Personnel management involved in accreditation processes

Implemented by: Director General, Quality Manager, Director of Accreditation Department, Director of Development Department, Head of Finance and Services Sector, Specialists, Technical Committees, Chief Assessors, Technical Assessors and Technical Experts.

Responsible for implementation: Director of Development Department

Checked by: Quality Manager
Ardita Mele

Approved by : General Director
Armond HALEBI

1. PURPOSE

The purpose of the procedure is to:

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

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

c) determine the methods for training all DA 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 DA 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 Accreditation Department, Director of Development Department, Head of Finance and Services Sector, Specialists, Technical Committees, Chief Assessors, Technical Assessors and Technical Experts. It is the responsibility of the Director of the Development Department to implement this procedure.

4. REFERENCES

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

ISO / IEC 17011: 2017

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

ISO 19011 Guide to auditing management systems

ILAC-G11 Guidelines on Qualifications and Competence of Assessors and Technical Experts

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

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

IAF MD 14: Application of ISO / IEC 17011 in Greenhouse Gas Validation and Verification (ISO 14065: 2013)

IAF MD 16: Application of ISO / IEC 17011 for Food Safety Management Systems (FSMS) certification bodies IAF MD 20: Generic Competence for IA Assessors: Application for ISO / IEC 17011

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

DA-IN-002 Monitoring Procedure Instruction

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

DA-GR-002 Accreditation Board Regulation

DA-RG-003 Regulation of Technical Working Groups

DA-PO-010 Policy on participation in training organized by DA

DA-PM- xxx Risk management procedure

ISO / IEC 1701 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: 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 Chief 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, ie 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 independently assessed.

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. 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 have members of the evaluation team, but may participate in the evaluation in addition to the evaluation 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 evaluation, including the work of the evaluation team.

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

6.1 DA internal staff

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

DA-RG-001 regulates the duties and authorities of the Director General of DA, Director of Accreditation Department, Director of Development Department, Head of Sector for Finance and Services, Quality Manager, Accreditation Department Specialists, Finance and Services Sector Development and Specialist Department.

6.2 Chief assessors, technical assessors and technical experts

DA designates an assessment team for each accreditation, supervision and reassessment process. The assessment team consists of an assessor (group 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 Assesor	Technical Assesor	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 evaluating 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 Commitees

Minister's Order no. 3643/2 of 27.07.2015 sets out the criteria for the selection of the member of the technical committees and the rules for the functioning of the technical committees. The functioning of the Technical Committees is also regulated by DA-RG-003. The main tasks of the Technical Committees are to advise DA on technical issues in the various areas of accreditation, participating in the development of application documents and guidance and providing training to technical assessors, technical experts and DA staff. agency. However, when the DA is accrediting related bodies, the Technical Committees are involved in the decision-making process, namely:

• review the records of accreditation files
• require additional information from the assessment team, if necessary, in order to make an informed conclusion;
• make a recommendation to the Director General on granting, refusing, extending, reducing, renewing, suspending and removing suspension and withdrawing accreditation.

7. Comepetences Requirement

7.1. General Requirement

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

All persons with accreditation functions are required to:

- carry out non-discriminatory activities, impartially, free from all economic and other impacts,
- protect confidential information obtained in the process, they can not be disclosed to third parties, unless otherwise specified in the legislation and CEO of DPA gives special permission to do so,
- perform tasks to the best of their knowledge, with considerable competence in their particular field.

DA classifies competency requirements into 4 groups:

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 (DA & DD Specialists and)	Assessment Team Member Selection (DDA)	Review of Documents (Assessment Team)	Evaluation (Evaluation Team)	Review of evaluation reports and recommendation for accreditation (DDA or Technical Committees *)	Accreditation decisions based on recommendation (GD)	Management of accreditation schemes (DDA and DDD)	Evaluation of conformity assessment schemes
Knowledge of DA 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	X	X	X	X	X		X	X

conformity assessment scheme,								
Knowledge of risk-based 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 non-receipt and the writing of the report			X	X				
Ability to open and close the visit				X				
Interviewing skills				X				
Evaluation				X				

managemen t skills								

DA: Accreditation Department, DD: Development Department, DDA: Director of Accreditation Department, DDD: Director of Development Department, DG: Director General * In the case of accreditation of related bodies.

