MP 02A – 03

NiNAS PERSONNEL TRAINING REQUIREMENTS FOR ACCREDITATION STAFF, ASSESSORS AND TECHNICAL EXPERTS

Prepared by:	Okechukwu Ejiofor, Quality Manager
Reviewed by:	Lawrena Okoro, Director of Accreditation
Approved by:	Celestine Okanya, DG/CEO
Date of Approval	01/04/2023
Date of Implementation	01/04/2023

NIGERIA NATIONAL ACCREDITATION SYSTEM

MP 02A – Personnel Training Requirements   **Issue 3**
_____

Contents

NIGERIA NATIONAL ACCREDITATION SYSTEM

MP 02A – Personnel Training Requirements   **Issue 3**
_____

1 – Introduction

This document outlines the training requirements for individuals associated with the delivery of accreditation services by NiNAS. The standard which governs the global practice of the accreditation of laboratories, inspection bodies, certification bodies and other types of organizations, which assess the conformity of an object to a standard, collectively known as conformity assessment bodies or CABs, is ISO/IEC 17011. This standard, titled, *General requirements for accreditation bodies, accrediting conformity assessment bodies,* places rigorous requirements on accreditation bodies to document the competencies of all personnel involved in the delivery of its accreditation service. In addition, accreditation bodies are required to describe the initial and on-going training required by all personnel, and specifically ensure that its assessors are familiar with accreditation procedures and accreditation criteria, ensure that they have undergone relevant training and possess the appropriate personal attributes necessary to competently perform their duties.

Any individual that can have an impact on the delivery of the accreditation service, whether that person is an assessor, the CEO, a committee member or a clerical staff member, must be trained and monitored to ensure that they possess the competencies required for the job and that they apply those competencies while doing the job. NiNAS has documented the competencies required for the jobs in its *Job Descriptions*. Where committee members are concerned their responsibilities are described in committee terms of reference (TOR).

This document provides the initial training required to bring qualified personnel up to the competency levels expected for them to perform their duties as outlined in the Job Descriptions. (Bearing in mind training is individual specific given their backgrounds.) The document contains tabular exhibits which describe the training topics, the reference documents to use, the type of training and the delivery method tailored to the various positions.

2. References

(1) Competency references, used in the development of the training requirements

Accreditation Auditing Practices Group (AAPG)
Guidance on: Criteria for Competence of AB Assessors and Assessment Teams
June 20, 2014

_____

http://isotc.iso.org/livelink/livelink/fetch/2000/2122/138402/138403/4298140/customview.html?func=ll&objId=4298140&objAction=browse&sort=name

Asia Pacific Accreditation Cooperation (APAC)
APAC – CBC-002-Guidelines on Training Courses for LIRP Assessors Version 11.2 (20210113)

https://www.apac-accreditation.org/publications/cbc-series

International Laboratory Accreditation Cooperation (ILAC)
ILAC G3

http://ilac.org/publications-and-resources/ilac-_-guidance-series/

International Organisation for Standardisation (ISO)
ISO 19011

http://www.iso.org/iso/catalogue_detail?csnumber=50675

(2) Training References, applied in the course of the training program

- ISO 19011 Guidelines for auditing management systems

- ISO/IEC 17011 General requirements for accreditation bodies accrediting conformity assessment bodies

- ISO/IEC 17020 General criteria for the operation of various types of bodies performing inspection

- ISO/IEC 17021-1 Requirements for bodies providing audit and certification of management systems -- Part 1: Requirements

- ISO/IEC 17021-2 Requirements for bodies providing audit and certification of management systems -- Part 2: Competence requirements for auditing and certification of environmental management systems

- ISO/IEC 17021-3 Requirements for bodies providing audit and certification of management systems -- Part 3: Competence requirements for auditing and certification of Quality management systems

- ISO/IEC TS 17022 Conformity assessment -- Requirements and recommendations for content of a third-party audit report on management systems

- ISO/IEC TS 17023 Conformity assessment -- Guidelines for determining the duration of management system certification audits

- ISO/IEC 17024 Conformity assessment -- General requirements for bodies operating certification of persons

- ISO/IEC 17025 General requirements for the competence of testing and calibration laboratories

- ISO/ IEC 17065 Conformity assessment -- Requirements for bodies certifying products, processes and services

- IAF/ILAC A3 IAF/ILAC Multi-Lateral Mutual Recognition Arrangements (Arrangements): Template report for the peer evaluation of an Accreditation Body based on ISO/IEC 17011.

