

BUS OPERATOR ACCREDITATION SCHEME (BOAS) AUDITOR CERTIFICATION REQUIREMENTS





RABQSA International, Inc (RABQSA) is accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ) as meeting the requirements of the international standard for personnel certification bodies, ISO/IEC 17024:2003 '*General requirements for bodies operating the certification of persons*'.

Application will be submitted to JAS-ANZ to include this scheme under RABQSA's scope of accreditation.

Disclaimer

While every effort is made to ensure that the process for evaluating applications for certification is effective, RABQSA International Inc does not accept liability for the performance, conduct or services provided by the certified person.

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RABQSA International

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Introduction

The **Bus Operator Accreditation Scheme (BOAS) Auditor Certification Scheme** (Scheme) has been developed by RABQSA International, Inc (RABQSA) in conjunction with NSW Transport and Infrastructure (NSWTI). Representatives from NSWTI, NSW Roads and Transport Authority (RTA), Independent Transport Safety and Reliability Regulator, and the Bus and Coach Association formed the RABQSA Sub-Scheme Committee (SSC) that oversees the development and management of the Scheme.

The Scheme will provide recognition for auditors who conduct audits on behalf of the NSW Transport and Infrastructure to ensure that bus operators can demonstrate that they are meeting the requirements of the Bus Operators Accreditation Scheme (BOAS), as defined by the NSWTI.

Confidence and reliance in the audit process depends on the competence and management of personnel conducting the audit.

The Scheme has been developed to meet the following key objectives:

- To achieve the requirements of the International Standard for personnel certification ISO/IEC 17024:2003 (17024);
- To ensure that auditors meet or exceed the audit and related competencies defined by RABQSA, using ISO19011:2002 (ISO 19011) and BOAS as guidance;
- To meet the specific requirements of ;
- To assist bus operators in selecting competent auditors; and
- To enhance the professional recognition of RABQSA certified auditors.

NO REPRESENTATION AS TO ENGAGEMENT

Neither RABQSA nor the NSWTI represent that certified auditors will be engaged to undertake any audit during the certification period.

The NSWTI is not liable to the auditor for any representation or other inducement made by RABQSA or any other party to the auditor, before, during or after the certification of the auditor as to the likely engagement of the auditor to perform audits.

Certified auditors should be aware that the NSWTI may at any time at its sole and complete discretion suspend or terminate the audit scheme without any notice to the auditor and without any liability for compensation to the auditor.

How To Use This Document

This document has been designed to provide the information required for RABQSA certification, in a clear and easy-to-follow format.

Applicants for certification to the BOAS Auditor Certification Scheme will be required to provide evidence of specific knowledge and skill based competence; and the ability to demonstrate defined personal attributes.

There is one grade of BOAS auditor certification, BOAS Auditor, which recognises that an Applicant has demonstrated the competencies to conduct a BOAS audit.