7.2 Requirements for GDA internal staff

Competency requirements for DA internal staff, ie DDA, DDD, Specialists and Director General.

7.2.1. Knowledge requirements:

- University diploma
- Accreditation knowledge and ISO / IEC 17011: 2017
- Knowledge of DA 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 the Accreditation Department 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 Department should also have knowledge of:

• Risk-based assessment
• General regulatory requirements related to conformity assessment activities.

7.2.2. Skills requirements:

- Good organisation, 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 DA procedures
• Basic computer skills

7.2.3. Personal Attributes / Behavioral Requirements:
• proper state of mind
• ethical
• open minded
• objective
• confidence, cultured behavior

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

7. 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 1 ISO/IEC 17025	A 2 ISO/IEC 17025 ar ISO 15189	A 3 ISO/IEC 17020	A 4 ISO/IEC 17021-1	A 5 ISO/IEC 17024	A 6 ISO/IEC 170
B 1 Accreditation	B 2 Planning and scheduling	B 3 Review of document	B 4 Assesment in place		
C 1 Personal attribute	C 2 Communication skills	C 3 Organisation skills	C 4 Basic computer skills	C 5 Leadership skil	

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:

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

• Handle information obtained during DA 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 DA.

• Performs tasks with the best knowledge with expected professional and procedural competence. • Have general competence and ability to perform tasks

• 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

Requirements for members of the Technical Committee participating in the decision-making process of related bodies are as follows:

• university degree,
• Accreditation knowledge and ISO / IEC 17011: 2017,
• Knowledge of DA related policies, procedures, regulations, guidelines, and forms
• knowledge of evaluation principles, practices and techniques,
• knowledge of general management principles and tools,
• 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) / its fields,
• Knowledge of the conformity assessment scheme relevant to his / her areas.

8. SELECTION AND APPROVAL

8.1 Selection and approval of DA internal staff

For the selection and approval of DA internal staff, the provisions of DCM no. 667, dated 29.07.2015 "On the organization and functioning of the General Directorate of Accreditation" and Law no. 152/2013 on " Civil Servants ".

DA internal staff should attend training in ISO / IEC 17011: 2017 and accreditation scheme requirements (eg ISO / IEC 17025, ISO / IEC 17020) related to his / her duties. DA Quality Manager arranges training for DA internal staff on DA management system and quality manual, policies, procedures, regulations, guidelines, and related forms of DA. DA internal staff should be

aware of guidance and application documents (DA, EA, ILAC and IAF) related to the areas of his / her duties.

For new recruits / staff members, the ability to negotiate in English is preferable. For new recruits / staff, their direct supervisor organizes a six-month technical program, during which the employee becomes familiar with ISO / IEC 17011: 2017 and the requirements of the scheme. akreditimit (p.sh. ISO / IEC 17025, ISO 15189, ISO / IEC 17020 , ISO / IEC 17021-1, ISO / IEC 17065) në lidhje me detyrat e tij / saj, sistemin e menaxhimit të DPA-së dhe manualin e cilësisë, politikat, procedurat, rregulloret, udhëzimet, format e lidhura dhe udhëzimet dhe dokumentet e aplikimit (DPA, EA , ILAC, IAF). Përmbushja e programit të induksionit kontrollohet dhe miratimi i punonjësit bëhet nga eprori i drejtpërdrejtë pas periudhës 6 mujore.

Fulfillment of DA internal staff requirements is monitored during the DA's annual internal audit by the Director of Development Department. The annual evaluation of the Director of the Development Department is made by the Director General.

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

The lead assessor, technical assessor or technical expert seeking to cooperate with DA must submit an application form (DA-FO-045) with a resume (DA-FO-053 form) and other documents justifying the fulfillment of requirements. specified in clause 7.3 and the annexes thereto.

