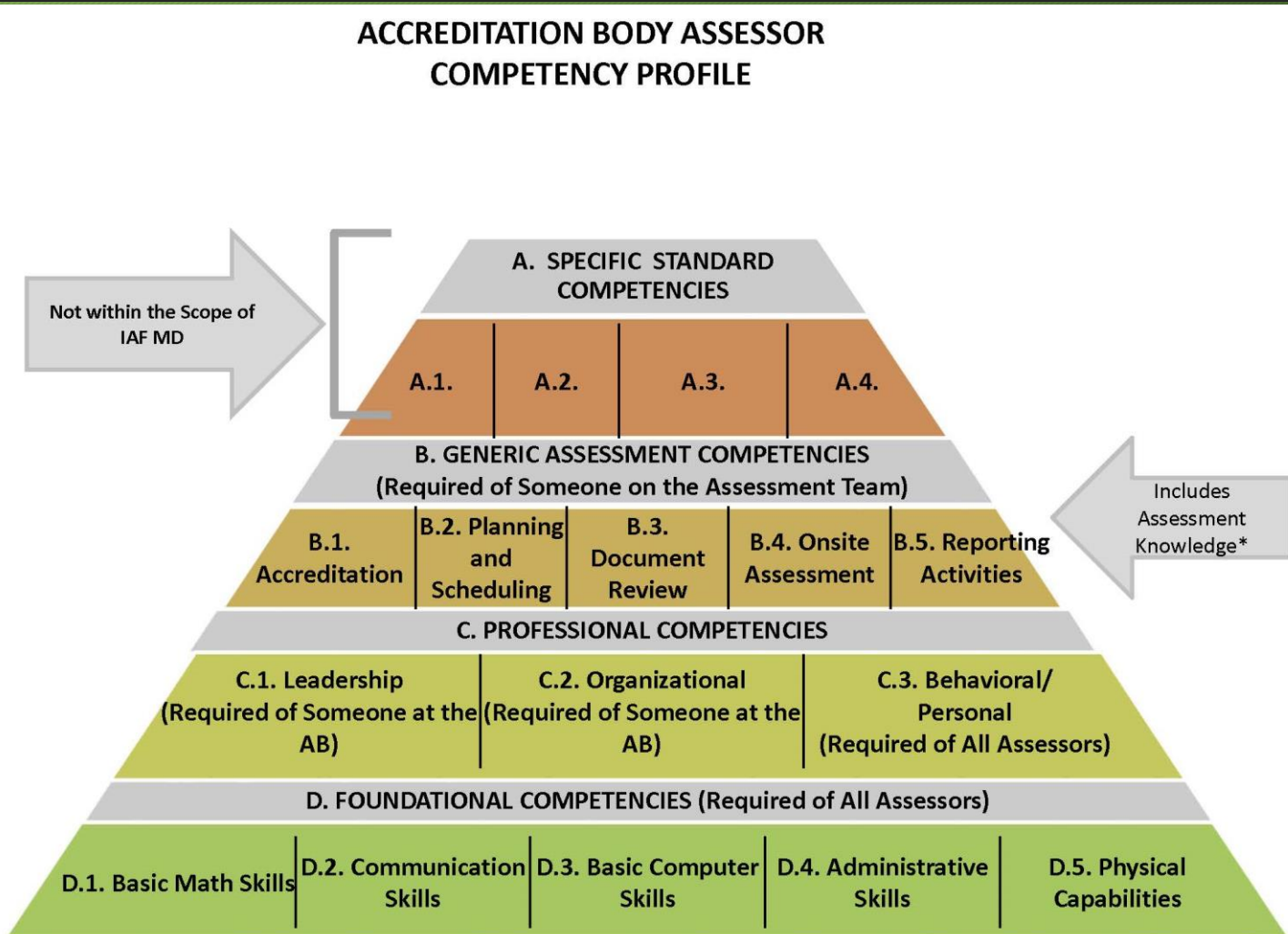
Background/History of the TF

- A validation survey study with over 1200 respondents validated the JTA.

