

**NOMINATION, SELECTION, AND TRAINING OF SADCAS
ASSESSORS/TECHNICAL EXPERTS; SELECTION OF SADCAS ASSESSMENT
MEMBERS; AND
MONITORING OF SADCAS ASSESSORS/TECHNICAL EXPERTS'
PERFORMANCE**

Prepared by: SADCAS	Approved by: Chief Executive Officer	Approval Date: 2022-02-16 Effective Date: 2022-02-16
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1. PURPOSE AND SCOPE

The purpose of this procedure is to:

- Define the system of nominating and selecting candidates for training as SADCAS assessors;
- Outline the training programme(s) to be undertaken;
- Define the system of selecting SADCAS assessment team members; and
- Outline the system for monitoring the performance of SADCAS assessors.

2. DEFINITIONS

- 2.1 **Assessment Team** – SADCAS Assessment team consists of a Team Leader and an appropriate number of Technical Assessors/ Technical Experts to cover the scope of accreditation.
- 2.2 **Evaluator** – A qualified and experienced assessor appointed by SADCAS Technical Manager to evaluate an assessor as part of assessor performance monitoring.
- 2.3 **Team Leader**– An assessor who is responsible for the overall management of assessment team activities.
- 2.4 **Mentor** – A qualified and experienced assessor appointed by the SADCAS TM to mentor and monitor a trainee assessor for qualification purposes.
- 2.5 **NAFP** – National Accreditation Focal Point is an office appointed by the Member State.
- 2.6 **SADC** – Southern African Development Community
- 2.7 **SADCA** – SADC Cooperation in Accreditation
- 2.8 **SADCA Committee Member** – The Member State representative on SADCA
- 2.9 **SADCAS** – SADC Accreditation Service
- 2.10 **Technical Assessor** – An assessor who is responsible for advising the Team leader on specialist technical matters relating to applicant’s scope of accreditation.
- 2.11 **Technical Experts** – Person assigned by SADCAS to provide specific knowledge or expertise within the scope of assessment. A Technical Expert will be part of an assessment team and work under the supervision of an experienced Team Leader/Technical Assessor.
- 2.12 **TM** – SADCAS Technical Manager

3. NOMINATION AND SELECTION OF CANDIDATES FOR TRAINING AS SADCAS REGIONAL ASSESSORS

3.1 Nomination of Candidates by Member States

3.1.1 Training of assessors shall be based on applications on hand at SADCAS and anticipated applications. SADCAS is responsible for determining the number and qualifications of assessors to be trained. The National Accreditation Focal point (NAFP) upon request by SADCAS shall identify and nominate candidates from his/her country with the help of the respective country's SADCA member.

3.1.2 Nominated candidates shall have suitable technical qualifications i.e. a diploma or degree in a technical scope and appropriate experience as defined by SADCAS. Nominated candidates shall have experience in implementing a management system in their organization, be it a testing or calibration laboratory, inspection or certification body.

3.1.3 An interview shall be undertaken by the NAFP with the candidate to:

- Confirm academic and professional qualifications;
- Ascertain the candidate's current experience in laboratory, inspection or certification work. It is essential that the technical experience of the nominee is current;
- Ascertain candidate's familiarity with appropriate standards such as ISO/IEC 17025, ISO/IEC 17020, ISO/IEC 17021, ISO/IEC 17065, ISO 9001, ISO 14001 etc.
- Confirm candidate's willingness and commitment, if successful, to undertake assessments on behalf of SADCAS when called upon to do so. A letter of commitment by the employer to release candidate may be necessary to support this;
- Ascertain whether candidate's technical experience relates to the priority areas of the country or region in question; and
- Ascertain whether candidate has the attributes for a good assessor i.e. good communication skills, ethical, open minded, diplomatic, observant, perceptive and a pleasant character but assertive.

3.1.4 The SADCA member shall assist the NAFP in carrying out the interviews.

3.1.5 The NAFP shall select suitable candidate(s) and submit, within the timelines indicated by SADCAS, the name(s) and brief resume(s) covering aspects outlined above including the NAFP's recommendation, to SADCAS for consideration.

3.1.6 The NAFP shall notify all the applicants of the outcome of their applications and in the case of selected candidate(s), advise of the next stage.

