**Personnel management involved in accreditation processes**

Implemented by: Director General, Quality Manager, Director of Directory for testing, calibration and medical laboratories, Director of Directory for certification and inspection bodies, Director of Development Directory, Head of Finance and Services Sector, Specialists, Technical Committees, Lead Assessors, Technical Assessors and Technical Experts.

 **Responsible for implementation**: Director of Development Directory

**Checked by**: Quality Manager **Approved by:** General Director

 Ardita Mele Pranvera Fagu

**1. PURPOSE**

The purpose of the procedure is to:

a) determine the competency requirements for all GDA (GDA) staff involved in accreditation processes,

b) describe the initial evaluation and ongoing monitoring of all GDA staff involved in the accreditation processes;

c) determine the methods for training all GDA staff involved in the processes

accreditation

d) determine the criteria for the members of the Technical Committees

e) determine the criteria for the members of the Accreditation Board

**2. FIELD OF IMPLEMENTATION**

This procedure applies to the recruitment, selection, registration, maintenance and monitoring of all personnel involved in the accreditation processes, namely GDA internal staff, Accreditation Board members, chief assessors, technical assessors and technical experts. In addition, the procedure applies to the recruitment of members of the Technical Committee.

**3. RESPONSIBILITIES**

This procedure is implemented by the Director General, Quality Manager, Director of Directory for or testing, calibration and medical laboratories, Director of Directory for certification and inspection bodies, Director of Development Directory, Head of Finance and Services Sector, Specialists, Technical Committees, Lead Assessors, Technical Assessors and Technical Experts. It is the responsibility of the Director of the Development Directory to implement this procedure.

**4. REFERENCES**

ISO / IEC 17011: 2017 Conformity assessment - Requirements for accreditation bodies accrediting conformity assessment bodies

ISO / IEC 17000:2020 Conformity Assessment. General Vocabulary and Principles.

ISO 19011 Guide to auditing management systems

IAF MD 8:2023 Application of ISO / IEC 17011 to Medical Equipment Quality Management Systems (ISO 13485)

IAF MD 13:2020 Accreditation Body Knowledge Requirements for Information Security Management Systems (ISO / IEC 27001)

IAF MD 16:2023 Application of ISO / IEC 17011 for Food Safety Management Systems (FSMS) certification bodies.

IAF MD 20:2023 General competence for accreditation body assessors. Application to ISO / IEC 17011.

IAF MD 22:2023 Application of ISO /IEC 17021-1 for the certification of Occupational Health and Safety management Systems (OH&SMS)

DA-IN-002 Monitoring Procedure Instruction

DA-DT-001 Database for Technical Assessors / Experts and Experts

DA-GR-002 Accreditation Board Regulation

**Instruction No. 441**, date: 25.06.2024” On determining the general conditions of the members of the technical working groups in the General Directorate of Accreditation

DA-PO-010 Policy for participation in trainings organized by the GDA DA-RG-001 Internal regulation of the GDA

DA-PM- 019 Procedure for risk management

DA-IN-018 Guide for the implementation of the procedure DA-PM-002 “Management of personnel involved in accreditation processes”

5. TERMS AND DEFINITIONS

ISO/IEC 17011 and ISO 17000:2020 terminology is used in this procedure. In addition, the following definitions apply. The abbreviations used in the procedure are listed in Annex I to the Quality Manual DA-MC-001.

Lead assessor: same as the team leader in ISO / IEC 17011: 2020 and ISO 17011:2017, i.e. the assessor who is given overall responsibility for managing an assessment.

Note: The lead assessor assesses the requirements for the conformity assessment body management system. If the Lead Assessor is at the same time qualified as a technical assessor or technical expert by DA, he / she may be assigned to the assessment team simultaneously with the task of a technical assessor / expert, if appropriate and applicable.

Technical Assessor: same as the assessor in ISO / IEC 17011: 2017, i.e. a person designated by an accreditation body to carry out, alone or as part of an assessment team, an assessment of a conformity assessment body.

Technical expert: a person designated by an accreditation body, working under the responsibility of an assessor, who provides specific knowledge or expertise in the area of ​​accreditation to be assessed and not assesses independently.

Note: A technical expert is not expected to have the qualification and training of the assessor.

Assessment Team: A group of qualified professionals whose role is to assess the competence of the conformity assessment body in the defined scope of accreditation and conformity of the conformity assessment body with the requirements of accreditation standards and GDA requirements. The assessment team generally consists of the lead assessor and / or technical assessor (s) and / or technical expert (s).

Note: If necessary, other persons (such as an interpreter, EA assessor, internal auditor of the accreditation body, observer) who are not members of the assessment team and who are not subject to the assessment by members of the evaluation team, may participate in the assessment in addition to the assessment team.

Observer: the person designated by an accreditation body to observe the work of the accreditation body during the assessment. This person may not, under any circumstances, interfere with the assessment, including the work of the assessment team.

**6. DUTIES AND AUTHORITIES OF THE PERSONNEL INVOLVED IN ACCREDITATION PROCESSES**

**6.1 GDA internal staff**

The duties of internal GDA staff are regulated by the Internal Regulation DA-RG-001 of the General Directorate of Accreditation, in the relevant GDA procedures and in the job description of GDA employees.

**6.2 Lead assessors, technical assessors and technical experts**

GDA designates an assessment team for each initial accreditation, assessment activity and reassessment process. The assessment team consists of an assessor (team leader), an appropriate number of technical assessors and / or technical experts for the area of ​​accreditation to be assessed.

The duties and authorities of the members of the evaluation team are as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| **Functions** | **Lead Assessor** | **Technical Assessor**  | **Technical Expert**  |
| Review of documents management system documentation | X |  |  |
| Review of technical procedures documents. |  | X | X |
| Perform technical competency assessment in specific areas of testing, calibration, inspection and certification  |  | X |  |
| Provides technical expertise for assessing technical competence in specific areas of testing, calibration, inspection and certification  |  |  | X |
| Carrying out the management system assessment | X |  |  |
| Conducts and coordinates activities between the assessment team members | X |  |  |
| Supervision of technical experts | X | X |  |

**6.3 Technical Committees**

The criteria for selecting members of the Technical Groups and the rules for the functioning of the technical groups are determined in accordance with the Instruction No. 441 dated 25.06.2024 of the Minister responsible for trade issues.

The technical working groups are advisory bodies, which support the General Directorate of Accreditation in fulfilling the requirements arising from Regulation (EC) 765/2008, “On the definition of the requirements for accreditation and repealing Regulation (EEC) No. 339/93 and the ISO/IEC Standard 17011:2017”.

The technical working groups have the responsibility to:

a) propose for use the guidelines of international accreditation bodies and the parties involved in accordance with the accreditation procedures;

b) to cooperate with the General Directorate of Accreditation in the drafting of special requirements for very specific areas, which are used by the technical assessors of the GDA during the assessment visits;

c) to provide suggestions for the identification of assessors or sources for assessors, as well as for specialized requirements for assessors in the field of accreditation;

d) to assist in training (with the assistance of the General Directorate of Accreditation) to increase the qualification of its technical assessors in the relevant areas;

e) to support the General Directorate of Accreditation in relation to the interpretation of the results of participation in interlaboratory comparisons or proficiency tests;

f) to assess the fulfillment of the requirements of a technical nature and the determination of the technical field of competence of applicants for assessors/lead assessors and experts;

g) to support and provide advice to the General Directorate of Accreditation in relation to technical issues in the various areas of accreditation, by participating in the development of application documents and guidelines;

h) to exchange experience with technical assessors, as well as to provide training for technical assessors, technical experts and staff of the General Directorate of Accreditation;

i) at the request of the Director General of the General Directorate of Accreditation, the technical working group may provide recommendations or advice on technical issues related to the decision-making on accreditation, refusal, extension, reduction, renewal, suspension and lifting of suspension and withdrawal of accreditation by the Director General;

j) to provide recommendations for the accreditation of related bodies;

k) to contribute to the promotion of accreditation in the relevant field;

l) to provide comments/suggestions on drafts and documents issued by the EA, ILAC and IAF in the relevant field;

m) to provide comments/suggestions/technical opinions on new or amended documents that are part of the management system of the General Directorate of Accreditation;

n) to participate in working groups established by the General Directorate of Accreditation on specific accreditation issues;

o) to carry out the assessment and analysis of conformity assessment schemes according to the relevant fields.

The main tasks of the Technical Groups are to provide advice to the GDA on technical issues in the various fields of accreditation, by participating in the development of application documents and guidelines, providing training for technical assessors, technical experts and GDA staff, as well as to assess the fulfillment of requirements of a technical nature and the determination of the technical field of competence of the applicant. The Technical Groups are involved in the decision-making process in the case of related bodies, namely they:

examine the data of the accreditation files

request additional information from the assessment group, if necessary, in order to make an informed conclusion,

give recommendations to the Director General for the granting, refusal, extension, reduction, renewal, suspension and lifting of suspension and withdrawal of accreditation.

**6.4. Accreditation Board**

The criteria for the selection of members of the Accreditation Board and the rules for the operation of the Accreditation Board are determined by the Order of the Minister for Trade Affairs. The operation of the Accreditation Board and its duties are regulated in regulation DA-RG-002.

**7. Competences Requirement**

**7.1. General Requirement**

 GDA created the requirements for independence, confidentiality, education, knowledge, skills, professional experience for all staff with accreditation functions.

All persons with accreditation functions are required to:

* carry out their activities in non-discriminatory way, acting with impartially, free from all economic and other impacts,
* protect confidential information obtained in the process, they cannot be disclosed to third parties, unless otherwise specified in the legislation and General Director of GDA gives special permission to do so,

• perform tasks to the best of their knowledge, with considerable competence in their particular field.

 GDA classifies competency requirements into 4 groups:

Competence: ability to apply knowledge and skills to achieve intended results

a) Knowledge: the acquired (professional) knowledge, possessed by the given person - at different levels.

b) Skills: ability to apply acquired knowledge; basic competencies that ensure the fulfillment of the given physical and intellectual tasks.

c) Personal attributes / characteristics: professional competences, such as managerial and organizational skills, as well as psychological / physical characteristics and responses to situations, information.

d) Work experience

The following table shows the knowledge and skills requirements for conducting accreditation activities:

|  |  |  |
| --- | --- | --- |
| **Knowledge & Skills** |  | **Accreditation Activities** |
| Review of the application + Assessment planning (Specialists of DL/DCIB) and DD | Assessment Team Member Selection (DDL/DDCIB) | Review of Documents (Assessment Team) | Evaluation (Evaluation Team) | Review of evaluation reports and recommendation for accreditation (DDL/DDCIB or Technical Committees \*) | Accreditation decisions based on recommendation(GD) | Management of accreditation schemes(DDL/DDCIB and DDD) | Evaluation of conformity assessment schemes |
| Knowledge of GDA rules and processes | X | X | X | X | X | X | X | X |
| Knowledge of assessment principles, practices and techniques |  |  | X | X | X | X |  |  |
| Knowledge of general management principles and tools |  |  | X | X | X |  |  |  |
| Knowledge of the requirements of the accreditation scheme and relevant guidance and application documents | X | X | X | X | X | X | X | X |
| Knowledge of the requirements of the conformity assessment scheme, | X | X | X | X | X |  | X | X |
| Knowledge of risk-based planning and assessment |  |  |  | X | X |  | X | X |
| Knowledge of CAB business environment practices and processes |  |  |  | X |  |  |  |  |
| Knowledge of general regulatory requirements related to conformity assessment activities |  |  | X | X | X | X | X | X |
| Communication skills appropriate to all levels within the CAB |  |  |  | X |  |  |  |  |
| The ability of formulating NCs and writing of the report |  |  | X | X |  |  |  |  |
| Ability to open and close the visit |  |  |  | X |  |  |  |  |
| Interviewing skills |  |  |  | X |  |  |  |  |
| Assessment management skills |  |  |  | X |  |  |  |  |

DL: Directorate for testing, calibration and medical laboratories, DD: Development Directory, DDL: Director of testing, calibration and medical laboratories Department, DDD: Director of Development Directory, DG: Director General; DDCIB: Director of Directory for certification and inspection bodies, DCIB: Directory for certification and inspection bodies.

