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REPORT

ENUGU, NIGERIA

UNIDO Project No

DG/NIG/95/035

Technical Assistance to SON

Carole M L Atkinson
28.11.96

Carole M L Atkinson

UKAS Training Manager

SUBJECT:

UKAS Assessor Training Course

DATES:

18 - 22 November 1996

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UKAS/NAMAS ASSESSOR TRAINING COURSE
Prepared and Conducted By United Kingdom Accreditation Service
Enugu, Nigeria 18 - 22 November 1996

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 DG/NIG/95/035, Contract No 96/185P. The course was held at the Nike Lake Hotel in Enugu during the week 18 - 22 November 1996. The course tutors were Carole M L Atkinson and Gordon McGregor from the United Kingdom Accreditation Service (UKAS). The delegates for the course had been selected by the Standards Office of Nigeria (SON) in conjunction with UNIDO representatives. The venue had been selected to enable a visit to the SON laboratory at Enugu,
- 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 Delegates were given copies of all viewfoils used and copies of the following NAMAS documents were given to each delegate:
- P8 Agreements and Cooperations
 - EAL Brochure
 - EAL Publications
 - M51 Quality Audit and Quality System Review in Calibration and Testing Laboratories

In addition each delegate was given a handout detailing the differences between ISO9000 and ISO/IEC Guide 25 and a copy of the UKAS update dealing with the position of UKAS in the UK with regard to Government recognition as the national accreditation body.

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). With the advent of a new edition of ISO Guide 25, probably sometime next year, areas of difference between the old and the proposed new standard were brought to the attention of the delegates. A copy of the latest draft of the new standard was left with the UNIDO/UNDP representatives. 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 The course was further modified by including a visit to the laboratory on the morning of the fourth day. This enabled delegates to take part in some 'real' assessment practice.

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 so that neighbouring delegates were of different expertise. However, this selection was modified to allow each group to have one delegate from the SON laboratory in Enugu and at least one delegate who had attended the course in Ibadan in 1995. 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. It can be seen that all delegates achieved acceptable marks showing good understanding of the ISO/IEC Guide 25. In addition, each course delegate was assessed continuously by the tutors for both knowledge of the accreditation standard and for human aspects of assessment. 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 the case here, and two more role play exercises were introduced to give the delegates practice in dealing with management.

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. Despite the change in programme to allow for the laboratory visit, for three of the four evenings the delegates completed their work by dinner at 19.30 hours. Participation varied a little, 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 via Jiri Sorbola. An example is to be found in Appendix 6. However, it must be re-emphasised that delegates are not assessors until they have been contracted and demonstrated that they are competent through participation in actual assessments. The final decision on any delegate acting/continuing to act 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 showed good understanding of the concepts of quality assurance as applied to laboratories. However, as with the last course, there was some suggestion that the course was too short and that there was no spare time.

5.2 Once again it is suggested that the trainee assessors produced by this course be used as soon as possible for assessment work. Since all delegates came from SON laboratories they should be able to set up their own quality systems in accordance with ISO/IEC Guide 25.

ASSESSOR TRAINING COURSE

provided for

THE STANDARDS ORGANISATION

OF

NIGERIA

on

18 - 22 November 1996

at

Enugu, Nigeria

Course sponsored by

UNIDO

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

~19.30

Evening activity Familiarisation with ISO Guide 25

Tuesday

08.30 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
Exercise 2: Role play report back

~19.30

Evening activity Familiarisation with NAMAS document M51

Wednesday

08.30 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
Quality audit and Quality system review
Exercise 4: Quality audit records
Exercise 4: Report back
Exercise 5: Calibration and Traceability
Exercise 5: Report back

~19.30

Evening activity Prepare for laboratory visit

Breaks/Meals 10.40 - 11.00 13.00 - 14.00 16.00 - 16.20 19.30

Thursday

08.30 Laboratory visit for practice assessment
Non compliance reporting
Exercise 6: Observation/non-compliance forms

Preparation for, and human aspects of the assessment visit final meeting
Exercise 7: ISO Guide 25 requirements - test
Exercise 8: Preparation for final meeting
~19.30

Friday

08.30 Final meeting presentations
Exercise 8: Report back on final meeting presentations
Exercise 6: Report back
Exercise 7: Report back
Open discussion
Close of course

~16.30

Breaks/Meals	10.40 - 11.00	13.00 - 14.00	16.00 - 16.20	19.30
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APPENDIX 2: COURSE APPRAISAL

A2.0 ASSESSOR TRAINING COURSE

- A2.1 Twenty five delegates and the UNIDO officer, returned completed questionnaires on the course. Copies of these appraisals are attached to the back of this report.
- A2.2 Generally the speed and duration of the course was considered good or very good by most of the delegates. Those that considered it adequate implied that they would have preferred a longer course.
- A2.3 All but one of the delegates thought that the quality of the lecturers was very good. the exception thought they were good.
- A2.4 The course material was considered very good (17), good (8) or adequate (1).
- A2.5 Overall the course stated to be very good (12) or good (14).
- A2.6 The course venue satisfied all, with 8 delegates deeming it adequate, 8 good and the rest very good.
- A2.7 The comments on the questionnaires suggest that the roleplay sessions were beneficial as was the visit to the laboratory.