- ILAC P9 ILAC Policy for Participation in Proficiency Testing Activities

- ILAC P10 ILAC Policy on Metrological Traceability of Measurement Results

- ILAC P14 ILAC Policy for Measurement Uncertainty in Calibration

- ILAC P15 Application of ISO/IEC 17020:2012 for the Accreditation of Inspection Bodies

- Other ILAC Documents as required

- Other IAF MD Documents as required

3 - Definitions[1]

Team Leader () – Assessor who is given overall responsibility for specified assessment activities.

_____

[1] Adapted from ILAC G11

_____

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 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.

4. Training Programme Description [2]

NiNAS conducts on-site assessments, reassessments, witness audits and surveillance audits of its applicants and accredited organisations. Such are carried out by part-time assessors and technical experts appointed by NiNAS to act on its behalf. The assessor plays a vital role in determining the credibility of the conformity assessment body (CAB) undergoing oversight. It is common practice for ABs to make use of different types of assessors such as team leaders, technical assessors and technical experts. In this case, each type of assessor has different duties within the assessment team and each holds appropriate technical and professional qualifications.

To achieve an effective training programme NiNAS has established criteria in its Job Descriptions for qualifying each type of assessor. NiNAS also:

- has designed a training process outlined in this document;
- formally evaluates candidates after finalisation of the training process;
- formally classifies/qualifies assessors according to their position in the assessment team (leader, assistant, technical expert), and for the type of CAB they are qualified to assess (testing, calibration, inspection, etc.) and if applicable for the technical area they will assess (food, chemistry, elevators, etc.);
- organises periodic activities to update and harmonise assessors;
- establishes criteria to monitor assessors (including on-site monitoring).

All potential assessors will undergo training, tailored to their background, experience and qualifications, by attending appropriate external or internal training as outlined in the tables in the latter part of this document. Training courses will aim to familiarise assessors with the accreditation criteria to be used, assessment techniques and the human aspects of assessment. The course provider can be NiNAS itself or it may use the services of competent external trainers. The tables below indicate which

---

[2] Adapted from ILAC G3

_____

training is typically provided in house versus that which is typically outsourced. The content and the structure of the courses for laboratory and inspection body assessment should follow as close as possible the direction of APAC – CBC-002-Guidelines on Training Courses for LIRP Assessors Version 11.2 (20210113).

At the end of a training course successful participants shall be familiar with the specific requirements of ISO/IEC standards or other requirements used by NiNAS, as well as understand how to apply these requirements to the specific type of CABs that they are overseeing. New auditors will also be in a position where, with the guidance and supervision of an experienced team leader, they are able to plan, organise, conduct and report on assessment of a CAB. In particular, they should have gained sufficient knowledge and experience from the course to enable them to identify record and classify non-conformities and to develop effective information gathering techniques and interpersonal skills for use during assessment.

An assessment of a CAB by NiNAS usually is carried-out by a team consisting of a Team Leader supported, depending on the situation, by another assessor and / or experts. To qualify as a team leader, the individual has to have assessment experience as a team member and have received intensive training in management systems, assessment techniques and the criteria that are applied. Specifically, the individual must have participated in at least four (4) assessments – observing a team leader in two (2) assessments and under the supervision of a team leader in the other two (2) assessments.

5. Knowledge, Skills and Abilities

Knowledge, skills and abilities or KSAs collectively form the competencies needed to perform a job function. Please refer to the competencies which are fully detailed in NiNAS job descriptions. They are summarised below.

Training intensity will not be decreased regardless of the prior experience that the individual has had within this sector, specific elements may be further intensified if the individual is evaluated as not meeting KSA requirements.

 Executive Staff

DG/CEO
Shall have 10 years of organisational management in leadership position in an organization with demonstrated competencies to lead and oversee the following areas:

NIGERIA NATIONAL ACCREDITATION SYSTEM

MP 02A – Personnel Training Requirements   **Issue 3**
_____

- Strategic Planning
- Operational Management
- Financial management
- Human Resource management
- Marketing and Public Relations:
- Program Effectiveness

Director of Accreditation

Shall have 10 years of organisational or programme management experience and an understanding of Quality Management System principles, standards and methods gained from at least 5 years as a Quality Manager, Systems Auditor or equivalent, with competencies in the following areas:

- Strategic Thinking:
- Operational Management
- Financial Management
- HR Management
- Marketing and Public Relations
- Programme Effectiveness
- Technical Matters in Accreditation

Programme Staff

Quality Manager

Shall have 10 years of experience as a quality manager including quality auditing. Experience in customer service is an asset. The individual shall have the following demonstrated competencies in the following areas:

