

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

**Criteria for Accreditation of  
Training Courses**

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

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# International Registration Scheme for Assessors

## 1 INTRODUCTION

This document sets out the criteria for an organization seeking accreditation of an assessor training course with the International Registration Scheme for Assessors (the Scheme).

To satisfy the training requirements for certification as an assessor, applicants shall have successfully completed a training course, which has been accredited as being in compliance with these criteria, within the three years prior to making application.

These criteria specify the requirements for training courses including the knowledge and skills to be covered during the course. It is mandatory that training courses are designed and delivered in accordance with these criteria, although training providers may exercise flexibility in the inclusion of additional material, and in the structure and selection of specific training methods used during the course.

An accredited training provider may deliver an accredited training course. Criteria for the accreditation of training providers are provided in a separate document and require a separate application.

More than one accredited training provider (or affiliate) may provide courses using a single accredited training course if, for instance, the training provider has licensed the accredited course.

## 2 APPLICATION

An organization seeking accreditation of an assessor training course shall submit an application on the prescribed form.

This application form shall be accompanied by the following documentation:

- a) Course programme showing the content of each session together with start and finish times including scheduled breaks
- b) Synopsis of the course syllabus
- c) Course notes for delegates including 'handouts'
- d) Tutor notes, timetable, and presentation material used, suitably referenced, with relevant teaching points highlighted
- e) Venue requirements

For each individual training session, tutor and/or course notes shall specify:

- a) Learning objectives for the session
- b) Duration of the session
- c) Nature of the activity and training method to be used
- d) Organizational arrangements, tutor and delegate briefing details
- e) Deliverables required from delegates for practical sessions
- f) Materials, exercises and equipment required to run the session.

Approval is valid for three years, and shall be renewed triennially subject to the following:

- a) Payment of all outstanding invoices
- b) Submission of modified or new examination papers
- c) Submission of updated course materials
- e) No breach of the Scheme criteria

The Scheme reserves the right to suspend, withdraw or cancel the accreditation of an assessor training course for any reason including:

- a) Non-payment of fees
- b) Sustained or serious breach of the Scheme criteria
- c) Bringing the Scheme into disrepute

As part of the accreditation process the documentation shall be subject to rigorous 'desktop' review to determine compliance with the accreditation criteria.

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When the documentation is considered satisfactory the applicant shall be advised of the next step.

### 3 COURSE CONTENT

Learning objectives describe what delegates shall be able to do by the end of the course. Delegates will need to demonstrate acceptable performance in all of these areas in order to complete the course successfully. By the end of the course delegates will be able to:

- a) Understand the evolution of process assessment as a discipline and its contexts of use
- b) Explain the purpose, content and interrelationship of ISO/IEC 15504 with other standards
- c) Explain the underlying architecture of the measurement framework for process capability and the requirements for performing an assessment, Process reference Models, Process Assessment Models and verifying conformity of process assessment
- d) Describe the roles and responsibilities of assessors and competent assessors
- e) Plan and conduct an assessment against a defined assessment input utilizing a conformant Process Assessment Model related to one or more conformant or compliant Process Reference Models demonstrating ability to:
  - i) Prepare and plan for an assessment
  - ii) Collect data in a systematic manner through interviewing, observation, sampling and note taking
  - iii) Analyze and interpret information in order to rate process attributes based on validated data
  - iv) Report the assessment results
- f) Explain the mechanisms for verification of conformity of Process reference Models, Process Assessment Models and process assessments

All courses shall include, as a minimum, coverage of the content of the assessor training syllabus that is maintained externally to the Scheme and made separately available.

Course content shall have at least 55% practical exercises/case studies in order to develop the delegate's assessment skills.

The Director of Certification shall be notified in writing of any significant changes in course content or presentations.

### 4 COURSE DURATION

The total course time devoted to direct instruction and to assigned team and individual activities shall be at least 35 hours.

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Prior to attending courses, all delegates shall be informed that attendance for the full duration of the course is mandatory. At the beginning of the course they shall be notified that poor timekeeping during the course shall be taken into account and may result in failure to meet the course requirements.

