



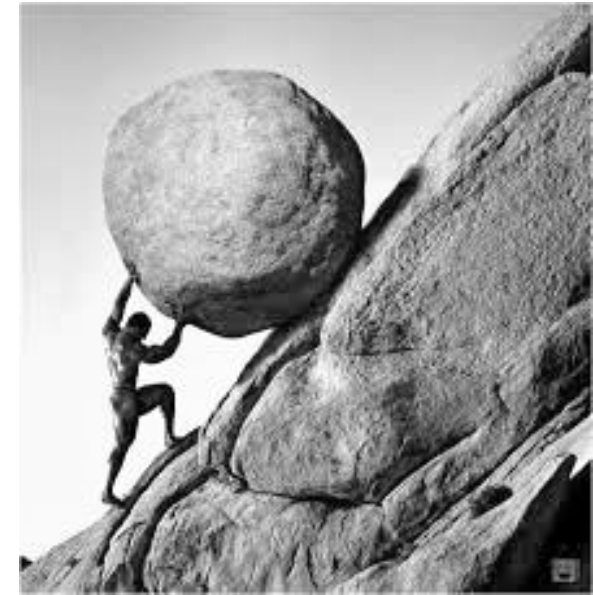
# Sharing Insights into Implementing IAF MD 20



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# Current Challenges & Opportunities

- Finding assessors with technical competence and professional competencies (conflict resolution, handling stressful situations, good oral and written communication skills).
- Time and resources to train and qualify assessors.
- Ensuring assessor consistency in interpretation.
- Retaining competent assessors.
- Attracting next generation of assessors.



# Training and Evaluation Process

## Level 1

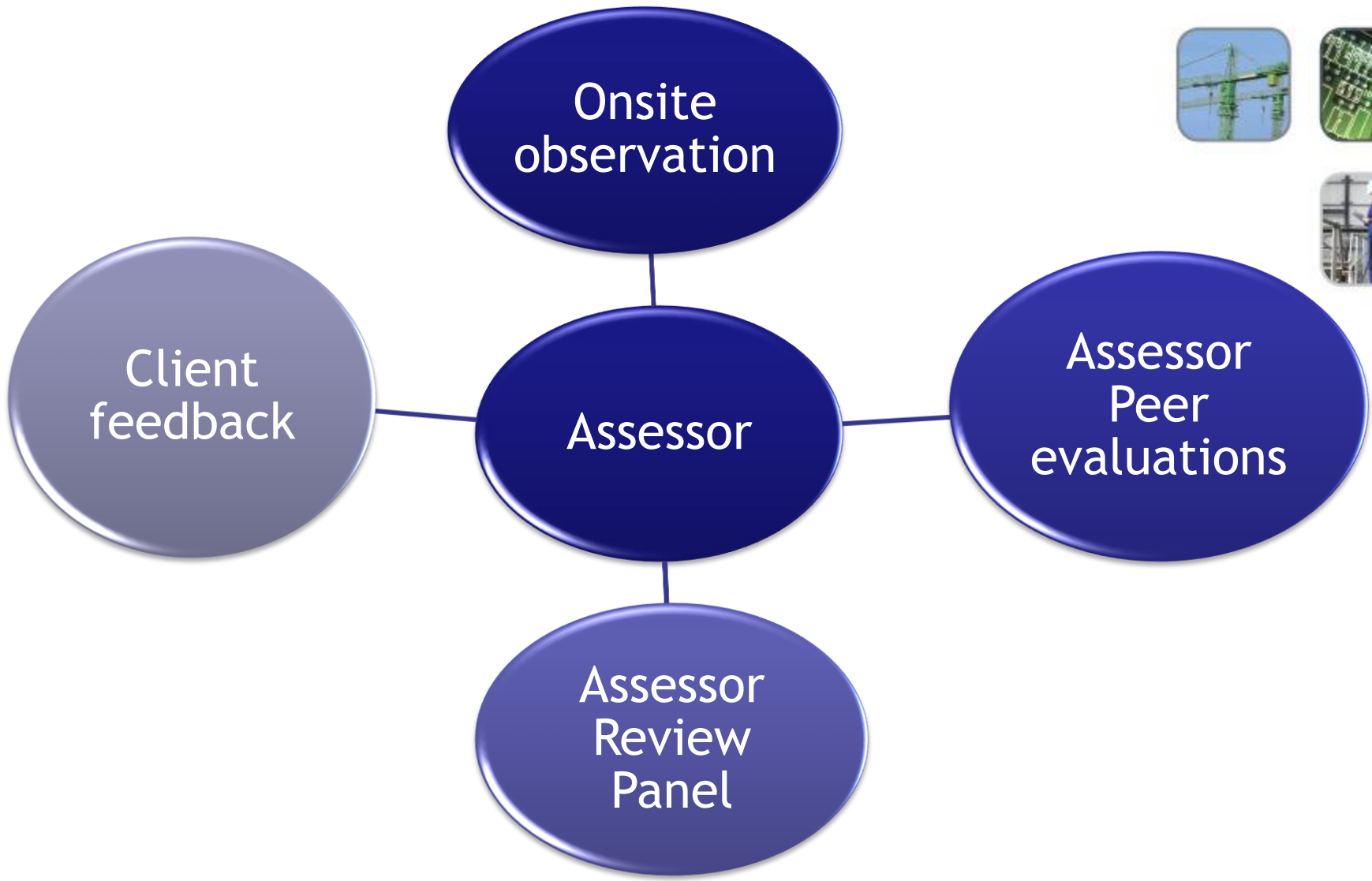
- Did the training meet learning outcomes?
- Trainer evaluation and assessments.