- Application of management systems and organisational conformance
- Exceptional Oral and Written Communications Skills
- Self-directing
- Staff Relations
- Customer Relations

Office Manager

Shall have 2 years of office-based administrative, clerical or secretarial experience with demonstrated competencies in the following areas:

- Apply policy and make decisions
- Organisational abilities
- Communicate verbally and in writing
- Proficient at various IT functions

Assessors & Technical Experts

Team Leader
An effective systems auditor experience gained from 5-7 years' of system auditing, e.g.: Quality Management Systems, Environmental Management Systems, Product Standards – various types:

- Shall demonstrate an excellent understanding of the requirements documents and NiNAS policies and procedures applied in the Laboratory Accreditation Programme;
- Shall have an understanding of procedures and methods used in Testing Laboratories - various fields of testing acceptable, experience in Reference/Calibration Laboratories an asset;
- Shall have a demonstrated ability to manage projects, time and assessment teams;
- Proficiency with basic computer programmes such as Word;
- Social / behavioural skills and abilities as outlined in the Job Description

Assessor
An effective systems auditor experience gained from 1 + years' of system auditing, e.g.: Quality Management Systems, Environmental Management Systems, Product Standards – various types:

- Shall demonstrate a strong understanding of the requirements documents and NiNAS policies and procedures applied in NiNAS accreditation program;
- Shall have an understanding of procedures and methods used in Testing Laboratories - various fields of testing acceptable, experience in Reference/Calibration Laboratories an asset;
- Shall have a demonstrated ability to manage time and work with teams;
- Proficiency with basic computer programmes such as Word;
- Social abilities as outlined in the Job Description

Technical Expert (TE)
An effective Technical Expert has a strong technical knowledge in a specific field such as scientific or engineering. The Expert is skilled at working with teams of individuals

_____

and can interact well with strong communications abilities to interview people and assess documentation. A TE shall:

- demonstrate an understanding of NiNAS policies and procedures applied in NiNAS accreditation programme;
- have a strong understanding of testing and calibration methods in specific fields;
- have a demonstrated ability to work with teams;
- Show proficiency with basic computer programmes such as Word;
- Demonstrate social abilities as outlined in the Job Description

Committee Member

NiNAS requires individuals on a non-salaried basis to participate on its Advisory Councils for both policy and technical needs. The objectives of these committees are to provide NiNAS management with broad advice to ensure impartiality, fairness and objectivity and technical rigour of its programmes. Roles of the committees are provided in Terms of Reference TORs). Members are generally senior individuals in their respective organisations and fields who will require training on NiNAS policies and procedures and the requirements NiNAS must meet to become recognised and maintain that recognition. Members should have:

- Thorough knowledge of their industry sector or technical field;
- An understanding of the role of NiNAS, its obligations to its applicant and accredited organisations and its obligations to the international accreditation community;
- Ability to effectively interact with other senior officials and work on teams.

6.0 General Competence Requirements

NiNAS has designed training courses to align with its four-phase training programmes for personnel, assessors and committee members. In addition to the requirements of Tables 1 – 6, NiNAS shall also use the training requirements of Table 7 for the determination of competence of personnel, assessors and committee members.

Table 7 addresses specifically the requirements of ISO/IEC 17011:2017 clauses 6.1.2.1 – 6.1.2.9.

MP 02A – Personnel Training Requirements   **Issue 3**

_____

Table 1: Training Specification Checklists

- *Executive Staff – consisting of CEO and Directors*

Topics		References	Position & Delivery			External Trainers	In house
			C	DA	D		
1	Introduction to NiNAS	Corporate Quality Manual including: Policies Procedures Handbooks Forms	1 day	3 days	1 day		x
2	Introduction to Accreditation	ISO/IEC 17011 – The Accreditation Process ISO/IEC 19011 – Guidelines for auditing management systems	2 days 1 day	4 days 1day 1 day	2 days 1 day		x
3	AFRAC, IAF, ILAC	International System – Roles & Functions	0.5 day	0.5 day	0.5 day		x
		IAF/ILAC Requirements: Focus on A Series	0.5 day	1 day	0.5 day	x	x
4	Accreditation Standards	ISO/IEC 17025 ISO/IEC 17020 + ILAC requirements	0.5 day	2 days	0.5 day	x	
		ISO/IEC 17021-1, ISO/IEC 17024, ISO/IEC 17065 + IAF docs	0.5 day	2 days	0.5 day	x	
5	Introduction to common global schemes	Review of Schemes and their operation such as GlobalGAP and PEFC	0.5 day	1 day	N/A		x
6	First Attendance at AFRAC, ILAC/IAF	Advance preparation for each event Attendance @ each of the two events	1 day 5 days	1 day 5 days	N/A N/A	x	x
7	Study tour to a functioning AB	Meeting with counterparts	3 days	2 days	N/A	x	
8	Study Tour observations	Witnessing of one laboratory assessment	3 days	3 days	N/A	x	
		Witnessing of one certification assessment	3 days	3 days	N/A	x	
9	Domestic Observation	Witnessing of one laboratory assessment	N/A	3 days	1 day		x
		Witnessing of one certification assessment	N/A	3 days	1 day		x

