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REPORT

UNIDO/SON PROJECT IN IBADAN, NIGERIA

UKAS/NAMAS Assessor Training Course

13 - 17 November 1995

Carole M L Atkinson
UKAS 30 11 95

Nigeria Report
UNIDO/SON November 1995

UKAS/NAMAS ASSESSOR TRAINING COURSE
Prepared and Conducted By United Kingdom Accreditation Service
Ibadan, Nigeria 13 - 17 November 1995

1.0 INTRODUCTION

- 1.1 A residential assessor training course was provided and conducted by the United Kingdom Accreditation Service (UKAS) to fulfil UNIDO Project NO DP/NIR/88/009. The course was held at the International Institute of Tropical Agriculture (IITA) in Ibadan during the weeks 13 - 17 November 1995. The course tutors were Carole M L Atkinson and Gordon McGregor from the UKAS. The delegates for the course had been selected by the Standards Office of Nigeria (SON) in conjunction with UNIDO representatives.
- 1.2 All course material, including overhead viewfoils, was in English. Lectures and other training sessions were given in English which was also the language used for group work.
- 1.3 A full copy of all NAMAS publications was provided for SON and this was available for course delegates to consult during the week of the course. Delegates were given copies of all viewfoils used and copies of the following NAMAS documents were given to each delegate:

- M1 Introducing NAMAS
- P8 Agreements and Cooperations
 - EAL Brochure
 - EAL Publications
- M51 Quality Audit and Quality System Review in Calibration and Testing Laboratories
- M16 NAMAS: The Quality Manual: Guidance for Preparation

2.0 COURSE PROGRAMME

- 2.1 The assessor training course was based on that run in the UK, but with the Standard forming the basis of the course being ISO/IEC Guide 25 and not NAMAS document M10. (These two standards are essentially the same). The programme is to be found in Appendix 1.
- 2.2 The course comprised lectures, individual and group exercises, oral presentation sessions and role play. The course is very carefully programmed for four groups of five delegates each. Since there were twenty five delegates on this course, five groups were used to enable all delegates to have appropriate exposure to all exercises. However, this resulted in the course being more pressurised than usual.
- 2.3 A course questionnaire was completed by each delegate. Copies of the replies are attached to the end of this report and a precis of their content is to be found in Appendix 2.

3.0 COURSE DELEGATES

- 3.1 The delegates for the assessor training course were grouped as in the UK, by mixing disciplines and organisations so that neighbouring delegates were of different expertise. As has already been mentioned there were twenty five delegates rather than the more manageable twenty for which the course was designed. A list of delegates for the course is to be found in Appendix 3.
- 3.2 There was just one change to the list of delegates provided before the course.

4.0 APPRAISAL OF DELEGATES

- 4.1 There was an open book examination towards the end of the course, the results of which are in Appendix 5. In addition, each course delegate was assessed continuously by the tutors for both knowledge of the accreditation standard and for human aspects of assessment. All individual written exercises were marked. During the UK course the role play of a final meeting between management and assessors provides a significant part of the overall assessment of the human aspects of the delegates. This was also the case here as the ability of the delegates in English was sufficiently high.
- 4.2 The marked exercises and the continuous assessment were used by the tutors to enable them to assess each participant. This judgement is based on just the one week of contact between participants and tutors and would, therefore, be expected to be a conservative appraisal. Final decisions on the future use of delegates as assessors must rest with the Nigerian Accreditation Body.
- 4.3 Each delegate attending the assessor training course has been appraised for suitability to be an assessor or lead assessor. (See Appendix 4). Although no individual details are given for the delegates, it must be said that all delegates were extremely conscientious and completed all exercises well. Because of the number of delegates, work had to be continued late into the evening and it is worth noting that all delegates were very diligent in this, completing all exercises. Participation varied considerably, but those participants identified as lead assessors were generally more interactive than other delegates.
- 4.4 Delegates at the course have been sent attendance certificates, a copy of which is to be found in Appendix 6. However, it must be re-emphasised that the final decision on any delegate acting as an assessor must rest with the Accreditation Body.