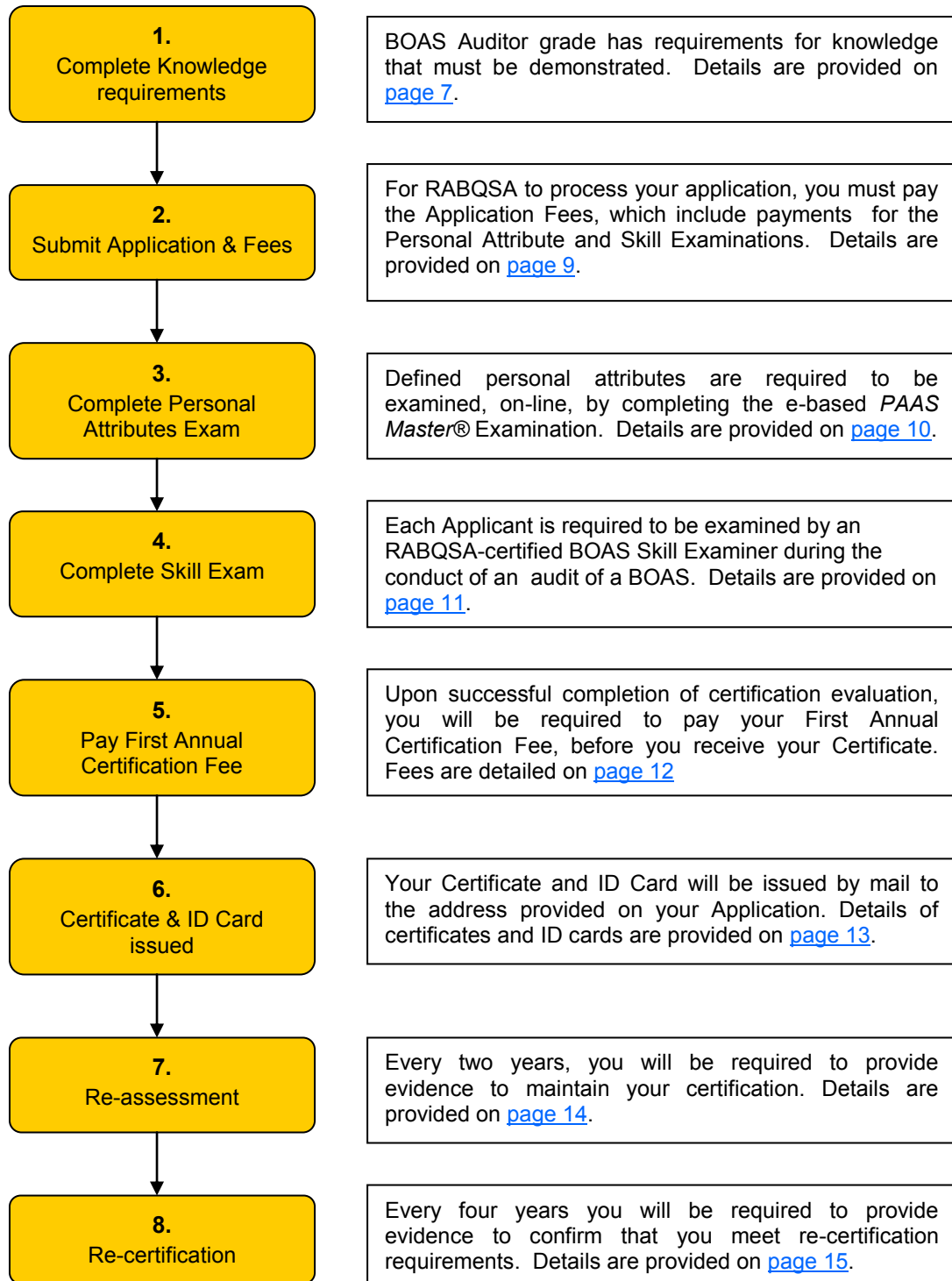
An overview of the certification requirements is provided at Annex E on [page 23](#).

Definitions and Abbreviations used in this document are available at Annex A on [page 16](#).

Electronic versions of this document have links embedded to enable direct access to selected pages as well as page references. Hard copy versions have page references only.

Essentially, the Applicant follows the step-by-step process as outlined down the right hand side of the page, commencing with Applying for Certification at [page 6](#).

Applying for BOAS Auditor Certification



Knowledge Requirements

All Applicants must provide evidence of knowledge competency defined by RABQSA in the following competency units.

Management System Auditing (RABQSA-AU)

- Understand the application of the principles, procedures and techniques of auditing;
- Understand the conduct of an effective audit in the context of the auditee's organizational situation;
- Understand the application of the regulations, and other considerations that are relevant to the management system, and the conduct of the audit; and
- Practice personal attributes necessary for the effective and efficient conduct of a management system audit.

and

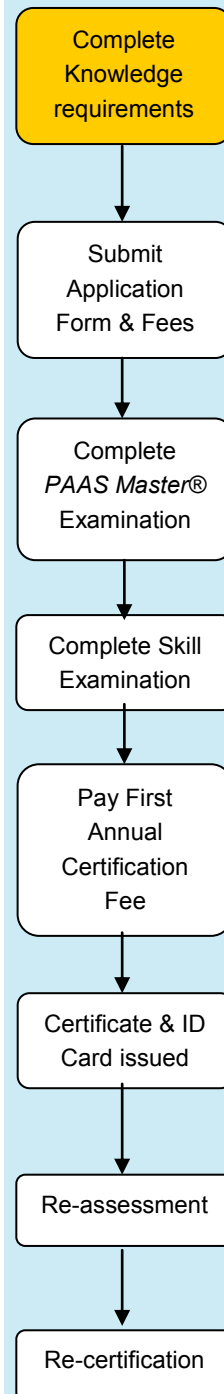
Leading Management System Audit Teams (RABQSA-TL)

- Establish, plan and task the activities of an audit team;
- Communicate effectively with the auditee and audit client;
- Organize and direct audit team members;
- Prevent and resolve conflict with the auditee and/or within the audit team; and
- Prepare and complete the audit report.

and

BOAS Auditing (RABQSA-BA)

- Understand the conditions of Bus Accreditation as defined in the Bus Operator Accreditation System (BOAS);
- Understand the relationships, roles and responsibilities of regulatory agencies applicable to the BOAS;
- Understand the relevant responsibilities of the , the bus operator and the auditor and the relationship between the regulating authority and the auditor;
- Understand basics of risk assessment and risk management;
- Understand BOAS method of reporting;
- Understand the requirements of a Safety Management System (SMS) as defined in the BOAS;
- Understand the requirements of a Drug and Alcohol Program as defined in the BOAS; and
- Understand the structure of the NSW bus industry.