* C = CEO, DA = Director of Accreditation, D = Other Director e.g., finance

NIGERIA NATIONAL ACCREDITATION SYSTEM

MP 02A – Personnel Training Requirements   **Issue 3**

_____

Table 2: Training Specification Matrix

- _Program Staff – Consisting of program managers and program assistants_

NOTE: Q = Quality Role, M = Management Function, A = Assistant, Clerical, Other

	Topics	References	Position & Delivery			External Trainers	In-house
			Q	M	A		
1	Introduction to NiNAS	Corporate Quality Manual Policies Procedures Handbooks Forms	1 day	3 days	1 day		x
2	Introduction to Accreditation	ISO/IEC 17011 – The Accreditation Process IAF/ILAC A5 – Application of ISO/IEC 17011 ISO/IEC 19011 – Guidelines for auditing of management systems	2 days 1 day	4 days 1 day 1 day	2 days 1 day	x	
3	AFRAC, IAF, ILAC	International System – Roles & Functions	0.5 day	0.5 day	0.5 day	x	
		IAF/ILAC Requirements: Focus on A Series	0.5 day	1 day	0.5 day	x	
4	Standard 5-day Lead Auditor Course	ISO 9001 for management system auditors	5 day	5 day	1 day	x	
5	Accreditation Standards	ISO/IEC 17025, ISO/IEC 17020 + ILAC requirements	0.5 day	2 days	0.5 day	x	
		ISO/IEC 17021, 17024, 17065 + IAF docs	0.5 day	2 days	0.5 day	x	
6	On-site training	Witnessing of one lab assessment	3 days	3 days	3 days		x
		Witnessing of one cert assessment	3 days	3 days	3 days		x
7	Introduction to common global schemes	Review of Schemes and their operation such as Global GAP and PEFC	0.5 day	1 day	N/A		x

MP 02A – Personnel Training Requirements   **Issue 3**

_____

Table 3: Training Specification Matrix

- Laboratory Assessment – Consisting of Team Leaders , Assessors and Technical Experts

Topics		References	Assessor type			External Trainers	In-house
			TL	A	TE		
1	Introduction to NiNAS	Corporate Quality Manual Policies Procedures Forms	1	1	1		x
2	Introduction to Accreditation	ISO/IEC 17011 – The Accreditation Process	1	1	1		x
3	AFRAC, IAF, ILAC	International System – Roles & Functions	0.5	0.5	0.5		x
4	Accreditation Standards	ISO/IEC 17025	5	5	2	x	
		ISO/IEC 17020	5	5	2	x	
		ISO/IEC 15189)	5	5	2	x	
5	Introduction to common global schemes	Review of Schemes and their operation such as Global GAP and PEFC	0.5	0.5	0.5		x
7	ILAC Requirements	G and P documents	2	2	2	x	x
		Other applicable ILAC requirements (included above)	inc	inc	inc	x	x
8	The conduct of assessments - the human aspect	ISO 19011 & ISO/IEC 17021-1 Expectations of Assessors – how to assess	5	5	2		x
9	On Site training at a recognized accreditation body	Witnessing of 2 assessments	5	5	5		x
10	Examining the results of internal Audits and management reviews	ISO/IEC 17011	0.5	0.5	-		x
11	Calibration, uncertainty of Measurement & PT	ILAC P9, P10, P14 & Technical explanation of Traceability/Uncertainty/PT/Method Validation assessment	2	2	1		x

MP 02A – Personnel Training Requirements **Issue 3**

_____

Table 4: Training Specification Matrix

- *Certification Assessment – Consisting of Team Leaders , Assessors and Technical Experts*