\* In the case of accreditation of related bodies.

**7.2 Requirements for GDA internal staff**

Competency requirements for GDA internal staff, DDL, DDD, DCIB, Specialists, quality manager and General Director .

**7.2.1. Knowledge requirements:**

* + University diploma
	+ Accreditation knowledge and ISO / IEC 17011: 2017
	+ Knowledge of GDA management system and quality manual
	+ Knowledge of DA-related policies, procedures, regulations, guidelines, and forms
	+ knowledge of accreditation scheme requirements (ISO / IEC 17025, ISO 15189,

 ISO / IEC 17020, ISO / IEC 17021-1, ISO / IEC 17065) and guidance and

 application documents (DA, EA, ILAC, IAF) fields of his / her duties

* + knowledge of the requirements of the conformity assessment scheme related to the areas of his / her duties other than the Director General

The General Director and the Director of Directory for testing, calibration and medical laboratories, Director of Directory for certification and inspection bodies also have knowledge of:

• Evaluation principles, practices and techniques,

• knowledge of general management principles and tools,

• Risk-based assessment

• General regulatory requirements related to conformity assessment activities.

The Director of the Development Directory should also have knowledge of:

• Risk-based assessment

• General regulatory requirements related to conformity assessment activities.

**7.2.2. Skills requirements:**

* Good organization, coordination skills

• Good oral and written communication skills

• Tolerance to stress and conflict management

• Logical thinking and systematic approach

• Good awareness of situations

• Ability to apply knowledge in practice to GDA procedures

• Basic computer skills

**7.2.3. Personal Attributes / Behavioral Requirements:**

• proper state of mind

• ethical

• open minded

• objective

• confidence, cultured behavior

GDA's internal staff can also act as lead assessor or technical assessor. In such cases, the requirements of paragraph 7.3 shall apply.

**7.** **3 Requirements for lead assessors, technical assessors and technical experts**

**Requirements for lead assessors, technical assessors and technical experts are set out in the following tables:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| A 1ISO/IEC 17025 | A 2ISO/IEC 17025 and ISO 15189 | A 3ISO/IEC 17020 | A 4ISO/IEC 17021-1 | A 5ISO/IEC 17024 | A 6ISO/IEC 17065 |
| B 1Accreditation | B 2Planning and scheduling | B 3Review of documents | B 4Assessment in place |
| C 1Personal attribute | C 2Communication skills | C 3Organization skills | C 4Basic computer skills | C 5 Leadership skills |

Requirements for Category A are set out in Annex 1, for Category B in Annex 2, and for Category C in Annex 3. Other information competencies and related knowledge and skills, if necessary, are available in IAF MD 20, Appendix 2. 7.

In addition, all lead assessors, technical assessors and technical experts must meet the following general criteria:

• Perform activities in a non-discriminatory and impartial manner, free from all financial and other impacts.

• Handle information obtained during GDA procedures in a confidential manner and not disclose such information to third parties, unless required by legislation or explicitly authorized by the Director General of GDA.

• Perform tasks with the best knowledge with expected professional and procedural competence.

• Have general competence and ability to perform tasks – the person providing the specific technical competence needed in the team to carry out the assessment for a specific conformity assessment activity the person needs to have a university degree in a field covering the conformity assessment activity and at least 1 year practical professional experience in that field within the last 5 years. If these conditions are not completely fulfilled the accreditation body with help of the technical committee as appropriate could evaluate the competence of that person and decide that because of the information provided the person could act as the person providing the specific technical competence – this decision does not substitute the examination and acceptance of the assessor by the technical committee – see requirements in annexes below in addition.

• Has not provided consulting service in the last three years to the organization that he / she will evaluate in order to eliminate the impact on their impartiality in the accreditation process.

**7.4 Requirements for members of the Technical Committee**

The requirements for members of technical groups participating in the decision-making process of related bodies are as follows:

a) to be experts in the relevant field;

b) to have work experience and evidence of technical competence in the field;

c) to be representatives of one or more interested parties;

d) to be familiar with the legislation in force for the areas covered by the technical working group;

e) to be interested in the development of accreditation in Albania;

f) to have completed training courses on general issues of the management of conformity assessment bodies or on specific issues related to these bodies;

g) to keep confidential all information obtained as members of the technical working group;

h) to have the ability to work in a team;

i) to have good communication skills.

university degree,

knowledge of accreditation and ISO/IEC 17011:2017,

Knowledge of policies, procedures, regulations, guidelines, forms related to GDA

knowledge of assessment principles, practices and techniques,

knowledge of general management principles and tools,

knowledge of the requirements of the accreditation scheme according to their areas of responsibility (ISO/IEC 17025, ISO 15189, ISO/IEC 17020, ISO/IEC 17021-1, ISO/IEC 17065) and guidance and application documents (GDA, EA, ILAC, IAF) / its areas,

Knowledge of at least one of the conformity assessment schemes, which is demonstrated by a university degree in a field covering conformity assessment activity and by practical professional experience in that field.

**8. Selection and Approval**

**8.1 Selection and approval of GDA's internal staff**

The internal staff of the GDA functions on the basis of the structure and organizational structure approved by the Prime Minister's Order No. 2, dated 12.01.2021, "On the approval of the Structure and Organization of the General Directorate of Accreditation" amended by Order No. 139 dated 26.09.2023 "On an amendment to the Order No. 2 dated 12.01.2021 of the Prime Minister, "On the approval of the Structure and Organization of the General Directorate of Accreditation", Law No. 152/2013 on "Civil Servants" as amended, as well as the legal and sub-legal acts implementing this law, as well as Law No. 116/2014 "On the Accreditation of Conformity Assessment Bodies in the Republic of Albania", as amended.

The selection and approval of the internal staff of the GDA in the accreditation processes is based on the job descriptions drafted and approved in accordance with point IV of Decision No. 142, dated 12.3.2014 “On the description and classification of job positions in state administration institutions and independent institutions” in the implementation of Law No. 152/2013 on “Civil Servants” as amended, by the Secretary General of the Ministry for Trade Affairs.

For the selection and approval of the internal staff of the GDA, the provisions set out in Law No. 152/2013 on “Civil Servants” and the sub-legal acts implementing this law are applied.

GDA internal staff must attend training on ISO/IEC 17011:2017 and on the requirements of the accreditation scheme (e.g. ISO/IEC 17025, ISO/IEC 17020) relevant to his/her duties. The GDA Quality Manager organises training for GDA internal staff on the GDA management system. GDA internal staff are aware of the implementation of the guidance documents (GDA, EA, ILAC and IAF) relevant to his/her duties.

For new recruits/staff members, the ability to negotiate in English is preferable. For new recruits/staff, their direct superior organizes a six-month technical program, during which the employee becomes familiar with ISO/IEC 17011:2017 and the requirements of the accreditation scheme (e.g. ISO/IEC 17025, ISO 15189, ISO/IEC 17020, ISO/IEC 17021-1, ISO/IEC

17065) in relation to his/her duties, the GDA management system and quality manual, policies, procedures, regulations, instructions, related forms and implementing instructions and documents (GDA, EA, ILAC, IAF). The fulfillment of the technical program is checked and the employee’s approval is made by the direct superior after the 6-month period.

**8.2 Selection and approval of lead assessors, technical assessors and technical experts**

**8.2.1 Selection and approval of lead assessors, technical assessors and local technical experts**

The applicant for lead assessor, technical appraiser or technical expert who wants to cooperate with GDA must submit the application form (DA-FO-045) attached to the CV (form DA-FO-053) and other documents that justify the fulfillment of the requirements defined in paragraph 7.3 and in the relevant annexes of this procedure.

After receiving the request, within 15 working days, the specialist of the Development Directory checks the adequacy of the application, the fulfillment of general (non-technical) requirements, the fulfillment of the criteria of paragraph 7 and the relevant annex. If the application is incomplete or the applicant does not meet the requirements mentioned above, the Specialist of the Development Directory with form DA-FO-081, notifies the Director of the Development Directory. Within 7 working days, the Director of the Development Directorate informs the General Director, who will notify the applicant of the lack of documentation or non-fulfillment of the criteria. If the application is incomplete, the applicant is given 1 month to complete it. If the applicant does not submit the necessary documentation within 1 month, then his application is archived. If the applicant does not meet the criteria, the General Director takes the decision of non-acceptance according to DA-FO-054 and notifies the applicant according to form DA-FO-055.

If the request is complete and the applicant meets the requirements of a general nature and fulfills the criteria of paragraph 7 and the relevant annex, the specialist of the Development Directorate by means of form DA-FO-081 submits a request to the Director of the Development Directorate for review of the application by the relevant Technical Working Group of the GDA, in order to check the fulfillment of the requirements of a technical nature and to determine the technical field of the applicant's competence. Within 10 working days, the specialist of the Development Directorate passes for review all the documentation presented by the applicant to the relevant technical group.

The evaluation of the fulfillment of the requirements of a technical nature and the determination of the technical field of the applicant's competence by the relevant technical group is carried out for a period of time not exceeding three months from the date of sending the documentation.

The relevant technical group evaluates the fulfillment of the requirements of the relevant annex and the definition of the technical field of competence of the applicant using one or some of the following combined ways:

|  |  |
| --- | --- |
| **Methods** | **Demonstration of technical competence** |
| 1 | Documentation (professional references, certificates, licenses, certificates, ...) |
| 2 | Testing (oral / written) |
| 3 | Interview |
| 4 | Demonstration of skills-model situations |
| 5 | Verification (an independent check of other objective evidence obtained through other methods of supporting the assessment of competence, such as evidence of presentations, publications, professional sponsorship in educational institutions, events, activities in specialized commissions and similar in relevant field of accreditation) |

At the end of the evaluation process, the technical working group gives its recommendations according to the form DA-FO-089.

In case the group's recommendation is that the applicant does not meet the technical requirements or lacks competence for the fields he applied for at that time

At the end of the evaluation process, the Technical Committee, proposes to the Director General the scope of the applicant's technical competence as listed in Annex A to DA-FO-045 and sends all relevant notes. The General Director, on the basis of a proposal from the Technical Commission, makes a decision on approval under Form DA-FO 054, which clearly specifies the qualification for (lead candidate, technical assessor or technical expert) and scope of competence.

The announcement of the candidate regarding the decision should be done by submitting the form DA-FO 055 to the General Director for signature.

If the decision of the General Director is positive for the applicant as a technical expert, the Finance and Services Sector Specialist, shall place the applicant on the List of Technical Experts.

If the decision of the Director General is positive for the applicant as a candidate for technical evaluation, the specialist of the Directorate of Development places the applicant on the List of candidate for technical evaluation.

