

**International Registration Scheme for Assessors
(INTRSA)**

**Criteria for Certification as an
ISO/IEC 15504 Assessor**

**Approved by the INTRSA (formerly INTACS) Board
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International Registration Scheme for Assessors

CONTENTS

1. INTRODUCTION.....	3
2. ASSESSOR GRADES	4
3. CRITERIA FOR INITIAL CERTIFICATION	5
4. THE APPLICATION PROCESS.....	7
6. CONTINUING PROFESSIONAL DEVELOPMENT (CPD).....	10
7. CODE OF CONDUCT.....	11
8. FEES.....	12
9. DISCLAIMER.....	13
10. APPLICATION.....	13

International Registration Scheme for Assessors

0. INTRODUCTION

The International Registration Scheme for Assessors (the Scheme) has been developed, in response to requests from industry, for the purpose of certifying as competent, assessors trained and qualified in the principles and practices of process assessment against the requirements of ISO/IEC 15504.

The criteria against which assessors are evaluated reflect the skills, knowledge and experience that are required to be demonstrated by an assessor during an assessment.

The requisite assessor competencies are reflected by the ability to:

- a) Uphold the principles of ethical conduct, fair presentation and due professional care by subscribing to a professional code of practice.
- b) Communicate both orally and in writing and to interact with management and technical staff at all levels.
- c) Work effectively in a team environment having knowledge of group facilitation and team building techniques.
- d) Keep up to date with knowledge of relevant international standards and professional practices
- e) Plan, organize and perform an assessment conducted in accordance with the requirements ISO/IEC 15504
- f) Identify and understand the relevant organizational processes
- g) Evaluate objective evidence and determine process capability ratings
- h) Accurately report assessment results and recommendations

The Scheme is intended for:

- a) Internal process assessors e.g. those who perform internal assessments usually for the purpose of internal process improvement
- b) External process assessors e.g. consultants or those employed or working on behalf of purchasing organizations, assessment bodies or certification bodies (registrars)
- c) Process practitioners e.g. consultants, quality personnel, process improvement teams

The Scheme has been developed in consultation with existing process assessment method and model developers, training providers and other various interests and provides a harmonization route for individual method assessor registration programmes. An International Board oversees the Scheme.

All applicants must have completed an accredited assessor training course, passed an assessor training course examination, subscribe to a code of conduct, have assessment experience that is verified and report continuing professional development activities.

International Registration Scheme for Assessors

2. ASSESSOR GRADES

Certification under the Scheme is available, without restriction, to all applicants who satisfy the certification requirements. Assessor certification is available in the following grades.

Provisional Assessor

This is the entry or training grade, for the assessor who has the appropriate personal attributes, academic, professional and technical competencies but lacks the required assessment experience.

Assessor

This grade applies when the assessor meets minimum requirements for assessment experience. The assessor will be able to lead assessments either individually or as leader of an assessment team.

Principal Assessor

This grade applies to assessors that have extensive assessment experience and have lead assessments as leader of assessment teams comprising two or more persons. Principal assessors will normally be working as consultants, for or on behalf of procurement organisations, assessment bodies or certification bodies (registrars).

International Registration Scheme for Assessors

3. CRITERIA FOR INITIAL CERTIFICATION

Applicants must satisfactorily comply with the minimum requirements for education, training, work experience and assessor experience for the relevant grade of certification. These minimum requirements are set out below.

Additional requirements may be established for specific sectors or methods and these are highlighted, where applicable.

Education

Applicants must have completed secondary education. A Degree or equivalent professional qualification lowers requirements for work experience.

Training

Every applicant must have completed an accredited training course and passed the prescribed examination within 3 years prior to application for certification to any grade.

