



## INFORMATION FOR RABQSA-CERTIFIED SKILL EXAMINERS

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### WELCOME!

Congratulations on your certification as an RABQSA Skill Examiner! We are pleased to have you in the scheme.

We have created this information pack to assist you in providing consistent, objective, and impartial Skill Examinations of candidates for competency-based personnel certification.

Please take time to read and understand the information provided. If you have any questions, please contact the Coordinator Personnel Certification Services on the details provided on the enclosed business card.

### THE SKILL EXAMINATION

The Skill Examination is a critical component of competency-based personnel certification. For an examination to provide objective evidence of a candidate's ability to demonstrate specific auditing tasks to the required standard of performance (competence), it must be conducted on-site under realistic auditing conditions.

When a Candidate is ready to have his/her Skill Examined, he/she will identify a Certified Skill Examiner from the RABQSA register. The Candidate will then contact you to arrange a suitable time and location for the examination.

Your role as the Skill Examiner is to conduct the examination using the Skill Examination Report. Once you have completed the examination and the Report, send the Report to RABQSA.

Additional requirements:

1. Examiners must declare any potential conflict of interest (actual or perceived), prior to the acceptance of any examination assignment, to the Coordinator Personnel Certification Services, the Candidate, and the auditee as appropriate.

If you need any guidance on conflict of interest, contact the Coordinator Personnel Certification Services for advice.

2. Examinations must be impartial and address the criteria on the Skill Examination Report only. A Candidate shall not be required to perform other tasks in addition to those listed in the Skill Examination Report to be deemed Competent or Not Yet Competent.
3. Examinations must be completed on the appropriate Skill Examination Report (PCF-13, enclosed). It is also available on the RABQSA web site [www.rabqsa.com](http://www.rabqsa.com). It is advisable to download the report prior to each examination to ensure the latest edition is used.
4. Each Skill Examination Report must be signed by both the Examiner and the Candidate to verify the validity of the examination.
5. Examiners must make provisions to ensure the confidentiality and security of the examinations performed.

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This is a "controlled" document on day of printing only.



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6. Examiners are subject to third party audit and assessment to ensure competency, impartiality and consistency of examination.

Refer to the relevant certification criteria at [www.rabqsa.com](http://www.rabqsa.com) for full details of certification requirements.

### THE EXAMINATION METHODS

ISO/IEC 17024:2003 requires that RABQSA ensure all examinations are conducted in a manner that is valid, reliable, flexible, and fair. In the conduct of the Skill Examination, you are to adhere to these requirements.

To ensure these requirements are evident in each examination, Skill Examination should be limited to:

- Direct observation
- Oral questions where necessary
- Examination of written products (notes, plans, etc.) where necessary.

The Skill Examiner acts as an observer, and is not to be directly involved in the conduct of the audit.

### THE SKILL EXAMINATION REPORT

#### GENERAL INFORMATION ABOUT THE EXAMINATION

Ensure that the complete correct details are included in this section to ensure RABQSA can match the Skill Examination Report to the correct Candidate and to your invoice for prompt processing.

#### DECLARATION OF CONFLICT OF INTEREST

If there is an actual or potential conflict of interest, this must be identified and resolved prior to the examination. One (but not the only) consideration for determining conflict of interest: personnel should not be allowed to conduct an evaluation if they have been involved in related training activities associated with the evaluation of the candidate in question, within the last two years. Other examples include:

- 1) A direct employee of the same organization that employs the Skill Examiner.
- 2) A contract employee under an active contract for the Skill Examiner's organization.
- 3) A former direct employee/contracted employee who worked for the Skill Examiner (or vice versa) within the past two years.

**MSCB Scheme note:** If you are conducting a Skill Examination in the Management System Certification Body Auditor Scheme, the three above bullets do not apply.

In extreme circumstances when a resolution of the conflict of interest is not possible, e.g., remoteness of location or the technical competencies required of the Examiner, the Manager Certification Services may approve an examination to continue. In this instance, the declaration of conflict of interest must include a statement as to the potential risk.

If a potential conflict has arisen after the confirmation of examination, the Coordinator Personnel Certification Services is to be notified immediately for a decision on whether to continue.



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### THE EXAMINATION

All Candidates are required to provide evidence of competency in each section of the report applicable to the grade requested.

Some performance criteria may not be examined due to varying circumstances on the examination day. These criteria have been noted as (N/A OK). Certain grades may not be required to be examined against some criteria. These criteria have been noted as (N/A for (grade)).

### DETERMINATION OF COMPETENT/NOT YET COMPETENT

You must examine the Candidate's skill in each line item on the Skill Examination Report by indicating whether the Candidate is Competent or Not Yet Competent and by providing specific evidence supporting that determination. The evidence must be provided for both Competent and Not Yet Competent findings.

To be determined Competent, a Candidate cannot have any Not Yet Competent findings. If the candidate has been found Not Yet Competent in any areas of the examination, further questioning and re-examination may be utilized if you believe that the Candidate can demonstrate the required Competency.

Requirements for a Candidate to further develop before re-examination (if determined Not Yet Competent) must be recorded on the Skill Examination Report and signed by the Candidate as being understood and agreed.

### APPEALS AGAINST EXAMINATIONS

A Candidate can appeal any findings in the Skill Examination Report. In the event of an appeal, you may be required to provide all evidence cited in the report. If the RABQSA review of the evidence finds that the Candidate did not receive a fair and impartial examination, your Skill Examiner certification may be suspended or withdrawn. You may also be required to return any monies paid to you in the conduct of the appealed Skill Examination.

### INVOICING

The Candidate has paid for the examination as part of fees paid to RABQSA. No fees and/or expenses are to be passed between the Skill Examiner and the Candidate directly; all expenses and fees will be processed through RABQSA.

It is your responsibility to invoice RABQSA for examinations performed. An invoice must be preceded or accompanied by a completed Skill Examination Report. RABQSA will verify submission of the completed report prior to processing payment.

RABQSA has an invoice template (enclosed) that you can use, or you may use your own. All invoices must provide the date of Skill Examination, the name of the Candidate, the scheme examined, and the result of the examination (Competent/Not Yet Competent). Any expenses submitted for reimbursement must be accompanied by receipts.



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Invoices with complete information and documentation will be paid within 30 days.

Please refer to Guidelines for Invoicing (PCD-41-QB), which is attached, for additional details.

### FURTHER INFORMATION

Further information can be obtained by contacting the RABQSA Coordinator Personnel Certification Services at +1 888 722 2440 (US) or +61 2 4728 4600 (Australia).