If the decision of the Director General, is positive for the applicant as a candidate for chief, a specialist in the Directorate of Development places the applicant on the List of candidate for chief.

The candidate for lead assessor and candidate for technical assessor must undergo the following stage to become the lead assessor or technical assessor:

a) Initial training

b) practical training.

1. **Initial training**

Initial training aims to make candidates familiar with GDA rules and procedures, evaluation principles, practices and techniques, general principles and tools of the management system, accreditation scheme requirements and relevant guidance and application documents. If the lead candidate has received training in one or more of the following topics, he / she does not need to undergo initial training.

Candidates should be trained in:

a) ISO / IEC 17011: 2017

b) GDA management system.

c) the relevant standards of the accreditation scheme,

d) GDA, EA, ILAC, documents applicable by IAF,

e) ISO 19011: 2018,

f) evaluation techniques,

g) risk procedure, valuation principles,

h) the human aspects of evaluation.

For CAB accreditation for specific conformity assessment schemes (eg ISO 9001, ISO 14011), initial training may also include information related to the conformity assessment scheme, e.g. scheme requirements, regulatory requirements related to conformity assessment activity.

GDA provides candidates with information on the organization of training and the necessary documents.

In case there is only one candidate to be trained, the person will be provided with the self-training training documents and a meeting will be organized by the Director of the Directorate **of** Development for clarification on aspects that are not self-training. The minutes of this meeting are recorded.

At the end of the initial training, including self-training with the initial meeting and partial training, candidates must take a written exam (for each accreditation scheme if it / she has applied for more than one. The exam is evaluated by the Director of Development Directorate in cooperation with the Quality Manager. In case the candidate fails the exam, the General Director General may reject the candidate or may decide on further training needs or may decide to put the candidate for technical evaluation in the List of Technical Experts.

1. **Practical training**

Practical trainings, aim to include candidates in field assessments. The Director of the Development Directory shall notify the Director of D Directory for testing, calibration, medical laboratories/Director of D Directory for certification and inspection bodies for candidates for lead assessors or candidates for technical assessors in order to invite him/her to participate in the on-site assessments.

Each candidate as a lead assessor, must attend 2 assessments in the place as observers, then 2 other assessments in the place, where the candidate performs several tasks under the supervision of the lead assessor. Each candidate as a technical assessor must attend 2 on-site assessments as observers then 2 other on-site assessments, where the candidate performs several tasks under the supervision of a technical assessor. Based on the candidate's performance in the 2 field assessments, the leader makes recommendations for further involvement of the candidate, his / her training, improvement of skills, if necessary. The candidate's personal attributes / behavior will be evaluated based on his / her performance in the 2 field assessments, which is documented in DA-FO-012 form.

After that candidate has completed the initial and practical training, the Director of the Development Directory a file with the recommendation to the General Director for further involvement of the candidate as lead assessor or technical assessor. Once approved by the General Director, the Finance and Services Sector Specialist registers the person in the List of Lead assessors or in the List of Technical Assessors. The Director of Development De Directory presents all data in the Finance and Services Sector.

**8.2.2** **Approval of foreign lead assessor/assessor/technical experts**

When the GDA decided that is necessary upon the proposal of the Director of the Directorate of Testing, Calibration and Medical Laboratories/Director of the Directorate of Certification and Inspection Bodies, GDA may engage foreign lead assessors/assessors/technical experts. GDA shall use foreign lead assessors, technical assessors or technical experts only from accreditation bodies that are signatories to the EA MLA or ILAC MRA or IAF MLA for the relevant accreditation scheme.

The Director of the Directorate of Testing, Calibration and Medical Laboratories/Director of the Directorate of Certification and Inspection Bodies shall contact foreign accreditation bodies and receive the relevant proposals from them. The qualification and technical field of the chief assessor/technical assessor/foreign technical expert shall be confirmed by the foreign accreditation body. In addition, the chief assessor/technical assessor or foreign technical expert must submit his/her CV in English to the GDA before being appointed to the assessment group. The Development Directorate specialist checks whether the general (non-technical) requirements are met, meets the criteria of paragraph 7 and the relevant annex. If the chief assessor/assessor/expert does not meet the requirements mentioned above, the Development Directorate specialist notifies the Director of the Development Directorate using the form DA-FO-081. The Director of the Development Directorate informs the Director of the Directorate of Testing, Calibration and Medical Laboratories/Director of the Directorate of Certification and Inspection Bodies of the non-fulfillment of the acceptance criteria. If the chief evaluator, technical evaluator or foreign technical expert meets the general requirements and meets the criteria of paragraph 7 and the relevant annex, the specialist of the Development Directorate informs the Director of the Development Directorate about the fulfillment of the requirements using the DA-FO-081 form. The latter informs the Director of the Directorate of Testing, Calibration and Medical Laboratories/Director of the Directorate of Certification and Inspection Bodies about the fulfillment of the requirements.

The Development Directorate prepares its file with the recommendation addressed to the Director General for the further inclusion of the candidate as chief evaluator or technical evaluator. After approval by the Director General, the specialist of the Finance and Services Sector registers the person in the List of Chief Evaluators or in the List of Technical Evaluators. The Development Directorate submits all data to the Finance and Services Sector. The chief evaluator or technical evaluator will be included in the list but will not receive a coding.

Before the start of the assessment, the chief assessor/technical assessor/foreign technical expert signs the contract with the GDA, the confidentiality and impartiality declaration. The specialist acting as the file manager and/or the Director of the Directorate of Testing, Calibration and Medical Laboratories/Director of the Directorate of Certification and Inspection Bodies provides him with all the necessary documents of the GDA (policies, procedures and forms) and holds a meeting with him where the specialist informs the foreign technical assessor or technical expert about his/her duties and obligations.

**8.3 Selection and approval of the Technical Committee members**

Members of the Technical Committee who participate in the decision-making process by reviewing the evaluation report and making accreditation recommendations are selected to cover the accreditation scheme and the technical field related to the related bodies. The Candidate for Member of the Technical Committee must submit a CV on the DA-FO-053 form and the documents supporting the competence in GDA.

The Directorate of Development conducts the initial evaluation of the candidate by assessing its compliance with education, work experience and knowledge requirements through the submitted documents (application, CV, certificates, etc.).

Positively evaluated candidates should undergo a GDA organized training on:

a) ISO / IEC 17011: 2017

b) GDA management system,

c) the relevant standards of the accreditation scheme,

d) documents applicable by DA, EA, ILAC, IAF,

e) general principles and tools of the management system,

f) the principles of risk-based assessment;

g) knowledge of the conformity assessment scheme, if applicable

h) recognition of general regulatory requirements related to conformity assessment activities, if applicable.

At the end of the training, candidates must take a written examination (DA-FO-xxx forms) for each accreditation scheme if he / she is to be nominated. The competency exam is assessed by the Director of the Development Directorate together with the Director of Directorate for testing, calibration, medical laboratories/Director of Directorate for certification and inspection bodies. In the event that the candidate fails the test, the Director General may reject it or may classify it as a candidate for further training needs. Candidates who pass the exam are approved by the General Director, also specifying their technical fields (see 7.4 above).

**8.4 Codification of lead assessors, technical assessors and technical experts.**

Codification of lead assessors, technical assessors and technical experts, including foreign ones, will be implemented through the following formula:

VT XXX

VS XXX

ET XXX

Where:

VT – Technical assessor

VS – Lead Assessor

ET – Technical expert

XXX - 3-digit number on the date of his / her approval by the Director General

For example, 03.04.2019

**8.5 List of lead assessors, technical assessors and technical expert**

The Finance and Services Sector Specialist maintains and updates the following three lists:

a) List of Lead assessors

b) List of technical assessors

c) List of technical experts

The list of candidates for chief assessors and candidates for technical assessors is maintained and updated by the Department of Development

**9. CONFIDENTIALITY**

All lead assessors, technical evaluators and technical experts included in the list are required to sign a confidentiality statement with GDA (DA-FO 010) that all information obtained through the evaluation activity will remain confidential. This statement must be signed by them for any evaluation. The same is true for candidates for assessors and candidates for technical assessors before engaging in practical training.

**10. MAINTAINING THE ASSESSORS / EXPERT COMPETENCES**

Requirements for the maintenance or extension of the competences of the personnel involved in the evaluation are included in Annex 4 in accordance with the following categorization:

|  |
| --- |
|  **D. Requirements for maintaining / expanding competence** |
| **D 1****Education** | **D 2****GDA Trainings** | **D 3****Experience in evaluation**  | **D 4****Monitoring** | **D 5****Assessment** |

**D 1- Education**

Every lead assessor, technical assessor and technical expert involved in the GDA database maintains his technical competence for example by working in the relevant field, conducting research and development, training others, attending trainings, seminars, conferences, technical and standardization at national and international level.

If a technical assessor seeks to extend the technical competence for the additional areas of accreditation, he must pass at least 2 assessments in the additional field as an observer and 1 assessment under the supervision of a lead assessor or technical assessor having experience in the field – the conditions of 7.3 shall be observed.

Each year (in January), specialist in the Finance and Services Sector requires all lead assessors, technical assessors and technical experts to update their personal files (including foreign assessors).

The Sector of Finance and Services updates the personal files of chief appraisers, technical appraisers and technical experts. The Head of Finance and Services Sector, in cooperation with the Director of the Development Directorate, verifies the entire updated document, including the updated CV and prepares a report for the Director General who gives his opinion on the maintenance of the list of supervisors, List of technical assessors and List of technical experts.

Upon approval of the GD, the Finance and Services Sector Specialist updates the DA-DT-001 database.

**D 2. Training by DA**

Evaluation staff who are included in the GDA database will participate periodically (usually one per year) in ongoing training organized by GDA or other competent organizers in the relevant areas of accreditation (eg e.g. when GDA activities expand with new activities or areas)

a) obtaining the latest information on the new sub-fields of accreditation, accreditation process, changes in accreditation and evaluation techniques, new accreditation regulations, uniform interpretation of accreditation criteria,

b) improvement of all evaluation techniques,

c) information on the most common deficiencies found within the evaluation,

d) exchange of mutual experiences in evaluation,

e) maintaining their powers to carry out the assessment correctly and competently.

The Development Directory publishes the annual training plan on the DA's website under form DA-FO-046. Technical assessors / assessors and technical or other experts who wish to become assessors or technical experts may apply by completing the form (DA-FO-050) to attend these trainings. The Director of the Development Directory evaluates all applications and makes the decision to attend the relevant training. The lecturer evaluates the effectiveness of the training for each participant through an exam or questionnaire. Evaluation data is kept in the personal file of each technical assessor / technical expert’s / lead assessors. GDA prepares participation certificates, which are kept in the personal file.

If a lack of knowledge of technical or accreditation requirements, standards and procedures is identified, the lead assessor or technical assessor is transferred to the Evaluation Candidate List and must undergo further training and evaluation by the relevant Technical Committee to register again. List of Lead Assessors or List of Technical Assessors. The same is true for technical experts.

The lead assessor or technical evaluator who does not attend three consecutive training courses organized by GDA will not engage in any evaluation process until he / she attends future training and has a satisfactory evaluation.

Continuous training of external assessors will be done by the local accreditation body. The Directorate of Development is required to obtain information from local accreditation bodies regarding ongoing training and performance. Updating documentation once a year is considered equivalent to receiving training information.

