



Procedure of assessors and experts operations

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1. Purpose:

The document outlines the general guidelines for the selection, contracting, appointment and performance evaluation processes for evaluators and experts.

2. Application area:

This procedure applies to Assessors and experts dealing with the center

3. Reference documents:

- Conformity assessment – General requirements for accreditation bodies providing accreditation services for conformity assessment bodies ISO/IEC 17011:2017
- Guidelines for auditing quality and/or environmental management systems ISO/IEC 19011:2018
- Training Course Guidelines for Assessors Recruited by ILAC G2:08/2020 Accreditation Bodies
- Regulation of the Saudi Accreditation Center in the part-time work system for evaluators and experts

4. Terms/Definitions:

Evaluation process: A systematic, independent, and documented process carried out by the Center to determine the efficiency of the conformity assessment body, to provide reliable services, in accordance with international specifications and/or reference documents for a specific field of accreditation

Performance evaluation: The process of analyzing and reviewing the performance of the evaluator or expert in a specific period of time or for a specific task, and a set of criteria are set for evaluation and consideration of the extent of efficiency on the ground

Evaluation Criteria: A set of policies, procedures or requirements, used as a reference when evaluating performance

Evaluator: A qualified person assigned by the Center to the tasks of evaluating a conformity assessment body in a specific field to be accredited

Evaluation Team Leader: A qualified assessor assigned by the Center and given overall responsibility for evaluation activities to a specific conformity assessment body

Technical Evaluator: A qualified assessor appointed by the Center, who has specific knowledge and technical competence regarding the scope of accreditation to be evaluated and evaluates independently

Technical Expert: A person appointed by the Center working under the responsibility of an evaluator who provides specific knowledge or experience in relation to the scope of accreditation to be evaluated and not evaluated independently

Forensic Expert: A person commissioned by the Center, working under the responsibility of the evaluator, who provides specific knowledge or experience in Islamic Sharia requirements to assist the assessment team in deciding on halal products and services during the evaluation process

Observation Assessor: A person accompanying the assessment team for field training purposes

Technical Participant: It is the person involved in the accreditation processes directly and indirectly (team leader / technical or administrative evaluator / expert / accreditation officer / committee member and others

Accreditation Officer: One of the employees of the center authorized to manage the files of conformity assessment bodies

Technical Committee Member: A person appointed by the Center to provide specific knowledge or experience related to the field of accreditation and recommendation in this regard

Candidate: The assessor/expert in the pre-employment or contracting application stage

Technical Department: It is the department authorized to carry out accreditation processes

5. Policy:

5.1 Selection of evaluators and experts

5.1.1 Competence of evaluators and experts

The evaluation process depends on the competence of the evaluation team assigned to the visit in terms of its performance in managing and implementing a complete evaluation process. This competence is based on the demonstration of personal traits and the ability to apply the knowledge, skills, and professional experience to properly assess the conformity assessment body.

5.1.2 Personal traits of Assessors and experts

When selecting assessors or experts, it is taken into account that the candidate must have the personal qualities that enable to work in line with the principles of evaluation at the center, which are:

- Honesty, integrity and discipline
- Open-mind and willing to dialogue, constructive discussion and acceptance of different points of view
- Strong observation is able to observe the natural environment and the activities around it carefully and accurately
- Able to understand situations and visualize complex situations and processes in a realistic way and from a broad perspective and understand the role of individual units within the organization
- Adaptive able to adapt to different situations
- Persistent focused on accomplishing goals
- Able to make decisions upright to timely results based on analysis and logical explanations and possess sound judgment and analytical skills
- Self-contained and autonomous and can efficiently interact with others at the same time
- Be able to distinguish between critical or fundamental points from less important points
- Good overall appearance and self-confidence

5.1.3 Technical Competency Requirements

The assessor or expert is selected based on the following criteria:

Academic qualifications

Practical experience

Evaluation experience, if any

Professional courses and certificates

Behavioral skills

Technical competency requirements are determined through the competency matrix model F-76-01 and are regularly updated.

5.2 Contracting and Appointment

5.2.1 The center may use one or more methods to verify and evaluate the competency of candidates for employment with the center, and these methods are used to provide the required level of confidence. These methods include:

Reviewing documents and records (such as resumes, evaluation records, training certificates, academic certificates, professional licenses, and employment records) to verify the academic or training qualifications of the assessor or expert.

Personal interviews, which may be conducted by one or more individuals, to evaluate personal qualities and communication skills, verify information, and obtain additional information, either face-to-face or through electronic means.

5.2.2 Both the Technical Capability Development Management and the Technical Management participate in the .5.2 selection and competency verification process of the candidates, and other parties may be consulted to support the selection process.

