



MP - 02-03

PERSONNEL REQUIREMENTS

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1.0 Purpose/Scope



The following is the NiNAS procedure on personnel which include staff, contracted assessors and committee members. An annex to this procedure (MP 02A) contains initial training requirements for any new Staff, Assessors, Technical Experts and Committee members.

2.0 Definitions/References

Team Leader - Assessor who is given overall responsibility for specified assessment activities.

Note 1 - A Team Leader may also conduct the assessment of the management system or act as a technical assessor during the same assessment.

Assessor - person assigned by an accreditation body to perform, alone or as part of an assessment team, an assessment of a laboratory, certification body or inspection body.

Technical Expert - Person assigned by an accreditation body to provide specific knowledge or expertise with respect to the scope of accreditation to be assessed.

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

3.0 General

3.1 Human Resources Policy

NiNAS is an equal opportunity employer and therefore applies competency criteria in a non-discriminatory manner. The organisation strives to encourage the development of female talent to assure a gender balance in its operations through the application of the principles found in its Guidelines for a Gender Policy.

It is NiNAS' policy to have a sufficient number of competent personnel (internal staff, contracted assessors and experts, as well as committee members). Competent means having the knowledge, skills and abilities to handle the type, volume and range of work. Internal audits verify this for input to annual management reviews.



NiNAS Training Requirements are designed to ensure that assessors and where relevant, experts, are familiar with accreditation procedures, accreditation criteria and other relevant requirements, they have an understanding of relevant assessment methods including those described in ISO/IEC 17021-1 and ISO 19011, that they have the necessary oral and written communication skills as well as the needed personal attributes. It is NiNAS’ policy to identify training needs to address gaps in any staff competencies and provide them access to the needed training.

3.2 Hiring Procedure

Step	Task	Time Frame (days)
1.	Prepare justification for new position	2
2.	Prepare Job Descriptions	2
3.	Approval of Job Descriptions - By Executive (CEO & Directors - or By the Board of Directors for an Executive position	10
4.	Complete Vacancy Announcements	2
5.	Form interview panel of two including applicable Director and one other Executive	1
6.	Prepare paperwork for interview processing	Inc'd
7.	Post Vacancy Announcement on website for submissions to be addressed to info@NiNAS.ng	Inc'd
8.	Implement search outreach as per recommended publications e.g., in three (3) major national dailies	Inc'd
9.	Provide JDs and processing paperwork to interview / screening panel	Inc'd
10	Hiring Panel reviews submissions to identify short-listed candidates	1-2
11	Interviews of short-listed candidates <ul style="list-style-type: none"> ● First Interviews: Skype if out of town ● Second Interviews: in person with Panel 	Up to 5
12	Panel recommendations are provided to Board of Directors for decision	2
13	Proceed with offer and contract preparations	2

3.3 Personnel Commitments

- Job Description forms an annex to employment contracts. At the time of the signing of these contracts the JD is reviewed to ensure that the



employee is clear on the extent and the limits of their duties, responsibilities and authorities.

- Concurrent with the signing of the “Employee Contractual Agreement” the employee also signs a “Confidentiality Agreement” and a “Conflict of Interest Form”

3.4 Approval of Staff

Staff follow the prescribed training programme in the NiNAS Training Requirements. Following the completion of training they take up their duty station and are monitored and coached as required by their direct supervisor. Following a probationary six-month period, a performance evaluation is completed by the supervisor and a decision is made whether or not to offer the employee additional training assistance, or to terminate the contract. A written designation to commence with duties, or not is provided to staff members by the DG/CEO following their successful completion of the probationary period. (Note: this process was not in place for the original hiring conducted by UNIDO).

Six months later the first annual performance evaluation is completed with annual revisions thereafter while the individual remains in the employ of NiNAS

3.5 Approval of Assessors

Candidates for NiNAS Team Leaders , Assessors and Technical Experts, must follow and succeed at the training requirements described for the respective positions in the “NiNAS Training Requirements”, found as a separate Annex to this Procedure.

