


## **PROCEDURE FOR SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS**

	Name and surname	Function	Date	Signature
Reviewed by	Tanja Radović	Head of Accreditation Service / QMR	02.03.2023.	
Approved by	Anita Krulanović	Director	02.03.2023.	

*This document is the property of ATCG and may be used, printed or reproduced only with the consent of the responsible person of ATCG*

	<b>Accreditation body of Montenegro</b>	Reference / Date PR.10-1/03.02.2023.
	<b>SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS</b>	Page/Total pages 2 / 16

## 1. SUBJECT AND SCOPE

This procedure determines the activities that the Accreditation Body of Montenegro conducts in order to select, train and monitor the performance of assessors and technical experts.

The document is intended for ATCG staff, the Committee for the Selection and Monitoring of Assessors, and external persons who wish to achieve and maintain the status of assessor and/or technical expert of ATCG.

## 2. ABBREVIATIONS AND DEFINITIONS

### 2.1 ABBREVIATIONS

**ATCG** - Accreditation body of Montenegro

**CAB** - Conformity assessment body

**KIPO** - Committee for selection and monitoring of assessors

### 2.2 DEFINITIONS

**assessment** - Process undertaken by an accreditation body to determine the competence of a conformity assessment body, based on standard(s) and/or other normative documents and for a defined scope of accreditation

**assessor** - Person assigned by an accreditation body to perform, alone or as part of an assessment team, an assessment of a conformity assessment body

**assessment team** - A team composed of a team leader and team members

**team leader** - Assessor who is given the overall responsibility for the management of an assessment

**technical expert** - Person assigned by an accreditation body, working under the responsibility of an assessor, who provides specific knowledge or expertise with respect to the scope of accreditation to be assessed and does not assess independently

Note: A technical expert is not expected to have assessor qualifications and training.

**performance monitoring** - Assessment of the characteristics of the participants in the assessment related to their competence and personal characteristics, shown during the assessment

For the purposes of this document, other relevant definitions given in the standards MEST EN ISO/IEC 17011, MEST EN ISO 19011, MEST EN ISO/IEC 17000 and MEST EN ISO 9000 are used.


## 3. RELATIONSHIP WITH OTHER DOCUMENTS

Rulebook on formation and operation of the Committee for selection and monitoring of assessors  
EN ISO/IEC 17011, Conformity assessment - Requirements for accreditation bodies accrediting conformity assessment bodies

EN ISO 19011, Guidelines for auditing management systems

EN ISO/IEC 17000, Conformity assessment - Vocabulary and general principles

EN ISO 9000, Quality management systems - Fundamentals and vocabulary

	<b>Accreditation body of Montenegro</b>	Reference / Date PR.10-1/03.02.2023.
	<b>SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS</b>	Page/Total pages 3 / 16

PR.05 – Management review

PR.08 – Procedure for resolving complaints and appeals

PR.09 - Qualifications criteria and criteria for acquiring and maintaining competence of participants in the accreditation process, as well as in the activities within the management system of ATCG  
ILAC-G3:08/2012, Guidelines for Training Courses for Assessors Used by Accreditation Bodies

Note: The above documents are referenced without the year of their publication, meaning that the latest published edition is used.

#### **4. DESCRIPTION OF TASKS AND RESPONSIBILITIES**

##### **4.1 GENERAL**

For the purposes of CAB assessment ATCG forms teams of assessors, which consist of competent assessors (lead assessors and technical assessors) and technical experts.

ATCG assessors and technical experts must continuously meet the established competence criteria and conduct the CAB assessment procedure in an impartial and objective manner.

Competence criteria for assessors and technical experts of ATCG are defined by the procedure *PR.09 - Qualifications criteria and criteria for acquiring and maintaining competence of participants in the accreditation process, as well as in the activities within the management system of ATCG.*

The selection of assessors and technical experts, monitoring their performance and maintaining competence is the responsibility of KIPO. The composition and manner of work of KIPO is determined by the *Rulebook on formation and operation of the Committee for selection and monitoring of assessors.*

##### **4.2 SELECTION OF ASSESSORS AND TECHNICAL EXPERTS**


###### **4.2.1 Submission of the application**

On the web portal ([www.akreditacija.me](http://www.akreditacija.me)) ATCG announces a permanent public call to interested persons to apply for ATCG assessors / technical experts. The call clearly states the procedure that leads to the realization and maintenance of the status of lead assessor, technical assessor and technical expert of ATCG, as well as the competence criteria candidates for these statuses must meet. In addition to the public call, the ATCG web portal also contains the form of application for assessors / technical experts.

The application is submitted to ATCG in writing on the form *ZPR.10.01 - Application for assessor/technical expert*, accompanied by supporting documentation indicated in the application form.

Immediately upon receipt, an application is entered in the ATCG book of received records and the KIPO is informed about its submission.