- The JTA study was placed on the IAF website and the TC reconfirmed the development of a mandatory document.

- A mandatory document was drafted by the TF and presented to the TC.

- TC feedback indicated the document was too complicated and the TF was tasked with simplifying Annex A of the MD.

- The TF restructured Annex A and produced a competency profile.

Background/History of the TF

- The restructured MD was sent out for comments.
- Comments collated, reviewed and MD edited to reflect comments twice.
- MD went out for 30-day ballot
- MD ballot passed
- Now have MD20 with required full implementation by May 2018

Competency Profile

ACCREDITATION BODY ASSESSOR COMPETENCY PROFILE

Not within the Scope of IAF MD

A. SPECIFIC STANDARD COMPETENCIES			
A.1.	A.2.	A.3.	A.4.

B. GENERIC ASSESSMENT COMPETENCIES
(Required of Someone on the Assessment Team)

Includes Assessment Knowledge*

B.1. Accreditation	B.2. Planning and Scheduling	B.3. Document Review	B.4. Onsite Assessment	B.5. Reporting Activities

C. PROFESSIONAL COMPETENCIES

C.1. Leadership (Required of Someone at the AB)	C.2. Organizational (Required of Someone at the AB)	C.3. Behavioral/ Personal (Required of All Assessors)

D. FOUNDATIONAL COMPETENCIES (Required of All Assessors)

D.1. Basic Math Skills	D.2. Communication Skills	D.3. Basic Computer Skills	D.4. Administrative Skills	D.5. Physical Capabilities

Competency Profile

B. GENERIC ASSESSMENT COMPETENCIES (REQUIRED OF SOMEONE ON THE ASSESSMENT TEAM)	
B.1. Accreditation	**Knowledge, skills and competencies associated with accreditation**
	Different types of onsite assessments
	Different types of organizational structures for CABs
	Legal entity structures and the types of documents that confirm the legal status of CABs
	Different management structures
	Accreditation standards, guidance and mandatory documents / Requirements of accreditation
	Typical management systems
	Technical terms associated with scopes assessor is assessing
	Common understanding of accreditation terms and definitions (Non-conformity [NC], Opportunity for Improvement [OFI], key activity, etc.)
B.2. Planning and Scheduling	**Knowledge, skills and competencies associated with planning and scheduling an assessment**
	Typical assessment team compositions
	Typical resources required during an assessment
	Prioritizing assessments by risk areas
	Creating sampling plans
	Preparing assessment plans
	Providing input into the selection of the assessment team
	Assigning roles and responsibilities for the assessment team
B.3. Document Review	**Knowledge, skills and competencies associated with conducting a document review**
	Reviewing applications for accreditation and identifying appropriate documentation of legal status
	Determining the documents that will be needed for the assessment
	Checking the documents for completeness
	Determining if the documents meet the requirements
	Establishing investigative lines for the onsite assessment
	Communicating to the CAB the results of the document review
	Confirming the CAB's readiness for an onsite assessment
	Determining if sufficient evidence exists to document conformity

How does an AB implement MD20?

- Presentations by four ABs who have implemented a process for assessing the general competencies of their assessors:

- American National Standards Institute (ANSI) – Dr. Vijay Krishna

- American National Accreditation Board (ANAB) – Tina Garner

- Joint Accreditation System of Australia and New Zealand (JAZ-ANS) – Kylie Sheehan