**D 3 Evaluation experience**

The lead assessor, technical assessor or technical expert who has not engaged in any evaluation in his role for more than:

a) 2 years, but has regularly participated in continuous training organized by GDA, before engaging in the next evaluation, needs:

- participate in an evaluation process under the supervision of a lead assessor of the relevant evaluation field;

b) 5 years, but has regularly participated in continuous training organized by GDA before committing to the next evaluation, it should:

- participate in an evaluation process as observers in the field of relevant evaluation,

- participate in an evaluation process under the supervision of a lead assessor in the relevant evaluation field;

c) 5 years and has not participated in continuous training organized by GDA before committing to future evaluation he / she should:

- re-trained,

- participate in an evaluation process as observers in the field of relevant evaluation,

- participate in an evaluation process under the supervision of a lead assessor in the relevant evaluation field.

 **D 4 Monitoring of lead assessors, technical assessors and technical experts**

When the GDA first appoints a national or foreign technical assessor / technical assessor / expert, another assessor monitors it.

GDA applies the same rules to technical assessors and domestic and foreign technical experts related to monitoring. In case the work of a foreign technical assessor or technical expert is not good, GDA informs the foreign national accreditation body.

GDA performs monitoring activities for all lead assessors, technical evaluators and technical experts at least once every 3 years.

The Director of the Directorate of Development prepares the annual monitoring plan including one or both of the following forms for monitoring:

a) Checking the documents

b) Country assessments.

**D 4 Monitoring of lead assessors, technical assessors and technical experts**

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GDA performs monitoring activities for all lead assessors, technical evaluators and technical experts at least once every 3 years.

The Director of the Directorate of Development prepares the annual monitoring plan including one or both of the following forms for monitoring:

a) Checking the documents

b) Country assessments.

**Documents check**

Document control is done by the Director of Directory for testing, calibration, medical laboratories/Director of Directorate for certification and inspection bodies based on the activities performed by the lead assessors, technical assessors or technical expert.

Document screening refers to in-person evaluation reports, training certificates, proposed recommendations related to accreditation procedures, opinions of CABs evaluated. The Director of Directorate for testing, calibration, medical laboratories/Director of Directorate for certification and inspection bodies records the result of the document review on the form DA-FO-016 together with his / her recommendations. The lead assessor, technical assessor or technical expert shall be informed of the recommendation.

Control of technical evaluation reports and reports with evidence may be performed by an external competent technical person if there are no technically competent persons in the GDA staff. The outside person performing the audit must always sign the confidentiality statement. The selection of the external technical person shall be based on the criteria for the technical assessor set out in this procedure.

**Assessment in place**

Monitoring by field assessments is carried out by competent persons who meet the following requirements:

• Qualified as a lead assessors with a minimum of 3 years of experience and a positive impression of his/her evaluation performance,

• conducting at least one assessment per year as lead assessor,

• have a good knowledge of the GDA accreditation process,

• have a good performance appraisal evaluated by the evaluated CABs and GDA permanent staff.

The person performing the monitoring is responsible for evaluating the performance of the CAB field assessment for monitoring the activities of the lead assessors, technical assessor or technical expert during the on-site assessment. Observations and findings related to the activities of the monitored person are recorded in the form DA-FO-015 for the monitoring of chief assessors, technical assessors, technical experts. The on-site monitoring report is sent to the monitored person for comments, suggestions for corrective actions. Instructions for monitoring are given in DA-IN-002. Persons performing the monitoring should act impartially. Mutual monitoring is not allowed.

In case of negative results from the monitoring, the Director of the Development Directorate analyzes the reasons for the negative result, proposes corrective actions and evaluates their effectiveness.

Where a negative result of a monitoring is restored or when remedial action is ineffective, the Director General shall report the negative results to the relevant Technical Committee, which shall take one of the following decisions:

a) Prepare an additional training or evaluation program for the lead assessor / technical assessor / technical expert

b) Propose to the Director General to suspend the lead assessor / technical assessor for an indefinite period of time, remove him from the lead assessor list or the List of technical assessors or the List of technical experts.

The Finance and Services Sector Specialist notifies the lead assessor, technical assessor or technical expert on the decisions. The Director of the Development Directorate prepares the training program.

Monitoring may be carried out by the GDA employee or by an external technical competent person if there are no technically competent persons within the GDA staff. The outside person performing the audit must always sign the confidentiality statement. The selection of the external technical person shall be based on the criteria for the technical assessor set out in this procedure. Monitoring time is calculated as a half-day estimate and paid by GDA.

**D 5 Evaluation**

The Development Directorate evaluates each lead assessor, technical evaluator and technical expert once a year and prepares a report on his / her performance. The rating is based on information collected from D 1 to D 5 and their results. Based on the annual evaluation, the Director General decides to remove the person from the list of chief assessors, List of technical assessors or List of technical experts.

If the lead assessor, technical assessor or technical expert fails to meet the competence requirements or has not been involved in any assessment for more than 3 years or has not systematically attended GDA training, the Director General shall remove him relevant list.

GDA also takes into account the opinions of the CABs evaluated regarding the competence and performance of the assessment team including their professional approach, ethical behavior and the organization of the assessment, the communication expressed in the "Satisfaction Questionnaire for the performance of the assessment service". accreditation "that the CABs will complete after evaluations (accreditation, supervision or re-accreditation). GDA uses this form of monitoring as one of the different ways of monitoring the performance and competence of the staff involved in the evaluation and in doing so realizes the relevant objectivity based on the evaluation results.

**11. Expanding the scope of an assessor / expert**

When a technical expert applies to extend his / her scope with new technical areas or with a new accreditation scheme, he / she must submit the updated CV with justifying documents to GDA. The Specialist of the Development Directorate checks that the documentation is complete and submits the documentation to the relevant Technical Committee to check that it meets the technical requirements and to determine the competence of the applicant's technical field as per clause 8.2. of this procedure. The decision to expand the technical field is made by the Director General in accordance with point 8.2. of this procedure.

When a technical assessor applies to extend his / her scope with new technical areas or with the new accreditation scheme, he / she must submit the updated CV with justifying documents to GDA. The Development Directorate Specialist checks that the documentation is complete and submits the documentation to the relevant Technical Committee to check that it meets the technical requirements and to determine the competence of the Applicant's technical field under clause 8.2. of this procedure. The technical assessor shall not undergo initial training and practical training as described in point 8.2, but shall:

• In case of expanding the activity with the new accreditation scheme, the technical assessor must prove knowledge of the requirements of the new accreditation scheme (standard), with a written exam assessed by the Technical Committee,

• In the event of an extension of the technical scope of the technical assessor, the Technical Committee shall make recommendations for the extension of the technical scope,

• The technical assessor should participate in an assessment against the requirements of the new accreditation scheme or in the new technical field with some tasks under the supervision of a lead assessor or technical assessor qualified for the accreditation scheme or in the new technical field.

The decision to expand the field (schemes and / or technical areas) is made by the Director General under clause 8.2. of this procedure.

When a lead assessor wishes to extend his activities to another accreditation scheme, he / she must submit the updated CV with justification documents to DA. The Directorate of Development specialist checks that the documentation is complete. The lead assessor shall not undergo initial training and practical training as described in clause 8.2, but must test knowledge of new (standard) accreditation scheme requirements, with a written examination assessed by the Technical Committee. In addition, he / she should participate in an assessment against the requirements of the new accreditation scheme with some tasks under the supervision of a qualified lead assessor for the new accreditation scheme. The decision to extend the scope of the new accreditation scheme is made by the Director General in accordance with point 8.2. of this procedure.

**12. Suspension or removal of an assessor / expert**

The reasons for the suspension of the activities of the lead assessor, technical assessor or technical expert are:

a) on its own request,

b) failure to perform regular monitoring for more than 3 years,

c) lack of training provided by GDA or lack of other training

d) corrective actions required by GDA based on negative monitoring results were ineffective,

e) corrective actions are not timely performed;

f) non-updating of information.

In cases b) -f), the Director General shall decide on the suspension on the basis of which the Finance and Services Sector Specialist shall immediately notify the Director of Directorate for testing, calibration, medical laboratories/Director of Directorate for certification and inspection bodies. The suspension can be effective for a maximum of 1 year.

The person may be reactivated as lead assessor, technical assessor or technical expert upon completion of all requirements.

Reasons for leaving GDA database of evaluators:

• personal request,

• death,

• if the suspension is not lifted after one year,

• lack of performance correction even after repeated training,

• technical competence is not renewed / confirmed after six years of interruption of professional practice.

After more than 2 years, the person can be reactivated.

**13. REGISTER**

The Sector for Finance and Services maintains a personal file / folder for each lead assessor, technical assessor and technical expert which contains:

• Application Form (DA-FO-045);

• Curriculum Vitae (DA-FO-053)

• Monitoring of assessors (DA-FO-015 or DA-FO-015/1);

• Attendance certificates in courses organized by DA, or another equivalent course recognized by GDA.

• Privacy Statement (DA-FO-010)

• Contract between GDA and assessor (DA-FO-037)

• Form of approval (DA-FO-054).

• Candidate Notification Form (DA-FO-055)

• Training Application Form (DA-FO-050)

• Data Form and Update (DA-FO-009)

• Database, e.g. List of lead assessors, List of technical assessors and List of technical experts (DA-DT-001

|  |  |  |  |
| --- | --- | --- | --- |
| **Document title** | **Who fill it** | **when** | **Who keep the records** |
| Application Form (DA-FO-045) | Assesor | When to apply | Finance & Services Sector |
|  Monitoring formDA-FO-015) | GDAAccreditation BodyLead assessor | After completion of the assessment visit | Finance & Services Sector |
| Statement of Confidentiality (DA-FO- 010) | Assessor | Before involvement in the activity  |  Finance & Services Sector |
| Annual plan of training  (DA-FO-046) | Director i of Development Directorate | Beginning of the year | Development Directory |
| The model contract for assessors (DA-FO-037) | Assesor | After the approval of the Director General | Finance & Services Sector |
| Form of approval of technical assessors / technical expert (DA-FO-054). | Technical Committee | After application check  | Finance & Services Sector |
| Candidate notification form (DA-FO-055) | General Director | After taking the decision to the applicant. | Finance & Services Sector |
| Application form for assessor training (DA-FO-050) | assessors / technical experts / lead assessors | When applying to participate in training | Development Department |
| Form for updating data for lead assessors / assessors and technical experts. (DA-PT-009), | Development Directorate | After the approval of the Director General | Finance & Services Sector |
| Database of technical evaluators / technical experts and experts (DA-DT-001) | Specialist of Finance & Services Sector | After the approval of the Director General | Finance & Services Sector |