3.2 Selection of Candidates for Training

- 3.2.1 SADCAS shall consider the nominations of candidates with appropriate knowledge and skills submitted by the NAFPs taking into account regional accreditation scope needs and individual member state's accreditation needs.
- 3.2.2 SADCAS shall advise all NAFPs, of its decision and advise of the dates of the training programme.
- 3.2.3 The NAFPs in turn shall advise the selected candidates of SADCAS decision and explain to the selected candidates the training programme to be undertaken and preliminarily advise of dates when the training will be undertaken.

4. SADCAS ASSESSOR TRAINING PROGRAMME

- 4.1 Selected candidates shall undergo the following training programmes in order to qualify as SADCAS assessors:

4.1.1 Stage 1

A technical assessor course which will equip the selected candidate with:

- Knowledge and understanding of the applicable accreditation standard;
- Knowledge and understanding of the accreditation requirements; and
- Knowledge and understanding of the SADCAS accreditation process, assessment procedure and techniques.

4.1.2 Stage 2

Observe at least one assessment being performed by an experienced assessment team.

- 4.2 It should be noted that only those candidates who have successfully completed the theoretical training are selected to proceed to the practical stage of observing assessments. Recommendations to proceed to the next training stage shall be made by the trainer based on the candidate's evaluation during the course and performance in the written examination. The trainer's recommendations shall be considered by SADCAS who makes the final decision on whether the candidate proceeds to the next stage or not.

- 4.3 The selected candidate participates as a trainee assessor under the observation of a qualified and experienced assessor, in an assessment, which covers all the technical requirements of the applicable standard relevant to his/her scope of expertise. The number of assessment days that a trainee assessor needs to complete under guidance of a qualified and experienced assessor will depend on the trainee assessor's prior experience in applying or auditing to the relevant standard. If a candidate is from an accredited entity or has performed internal audits to the relevant standard, the minimum assessment days under observation shall be two. If a trainee assessor has no prior background in the specific standard, then more days, as determined by the Mentor may be required. The trainee shall at minimum undertake one assessment under the guidance by a mentor. The Mentor shall complete *SADCAS F 30*.

- 4.4 Once the candidate has been recommended for qualification as an assessor, an appointed Mentor shall observe the candidate whilst performing an assessment, which covers all the technical requirements of the applicable standard relevant to his/her scope of expertise. If the evaluation is the qualifying one, then the Mentor shall complete *SADCAS F 31* which shall include his/her recommendation to the SADCAS TM who in turn shall consider the recommendation and decide whether or not to qualify the candidate.
- 4.5 Should the TM's decision be to qualify the candidate, then the name shall be put forward to the SADCAS Chief Executive Officer (CEO) for approval and registration as a SADCAS assessor. Once approved the candidate shall be required to sign a SADCAS assessor contract *SADCAS F 49* and be issued with a SADCAS certificate.
- 4.6 If the report is negative, the TM may decide to mentor the candidate with the Stage 2 process being repeated, or he/she may decide that the candidate only be used as a Technical Expert.
- 4.7 The Technical Manager shall keep a register *SADCAS F 98*, of the training undertaken by each trainee assessor up until registration.

5. **QUALIFYING AS A SADCAS TEAM LEADER**

- 5.1 The TM with the assistance of the Scheme Coordinators shall identify persons to be trained, qualified and registered as SADCAS Team Leader.
- 5.2 The selected candidate shall be required to have successfully completed the SADCAS systems and Technical Assessor course outlined in 4.1.1 with a positive recommendation from the training team and endorsed by SADCAS. The selected candidate maybe a qualified/registered SADCAS assessor or an internal assessor nominated and selected through the process outlined in section 3 as appropriate.
- 5.3 The selected candidate shall observe at least one assessment performed by a qualified and experienced Team leader appointed by the TM. All parties concerned shall receive written prior notification of these arrangements by SADCAS.
- 5.4 The trainee Team leader shall be observed at least once by a Mentor whilst organizing an assessment and leading an assessment team covering the requirements of the applicable standard. The number of lead assessments performed will depend on the experience and background of the trainee Team Leader. If the assessment is a qualifying one then the Mentor shall complete *SADCAS F 32* which shall also include his/her recommendation.
- 5.5 Should the TM's decision be to qualify the candidate as a Team Leader, then the name together with a brief report on suitability shall be put forward to the SADCAS CEO for the approval and registration as a SADCAS Team Leader. Once approved the candidate if he/she has not signed a SADCAS assessor contract *SADCAS F 49* shall do so and be issued with a SADCAS certificate.

5.6 If the report is negative, the TM may decide to re-mentor the candidate and the above process, may be repeated or it may be decided that the candidate will be used as a Technical Assessor or a Technical Expert.