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Knowledge Requirements (cont.)

And at least one of the following:

Auditing Quality Management Systems (RABQSA-QM)

- Understand the application of Quality Management Principles in the context of ISO 9001:2008; and
- Relate the quality management system to the organizational products, including services, and operational processes.

or

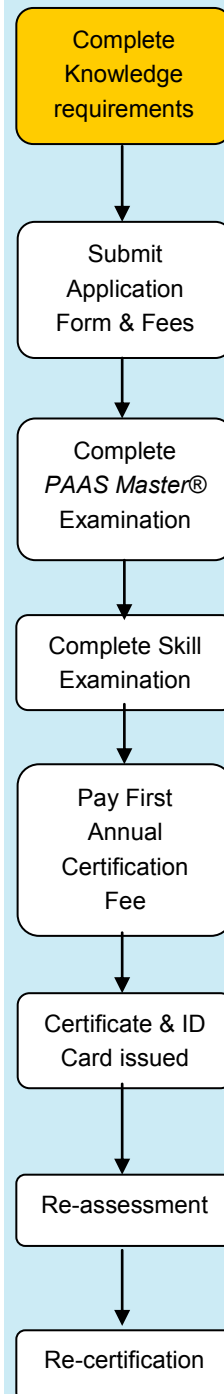
OHS Management Systems (RABQSA-OH)

- Understand OHS laws, principles, codes of practices, and standards;
- Identify OHS hazards that are reasonably expected to occur for that business type or industry;
- Assess the risk of identified hazards in the context of the organization's OHS management system;
- Assess the effectiveness of methodologies to control OHS hazards;
- Assess the OHS roles and responsibilities within the context of the organizational environment; and
- Determine the adequacy and effectiveness of an OHS management system.

or

Environmental Management Systems (RABQSA-EM)

- Understand the application of environmental management principles;
- Understand the application of environmental science and technology;
- Understand the application of environmental systems to different operational processes;
- Assess the risk of significant environmental impacts and activities identified in the context of the organization's EMS management system;
- Assess the effectiveness of methodologies to control environmental hazards;
- Assess the EMS roles and responsibilities within the context of the organizational environment; and
- Determine the adequacy and effectiveness of the EMS.



NOW GO TO SUBMIT APPLICATION FORM AND FEES [\(page 9\)](#)

Submit Application Form and Fees

To apply for certification, you will need to:

- Complete the BOAS online Application Form, including the confirmation to observe the RABQSA Code of conduct (available at www.rabqsa.com);
- Submit Application Fees during the online Application process; and
- Provide evidence of your knowledge competency as defined (refer to [page 7](#) for details).

Application Fees comprise the following:

- Administration Fee; and
- Personal Attributes (*PAAS Master®*) Examination Fee

For complete details of Fees, refer to website at www.rabqsa.com/fee_portal.html

Note:

1. Payments may be made in US\$, AU\$ or €.
2. All fees are non-refundable and are subject to change without notice.
3. Please refer to the fees listed for each region on the website www.rabqsa.com for details.

To enable effective evaluation of Applications, RABQSA requires all Applicants to provide verifiable documentary evidence that demonstrates compliance with these Certification Requirements for the grade and scope certification being sought.

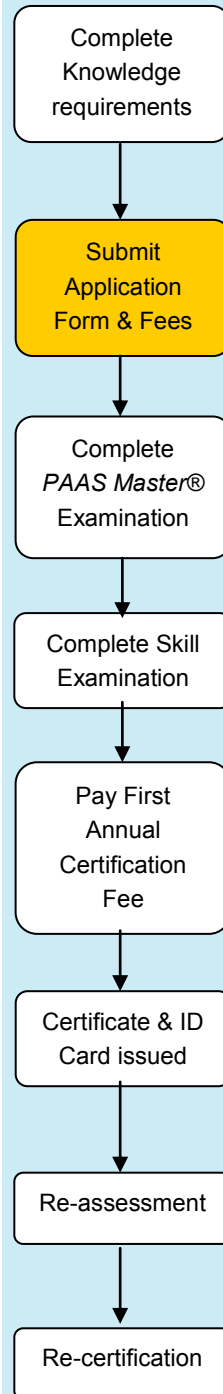
Applicants must ensure that the information they provide in their Application is accurate and complete, or delays may occur in the processing of their Application.

All Application information must be provided in English, unless otherwise agreed by RABQSA. Where translations of documents are provided, these must be independently verified for accuracy.

Applicants who have any special needs related to language and/or disabilities should contact RABQSA for advice.