### 5 DELEGATE COURSE MATERIALS

At the beginning of the course, the course provider shall provide the delegates with a description of the learning objectives, course format, course programme and delegate evaluation criteria.

Course notes shall have a table of contents and a cover page that shows the course accreditation reference number.

Course notes shall relate to each session and shall also include:

- a) A summary the content of each session
- b) The criteria for successful completion of the course and the policy on delegates who fail the course, including the requirement that a re-sit of any examination must be taken within 12 months of taking the examination.
- c) A specimen (part) examination paper.

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Training Providers shall ensure that delegates are provided with, or have access to, purchased or licensed copies of all standards relevant to the course.

On completion of the course delegates shall be required to complete a course evaluation form, which shall include an opportunity to comment on the knowledge, ability and performance of the course tutors, the course material and the facilities.

### **6 TRAINING METHODS**

Courses shall be highly participative. Training methods selected should seek to involve and engage delegates throughout the duration of the course.

Knowledge-based sessions may be tutor led, but shall allow for some interaction with delegates, enabling tutors to test learning and delegates to clarify their understanding, as required.

Skill-based content shall be addressed through the participation of all delegates in appropriate practical activities.

Skill-based content may be supported by tutor input sessions to address the underpinning knowledge requirements, e.g., best practice techniques for running meetings, interview techniques etc.

Delegates shall participate in skills-based practical activities for a minimum of 55% of the course duration.

Training aids, such as videos, that are directly relevant may be used to supplement the training by the tutors. These may be commercial training videos or videos produced during the course to record and review the performance of delegates. No more than three hours of the total course time may be devoted to non-interactive, passive training aids.

### **7 TUTORS AND DELEGATES**

The number of delegates per course shall not exceed 24, nor be less than 4.

Where the number of delegates to a course is between 4 to 12 inclusive, a course may be run with one designated tutor, who shall be present for the full duration of the course. That tutor shall satisfy the requirements for a lead tutor.

Where the number of delegates to a course is greater than 12, the course shall be run with two designated tutors. At least one tutor shall satisfy the requirements for a lead tutor. Additional resources or trainee tutors may be used for specific activities however the two tutors remain responsible for the entire course presentation.

### **8 EXAMINATIONS**

Examination papers and solutions shall be maintained, distributed, retrieved and translated in conditions of strictest security. Copies of examination papers, solutions or completed scripts shall not be supplied to any delegate or any other third party for any reason without written permission of the Director of Certification.

Each accredited training course and/or training provider shall maintain a minimum of three approved examination papers. Where a course is to be conducted in a language other than that of the course materials, either directly or by simultaneous or sequential translation, a certified translation of the examination paper and solutions may be produced in that language. Such certified translations shall be obtained at the expense of the accredited training course and/or training provider.

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Delegates, whose first language is not the language in which a course is presented and/or examined, may also have an appropriate two-language dictionary. This allowance is granted at the discretion of the lead tutor.

Delegates shall sit a written examination of two hours duration using an approved examination paper. The training provider shall select at random an approved examination paper for a particular course delivery and ensure, where possible, that the tutor(s) for that presentation are not made aware of which examination paper is to be used.

The training provider is responsible for ensuring, through effective invigilation throughout the full duration of the examination, that delegates are not provided the opportunities to copy, collude or otherwise cheat during examinations.

Reference material that may be allowed during an examination is limited to a copy of the appropriate standard, the course notes provided by the training provider and any personal notes made by the delegate during the course. It is NOT allowed to have access to a laptop computer.

Delegates, whose first language is not in the language in which a course is presented and/or examined, may be permitted additional time, not exceeding 30 minutes, to complete the examination. They may also have an appropriate two-language dictionary. This allowance is granted at the discretion of the lead tutor. Delegates suffering from any disabilities may also be permitted additional time not exceeding 30 minutes.

Immediately following delivery of an accredited training course, the training provider shall provide two tutors to mark the approved examination paper according the approved examination marking scheme. One tutor shall mark the examinations and a second shall check the examination papers for marking accuracy.