## Level 2

- To what degree assessors are applying what they learned during their training to assessments?
- Staff evaluation, performance matrix, client feedback

## Level 3

- To what degree target outcomes occur as a result of training?
- Assessor Review Panel



# Annual Assessor Training

- 3-day in-person training every year.
- Case studies/dealing with most important issues from the previous year.
- Simulation exercises.
- Writing reports and NCs and critique by peers.
- Assessments.
- Inter-rater reliability.
- Presentation by scheme owners.



# Assessor Review Process

<b>1. Assessment Report</b>	<b>Remarks</b>	<b>Remediation measures</b>
A. Report accuracy		
B. Average time to prepare reports		
C. Number of late deliverables (> 14 days)		

# Assessor Review Process

<b>2. Accreditation</b>	<b>Rating Scale 1-low, 5-high</b>	<b>Remediation Measures</b>
A. Knowledge of relevant standard		
B. Technical knowledge		
C. ANSI communication		
D. Client communication		

# Assessor Review Process

<b>3. Field Evaluation (observation)</b>	<b>Field Evaluation Report</b>	<b>Remediation Measures</b>
A. Conducting onsite		
<b>4. Annual training</b>	<b>Attendance Records</b>	
A. Participation and evaluation		
<b>5. Client survey</b>	<b>Feedback Form</b>	



# Aligning Current Recruitment, Training, Assessment as per MD 20



Microsoft Word Document



Microsoft Word Document



Microsoft Word Document



# Mapping MD20 to Current Procedure Documents

<b>Scope</b>	Defined PR-033	
<b>Job and task descriptions</b>	Defined PR-033	
<b><u>Required competence</u></b> Foundational Professional Accreditation Technical	Defined PR-033	
<b>Abilities</b>	Defined PR-033	
<b>Prerequisites</b>	Defined PR-033	
<b>Code of conduct</b>	Defined PR-033, COI, Assessor Agreement	
<b>Criteria for initial selection and qualification</b>	Defined PR-033	
<b><u>Assessment methods for initial selection and qualification</u></b>	<u>Need to define</u>	
<b>Criteria for suspending or changing the scope</b>	Defined PR-033	