Work Experience

	Provisional Assessor	Assessor	Principal Assessor
Secondary education	4 years full time experience, 2 years of which in a relevant process context	6 years full time experience, 4 years of which in a relevant process context	6 years full time experience in a relevant process context
Degree or equivalent professional qualification	4 years full time experience, 1 years of which in a relevant process context	4 years full time experience, 3 years of which in a relevant process context	6 years full time experience in a relevant process context

International Registration Scheme for Assessors

Assessor Experience

The minimum requirements for assessor experience vary according to the grade.

All assessors shall maintain an assessment log containing minimum information defined by the Scheme in order to demonstrate their experience gained. The sponsor of the assessment (or other qualified person) shall verify assessment log entries.

A summary of required assessment experience for entry into each of the assessor grades is summarized in the table below. In calculation of assessment hours, not more than 20% of hours consumed in planning and reporting activity for each assessment may be claimed as satisfying the requirement for logged assessment hours.

	Provisional Assessor	Assessor	Principal Assessor
Minimum number of assessment hours	None	120	240
Minimum number of assessments	None	4	8
Period in which assessments performed	None	In previous 3 years prior to application	In previous 3 years prior to application
Minimum number of assessments performed as team leader	None	2 (A team may be a single person)	4 (A team shall be a minimum of 2 persons)

International Registration Scheme for Assessors

4. THE APPLICATION PROCESS

For certification, applicants must ensure that they fully meet the criteria for the grade sought.

Applications will only be accepted on the prescribed application form. Initial application may be made for entry to any of the assessor grades, depending on applicant's assessment experience.

Each applicant for initial certification shall be sponsored by his/her employer or by two other persons who have a business relationship with the applicant. Sponsors shall have evidence and / or personal knowledge of the information contained within the application that they can verify.

COPIES of assessor training certificates and other relevant educational qualifications are to be supplied with the completed application form.

All applications should be forwarded to the Director of Certification.

Processing the application usually takes about four weeks. However, the processing time depends significantly on the time required to verify the information submitted on the application form.

Processing follows the following steps:

- a) Administrative check
- b) Technical evaluation
- c) Certification award

Administrative check

All applications are first checked to ensure that all requested information has been submitted by the applicant.

A confirmation note (usually by email) is provided to the applicant together with a tracking number for reference.

Technical evaluation

Following the application check, an application is then evaluated by a reviewing officer who evaluates the information submitted against the certification criteria and performs verification of some or all of this information. At the conclusion of the technical evaluation, the reviewing officer will make a recommendation for certification to the Director of Certification.

Verification is an essential element supporting the credibility of the certification process. The time needed for the process of verification varies dependent on the ability to contact employers and sponsors etc to verify information.

Certification award

The Director of Certification makes the decision to award certification. The Director will write formally to each successful applicant with an offer of certification to the appropriate grade. This offer will be accompanied by a fee notice listing details of the annual fee due.

Certification will be awarded on payment of the initial certification fee.

The details of the assessor shall be added to the Scheme's register of assessors.

International Registration Scheme for Assessors

A certification card with the certified assessor's specific details and registration number will be dispatched following the award of certification.

The terminology to be used by assessors on business cards, letterhead etc is:

- INTRSA - Provisional Assessor
- INTRSA –Assessor
- INTRSA –Principal Assessor

International Registration Scheme for Assessors

5. RENEWAL OF CERTIFICATION

All assessors are required to renew certification every three years.

The renewal of certification is dependent on several criteria:

- a) Reporting Continuing Professional Development (CPD) activities
- b) Maintaining assessment experience
- c) Declaration of any complaints
- d) Acting in compliance with the code of conduct

The assessment experience required for renewal of certification is the same as for initial application.

For renewal of certification, all assessment logs and CPD activity logs are required to be submitted at the end of the certification period. Assessors should not submit this information until requested to do so by the Scheme administrator.

International Registration Scheme for Assessors

6. CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

For renewal certification all certified assessors irrespective of grade shall report at least 40 units of appropriate continuing professional development activities. The provider or the applicant's supervisor or manager shall verify continuing professional development activities. Continuing professional development activities shall be recorded on the prescribed CPD activity logs.