Note:

Skill Examiner expenses, such as travel, accommodation and incidentals, are not included in the fees above.



NOW GO TO COMPLETE PERSONAL ATTRIBUTES [\(page 10\)](#)

Examination of Personal Attributes

All Applicants must provide evidence they possess appropriate personal attributes, as shown below. The attributes examined by RABQSA are related to those defined in ISO 19011:2002 *Guidelines for quality and/or environmental management systems auditing*.

- **Ethical** – fair, truthful, sincere, honest and discreet;
- **Proactive and organized** – takes the initiative with issues, and is personally organized;
- **Systematic** – shows a balanced affiliation for both tasks and people;
- **Logical** – makes decisions based on facts and reasoned logic;
- **Decisive** – expedites decisions methodically;
- **Observant** – shows the ability to identify both patterns and exceptions in complex situations;
- **Diplomatic** – relates to others and shows tact in appropriate situations;
- **Flexible** – shows a balanced global and detail focus;
- **Process focused** – demonstrates the ability to follow a pre-determined method;
- **People sensitive** – is sensitive to and can identify a person’s emotional state;
- **Adaptable and resourceful** – adapts to, and works with, different types of people in a range of situations and copes with change; and
- **Confident** – demonstrates certainty and competency, and reacts well to a variety of challenges, i.e. demonstrates calm and poise in challenging situations.

Applicants are required to demonstrate the defined personal attributes through completion of the e-based *PAAS Master*[®] Examination.

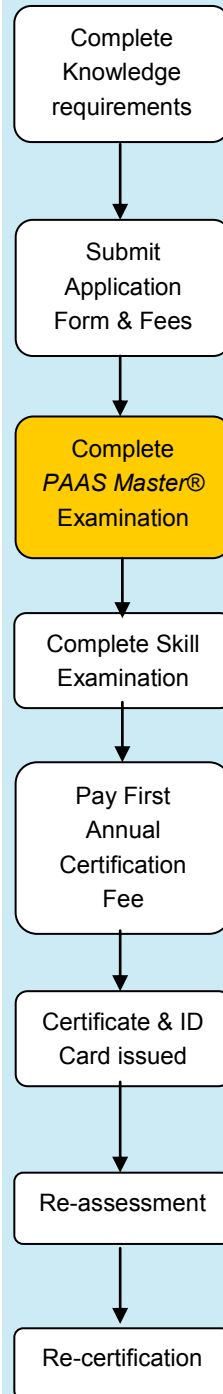
Details to enable the completion of the *PAAS Master*[®] Examination will be provided to each Applicant when RABQSA receives his/her Application.

PAAS Master[®] Examination Fees are submitted with the Application Fees for Certification.

If an appropriate *PAAS Master*[®] Examination has been successfully completed within the four years prior to application, a further Examination is not required. Applicants are required to note the details of the Examination on the Application form.

Further information on the *PAAS Master*[®] examination is available on the RABQSA web site at www.rabqsa.com .

NOW GO TO EXAMINATION OF SKILL [\(page 11\)](#)



Examination of Skill BOAS Auditors

All Applicants must provide evidence of the skill competency defined by RABQSA. Competency is to be demonstrated under auditing (on-site) conditions during a BOAS audit. The Skill Examination will be conducted by an RABQSA-certified BOAS Skill Examiner.

The Skill Examiner examines and reports on the competencies defined in the RABQSA Skill Examination for BOAS Auditors.

Please refer to Annex B [page 17](#) for details of certification requirements for Skill Examiners.

RABQSA Certified Skill Examiners must provide a copy of the completed Skill Examination Report within five days of completing the Skill Examination, signed by both the Skill Examiner and the Applicant, as evidence of demonstration of the required Skill competency.

RABQSA Skill Examination Level

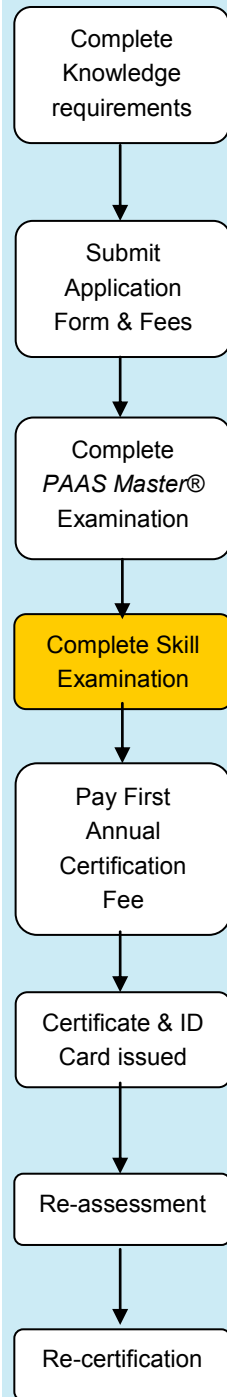
- Implement the audit plan
- Maintain communication during the audit
- Collect and verify information
- Conduct interviews
- Generate audit findings
- Prepare audit conclusions
- Conduct Closing Meeting
- Prevent and resolve conflicts
- Complete the BOAS Audit Tool

It is the responsibility of each Applicant to arrange for a Skill Examination. Contact details of certified Skill Examiners to enable Applicants to arrange the Skill Examination will be provided to each Applicant when RABQSA receives their Application.