# Implementation of MD 20

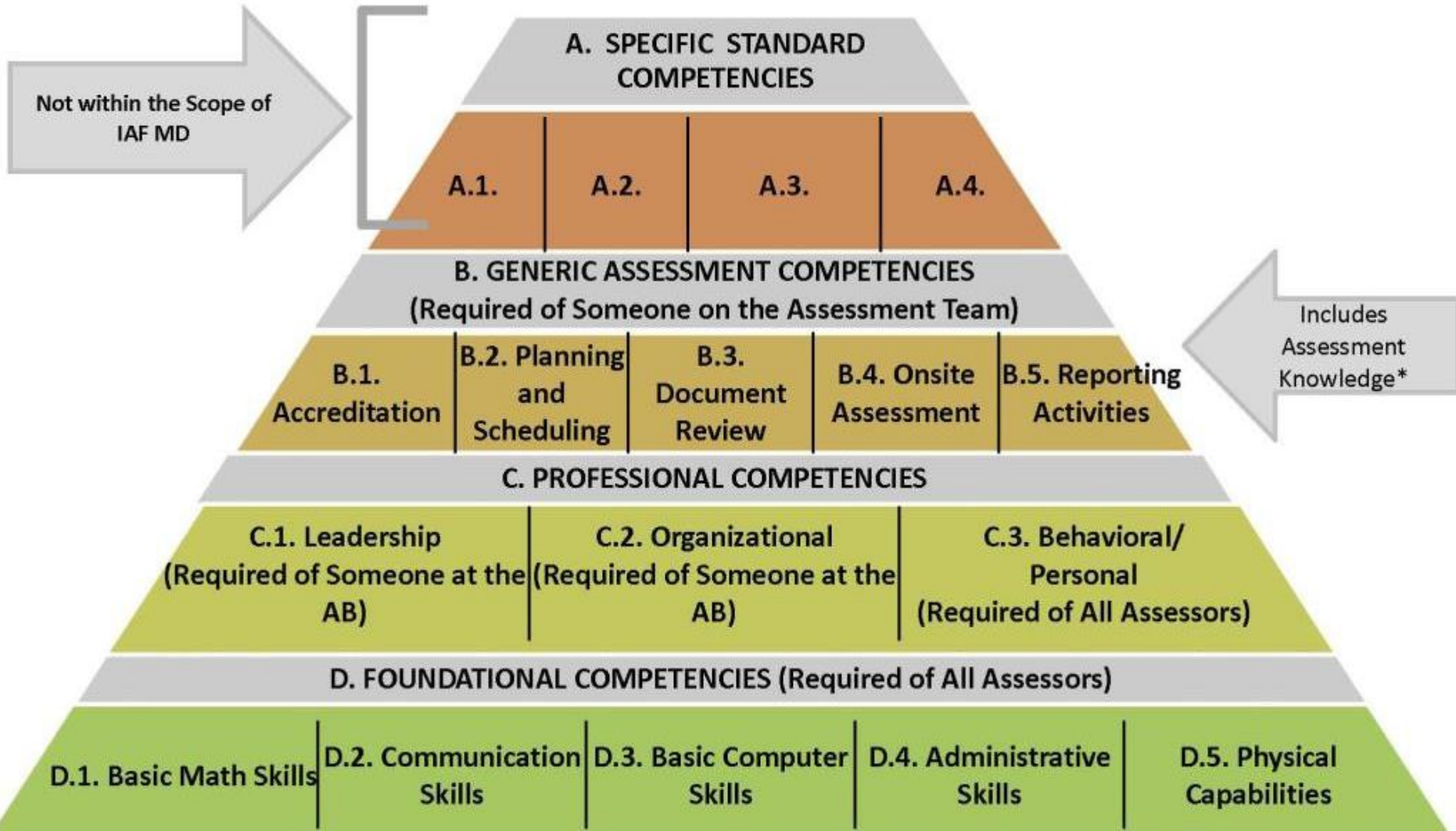


# Implementation Due Date and Evaluation Criteria



- Issued - 25 May 2016
- Application Date: 25 May 2018
- PAC Approach for Peer Evaluation
- Review AB preparation at next peer evaluation. For peer evaluation before the application date, the PE team will review level of readiness and report in the evaluation report. After the application date, the documents are to be included in evaluation criteria. The PE team will evaluate implementation.