Responsibility: Archive manager

	<b>Accreditation body of Montenegro</b>	Reference / Date PR.10-1/03.02.2023.
	<b>SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS</b>	Page/Total pages 4 / 16

#### 4.2.2 Review of the application and supporting documentation

Within no more than 10 days from the date of submission, KIPO shall start reviewing the application and accompanying documentation. If the application is not complete, or additional documentation is required, the KIPO shall require from the applicant to amend the application within the specified time limit.

KIPO shall enter relevant data related to the submission of the application in the list of application registries (form *ZPR.10.02 - List of registries of applications for assessors/technical experts*).

During procedure for deciding on the application, KIPO may (if it deems necessary) invite the applicant to an interview or to a meeting regarding the clarification of certain items in the application. Also, for the purpose of evaluating the fulfilment of the competence criteria by the applicant, KIPO may (if it deems necessary) request an expert opinion from the competent technical committee of the ATCG or from external experts.

KIPO shall make a Decision on rejection the application (with accompanying explanation) in following cases:

- when the applicant fails to submit the required amendment to the documentation within the prescribed time limit, or
- when reviewing the application and supporting documentation determines that the applicant does not meet the relevant competence criteria defined by the procedure *PR.09 - Qualifications criteria and criteria for acquiring and maintaining competence of participants in the accreditation process, as well as in the activities within the management system of ATCG*.


Note: In principle, at this preliminary stage the applicant is required to have relevant education and a high level of knowledge and experience in the relevant areas of conformity assessment applied for, while knowledge of the reference standard for the accreditation scheme in question, the knowledge of ATCG accreditation rules, and the knowledge of assessment techniques is not explicitly required.

In case of rejection of the application, KIPO notifies thereof the applicant in writing and informs him/her about the possibility of filing a complaint related to operation of ATCG in accordance with the procedure *PR.08 - Resolving complaints and appeals*.

If it finds that the applicant meets the above criteria of competence, KIPO shall:

- make a Decision on accepting the application;
- record data on the applicant in the List of potential candidates and candidates for assessors (form *ZPR.10.03 - List of potential candidates and candidates for assessors* in the part related to potential candidates), or the List of candidates for technical experts (form *ZPR.10.04 - List of candidates for technical experts*);
- notify the applicant of the acceptance of the application in writing, with an explanation of the further selection procedure for achieving the status of a candidate for assessor, or the status of a technical expert and
- open a Personal dossier of the assessor, or the technical expert, in which it archives the application (with accompanying documentation)

Responsibility: KIPO

	<b>Accreditation body of Montenegro</b>	Reference / Date PR.10-1/03.02.2023.
	<b>SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS</b>	Page/Total pages 5 / 16

#### 4.2.3 Selection of assessors (lead and technical assessors)

##### 4.2.3.1 Achieving the status of a candidate for assessor

In order to achieve the status of a candidate for assessor, potential candidates are required to successfully complete the relevant training. The training that ATCG recognizes as relevant is that which consists of:

- training for assessors on the reference standard for the accreditation scheme in question (e.g.: ISO/IEC 17025, ISO/IEC 17020, ISO/IEC 17065, etc.) lasting at least 3 working days,
- training in relation to assessment techniques according to ISO 19011, if it has not been the subject of the above mentioned training for assessors and
- training on ATCG rules and procedures, conducted by ATCG.

Note: For assessors in the field of sampling, ATCG is also obligated to provide additional training on UP.07 Instruction for the Accreditation of Sampling Activities. Change 3, dated 03.02.2025

In accordance with *ILAC-G3:08/2020 - Guidelines for Training Courses for Assessors Used by Accreditation Bodies*, training for assessors on the reference standard for the accreditation scheme in question must (in addition to duration requirement of at least 3 working days) be conducted by competent person who:

- has knowledge of the requirements of the reference standard for the accreditation scheme in question and the requirements of the relevant EA/ILAC/IAF documents,
- who has experience in performing CAB assessment activities for the purposes of accreditation and
- who has practical experience as assessment team leader in CAB assessments for accreditation purposes.

Note: Trainings for assessors conducted by accreditation bodies that are signatories to the EA MLA agreement are considered relevant.


Upon successful completion of the training and submission of relevant documentary evidence, KIPO shall:

- make a Decision on selection of candidate for lead/technical assessor status,
- record/update data on the candidate in the list of candidates for assessors (form *ZPR.10.03 - List of potential candidates and candidates for assessors* in the part related to candidates for assessors),
- inform the candidate about the realization of the status in writing, with the explanation of the further selection procedure for achieving the status of assessor,
- update the Personal dossier of the candidate for assessor by archiving in it the documented evidence of the conducted training and the Decision on selection of candidate for lead/technical assessor status.

Responsibility: KIPO

##### 4.2.3.2 Achieving the status of an assessor

After achieving the status of a candidate for lead/technical assessor, the candidate starts practical work in order to gain practice and experience in assessment.

	<b>Accreditation body of Montenegro</b>	Reference / Date PR.10-1/03.02.2023.
	<b>SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS</b>	Page/Total pages 6 / 16

KIPO, with prior consultation with the Head of the Accreditation Service and the Head of the department responsible for the accreditation scheme in question, assigns a mentor to the candidate whose task is to plan, organize, monitor and evaluate his practical work. The mentor is an experienced lead or technical assessor of ATCG, usually a permanent employee of ATCG.