APPENDIX 3: COURSE DELEGATES

**Assessor Training Course
Enugu, Nigeria
18 - 22 November 1996**

List of Delegates

Mr Dalhatu
Mr John Achukwu
Mr Abubakar Adamu
Mr Nelson Adebisi
Mr Richard Adewumi
Mrs Nonyelum Adinnu
Dr John Akanya
Mrs Yeside Akinlabi
Mr Ojo Akogun
Mr George Alechenu
Mr Achema Alewu
Mr Fidelis Azogu
Mr Adams Ekele
Mrs Talatu Ethan
Mr Adisa Kareem
Mr Chike Makwe
Mr Tajudeem Matti
Mr Stephen Niyi
Mr Paul Oke
Mr Charles Okoro
Mr Williams Opkeh
Mr Musibau Popoola
Mr Samson Salifu
Mrs Patricia Solarin
Miss Sarpiya Yoila

APPENDIX 4: APPRAISAL OF DELEGATES

Mr Dalhatu	Good Assessor
Mr John Achukwu	Lead Assessor?
Mr Abubakar Adamu	Lead Assessor?
Mr Nelson Adebisi	Good Assessor
Mr Richard Adewumi	Lead Assessor?
Mrs Nonyelum Adinnu	Good Assessor
Dr John Akanya	Lead Assessor
Mrs Yeside Akinlabi	Lead assessor?
Mr Ojo Akogun	Good Assessor
Mr George Alechenu	Assessor
Mr Achema Alewu	Good Assessor
Mr Fidelis Azogu	Lead Assessor?
Mr Adams Ekele	Good Assessor
Mrs Talatu Ethan	Good Assessor
Mr Adisa Kareem	Good Assessor
Mr Chike Makwe	Good Assessor
Mr Tajudeem Matti	Assessor
Mr Stephen Niyi	Good Assessor
Mr Paul Oke	Good Assessor
Mr Charles Okoro	Lead Assessor?
Mr Williams Opkeh	Good Assessor
Mr Musibau Popoola	Assessor? *
Mr Samson Salifu	Good Assessor
Mrs Patricia Solarin	Lead Assessor?
Miss Sarpiya Yoila	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? *: Delegate performed reasonably well in exercises, but the human aspects displayed may cause problems in real assessments. Would need a strong lead assessor if used.

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.

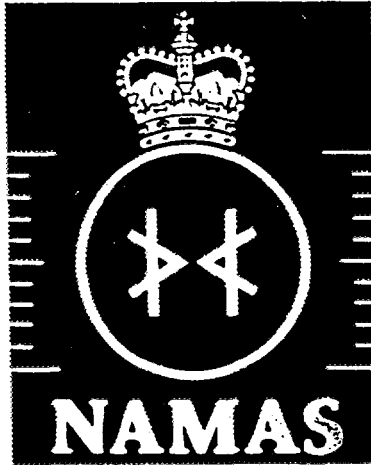
Lead Assessor: Showed the qualities required of a lead assessor with ability to lead and interact with a difficult management.

APPENDIX 5: EXAMINATION MARKS (%)

	%
Mr Dalhatu	88
Mr John Achukwu	90
Mr Abubakar Adamu	88
Mr Nelson Adebisi	90
Mr Richard Adewumi	93
Mrs Nonyelum Adinnu	90
Dr John Akanya	80
Mrs Yeside Akinlabi	90
Mr Ojo Akogun	80
Mr George Alechenu	90
Mr Achema Alewu	70
Mr Fidelis Azogu	90
Mr Adams Ekele	90
Mrs Talatu Ethan	78
Mr Adisa Kareem	78
Mr Chike Makwe	90
Mr Tajudeem Matti	73
Mr Stephen Niyi	73
Mr Paul Oke	60
Mr Charles Okoro	78
Mr Williams Opkeh	88
Mr Musibau Popoola	85
Mr Samson Salifu	95
Mrs Patricia Solarin	90
Miss Sarpiya Yoila	63

APPENDIX 6: EXAMPLE OF COURSE CERTIFICATE
United Kingdom Accreditation Service

ATTENDANCE CERTIFICATE



ASSESSOR TRAINING COURSE

Enugu, Nigeria
18 - 22 November 1996

This is to certify that

EXAMPLE

Attended the above training course

Signed _____
(on behalf of Chief Executive, UKAS)

Date _____