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3.2 Personnel involved in the Accreditation Process

3.2.1 General

3.2.1.1 MAURITAS has a defined number of permanent staff and regularly evaluates the need for recruiting additional permanent staff in light of the increasing demand received for accreditation in existing scheme or on new accreditation schemes.

3.2.1.2 We use Assessors and Technical Experts from various sources, public or private sector organisations or academia. When the expertise of the Assessors/Technical Experts are not available in Mauritius, we avail the services of Assessors/Technical Experts from foreign accreditation bodies which are signatory to the multilateral recognition arrangement of Global ACI. In addition, foreign Technical Experts may also be sourced from reputed international/regional organisations. MAURITAS follows the Government Procurement procedures, as established by the Policy Procurement Office (website: <http://ppo.govmu.org>), for recruiting foreign technical assessors.

3.2.1.3 MAURITAS maintains respective databases for all Assessors/Technical Experts that it uses.

3.2.1.4 Members of the committees come from public, private sector organisations as well as from regulators, industry associations, consumer protection associations and other interested parties. MAURITAS follows its procedure **MAURITAS P15** to ensure the members of the various committees that it uses for the purpose of accreditation have the necessary competence.

3.2.2 Competency criteria for personnel involved in the accreditation process

3.2.2.1 MAURITAS has summarised its competency criteria for all personnel involved in the accreditation process in the table below:

Requirements of ISO/IEC 17011	MAURITAS Personnel	Team Leader	Assessors	Technical Expert	AC Members	TAC Members	MAC Members
Clause 6.1.2.1	-Training course on applicable requirements of the respective accreditation scheme -Knowledge of MAURITAS Policies, Procedures and Regulations	-Training course on applicable requirements of the respective accreditation scheme -Knowledge of MAURITAS Policies, Procedures and Regulations	-Training course on applicable requirements of the respective accreditation scheme -Specific knowledge or expertise/skills with respect to the scope of accreditation to be assessed -Knowledge of relevant MAURITAS Policies, Procedures and Regulations	-Specific knowledge or expertise with respect to the scope of accreditation to be assessed	-Required knowledge and skills with respect to the scope of accreditation for which decision is to be taken -Knowledge of relevant MAURITAS Policies, Procedures and Regulations	-General knowledge or expertise with respect to the accreditation scheme	-General knowledge or expertise with respect to accreditation scheme
Clause 6.1.2.2	-Training course on applicable requirements of respective accreditation scheme	-Training course on applicable requirements of the respective accreditation scheme -Management skills	-Training course on applicable requirements of the respective accreditation scheme	Not Applicable since accompanied by MAURITAS Personnel or under supervision of Team Leader	-Training course on applicable requirements of the respective accreditation scheme	-Awareness on applicable requirements of the respective accreditation scheme	-Awareness on applicable requirements of the respective accreditation scheme

Requirements of ISO/IEC 17011	MAURITAS Personnel	Team Leader	Assessors	Technical Expert	AC Members	TAC Members	MAC Members
Clause 6.1.2.3	-Training course on applicable requirements of the respective accreditation scheme requirements and relevant guidance and application documents -Knowledge of MAURITAS Policies, Procedures and Regulations -Where relevant, Conformity Assessment Scheme Requirements, other procedures and methods used by the CAB	- Training course on applicable requirements of the respective accreditation scheme requirements and relevant guidance and application documents -Knowledge of MAURITAS Policies, Procedures and Regulations -Where relevant, Conformity Assessment Scheme Requirements, other procedures and methods used by the CAB	- Training course on applicable requirements of the respective accreditation scheme requirements and relevant guidance and application documents -Knowledge of MAURITAS Policies, Procedures and Regulations	- Knowledge or expertise/skills with respect to the scope of accreditation to be assessed - Where relevant, Conformity Assessment Scheme Requirements, other procedures and methods used by the CAB	- Training course on applicable requirements of the respective accreditation scheme requirements -Knowledge of the MAURITAS Policies, Procedures and Regulations	-General knowledge on applicable requirements of the respective accreditation scheme requirements and relevant guidance and application documents -General knowledge of MAURITAS Policies, Procedures and Regulations -Where relevant, Conformity Assessment Scheme Requirements, other procedures and methods used by the CAB	-General knowledge on applicable requirements of the respective accreditation scheme requirements and relevant guidance and application documents -General knowledge of MAURITAS Policies, Procedures and Regulations -Where relevant, Conformity Assessment Scheme Requirements, other procedures and methods used by the CAB