**14. HISTORY**

|  |  |  |  |
| --- | --- | --- | --- |
| **Revision data** | **Revision number**  |  **Prepared by**  | **Description of the changes** |
| 30.10.2006 |  0 | Majlinda Xhema | Initial Version |
| 30.04.2009 |  1 | Ardita Fuga | Are improved: selection and codification of assessors / technical experts. Changes have been introduced to the use of forms for assessors / technical experts / assessors. |
| 25.10.2009 | 2 | Arben IsakuB. Pani | The amendments are inserted in clause 9.2 "Codification of assessors / technical experts / chief assessors" as well as in clause 17: "Procedure registration" Changes are made in clauses 15.1 and 15.2. relevant notes have been added to these points. |
| 20.06.2010 |  3 | E.Fyshku | Changes have been made to points 1 and 15.2. Criteria for the monitors are included and the manner of evaluating the evaluators / technical experts / chief evaluators. |
| 15.10.2010 |  4 | A. Fuga | Amendments to paragraphs 7, 9.1, 12, 13 and 15.4. Amendment to paragraph 7 based on ILAC G3: 1994. Other paragraphs concern foreign assessors. |
| 22.12.2014 |  5 | E.Fyshku | Head changes and points 13; 15; 16 and 17 based on the suggestions coming from internal audits in 2014. |
| 01.06.2017 | 6 | A. Mele | Changes in criteria for assessors / assessors and experts |
| 20.05.2019 | 7 | S. Kromidha | Changes to paragraphs 6, 7, 8 and annexes |
| 10.09.2019 | 8 | S. Kromidha | Changes to paragraph 6 and table 5 |
| 31.01.2020 | 9 | S. Kromidha | Changes to paragraph 6,7 and annexe A5 |
| 31.03.2021 | 10 | S. Kromidha | Have been added requirements in table A 5 Personnel Certification (ISO / IEC 17024) |
| 04.05.2021 | 11 | 1. Mele
 | Changed based on new organization chart of GDA, requirements in tables A 4. Requirements for FSSC 22000 scheme |
| 20.10.2023 | 12 | Suela Kromidha, Ardita Mele,Alfred Bundo, Matilda Horeshka GTP for certification bodies. GTP forlaboratorymedical | Points 8.2, 8.3, 8.4, and tables A.2, A 2.1, A.4 have been changed, the change in the codification of vt/et/vs, the introduction of criteria for the new schemes PIMS, ISMS + ISO 27017 and ISO 27018, ISO 20121, SRSMS ISO 28000. There is also a separate table with the criteria for evaluators according to the ISO field 15189. |
| dd.mm.2024 | 13 |  | Requirements for product certification assessors and GlobalG.A.P. assessors |

Request

Evaluation of the request

Pozitive result

Negativ result

Approval form General Director

Recording

Contracting

Dokumentation

Application form

Dosja Personale

Kontrolli ne vend

Notice to applicant

Register of assessors

Contract form

List of evaluators

Accountability

Applicant

P/Sektor

MC

Personnel Sector

Personnel Sector

Personnel Sector

Po

po

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jo

Monitoring

Annex A Requirement for competence and experience

**A1 Calibration (ISO / IEC 17025)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Requirements | Lead Assessor | Technical Assessor | Technical Expert | Demonstration |
| Education | University diploma in according to the relevant specialization |  University diploma in according to the relevant specialization |  University diploma in according to the relevant specialization or high school diploma. | Diploma/certificate  |
| Work experience | 5 years in the required field in connection with the evaluation or in similar fields related to the evaluated field including 2 years in the field of system management. | 5 years’ work experience in the required field related to the evaluation or related field related to the assessed field. | 3 years’ work experience in the required field related to the evaluation or related field related to the assessed field  |  Professional CV and - Certificates demonstrating technical competence in the relevant field |
| Knowledge  | ISO/IEC17025 (24 hours of training) and the relevant documents of GDA, EA, ILACANDISO 19011 (16 hours of training) | In-depth knowledge of ISO/IEC17025 (24 hours of training) and other documents issued by GDA, EA, ILACANDStandards and regulations ofspecializedISO 19011 (16 hours of training) | Standards and specialized regulations related to calibration |  Diplomas, certifications, certification trainings |

**A 2 Testing (ISO / IEC 17025)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Requirements | Lead assessor | Technical Assessor | Technical Expert | Demonstration |
| Education | Undergraduate degree according to the relevant specialization | Undergraduate degree according to the relevant specialization | Undergraduate degree in relevant specialization or secondary education | Certificates of education |
| Work experience | 5 years in the required field related to the evaluation or similar fields related to the evaluated field, including 2 years in the fieldof the management system | 5 years in total and 2 years in the field required in connection with the assessment or in similar fields related to the assessed field | 3 years in the required field in connection with the evaluation or in similar fields related to the evaluated field | Professional CVCertificates demonstrating technical competence in the relevant field |
| Knowledge | In-depth knowledge of ISO / IEC 17025 (24 hours of training)and relevant documents of GDA, EA, ILACANDKnowledge of ISO 19011 (16 training hours) | In-depth knowledge of ISO/IEC17025 (24 hours of training) and other documents issued by GDA, EA, ILACANDStandards and regulations ofspecialized related to AND testingKnowledge of ISO 19011 (16 hourstraining). | In-depth knowledge of specialized standards and regulations related to testing | Evidence of trainingcertificateDiplomas, certifications etc. |

**A 3 Medical Laboratories ISO/IEC 15189:2012**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Requirements | Lead assessor | Technical Assessor | Technical Expert | Demonstration |
| Education | University degrees in general medicine or chemistry or biology or biotechnology | University degrees in general medicine or chemistry or biology or biotechnology | Undergraduate degree as senior Technic of Laboratory or general medicine or biology or biotechnology.  | Diploma or certificates |
| Work experience | 5 years in the required field related to the evaluation or similar fields related to the evaluated field, including 2 years in the fieldof the management system |  In the case of persons with a university degree in General Medicine, 5 years in the field of medical laboratories is required. In the case of persons with a chemistry/biology/biotechnology education, they are required to have at least 10 years of work experience in a laboratory, of which 2 years as a laboratory manager  |  5 years in medical laboratories and at least 2 years in the field in which it will be used | Professional CV Certificates demonstrating technical competence in the relevant field |
| Knowledge | In-depth knowledge of ISO 15189 ( 24 hour) and related documents of GDA, EA, ILAC as well as knowledge of the requirements of the ISO 19011 standard ( 16 training hour)  | In-depth knowledge of ISO 15189 ( 24 hour) and in-depth knowledge of the specific standards and regulations related to the relevant testing and knowledge of the ISO 19011 standard (16 training hours) | Knowledge on standards and regulations related to testing. | Evidence of trainingcertificateDiplomas, certifications etc. |

**A 4 Inspection (ISO/IEC 17020)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Requirements | Lead assessors | Technical Assessor  | Technical Expert | Demonstration |
| Education | Undergraduate degree according to the relevant specialization | Undergraduate degree according to the relevant specialization | Undergraduate degree in relevant specialization or secondary education | Certificates of education |
| Work experience | 5 years in the required field in connection with the evaluation or in similar fields related to the evaluated field, including 2 years in the fieldof the management system | 5 years in total and 2 years in the field required in connection with the assessment or in similar fields related to the assessed field | 3 years in the required field in connection with the evaluation or in similar fields related to the evaluated field | • Professional CV* Certificates demonstrating technical competence in the relevant field
 |
| Knowledge | Njohje e thelluar e ISO/IEC 17020 (24 ore)dhe dokumentet perkatese të GDA, EA, ILACDHENjohje e kërkesave të standardit ISO 19011 (16 ore) | Njohje e thelluar e ISO/IEC 17020 (24 ore)dhe dokumentet perkatese të GDA, EA and IAF DHENjohje e thelluar e standardeve dhe rregulloreve specifike që lidhen me inspektimin përkatës DHENjohuri të ISO 19011 (16 oretrajnimi)  | Knowledge of standards and regulations related to relevant inspection | Evidence of trainingcertificateDiplomas, certifications etc. |