Note: It is recommended that the mentor to the candidate for lead assessor be a lead assessor, and that the mentor to the candidate for technical assessor be a technical assessor.

The practical work involves the participation of candidates in the CAB assessment procedures conducted by ATCG, and is implemented in two phases:

- a) assessment observation phase and
- b) phase of direct participation of candidates in assessment (assessment under mentorship).

- a) Candidate's assessment observation phase** is in principle realized in a period of 1 (one) year. During the specified period, the candidate, as an observer, must attend at least 3 (three) on-site assessments. In the assessment team, the candidate has the status of an observer assessor.


Note: It is recommended that the candidate attend those assessments in which his/her mentor is assigned as assessment team leader/member. When this is not applicable in a particular case, the temporary role of a mentor for the assessment is taken over by the assessor determined by the mentor.

In order to prepare for the on-site assessment, the mentor acquaints the candidate with the assessment in question (e.g. explains to the candidate the subject of assessment, assessment plan, assessment activities, indicates what to pay special attention to, presents a checklist or work list in which assessment findings are recorded, etc.)

During the implementation of the on-site assessment, the candidate, following the instructions of the mentor, observes the performance of the assessment by the assessment team, without the right to be involved.

Upon completion of the on-site assessment, the candidate and the mentor analyse the assessment in question and discuss all issues of interest to the candidate. In addition, the mentor acquaints the candidate with the activities after the on-site assessment (reporting, resolving nonconformities, deciding on the accreditation status, etc.)

- b) Phase of direct participation of candidate in assessment (assessment under mentorship)** is in principle realized in the period not longer than 2 (two) years, after the observation phase. During the specified period, the candidate must, as a member of the assessment team under the supervision of a mentor, directly participate in the implementation of at least 4 (four) assessments. In the assessment team, the candidate has the status of an assessor under mentorship. Note: For the first three assessments under mentorship, it is recommended that the candidate participate in those assessments in which his/her mentor is assigned as assessment team leader/member. When this is not applicable in a particular case, the temporary role of mentor is taken over by an assessor appointed by the mentor. In the fourth (final) assessment under mentorship, for the sake of objectivity, it is recommended that the candidate participates in the assessment in which his mentor is not engaged, whereby a temporary role of mentor is taken over by a member of the assessment team determined by the mentor.

	<b>Accreditation body of Montenegro</b>	Reference / Date PR.10-1/03.02.2023.
	<b>SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS</b>	Page/Total pages 7 / 16

In the first two assessments under mentorship, the mentor assigns to the candidate a part of the assessment activities within his/her competence. For the assigned assessment activities, the candidate shall in cooperation with the mentor:

- prepare the assessment (e.g. review and analyse the relevant CAB documentation, when applicable review the reports from the previous CAB assessment, prepares a checklist, etc.),
- conduct on-site assessment activities,
- formulate assessment findings and participate in the preparation of the assessment report,
- review the documented evidence of resolution of identified nonconformities submitted by the CAB.

During the final two assessments under mentorship, the candidate shall for the assigned assessment activities, accompanied by the mentor, independently conduct the procedures of preparation of assessment, on-site assessment, reporting, review of documentary evidence submitted by CAB and verifying the resolution of identified nonconformities.


After each assessment under mentorship, the mentor prepares a report on the form *ZPR.10.10 – 1 Report on on-site monitoring of an assessor*, and acquaints the candidate with its content to indicate possible recommendations for performance improvement.

After the realization of the practical work through both of the above phases, the mentor compiles a written Report on the practical work of the candidate for assessor (free form) which contains detailed information on the conducted training and the observed performance of the candidate. The report shall also contain the mentor's recommendation regarding assigning the candidate the assessor status.

The report on the practical work of the candidate, together with all relevant reports on monitoring the performance and evaluation of the candidate's competence, is submitted by the mentor to KIPO for further consideration and decision-making. KIPO updates the assessor's Personal dossier by archiving the Report on the practical work of the candidate with accompanying documentation.

In case that KIPO determines that the results related to the candidate's performance are not satisfactory, it shall make a Decision on additional activities for achieving the status of an assessor, with an explanation. Additional activities can be, for example: conducting one additional independent assessment by the candidate under the supervision of a mentor, or retraining the candidate on assessment techniques and conducting two additional independent assessments under the supervision of a mentor, etc. KIPO archives the decision in question in the assessor's Personal dossier, and informs the candidate thereof in writing, with the information that it is possible to file a complaint related to operation of ATCG in accordance with procedure *PR.08 – Procedure for resolving complaints and appeals*.

In case that KIPO determines that the results related to the candidate's performance are satisfactory, it shall make a Decision on candidate's selection for the lead/technical assessor status and entry in the list of assessors (form *ZPR.10.05 - List of assessors and technical experts of the Accreditation Body of Montenegro*). The decision also determines the accreditation scheme for which the assessor has the necessary competence, while for the technical assessor the subject areas of conformity assessment (assessor's competence codes) are additionally determined. KIPO archives the decision in question in the assessor's Personal dossier.