6. REGISTRATION OF TECHNICAL EXPERTS AND EXTERNAL TECHNICAL ASSESSORS/TEAM LEADERS

6.1 SADCAS considers for registration Technical Assessors/Team leaders trained and qualified by other internationally recognized accreditation bodies in order to have sufficient number of competent personnel to manage and support all its accreditation activities for all accreditation schemes. In this case, the TM evaluates the Technical Assessor/Team leader information record and any other candidate's records on competence and decides whether or not to recommend the candidate for registration as a SADCAS assessor.

6.2 Should the recommendation be to qualify the candidate then the name shall be put forward to the SADCAS Chief Executive Officer for approval and registration as a SADCAS Technical Assessor/Team Leader. Once approved, the candidate shall sign *SADCAS F 49* and issued with a SADCAS certificate.

6.3 SADCAS selects and consider for registration Technical Experts from industry, academia and accredited facilities, based on their qualifications, experience and technical expertise. The TM evaluates the records and decides whether or not to recommend the candidate for registration as SADCAS Technical Expert.

6.4 Should the recommendation be to register the candidate then the name shall be put forward to the SADCAS Chief Executive Officer for approval and registration as a SADCAS Technical Expert. Once approved, the candidate shall sign *SADCAS F 49*.

6.5 Technical experts are not trained assessors and are used for their technical expertise only. Technical Experts may not assess independently and shall work under the responsibility of a qualified SADCAS assessor, to ensure that the integrity and consistency of the assessment is not jeopardized and that the assessment procedures are followed.

6.6 The assessor/technical expert shall familiarize with the SADCAS accreditation process and requirements before undertaking an assessment on behalf of SADCAS. The assessor/technical expert shall sign an acknowledgement *SL 18* for the familiarization with the said documents.

7. SELECTION OF SADCAS ASSESSMENT TEAMS

7.1 SADCAS assessment teams shall be set up by the Scheme Coordinator drawing from the register of SADCAS assessors/technical experts (*SADCAS F 53*) and taking into account the competence criteria (SADCAS AP 22 and F 120).

- 7.2 Efforts should be made not to select more than one assessor from one country per team. Efforts should also be made overtime, to ensure involvement of assessors from all SADC Member States in the various teams.
- 7.3 In selecting assessment teams, efforts should be taken that at least one member of the team is conversant with the business language of the applicant/accredited organization being assessed.
- 7.4 In order to keep costs of assessment low, the geographical distribution of the assessment team should be such that travel costs are optimized.

8. **MONITORING OF ASSESSORS/TECHNICAL EXPERTS**

- 8.1 All SADCAS assessors/technical experts should be monitored at least once in three (3) years. If however there is poor performance during monitoring then an additional monitoring shall be arranged.
- 8.2 Assessors/technical experts shall be monitored by an appointed Monitor whilst performing an assessment covering all the relevant requirements of the applicable standard relevant to his/her scope of operation. The Monitor shall complete *SADCAS F 33-1* and *SADCAS F 33-2* and shall discuss the report with the incumbent and recommend further action with the agreement of the assessor/technical expert. Where the Monitor is somebody other than the Scheme Coordinator, then the Scheme Coordinator shall review the report. All recommendations for further action shall be recorded and followed upon by the Scheme Coordinator.
- 8.3 Team leaders shall be monitored by the Scheme Coordinator or the appointed Team Leader whilst leading an assessment team covering all the requirements of the applicable standard. The entire assessment process shall be evaluated. The Monitor shall complete *SADCAS F 33-1* and shall discuss the report with the incumbent and recommend further action with the agreement of the Team Leader. All recommendations for further action shall be recorded and followed upon by the TM.
- 8.4 If the recommendation from a monitoring requires training, the Assessor/Technical Expert is requested to attend either the training arranged during the assessor conclave or other specific training and to provide evidence of participation to the training to SADCAS.
- 8.5 The monitoring of assessors/technical experts involved in the assessment activities shall be based on the frequency of their involvement and the level of risk linked to the accreditation activities they perform. If the assessors/technical experts are infrequently used, additional monitoring are needed to ensure that they are up to date.
- 8.6 The monitoring of assessors/technical experts shall consider each accreditation scheme for which they are authorized. The performance of assessors/technical experts is evaluated according to the monitoring reports provided after the onsite evaluation, the review of assessment reports. any feedback from the CABs, personnel and any other interested parties.