Upon receipt of the request, the Department of Development specialist checks whether the application is complete and whether it meets the requirements of a general (non-technical) nature, meets the criteria in paragraph 6 and the annexes. If the application is incomplete or the applicant does not meet the general requirements or does not meet the criteria of paragraph 6 and the relevant annexes, the Development Department specialist shall notify the Director of the Development Department. The Director of the Department of Development informs the Director General - who will notify the applicant of the lack of documentation or of the non-fulfillment of the admission criteria. If the application is complete and the applicant meets the requirements of a general nature and meets the criteria of paragraph 6 and the annexes, the Department of Development specialist shall submit a request to the Director of the Department of Development for review with the DA Technical Committee in order that check the fulfillment of the requirements of a technical nature and determine the technical scope of the applicant's competence.

The evaluation of the technical competence and the determination of the technical scope of the applicant's competence by the relevant Technical Committee shall be based on a combination of the following ways of ensuring that they provide the required level of confidence in the competence, relevant field and degree of activity assessed (ILAC G11):

Methods	Demonstration of technical competence
1	Documentation (professional references, certificates, licenses, certificates, ...)
2	Testing (oral / written)
3	interview
4	Demonstration of model skills-situations
5	Verification (an independent check of other objective evidence obtained through other methods to support the competency evaluation, as evidence of presentations, publications, professional sponsorship in educational institutions, events, activities in the specialized committees and similar in area relevant accreditation

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 Director General, 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 made should be done by submitting the form DA-FO 055 to the General Director for signature.
If the decision of the Director General 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 Department 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 Department 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.

Initial training

Initial training aims to make candidates familiar with DA 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) DA policies and procedures regarding accreditation.
c) DA management system,
d) the relevant standards of the accreditation scheme,
e) DPA, EA, ILAC, documents applicable by IAF,
f) ISO 19011: 2018,
g) evaluation techniques,
h) risk procedure, valuation principles,
i) 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.
DA 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 Department of Development for clarification on aspects that are not self-understood. 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 (DA-FO- form ... to prepare) for each accreditation scheme if it / she has applied for more than one. The exam is evaluated by the Director of Development Department in cooperation with the Quality Manager. In case the candidate fails the exam, the 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.

Practical training

Practical trainings aim to include candidates in field assessments. The Director of the Development Department shall notify the Director of the Accreditation Department for candidates for lead assessors or candidates for technical assesors in order to invite him to participate in 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 assesor. 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 Department prepares a file with the recommendation to the Director General 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 assesors or in the List of Technical Assessors. The Director of Development Department presents all data in the Finance and Services Sector.

DA has signed agreements with other national accreditation bodies for cooperation and mutual provision of expertise in specific areas of accreditation. DA uses foreign technical assessors or technical experts only from EA MLA / BLA or ILAC MRA or IAF MLA accreditation signatory bodies.

The technical assessor or technical expert qualified by an accreditation body (National Accreditation Body (TAC)) the aforementioned signatory to the relevant accreditation scheme shall be deemed to have the qualifications required to be registered in the List of Technical Assessors or in the List of technical experts. The qualification and technical field of the foreign technical assessor or technical expert must be confirmed by the local TKA. In addition, the foreign technical assessor or technical expert must submit his / her CV to DA before being appointed to the assessment team.

The Director of the Accreditation Department checks that the above data is complete. On the basis of information, it is decided on the selection of the foreign technical assessor or technical expert in the assessment team and assigns his registration to the List of Technical Assessors or to the List of Technical Experts.

Prior to the commencement of the assessment, DA signs a contract with the foreign technical assessor or technical expert who signs the Statement of Confidentiality and Impartiality. The specialist who acts as the file manager and / or the Director of the Accreditation Department provides him with all necessary DA documents (policies, procedures and forms) and holds a meeting where the specialist informs the foreign technical assessor or expert technician for 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-xxx form and the documents supporting the competence in DA.

The Department 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 DA organized training on:
a) ISO / IEC 17011: 2017
b) DA policies and procedures regarding accreditation.
c) DA management system,
d) the relevant standards of the accreditation scheme,
e) documents applicable by DA, EA, ILAC, IAF,
f) general principles and tools of the management system,
g) the principles of risk-based assessment;
h) knowledge of the conformity assessment scheme, if applicable
(i) 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 Department together with the Director of the Accreditation Department. 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.

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:

VS XXX
ET XXX

Where:
VT – Technical assesor
VS – Lead Assesor
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 assesos
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 DA (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** **DPA Trainings**	**D 3** **Experience in evalu**	**D 4** **Monitoring**	**D 5** **Assesment**

D 1- Education

Every lead assessor, technical assessor and technical expert involved in the DA 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.