5.0 CONCLUSION AND RECOMMENDATIONS

- 5.1 The course was well received by the delegates as is evidenced by the replies on the questionnaires. All participants worked enthusiastically and for long hours. However, there was some suggestion that the course was too short and that there was no spare time. This could be remedied in any future course in a number of ways. UKAS, in any case, would suggest that the number of delegates for such a course be restricted to twenty. In addition the course could be run over seven days, with the general background to accreditation.

international scene and introduction to ISO Guide 25 being covered on the first two days. Then a one or two day break (weekend) could be taken during which delegates could rest or study, then the exercises and group work could be spread over the following four/five days. Another alternative is to run the course with three tutors, in which case more time can be spent on a 'one-to-one' basis during the course. This lengthening of the course or the use of three tutors would obviously have a cost implication.

- 5.2 It is suggested that the trainee assessors produced by this course be used as soon as possible for assessment work. Where they come from laboratories they may be able to set up their own quality systems in accordance with ISO/IEC Guide 25, if of course they are not already working to that guide.

APPENDIX 1: COURSE PROGRAMME

ASSESSOR TRAINING COURSE

sponsored by

UNIDO

on

13 - 17 November 1995

in

Ibadan, Nigeria

Course prepared and conducted by

UNITED KINGDOM ACCREDITATION SERVICE

Course tutors:

Mrs Carole Atkinson

Mr G McGregor

Monday

09.00 Introduction and briefing for course
Background to accreditation and the international scene
Route to accreditation
Introduction to ISO Guide 25
Exercise 1: ISO Guide 25 requirements
~18.30
Evening activity Familiarisation with ISO Guide 25

Tuesday

09.00 Exercise 1: Report back
Review of quality system documentation
Exercise 2a: Documentation review
Preparation for, and the human aspects of, the preassessment visit
Exercise 2b: Preassessment visit
~18.30
Evening activity Familiarisation with NAMAS document M51

Wednesday

09.00 Exercise 2: Role play report back
Preparation for, and the human aspects of, the assessment visit introductory meeting
Exercise 3: Introductory meeting
Exercise 3: Role play report back
Conduct and human aspects of the technical assessment
Non compliance reporting
~18.30
Evening activity Reading NAMAS paper on calibration and traceability of measurement

Breaks/Meals 10.40 - 11.00 13.00 - 14.00 15.40 - 16.00 19.00

Thursday

09.00 Exercise 5: Calibration and Traceability
 Exercise 5: Report back
 Quality audit and Quality system review
 Exercise 6a: Quality audit records
 Exercise 6b: Quality audit corrective actions
 Exercise 6: Report back
 Exercise 4: Report back
 Preparation for, and human aspects of the assessment visit final meeting
 Exercise 7: ISO Guide 25 requirements *
 Exercise 8: Final Meeting
~18.30

Friday

09.00 Exercise 8 (continued)
 Final meeting presentations
 Exercise 8: Report back on final meeting presentations
 Exercise 7: Report back*
 Open discussion
 End of course
~15.00
 * Provisional activities subject to availability of time

| | | | | |
|--------------|---------------|---------------|---------------|-------|
| Breaks/Meals | 10.40 - 11.00 | 13.00 - 14.00 | 15.40 - 16.00 | 19.00 |
|--------------|---------------|---------------|---------------|-------|

APPENDIX 2: COURSE APPRAISAL

A2.0 ASSESSOR TRAINING COURSE

- A2.1 Twenty three delegates and the two UNIDO observers, Dr John Ndanusa Akanya and Jiri Sobola, returned completed questionnaires on the course. Copies of these appraisals are attached to the back of this report.
- A2.2 Generally the rhythm and duration of the course was considered good by half of the delegates. Six of the delegates thought the rhythm excellent but seven considered it as quick. Three delegates thought the duration of the course very suitable but eleven thought it too short.
- A2.3 All delegates were more than satisfied with the course and thought that the quality of the lecturers was excellent (19) or good (7).
- A2.4 The course overall was rated as good (17) or excellent (8).
- A2.5 Four delegates would have liked either a practical demonstration or a video of an assessment, five delegates indicated that nothing was missing from the course and the other sixteen identified different requirements ranging from a clause by clause interpretation of ISO/IEC Guide 25 (1) to the lack of time for recreation(2).
- A2.6 Inevitably some (2) thought that the course should have been longer, others felt that the lectures were a little fast (2) and again the lack of time for recreation/sightseeing was mentioned (4). It appeared that some of the delegates felt pressurised. However, this aspect does reflect real life in laboratory visits where time is allocated for the task and has to be complied with. As has already been observed, some of this pressure arose from the increase in number of delegates from twenty to twenty five, resulting in longer times needed to present exercises and report back on group/individual work. It would appear that some delegates read 'what did you not like' as 'what did you like', these have been asterisked. Five delegates would have liked to have retained copies of the case studies used for the exercises. This is not UKAS practice for two reasons. Firstly, these case studies are a tool to understanding and implementing ISO Guide 25 and have no value after the course. Secondly they are UKAS intellectual property and as such there has been considerable investment into their production and they are copyrighted to UKAS.
- A2.6 The 'one-word' descriptions of the course speak for themselves. Ranging from adequate (1) and appropriate (1) to educative (3) and excellent (5) and even necessary(1) it appears that all delegates, through taking every opportunity to question and discover more about accreditation and assessment practices, had found the course beneficial.