9. DISQUALIFICATION OF ASSESSORS

- 9.1 Registered Technical Assessors/Team leaders who violate contractual obligations will be disqualified.
- 9.2 The TM shall make recommendations for disqualification to the Chief Executive Officer based on feedback on Technical Assessor/Team leader performance and compliance with contractual obligations.
- 9.3 Based on the TM's recommendations the Chief Executive Officer shall decide whether or not to disqualify the candidate.
- 9.4 The TM shall inform the candidate about the decision.

10. ASSESSOR/TECHNICAL EXPERTS RECORDS

- 10.1 All qualified Technical Assessors, Team leaders and Technical Experts shall be registered in a register SADCAS F 53 maintained by SADCAS. The register shall include the scope of expertise, nationality and contact details of the assessor/Technical Expert.
- 10.2 Assessors/Technical experts shall forward updated CVs at least every three year.
- 10.3 The assessor's records shall also include all information and records pertaining to the training including competence, record of the ongoing monitoring and records of any complaints and actions taken against unsatisfactory performance.
- 10.4 The Technical Manager shall be responsible for ensuring that assessor records are complete and up to date and shall maintain the register of SADCAS assessors, *SADCAS F 53*. Assessor records shall include evidence of training on latest versions of applicable standards and IAF/ILAC documents .
- 10.5 SADCAS shall plan training/workshop/communication of registered assessors and ongoing CPD attended by each assessor shall be recorded on *SADCAS 97*.

11 REFERENCES

- SADCAS AP 22: Determination of Competence Criteria for Personnel involved in the Management and Performance of SADCAS Accreditation Activities
- SADCAS F 120: Knowledge and Skills Matrix
- SADCAS F 30: Mentoring of Trainee SADCAS Assessor – First Assessment after Assessor Course

- SADCAS F 31: Monitoring of Trainee SADCAS Assessor – Qualifying Evaluation
- SADCAS F 32: Monitoring of Trainee SADCAS Team Leader
- SADCAS F 33-1: Monitoring of SADCAS Team Leader
- SADCAS F 33-2: Monitoring of SADCAS Technical Assessors/Technical Experts
- SADCAS F 49: Independent Contractor Agreement between SADCAS and Assessor/
Technical Expert
- SADCAS F 53: SADCAS Register of assessors/technical experts
- SADCAS F 97: Assessor Training Program Register
- SADCAS F 98: Trainee Assessor Training Register
- SADCAS Assessor Certificate
- SL 18: Acknowledgement of Receipt and Familiarization of SADCAS Accreditation
Process Documents and Requirements by Registered External Assessors.

APPENDIX – AMENDMENT RECORD

Revision Status	Change			Approved by	Effective Date
	Page	Clause/ Sub clause	Description of Change		
Issue 6	8	8	<u>Title of Clause 8:</u> Added “Experts” after Assessors.	CEO	2015-07-07
	8	8.1	<u>Line 1:</u> Added “experts” after assessors.	CEO	2015-07-07
	8	8.2	<u>Line 1:</u> Added “experts” after assessors. <u>Line 3:</u> Deleted “SADCAS F 33” and substituted with “SADCAS F 33-1”. <u>Line 3:</u> Inserted “Lead” between SADCAS and Assessors. <u>Line 1:</u> Added “SADCAS F 33-2: Monitoring of SADCAS Technical Assessors/Experts”. <u>Line 2:</u> Added “expert” after assessor.	CEO	2015-07-07
	8	8.3	<u>Line 3:</u> Deleted “SADCAS F 33” and substituted with “SADCAS F 33-1”. <u>Line 3:</u> Inserted “Lead” between SADCAS and Assessors.	CEO	2015-07-07
	9	11	<u>Bullet 4:</u> Deleted “SADCAS F 33” and substituted with “SADCAS F 33-1”. <u>Bullet 4:</u> Inserted “Lead” between SADCAS and Assessors. <u>Bullet 5 (new):</u> Added “SADCAS F 33-2: Monitoring of SADCAS Technical Assessors/Experts”	CEO	2015-07-07
Issue 7			<u>In whole document:</u> <ul style="list-style-type: none"> “Lead assessor” deleted and substituted with “Team Leader” “Expert” deleted and substituted with “Technical Expert” 	CEO	2018-11-15
	4	3.1.2	<u>Line 2:</u> “Field” deleted and substituted with “scope”	CEO	2018-11-15
	5	3.2.1	<u>Line 1:</u> Added “of candidates with appropriate knowledge and skills” <u>between “nominations” and “submitted”</u>	CEO	2018-11-15
		4.3	<u>Line 3:</u> “Field” deleted and substituted with “scope”	CEO	2018-11-15
	6	4.4.	<u>Line 3:</u> “Field” deleted and substituted with “scope”	CEO	2018-11-15
		4.7	<u>Line 1:</u> “Technical” deleted and substituted by “Quality”	CEO	2018-11-15

