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3. Resource requirements

3.1 Competence of personnel

3.1.1 MAURITAS Staff

3.1.1.1 MAURITAS staff are public officers and are recruited by the Public Service Commission (PSC) following open advertisement of the post in the press. The requirements in terms of qualification, experience and skills are laid out in the respective schemes of service proposed by MAURITAS, the Ministry of Industry, the Ministry of Public Service, Administrative and Institutional Reforms and prescribed by the PSC. The schemes of service also define the role and responsibilities as well as the duties and salary for each officer. MAURITAS has also the possibility to recruit contractual staff through various employment schemes that exist for Government department.

3.1.1.2 The structure of MAURITAS currently comprises the following professional grades:

- Director;
- Accreditation Manager;
- Assistant Accreditation Manager;
- Accreditation Officer.

3.1.1.3 It is the policy of MAURITAS that all staff are provided with the necessary training to ensure they have the required knowledge and skills relevant to the accreditation schemes to perform their duties. New recruits are required to follow an induction training programme which enables them to become familiar with MAURITAS and its operations. MAURITAS maintains and updates the training files of each staff member which comprise details of qualifications, experience, on-the-job training and courses attended.

3.1.1.4 All permanent and contractual staff are required to attend such training courses appropriate to the needs of MAURITAS, and to familiarise themselves with the requirements for the operation of accreditation bodies. MAURITAS staff are required to attend relevant training for their career development. MAURITAS reviews and monitors the performance and competence of its permanent staff, including training needs identification through the Performance Appraisal Forms (PAF) which is applicable to all Government Employees. Training needs are also identified as part of an annual Training Needs Analysis (TNA) carried out by the Human Resources Section of the Parent Ministry.

3.1.1.5 All Students who embark on training programmes at MAURITAS as trainees for a period of less than one year are informed about the extent and limit of their duties and their responsibilities. Trainees will work under direct supervision of permanent MAURITAS Staff and will be required to sign the Declaration of Confidentiality, **F 1.02**. Trainees will not be allowed to carry out assessments but may form part of the assessment teams as observer.

3.1.1.6 All staff commit themselves to the rules of MAURITAS and are aware of their responsibilities, duties and authorities through their signed job descriptions and code of conduct.

3.1.2 MAURITAS Team Leaders/Assessors/Technical Experts

3.1.2.1 MAURITAS contracts out the services of external Assessors/Technical Experts as they are used on a case to case basis. Employing Assessors/Technical Experts on a full-time employment would not be cost effective. Moreover, MAURITAS has been assigning the role of Team Leaders to its permanent staff only since it started granting accreditation in 2008.

The authorisation to act as Team Leader/Assessor for MAURITAS is based on participation in Assessor training course and observing assessments. Upon successful on-site monitoring, the Team Leader/Assessor is registered by MAURITAS.

In the case of Technical Experts, the latter are registered upon their successful on-site monitoring by MAURITAS at the laboratory being assessed or the organisation being audited by the certification body.

3.1.2.2 MAURITAS has adopted a knowledge and skills matrix for the different accreditation activities and ensures that its personnel have the appropriate knowledge and skills relevant to the accreditation schemes and geographic areas in which it operates. The table below summarises the knowledge and skills for MAURITAS assessment teams and appropriate accreditation personnel. The required knowledge and skills described below can be provided collectively by a group of persons involved in the specific accreditation activity.

Knowledge and skills	Accreditation activities				
	Application review including selection of team members	Document Review	Assessment	Reviewing assessment reports and making accreditation decisions	Management of accreditation schemes
Knowledge of MAURITAS rules and processes	X	X	X	X	X
Knowledge of assessment principles, practices and techniques		X	X	X	
Knowledge of general management system principles and tools		X	X	X	
Communication skills appropriate to all levels within the CAB			X		
Note-taking and report-writing skills		X	X		
Opening and closing meeting skills			X		
Interviewing skills			X		
Assessment management skills			X		
Knowledge of accreditation and accreditation scheme requirements and	X	X	X	X	X

relevant guidance and application documents					
Knowledge of conformity assessment scheme requirements, other procedures and methods used by the CAB	X	X	X	X	X
Knowledge of risk based assessment principles			X	X	X
Knowledge of the practices and processes of the CAB business environment			X		
Knowledge of general regulatory requirements related to the conformity assessment activities		X	X	X	X

3.1.2.3 In addition to the table above, MAURITAS refers to procedure **MAURITAS A2** for specifying the additional qualifications, skills and experience required to become a MAURITAS Team Leader/Assessor/Technical Expert and where additional specific competence criteria have been established for a specific accreditation scheme, these criteria are taken into consideration. Procedure **MAURITAS A3** details all the steps followed by MAURITAS for selecting, approving and contracting an Assessor/Technical Expert. Applicant Assessors who have participated in the Assessor training course have to sign the code of conduct for MAURITAS Assessors, **F 1.08.**

3.1.2.4 The training provided to Assessors is described in procedure **MAURITAS A3** and is meant to ensure that the Team Leaders, Assessors and where relevant Technical Experts, have undergone accreditation Assessor training and are familiar with our accreditation assessment methods, procedures, requirements and criteria. Assessors and Technical Experts shall have good communication and interpersonal skills.

3.1.2.5 MAURITAS use Assessors and Technical Experts from various sources, public or private sector organisations or academia. When the expertise of the Assessors/Technical Experts is not available in Mauritius, MAURITAS avails the services of Assessors/Technical Experts from foreign accreditation bodies which are signatory to the mutual multilateral recognition arrangements of ILAC and IAF. In addition, foreign Technical Experts may also be sourced from reputed international/regional organisations. MAURITAS follows the Government Procurement procedures, as established by the Policy Procurement Office (website: http://ppo.govmu.org), for recruiting foreign Assessors.

3.1.3   Performance Monitoring - Personnel involved in the accreditation process

3.1.3.1 MAURITAS monitors the performance of all the Team Leaders, Assessors and Technical Experts at least once every three years on-site, **F 1.10** and **F 1.28** or **F 1.27 or F 1.30**. MAURITAS follows the procedure **MAURITAS A6** to cover all the essential aspects of monitoring of performance as well as harmonisation, requalification and withdrawal of qualification of Team Leaders, Assessors and Technical Experts.

Monitoring of personnel involved in the assessment activities depends on the frequency of their involvement and the level of risk linked to the accreditation activities they perform.

3.1.3.2   The performance of the MAURITAS staff is monitored through the current Performance Management System (PMS), which is also linked to the overall objectives of MAURITAS set in the current Budget programme. The PMS can be used to identify the relevant training needs for each MAURITAS staff.

3.1.3.3   The Director follows procedure **MAURITAS P1** to monitor the performance of members of the Accreditation Committee once every four years.

3.1.4   **Cross References**

3.1.4.1   PREC files, F 1.02, F 1.08, F 1.10, F 1.27, F 1.28, F 1.30, F 2.01, F 2.11, MAURITAS A2, A3, A6, P1 & P15, http://ppo.govmu.org, Staff Performance Appraisal Forms, Performance Management System (PMS)

Appendix A: Amendment Table

SN	Section	Amendment
Issue 1, Rev 5		
1.	3.1.1.1	"Industrial Development" has been replaced by "Industry" in line 3
2.	3.1.3.1 & 3.1.4.1	Form F 1.30 has been referenced.