

Document name	Competence management procedure for EA BAS staff	Version: Revision:	7 0
Document code	BAS QR 7	Date:	15.01.2020
Approved by	Executive Director of EA BAS: /s/ Eng. Irena Borislavova		

Competence management procedure for EA BAS staff

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LIST OF AMENDMENTS

№	Date	Version, Revision	Reason for amendment	Effective of:
1	15.05.2013	Version 6, Rev. 1	Proposal for improvement from ext. audit, decision from review by management - 2013 and technical services	15.05.2013
2	22.05.2014	Version 6, Rev. 2	Preventive action	01.06.2014
3	28.07.2017	Version 6, Rev. 3	Amendment in relation with the introduction of new areas of accreditation	21.08.2017
4	15.12.2017	Version 6, Rev. 4	Amendment in relation with the findings of the EA team that conducted the first part of the peer review	01.01.2018
5	15.01.2020	Version 7	Transition to the requirements of БДС EN ISO / IEC 17011: 2017 and a new structure of EA BAS	15.01.2020

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1. PURPOSE

The purpose of the procedure is to ensure a process that guarantees reliability, trust and faithfulness in the accreditation activities, by maintaining a sufficient number of competent and motivated staff (employees of the Executive Agency "Bulgarian Accreditation Service" and external staff), which has the necessary education, technical knowledge, skills and experience applicable to the accreditation schemes and to the geographical areas in which EA BAS operates.

2. FIELD OF APPLICATION

This procedure specifies:

- the procedure for application, assessment, authorization and re-assessment of the personnel participating in the accreditation process performed by the Executive Agency "Bulgarian Accreditation Service";
- the procedure for registration of leading assessors, assessors, technical experts, as well as GLP inspectors in the register of the agency;
- the minimum criteria for competence and qualification of the staff participating in the accreditation process, which ensure that the staff has appropriate knowledge and skills applicable to the areas and accreditation schemes under which the Executive Agency Bulgarian Accreditation Service (EA BAS) performs accreditation, including to the geographical areas in which EA BAS operates;
- the procedure for monitoring and maintaining the competence of the staff - the persons involved in the processes of: review of applications, determination of a leading assessor and number of indicators, opening of accreditation procedure, selection of team members, conducting assessments, control and taking of decision, etc. persons for carrying out the activity of EA BAS
- the procedure for determining the remuneration and the manner of payment the staff of EA BAS, leading assessors, assessors, technical experts, inspectors of Good Laboratory Practice, etc., as well as members of commissions under Art. 7, para. 2 LNACAB

3. TERMS, DEFINITIONS AND ABBREVIATIONS

The procedure is based on the applicable standards from the ISO/IEC 17000 series and standards ISO 14065, ISO 15189, ISO 19011 etc. applicable, Guidelines of EA, ILAC, IAF and EU and the applicable Normative acts regulating the activity of EA BAS.

3.1. Terms, definitions

For the purposes of this procedure, the relevant terms and definitions given in ISO/IEC 17011, the applicable ISO/IEC 17000 series standards and ISO 14065, ISO 15189, ISO 19011 and others, applicable, EA, ILAC, IAF and EU Guidelines and the applicable Normative acts regulating the activity of EA BAS, as well as the following definitions:

Staff of EA BAS

Internal or external staff performing activities on behalf of EA BAS, which covers all stages of the accreditation process.

Logistics - OLP

A person assigned by EA BAS to perform: technical assistance in reviewing an application for accreditation, coordination of teams in conducting assessments, maintaining an up-to-date register of accredited CABs, according to the distribution of files by order of the Executive Director of the Executive Agency " Bulgarian Accreditation Service ".

Technical assessor

A person to whom EA BAS has assigned to perform assessment, independently or as part of a CAB assessment team. The assessor performs the assessment of the technical competence of the CAB for a certain area (s) of the scope of accreditation.

Lead assessor (team leader)

Assessor, with the necessary knowledge, skills and qualifications, who is assigned the overall responsibility for the management of the assessment for accreditation.

Note: A lead assessor may also act as a technical assessor during an on-site assessment, if qualified.

Technical expert

A person appointed by EA BAS, working under the responsibility of a lead assessor/technical assessor, who provides specific knowledge or expertise to the assessment team within the scope of the assessed accreditation, and does not perform independent assessment.

Note 1. Specific knowledge or expertise refers to the organization, activity, processes, products, services, assessed activity, or language or culture.

Note 2. The technical expert is not expected to have the qualification and training of an assessor.

Note 3. The technical expert is included in an assessment team always under the supervision of a lead assessor/technical assessor in the assessment process.

Assessment team

One or more assessors conducting the assessment, assisted as necessary by a technical expert (s).

Note 1. One of the assessors is appointed as the lead assessor.

Note 2. The assessment team may include: lead assessor and/or technical assessor, if necessary a technical expert may be included, incl. GLP inspector.

Note 3. Assessment teams may include a trainee lead assessor as well as a technical expert in the process of training as a technical assessor.

Observer

A person who accompanies the assessment team but does not carry out an assessment activity.

Scheme managers

Persons managing an accreditation scheme: they are responsible for developing, maintaining and bringing the accreditation scheme with the requirements to it; perform assessment / re-assessment of assessors mined by their job description, Order of the Executive Director of EA BAS and/or other document.

Controlling employee

A person determined from EA BAS, according to BAS QR 26, who performs control over documents by reviewing reports and records of the procedures conducted by EA BAS for assessment of CABs in accordance with BAS QR 26.

Accreditation scheme (Accreditation area)

Rules and processes related to the accreditation of conformity assessment bodies to which the same requirements apply.

The requirements for the accreditation scheme include, but are not limited to, ISO/IEC 17020, ISO/IEC 17021-1, ISO/IEC 17025, ISO/IEC 17024, ISO 17034, ISO/IEC 17043, ISO/IEC 17065, ISO 15189 и ISO 14065.