APPENDIX 3: COURSE DELEGATES

**Assessor Training Course
Ibidan, Nigeria
13 - 17 November 1995**

List of Delegates

| | |
|-----------------|------------------|
| Mr Y S Abimaje | Mr M C Makwe |
| Mr J O Achukwu | Mr O F Manafa |
| Mr S A Adegun | Mr C E Nwagbara |
| Mr R A Adewumi | Mr C I Okoro |
| Mr D U Agbanelo | Dr C C Opara |
| Mrs R T Aliu | Mr W O Okpeh |
| Mrs O B Ayeni | Mr J T Oshikanlu |
| Mr F O Azogu | Mr F B Oyewole |
| Mr M Daniel | Mr A M Pla'a |
| Mr D E Datti | Mr J S Sulle |
| Mr G S Dimka | Mr U O Ukpong |
| Mrs S T Idowu | Mr S I Yashim |
| Mr S A Isa | |

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APPENDIX 4: APPRAISAL OF DELEGATES

| | | | |
|-----------------|----------------|------------------|----------------|
| Mr Y S Abimaje | Assessor? | Mr M C Makwe | Assessor |
| Mr J O Achukwu | Good assessor | Mr O F Manafa | Lead assessor |
| Mr S A Adegun | Lead assessor? | Mr C E Nwagbara | Good assessor |
| Mr R A Adewumi | Good assessor | Mr C I Okoro | Lead assessor? |
| Mr D U Agbanelo | Good assessor* | Dr C C Opara | Good assessor |
| Mrs R T Aliu | Lead assessor | Mr W O Okpeh | Assessor |
| Mrs O B Ayeni | Good assessor | Mr J T Oshikanlu | Assessor* |
| Mr F O Azogu | Lead assessor? | Mr F B Oyewole | Assessor? |
| Mr M Daniel | Good assessor | Mr A M Pla'a | Assessor |
| Mr D E Datti | Assessor? | Mr J S Sulle | Good assessor |
| Mr G S Dimka | Assessor | Mr U O Ukpong | Assessor |
| Mrs S T Idowu | Good assessor | Mr S I Yashim | Assessor |
| Mr S A Isa | Assessor | | |

Assessor?: Delegate was not very active and tutors were unable to objectively assess potential. However, there were no indications that the delegate was unsuitable.

Assessor: Showed qualities required of an assessor.

Good assessor: Showed all the qualities required of a good assessor with ability to interact well with management.

Lead assessor?: As for good assessor, but also demonstrated some leadership skills.

Lead Assessor: Showed the qualities required of a lead assessor with ability to lead and interact with a difficult management.

* The interpersonal skills demonstrated on this course suggest that these two delegates may have problems relating to laboratory personnel during assessments.

APPENDIX 5: EXAMINATION MARKS (%)

| | | | |
|-----------------|----|------------------|----|
| Mr Y S Abimaje | 66 | Mr M C Makwe | 74 |
| Mr J O Achukwu | 77 | Mr O F Manafa | 87 |
| Mr S A Adegun | 80 | Mr C E Nwagbara | 81 |
| Mr R A Adewumi | 87 | Mr C I Okoro | 70 |
| Mr D U Agbanelo | 79 | Dr C C Opara | 76 |
| Mrs R T Aliu | 75 | Mr W O Okpeh | 83 |
| Mrs O B Ayeni | 83 | Mr J T Oshikanlu | 77 |
| Mr F O Azogu | 76 | Mr F B Oyewole | 50 |
| Mr M Daniel | 68 | Mr A M Pla'a | 73 |
| Mr D E Datti | 43 | Mr J S Sulle | 82 |
| Mr G S Dimka | 50 | Mr U O Ukpong | 71 |
| Mrs S T Idowu | 82 | Mr S I Yashim | 67 |
| Mr S A Isa | 80 | | |