	<b>Accreditation body of Montenegro</b>	Reference / Date PR.10-1/03.02.2023.
	<b>SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS</b>	Page/Total pages 8 / 16

Note: For the purpose of defining the area of conformity assessment for which the technical assessor has the necessary competence, KIPO may request an expert opinion from the competent technical committee of ATCG or from external experts.

After achieving the status of ATCG assessor, and at the latest until their first assignment to ATCG assessment team, assessors are required to sign relevant statements on compliance with the code of conduct, independence, impartiality, objectivity and confidentiality. KIPO archives the statements in the respective personal dossiers of the assessors.

Responsibility: KIPO

#### **4.2.4 Selection of technical experts**

By entering the List of candidates for technical experts (see 4.2.2), the candidate acquires the opportunity to be assigned to ATCG assessment team (as a technical expert) and to participate in a CAB assessment.

If after the first assessment it is determined that the candidate for technical expert shows satisfactory performance (finding on the performance of the technical expert is given by the team leader on the form *ZPR.10.07 - Report of the team leader on the performances of assessment team members*), KIPO shall make a decision on the candidate's selection for technical expert status and his entry in the list of technical experts (form *ZPR.10.05 - List of assessors and technical experts*). The decision also determines the accreditation scheme (or schemes) and the areas of conformity assessment (competence codes) for which the technical expert possesses the necessary competence. KIPO archives the decision in question in the Personal dossier of the technical expert.

Note: For the purpose of defining the accreditation schemes and areas of conformity assessment for which the technical expert has the necessary competence, KIPO may request an expert opinion from the competent technical committees of ATCG or external experts.


After achieving the status of ATCG technical expert, technical experts are obliged to sign the relevant statements on compliance with the code of conduct, independence, impartiality, objectivity and confidentiality. KIPO archives relevant statements in the personal dossiers of technical experts.

Responsibility: KIPO

#### **4.2.5 Selection of assessors and technical experts who are registered assessors/technical experts of other national accreditation bodies**

Assessor/technical experts shall submit to KIPO filled application form ZPR.10.01-1 Application for assessor/technical expert and the accompanying documentation specified in the application form. Registered assessor/technical expert of other accreditation bodie(s) shall state in the ZPR.10.01-1 Application for assessor/technical expert the name of the accreditation body, the accreditation scheme, the areas of conformity assessment and/or competence codes in accordance with UP.04 of 03.02.2023 which is available at [www.akreditacija.me](http://www.akreditacija.me).

After filing the application in the ATCG official book of records, KIPO enters the appropriate data in the List of applications (form *ZPR.10.02 – List of applications for assessors/technical experts*). KIPO, after reviewing the received documentation, issues a Decision on selection to the status of lead/technical assessor/technical expert and its entry in the List of assessors/technical experts (form

	<b>Accreditation body of Montenegro</b>	Reference / Date PR.10-1/03.02.2023.
	<b>SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS</b>	Page/Total pages 9 / 16

*ZPR.10.05 - List of assessors and technical experts of the Accreditation Body of Montenegro*) with an indication that the person is a registered assessor/expert of another accreditation body. The decision also determines the accreditation schemes for which assessors/technical experts possess competence, while for technical assessors and technical experts, the subject areas of conformity assessment (competence codes) are additionally determined.

The decision also states that after the first engagement of an evaluator/expert of another accreditation body and in the case of a positive observation about the team's performance (ZPR.10.07), the status of a registered evaluator/expert ATCG is confirmed by the same, which is indicated in ZPR.10.05.

Prior to engagement by ATCG, assessors/technical experts of other accreditation bodies must undergo formal (abbreviated) training in relation to ATCG rules and procedures, as well as familiarization with national legislation for the relevant area of conformity assessment.

Note: The status of assessor/technical expert in ATCG must be identical to the status in the parent accreditation body. Also, bearing in mind that different accreditation bodies may define the areas of conformity assessment (competence codes) in different ways, KIPO assigns competence codes to technical assessors/technical experts according to the classification established by ATCG, taking care that the competence of technical assessor/technical expert for those areas is ensured. In case of doubt, KIPO may contact the parent accreditation body for the necessary clarification or may request an expert opinion from the competent technical committee or an external expert.

KIPO opens the Personal dossier of the assessor or the technical expert, in which it archives the application and accompanying documentation and the Decision on selection into the status of lead/technical assessor/technical expert of ATCG. KIPO informs the assessor/technical expert about the achieved status of assessor/technical expert in ATCG.


After achieving the ATCG assessor/technical expert status, and at the latest until their first assignment in ATCG assessment team, the assessors/technical experts are required to sign relevant statements on compliance with the code of conduct, independence, impartiality, objectivity and confidentiality. KIPO archives relevant statements in the personal dossiers of assessors/technical experts.