Each year (in January), the Department of Development 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 co-operation with the Director of the Development Department, 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 CEO, the Finance and Services Sector Specialist updates the DA-DT-001 database.

D 2. Training by DA

Evaluation staff who are included in the DA database will participate periodically (usually one per year) in ongoing training organized by DA or other competent organizers in the relevant areas of accreditation (p eg when DA 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 Department of Development 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 Department 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 experts / lead assessors. DA 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 Chief 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 DA 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 Department 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 DA, 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 DA 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 DA 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 DA first appoints a national or foreign technical assessor / technical assessor / expert, another assessor monitors it.

DA 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, DA informs the foreign national accreditation body.
DA performs monitoring activities for all lead assessors, technical evaluators and technical experts at least once every 3 years.
The Director of the Department 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 Quality Manager and the Director of the Accreditation Department 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 the Accreditation Department 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.
The audit 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 DA 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.

Assesment in place

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

of experience and with a positive impression of his / her evaluation performance,
• conducting at least one assessment per year as lead assessor,
• have a good knowledge of the DA accreditation process,
• have a good performance appraisal evaluated by the evaluated CABs and DA 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 Department 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 Department prepares the training program.
Monitoring may be carried out by the DA employee or by an external technical competent person if there are no technically competent persons within the DA 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 DA.

D 5 Evaluation

The Development Department 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 from 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 DA training, the Director General shall remove him relevant list.

DA 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). DA 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 DA. The Specialist of the Development Department 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 DA. The Development Department 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 Department 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 DA or lack of other training
d) corrective actions required by DA 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 the Accreditation Department. 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 DA 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 DA.
• Privacy Statement (DA-FO-010)
• Contract between DA 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

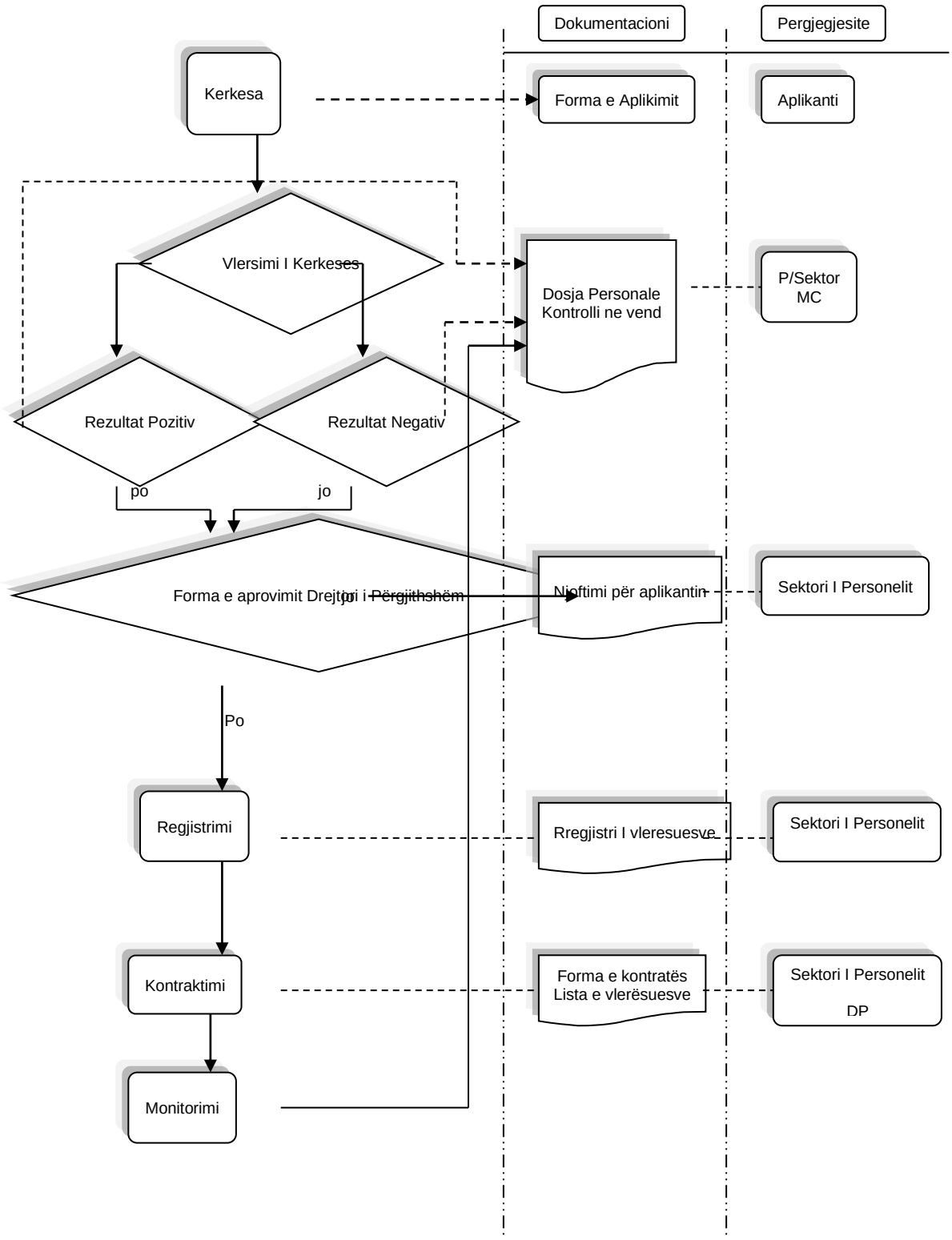
Document title	Who fill it	when	Who keep the records
Application Form (DA-FO-045)	Assesor	When to apply	Finance & Services Sector
Monitoring form DA-FO-015)	GDA Accreditation Body Lead assesor	After completion of the assessment visit	Finance & Services Sector
Statement of Confidentiality (DA-FO- 010)	Assesor	Para përfshirjes në aktivitet	Finance & Services Sector
Annual plan of training (DA-FO-046)	Director i of Development Department	Begining of the year	Development Departament
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 aplication 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		After the	Finance & Services

