



# **technical advisory notice**

**for RABQSA training providers**

**TAN # 0001 - MAY 2007**

## training provider information

Welcome to the first of what will be quarterly TECHNICAL ADVISORY NOTICES (TANs) to Training Providers (TPs) worldwide. The purpose of these TANs is to provide TPs with information in a concise format and to allow for consistency in communicating updates. Many TPs have asked for regular communication from us so we hope you will find our TANs useful.

### 1.0 are your new instructors being monitored?

When conducting qualification-based courses under Training Course Certification (TCC) TPs utilizing new instructors are required to ensure he/she has acquired the necessary competencies. At a minimum this shall involve the instructor:

- a) participating either as a delegate or observer on a complete presentation of the training organization's course;
- b) participating as an instructor under the supervision of a trained instructor, for a minimum of one course; or
- c) being monitored by the training provider presenting and managing the course.

### 2.0 RABQSA TP evaluations... friendly reminders

**Instructors/Examiners** - It is important that RABQSA observes various instructors/examiners year-to-year during the annual evaluations. You can help to ensure the variation exists by maintaining a list of instructors/examiners present at evaluations each year and rearranging teaching schedules if necessary.

**Evaluation Cancellations** – If RABQSA is scheduled to conduct your annual course surveillance and the course gets cancelled please be aware of the following policy noted on the fee schedules "\$500 will be charged if evaluation activity is cancelled by the TP within 14 days of confirmed evaluation, or if the same activity is cancelled more than one time; plus associated travel fees."

## 3.0 paas master® and exemplaar®

Have you taken advantage of RABQSA's e-based examinations, PAAS Master® and Exemplaar®? Are you wondering what these examinations are? Please read on...

**PAASMaster®** is a simple e-based online examination consisting of specific questions which **examine a person's ability to demonstrate personal attributes**. The attributes were determined following extensive national and international research and interviews with the aim of determining what, in terms of personal attributes, separates the more effective and efficient auditors. A software matrix-analysis of each answer determines whether the applicant has the potential to demonstrate the required attributes.

PAAS Master® is not a 'go/no-go' evaluation. Simply, it will indicate to RABQSA where an applicant may experience difficulty in terms of demonstrating specific attributes and will be considered in relation to the other competencies of skill, knowledge and qualification. Results will aid in determining whether further professional development is needed.

**Exemplaar®** is an innovative and specialized service, designed and developed by RABQSA to assist organizations in the selection and development of their personnel. Sharing foundations with PAAS Master®, Exemplaar® provides for the definition, measurement and examination of personnel attributes specifically **targeted at personnel at the executive, management, and staff levels**. RABQSA can assist organizations to define and measure the personal attributes that 'fit' with the organization's values and personnel performance requirements,

then develop the psychometric matrix necessary to examine each person via a simple e-based medium. Results and supporting commentary are then passed to the organization. Exemplaar® is a very cost effective personnel management tool that has the potential to lift an organizations' performance through the recruitment, selection and development of their people.

Please visit our website at [www.rabqsa.com](http://www.rabqsa.com) to learn more about these useful tools (click on the tab at the top of our homepage titled "Industry Services" and then see the exams listed under "Assessment Tools" on the left column of the next page). When you are ready to move forward with the examination process please contact the RABQSA representative in your area for a quote and access information.

## 4.0 have you considered tpecs? what is it anyway?

TPECS (Training Provider and Examiner Certification Scheme) is a unique competency based certification scheme that underpins the examination of knowledge-based competencies specific to the RABQSA competency-based personnel certification schemes. Unlike TCC (Training Course Certification), the focus of TPECS is on the TP's ability to examine each candidate against the required knowledge competencies as defined by the relevant RABQSA industry scheme committee.

With TPECS, unlike TCC, there are no limitations on course design, training hours, student numbers, delivery of instruction, etc. TPECS encourages TPs to be innovative in training practices and embrace new learning and examination technologies and methodologies.

TPECS is focused on the ability of the TP to examine knowledge competence, not to deliver or administer training. RABQSA knowledge-based competencies, for each personnel certification scheme, have been grouped under specific units/modules and are listed below. The modular approach provides the TP with the flexibility to tailor training and examinations specific to their clients needs.