- United Kingdom Accreditation Service (UKAS) – Phil Shaw
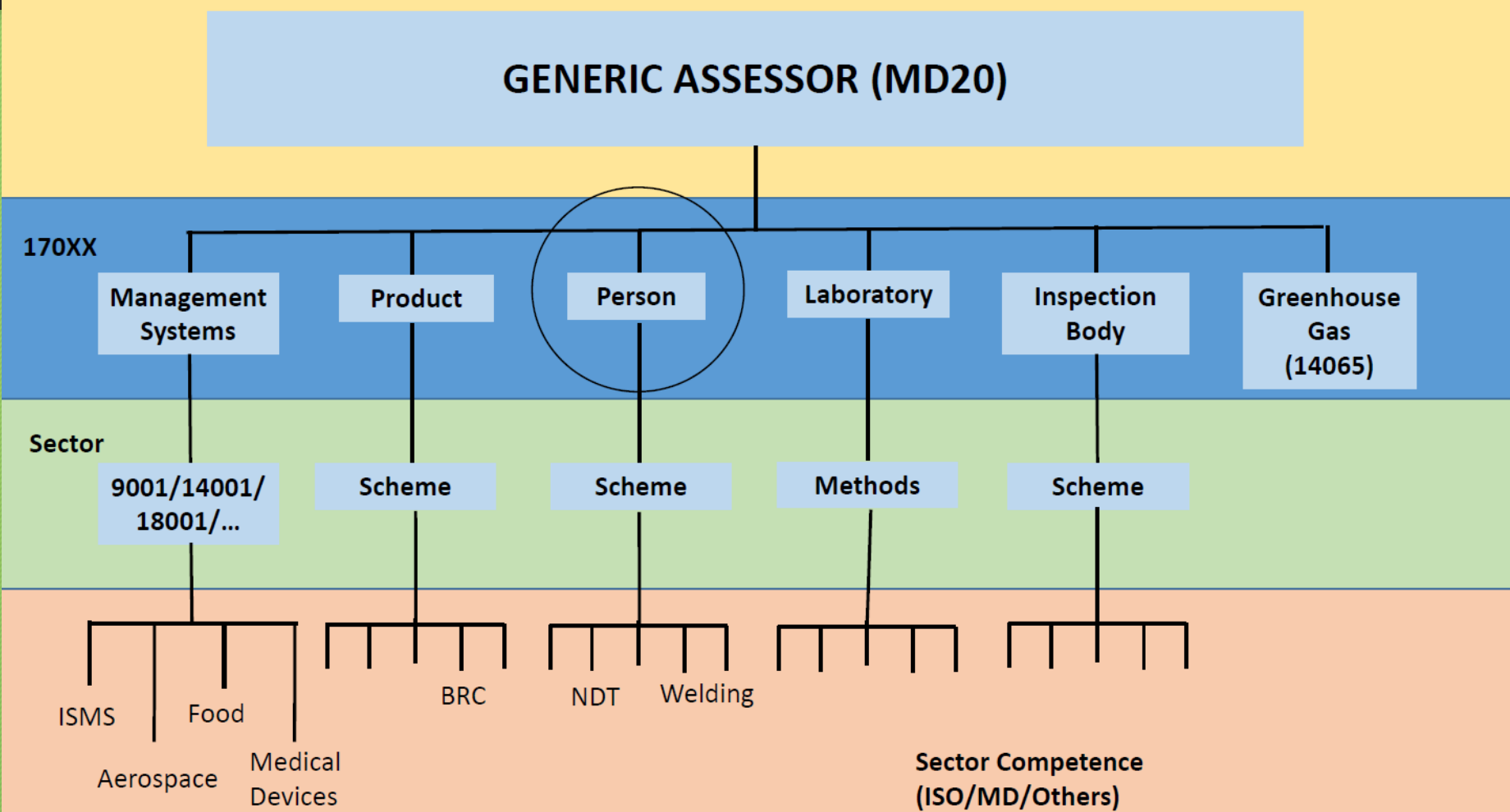
Break

Please return in 15 minutes

What is the difference between competence and qualifications?

- **Dr. George Anastasopoulos**

Update on Peer Evaluation

- **Dr. Vijay Krishna**

Relationship of MD20 to other MDs and Documents

Created by Phil Shaw (UKAS)

Break-out groups to discuss and propose assessment tools and resources

- Identify 2-3 competencies for developing assessment tools and resources
- Identify methods and metrics for assessing competencies
  - -Knowledge assessment (survey, exam, etc.)
  - -Review of documents (assessment schedule, assessment report)
  - -Observations by AB (checklists)
  - -Peer Assessments (checklists)
- Identify barriers and facilitators to implementing MD20 for Assessors and for ABs

Breakout Group Reports