Responsibility: KIPO

#### **4.3 MONITORING THE PERFORMANCE OF ASSESSORS AND TECHNICAL EXPERTS**

ATCG continuously monitors the performance of registered assessors/technical experts. Mechanisms used by ATCG to monitor evaluators/technical experts are:

- Monitoring of the performance of the assessment team
- On-site monitoring of the performance of assessors/technical experts
- Feedback from users (CABs) on the performance of assessment team after an on-site assessment;
- Interviews with assessors/technical experts;
- Comparison of assessment findings in case of joint assessment with other national accreditation bodies and
- Review of complaints regarding the performance of assessors/technical experts

	<b>Accreditation body of Montenegro</b>	Reference / Date PR.10-1/03.02.2023.
	<b>SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS</b>	Page/Total pages 10 / 16

#### **4.3.1. Monitoring of the performance of the assessment team**

The ATCG assessment team consists of the team leader who is a lead assessor and team members who are technical assessors or technical experts.

The performance of the assessment team is monitored during each individual assessment of a conformity assessment body, and the team leader, the head of the competent Department/Accreditation Service and KIPO participate in this activity.

After the assessment has been completed, the assessment team leader fills out the ZPR.10.07 form on monitoring of the performance of the assessment team members in relation to the established criteria. Monitoring of the performance of the assessment team members includes the assessment preparation phase, the implementation of on-site assessment, as well as the assessment reporting phase which consists of recording and reporting on findings of the assessment.

For each established criteria, the team leader determines the degree of fulfillment of the criteria by the assessment team members. When during the monitoring of the performance of the members of the assessment team, a partial or complete deviation from the established criteria is determined, the team leader is obliged to provide a detailed explanation of the findings in the case of a complete deviation from the expected results and partial achievement of the expected results, which, in addition to comments, also contains recommendations regarding the relevant monitoring and evaluation criteria.

The team leader gives the final conclusion on the results of the monitoring of assessment team members, in terms of whether they are satisfactory or unsatisfactory. In case of unsatisfactory results, the team leader is obliged to give recommendations for further measures.

The findings of the monitoring by the Team Leader are submitted to the head of the competent Department/Accreditation Service who gives an observation on the performance of the assessment team as a whole (with emphasis on the performance of the team leader). The head of the competent Department/Accreditation Service fills out form ZPR.10.07 on monitoring of the performance of the assessment team members in relation to the established criteria. Monitoring of the performance of the assessment team members includes the assessment preparation phase, the implementation of on-site assessment, reporting on the assessment, the resolving of identified non-conformities (when applicable), and the phase of reporting on the assessment to the Accreditation Committee.


The findings of the head of the competent Department/Accreditation Service together with the findings of the Team Leader on the monitoring of the assessment team members (i.e. the completed form ZPR.10.07) are submitted to KIPO for further processing.

KIPO updates information regarding the assessment team that was engaged in the assessment (form ZPR.10.08 List of assessment teams assigned to assessments) and reviews and archives the specified performance records in personal dossiers of the assessment team members. KIPO performs a detailed analysis of the findings and, if necessary, takes appropriate measures in accordance with its competences.

#### **4.3.2 On site monitoring of the performance of assessors/technical experts**

The performance of each individual assessor/technical expert is monitored during the implementation of on-site assessment (in the field) for each accreditation scheme, at least once in three years according to the established ZPR.10.09 Plan of on-site monitoring.

The appointed evaluator and KIPO participate in the process of monitoring assessors in the field. The

	<b>Accreditation body of Montenegro</b>	Reference / Date PR.10-1/03.02.2023.
	<b>SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS</b>	Page/Total pages 11 / 16

evaluator for each individual case is proposed by the head of the competent Department/Accreditation Service in cooperation with KIPO.

As a rule, the evaluator for monitoring of the lead assessor shall be a lead assessor with a higher or similar experience as a lead assessor in the relevant accreditation scheme.

The evaluator for monitoring of the technical assessor is, as a rule, a technical assessor with higher or similar experience as a technical assessor in the relevant accreditation scheme and technical field. Note: A lead assessor who is also a technical assessor in the relevant accreditation scheme and technical field can be an evaluator of a technical assessor whose performance is monitored on-site. The evaluator for monitoring a technical expert is, as a rule, a technical assessor in the relevant accreditation scheme and technical field.

Note: A lead assessor who is also a technical assessor in the relevant accreditation scheme and technical field can be an evaluator of a technical expert whose performance is monitored on-site.

After the on-site monitoring, the evaluator fills in ZPR.10.10 - Report on on-site monitoring of assessors.

When, during the on-site monitoring of an assessor, a complete deviation from the expected results

(1) or a partial achievement of the expected results (2) is determined, the evaluator is obliged to justify the finding by providing comments and recommendations related to the relevant monitoring and evaluation criteria in the prescribed ZPR.10.10 - Report on on-site monitoring of assessors). The Report in question is submitted to KIPO, which reviews it and files it in the Personal Dossier of the assessor whose on-site performance was monitored. If necessary, it takes appropriate measures in accordance with its competences.