Abbreviations

EA BAS or "the agency"	– Executive Agency "Bulgarian Accreditation Service"
ED	– Executive Director
LNACAB	– Law on National Accreditation of Conformity Assessment Bodies
CAB	– Conformity Assessment Bodies
EMAS	– Environmental Verifiers
GLP	– Good Laboratory Practice
ACAB	– Accreditation of CAB
DD ACAB	– Director of Directorate "Accreditation of conformity assessment bodies"
ACIB	– Department "Accreditation of certification and inspection bodies"
AL	– Department "Accreditation of laboratories"
HD	– Head of department
SI	– state inspector in department
SM	– Schematic manager
AccC	– Accreditation Commission
TAC	– Technical Accreditation Committee
OLP	– Logistics
LA	– Lead assessor
TA	– Technical assessor
TE	– Technical expert

4. STAFF PARTICIPATING IN THE ACCREDITATION PROCESS

4.1. EA BAS maintains sufficient internal and external staff with competence, ensuring coverage of all accreditation activities for all accreditation schemes. The administrative structure of the agency includes a certain number of full-time staff (internal), according to the Rules of Procedure, organized in general and specialized administration, as follows:

- Management of EA BAS: Executive Director (appointed by order of the Minister of Economy); Deputy Executive Director (appointed by order of the Minister of Economy); Secretary General (appointed by order of the Minister of Economy), a member of the permanent staff of EA BAS in addition to the functions performed by him/her are assigned responsibilities and powers of the Quality Manager by order of the ED.
- General Administration - Directorate "Administrative, Legal and Financial and Economic Services", headed by Director Directorate.
- Specialized Administration - Accreditation of Conformity Assessment Bodies Directorate, headed by the Director Directorate - with two departments attached to it "Accreditation of Certification and Inspection Bodies" and "Accreditation of Laboratories".

The organizational and functional structure of EA BAS are presented in appendices to the Quality Manual, respectively: BAS QM A2 Structural diagram of EA BAS and BAS QM AM3 Functional diagram of EA BAS.

For each position in EA BAS a job description has been created and approved, as they are managed according to the rules and the management system of the agency.

Outside the framework of its administrative structure, EA BAS supports external staff of leading assessors, technical assessors and technical experts, GLP inspectors, hired through concluded framework civil contracts for the implementation of activities related to the accreditation process.

The decision-making process involves specialist members of the TAC (for each accreditation scheme), experts at the TAC and members of the Accreditation Council, who provide the

necessary competence. Their authorities and competence criteria are set out in the relevant operating rules.

The job descriptions of the internal staff and the framework civil contracts of the external staff of the agency ensure all staff involved in the accreditation process to act in accordance with applicable policies and to comply with the rules and procedures for accreditation set by EA BAS, including professional secrecy (confidentiality) and impartiality.

EA BAS has an established mechanism that ensures that all staff members notify EA BAS of all existing, preliminary or foreseeable relationships that may jeopardize their impartiality, presented in BAS QI 23 Risk Management Instruction.

The staff has access to up-to-date accreditation procedures and internal documents for the performance of the relevant functions in the accreditation process through the Agency's website, internal Intranet and active personal e-mails - in accordance with BAS QR 12.

4.2. Distribution by activities of the staff of EA BAS, which participates in the accreditation process after submission of an application for accreditation by the CAB:

- Review of applications for accreditation: assessment of the possibility for implementation and verification - SM and OLP.
- Appointment of members of the team of evaluators - SM, with the help of OLP and control by the Penal Code.
- Implementation of the assessment activity - assessment team (LA, TA, TE, GLP).
- Review of documents, reports and records from the CAB assessment procedures conducted by EA BAS - controlling employee.
- Accreditation decision-making: Supervises an employee, TAC members, TAC experts, AccC and ED members.
- Management of accreditation schemes - SM.

5. DEFINITION OF COMPETENCE CRITERIA

The criteria for competence of the personnel participating in the accreditation process are defined for each accreditation activity according to item 4.2 of the present accreditation procedure and scheme and include the necessary knowledge and skills for performing accreditation activities. The criteria for competence, as well as the necessary knowledge and skills are defined and documented in Annex 1 "Minimum criteria for competence of the staff of EA BAS" Annex 2 "Knowledge and skills of the staff of EA BAS participating in the accreditation activities" to this procedure. Competence criteria include knowledge of the requirements for each area of accreditation and are based on ISO/IEC 17011:2017 and requirements in IAF, ILAC, EU and other normative documents that define additional specific competence criteria for a specific accreditation scheme. The necessary knowledge and skills can be provided collectively by a group of persons (eg. an assessment team) involved in the specific accreditation activity and are provided on principles based on risk assessment.

6. COMPETENCE MANAGEMENT - APPLICATION AND ASSESSMENT

6.1 General

EA BAS provides and maintains the necessary skills and knowledge to perform accreditation activities by recruiting and selecting competent personnel involved in the accreditation process - external and internal (full-time), taking into account the defined criteria for competence and skills and knowledge documented in Annexes 1 and 2 to this procedure.

6.1.1 The selection of the staff of EA BAS is carried out in accordance with the Ordinance on the conduct of competitions for civil servants and the internal rules for selection of staff (BAS QR 1) and this procedure.

After the appointment, the full-time staff is trained, evaluated according to the already gained experience and skills in the field of conformity assessment activities for performing

the functions of leading assessor, technical assessor, OLP, scheme manager, controlling within the meaning of BAS QR 26, etc.

Maintaining the competence of the staff is carried out in accordance with item 7.3 of the procedure.

6.1.2 The application for external staff - technical assessor, technical expert and GLP inspectors to EA BAS is free and accessible to anyone who considers that it meets:

- the minimum competence criteria for the relevant field of accreditation set out in Annexes 1 and 2 to this procedure;
- has competence in one of the schemes (areas) of accreditation for conformity assessment activities (area of competence) specified in nomenclatures from BAS QF 7.1.1 to BAS QF 7.1.10.

EA BAS provides information on how to apply for assessment and inclusion in the Register of Leading Assessors (including external), technical assessors, technical experts and GLP inspectors by publishing this procedure and the necessary application forms on the EA BAS website, section "Human resources".

EA BAS uses other opportunities for gaining technical expertise, promoting its activities and in particular the need for technical expertise in specific areas by participating in meetings of higher education institutions, invitations to proven specialists, attracting foreign specialists and other suitable methods. When attracting expertise, form BAS QF 7.9 is used.

6.2. Selection (application)

6.2.1 Any person wishing to apply for an external technical assessor/technical expert/GLP inspector of EA BAS have to submit the required forms and documents in the Secretariat A of the agency, by hand, by mail or electronically via e-mail www.office@nab-bas.bg. The set includes the following mandatory forms and documents:

- Completed Application Form - BAS QF 7.1 with marked area of accreditation and area of competence depending on the own assessment of the competence possessed by the applicant. The form should provide details such as knowledge and skills for the field of accreditation applied for, for management systems, for specific technical areas of economics, science and health, for testing and calibration methods, for production processes, etc.
- Curriculum vitae (it is recommended to use the European framework euro pass for preparing a CV);
- The contract is part of the set of documents with which the person applies for inclusion in the Register of Appraisers of EA BAS, as the person applies 3 pcs. with a handwritten signature of the candidate;
- Copy of documents proving and supporting the information specified in the application form regarding the acquired degree of education, qualification and professional experience;

Each candidate is free to attach to the set of documents any information he/she deems appropriate in support of proving his/her competence, such as recommendations, author's materials, etc.

