



Procedure	Code: P15
Personnel Training	Version: 01

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Written by: Esaïe AMANI Date: 16/10/2019	Verify by: Marcel GBAGUIDI Date: 16/10/2019	Approved by: Marcel GBAGUIDI Date: 17/10/2019
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1. Purpose and scope

The purpose of this procedure is to describe the SOAC process for training SOAC personnel, notably staff involved in accreditation activities.

This procedure applies for SOAC staff, assessors and technical experts, technical committees and accreditation solicit by SOAC in its accreditation activities.

2. References

- ISO/IEC 17011, Conformity assessment — Requirements for accreditation bodies accrediting conformity assessment bodies
- ILAC-G3, Guidelines for Training Courses for Assessors Used by Accreditation Bodies
- P09 - Competence Management

3. Distribution list

All services concerned.

4. Effective date and review.

This document is applicable from the date mentioned on the cover page. It will be updated as necessary.

5. Summary of changes

Version 00: creation.

Version 01: revision to some sections and update of the table of modifications.

6. Terms and definitions

ECOCONF: Community Committee for Conformity Assessment

ECORAS: Regional Accreditation System

ECOWAS: Economic Community of West Africa States

SOAC-WAAS: West African Accreditation System (SOAC)

QTSO: Quality and Technical Senior Officer

WAEMU: West Africa Economic and Monetary Union (UEMOA)

7. Process description

7.1 Training

All the training needs identified in the field shall be included on form F01P15, training needs.

7.1.1 SOAC Staff

SOAC technical staff (current & potential) shall attend training on ISO/IEC 17011 prior to deal with the CABs accreditation process, as well as all pieces of training related to their accreditation scheme.

SOAC QTSO is responsible for organizing these pieces of training.

As a type of training, new technical staff shall attend assessment visits to CABs, committee meetings, and other activities.

QTSO shall monitor technical staff every year. Staff shall attend any new pieces of training identified during the monitoring.

SOAC Administrative staff (current & potential) shall attend training of ISO/IEC 17011 and attends an awareness session in the SOAC accreditation process (procedure & regulations).

The annual Training Programme F02P15 shall include all the training deemed necessary for the staff.

7.1.2 SOAC assessors and technical experts.

Assessors and technical experts are trained in compliance with Procedure P09 Competence Management.

7.1.3 Technical Committee Members

QTSO is responsible for sensitizing new technical committee members on accreditation requirements. Some of the topics below may be developed for this sensitization :

- Awareness of SOAC policies and procedures;
- Technical requirements relating to their committee assignment (ISO/IEC 17025, ISO IEC 17020, etc.);
- Briefing on the role of the technical committee, including how to go through the CAB files;
- Main issues they need to focus on when examining the file;
- How to formulate the scope of the CAB;
- How to write their recommendations, etc.

Usually, SOAC uses its accreditation committees to act as technical committees. Also, ECOWAS technical committees may be used, notably ECOCONF and ECORAS.

7.1.4 Accreditation Committee Members

QTSO is responsible for training new accreditation committee members on accreditation requirements. Some of the topics below may be developed for this sensitization:

- Confidentiality and impartiality concepts and criteria;
- Risk-based thinking management;
- Overview of the organization of SOAC;
- Impartiality and Quality Policy of SOAC;
- ILAC, IAF, ECORAS, and AFRAC requirements;
- Information on regulatory bases for SOAC's work;
- West Africa Accreditation regulation framework;
- SOAC 's Quality system overview (Quality manual; procedure)
- etc.

7.2 Training records

- It is the responsibility of each staff member to submit an update of its training records to SOAC. They will be recorded on the form F03P15-Directory of training received.
- QTSO is responsible for ensuring that training records of members of assessments teams, technical committees, and accreditation committees are updated;
- RAF ensures the management and classification of training records;
- The attendance sheet F09P07 and the training feedback sheets F05P15 are used during the various training organized respectively to monitor attendance and collect trainees' feedback.

8. Related documents

Refer to F02P01-Current QMS Control list.

9. Table of modifications

No.	Source	Modification in brief (Relevant changes)
P15.00- 21 July 2019		
Creation		
P15.01- 16 October 2019		
1	§ 2	The references have been revised in line with the wording of the standards
2	§ 6	The word "abbreviation" (title) has been replaced by "Terms" (title)
3	§ 7	All the sections of this chapter have been reorganized and technically revised
4	§ 8	This section has been revised : -the words "related forms" (title) have been replaced by "related documents" (title).