Once the training is completed an Assessor must participate in three assessments with a Team Leader following which the Team Leader submits a “Monitoring Report” to the Director of Accreditation. If satisfactory, the Director of Accreditation will indicate the Assessor is approved in the Assessor Database and monitoring records will be uploaded to the system. If unsatisfactory, the Director will design a performance improvement plan for the Assessor. If the Assessor fails this improvement plan the individual will be excluded from the pool of eligible assessors. Documentation addressing the performance evaluation and improvement plan will be uploaded to the Assessor Dbase.



NiNAS Directors or a competent designate will ensure that all of the required information on individual Assessors and Experts is uploaded to the Assessor Dbase.

Assessors can be designated as “Team Leaders” following three years of successful performance as Assessors. Team Leaders will have designated as above average with respect to: understanding of the requirements; talent in the assessment process; and, Personal Attributes as defined by ISO 19011. Assessors are provided with a written authorization to commence duties by the Director of Accreditation.

3.6 Monitoring of others involved in the accreditation process

All staff involved in the accreditation process must be monitored for competency. Assessors and Staff are monitored through the above processes. The accreditation decision makers which are selected from the members of the Accreditation Advisory Committee are not monitored through the above mechanisms. Monitoring of these individuals involves:

- The Director of Accreditation sits in with the decision-makers during the first year of NiNAS operations to ensure that the process was followed, that questions were addressed and that the resultant documentation contains complete and objective rationale for the decision.
- Thereafter, the Director of Accreditation reviewing each documented decision to ensure the process was followed, that questions were addressed and that the resultant documentation contains complete and objective rationale for the decision.

3.7 Monitoring of Staff and Assessors

The Director of Accreditation or a competent designate will monitor the performance of Team Leaders and Assessors as follows:

- Team Leaders complete monitoring forms of the Assessors on their first three activities following the training period.
- Thereafter, with satisfactory evaluations and no complaints, an Assessor is scheduled to be monitored by the Director of Accreditation or a competent designate once every three years.



- Team Leaders complete Monitoring forms for any Technical Experts on their team and provide the completed evaluations to the Director of Accreditation. Unsatisfactory results are addressed by the Director of Accreditation.
- The Director of Accreditation carries out the monitoring of the Team Leaders;
- The level of monitoring planned for each individual assessor or staff member involved in the assessment process will also consider the risk that is posed by their work. For example, an assessor of a medical or food testing laboratory may have a higher risk associated with their work, than an assessor of a furniture testing laboratory. The file on each individual will contain a rationale for the monitoring frequency.

3.8 Monitoring during start-up phase

During the first year of NiNAS operations monitoring procedures will not meet the above specifications. Specifically, Team Leaders will be provided with a monitoring report completed by assessors from those accreditation bodies that are acting as mentors and coaches to NiNAS in its period of establishment.

Assessors may have to be monitored directly by the Director of Accreditation or through other outside contractors. Results of monitoring activities are discussed at the annual management review to ensure that the monitoring systems in place are effective.

4.0 Forms

Form Number	Title
D-2-001	Guidelines for a Gender Policy
D-2-002	Job Description - DG/CEO
D-2-003	Job Description - Director of Accreditation
D-2-004	
D-2-005	Job Description - Office Manager
D-2-006	Job Description - Quality Manager



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Table: 2-1 Forms in use with Procedure 2

Form Number	Title
D-2-007	Job Description - Team Leader
F-2-001	Monitoring - Performance and Feedback
F-2-002	Witnessing Form (for assessors and TEs)
F-2-003	Employee contractual agreement (addressing clause 6.2.1 of 17011:2017)
F-2-004	Confidentiality Agreement
F-2-005	Conflict of Interest Form

5.0 Document History

Modification No/Date	Proposed by	Page No.	Summary of Modification
04/07/2021	Quality Manager	Approval Page	Updating the reviewing personnel
01/04/2023	Quality Manager	All	Update to reflect the requirements of ISO/IEC 17011:2017 and the findings from the 2023 internal audit



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