**A 5 (ISO / IEC 17021-1 Management System Certification)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirements** | **Lead Assessors** | **Technical Assessor** | **Technical Expert** |  **Demonstration** |
| Education | Undergraduate degree according to their specialization | Undergraduate degree according to the relevant specialization | Undergraduate degree in relevant specialization or secondary education | Certificates of education |
| General Knowledge and skills | Knowledge ofProfoundISO/IEC17021-1 (24 hours) and the relevant documents of GDA, EA, IAFANDKnowledge of the requirements of the ISO 19011 standard (16 hours) | In-depth knowledge ofISO/IEC 17021-1 (24 hours)and documentspertaining to GDA, EA and IAFANDSpecialized standards and regulations related to the relevant certificationANDKnowledge of ISO 19011 (16 hourstraining) |  | Evidence of trainingcertificateDiplomas, exams, certifications etc. |
| Work experience | 4 years, including 2 years in the field of management systems  | 4 years in total including 2 years in the field of quality management or 4 successful consulency AND4 audits performed in the last 3 years. | 5years’ experience in the relevant technical field in case of university degree OR 6 years in case of secondary education gained:- from the certification activity in that field- as a trainer in high schools or universities or other similar training agencies | - professional CV,-Objective certification of professional competence in the relevant field |
| **For each scheme** |
| QMS- Certification | ISO / IEC S SH 17021-3 and knowledge of ISO 9001 | ISO / IEC S SH 17021-3 and ISO 9001Training on ISO 9001, 40 hours (24+16); 4 performed audits; For each cluster: 3 audits, OR 4 consultancy services; OR 3 years work experience as quality manager  | 2 years’ work experience in technic- managerial according to cluster. Related Sectoral Standards, Regulations, Rules | Evidence of trainingcertificateDiplomas, certifications, exams, etc. |
| EMS- Certification | ISO / IEC TS 17021-2 and ISO 14001 | ISO / IEC TS 17021-2; training on ISO 14001; 40 hours (24+16); 4 performed audits; For each cluster: 3 audits, OR 4 consultancy services; OR 3 years work experience as environmental manager. Knowledge ofsector-specific environmental aspects and the effects of environmental requirements, | 2 years’ work experience in environmental management or environmental inspection; OR 4 consultancies for the relevant cluster. Knowledge on standards, sector-specific environmental aspects and the effects of environmental requirements | Evidence of trainingcertificateDiplomas, certifications, interviews, etc. |
| HSMS Certification | EN 45001 OHSAS 18001 EA 3/13 | Training on ISO 45001/OHSAS 18001 40 hours (24+16); EA 3/13; 4 performed audits; For each cluster: 3 audits, OR 4 consultancy services; OR 3 years work experience as health and safety manager. Knowledge for specific sectoral risks and risks of legal requirements related to HS. | The relevant sections of EN 45001 and EA 3/13specific sectoral risks of OSH and risks of legal requirements related to OSH | Evidence of trainingcertificateDiplomas, certifications, exams interviws, etc. |
| ISMS - Certification | ISO / IEC 27006ISO/IEC 27001 \* detailed knowledge specification is in IAF MD 13 | Training on ISO/IEC 27001 40 hours (24+16); 4 performed audits (2 must be according to ISO 27001 2 others can be ISO 9001 IAF 33 or ISO 20000-1); 3 years’ work experience as IT or information security: OR 2 years and 4 consultancy services;Knowledge on ISO 27006 and on IAF MD 13 | 3 years’ work experience in relevant information technology or information security  | Evidence of trainingcertificateDiplomas, certifications, exams, interviews etc. |
| PIMS and ISO/IEC 27701 certification  |  Knowledge for ISO/IEC 27001, ISO/IEC 27006 and ISO/IEC TS 27006-2 and specific knowledge according IAF MD 13 and knowledge of normative framework, laws and rules.  |  Training LA/A for ISO/IEC 27001 and ISO /IEC 27006(24+16) ore and training LA/A for ISO /IEC 27701 and ISO/IEC TS 27006-2(16 hours with test) and 4 audits carry out with ISO/IEC 27001 and knowledge for IAF MD 13 of normative framework, laws and rules | 5 years’ work experiences related to the information technology or information security or 3 years work experience as responsible for data protection in the organization or like inspector for data protection or 4 years work experience as consultancy for data protection system and 4 successful consultancies in the field of information security with at least 4 organization certified with ISO/IEC 27001. | Evidence of trainingcertificateDiplomas, certifications, exams, as DPO etc.  |
| Certification ISMS+ ISO/IEC 27017 & ISO/IEC 27018 | Knowledge on ISO/IEC 27001 and ISO/IEC 27006, ISO/IEC 27017 & ISO 27018 Knowledge of normative framework, rules and laws and knowledge of IAF MD 013 | Training on LA/A for ISO/IEC 27001 and ISO 27006(24+16 hours) and training for ISO/IEC 27017&ISO/IEC 27018 (8 hours) and 4 audits carry out on ISO 27001 and knowledge for IAF MD 13 as well as knowledge of normative framework, rules and laws. Three years’ experience in the safety information or 2 years work experience in information safety and 4 year successful consultancies ncy for information safety. | 5 years’ work experiences related to the information technology or information security or 4 years work experience as consultant nt for data protection in the organization or like inspector for data protection or 4 years work experience as consultancy for data protection system and 4 successful consultancies in the field of information security. | Evidence of trainingcertificateDiplomas, certifications, exams, etc |
| Certification ISO 20121 | Knowledge on ISO 20121 and ISO 17021-4. Knowledge of normative framework, rules and laws | Preliminary approval as technical assessor for ISO 14001 but no in EA 39 Preliminary approval as technical assessor for ISO 9001 or ISO 45001 in EA 39(including NACE codes 059,060, 063, 079, 090, 091, 092, 093,094). Training LA/A ISO 20121 and ISO 17021-4 (8 hours)Knowledge for interviews etc. Legal framework knowledge. If the do not have preliminary approval as technical assessor for ISO 14001: Training LA/A ISO 20121 and ISO 17021-4(24+16 hours) and 2 audits carry out for ISO 20121 or 5 audits for ISO 9001/45001 carry out for NACE code EA 39(NACE 059,060,063,079, 090, 091, 092, 093, 094) and two years work experience as responsible for event organizer.  | 5 years’ work experience as responsible for events, | Evidence of trainings, certificates, diplomas, examsetc |
| Certification SRSMS ISO 28000 | Knowledge for ISO 28000 and ISO 28003 and and knowledge of normative and legal framework. | Training LA/A ISO 28000 and ISO 28003 (24+16 hours) and three audits carry out for ISO 28000; or 3+3 audits carry out for ISO 9001 especially in the sectors EA 31(NACE 049, 050, 051, 052) and EA 35 NACE 080. Knowledge for the normative and legal framework or two years’ work experience in the position leader in the field of physical safety or as inspector or two years in education/ professional background for physical safety.  | 5 years’ work experience related to physical security; three years’ experience in leadership position or 5 succesfull consultancy for safety physical systems.  |  |
| FSMS - Certification | Knowledge on ISO 22003-1 ISO 22000 IAF MD 16  | Training on1) ISO 22000(24+16 hours); And 4 (four)audits carry out (2 must be for ISO 22000, the others can be FSSC, BRC, IFS, ISO 9001 IAF 03); and 3 three work experience in the positions related with management of food safety or inspection activity. and knowledge for ISO 22003-1; IAF MD 16; legislation and for each group – cluster – three performed audits or 4 successful consultancy or three years work experience. | HACCP legislation and other requirements for related category or sub category. A detailed specification of knowledge is in IAF MD 16.  | Evidence of trainingCertificate, training, work experience and audit log.  |
| Additional for FSSC 22000- Certification | Knowledge for FSSC 22000 part 3 and 4 | Relevant training with exam for:1)FSSC 22000;2) Food protection3) Food fraud4) Relative PRPAnd 5 audits at least 10-day audit for FSMS, HACCP and PRP. Three must be in FSSC 22000, the others can be BRC, IFS, ISO 9001 IAF 03)  |  | Sucesfull exam after training. |
| QMS-MD - Certification | Knowledge on ISO 13485 and IAF MD 9Detailed knowledge specification is in IAF MD 8. | 40 hours training on ISO 9001(24+16); Training on ISO 13485 or medical devices directive (MDD) 4 performed audits for management system in health sector (2 must be for ISO 13485 and 2 can be on ISO 9001). Knowledge on IAF MD 8 and IAF MD 9. Knowledge onregulatory requirement for the field. This can be witness with 2 audits OR 2 consultancies OR 1 year work experience in position related to QMS-MD, OR with exam provided by GDA.  | 3 years’ work experience in technical-managerial positions in health sector companies Regulatory requirements for the relevant main technical areas | Evidence of trainingCertificate, Diplomas, certifications, exams, interviews, audit log, etc. |
| EnMS- Certification | Knowledge onISO 50003 ISO 50001 | Training on ISO 50003 ISO 50001 40 hours (24+16)3 audit complited on management system, OR 2 audits and 2 consultancies, OR 2 years work experience in work position related to EnMS. For each technical area: Knowledge of products/processes of organizations in categories; knowledge on regulatory requirements in energy field, witness with 2 audits, OR 2 consultancies, OR 1-year work experience in work position related on EnMS, OR training with examination, OR examination provided by GDA.  | The relevant sections of ISO 50003, ISO 50001 sector specific requirements legislative requirements in the field of energy | Evidence of trainingCertificate, Diplomas, certifications, exams, interviews, audit log, etc.. |
| IT service management system | Knowledge on ISO/IEC 20000-1 | Training on ISO / IEC 20000-1 (24+16); 4 audits completed (1 must be on ISO 20000-1, the others can be ISO 9001 IAF 33, or ISO 27001). Knowledge on - Specific sectoral requirements andlegislative requirements in information technology | 3 years’ work experience in information technology. Knowledge on specific sectoral requirements and legislative requirements in information technology | Evidence of trainingCertificate, Diplomas, certifications, exams, interviews, audit log, etc. |
| Business Continuity Management Systems (BCMS) | Knowledge of ISO 22301 and ISO/IEC 1TS 17021-6 | ISO 22301 training (24+16 hours);4 audits completed (2 must be ISO 22301 or other BCMS schemes, others include, ISO 27001 or ISO 20000-1 or ISO 9001).Knowledge of related business processes which can be witness with 2 audits, OR 2 consultancies, OR 1-year experience in position related with BCMS or managerial positions, OR examination by GDA.  | 3 years of BCMS related positions. Specific knowledge of processes and requirements for BCMS. | Evidence of trainingCertificate, Diplomas, certifications, exams, interviews, audit log, etc,  |
| Anti-Bribery Management Systems (ABMS) | Knowledge of ISO 37001 and ISO/IEC TS 17021-9 | ISO 37001 training (24+16 hours);3 audits completed ABMS; OR2 audits and 2 consultancies, OR 2 years of ABMS related position. Knowledge of specific legal requirements in the field of anti-bribery. | 3 years of ABMS related position Knowledge of specific legal requirements in the field of anti-bribery.  | Evidence of trainingCertificate, Diplomas, certifications, exams, interviews, audit log, etc,  |
| Road Traffic Safety Management Systems (RTS) | Knowledge of ISO 39001 and ISO/IEC 17021-7 | ISO 39001 training (24+16 hours);3 audits completed in RTS; or2 audits and 2 consultancies, or 2 years of RTS related position. Knowledge of specific legal requirements in the field of road traffic safety. | 3 years of RTS related position Knowledge of specific legal requirements in the field of road traffic safety.  | Evidence of trainingCertificate, Diplomas, certifications, exams, interviews, audit log, etc  |

**A 6. Personnel Certification (ISO / IEC 17024)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requests** | **Lead Assessor** | **Technical Assessor** | **Technical expert** | **Demonstration** |
| Education | University degree(equivalent to master's degree) | University degree (equivalent to master's degree) | University degree or diplomas of secondary education professional | Education certificates |
| Work experience | 2 years as internal staff of GDA; or 5 years if external personnel, including 2 years in the field of the management system or certification of persons. | 5 years in total  | 5 years in total and 3 years (in case of a university degree or5 years (in case of secondary education diploma) regarding:Certification schemes of persons for the applied field or in similar fieldsORTrainer / tutor in universities or training agencies for the applied field or in similar fields. | Professional CV, Certificate of professional competence in the relevant field. |
| Knowledge | Knowledge of ISO/IEC 17024 (24 hours of training) and knowledge of the relevant documents of GDA, EA, IAF and knowledge of the requirements of the ISO 19011 standard (16 hours training) GDA, EA and IAF documents. | ISO/IEC 17024 evaluation training (24 hours of training) and knowledge about the relevant documents of GDA, EA, IAF (training hours) Knowledge of ISO 19011 (16 hours).Knowledge of the certification scheme according to the field of application. | Knowledge of the certification scheme according to the field of application. | Training certificates, diplomas, certifications,tests, Interviews, etc. |
| **Additional requirements for each scheme** |
| **Electrical equipment operators** |
| Education | No additional. | University degree in electro-technics or similar field.  | University degree or diplomas of secondary professional education in electro-technics or similar field. |  |
| Work experience | No additional. | 5 years in technical-managerial positions related to the field of the certification scheme or similar fileds. OR3 years in relation to:Certification schemes of persons according to the applied field or in similar fields.OR3 years as trainer / tutor in universities or training agencies for the applied field or similar fields. | 5 years in technical-managerial positions related to the scope of the certification scheme: design, production, installation, or maintenance, or modification or inspection of electrical equipment and plants.ORIn case of secondary professional education, 10 years in technical-managerial positions related to the field of the certification scheme: design, production, installation, or maintenance, or modification or inspection of electrical equipment and plants. |  |
| Knowledge  | Knowledge of the general regulatory requirements (at least 4 hours training or1 year experience with such requirements) and compliance body (CB) requirements (if any) | Knowledge of the certification scheme according to legislation:Order no. 3403/01, Prot. Dated 30 Jun 2003, issued by Minister of Industry and Energy: “Regulation for technical safety and utilisation for plants, equipment and electrical installation”.Specific knowledge of the business and industry practices and processes and competence requirements according to the related normative and regulatory frameworks. | Specific knowledge of legislation: Order no. 3403/01, Prot. Dated 30 Jun 2003, issued by Minister of Industry and Energy: “Regulation for technical safety and utilisation for plants, equipment and electrical installation”.Specific knowledge of the business and industry practices and processes and competence requirements according to the related normative and regulatory frameworks. | Evidence of trainingCertificates, Diplomas, certifications,Tests,Interviews, etc. |

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| **Equipment under pressure** |
| Education | No additional. | University degree in mechanics or similar field. | University degree in mechanics or similar field. |  |
| Work experience | No additional. | 5 years in technical-managerial positions related to the field of the certification scheme or similar field. OR3 years in relation to: Certification schemes of persons for the applied field or in similar fieldsOR3 years as trainer / tutor in universities or training agencies for the applied field or similar fields. | 5 years in technical-managerial positions related to the scope of the certification scheme: design, production, installation, or maintenance, or modification or inspection of equipment under pressure.ORIn case of secondary professional education, 10 years in technical-managerial positions connected to the scope of the certification scheme: design, production, installation, or maintenance, or modification or inspection of equipment under pressure. |  |
| Knowledge | Knowledge of the general regulatory requirements and requirements of conformity body (if any). | Knowledge of the certification scheme according to Legislation:Law no. 32/2016 “On guaranteeing the safety of work, equipment and installations under pressure”, and sub-legal acts related to. Specific knowledge of the business and industry practices and processes and competence requirements according to the related normative and regulatory frameworks.  | Specific knowledge of Legislation: Law no. 32/2016 “On guaranteeing the safety of work, equipment and installations under pressure”, and sub-legal acts related to. Specific knowledge of the business and industry practices and processes and competence requirements according to the related normative and regulatory frameworks. | Evidence of trainingCertificate, Diplomas, certifications, tests,Interviews, etc. |