	Topics	References	Certification Assessor type			External Trainers	In-house
			TL	A	TE		
1	Introduction to NiNAS	Corporate Quality Manual, Policies, Procedures, Forms,	1	1	1		x
2	Introduction to Accreditation	ISO/IEC 17011 – The Accreditation Process	1	1	1		
3	AFRAC, IAF, ILAC	International System – Roles & Functions	0.5	0.5	0.5		x
		IAF Requirements	0.5	0.5	0.5		x
4	Accreditation Standards	ISO/IEC 17021-1, ISO/IEC 17021-2, & ISO/IEC 17021-3, ISO 22003-1, ISO 22003-2, ISO/IEC 17021-10	5	5	1	x	
		Applicable IAF documents to management system accreditation	inc	inc	inc		
		NiNAS specific procedures for MS accreditation	1	1			x
		ISO/IEC 17065 & ISO/IEC 17067	5	5	1	x	
		Applicable IAF documents to product certification accreditation	inc	inc			
		NiNAS specific procedures for product certification accreditation	1	1			x
		ISO/IEC 17024	3	3	1	x	
		Applicable IAF documents for the accreditation of certifiers of persons	inc	inc			
		NiNAS specific procedures for the accreditation of certifiers of persons	1	1			x
5	Introduction to common global schemes	Review of Schemes and their operation such as Global GAP and PEFC	0.5	0.5	0.5		x
6.	On Site Training	Witnessing of 2 assessments	5	5			x

-

_____

Table 5: Training Specification Matrix

– *Committees – Consisting of Accreditation Advisory Committee Members*

	Topics	Content	Time	External Trainers	In-house
1	Introduction to NiNAS	Corporate Quality Manual Policies Procedures			x
2	Introduction to Accreditation	ISO/IEC 17011 – The Accreditation Process			x
3	AFRAC, IAF, ILAC	International System – Roles & Functions			x
		ILAC Requirements			x
4	Role of the Advisory Committee	Impartiality requirements			x
	Total:		1 day		

MP 02A – Personnel Training Requirements   **Issue 3**

_____

Table 6: Training Specification Matrix

- Committees – Consisting of Technical Advisory Committee Members

Topics	Content	Time	External Trainers	In-house
1 Introduction to NiNAS	Corporate Quality Manual Policies Procedures Forms			x
2 Introduction to Accreditation	ISO/IEC 17011 – The Accreditation Process			x
3 AFRAC, IAF, ILAC	International System – Roles & Functions			x
	ILAC Requirements			x
4 Role of the Advisory Committee	Technical policy development, and other technical assistance as required e.g., dealing with disputes			x
	Total:	1 day		

NIGERIA NATIONAL ACCREDITATION SYSTEM

_____

Table 7: General Competence Requirements According to ISO/IEC 17011:2017 Annex A

S/N	KNOWLEDGE AND SKILLS	NiNAS TRAINING	ELIGIBLE PARTICIPANTS
1.	Knowledge of accreditation body's rules and processes	Phase 3 training course	CEO, DA, QM, AM, TL, TE, AAC, AS, & Assessors
2.	Knowledge of assessment principles, practices and techniques	Phase 2 training course	CEO, DA, QM, TL, TE, AAC, AS & Assessors
3.	Knowledge of general management system principles and tools	Phase 2 training course	CEO, DA, QM, TL, AAC & Assessors
4.	Communication skills appropriate to all levels within the conformity assessment body	Phase 2 & Phase 3 training courses	DA, QM, TL, TE, AS & Assessors
5.	Note-taking and reporting-writing skills	Phase 2 training course	DA, QM, TL, TE, AS & Assessors
6.	Opening and closing meeting skills	Phase 2 training course	TL
7.	Assessment management skills	Phase 2 and phase 3 training courses	TL
8.	Knowledge of accreditation and accreditation scheme requirements and relevant guidance and application documents	Phases 1 – 4 training courses	CEO, DA, QM, AM, TL, TE, AAC, AS & Assessors

LEGEND

MP 02A – Personnel Training Requirements   **Issue 3**

_____

CEO = Chief Executive Officer, DA = Director of Accreditation, QM = Quality Manager, AM = Accreditation Manager, TM = Team Leader, TE = Technical Expert, AAC = Accreditation Advisory Committee, AS = Administrative Staff who review application documents

7.0 Document History

Modification No/Date	Proposed by	Page No.	Summary of Modification
30/06/2020	Quality Manager	All	Updated to align with the new NiNAS corporate image and reflect the requirements of ISO/IEC 17011:2017
01/04/2022	Quality Manager	All	To reflect further the requirements of ISO/IEC 17011:2017 and external evaluation of NiNAS management system.
01/04/2023	Quality Manager	All	Update to reflect some of the findings from the internal audit of 2023