6.2.2 The procedure for recruiting external lead assessors is as follows: an acting lead assessor from the staff of EA BAS, who has direct observations from the joint participation in an assessment team on the work of a technical assessor/expert, prepares a written recommendation in free form to ED of EA BAS with a proposal for TA/TE to be invited and evaluated as an external lead assessor at EA BAS.

6.3. Assessment of the competence of the staff of EA BAS

6.3.1 The initial assessment of the staff of EA BAS involved in the accreditation process (internal and external), including LA/ ELA/TA/ TE/GLP, OLP, scheme managers, controlling within the meaning of BAS QR 26 or re-assessment of qualifications and/or the competence of the staff of EA BAS in case of changes is performed by a commission. The Commission consists of three members - the Executive Director of EA BAS/Deputy Executive Director of EA BAS, Scheme Manager, Deputy Executive Director/Director of the Directorate/Head of the respective department. The members of the commission are selected depending on the field of accreditation and the function in the accreditation process, for which the person is evaluated by the staff of EA BAS.

The work of the commission is supported by a designated responsible person from each department, who maintains the information about the staff involved in the accreditation process, including their functions in the accreditation process in the BAS QF 7.7 Register.

In case of re-assessment or change of the status of the personnel, the changes in BAS QF 7.7 are made.

6.3.2 The assessment of staff uses a method for assessing their competence, which is mainly based on a review of the submitted documents and records of professional experience and qualifications. The assessment may include conducting an interview (in person or by telephone), requesting additional information, requesting an opinion from a member of the technical committee for accreditation or from another member of the staff of EA BAS, etc. The Commission shall endeavor to collect and review the necessary information objectively and impartially and to carry out the assessment in such a way that the staff member is correctly identified in the area of competence for the relevant accreditation scheme..

Notes:

1. Each candidate for TA/TE according to this procedure after a positive assessment by a commission is entered in BAS QF 7.7 as a technical expert. For re- assessment for technical assessor or have successfully complete initial training according to item 7.1.1. and the order described in the procedure.

2. The initial assessment of staff (TA/LA/ELA) and the reassessment of staff competence shall include the determination of the ability to apply the necessary knowledge and skills during the assessments.

The results of the assessment of each staff member shall be documented in the relevant BAS QF 7.3 assessment card developed for each accreditation scheme, indicating the relevant accreditation scheme codes and areas of competence according to the relevant nomenclature.

The information from the internal and external personnel assessment is entered by the responsible person from the department in the Personnel Register BAS QF 7.7.

The results of the assessment shall be notified to external staff by e-mail by letter BAS QF 7.9.1.

Attention! Regardless of the result of the assessment, EA BAS does not return the set of documents to the applicants for LA/ELA/TA/ TE/GLP, etc.

6.3.3. Accreditation schemes and relevant areas of competence are listed in the nomenclatures as follows:

I. Product certification

BAS QA 7.1.1 - Nomenclature of areas of competence in the field of accreditation I "Product certification".

II. EMAS

BAS QA 7.1.2 Nomenclature of areas of competence in the field of accreditation II "Certification of systems, environmental verification, etc.

III. Persons Certification

BAS QA 7.1.3 Nomenclature of areas of competence in the field of accreditation III "Persons Certification".

IV. Control

BAS QA 7.1.4 Nomenclature of areas of competence in the field of accreditation IV "Control".

V. Testing

BAS QA 7.1.5 Nomenclature of areas of competence in the field of accreditation V "Test".

VI. Calibration

BAS QA 7.1.6 Nomenclature of areas of competence in the field of accreditation VI "Calibration".

VII. Validation and verification

BAS QA 7.1.7 Nomenclature of areas of competence in the field of accreditation VII "Validation and verification".

VIII. Medical laboratories

BAS QA 7.1.8 Nomenclature of areas of competence in the field of accreditation VIII "Medical laboratories".

IX. RT providers

BAS QA 7.1.9 Nomenclature of areas of competence in the field of accreditation IX "RT providers".

X. Good laboratory practice

BAS QA 7.1.10 Nomenclature of areas of competence of GLP inspectors.

After introduction of a new accreditation scheme, under which EA BAS performs accreditation or a new field of activity for conformity assessment, EA BAS creates a new nomenclature or updates an existing one.

6.3.4 After a positive assessment of external staff of EA BAS - ELA/TA/TE, a framework contract is concluded with the person - BAS QF 7.2 (A) for TA/TE and BAS QF 7.2 for ELA. The contract is agreed by DD APFSO with a signature on each page and is signed by the ED of EA BAS. The person responsible for "Human Resources" gives the serial number of the concluded contract and enters it in the register of contracts with the external staff of EA BAS.

6.3.5 The criteria for competence and assessment procedure for the members of the Accreditation Commissions who participate in the decision-making process for accreditation are specified in BAS QR 6 and BAS QR 10.

6.4. Re-assessment of the competence of the staff of EA BAS

6.4.1 After entry in the register and in fulfillment of its obligations under the contract, each external ELA/TA/TE have to update the information on its competence through form BAS QF 7.5.1 every three years, for which the responsible person sends him a reminder to provide of updated information.

6.4.2 The staff of EA BAS have to notify in a timely manner in case of significant change that may affect its competence or its independence and impartiality, such as acquisition of a new qualification, change of job, acquisition/start of a new business, completion of conformity assessment/retirement activity or the like, through BAS QF 7.5.1 or in free letter.

6.4.3 EA BAS performs regular (item 6.4.1) every three years and extraordinary (item 6.4.2) reassessment of the competence of the staff by a commission in accordance with item 6.3.1. The re-assessment is documented in BAS QF 7.6.

6.4.4 The re-assessment takes into account the information from BAS QF 7.5.1, monitoring BAS QF 7.12, information from the supervisor in BAS QF 26.1, which is summarized in QF 7.14 Personal master list of staff of EA BAS, BAS QF 7.14 section B conducted assessments and BAS QF 7.14 section A conducted trainings

EA BAS convenes a meeting of the commission for assessment of the information and re-assessment of the respective staff member. The re-assessment is documented by the committee in BAS QF 7.6.