If an assessor is registered as a lead assessor in different accreditation schemes, it is sufficient to have on-site monitoring for one accreditation scheme in a three-year period, and in the following three-year period on-site monitoring shall be in another accreditation scheme. If so, other techniques for monitoring of assessors in various accreditation schemes are taken into account, such as interviews, review of assessment findings, feedback from users...

#### **4.3.3 Feedback from users (CABs) on the performance of assessment team after an on-site assessment**


After each on-site assessment of CABs, the team leader is obliged to submit to CAB (ZPR.10.06 Survey on the conducted assessment) in which the competent representative of the CAB expresses their satisfaction (or dissatisfaction) regarding the performance of the ATCG assessment team in question.

Submitted Surveys are analyzed and filed by KIPO in the personal dossiers of the assessment team members.

In the case of justified dissatisfaction and negative comments by CAB's representative, KIPO, if necessary, takes appropriate measures in accordance with its competences.

#### **4.3.4 Interviews with assessors/technical experts**

If needed, KIPO can organize or conduct an interview with assessors / technical experts when it is necessary to collect information or evidence of their competence related to knowledge of accreditation criteria, ATCG rules, legal regulations, assessment methods and techniques.

	<b>Accreditation body of Montenegro</b>	Reference / Date PR.10-1/03.02.2023.
	<b>SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS</b>	Page/Total pages 12 / 16

#### **4.3.5 Comparison of assessment findings in case of joint assessment with other national accreditation bodies**

In cases of joint assessment with other national accreditation body/bodies or in cases of cross-border accreditation, KIPO analyzes assessment reports in order to monitor the performance of assessors/technical experts.

The mentioned mechanism provides information to KIPO about the performance of assessors/technical experts in relation to competence criteria at the regional/international level.

KIPO's findings regarding the participation of assessors/technical experts from ATCG in joint teams of assessors are filed in the personal dossiers of the assessors.

#### **4.3.6 Review of complaints regarding the performance of assessors/technical experts**

In the event of a formal complaint submitted by a CAB regarding the performance of ATCG assessment team or individual team members, ATCG undertakes the activities prescribed by procedure PR.08 - Procedure for resolving complaints and appeals, in which KIPO is involved.

In the event of a justified complaint, KIPO files the relevant documentation related to the established findings from the review of the complaint and the measures taken in the personal dossier of the assessor/technical expert.

Responsibility: KIPO


### **4.4 MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS**

ATCG assessors and technical experts must continuously maintain their competence, and meet the criteria on the basis of which they were selected.

Assessors and technical experts are obliged to inform ATCG, i.e. KIPO, in a timely manner, regarding all new circumstances that may have a positive or negative impact on their competence for the accreditation schemes/areas of conformity assessment they cover. KIPO informs all assessors and technical experts at least once a year about the need to provide relevant information on changes (e.g. change of employer or job, attendance at relevant trainings, participation in expert projects, publication of expert papers, changes of their status in the parent accreditation body etc.), as well as supporting documentary evidence when relevant. KIPO reviews the submitted information and supporting documentation and archives it in Personal dossiers of assessors and technical experts.

When possible negative impacts on the competence of the assessor/technical expert are identified, KIPO analyses these impacts and takes appropriate actions if necessary (e.g. determines higher frequency of on-site monitoring of the assessor/technical expert, revokes part of assigned competence codes, revokes achieved assessor/technical expert status as a whole for the accreditation scheme in question, etc.). KIPO archives the relevant documentation related to the determined and taken actions in the Personal dossier of the assessor/technical expert.

KIPO, in principle, at least once a year, as well as in cases where there has been a significant change in the criteria and/or rules of accreditation (e.g., legal regulations) Change 1, dated 03.12.2024., organizes a seminar in order to maintain the competence of assessors/technical experts and harmonize their work. Attendance at these seminars is, in principle, mandatory for all assessors/technical experts to whom the seminar topics relate. KIPO shall provide relevant information to assessors/technical experts who are not able to attend the seminar for justified reasons (e.g. electronically). KIPO archives certificates of attendance at seminars in Personal dossiers of assessors/technical experts.

	<b>Accreditation body of Montenegro</b>	Reference / Date PR.10-1/03.02.2023.
	<b>SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS</b>	Page/Total pages 13 / 16

Upon the recommendation of KIPO, ATCG assessors and technical experts may be delegated by ATCG to participate, as its representatives, in the training or in the work of an expert team. Upon their return, the representatives of the ATCG are obliged to compile a detailed Report on the business trip (free form) and to submit it to the ATCG with the accompanying documentation (training materials, training certificates, etc.). KIPO archives the report in question and the accompanying documentation in the Personnel dossier of the assessor/technical expert.