5.2.2 The Technical Capability Development Management prepares a cooperation agreement with the assessor or expert, which is signed by both parties, the center and the assessor or expert.

5.2 Qualification of Assessors and Experts and Performance Monitoring

5.2.1 Qualification requirements and qualification visits are determined based on the competency matrix (Annex A).

5.2.2 The center creates an annual evaluation plan for assessors and experts to conduct periodic evaluations at least once every three years for technical participants.

5.2.2 The center may allow the technical assessor to participate in a technical field other than the one he or she was assigned to after confirming his or her compliance with the new field requirements.

5.2.4 The center has the right to exclude any assessor or expert who is found to be ineligible to work with the center.

6. Obligation

6.1 Center Obligations

6.1.1 The center is committed, according to the part-time employment regulations for assessor and expert to :

Reward the evaluation visit according to the agreed-upon number of days.

Cover travel expenses.

Provide air tickets.

Provide them with policies and procedures.

Develop and train them on new updates.

Ensure the provision of safety tools.

6.1.2 The Technical Capability Development Management keeps all documents related to the assessors and experts collaborating with the center.

6.2 Assessor and Expert Obligations

The applicant must provide all supporting documents for cooperation with the center.

The assessor or expert must inform the center of any urgent updates that may affect his or her work with the center.

The assessor/expert's information is updated as needed.