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| **Lifting euipment**  |
| Education | No additional. | University degree in mechanics, electro-technics or similar field. | University degree in mechanics, electro-technics or similar field. |  |
| Work experience | No additional. | 5 years in technical-managerial positions related to the scope of the certification scheme or similar. OR3 years in relation to Certification schemes for persons for the applied field or in similar fieldsOR3 years as trainer / tutor in universities or training agencies for the applied field or similar fields | 5 years in installation, or maintenance, or modification or inspection of lifting equipments. ORIn case of secondary professional education, 10 years in installation, or maintenance, or modification or inspection of lifting equipments.  |  |
| Knowledge | Knowledge of general regulatory requirements and compliance body requirements (if any) | Knowledge of the certification scheme according to the Legislation: DCR no. 1056, date 23.12.2015"For the approval of the technical rule “For the safety of elevators in use"Specific knowledge of business and industry practices and processesand competence requirements according to the relevant normative and regulatory frameworks. | Specific knowledge of the Legislation: DCR. no. 1056, dated 23.12.2015 "For the approval of the technical rule “For the safety of elevators in use".Specific knowledge of business and industry practices and processes and competence requirements according to the relevant normative and regulatory frameworks in the fields of installation, or maintenance, or modification or inspection of lifting equipments. | Training certificates, Diplomas,Certifications,tests,Interview, etc.  |
| **Auditor / Lead Auditor of Management Systems** |
| Education | No additional. | No additional. | No additional. |  |
| Work experience | No additional. | 3 years as an examiner in the respective certification scheme for the applied field or in similar fields related to it, AND asLead Auditor in the relevant scheme (min 4 audits in the last 3 years). ORApproved technical assessor of GDA for ISO/IEC 17021 for the respective scheme and positive outcome of monitoring. | 3 years as an examiner in the respective certification scheme or in similar scheme related to it.OR2 years (recent years) experience as approved GDA technical assessor of ISO/IEC 17021 for the respective scheme and positive outcome of monitoring. | Audit logs.Certificates.  |
| Knowledge | Knowledge of the general regulatory requirements and CB requirements (if any) | Knowledge of the respective certification scheme of Auditor of Management Systems. Lead Auditor course (24+16 hours). | Knowledge of the respective certification scheme of Auditor of Management Systems. ORLead Auditor course (24+16 hours) in the relevant standard (for approved technical assessors of GDA according to ISO / IEC 17021 for the respective scheme with a positive monitoring result and for examiners who have experience in similar schemes) | Auditor or Lead Auditor training certificate.  |

**A 7. Product certification (ISO / IEC 17065)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requests** | **Lead Assessor** | **Technical Assessor** | **Technical expert** | **Demonstration** |
| Education | University education in technology | University education in technology | Relevant university education ORsecondary education  | Certificates of education  |
| Work experience | Minimum 3 years of professional experience including 2 years in the field of management system  | Minimum 3 years of professional experience and 2 years in the required field under evaluation or in a related field related to the assessed field such as production, construction,testing, maintenance, repair, production quality management. | 3 years in the required technical field of the product certification scheme under evaluation or in a related field related to the evaluated field (e.g. food sector experience, construction sector experience) | Professional CV and evidences of professional experience or references |
| General knowledge | ISO/IEC 17065, ISO/IEC 17067, (24 hours for both) and relevant documents of DA, EA and IAF.ISO 19011 (16 hours) | ISO/IEC 17065, ISO/IEC 17067, (24 hours for both)and relevant documents of DA, EA and IAF, technical standards and regulations for the relevant field of product certification, national and EU legislation relating to product certification, specific sector schemes of certification related to GDA policiesISO 19011 (16 hours) | ISO/IEC 17065, ISO/IEC 17067, for the relevant field of product certification, national and EU legislation on product certification, specific sector schemes of certification related to GDA policies | Evidence of trainings, Certificates,Diplomas, Attestation etc. |
| Organic production | Council Regulation (CE) No 834/2007 on the organic production and labeling of organic products EA 3/12 | Council Regulation (CE) No 834/2007 and the relevant implementing rules included in Commission Regulation (CE) No. 889/2008, Regulation (CE) No. 1235/2008 and related amendments EA 3/12.Other regulatory and legislative requirements in force | Council Regulation (CE) No 834/2007 and the relevant implementing rules included in Commission Regulation (CE) No. 889/2008, Regulation (CE) No. 1235/2008 and related amendments EA 3/12.Other regulatory and legislative requirements in force | Evidence of trainings, Certificates, Diplomas, Attestatios etc. |

Note 1: Training on accreditation standards should be 24 hours.

Note 2: Training for specific field and standards may not be less than 8 hours.

A6.1 Global G.A.P. certification Integrated Farm Assurance additional requirements to table A6

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| **A6.1 Global G.A.P Integrated Farm Assurance (IFA) - Assessors qualification** |
| **Qualifications** | **LA\*** | **TA\*** | **TE\*** | **Evidence** |
| **6.1.1. Formal qualification and work experience** |
| Option 1 - Secondary school diploma or equivalent, (minimum course duration 2 years) in a discipline related to the scope of accreditation (plants or aquaculture), and a minimum of 2 years’ experience in the respective field, and a minimum of 3 years’ total experience in the agricultural/industry field |  | x | x | DiplomaEvidence of work experience (e.g. references or work contracts) |
| Option 2 - Secondary school diploma or equivalent, (minimum course duration 2 years) in a field related to food, and a minimum of 4 years’ industry experience either in a practical capacity on a farm/site or in a technical production management role in the relevant scope of certification (plants or aquaculture) |  | x | x |
| **6.1.2 Training in food safety and good agricultural practices** |
| HACCP – minimum 8 hours, based on the principles of Codex Alimentarius.Food hygiene training – minimum 8 hours Food hygiene training shall cover site management, water, fertilizer, equipment, product handling, and site and personal hygiene, and it shall also include practical case studies. |  | x | x | These trainings can be part of formal qualifications mentioned above or provided independently. Evidence needs to specify duration and content of trainings or syllabus of course in case of formal education. |
| **6.1.2.1 Global G.A.P Plants scope** |
| Plant protection, soil management, fertilizer, and IPM training |  | x | x |
| **6.1.2.2. Global G.A.P. IFA Animals scope** |
| Basic veterinary medicine training, including animal health and welfare issues. |  | x | x | Evidence need to specify duration and content of trainings or syllabus of course in case of formal education |
| Basic experience in food processing (for auditing the P&Cs on “Slaughter activities” and “Post harvest – mass balance and traceability”) and GRASP assessor training. |  | x | x | Evidence of work experience (e.g. references, work contracts,) |
| **6.1.3 Global G.A.P. Training** |
| GLOBALG.A.P. IFA General Regulations | x | x |  | To be provided by GDA, attestation with duration and content |
| **6.1.3.1 Global G.A.P scope** |
| GLOBALG.A.P. IFA Control Points and Compliance Criteria (CPCC) for fruits and vegetables |  | x | x |  |
| Global G.A.P IFA Control Points and Compliance Criteria (CPCC) for flowers and ornamental plants |  | x | x |
| **6.1.4 Assessment/Audit Qualifications** |  |  |  |  |
| Successful completion of auditor training based on ISO/IEC 19011 - minimum duration of16 hours.  | x | x |  | Certificate of successful completion with training content and duration |
| **Assessment/audit experience** |  |  |  |  |
| Practical assessment/audit experience of at least 10 days in management systems accreditation or third party management system audits (e.g. ISO 9001, ISO 14001, ISO 22000, OHSAS 18000, ISO 45001, BRCGS Food, IFS Food, Global G.A.P 4: option: standards, PHA, producer group audits of organic producers (excluding assessments/audits observing or witnessing. | x | x |  |  |
| **6.1.5 Communication skills** |  | x | x |  |
| Working language skills in native/working language, including locally used specialist terminology in the respective working language |  |  |  |  |

**\***LA, Lead assessor; TA, Technical Assessor; TE, Technical expert

**A 6.1 Global GAP. Product Assurance Certification (PHA) with additional requirements for the tableA 6**

|  |
| --- |
| **A6.2 Global G.A.P Produce Handling Assurance (PHA) - Assessors qualification** |
| **Qualifications** | **LA** | **TA** | **TE** | **Evidence** |
| **A6.2.1 Formal qualification and work experience** |
| Equivalent university degree/ diploma (minimum course duration 2 years) in a discipline related to the scope of certification (Crops, Food Science, Nutrition, etc.),ANDa minimum 4 years of experience gained after completing respective post high school studies AND5 years general experience in agriculture, plant and/or food science industry. | x | x | x | DiplomaEvidence of work experience (e.g.work contracts, references) |
| **A6.2.2 Training in food safety and good agricultural practices** |
| HACCP – see A6.1 | x | x | x | These trainings can be part of formal qualifications mentioned above or provided independently. Evidence need to specify duration and content of trainings or syllabus of course in case of formal education |
| Food hygiene training – see A6.1  | x | x | x |
| Knowledge of the relevant regional/national food and agriculture legislation applicable to the scope of activity and where relevant |  | x | x |  |
| Continuous technical training, including attendance at food safety and other agricultural industry conferences, seminars, specific seminars for specific goods,workshops or trainings, at minimum twice annually. Online courses are acceptable. |  | x | x |  |
| For Farm and facilities required to comply with the US Food Modernization Act - knowledge on the Produce Safety Rule (PSR) training and Preventive Controls for Human Food (PCHF) Rule training and the difference between both |  | x | x | Certificate of completion |
| **A6.2.3 Global G.A.P. training** |  |  |  |  |
| GLOBALG.A.P. PHA General Regulations | x | x |  | To be provided internally by GDA |
| GLOBALG.A.P. PHA CPCCs V1.0 (GG PHA) |  | x | x | Successful completion of online tests |
| **A6.2.4 Assessment/Audit Qualifications** |
| See A 6.1.4 | x | x |  |  |
| **Assessment/Audit Experience** |
| See A6.1.4 | x | x |  |  |
| **Communication Skills** |  |  |  |  |
| See A6.1.5 |  | x | x |  |

\*LA - Lead Assessor; TA - Technical Assessor; TE - Technical Expert

**Annex B Responsibilities (duties) for the members of the evaluation team**

**B 1 Accreditation**

|  |  |  |  |
| --- | --- | --- | --- |
| **Knowledge, skills and competencies related to accreditation** | **Lead Assessor** | **Technical Assessor** | **Technical expert** |
|  Different types of assessments in place | X | X |  |
| Different types of organizational structures for CABs | X |  |  |
| Legal entity structures and types of documents confirming the legal status of CABs | X |  |  |
| Different management structures | X |  |  |
| Accreditation standards, guidelines and mandatory accreditation documents / requirements | X | X |  |
| Specific management systems |  | X |  |
| Technical terms related to the field the evaluator evaluates |  | X | X |
| General understanding of accreditation terminology | X | X |  |