Skill Examination Fees are submitted with the Application Fees for BOAS Certification.

Note:

Skill Examiner expenses, such as travel, accommodation and incidentals, are not included in the fees above.



NOW GO TO PAY FIRST ANNUAL CERTIFICATION FEE [\(page 12\)](#)

Pay First Annual Certification Fee

When all certification requirements have been demonstrated, RABQSA will notify the Applicant that the Application has been approved. An invoice for the First Annual Certification Fee will be provided with this notification.

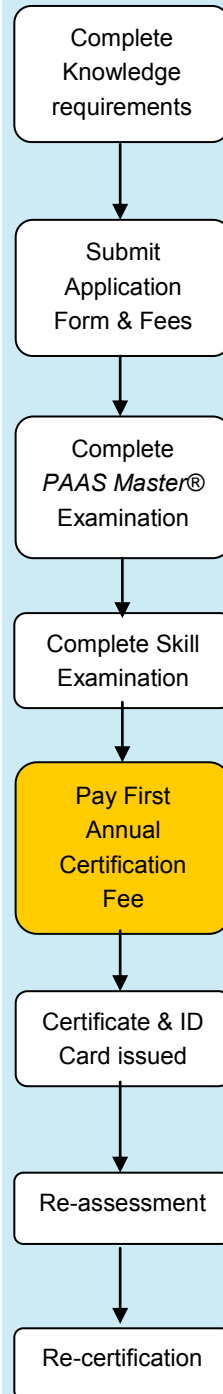
Details on accepted methods of payment are provided on the invoice.

Payment of this invoice must be received by RABQSA before certification is confirmed.

Annual Certification Fees are due each year on the anniversary of initial certification. RABQSA will provide an invoice for the amount due approximately 1 month prior to the due date.

Note:

1. Payments may be made in US\$, AU\$ or €.
2. All fees are non-refundable and are subject to change without notice.
3. Please refer to the fees listed for each region on the website www.rabqsa.com for details.



NOW GO TO CERTIFICATE AND ID CARDS [\(page 13\)](#)

Certificates and ID Cards

When payment for the First Annual Certification Fee has been received by RABQSA, a Certificate and ID Card is issued to the Auditor.

The Certificate includes the following information:

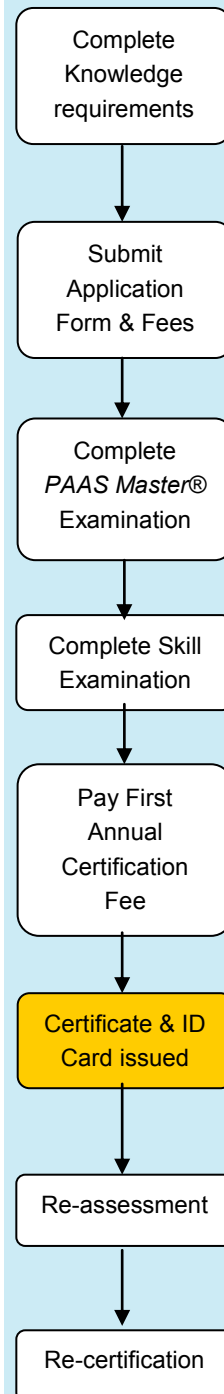
- Certified Auditor's name;
- RABQSA customer number;
- Type and Level of certification;
- Scope of certification awarded (if applicable);
- Date certification awarded; and
- Date certification expires.

The ID Card includes the following information:

- Certified Auditor's name;
- RABQSA customer number;
- Type and Level of certification; and
- Date certification expires.

Certificates and ID Cards remain the property of RABQSA and must be returned if certification is suspended or withdrawn. Auditors are required to immediately notify RABQSA if a Certificate or ID Card is lost or stolen.

Updated Certificates and ID Cards will be issued at each re-certification.



NOW GO TO RE-ASSESSMENT [page 14](#)

Re-assessment

To maintain certification, all certified auditors are required to demonstrate continuing compliance with the current certification criteria for the certification awarded. RABQSA will provide reminders with the invoice for Annual Certification Fee to all certified auditors when the date for re-assessment (surveillance) is due and the information required to be provided to RABQSA.