for lead assessors / assessors and technical experts. (DA-PT-009),	Development Department	approval of the Director General	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 Isaku B. 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


Dokumentacioni
Pergjegjesite
Kerkesa
Forma e Aplikimit
Aplikanti
Vlersimi I Kerkeses
Dosja Personale
Kontrolli ne vend
P/Sektor
MC
Rezultat Pozitiv
Rezultat Negativ
po
jo
Forma e aprovimit Drejtori i Përgjithshëm
jo
Njoftimi për aplikantin
Sektori I Personelit
Po
Regjistrimi
Rregjistri I vleresuesve
Sektori I Personelit
Kontraktimi
Forma e kontratës
Lista e vlerësuesve
Sektori I Personelit
DP
Monitorimi

Shtojca A Kërkesat për kompetencën dhe përvojën

A1 Kalibrimi (ISO / IEC 17025)

Requests	Technical Assessment Chief Technical Expert Technical 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	5 years work experience in the required field related to the evaluation or related field related to the assessed field, including 2 years in the field	of the management system	5 years in total and 2 years in the required field in connection with the evaluation 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	ISO / IEC 17025 knowledge and relevant DA, EA, ILAC documents	ISO 19011 specialized standards and regulations related to calibration
ISO 19011 specialized standards and regulations related to calibration	Training testimonials	certificate	Diplomas, certifications etc.	

A 2 Testing ISO/IEC 17025, ISO 15189)

Requirements	Lead assesor	Technical Assesor	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 field of 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	ISO / IEC 17025 (CEN / TS 15675) in specific fields) and relative documents DPA, EA, ILAC ISO 19011	specialized standards and regulations related to testing ISO 19011	specialized standards and regulations related to testing	Evidence of training certificate Diplomas, certifications etc.
Medical examination	ISO 15189 and relevant	examination procedures for clinical	The examination procedures for	Evidence of training certificate Diplomas, certifications

	documents to the DA, EA and ILAC ISO 19011	laboratory standards related to testing ISO 19011	clinical laboratories, training for standards relating to data testing	etc.