Re-assessment of LA/ELA/TA/TE is also performed in the following circumstances:

- received several critical assessments from feedback;
- several assessments of BAS QR 26 controls below 4 in a period of one year;
- critical/substantiated signal or other information about corruption or other unacceptable behavior in connection with the Code of Conduct for Public Administration Employees and BAS QI 11.

The information for the performed assessment and subsequent re-assessment is registered in BAS QF 7.7.

7. TRAINING. AUTHORIZATION. MAINTENANCE AND INCREASE OF COMPETENCE

7.1. General

EA BAS organizes and conducts courses for initial training of staff involved in the accreditation process. The trainings are aimed at acquiring knowledge in the fields of accreditation according to the relevant standards/guidelines/European legislation, accreditation requirements, management system of EA BAS and assessment methods.

EA BAS analyzes and identifies the need for training of staff involved in the accreditation process in order to maintain and increase their competence, based on the results of continuous and planned monitoring of staff performance in the accreditation process. For this purpose, the scheme managers collect this information, as well as information about changes that need to be discussed in the accreditation schemes and determine the programs for harmonization meetings, refresher trainings, seminars, etc. To identify training needs, the following are used:

- analysis of the information received from the Monitoring of the assessment teams (BAS QF 7.12), Feedback from the CAB (BAS QF 7.13), data from the controlling assessment teams in the Checklist (BAS QF 26.1);
- need for introduction of new activities in EA BAS;
- change in accreditation requirements;
- upcoming tasks;
- data from assessments of LA/ELA/TA/TE and GLP for their presentation;
- data from the presentation of the results of the assessments and others.

All conducted trainings of the staff of EA BAS are registered in the respective BAS QF 7.14 Personal main list of staff of EA BAS, section A conducted trainings.

7.2. Initial training

7.2.1 Upon hiring a new employee of EA BAS, the Head of Department prepares an individual training program (BAS QF 7.16), which includes:

- theoretical training (Module A);
- practical training (Module B);
- work depending on the position and functions under the mentorship of a member of the staff of EA BAS with the same functions;
- planning participation as a trainee lead assessor in at least 5 (five) on-site assessments for LA and 2 (two) for OLP - the results are documented by the lead assessor of the assessment team in BAS QF 7.19;
- planning to participate as a lead assessor under the supervision of another lead assessor in at least 2 (two) on-site assessments - the results are documented by the supervising lead assessors BAS QF 7.12.

7.2.2 After an initial assessment of the external staff of EA BAS (TE) under item 6.3, concluding a contract with EA BAS and registration in BAS QF 7.7, the technical experts are included in upcoming trainings Module A and Module B in the respective field. on accreditation or, if necessary, extraordinary/individual trainings are planned.

For ELA it is planned to participate as a trainee lead assessor in at least 5 (five) on-site assessments - the results are documented by the lead assessor of the assessment team in BAS QF 7.19. Following is the planning of participation as an External Lead Assessor under the supervision of another lead assessor in at least 2 (two) on-site assessments - the results are documented by the supervising lead assessor BAS QF 7.12.

7.3. Initial training programs

Basically, the courses for initial training of LA/ELA/TA/TE/GLP are structured in two modules:

Module A "General theoretical training. Lectures and discussions" (2 days).

The module lays the foundation of knowledge on which the subsequent training related to specific areas of accreditation is built. The training programs for this module are developed based on the following main guidelines:

- The accreditation system internationally and nationally. Acquaintance with Regulation 765/2008, LNCAB, etc. applicable normative acts in the field of activity of EA BAS.
- The structure of EA BAS. Role, responsibilities, and powers of the administrative units in the agency and the commissions and committees of the agency.
- Basic requirements to the accreditation bodies, according to БДC EN ISO/IEC 17011.
- Accreditation procedure BAS QR 2, LNCAB, Stages of the process of accreditation, re-accreditation, extension of scope of accreditation and maintenance of accreditation, deadlines, main functions, and responsibilities of the staff of EA BAS.
- Accreditation requirements. Assessment criteria. Annexes to the accreditation procedure BAS QR 2 and forms required for on-site assessment.
- Management of the competence of the personnel involved in the accreditation process (BAS QR 7); Ways and methods for maintaining competence. Sources of information.

- Assessment methods and techniques based on БДC EN ISO 19011 Guidelines for audit of quality management systems and/or environmental management. Methods for determining the scope of assessment and sampling for performance assessment and monitoring - Instruction.
- BAS QI 11 Instruction for ethical conduct of the permanent and recruited staff of the Executive Agency "Bulgarian Accreditation Service", BAS QI 20 Client's Charter, BAS QR 23 Procedure for application of anti-corruption mechanisms and reporting on the results in the field of anti-corruption in Bulgarian Accreditation Service Executive Agency
- BAS QR 16 Procedure for processing personal data

Module B "Accreditation requirements. Assessment techniques. Practical exercises in groups" (3 days).

The module builds knowledge in a specific accreditation scheme, e.g. Module B for field testing laboratories. According to the main training guidelines in the module, training programs are developed for each accreditation scheme.

Basic guidelines for compiling training programs under module B:

- Recall of the information from Module A - Accreditation procedure BAS QR 2, LNACAB, accreditation rules;
- Accreditation requirements. Criteria for accreditation, according to БДC / Normative act,
- Interpretations and guidelines of EA, ILAC, IAF, EK applicable to the respective field of accreditation;
- Instruction for Management of the assessment programs BAS QI 2 and its annexes
- determination of the scope of the assessment, determination of the assessment sample, determination of the observation sample, duration, evaluation team, and distribution of responsibilities of the assessment team members ; preparation of an application for formation of a team, assessment of the risk of the activity, preparation of an assessment plan; risk assessment of the impartiality of the members of the evaluation team;
- Practical exercises for preparing a request for team building.
- Role, responsibility and powers of the assessment Appraiser behavior; Ethical norms of conduct of the assessment teams, ensuring impartiality and independence;
- Holding an opening and closing meeting.
- Assessment methods and techniques. Horizontal and vertical method. Types of questions. Ways of communication and conducting interviews.

Familiarity with the principles of risk-based assessment and methods of application. Examples. Playing situations,

Review of conformity assessment records,

Conducting activity monitoring.

Compliance/non-compliance with the requirements. Classification of discrepancies.

- Practical exercises - specific cases for application of the methods for assessment and determination of compliance/non-compliance with the requirements. Classification of discrepancies.

- Reporting the results of the evaluation. Keeping records - used forms, preparation of an assessment report, activity monitoring, assessment of corrective actions taken by the CAB, etc.
- Practical exercises - specific cases arising during the assessment (assessment situations and ways of reaction);
- Test.