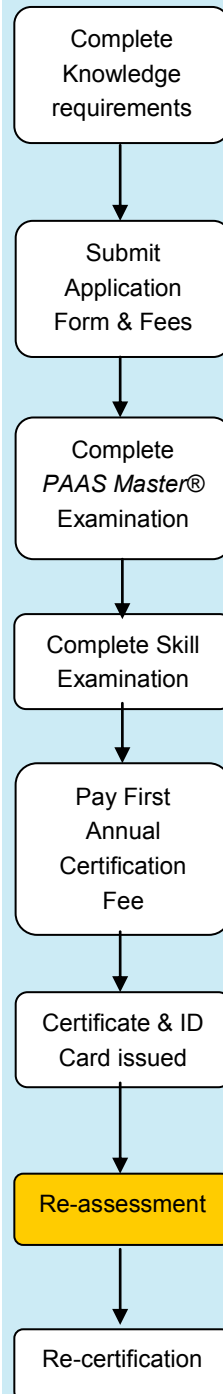
Every two years from the date of initial certification or each re-certification, auditors must demonstrate continuing compliance with the current certification criteria by providing:

- Evidence of current knowledge-based competency through successful completion of the relevant RABQSA e-based examination for the type and level of certification; and
- Confirmation that the RABQSA Code of Conduct has been adhered to and any complaints against performance have been resolved.

The Annual Certification Fee includes the cost for re-assessment (surveillance).

Note:

RABQSA will maintain a number of e-based examinations of knowledge competency relevant to the Scheme. These examinations will be reviewed for content regularly and amended as required to ensure that changes in requirements relating to the Scheme.



NOW GO TO RE-CERTIFICATION [page 15](#)

Re-certification

To maintain certification, all certified Auditors are required to demonstrate continuing compliance with the current certification criteria for the level of certification awarded. RABQSA will provide reminders with the invoice for Re-certification Fee when the date for re-certification is due and the information required.

Every four years from the date of initial certification and each subsequent re-certification, certified Auditors must demonstrate continuing compliance with the current certification criteria by providing:

- Evidence of current knowledge-based competency through successful completion of the relevant RABQSA e-based examination for the type and level of certification; and
- Evidence of examination of skill competency by an RABQSA-certified BOAS Skill Examiner;
- Evidence of evaluation of personal attributes by successful completion of the RABQSA *PAAS Master*® Examination within the previous four years; and
- Confirmation that the RABQSA Code of Conduct has been adhered to and any complaints against performance have been resolved.

Re-certification Fees

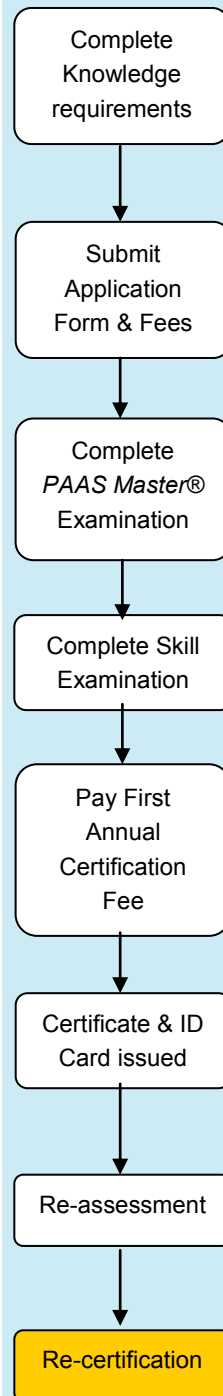
These Fees are payable every 4th anniversary of initial certification and each subsequent recertification.

The Re-certification Fee includes the Annual Certification Fee. The applicable Fee will be invoiced by RABQSA.

For complete details of Fees, refer to website at www.rabqsa.com/fee_portal.html.

Note:

1. Payments may be made in US\$, AU\$ or €.
2. All fees are non-refundable and are subject to change without notice.
3. Please refer to the fees listed for each region on the website www.rabqsa.com for details.
4. Skill Examiner expenses, such as travel, accommodation and incidentals, are not included in the fees above.



Definitions and Abbreviations

For the purpose of these certification criteria, the definitions given in ISO 19011:2002 'Guidelines for quality and/or environmental management systems auditing' and ISO/IEC 17024:2003 'General requirements for bodies operating certification of persons' apply, in addition to those definitions specific to RABQSA. Definitions and abbreviations relevant to this document are shown.

Audit: systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which audit criteria are fulfilled.

Auditor: person with the competency to conduct an audit.

BOAS: Bus Operator Accreditation Scheme operated by NSW Transport and Infrastructure.

Competency: demonstrated ability to apply knowledge and skills, and demonstrate the required personal attributes.

