



## Assessor Training Course ISO:IEC 17025:2005

**Aim:** To provide training in Laboratory Accreditation Assessment Standards and UKAS methodology.

**Who Should Attend:** UKAS Assessment Managers, potential UKAS Assessors and senior laboratory Staff who will be carrying out internal assessments.

**Duration:** A three-day residential programme.

**Where:** Sunningdale Park, Ascot, Berkshire.

**Tutors:** Courses is delivered by UKAS Assessment Managers

**Pre-course exercise:** As preparation for this course delegates are required to complete a pre-course exercise. A debriefing of this exercise is undertaken on a group basis during the first afternoon of the course.



## **Course Programme**

### **Day One**

#### **Introduction and briefing**

Purpose: To set the scene, to introduce the tutors and delegates, and to record delegates' expectations

#### **Background to accreditation, UKAS and the international scene**

Purpose: paper to provide information on the role and purpose of accreditation, both nationally and internationally and in particular the role and function of UKAS both domestically and internationally.

#### **UKAS approach to assessment and accreditation**

Purpose: to provide delegates with an understanding of the need to get to know the business processes of the laboratory being assessed and how to use ISO/IEC 17025 as part of the means for recognising the competence of the laboratory.

#### **Holistic Approach**

Purpose: to state what comprises an holistic assessment.

#### **Accreditation standard exercise I – feedback on pre-course work**

Purpose: to ensure delegates have read and can apply their mind to understanding the requirements of the standard in some detail.

#### **Overview of the process of accreditation**

Purpose: to provide an understanding of the structure and procedures involved in the process of accreditation of an organisation; to place in context the steps to accreditation with an overview of each step, the purpose and importance to the overall process.

#### **Accreditation standard exercise II**

Purpose: to enable trainers to assess delegates' understanding of the standard and their ability to present findings on behalf of others. To assess team working and enable tutors to clarify any areas of the standard perceived to be anomalous or contentious.

#### **Briefing for exercise to extend and consolidate knowledge of the standard and identify possible nonconforming situations.**

### **Group working**

### **Lunch**

### **Report back and feedback**

#### **Opinions and interpretations**

Purpose: to inform delegates on UKAS policy and process for dealing with opinions and interpretations

#### **Accreditation standards**

Purpose: to identify common elements of standards used by UKAS for accreditation activities and highlight specific requirements.

#### **Steps in the accreditation process – pre-assessment**

Purpose: to remind delegates of the steps in the accreditation process

## Day 2

### **Management system documentation and documentation review**

Purpose: to encourage delegates to use the documentation of an organisation to assess the efficacy of the business processes of the organisation to deliver competent services, using ISO/IEC 17025 as a framework

### **Initial documentation appraisal exercise**

Purpose: to enable delegates to gain an overview of the individual applicant's processes through their documentation and to assess whether all the requirements of the standard appear to have been addressed & for technical assessors to understand how they can use the documentation.

### **Report back**

#### **Method of reporting findings from pre-assessment activities**

Purpose: to detail the UKAS process of reporting findings, leading to an exercise to provide an opportunity to role-play in open session, methods of report back.

#### **Exercise – detailed documentation review – group work**

Purpose: to provide an opportunity for delegates to critically review a test method and to report back to the (imaginary) customer.

### **Exercise - Report back and feedback**

### **Introductory meeting**

Purpose: to explain the process and procedure of the introductory meeting and its purpose

### **Lunch**

### **Observing the organisation at work**

Purpose: to provide guidance on how to manage an assessment visit, what is important, and how to remain focused.

### **Recording findings**

Purpose: to inform delegates of the need to make factual and contextual observations of findings and to state these clearly. Introduction of Improvement Action Record.

### **Preventive and corrective action**

Purpose: to define and highlight differences and explore the need for underlying faults to be identified and corrected.

### **Exercise on recording findings**

Purpose: to provide an opportunity to practice using UKAS forms and to provide tutors with an opportunity to judge competence

### ***In parallel with:***

#### **Exercise - witnessing tests**

Purpose: to provide an opportunity to witness a test and assess the documentation associated with this activity.

#### **Report back on witnessing exercise**

Purpose: to provide an opportunity for delegates to review their performance, to list learning points and receive feedback from tutors.



### Day 3

#### **Report back on recording findings exercise**

Purpose: to provide an opportunity for feedback.

#### **Calibration and traceability**

Purpose: to provide information on traceability of measurement and an understanding of the need for laboratories to have an appropriate calibration and uncertainty budget.

#### **Calibration exercise**

Purpose: to provide an opportunity to assess calibration situations and certificates.

#### **Report back on calibration exercise**

Purpose: to provide feedback on the exercise and close out any outstanding questions on calibration.

#### **Internal audit and management system review**

Purpose: to demonstrate how delegates can use the results of an organisations internal audit and management review during assessments.

#### **Private meeting of assessors and final meeting**

Purpose: to explain the format and importance of the final meeting.

#### **Exercise - preparation for final meeting**

Purpose: to provide time for delegates to prepare for a final meeting.

### Lunch

#### **Exercise - final meeting role-play**

Purpose: to provide a safe environment in which to practise a final meeting, to assess the ability of the delegates in this situation and to allow tutors to bring out more teaching points.

#### **Discussion and feedback**

Purpose: to discuss what worked and what didn't and discuss why it didn't work and to provide an opportunity to reinforce good practice and note learning points..

#### **Post assessment activities**

Purpose: to complete the information on the steps before and after accreditation and to explain the on-going role of the assessor.

#### **Open forum and close course**