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	Page	Clause/ Sub clause	Description of Change		
		5.1	<u>Line 1: Added</u> “in order to have sufficient number of competent personnel to manage and support all its accreditation activities for all accreditation schemes” between “TM” and “shall”	CEO	2018-11-15
	7	6.1	<u>Line 2: Added</u> “in order to have sufficient number of competent personnel to manage and support all its accreditation activities for all accreditation schemes” after accreditation bodies.	CEO	2018-11-15
		7.1	Added at the end of the sentence: “and taking into account the competence criteria (SADCAS AP 22 and F 120).	CEO	2018-11-15
	8	8.4	<u>New clause added:</u> “If the recommendation from a monitoring requires training, the Assessor/Technical expert is requested to attend either the training arranged during the assessor conclave or other specific training and to provide evidence of participation to the training to SADCAS”	CEO	2018-11-15
		8.5	<u>New clause added:</u> monitoring of assessors/technical experts involved in the assessment activities shall be based on the frequency of their involvement and the level of risk linked to the accreditation activities they perform. If the assessors/technical experts are infrequently used, additional monitoring are needed to ensure that they are up to date.	CEO	2018-11-15
		8.6	<u>New clause added:</u> The monitoring of assessors/technical experts shall consider each accreditation scheme for which they are authorized. The performance of assessors/technical experts is evaluated according to the monitoring reports provided after the onsite evaluation, the review of assessment reports and any feedback from the CABs.	CEO	2018-11-15
	9	10.2	<u>Deleted</u> “once a year” and substituted with “every three year”.	CEO	2018-11-15

Revision Status	Change			Approved by	Effective Date
	Page	Clause/ Sub clause	Description of Change		
		10.3	<u>New Clause added:</u> “The assessor’s records shall also include all information and records pertaining to the training including competence, record of the ongoing monitoring and records of any complaints and actions taken against unsatisfactory performance.” <u>Subsequent clauses renumbered</u>	CEO	2018-11-15
		10.4	<u>Line 1: Deleted “TM” and substituted by “Quality Manager”</u>	CEO	2018-11-15
8	8	8.2	<u>Deleted “Mentor” and substituted with “Monitor”</u> <u>Deleted “Evaluator” and substituted with “Monitor”</u> <u>Deleted “Technical Manager” and substituted with “Scheme Coordinator”</u>	CEO	2019-03-04
	8	8.3	<u>Line 1- Deleted “Technical Manager” and substituted with “Scheme Coordinator”</u>		
9	1	Title Page	Inserted “Technical Experts” on document title	CEO	2021-02-04
	7	6	<u>Title of Clause 6: Inserted “ Technical Experts and” between “registration of” and “external technical assessors”</u>		
		6.3	<u>New Clause added:</u> “SADCAS selects and consider for registration Technical Experts from industry, academia and accredited facilities, based on their qualifications, experience and technical expertise. The TM evaluates the records and decides whether or not to recommend the candidate for registration as SADCAS Technical Expert.”		
		6.4	<u>New Clause added:” Should the recommendation be to register the candidate then the name shall be put forward to the SADCAS Chief Executive Officer for approval and registration as a SADCAS Technical Expert. Once approved, the candidate shall sign SADCAS F 49.”</u>		
6.5	<u>New Clause added:</u> “Technical experts are not trained assessors and are used for their technical expertise only. Technical Experts may not assess independently and shall work under the responsibility of a qualified SADCAS assessor, to				

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			ensure that the integrity and consistency of the assessment is not jeopardized and that the assessment procedures are followed.” Renumbered subsequent clause.	CEO	2021-02-04
	7	6.6	Added requirement for Technical Experts to familiarize with SADCAS accreditation process and sign SL 18 before undertaking assessments on behalf of SADCAS.		
	9	10.1	Added requirement of registering Technical Experts on SADCAS F 53.		
Issue 10	6	4.7	Line 1: Deleted “Quality Manager” and substituted with “Technical Manager”.	CEO	2022-02-16
	9	10.4	Line 1: Deleted “Quality Manager” and substituted with “Technical Manager”. Added new sentence: “Assessor records shall include evidence of training on latest versions of applicable standards and IAF/ILAC documents”.		