EA BAS considers that the training is successful with positive test results in Module B. For each person from the staff (internal and external) of EA BAS is conducted once Module A and Module B for each accreditation scheme.

Information about the conducted trainings is kept in the personal master sheet BAS QF 7.14 section A. For the participations of LA/ ELA /TA/ TE in assessments records are kept in the personal master sheet BAS QF 7.14 section B, where the role he has performed in the assessment team.

7.4. Authorization of the personnel participating in the accreditation activities.

The staff of EA BAS is authorized after assessment under item 6.3 to perform the functions of LA/ELA, TE/TA, OLP, Scheme Manager, controlling within the meaning of BAS QR 26, entering in the Register of personnel of EA BAS QF 7.7.

7.4.1. Lead assessors/external lead assessors - are authorized after fulfilling the requirements of item 7.2.1/7.2.2, are registered in BAS QF 7.7 and are informed and authorized officially for LA/ELA by letter BAS QF 7.9. 1.

7.4.2 Technical experts - as a rule, the technical expert is not expected to have the qualification and training of an assessor. TE is not authorized to assess independently, but only to provide specific knowledge or expertise to the assessment team within the scope of the assessed accreditation for its assigned area of competence according to the Nomenclatures of EA BAS. By letter BAS QF 7.9.1 the technical expert is informed about his/her entry in the Register of EA BAS and the respective accreditation scheme and area of competence according to the Nomenclatures of EA BAS, for which he/she has been assessed.

7.4.3 Technical assessors - technical experts are re-assessment and authorized as assessors after the following order:

- participation in Module A and Module B;
- after a positive assessment and recommendation from lead assessors for the performance of the TE during an on-site assessment in Annex BAS QF 26.1;
- the Statute in the Register is updated - "in the process of training for a technical assessor" for the respective field of accreditation;
- the information is used by the OLP in the preparation of current assessment teams and the persons are included as a "technical expert and trainee technical assessor" in at least 3 (three) on-site assessments under the guidance and supervision of TA or LA/ELA. The results are documented by the supervising assessor of the assessment team in BAS QF 7.19;
- upon fulfillment of the above conditions, the TE is re-assessment for maintenance by a commission, documented in BAS QF 7.3 in accordance with 6.3;

TE are informed about the re-assessment and officially authorized for technical assessors in the determined accreditation scheme and area of competence according to the Nomenclatures of EA BAS with letter BAS QF 7.9.1 and their Status is updated in BAS QF 7.7.

7.4.4 Foreign assessors/experts - The entry in the BAS QF 7.7 Register of assessors and experts from national accreditation bodies, members of EA, who have signed the multilateral agreement EA MLA for the respective field of accreditation, is done after reference and recommendation by the respective national accreditation body. For this purpose, the foreign TA/TE submits CV and certificates of competence. EA BAS accepts the assessment made by the national accreditation body with the respective status of the assessor/expert. Before joining the assessment teams, the lead assessor sends by e-mail the applicable documents related to the accreditation process of EA BAS for the respective field of accreditation. Prior to conducting the on-site assessment, the lead assessor shall provide guidance on documenting the results of the assessment, with additional time provided for its conduct in the on-site assessment plan. EA BAS maintains a dossier with information about foreign assessors and experts in terms of competence and experience. Prior to inclusion in subsequent assessments, the assessor/expert and the relevant accreditation body are required to provide up-to-date information regarding the maintenance of the person's competence.

7.4.5 OLP - after conducting the trainings according to the individual training program (BAS QA 7.16) the person is monitored according to the criteria specified in BAS QF 7.12, where the results of the monitoring are given. The OLP is assessed by a commission in accordance with item 6.3 of this procedure according to the criteria presented in Annex 1 and Annex 2. The assessment is documented in BAS QA 7.3 card for the respective accreditation scheme. The person is informed and authorized for the OLP for the accreditation scheme with signature in the BAS QA 7.3 card.

7.4.6 Scheme Manager - if it is necessary to appoint a scheme manager for a certain accreditation scheme, a person from the internal staff (staff) of EA BAS is assessed by a commission according to the criteria in Annex 1 and Annex 2 under item 6.3 of this procedure. The assessment is documented in the BAS QA 7.3 card for the respective accreditation scheme. The person is informed and authorized for the SM for the accreditation scheme with signature in the BAS QA 7.3 card.

7.4.7 Making a Decision - in the process of decision-making for accreditation participate ED/Deputy executive director of EA BAS and AccC. ED/Deputy ED is appointed and authorized by the LNACAB by the Minister of Economy on the basis of the competence criteria set out in the LNACAB.

7.4.8 The members of the Accreditation Commission is determined according to the rules in BAS QR 3 and includes an odd number of persons in the composition:

- Chairman - controlling employee of EA BAS for the respective accreditation scheme determined in applicants to BAS QR 26. When appointing a controlling, its compliance with the competence criteria is defined in Annexes 1 and 2 of BAS QR 7;
- TAC members - are authorized according to the competence criteria according to BAS QR 6 by being included in BAS Q (F) 6/1 "List of members of the Technical Accreditation Committees" (for each specific accreditation scheme) and Annex 1 to the relevant BAS Q (F) 6/1 "List of technical assessors/experts for inclusion in the AccC, if necessary";
- AccC members - are authorized according to the procedure and criteria of BAS QR 10 and are included in BAS Q (F) 10/2 List of the members of the Accreditation Council at EA "BAS".

7.5. Maintaining and increasing competence.

7.5.1 Training program - The Quality Manager of EA BAS after the review by the management prepares an annual training program for the staff (BAS QF 7.16.1) participating in the accreditation process, which includes minimum training Module A, Module B for each scheme of accreditation, 1 (one) harmonization meeting for each accreditation scheme and others, if necessary in coordination with the scheme managers. The annual program is published on the website of EA BAS. Implementing the approved program, EA BAS provides training and annual follow-up of the competence of all staff involved in the accreditation process for all accreditation schemes.

At least 2 (two) weeks before the training, the scheme manager prepares a list of participants in the training, taking into account the topic of training. After approval of the list by the ED, invitations for participation are sent to the involved staff by e-mail with information about the date, topic, program and speakers. Participants for each training are registered in an attendance list. The implementation of the annual program is monitored by the Penal Code and the State Tax Inspectorate. The planned trainings are published on the Agency's website in the "Training" section by February 20 of each calendar year. The approved training program can be updated to include extraordinary trainings as a result of the development of a new activity, change in the criteria and requirements for accreditation or rescheduled trainings for which there are objective reasons not to be conducted in the planned period. In order to maintain the competence of the staff, EA BAS may also organize additional trainings on specific topical issues depending on the needs stated in free form.