The following shall be re-marked by the second tutor:

- a) The three papers with the lowest marks
- b) All papers where the total marks are below the pass mark

The training provider shall then submit the following to the Director of Certification:

- a) The course name and its accreditation reference number
- b) The date and venue of the course
- c) The name of the training provider
- d) The name of the tutor(s) and examiners
- e) A full list of the delegates to the course (name, address, email)
- f) A list of the delegate names as-is to appear on the training certificates
- e) The marked examination papers

The Director of Certification shall review the examination marking and result after which he/she shall produce the relevant 'Certificates of Training' and forward them to the training provider for distribution to the course delegates.

Delegates who fail the written examination, but have otherwise completed the training course satisfactorily, shall be allowed to re-take an examination under the following conditions:

- a) Delegates shall only retake an examination once
- b) Delegates shall not retake the previously failed examination paper
- c) Delegates may not retake an examination when the period following the failed initial examination exceeds 12 months

An examination paper shall have three sections. All questions shall be attempted, a maximum of 60 marks is available, and the pass mark shall be 45 (or as otherwise agreed/approved by the Director of Certification). Delegates shall be required to achieve at least 40% of marks in each section.

- a) Section 1 shall consist of 20 multiple choice short answer questions (20 marks)
- b) Section 2 shall contain 4 questions requiring short half page text answers testing knowledge on the standard and assessment model on which the course is based (20 marks)
- c) Section 3 shall contain 2 questions requiring one page text answers testing the practical implementation of knowledge gained in short assessment scenarios (20 marks)

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The Scheme shall maintain a set of model examination papers in the English language (and in some other languages) for an ISO/IEC 15504 Assessor Training course based on deliveries using the exemplar ISO/IEC 15504-5 Process Assessment Model. These examination papers shall be available to accredited assessor courses.

Where delivery of an assessor course is not based on the exemplar ISO/IEC 15504-5 Process Assessment Model, accredited training courses and/or training providers may submit alternative examination papers for approval. Examination papers should maintain the overall structure of examination papers outlined above. If submitted for approval, an examination marking scheme shall also be submitted for approval.

Examinations papers may be modified but the structure of any examination paper shall be maintained. Minor changes in the wording may be made to reflect local language differences

For the Scheme model examination papers, change to content may be made as indicated below but the structure of the paper may NOT be changed.

- a) Section 1: 10 of the 20 questions may be replaced with alternative questions
- b) Section 2: 2 of the 4 questions may be replaced with alternative questions.
- c) Section 3: 1 of the 2 questions may be replaced with alternative questions.

On modifying an examination paper, the accredited course owner or training provider shall:

- a) Provide the solution and marking scheme and
- b) Forward it for approval before use with any course.

### **9 COURSE LOCATION, LANGUAGE AND FACILITIES**

All courses are subject to the same criteria irrespective of the country or the medium in which they are delivered.

Where translators are used, the course duration shall be extended as required to meet the course learning objectives. -

All courses venues shall have adequate support facilities including the provision of appropriate training equipment. When teamwork is involved, suitable rooms or areas shall be arranged such that discussions by one team are not overheard or disturbed by those of other teams, or by anyone else.

### **10 COURSE PUBLICITY AND ADVERTISING**

Where a course is advertised or promoted as an accredited course, the name of course provider (or affiliate) and their accreditation reference number shall be clearly stated together with the course accreditation reference number.

An accredited course shall make it clear that successful completion of the course only satisfies partial requirements (the training requirements) needed for application to assessor grades, so that delegates and potential delegates are not led to conclude, from the wording of any literature relating to the course, or otherwise, that successful completion of the course automatically entitles them to certification as an assessor.

Where a formal application has been made for course accreditation, advertising relating to courses may state: "Application has been made to INTRSA for the accreditation of this course". Advertisements shall not state, "Accreditation is pending".

Where a course is residential, publicity material shall clearly indicate the inclusion or otherwise of the costs of accommodation in the advertised fee.

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### **11 FEES**

There are three types of fees payable

- Initial application fee
- Annual accreditation fee
- Approval of examination paper

There are also fees payable for the accreditation of training providers that include

- Initial application fee
- Annual accreditation fee
- Issuance of training certificates
- Authorization of affiliate providers

### **12 APPLICATION**

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

All prescribed forms are available from the web site [www.intrsa.org](http://www.intrsa.org) .