# Accreditation Body Assessor Competency Profile



# Important Considerations



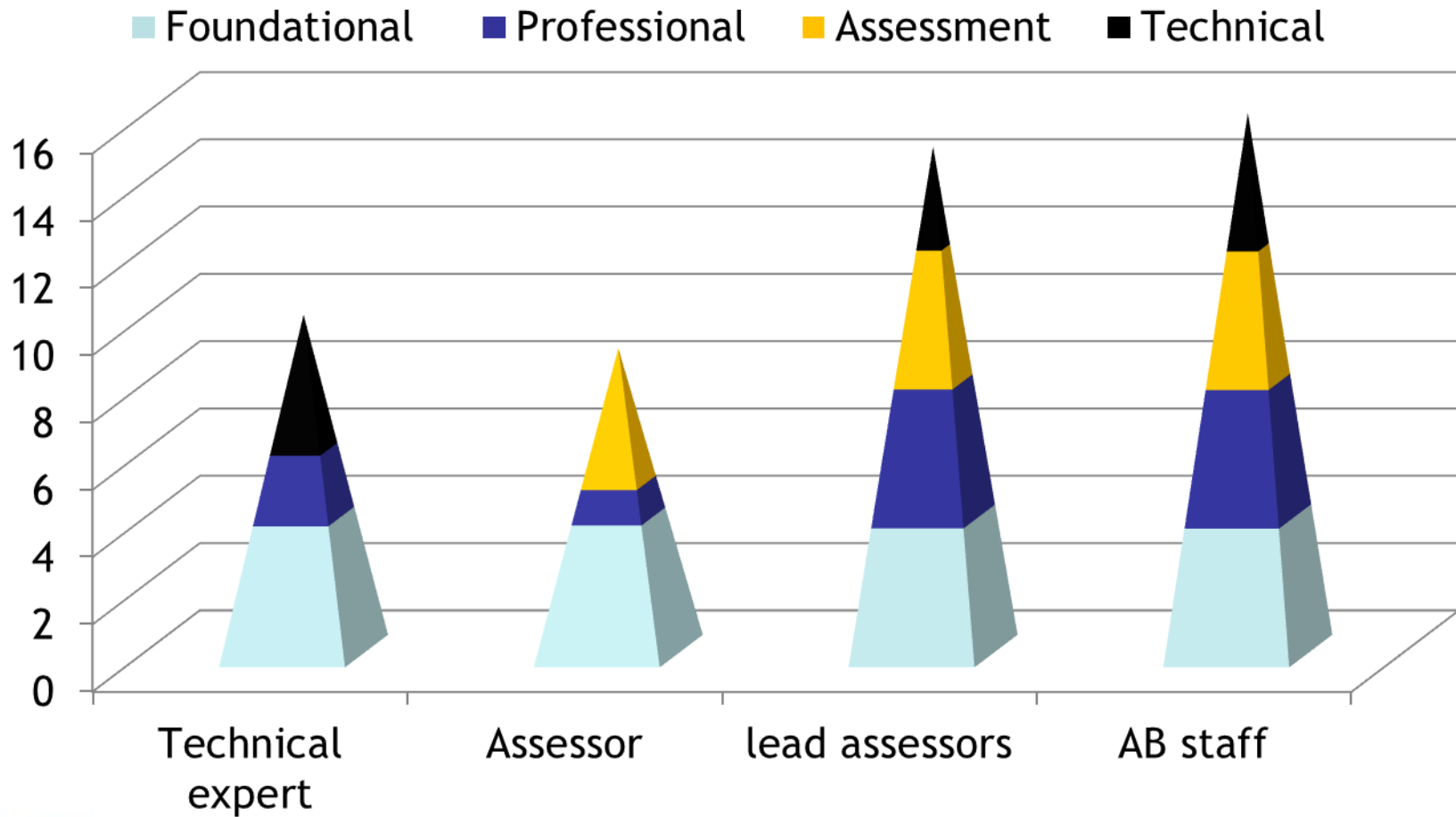
- The level of competence for each requirement should be held within the assessment team and each individual member should have competencies appropriate to his/her role in the accreditation process.
- The AB shall establish and document procedures for selection, training, and formally approving assessors/assessment team and in doing so consider the competency profile outlined in Annex 1.

# Important Considerations



- D. Foundational competencies are required of all AB assessors (e.g., communication skills).
- Annex 1-Competency profile, Section B, Generic Assessment Competencies (1-5) are mandatory.
- Annex 2, Section C, Professional Competencies should be considered by AB when evaluating assessors/team but does not have to document evidence meeting each individual competence or knowledge listed.

# Competency Profile as per MD 20







for more information

[www.ansiaccreditation.org](http://www.ansiaccreditation.org)

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