7.5.2 Harmonization meetings - the competence of the staff involved in the accreditation process is maintained by participating in harmonization meetings for each accreditation scheme. They are held at least once a year and in case of changes in the accreditation requirements at the discretion of the scheme managers. The harmonizing meetings are organized by the scheme managers according to the approved annual training program of EA BAS. For each harmonizing meeting a program is prepared, which is approved by the ED of EA BAS and the LA/TA/TE from the respective accreditation scheme are invited, an attendance list is kept. During the harmonization meetings the manner of application of the accreditation requirements is coordinated, specific cases arising in relation to the conformity assessment activities are discussed, the application of the assessment methods, formulation of discrepancies, the content of the assessment reports are harmonized, etc. topics according to the prepared program.

7.5.3 Others - the competence of the staff is maintained by participating in seminars, conferences, workshops and other appropriate events organized/co-organized by EA BAS, EA, national and international organizations related to the activities of accreditation, standardization, metrology or evaluation of compliance.

7.5.4 Trainings of the members of AccC - EA BAS organizes and conducts trainings of the members of AccC once a year and if necessary, which are aimed at: application of the principles of accreditation and basic requirements to the accreditation body according to Regulation 765/2008, LNACAB, БДС EN ISO / IEC 17011 and others. applicable normative acts in the field of activity of EA BAS; main responsibilities and obligations of the members of the AccC according to the present rules; main stages, terms of the accreditation process and evaluation of the submitted records related to the implementation of the accreditation procedure. For this purpose, the members of the AccC are invited to the harmonization meetings, during a meeting of the TAC the application of the requirements for accreditation is discussed or, if necessary, a separate training for the AccC is organized.

7.5.5 Refresher training - EA BAS organizes, if necessary (such as: in case of prolonged absence from work due to sick leave/leave, unfavorable assessments from monitoring of competence and monitoring recommendations, recommendations of a controlling employee

when reviewing BAS assessment documents) 26, etc. refresher training for maintaining the competence of the personnel participating in the accreditation process within one working day.

7.5.6 Extraordinary / individual trainings - if necessary when appointing a new staff member (internal or external), when they have already been conducted for the year and/or no upcoming trainings are planned Module A or B an individual program is prepared by the head of department and conduct the trainings planned according to it.

8. MONITORING OF COMPETENCE.

8.1 General

EA BAS constantly monitors the competence and activity of all staff involved in the accreditation processes and maintains records with the results of staff monitoring. The monitoring of staff competence is performed as follows:

- permanently in accordance with the procedure BAS QA 26.1;
- planned;
- accidentally;
- review of feedback from staff, CABs, etc. stakeholders.

EA BAS monitors each member of the staff involved in the assessment activities for each accreditation scheme for which it is authorized. The frequency and scope of monitoring are based on the frequency of its participation in the accreditation process and the level of risk associated with its activities. The documented personnel monitoring process includes a combination of on-site assessment, review of assessment reports, feedback from staff, conformity assessment bodies or other stakeholders. Each assessor shall be monitored during assessments at intervals of at least 3 (three) years, unless there is sufficient supporting evidence that the assessor continues to perform the work competently. If the interval is extended, a justification is made.

Monitoring the competence of staff allows timely identification and minimization of possible risks regarding the provision of accreditation services that do not meet the requirements and quality assurance of the activities performed by staff. EA BAS reviews and assesses the competence of the staff through observations, taking into account the accreditation activity it performs. In case of established discrepancies, EA BAS takes the necessary corrective actions.

8.2. Constant monitoring of staff (indirect monitoring).

8.2.1. Assessment teams of LA/TA/TE, incl. OLP

The lead evaluator evaluates the performance and implementation of the assigned activities in the evaluation process of the members of the evaluation team led by him. The evaluation criteria are presented in the checklist BAS QF 26.1 and concern the implementation of the plan / objectives of on-site evaluation / monitoring of the activity, assessment of the competence of the CAB in the required depth, by applying the principles of risk-based assessment; Completeness, accuracy, completeness and clarity of the report. Objectivity, adequacy of the conclusions and proposals in the report, formulation of discrepancies, implementation of all stages and requirements of the accreditation procedure, etc.

The controlling employees defined in BAS QR 26 perform control over documents by reviewing reports and records of 100% of the procedures conducted by EA BAS for assessment of CABs under BAS QR 26. The control over documents (indirect monitoring) includes assessment of:

- the work of the lead evaluator, the evaluation and logistics team responsible for the respective procedure;
- the implementation of all stages and requirements of the accreditation procedure;
- completeness, accuracy, completeness and clarity of the evaluation report in a way that allows for an objective and evidence-based decision.

8.2.2 Decision making

The Executive Director performs 100% control over the activity of the AccC by reviewing records of their activity. The procedure and criteria for monitoring are presented in BAS QR 26. The results of the control are documented in the designated part of the control sheet BAS QF 26.1..

8.3. Monitoring of staff at planned intervals.

8.3.1 Assessment teams of LA/TA/TE, incl. OLP

8.3.1.1 The Executive Director of EA BAS, Director of Directorate ACAB, Heads of Departments, Scheme Managers, upon proposal of the HA (as planned in BAS QF 7.7), by order of the Executive Director, documented in the application for formation of BAS QA team 2.1.13, shall carry out observation of the assessors through presence during their on-site assessment.

8.3.1.2 Rules for monitoring

Depending on the objectives of the monitoring, the full assessment or only stages of it can be observed. The observation is made at the place where the assessment is performed by the team of assessors of EA BAS.

When conducting monitoring, the observer does not interfere and does not influence the results of the assessment. The LA of the assessment team provides access to the reviewed documents and records of the CAB to the observer upon request. The observer have not to ask questions directly to the CAB or its staff in order not to influence the results of the assessment.

The observer have not to present the results of the monitoring to the assessment team of EA BAS in the presence of the CAB staff. The results are presented after the monitoring is completed in BAS QF 7.12 to the relevant members of the assessment team. They have the right to comment on the assessment and recommendations made by the supervisor, after which the results are presented to the supervising and executive director.

Any information collected during monitoring should be treated by the observer as confidential.

8.3.1.3 Staff monitoring is a planned activity based on the frequency of participation in accreditation activities (BAS QF 7.14) and the level of risk and type of accreditation activity performed.

BAS QF 7.7 Personnel Register maintains up-to-date information on the date of the last monitoring and the planned next monitoring period for each accreditation scheme for which the person has been assessed.