Requirements of ISO/IEC 17011	MAURITAS Personnel	Team Leader	Assessors	Technical Expert	AC Members	TAC Members	MAC Members
Clause 6.1.2.4	-Knowledge on Risk Based Assessment principles through training / workshop/ seminar	-Knowledge on Risk Based Assessment principles through training / workshop / seminar	-Knowledge on Risk Based Assessment principles through training / workshop / seminar	-Knowledge on Risk Based Assessment principles through training / workshop/ seminar	-Knowledge on Risk Based Assessment principles through training / workshop / seminar	-Not Applicable	-Not Applicable
Clause 6.1.2.5	-Knowledge of general regulatory requirements related to the relevant conformity assessment activities	-Knowledge of general regulatory requirements related to the relevant conformity assessment activities	-Knowledge of general regulatory requirements related to the relevant conformity assessment activities	-Knowledge of general regulatory requirements related to the relevant conformity assessment activities	-Knowledge of general regulatory requirements related to the relevant conformity assessment activities	-Knowledge of general regulatory requirements related to the relevant conformity assessment activities	-Knowledge of general regulatory requirements related to the relevant conformity assessment activities
Clause 6.1.2.6	- Communication skills appropriate to interact with all levels within the CAB	-Knowledge of practices and processes of the CAB business environment -Communication skills appropriate to interact with all levels within the CAB -Note taking and report writing skills	-Knowledge of practices and processes of the CAB business environment -Communication skills appropriate to interact with all levels within the CAB -Note taking and report writing skills	-Knowledge of practices and processes of the CAB business environment -Communication skills appropriate to interact with all levels within the CAB -Note taking and report writing skills	-Not Applicable	-Not Applicable	-Not Applicable

Requirements of ISO/IEC 17011	MAURITAS Personnel	Team Leader	Assessors	Technical Expert	AC Members	TAC Members	MAC Members
		-Opening and closing meeting skills -Interview skills -Assessment management skills	-Interview skills	-Interview skills			
Clause 6.1.2.7	-Note-taking and report-writing skills	-Note taking and report writing skills	-Note taking and report writing skills	-Note taking and report writing skills	Not Applicable	Not Applicable	Not Applicable
Clause 6.1.2.8	Not Applicable	Not Applicable	Not Applicable	Not Applicable	-Knowledge of the accreditation scheme requirements through training / awareness session	Not Applicable	Not Applicable

3.2.3 Declaration of confidentiality, impartiality and Code of Conduct

3.2.3.1 All staff, Assessors/Technical Experts, committee members are required to sign the applicable confidentiality agreements. In addition, they are required to:

- conform to applicable policies and procedures;
- work in a non-discriminatory and impartial manner;
- deal with applicants and accredited CABs in a non-discriminatory way and not differentiating between CABs on the basis of size and ownership(private/public);
- encourage to disclose any undue commercial, financial and other pressures that could compromise their impartiality in the execution of their duties for MAURITAS;
- not to provide consultancy services or be involved in conformity assessment services provided by CABs he/she assesses;
- disclose any potential conflict of interest, whenever applicable.

3.2.3.2 All MAURITAS Staff have signed a Job Description, **F 2.11**, the Official Secrets Act (confidentiality) and a Code of Ethics. All freelance Assessors/Technical Experts have signed a contract agreement covering all the issues of confidentiality, **F 1.07**, and a code of conduct, **F 1.08**. In addition, Assessment Team members are required to notify MAURITAS of any existing, prior or foreseeable relationships which may compromise impartiality, **F 1.23**, and for safeguarding confidentiality, **F 1.02**, prior to undertaking an assessment.

3.2.3.3 MAURITAS provides its Assessors/Technical Experts with an up-to-date set of documented procedures giving assessment instructions and any other relevant information on the MAURITAS accreditation process, **MAURITAS A8** for Laboratories **MAURITAS G8** for Certification Bodies and **MAURITAS A30** for Product Certification Bodies.

3.2.4 Cross References

3.2.4.1 MAURITAS A8, A15 & G8, F 1.02, F 1.08, F 1.23, A30

Appendix A: Amendment Table

SN	Section	Amendment
Issue 1, Rev 5		
1.	3.2.2.1	(i) Pass mark of $\geq 60\%$ has been removed for Team Leaders and Assessors in the table
Issue 2, Rev 5		
1.	3.2.3.3	(i) “and” before “ MAURITAS G8 ” has been removed in line 3 (ii) “and MAURITAS A30 for Product Certification Bodies.” has been added at the end of the paragraph.
2.	3.2.4.1	(i) Reference to A30 has been added
Issue 2, Rev 5		
1.	3.2.1.2	(i) At the end of line 3, “mutual” has been deleted (ii) At line 4, “ILAC and IAF” has been replaced by “Global ACI”