



## Lead Assessor Training Course

**Aim:** To provide training to enable UKAS Assessment Managers and UKAS Assessors to prepare to undertake the duties of a UKAS Lead Assessor.

**Who should attend:** UKAS Assessment Managers and UKAS Assessors wishing to become UKAS Lead Assessors who have either successfully completed the UKAS Assessor training course or who are experienced assessors.

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

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

**Tutors:** Training is delivered by UKAS Assessment Managers.



## Course Programme

### Day One

Registration and Coffee

#### **Introduction and briefing**

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

#### **Contract review, planning of initial assessments, reassessments and extensions to scope**

Aim: To provide an understanding of the role and purpose of contract review, its benefits and risks if not completed properly and to detail the responsibilities of the Lead Assessor and the roles of other players

#### **Exercise: Contract review**

Aim: To provide an opportunity to review an application for accreditation and to consider the expertise required to service the client, and the competence required of the team

#### **Report back**

#### **Documentation review**

Aim: To explain the role of the Lead Assessor in the review of the applicant's documentation

#### **Giving feedback**

Aim: To examine the purpose of feedback and how to give feedback effectively

#### **Exercise: Documentation review**

Aim: To provide an opportunity to review part of a quality manual and to report back to management through a role-play situation. The emphasis is on the human aspects of the reporting and dealing with 'management', but the facts should be correct

#### **Listening skills**

Aim: To look at ways of effective listening by the use of body language

#### **Report back and feedback**

Aim: To enable delegates to report back their documentation review to management through an open role-play situation and to discuss what worked and what didn't, and to provide an opportunity to reinforce good practice

#### **Team leadership and team management**

Aim: To facilitate delegates' understanding of the need for management before, during and after assessment and for the need to be empathetic to the needs of the assessment team

#### **Note taking and time management**

Aim: To examine methods of note taking, the timing of note taking and general time management during an assessment

#### **Assessment of internal audit and management review**

Aim: To provide pointers as to how a Lead Assessor can use the organisation's own audit and management review to provide an indication of the efficacy of the service being offered to clients and compliance with the accreditation standard

#### **Exercise: Assessment of internal audit**

Aim: To provide an opportunity to assess an internal audit and associated documentation

**Questioning - handling awkward questions and questions to avoid**

Aim: To consider the effect of questioning on the recipient and to ensure that appropriate questioning techniques are used during assessment

**Report back on exercise**

Aim: To consolidate how to use an internal audit during assessment; to confirm non-compliances identified in the exercise and clarify as necessary

**Day Two**

**Non-compliance reporting and corrective actions**

Aim: To inform on the Lead Assessor's responsibility for allocating clauses and types of non-compliance and to confirm the route for clearance of corrective action

**Exercise: Non-compliances and corrective actions**

Aim: To provide delegates with an opportunity to practise allocating clauses/severity of non-compliances and to identify effective corrective actions

**Report back on exercise**

Aim: To discuss the outcome of the exercise and provide feedback to delegates

**Managing meetings and discussions**

Aim: To look at the purpose of meetings held during assessment and to consider the purpose and content of discussions

**Reporting to management**

Aim: To facilitate understanding of the UKAS process and forms used during assessment reporting

**Exercise: Preparation for final meeting with management**

Aim: To provide time for teams to prepare to report their findings to management

Exercise: Role play of the final meeting with management

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

**Report back on role-play, discussion and feedback**

Aim: To discuss what worked and what didn't and why it didn't work, and to provide an opportunity to reinforce good practice

**Open forum**

Aim: To provide an opportunity to ask any outstanding questions

**Close of course**

Aim: To revisit delegates' expectations and close the course