Each assessor shall be monitored at regular intervals at least once every 3 (three) years, unless there are circumstances to increase or decrease the observation period, such as:

- With sufficient supporting evidence that the assessee continues to perform the work competently with a documented justification in BAS QF 7.6, the monitoring period may be extended.
- When identifying a risk in terms of competence and performance of an assessor, when assessed by a supervisor, presented in BAS QF 26.1; feedback from the CAB,

the staff of EA BAS or stakeholders the monitoring period is set at less than three years.

- In case of a significant change in the accreditation requirements, a new field of activity, prolonged absence from work, the monitoring interval may be reduced.

8.3.1.4 The results of the monitoring shall be documented by the observer in BAS QF 7.12 and shall be used by the relevant responsible person for information and action. The monitored staff is officially informed about the results of the monitoring by e-mail.

8.3.1.5 Depending on the assessment made and the recommendations made, the following improvement actions need to be taken:

- in grade 5 (excellent work done) - no need to take action;
- in grade 4 (well done work) - action taken by the self-study observers in relation to the findings and observations
- in case of assessment 3 (partially completed work) - participation in training module A and module B, conducting an assessment under the supervision of LA/TE supervisor, conducting re-monitoring and reducing the period of monitoring.
- in case of assessment 2 (poorly performed work) - re-assessment, participation in training module A and module B, conducting an assessment under the supervision of LA/TE supervisor, conducting re-monitoring and reducing the monitoring period, financial sanctions - non-payment of fee.
- in case of assessment 1 (unfulfilled work) - termination of the contractual relations financial sanctions according to a contract with BBO; contract with TO / TE.

The records are kept in the personnel files.

Monitoring the activity of the accreditation commissions (AccC)

The Director of the ACAB, the Head of the ACIB / AL Department and the state inspectors monitor by directly monitoring the activity of the accreditation commissions when they are not members of the AccC by assessing the composition, organization of the AccC, discussion and the process of forming an opinion by the AccC. of BAS QR 26.1.

Monitoring the activity of the OLP

Heads of departments, at their suggestion (as planned in BAS QF 7.7), by order of the Executive Director, documented in the application for formation of a team BAS QA 2.1.13, monitor the activities of the OLP on organizing the team according to the application and preparation of the necessary documents.

The results of the monitoring are documented by the observer in BAS QF 7.12 and are used by the relevant responsible person for information and action. The monitored staff is officially informed about the results of the monitoring by e-mail.

Depending on the assessment made and the recommendations made, it is necessary to take appropriate improvement actions as specified in 8.2.1.5.

8.4. Random observation

The designated monitoring staff in the assessment process may supervise a lead assessor, technical assessor or expert in the unplanned/random presence of an assessment or in other cases such as group meetings, refresher courses, seminars, etc., where observe appraisal skills or personal qualities. The findings shall be reported in writing to the persons managing the accreditation schemes.

8.5. Feedback

Information on the performance of the assessment teams of EA BAS during the on-site assessments is received from the CAB through the Feedback Sheet - BAS QF 7.13. From it can be obtained information about the opinion of the CAB on the organization and conduct of the on-site assessment, competence, behavior and presentation of the assessment team.

The feedback sheets are registered in Secretariat A and submitted for review to the Secretary General of EA BAS. The Secretary General makes an ongoing review of the information in the list and if it is established that there are grounds for taking urgent measures, he reports to the Executive Director of EA BAS. If action is necessary and after consultation with the Executive Director, this shall be entrusted to a specific official of the Agency by a resolution of the Secretary-General. After the current inspection, they are returned to Secretariat A for storage. Feedback information is summarized and reported by the Secretary-General once a year for review by management.

9. PROCEDURE FOR DETERMINATION OF REMUNERATION

EA BAS pays each external lead assessor, technical assessor and expert remuneration for the work performed by him.

9.1. Determination of remuneration

Remuneration is calculated for each individual assessment performed on the basis of an hourly rate determined in the Price List of Remuneration of External Assessors and Experts BAS QF 7.2.1.

For external lead assessors the number of hours is determined by the actual hours worked depending on the number of indicators for the specific procedure, but not more than the maximum allowable hours for each activity of the procedure, as specified in BAS QR 7.15 - section A. Actual hours worked when conducting an on-site assessment, they shall be determined in accordance with the assessment plan or order for performed monitoring and subsequent on-site assessment.

For technical assessors and experts, the number of hours is determined by the actual hours worked according to the assessment plan or order for performed observation/preliminary/extraordinary/subsequent on-site assessment. The results are entered by the lead assessor of the specific assessment in BAS QF 7.15, Section B.

9.2. Method of payment

9.2.1 Lead assessors

The remuneration of the internal staff of EA BAS is determined according to the rules of the agency.

The remuneration of the external lead assessors is paid for the respective activities, after acceptance of their implementation, reported with the acceptance protocol BAS QF 7.15, section A and checklist BAS QF 26.1 and depending on the assessment. The stages of reporting the activities performed are specified in BAS QF 7.15. EA BAS does not pay remuneration in the following cases:

- in case of delay in the reporting of an performed activity by more than two months from the date of its implementation;
- in case of non-observance of the terms for preparation and submission of all necessary documents, required by the management system with more than fifteen days;
- in case of assessment "unfinished" or "poorly performed work".

9.2.2 Technical assessors, experts and GLP inspectors:

Their remuneration is paid for the respective activities, after acceptance of their implementation, reported with the acceptance protocol BAS QF 7.15, section B and checklist BAS QF 26.1 depending on the assessment.

EA BAS does not pay remuneration in the following cases:

- in case of non-compliance with the deadlines for preparation and submission of all necessary documents required by the management system for more than fifteen days;
- in case of assessment "unfinished" or "poorly performed work".

9.2.3 Members of commissions under art. 7, para. 2 LNCAB

EA BAS pays to each member of the Accreditation Commission, Objection Commission and Technical Accreditation Committees, who took part in their work. The remuneration is determined for each individual case on the basis of the number of participations in meetings, according to the Price List of the remunerations of members of commissions under Art. 7, para. 2 LNCAB BAS QF 7.2.2. The payment is made at the end of each six-month period after the preparation of a personal report on the number of participations in meetings of each member of the commissions during the period. The report is prepared by a senior accountant in the directorate ALFES.

EA BAS may not pay remunerations upon explicit written request by the contractor/ members of commissions under Art. 7 para 2 of the LNCAB.