Below is a list of those competency units currently in place:

**Advising on Organizational Improvement and Risk Management (OI)**  
**Auditing DS Management Systems (DS)**  
**BOAS Auditing (BA)**  
**Certification Body Auditing (MSCB)**  
**Competencies for Skill Assessments (AS)**  
**Consumer Technical Experts (CTE)**  
**Developing HACCP Plans (HP)**  
**Environmental Management Systems (EM)**  
**Food Safety Management Systems (FS)**  
**Heavy Vehicle Operations Accreditation (HVA)**  
**Information Security Management Systems (IS)**  
**Leading Management Systems Audit Teams (TL)**  
**Management Systems Auditing (AU)**  
**National Food Safety:  
Assess Compliance with FS Programs (NFS 1)**  
**National Food Safety:  
Communicate – Food Safety Audits (NFS 2)**  
**National Food Safety:  
Conduct Food Safety Audits (NFS 3)**  
**National Food Safety: Identify, Evaluate, Control  
Food Safety Hazards (NFS 4)**  
**OHS Management Systems (OH)**  
**Quality Management Systems (QM)**

## 5.0 congratulations!

Congratulations to the following TPs for receiving certification of additional courses/units or for converting their TCC program to TPECS this past year:

**BSI Management Systems America, Inc.**  
OHSMS

**Excel Partnership, Inc.**  
AS9110 Standard & TPECS OH

**Gladhill Associates International**  
AS9110 Tailored

**International Standards Certifications Pty Ltd**  
TPECS AU, QM, TL

**Marital Arts Industry Association**  
TPECS MAI

**NCSI Training & Development P/L**  
TPECS BA

**QAI**  
AU, QM, TL, EM TPECS

## 6.0 are your materials and advertising accurate?

Frequently we come across TPs whose materials do not list the correct name of our company. It is imperative that all materials accurately reflect RABQSA International, Inc. (RABQSA may be used as an abbreviation).

Please note that RABQSA is not an acronym nor does it stand for Registrar Accreditation Board or Quality Society of Australasia so please remove these names or any others from all of your materials (course, promotional, website, etc.) and replace it with the correct company name noted above.

## 7.0 TP informational forums

A few times per year we like to get TPs together via phone conference and/or face-to-face in order to have an open exchange of information and networking. To date, the following is planned:

**Asia Pacific:** Dates are currently being considered and TPs will be notified when a date is identified.

**North America:** The next forum will take place in late summer/early fall. A spring forum will not be held.

## 8.0 do we have your contact details accurate?

Please review your contact details on our website at [www.rabqsa.com](http://www.rabqsa.com). Click on Search Registers and then Certified Training Providers. You can then type your TP's name into the search engine and your contact details will show up. If there are any changes you need made to your listing please email them to Kellie Bates (services Asia Pacific TPs) at [kbates@rabqsa.com](mailto:kbates@rabqsa.com) or Teresa Block (services The Americas TPs) at [tblock@rabqsa.com](mailto:tblock@rabqsa.com). Thank you in advance for helping to ensure your TP is listed accurately on our website.

## 9.0 introducing the generic TCC product

We are pleased to have released our latest training certification product, "Generic Training Course Certification (GTCC) Development and Delivery Requirements". GTCC was created in response to the growing needs of the industry to have their broad range of training courses RABQSA certified. GTCC focuses on design and development of training courses to international best practice, regardless of subject matter. This scheme can be used independent of RABQSA personnel certification requirements and provides TPs with recognition of training that might normally not receive independent certification. TPs can use this scheme to demonstrate to their customers that an accredited international body has evaluated their processes and have deemed them to meet a specific set of best practice requirements.

## 10.0 welcome kellie bates

RABQSA is pleased to introduce to you its newest member to the Training Certification Services Department, Ms. Kellie Bates. Kellie is based in our Penrith, Australia office and services the Training Providers in Asia Pacific regions. Kellie can be reached at [kbates@rabqsa.com](mailto:kbates@rabqsa.com) or via phone on +61 2 4728 4613.