RABQSA Certified Skill Examiner: a person certified by RABQSA as competent to conduct an examination of RABQSA-defined skill competency for Applicants.

RABQSA Scheme Examiner: Employee of RABQSA with responsibility for management of designated Schemes and evaluation of Applications.

Scheme Committee (SC): Committee established by RABQSA with responsibility for the development and maintenance of personnel certification Schemes offered by RABQSA International. The SC shall fairly and equitably represent the interests of all parties significantly concerned with the certification Schemes, including the consideration of public interest.

Sub-Scheme Committee (SSC): Committee established by RABQSA with responsibility for the development and maintenance of a specific personnel certification Scheme, offered by RABQSA International. The SSC shall fairly and equitably represent the interests of all parties significantly concerned with the certification Scheme, including the consideration of public interest.

TPECS: Training Provider and Examiner Certification Scheme, offered by RABQSA.

END OF ANNEX A

Annex B

RABQSA Certified Skill Examiners

For at least the first two years of operation of the BOAS Auditor Certification Scheme, all BOAS Skill Examiners will be employees of the NSW Transport and Infrastructure . Applicants for BOAS Skill Examiners will be nominated by and will be required to demonstrate the following requirements:

- Current certification with RABQSA as a Lead Auditor or
- Demonstration of RABQSA competencies for AU, TL and at least one of QM, OH or EM;
- Demonstration of competency for RABQSA-BA: *BOAS Auditing*;
- Demonstration of competency for RABQSA-AS: *Assessment*; or
- Certificate IV Assessment & Workplace Training; and
- Demonstration of competency for RABQSA-SE: *Skill Examination Process*.

Applicants for BOAS Skill Examiner must apply to RABQSA and provide evidence to demonstrate that the above requirements, including nomination by , are met.

RABQSA maintains a register of Skill Examiners with the appropriate competency to conduct BOAS Skill Examinations.

END OF ANNEX B

Terms and Conditions of Certification

RABQSA has defined Terms and Conditions for certification, as defined in this Annex.

Code of Conduct

All certified auditors have an obligation to improve the standing of their profession by observing the RABQSA Code of Conduct (Code). Compliance with the Code is a condition of certification and all Applicants are required to sign their agreement to comply with the Code at time of application for certification. All certified auditors are required to confirm that they have complied with the Code at each period of re-assessment and re-certification.

RABQSA Code of Conduct

- I will act professionally, accurately and in an unbiased manner.
- I will strive to increase the competency and prestige of my profession.
- I will assist those in my employ or under my supervision in developing their professional competency.
- I will not undertake any assignments that I am not competent to perform.
- I will not represent conflicting or competing interests and will disclose to any client or employer any relationships that may influence my judgment.
- I will not discuss or disclose any information relating to any assignment unless required by law or authorized in writing by the client and/or my employing organisation.
- I will not accept any inducement, commission, gift or any other benefit from client organizations, their employees or any interested party or knowingly allow colleagues to do so.
- I will not intentionally communicate false or misleading information that may compromise the integrity of any assignment or the personnel certification process.
- I will not act in any way that would prejudice the reputation of RABQSA or the personnel certification process and will cooperate fully with an enquiry in the event of any alleged breach of this code.

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Terms and Conditions (cont.)

Reduction of Certification

Certified persons can reduce their certification at any time by notification in writing to the RABQSA NFSA Scheme Examiner.

A reduction in certification may also be advised to an Applicant by the RABQSA NFSA Scheme Examiner after evaluation of the Application. Acceptance of a reduction of certification must be provided in writing. RABQSA does not refund fees to any certified persons when reducing certification.

Withdrawal

RABQSA reserves the right to withdraw certification as a result of investigations into the conduct or performance of RABQSA certified persons. Refer to Complaints for further details.

Certified persons may withdraw their certification at any time by notification in writing to the RABQSA NFSA Scheme Examiner.

RABQSA remains the sole owner of any Certificates and ID Cards issued to RABQSA certified auditors. In the event of withdrawal of certification, the Certificate and ID Card issued must be returned to RABQSA. RABQSA does not refund fees to any certified auditor when withdrawing certification.

Complaints

Complaints against Auditors

Complaints against the actions or conduct of a RABQSA certified auditor will be reviewed and investigated by RABQSA using documented procedures. A valid substantiated complaint may result in cancellation of certification.

Complaints against RABQSA

Complaints against RABQSA may be submitted on the RABQSA web site www.rabqsa.com. Each complaint will be reviewed, investigated, and resolved in a timely manner through a formal documented process. In appropriate circumstances, the RABQSA Scheme Committee will investigate complaints against RABQSA.

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Terms and Conditions (cont.)