10. TERMINATION OF REGISTRATION

For external staff involved in assessment activities, registration is automatically terminated when:

- grading 1 or 2 by two different lead assessors;
- double assessment of 1 or 2 by a controlling employee;
- establishing the validity of a complaint for unscrupulous actions, including disloyalty, bias, impartiality or a signal of corruption;
- in case of three unfounded refusals to participate in on-site assessments;
- stated wish to unsubscribe from BAS QF 7.7.

Upon termination of the activity and deregistration from BAS QF 7.7, the person is informed about this by letter according to the BAS QF 7.9.1 form. The dossiers of non-approved after assessment candidates or re- assessment registered LA/ELA/TA/TE or of personnel who voluntarily terminate their accreditation activity at EA BAS are archived for a period of 5 (five) years from the date of assessment/ re- assessment/ voluntarily termination of the activity according to the "Nomenclature" of the cases with storage terms. After this period, the archival documents are destroyed.

11. RECORDS

11.1 EA BAS maintains and stores records and documents related to the professional status, qualification, training, competence, results of monitoring of competence, professional experience and status for all staff managing and performing accreditation activities in accordance with the rules of EA BAS and this procedure. All records created under this procedure are stored in the file of the staff of EA BAS.

11.2 Register BAS QF 7.7 is a database and is maintained electronically on the server of EA BAS in excel table and contains the following information on two pages:

- "Active" with the data for all current LA/ELA/TA/TE/OLP internal staff and external staff with concluded contracts with EA BAS;
- "Archive" with archive of all LA/ELA/TA/TE/OLP with terminated contracts at EA BAS including the date of their deregistration from BAS QF 7.7.

Data for: Name, second name, surname are entered in the Register; Assessing competence for the respective field of accreditation according to the nomenclature of EA BAS; Training; Charter; Place of work, City; Telephone; E-mail incl. information on - conducted and planned observations for each area of accreditation for which the staff is assessed.

The access rights are defined as follows: the responsible persons from the AL/ACID department provide information, the head of departments and the director of the ACAB directorate, control the timeliness of the information, and all other BAS employees have the right to use the database without making changes.

The paper files of all staff registered in BAS QF 7.7 are kept by the department responsible.

The dossier contains:

- BAS QF 7.1 Application form in the file of EA BAS
- BAS QF 7.2 / 7.2A Contract
- BAS QF 7.3 Assessment card lead assessor / technical assessor / expert
- BAS QF 7.5 Information for updating the data in the file
- BAS QF 7.6 Revaluation card for lead assessor / assessor / expert
- BAS QF 7.19 Initial observation report from lead assessor / assessor
- BAS QF 7.12 Lead assessor's monitoring report
- BAS QF 7.14 Personal master list of staff of EA BAS (section A conducted trainings, section B conducted assessments)
- BAS QF 7.16 Training program
copies of educational documents (qualification);
certificates, etc. documents from courses, seminars;
recommendations, etc .;

records from assessment / re-assessment, monitoring, etc. established under this procedure.

Form BAS QF 7.15 are kept in the accounting of EA BAS in connection with payments to external staff.

The dossiers of candidates not approved for evaluation or for re-evaluation registered LA/ELA/TA/TE/OLP are archived for a period of 2 (two) years from the date of assessment/ re-assessment.

12. TRANSITIONAL AND FINAL PROVISIONS

In connection with the harmonization of the criteria for competence with the requirements of 17011:2017 and the development of BAS QF 7.3 for each accreditation scheme, to re-assess the staff within the transitional period for the introduction of 17011: 2017.

13. APPLICABLE DOCUMENTS

- BAS QF 7.1** Application form in the file of EA BAS;
- BAS QA 7.1.1** Nomenclature of the areas of competence in the field of accreditation I "Product certification";
- BAS QA 7.1.2** Nomenclature of the areas of competence in the field of accreditation II "Certification of systems, environmental verification, etc.";
- BAS QA 7.1.3** Nomenclature of the areas of competence in the field of accreditation III "Persons Certification ";

BAS QA 7.1.4	Nomenclature of the areas of competence in the field of accreditation IV "Control";
BAS QA 7.1.5	Nomenclature of areas of competence in the field of accreditation V "Test";
BAS QA 7.1.6	Nomenclature of areas of competence in the field of accreditation VI "Calibration";
BAS QF 7.1.7	Nomenclature of areas of competence in the field of accreditation "Verification";
BAS QF 7.1.8	Nomenclature of areas of competence in the field of accreditation VIII "Medical laboratories"
BAS QF 7.1.9	Nomenclature of areas of competence in the field of accreditation IX " (RT-providers)"
BAS QF 7.1.10	Nomenclature of areas of competence in the field of accreditation X "GLP";
BAS QF 7.2	Contract with a lead assessor;
BAS QF 7.2 (A)	Contract with technical expert / assessor;
BAS QF 7.2.1	Price list of the remunerations of the external assessors, experts and GLP inspectors at EA BAS;
BAS QF 7.2.2	Price list of the remunerations of members of commissions under Art. 7, para. 2 LNACAB;
BAS QF 7.3 (...) *	Assessment card of a lead assessor/ technical assessor/expert. * (accreditation area, specify standard)
BAS QF 7.4	Report from monitoring of staff of EA BAS, participating in accreditation activities
BAS QF 7.5	Information for updating the data in the file;
BAS QF 7.6	Re-assessment card of a lead assessor/technical assessor/expert;
BAS QF 7.7	Register of Lead Assessors/Technical Assessors/Technical Experts/GLP;
BAS QF 7.9	Invitation letter
BAS QF 7.9.1	Notification letter for registration/for data update/termination of registration in the file of EA BAS
BAS QF 7.12	Lead assessor's observation report;
BAS QF 7.12.1	Schedule for monitoring team leaders
BAS QF 7.13	Feedback sheet;
BAS QF 7.13.1	Feedback sheet after training;
BAS QF 7.14	Personal main list of staff of EA BAS (section A conducted trainings, section B conducted assessments); - Word and Excel format
BAS QF 7.15	Acceptance protocol;
BAS QF 7.16	Staff training program EA BAS;
BAS QA 7.16.1	Schedule for training of the staff of EA BAS for
BAS QF 7.18	Report from feedback sheets
BAS QF 7.19	Initial observation report of the lead assessor / assessor;
Application 1	Minimum criteria for competence of the staff of EA BAS
Application 2	Knowledge and skills of the staff of EA BAS, participating in the accreditation activities

❖ *This document translation has been prepared for the needs of activities related to the accreditation, based on the official document of EA BAS.
In case of discrepancies and differences between the Bulgarian document and its translation, the original document in Bulgarian shall be considered as leading.*