A 3 Inspectation (ISO/IEC 17020)

Requirements	Lead assesors	Technical Assesor	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 field of 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	ISO / IEC 17020 and related documents of	specialized standards and regulations related to	specialized standards and regulations related to	Evidence of training certificate Diplomas,

	DA, EA, ILAC ISO 19011	inspection ISO 19011	inspection	certifications etc.

A 4 (ISO / IEC 17021-1 Management System Certification)

Requests	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
Work experience	5 years in the relevant field related to the evaluation or similar fields related to the evaluated field, including 2 years in the field of management systems	5 years in total and 3 years in the required field related to the evaluation or in a related field related to the assessed field.	5 years experience in the relevant technical field 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
Knowledge and skills General	ISO / IEC 17021-1 and related DA, EA, IAF documents	ISO / IEC 17021-1 and related DA, EA and IAF documents ISO 19011	Specific requirements of ISO / IEC 17021-1 and relevant DA, EA, IAF documents	Evidence of training certificate Diplomas, certifications etc.

	ISO 19011			
QMS-Certification	ISO / IEC S SH 17021-3 and ISO 9001	ISO / IEC S SH 17021-3 and ISO 9001 Sectoral standards, regulations, rules	Related sections of ISO / IEC TS 17021-3, ISO 9001 Sectoral Standards, Regulations, Rules	Evidence of training certificate Diplomas, certifications etc.
EMS-Certification	ISO / IEC TS 17021-2 and ISO 14001	ISO / IEC TS 17021-2 and ISO 14001 sector-specific environmental aspects and the effects of environmental requirements	Related sections with ISO / IEC TS 17021-2 and ISO 14001 sector-specific environmental aspects and the effects of environmental requirements	Evidence of training certificate Diplomas, certifications etc.
OHSAS-Certification	OHSAS 18001 EA 3/13	OHSAS 18001 EA 3/13 OS specific sectoral risks and risks of legal requirements related to OSH	The relevant sections of OHSAS 18001 and EA 3/13 specific sectoral risks of OSH and risks of legal requirements related to OSH	Evidence of training certificate Diplomas, certifications etc.
ISMS - Certification	ISO / IEC 27006 * One more detailed knowledge specification is in IAF MD 13	ISO / IEC 27006 * A more detailed knowledge specification is in IAF MD 13	relevant sections of ISO / IEC 27006 * A more detailed knowledge specification is in IAF MD 13	Evidence of training certificate Diplomas, certifications etc.
FSMS - Certification	ISO / TS 22003 ISO 22000 * A more detailed	ISO / TS 22003 ISO 22000 legislation and other requirements for the relevant	HACCP legislation and other requirements for the relevant categories and	Evidence of training certificate Diplomas, certifications etc.

	knowledge specification is in IAF MD 16	categories and subcategories * A more detailed knowledge specification is in IAF MD 16	subcategories * A more detailed knowledge specification is in IAF MD 16	
QMS-MD - Certification	ISO13485 IAF MD 9 * A more detailed knowledge specification is in IAF MD 8	-ISO 13485 -IAF MD 9 - regulatory requirements for the relevant technical areas * A more detailed knowledge specification is in IAF MD 8	- ISO 13485 - relevant sections of IAF MD 9 - regulatory requirements for the relevant technical areas * A more detailed knowledge specification is in IAF MD 8	Evidence of training - Certificate - - Diplomas, certifications etc
EnMS-Certification	ISO 50003 ISO 50001	ISO 50003 ISO 50001 Sector-specific requirements legislative requirements in the field of energy	The relevant sections of ISO 50003, ISO 50001 sector specific requirements legislative requirements in the field of energy	Evidence of training certificate Diplomas, certifications etc.
service administration system	ISO/IEC 20000-1	ISO / IEC 20000-1 - Specific sectoral requirements - legislative requirements in information technology	The relevant sections of ISO / IEC 20000-1 - Specific sectoral requirements - legislative requirements in information technology	Evidence of training certificate Diplomas, certifications etc.