In the selection of appropriate continuing professional development activities, assessors need to consider their personal strengths and weaknesses and identify areas for personal improvement. Professional development activities undertaken shall be related to assessment principles and practices, related process standards or improving assessment methodologies. All professional development activities shall be new knowledge and skills for the assessor.

The continuing professional development record shall show the duration and type of activity undertaken and details of the provider. The following activities are eligible for inclusion.

Type	Activity	Maximum units that can be claimed each time activity is undertaken
E	Course of study (including private study and distance learning) leading to successful examination or assessment	1 unit per hour
I	Interactive or in-house training where knowledge and skill is both acquired and demonstrated e.g. courses, workshops	$\frac{3}{4}$ unit per hour
A	Attendance at lectures, presentations, seminars, professional meetings, conferences, visits	$\frac{1}{2}$ unit per hour
S	Structured self study, short course or distance learning not leading to examination as above	$\frac{1}{2}$ unit per hour
P	Preparation and presentation or publication of professional paper or article	5 units
L	Production and (first) delivery of professional presentation or lecture where this is not part of normal work duties e.g. as a lecturer	5 units per hour of presentation
O	Other useful CPD activities (other than normal work duties)	$\frac{1}{2}$ unit per hour
X1	Production and (first) delivery of educational course or training course where this is not part of normal work duties e.g. as a lecturer	$\frac{1}{2}$ unit per hour (max 20 units)
X2	Participation in standards committees and working groups	$\frac{1}{2}$ unit per hour
X3	Preparation and publication of book or workbook or guidebook on relevant subject matter	20 units

International Registration Scheme for Assessors

7. CODE OF CONDUCT

By signing the application declaration the applicant agrees to abide by the Code of Conduct and shall:

- a) Exercise honesty, objectivity, and diligence in the performance of their duties and responsibilities.
- b) Exhibit loyalty in all matters pertaining to the affairs of their organization or to whomever they may be rendering a service. However, they shall not knowingly be party to any illegal or improper activity.
- c) Not engage in acts or activities that are discreditable to their profession or their organization.
- d) Refrain from entering any activity that may be in conflict with the interest of their organization or would prejudice their ability to carry out objectively their duties and responsibilities.
- e) Not accept anything of value from an employee, client, customer, supplier, or business associate of their organization that would impair or be presumed to impair their professional judgment and integrity.
- f) Undertake only those services that they can reasonably expect to complete with professional competence.
- g) Be prudent in the use of information acquired in the course of their duties. They shall not use confidential information for any personal gain nor in any manner that would be contrary to law or detrimental to the welfare of their organization.
- h) Reveal all material facts known to them that, if not revealed, could either distort reports of operation under review or conceal unlawful practices.
- i) Continually strive for improvement in their proficiency, and in the effectiveness and quality of their service.
- j) In the practice of their profession, shall be ever mindful of their obligation to maintain the high standards of competence, morality, and dignity promulgated by this code of ethics.
- k) Maintain and improve their professional competency through continuing education.
- l) Cooperate in the development and interchange of knowledge for mutual professional benefit.
- m) Maintain high personal standards of moral responsibility, character, and business integrity.
- n) Not act in any way that would prejudice the reputation of the Scheme or the assessor certification process and to cooperate fully with any enquiry in the event of any alleged breach in this code

International Registration Scheme for Assessors

8. FEES

Fees are established annually and apply for one year.

There are three types of fees payable:

- Initial application fee
- Annual certification fee
- Re-grade fee

Current fees are detailed in the prescribed fee schedule.

The annual certification fee is payable in addition to the initial application fee for the year of application.

International Registration Scheme for Assessors

9. DISCLAIMER

Whilst every effort is made to ensure that the process for evaluating registrants for certification is effective, the Scheme does not accept liability for assessment or any other services provide by certified assessors that fail to meet the requirements of clients of the services.

0. APPLICATION

Applications and correspondence shall be sent to the Director of Certification.

All prescribed forms are available from the web site www.intrsa.org .