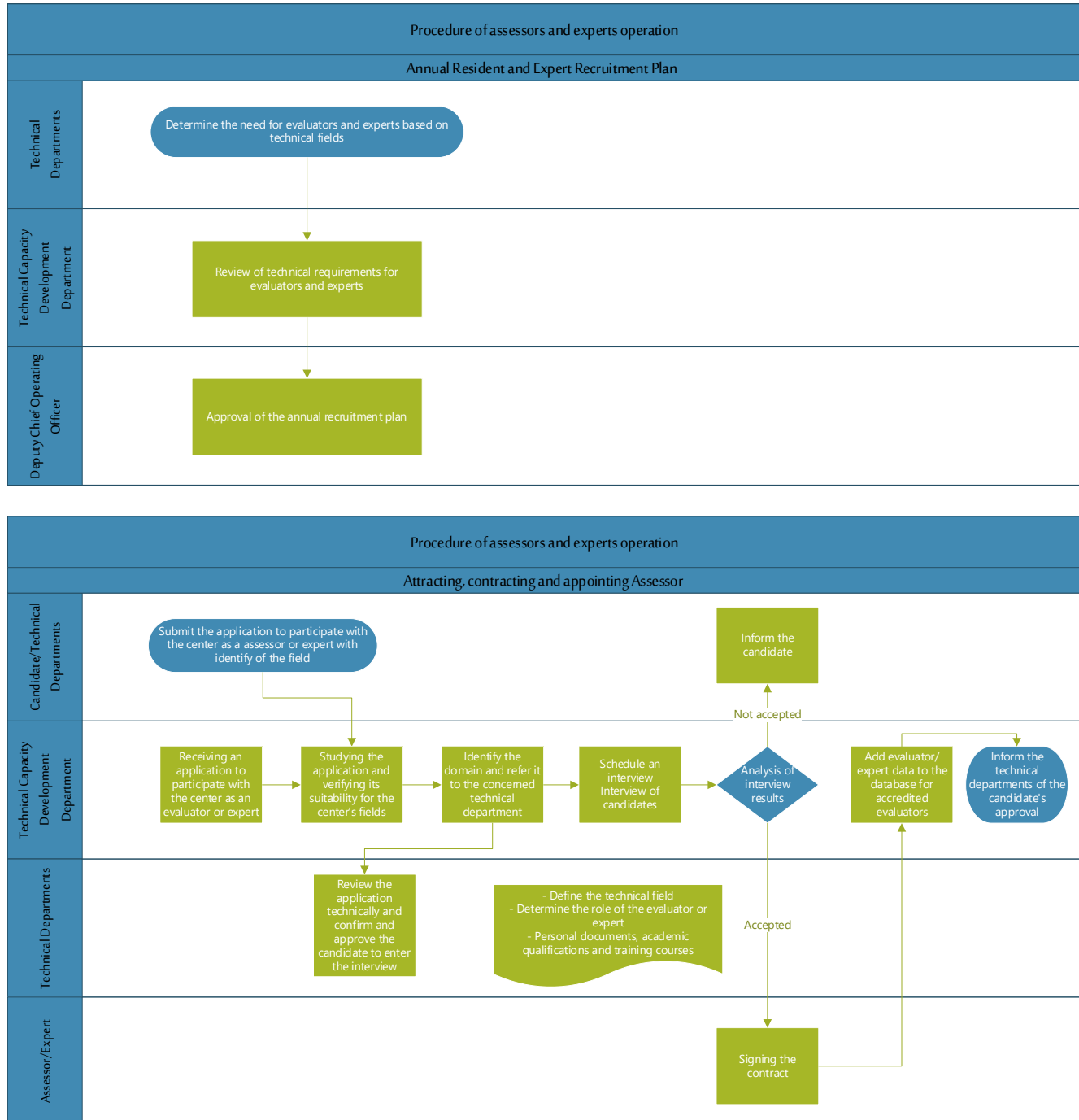
7. Procedures


#	Procedure	Responsible	Document Link
1	Recruitment and Hiring of Assessors and Experts		
1.1.	Submitting an application to participate with the center as a Assessor or expert, specifying the field	Candidate / Concerned Departments	Electronic System / Email
1.2.	Receiving an application to participate with the center as a assessor or expert	Technical Capacity Development Department	Electronic System
1.3.	Studying the application and verifying its suitability for the center's fields	Technical Capacity Development Department	Electronic System Form F-76
1.4.	Identifying the field and referring it to the concerned technical department	Technical Capacity Development Department	-
1.5.	Technical review of the application and confirmation and approval of the candidate to enter the interview	Technical Departments	Electronic System
1.6.	Scheduling the interview	Technical Capacity Development Department	Email
1.7.	Conducting the interviews of the candidates	Technical Capacity Development Department /Concerned Department	Electronic System: - Candidate competence evaluation and initial recommendations

			- Recommendations of the Assessors and experts commette
1.8	Evaluating the candidate's competence and making initial recommendations.	Technical Capacity Development Department	Electronic System
1.9	If the candidate is accepted, the following is determined: - The technical field in which they were accepted to work. - Determining the level of participation in the evaluation operations (team leader, technical expert, technical Assessor, administrative Assessor, legal expert). - Proposing attendance to training courses based on the field Technical	Technical Capacity Development Department	-
1.10	Communicating with the candidate and informing them of the interview results and requesting the following documents: - Personal identification proof - Bank statements - Updated CV - Pictures of academic qualifications - Pictures of related training courses and qualifications	Technical Capacity Development Department -	-
1.11	Signing the contract	Assessor/Expert	- Email Cooperation Agreement Form with Assessor/Expert F-27
1.12	Adding the Assessor/expert's data to the database of accredited Assessors	Technical Capacity Development Department	Electronic System/ Training Database F-83
1.13	Notifying the technical departments of the accreditation of the Assessor/expert	Technical Capacity Development Department	Electronic System

2	Qualification of Assessors/Team Leaders		
2.1.	Providing training and introductory courses to qualify Assessors and experts if needed Technical Capacity	Technical Capacity Development Department Training Procedures	Training Procedures
2.2.	Determining the training visit for the Assessor	Accreditation Officer	Electronic System
2.3.	The Assessor's performance is evaluated periodically every three years	Team Leader	- Electronic System - Assessor/Expert Evaluation Form
2.4.	If the Assessor has obtained the minimum required performance evaluation:	Continuation of nomination for visits Technical Capacity Development Department	Electronic System
2.5.	If the evaluation is less than the minimum required performance evaluation, the technical department manager recommends one of the following options: - Performance improvement plan for the Assessor/expert/team leader (such as training or additional visits) - Discontinuing the nomination for visits Technical	Department Manager	Electronic System

7. Flowchart



Procedure of assessors and experts operation	
Qualification of Assessors/Team Leaders	
Assessors	Completion of the qualifying course
Accreditation Officer	Determine the training visit of the evaluator
Team Leader	Evaluation of the performance evaluated under observation during the first two visits
Technical Capacity Development Department	 <pre> graph LR A{Performance Appraisal} -- "Get the minimum score" --> B[Accreditation of the resident for official visits] A -- "Less than the minimum" --> C[Plan to improve performance and not continue to nominate for visits] </pre>
(Manager) Technical Department	Plan to improve performance and not continue to nominate for visits

8. Exceptions

The qualified assessor who has been accredited by a counterpart accreditation body must provide the minimum required documents, which include :

- Attachment of the visit record
- Attachment of an updated CV
- Any additional information required by the center

9. Related Documents

- Accreditation Procedure P-01.
- Cooperation Agreement Form with Assessor/Expert F-27.
- Assessor/Expert Data Contract Form F-75
- Candidate Information Form F-74
- Professional Ethics, Confidentiality, and Integrity Charter Form F-26
- Competence Matrix Form F-76
- Candidate Competence Evaluation Form - through electronic links :
 - [Candidate competence evaluation and initial recommendations](#)
 - [Recommendations of the Assessors and experts committee](#)
- Assessor/Expert Evaluation Form - through the electronic form :
 - [Assessor/Expert Evaluation Form.](#)