Appeals

An appeal against adverse certification decisions or withdrawal of certification must be submitted in writing via the RABQSA website www.rabqsa.com. The written appeal will be reviewed, investigated, and resolved in a timely manner through a formal documented process.

Appeals may be made on the following decisions:

- Refusal to grant initial certification;
- Refusal to grant continuation of certification;
- Refusal to grant an expansion of level of certification;
- Reduction in certification level;
- Withdrawal; or
- Suspension.

All appeals shall be submitted in writing to RABQSA via the website www.rabqsa.com. The Applicant is required to submit their appeal to RABQSA no later than 30 days after notification of the decision. The appeal should include appropriate substantiation for the appellant's position and it shall contain any additional or updated information.

Certification Information

For information on RABQSA's:

- Certification processes;
- Applicants' rights and responsibilities;
- Complaints and appeals process;
- Conditions of use for Certificates, ID Cards and RABQSA logo; and
- Privacy

Please contact RABQSA via the website www.rabqsa.com or email info@rabqsa.com.

END OF ANNEX C

FEE SCHEDULE

All fees paid to RABQSA are non-refundable and subject to change.

For complete details of Fees, refer to website at www.rabqsa.com/fee_portal.html.

APPLICATION FEES

Provides for the receipt and desk audit of the application (Administration Fee), organization and conduct of the Skill Examination (Skill Examination Fee) and Personal Attributes Examination (Personal Attributes Examination (PAAS Master®) Fee).

These fees must accompany all applications.*

- Administration Fee;
- Skill Examination Fee (Refer to Note, below); and
- Personal Attributes Examination (PAAS Master®) Fee.

Note:

1. Skill Examiner expenses, such as travel, accommodation and incidentals, are not included in the fees above.
2. Any requirement for expenses is to be advised to RABQSA. Skill Examiner expenses in these instances are payable by the Applicant to RABQSA. RABQSA will reimburse the Skill Examiner upon invoice.
3. Skill Examination Fees are fully paid to the Skill Examiner upon completion and return of the Skill Examination report. RABQSA does not profit from the provision of Skill Examinations.

CERTIFICATION AND ANNUAL FEES

Provides for the Certificate and ID Card (First Annual Certification Fee), inclusion on the RABQSA Certified Personnel Register (available to the public through the RABQSA website), surveillance costs, and ongoing certification (Annual Fee).

The First Annual Certification Fee is payable AFTER your Application has been approved. **Do not submit this Fee with your Application.** Annual Certification Fees are payable annually on the anniversary of the certification and will be invoiced by RABQSA.

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BOAS Certification Fees (cont.)

RE-CERTIFICATION FEES

Provides for Annual Fee, administration costs, ongoing certification, re-issue of the Certificate and ID Card, inclusion on the RABQSA Certified Personnel Register. Additional fees apply for the conduct of the Skill Examination (Skill Examination Fee) and Personal Attributes Examination (Personal Attributes Examination (PAAS Master®) Fee).

Payable every 4th anniversary of initial certification and re-certification and include the Annual Certification Fee. The applicable fees will be invoiced by RABQSA.

EXPANSION FEE

Provides for the receipt and desk audit of the Application, issue of updated Certificate and ID Card and update on the RABQSA Certified Personnel Register.

Payable when applying for an expansion of grade or scope in currently held certification.

PAYMENT OPTIONS

Please see the website for your Principal Office's contact details.

Payments may be made in US\$, AU\$, or Euro. Your invoice will advise the currency your payment must be made in.

CREDIT CARD PAYMENTS BY FAX: Please fax your credit card payment form to the fax number listed for your region.

PAYMENTS BY PHONE: You can pay your account over the phone using your credit card.

Please call your regional office during normal business hours Monday to Friday.

END OF ANNEX D

Summary of BOAS Auditor Certification Requirements

Please note that this table is a **SUMMARY ONLY** of certification requirements. Applicants **MUST** refer to the details provided in the Certification Requirements.

Certification requirements	BOAS Auditor
Knowledge competency Page 7	RABQSA-AU RABQSA-TL RABQSA-BA Plus at least one of the following: RABQSA-QM RABQSA-OH RABQSA-EM
Personal attributes Page 10	<i>PAAS Master®</i> Examination
Skill competency Page 11	Skill Examination for BOAS Auditors

OVERVIEW — TPECS KNOWLEDGE COMPETENCY MODULES

RABQSA-AU: Management system auditing

RABQSA-TL: Leading management systems audit teams

RABQSA-BA: BOAS Auditing

RABQSA-QM: Auditing Quality Managements Systems

RABQSA-OH: Auditing OHS Management Systems

RABQSA-EM: Auditing Environmental Management Systems

END OF CERTIFICATION REQUIREMENTS