Responsibility: KIPO / assessors and technical experts

#### **4.5 CHANGES IN THE STATUS OF ASSESSORS AND TECHNICAL EXPERTS**

The assessor (lead/technical assessor) in one of the established accreditation schemes can achieve the same status in the other established accreditation scheme according to the simplified selection procedure. In this sense, it is necessary:

- to submit to KIPO the appropriate application on the form ZPR.10.01 - Application for assessor/technical expert,
- to successfully complete the training for assessors on the requirements of the reference standard for the accreditation scheme in question (see point 4.2.3.1) and
- to successfully carry out one independent assessment accompanied by a mentor (see point 4.2.3.2 b))

KIPO updates the assessor's Personal dossier in which it archives the relevant documentation created in the process of its selection into the status of an assessor for the accreditation scheme in question.

The technical assessor may achieve the status of lead assessor in the subject accreditation scheme according to the simplified selection procedure. In this sense, it is necessary:

- to submit to KIPO the appropriate application on the form ZPR.10.01 - Application for assessor/technical expert,
- to successfully complete the training for technical assessors in the relevant accreditation scheme (see point 4.2.3.1) i
- to successfully carry out one assessment in cooperation with the mentor and one independent assessment accompanied by a mentor (see point 4.2.3.2 b)).


KIPO updates the assessor's Personal dossier in which it archives the relevant documentation created in the process of its selection to the status of lead assessor.

In order for a technical expert to achieve the status of an assessor (technical assessor or lead assessor) in the subject accreditation scheme, it is necessary to:

- to submit to KIPO the appropriate application on the form ZPR.10.01 - Application for assessor/technical expert,
- to successfully complete appropriate training for assessors (see clause 4.2.3.1) and
- to successfully implement practical work (see point 4.2.3.2).
- KIPO updates the Personal dossier of the technical expert in which it archives the relevant documentation created in the process of its selection to the status of assessor.

The technical assessor/technical expert within the accreditation scheme in question may extend this status to new areas of conformity assessment. In this regard, it is necessary to:

- submit to KIPO the appropriate application on the form ZPR.10.01 - Application for assessor/technical expert,
- provide documented evidence confirming technical competence in these areas of conformity

	<b>Accreditation body of Montenegro</b>	Reference / Date PR.10-1/03.02.2023.
	<b>SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS</b>	Page/Total pages 14 / 16

assessment.

KIPO updates the Personal Dossier of the technical assessor/technical expert in which it archives the relevant documentation created in the process of extending their status to new areas of conformity assessment in the relevant accreditation scheme.

ATCG assessors and technical experts may lose their assigned status if they cease to meet the competence criteria on the basis of which they were selected, if they do not comply with the code of ethics, if they do not comply with the requirements of impartiality and objectivity, if their behaviour damages ATCG's reputation, if they without permission provide third parties with information on the assessments in which they are engaged, if on several occasions they unjustifiably refuse to be engaged by ATCG, if the need for its further engagement in a longer period is not expected (e.g. due to termination of the accreditation scheme in question), if they do not comply with ATCG obligations, at their own request and for other justified reasons.

If an evaluator and technical expert, due to justified reasons (sick leave, health issues, or other circumstances), have not been active members of the ATCG teams for an extended period, KIPO will issue a Decision on the suspension of that evaluator's status.


Once the reasons for the suspension have been resolved, KIPO will also initiate requests for additional training to refresh the knowledge of those evaluators and reactivate their status. Change 2, dated 03.12.2024.

The decision to revoke the status of assessor/technical expert is made by KIPO, with an appropriate explanation. KIPO informs the assessor/technical expert thereof in writing and informs him/her about the possibility of submitting complaint related to operation of ATCG in accordance with the procedure PR.08 - Resolving complaints and appeals. KIPO archives the decision in question in the Personal dossier of the assessor/technical expert and deletes the entry from the List of assessors and technical experts of the Accreditation Body of Montenegro.

The period during which technical assessors can maintain their competence after retirement or after changing their field of activity depends on the dynamics of the development of the technical field and their engagement in continuous professional development.

Evidence of proactive participation in continuous professional development programs, mentoring programs, practical training, as well as evidence of access to practical resources are criteria that are evaluated when reviewing their status. Access to practical resources refers to the ability to timely and regularly use the latest information, tools, and materials relevant to a particular profession or technical field. These resources may include:

- Participation in projects, whether through employment, freelance work, or volunteering, to demonstrate the application of acquired knowledge in real-world situations.
- Obtaining relevant certificates for updated knowledge and skills that follow the development of technical fields: (e.g., certifications like CompTIA A+, CompTIA Network+, CompTIA Security+, Microsoft Certified: Azure Fundamentals, Cisco Certified Network Associate (CCNA), and similar certificates can serve as evidence of updated knowledge and skills in the IT field).
- Continuous education: Attending seminars, workshops, and training that cover the latest technologies and practices in the relevant technical field.
- Monitoring industry trends: Regular access to professional publications, blogs, and forums to stay informed about the latest achievements and changes in the technical sector.
- Networking with professionals: Actively participating in professional associations and attending industry events to exchange knowledge and track best practices.

	<b>Accreditation body of Montenegro</b>	Reference / Date PR.10-1/03.02.2023.
	<b>SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS</b>	Page/Total pages 15 / 16

- Tools and software: Access to the latest versions of software applications, technical tools, and platforms used in daily work.
- Professional networks and forums: Access to platforms for sharing knowledge, experiences, and best practices among experts in the same field.