A 5 Personnel certification (ISO / IEC 17024)

Requests	Lead Assessor	Technical	Technical	Demonstration

		Assessor	expert	
Education	University Degree	Relevant university education.	Relevant university education or secondary education	Certificates of education
Work experience	5 years in the required field in connection with the evaluation or in similar fields and related to the evaluated field, including 2 years in the field of the management system	5 years in total and 3 years in connection with the evaluation of certification schemes for the applied field or in similar fields related to the assessed field	5 years experience in the relevant technical field gained in: - Evaluation of certification schemes for the field of application - as a Trainer in high schools or universities or other similar training agencies	• Professional CV - - Objective certification of professional competence in the relevant field
Knowledge	ISO / IEC 17024 and related DA, EA and IAF documents ISO 19011	ISO / IEC 17024 - Knowledge of DA policies on assessments - assessment knowledge - knowledge of the certification scheme for the field of application	knowledge of DA policies on evaluations - assessment knowledge - knowledge of the certification scheme for the field of application	Evidence of training certificate Diplomas, certifications etc.

A 6. Product certification (ISO / IEC 17065)

Requests	Lead Assessor	Technical Assessor	Technical expert	Demonstration
Education	Undergraduate education in technology	Undergraduate education in technology	Edukimi përkatës universitar ose arsimi i mesëm	Certifikata e arsimit
Work experience	5 years in the required field of assessment or similar field related to the field of assessment, including 2 years in the field of the management system	5 years in total and two 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 field under evaluation or in a related field related to the evaluated field such as production, construction, testing, maintenance, repair, production quality management.	Professional CV, Objective certification of professional competence in the relevant field
General knowledge	ISO / IEC 17065, ISO / IEC 17067 and related DA, EA and IAF documents, ISO 19011	ISO / IEC 17065, ISO / IEC 17067 and related DA, EA or IAF documents, technical standards and regulations for the relevant field of product certification,	Relevant sections of ISO / IEC 17065, ISO / IEC 17067 technical standards and regulations for the relevant field of product certification National and EU legislation	Evidence of training certificate Diplomas, certifications etc.

		national and EU legislation relating to product certification, sector specific schemes certification related to DA policies ISO 19011	on product certification, sector-specific certification schemes related to DA policies	
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 contained 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 contained 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 training certificate Diplomas, certifications 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.

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		
	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 worksheets, notes and 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	X	X	
schedule / timeframe, possible follow-up assessments, etc.)	X	X	
Extending the selection of samples in case of non-conformity	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 ovk processes	X	X	
Written nonconformities	X	X	
Preparing reports	X	X	
Presenting an explanation of the evaluation methodology	X	X	
Presentation and review of findings (conformities, nonconformities)	X	X	X
Introducing ovk group / staff	X	X	
Review and finalize nonconformities	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 evidence-based assessment and evidence	X	X	X
Avoid negative comments about CAB or accreditation body	X	X	

C 3 Organizational skills
C 3 Aftësitë organizative

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 CAB	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	X		

evaluation process			
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

T1 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, committees, 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 DA

Training (DA)	Lead Assessor	Technical Assessor	Technical expert
Initial DA training for LA (passing final written tests)	X		
Initial DA training for A (passing final written tests		X	
Initial DA Training for E			X
DA continuous training for LA (regular attendance)	X		
Continuous DA training for A (regular attendance)		X	
Continuous DA training for E (regular attendance)			X
Training in new standards, regulations and	X	X	X

requirements in the field / scope of accreditation			
Individual training	X	X	

D 3 Evaluation experience

Evaluation experience	Lead Assessor	Technical Assessor	Technical expert
Candidate for Technical Assessor / Evaluator - Evaluation observation	X	X	
	X		
Candidate for Chief Appraiser - Assisted by one		x	
LA (independent evaluation under supervision of an experienced LA)			x
Technical Assessment Candidate - Assisted by a Technical Assessor (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 ratings and complementing the experience described in the A position	X		
Promotion to the position of A - favorable ratings and completing the experience described in the position of A		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 LA performance evaluation by experienced technical evaluator	X	X	
Monitoring of technical appraisal assistants by experienced technical appraisers		X	
Monitoring of assistants for lead assessors by an experienced lead assessor	X		

Ad hoc monitoring following negative findings from previous DAs	X	X	X
CAB monitoring	X	X	X
Ad hoc monitoring following a negative feedback from CAB regarding DA / LA / A / E activities	X	X	X

D 5 Performance evaluation

Evaluation requirements	**Lead Assessor**	**Technical Assessor**	**DPA**
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 adopted			X