**B 2 Planning**

|  |  |  |  |
| --- | --- | --- | --- |
| **The knowledge, skills and competencies associated with planning and scheduling an evaluation** | **Lead Assessor** | **Technical Assessor** | **Technical expert** |
| Composition of the evaluation team | X |  |  |
| Resources required during the evaluation | X |  |  |
| Priorities by risk areas | X | X | X |
| Creating plans for sampling |  | X | X  |
| Preparation of evaluation plans | X | X |  |
| Assign roles and responsibilities to the group | X |  |  |
| Group selection | X |  |  |

**B 3 Review of documents**

|  |  |  |  |
| --- | --- | --- | --- |
| **Knowledge, skills and competencies related to documentation review** | **Lead Assessor** | **Technical Assessor** | **Technical Expert** |
| Review accreditation applications and identify appropriate legal status documentation. | X |  |  |
| Determining the documents that will be needed for the evaluation | X  | X |  |
| Full control of documents | X  | X | X |
| Determining whether the documents meet the requirements | X  | X | X |
| Establishing investigative lines for on-site evaluation | X | X |  |
| Communication with CAB on document review results | X |  |  |
| Confirmation of CAB readiness for an on-site evaluation | X |  |  |
| Determining whether there is sufficient evidence to document compliance | X | X |  |

**B 4 Country assessment**

|  |  |  |  |
| --- | --- | --- | --- |
| **Evaluation knowledge, skills and competencies****(including on-site evaluation)** | **Lead Assessor** | **Technical Assessor** | **Technical Expert**  |
| Reaching group consensus on findings | X | X |  |
| Modify the evaluation plans according to the circumstances | X |  |  |
| Analysis of evaluation findings (including identifying and reviewing findings) | X | X |  |
| MS assessment and management | X | X |  |
| Assessment of technical requirements | X | X | X |
| CAB assessment of accreditation requirements | X | X |  |
| Communication of preliminary findings to CAB | X |  |  |
| Competence in evaluator training | X |  |  |
| Conducting closing meetings | X |  |  |
| Conducting interviews | X | X | X |
| Conducting opening meetings | X |  |  |
| Conduct pre-evaluation meetings | X |  |  |
| Conduct evaluation with evidence | X | X |  |
| Confirmation of evaluation plans | X | X |  |
| Confirmation of completion of the evaluation plan | X | X |  |
| Confirmation of reporting methods | X | X |  |
| Confirmation that the assessment objectives have been met | X | X |  |
|  Confirmation of accreditation field | X | X |  |
| Gathering data to document objective evidence | X | X | X |
| Creating work materials, notes and completing checklists | X | X |  |
| Description of the final conclusions of the evaluation | X |  |  |
| Determining if requirements are met | X | X |  |
| Establishment of official communication channels | X  | X |  |
| Explaining that evaluation is a sampling process (not everything is reviewed) | X | X |  |
| Explanation of next steps (appeal procedures, post-evaluation processes, final decision, schedule / timeframe, possible follow-up assessments, etc.) | X | X |  |
| Extending the selection of samples in case of non-conformity | X | X |  |
| Improvement findings (if required)  | X  | X  |  |
| Confirmation of confidentiality. | X | X | X |
| How to determine if an evaluation should be terminated | X | X |  |
| How to thank the participants | X | X | X |
| Identify the criteria to be used for the evaluation | X | X |  |
| Identify technical areas when additional expertise is required | X | X |  |
| Judging the effectiveness of remedial action (when required) | X | X | X |
| Group conflict management and resolution | X |  |  |
| Observation of CABs processes | X | X |  |
| Written non - conformities  | X | X |  |
| Preparing reports | X | X |  |
| Presenting an explanation of the evaluation methodology | X | X |  |
| Presentation and review of findings (conformities, non-conformities) | X | X | X |
| Introducing CABs group / staff | X | X |  |
| Review and finalize non-conformities | X | X |  |
| Review the group's roles and responsibilities for the closing meeting | X |  |  |
| Review of CAB files and records | X | X | X |
| CAB sampling and registration process (accreditation files and criteria) | X | X |  |
| Techniques for providing positive feedback | X | X |  |
| When to ask about companions (security issues, etc.) | X |  |  |
| Formulation of findings | X | X |  |

**B 5 Records**

|  |  |  |  |
| --- | --- | --- | --- |
| **Reporting knowledge, skills and competencies** | **Lead Assessor** | **Technical Assessor** | **Technical Expert** |
| Evaluation of group members | X |  |  |
| Demonstrate knowledge for evaluating group members | X | X |  |
| Produce a clear and concise report that reflects the assessment and findings | X | X |  |
| Draft a report on the performance and compliance of the CAB with the accreditation criteria | X | X |  |
| Reporting assessment conclusions and recommendations that reflect the overall assessment and content of the report | X |  |  |

**Annex C REQUIREMENTS FOR PERSONAL ATTRIBUTES AND SKILLS**

**C 1 Personal Attributes**

|  |  |  |  |
| --- | --- | --- | --- |
| **General personal attributes and skills** | **Lead Assessor** | **Evaluator** | **Expert** |
| Ethical behavior, perseverance | X | X | X |
| Managing difficult situations and conflicts X | X | X | X |
| Professional integrity | X | X | X |
| Analytical thinking and reasoning | X | X |  |
| The ability to assess a situation realistically | X | X |  |
| Being flexible, adaptable and sustainable | X | X |  |
| Impartial and objective attitude | X | X | X |
| Ability to maintain self-discipline | X | X |  |
| Ability to resist pressure from others | X | X | X |
| Being tolerant of the opinions of others | X | X | X |
| Ability to focus on assigned tasks within evaluation | X | X | X |
| Ability to maintain confidentiality of information received | X | X | X |
| Avoid handling private issues during evaluation | X | X | X |

**C 2 Communication skills**

|  |  |  |  |
| --- | --- | --- | --- |
| **Communication skills** | **Lead Assessor** | **Technical Assessor** | **Technical Expert** |
| Communication (oral and written) clearly, accurately and concisely | X | X | X |
| Ability to properly formulate and categorize non-conformities, assess appropriateness of corrective actions resulting from evaluation | X | X |  |
| Ability to ask questions and gather information | X | X | X |
| Ability to listen and select receiving information | X | X |  |
| Formulate accurate conclusions from evaluation, based on assessment and evidence | X | X | X |
| Avoid negative comments about CAB or accreditation body | X | X |  |

**C 3 Organizational skills**

|  |  |  |  |
| --- | --- | --- | --- |
| **Organizational skills** | **Lead Assessor** | **Technical Assessor** | **Technical Expert** |
| Know how to assign tasks and propose responsibility for group members | X |  |  |
| Ability to organize and manage group work effectively | X |  |  |
| Ability to effectively manage the evaluation process to meet the evaluation objectives | X |  |  |
| Ability to reach group members' opinions on assessment conclusions | X |  |  |
| Ability to focus on the client, view the process from the perspective of the CABs | X | X |  |

**C 4 Basic computer skills**

|  |  |  |  |
| --- | --- | --- | --- |
| **Basic computer skills** | **Lead Assessor** | **Technical Assessor** | **Technical Expert** |
| Writing Notes / Reports - Microsoft Word | X | X |  |
| Internet use | X | X | X |

**C 5 Leadership**

|  |  |  |  |
| --- | --- | --- | --- |
| **Leadership** | **Lead Assessor** | **Technical Assessor** | **Technical Expert** |
| Ability to give advice to other members of the group, if necessary | X |  |  |
| Ability to guide group members during the evaluation process | X |  |  |
| Ability to resolve a conflict of opinions within the group | X |  |  |
| Ability to work with other people and in a group | X |  |  |
| Being fully responsible for the evaluation process | X |  |  |
| Ability to make decisions when unexpected changes occur during evaluation | X |  |  |
| Ability to reach a consensus of group members' opinions on evaluation conclusions | X |  |  |

**Annex 4 D. COMPETENCE MAINTENANCE REQUIREMENTS / EXPANSION**

**D1 Self-education**

|  |  |  |  |
| --- | --- | --- | --- |
| **Self-education** | **Lead Assessor** | **Technical Assessor** | **Technical Expert** |
| Participation in specialized trainings, seminars, courses | X | X | X |
| Increasing qualifications | X | X | X |
| Improving knowledge in the field of work experience | X | X | X |
| Expanding work experience in new areas | X | X | X |
| Active participation in professional associations, commissions, committees | X | X | X |
| Participation in professional projects | X | X | X |
| Publications | X | X | X |
| Teaching / training activities | X | X | X  |

**D 2 Training by GDA**

|  |  |  |  |
| --- | --- | --- | --- |
| **Training (DA)** | **Lead Assessor** | **Technical Assessor** | **Technical Expert** |
| Initial GDA training for LA (passing final written tests) | X |  |  |
| Initial GDA training for TA (passing final written tests |  | X |  |
| Initial GDA Training for TE |  |  | X |
| GDA continuous training for LA (regular attendance) | X |  |  |
| GDA continuous training for TA (regular attendance) |  | X |  |
| GDA continuous training for TE (regular attendance) |  |  | X |
| Training in new standards, regulations and requirements in the field / scope of accreditation | X | X | X |
| Individual training | X | X |  |

**D 3 Evaluation experience**

|  |  |  |  |
| --- | --- | --- | --- |
| **Evaluation experience** | **Lead Assessor** | **Technical Assessor** | **Technical expert** |
| Candidate for Lead Assessor/ Technical Assessor Evaluation observation | X | X |  |
| Candidate for Lead Assessor - Assisted by one LA (independent evaluation under supervision of an experienced LA) | X |  |  |
| Technical Assessor Candidate - Assisted by a technical evaluator (independent assessment under EA supervision) |  | X |  |
| New Technical Expert - Works under the supervision of an experienced technical evaluator or lead assessor |  |  | X |
| Promotion to the LA position - favorable evaluations and complementing the experience described in the TA position |  | X |  |
| Promotion to the position of TA - favorable evaluations and completing the experience described in the position of TE |  |  | X |
| Promotion to the LA position with experience - favorable evaluations and complementing the experience described in the evaluation activities | X |  |  |
| Promotion to the Technical Assessor with experience- favorable evaluations and complementing the experience described in the evaluation activities |  | X |  |

**D 4 Monitoring rules**

|  |  |  |  |
| --- | --- | --- | --- |
| **Monitoring** | **Lead Assessor** | **Technical Assessor** | **Technical Expert** |
| Planned performance and competency monitoring every 3 years if results are satisfactory | X |  |  |
| On-site monitoring of evaluation performance by LA and experienced technical evaluator | X | X |  |
| Monitoring assistants for technical assessors fromexperienced technical assessor |  | X |  |
| Monitoring of assistants for lead assessors by an experienced lead assessor | X |  |  |
| Ad hoc monitoring following negative previous findings from GDA | X | X | X |
| CAB monitoring | X | X | X |
| Ad hoc monitoring following a negative feedback from CAB related to the activities of / LA / TA / TE from GDA | X | X | X |

**D 5 Performance evaluation**

|  |  |  |  |
| --- | --- | --- | --- |
| **Evaluation requirements** | **Lead Assessor** | **Technical Assessor** | **GDA** |
| Evaluation of monitoring results at the evaluation site |  |  | X |
| Evaluation of evaluation data | X | X |  |
| Evaluation of data, reports from pre-decision evaluation |  |  | X |
| In accordance with the timing and schedule of the accreditation service |  |  | X |
| Feedback from CAB |  |  | X |
| Feedback from other stakeholders, if applicable |  |  | X |
| Perform corrective actions |  |  | X |
| Evaluate the effectiveness of the corrective actions approved |  |  | X |