Maintaining access to these resources is crucial for technical assessors to stay up to date with the development of their profession, especially in areas that are rapidly changing. Regular use of practical resources allows them to apply the latest knowledge and practices in their work, thus reducing the risk of their knowledge and skills becoming less relevant.

Ultimately, the timeframe for the use of technical assessors after a change in the area of activity should be adjusted to the specificities of the technical field, the individual capabilities of the assessors, and the availability of relevant training programs and expertise confirmation, in accordance with the procedure PR.09-1. Change 4, dated 03.02.2025

Responsibility: KIPO / assessors and technical experts

#### **4.6 REGISTRIES, RECORDS AND ARCHIVING DOCUMENTATION ON ASSESSORS AND TECHNICAL EXPERTS**

For each assessor/technical expert, KIPO keeps and updates the Personal dossier, which contains at least:


- personal card of the assessor/technical expert (on the form ZPR.10.11 - Personal card), which contains general information regarding the assessor/technical expert, including information on his status, accreditation schemes for which he is engaged as well as areas of conformity assessment (competence codes) for which has proven competence.
- records related to the selection procedure for the status of assessor/technical expert and changes related to the achieved status,
- statements on compliance with the code of conduct, independence, impartiality, objectivity and confidentiality of data,
- in the case of an assessor, records related to the on-site monitoring of the assessor's performance,
- records related to maintaining competence.

Personal dossiers are kept for a period of not less than 10 years after the termination of their status of assessors/technical experts of ATCG.

All data (except publicly available data) related to assessors/technical experts are considered confidential by ATCG. Accordingly, this information may not be disclosed to third parties without the prior consent of the assessor/technical expert and the approval of the Director of ATCG.

At least once a year (e.g. before management review, or before a peer evaluation), KIPO reviews the complete documentation related to the selection, monitoring of performance and maintenance of the competencies of the assessors/technical experts of ATCG (lists of registries, personal dossiers, documentation related to monitoring the performance of assessment teams, documentation related to on-site monitoring of performance of assessors, documentation related to the implementation of ATCG seminars dedicated to maintaining competence, etc.), in order to verify its integrity and up-to-dateness.

Responsibility: KIPO / assessors and technical experts

	<b>Accreditation body of Montenegro</b>	Reference / Date PR.10-1/03.02.2023.
	<b>SELECTION, MONITORING OF PERFORMANCE AND MAINTAINING COMPETENCE OF ASSESSORS AND TECHNICAL EXPERTS</b>	Page/Total pages 16 / 16

#### 4.7 REPORTING REGARDING ASSESSORS/TECHNICAL EXPERTS

For the purposes of management review in accordance with procedure *PR.05 – Management review*, KIPO prepares a written report regarding assessors/technical experts of ATCG, which contains general information on the number and structure of assessors by individual accreditation schemes and areas of conformity assessment, on the selection of new assessors/technical experts, on monitoring of their performance, on maintaining competence and expected future needs for assessors/technical experts. KIPO submits the report to the Head of the Accreditation Service in a timely manner, who reports on the subject at a meeting dedicated to the management review.

Responsibility: KIPO / Head of Accreditation Service

#### 5. FORMS

No.	Title	Reference	Edition / Date of update	Form of maintaining (paper/electronic form)	Retention period
1.	Application for assessor/technical expert	ZPR.10.01-1	01/03.02.2023.	Registry – Paper form	10 years after the termination of the status of assessor/technical expert of ATCG
2.	List of applications for assessors/technical experts	ZPR.10.02	00/14.09.2020.	Registry – Paper form	regularly updated
3.	List of potential candidates and candidates for assessors	ZPR.10.03	00/14.09.2020.	Registry – Paper form	regularly updated
4.	List of candidates for technical experts	ZPR.10.04	00/14.09.2020.	Registry – Paper form	regularly updated
5.	List of assessors and technical experts of the Accreditation Body of Montenegro	ZPR.10.05	00/14.09.2020.	Registry – Paper form	regularly updated
6.	Survey on the conducted assessment	ZPR.10.06	00/14.09.2020.	Registry – Paper form	regularly updated
7.	Report of the team leader on the performances of the assessment team members and observations regarding the performance of the assessment team	ZPR.10.07-1	01/03.02.2023.	Registry – Paper form	10 years after the termination of the status of assessor/technical expert of ATCG
8.	List of assessment teams assigned to assessments	ZPR.10.08	00/14.09.2020.	Registry – Paper form	regularly updated
9.	Plan of on-site monitoring of assessors	ZPR.10.09-1	01/03.02.2023.	Registry – Paper form	regularly updated
10.	Report on on-site monitoring of assessors	ZPR.10.10-1	01/03.02.2023.	Registry – Paper form	10 years after the termination of the status of assessor/technical expert of ATCG
11.	Personal dossier of the assessor/technical expert	ZPR.10.11	00/14.09.2020.	Registry – Paper form	10 years after the termination of the status of assessor/technical expert of ATCG