



ARCS
INTERNATIONAL
ASSESSOR REGISTRATION &
CERTIFICATION SCHEME

**INTERNATIONAL ASSESSOR REGISTRATION AND
CERTIFICATION (ARCS) SCHEME**

**Accreditation of Training Providers and
Training Courses**

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1. INTRODUCTION

This International Assessor Registration and Certification Scheme (ARCS) (the Scheme) provides for the

-) Registration and certification of process assessors trained and qualified in the principles and practices of process assessment performed against the relevant international standards.
-) Registration and certification of process improvement professionals trained and qualified in the principles and practices of model based process improvement performed against the relevant international standards.
-) Accreditation of training providers and training courses that provide the relevant education, knowledge and skills needed as a pre-requisite to registration and certification

The Scheme replaces the International Registration Scheme for Assessors (INTRSA) from 1 July 2018.

2. ACCREDITATION OF TRAINING PROVIDERS

2.1 INTRODUCTION

An accredited training provider may deliver an accredited training course.

The available training courses comprise:

-) Foundation (related to the ISO/IEC 330xx family of standards)
-) Process Assessment Model (based on an ISO/IEC 33004 conformant process assessment model)
-) Assessor (based on the ISO/IEC 33002 requirements for performing an assessment or a documented assessment process conformant with the requirements of ISO/IEC 33002)

Each course is accompanied by a test comprising multiple choice questions.

The Assessor course is accompanied by an examination and a practical assessment performance and evaluation (either instructor case led or lead assessor led assessment) as part of the criteria to become a Certified Assessor or Lead Assessor.

A training provider may seek accreditation to provide another organisation's accredited training course.

A training provider shall not be accredited, or maintain its accreditation, unless it presents, and continues to present, accredited training course(s). Presentation of courses however may be by the training provider itself or through affiliates, whether franchise holders, licensees or subcontractors, as applicable.

An accredited training provider shall provide, in writing, details of any affiliates that it authorizes to present accredited courses on its behalf. Such notification shall be in advance of any course presentations by these providers. The Scheme reserves the right not to accept as accredited any presentation of a course which is provided by, with or through any provider about which it had not received information prior to the presentation.

The Scheme reserves the right to amend these criteria and/or any of the course specific criteria, as may be required from time to time. Training providers shall implement such changes within three months of notification, unless instructed otherwise in writing.

2.2 APPLICATION

A training provider seeking to become an accredited provider of accredited training courses shall submit an application to the Scheme.

This application shall be accompanied by the following documentation and information:

-) Details of affiliations with any other providers involved in the presentation of accredited courses, whether as licensees, franchise holders or subcontractors. Training providers shall ensure that the list of affiliates provided is updated and reissued to maintain currency.

-) A list of all instructors to be involved in the presentation of accredited courses, together with an outline CV (one page) for each instructor, their assessor registration and certification status and brief details of experience in assessment, provision of training, and specialist sectors if relevant. The list shall indicate whether the instructor is a lead or support instructor. The list of instructors shall be updated and revisions submitted as they occur so that the currency of the list held is maintained. Information is also required on training and/or familiarization on course material for instructors for initial course presentations.

As part of the accreditation process this documentation shall be subject to a rigorous 'desktop' review process to determine conformance with the criteria.

Accreditation is valid for three years, and shall be renewed triennially subject to the following:

-) Payment of all outstanding invoices
-) Submission of course statistics
-) Submission of updated instructor listing
-) Submission of updated affiliates listing
-) No breach of the Scheme criteria

The Scheme reserves the right to suspend, withdraw or cancel the accreditation of a training provider for any reason including:

-) Non-payment of fees
-) Sustained or serious breach of the Scheme criteria
-) Bringing the Scheme into disrepute

All information, correspondence and documentation relating to the application for accreditation by the training provider shall be regarded as strictly confidential.

The Scheme, including activities associated with the accreditation of training providers providing accredited assessor training, is governed in accordance with English Law.

2.3 INSTRUCTORS

Training providers shall have procedures for the selection and training of all instructors involved in the presentation of accredited courses to ensure consistency of presentation between courses. These procedures shall, as a minimum, cover the following activities:

- a) Initial selection criteria,
- b) Training in presentation techniques and general course management,
- c) Regular review of performance from consideration of feedback information from delegates

All instructors shall be experienced in the principles, practices and subject matter of the courses they present, and be capable of imparting their knowledge to delegates and developing the skills of delegates.

This experience shall normally include, for each course a instructor presents:

- a) Participation either as a delegate or observer on a complete presentation of the training provider's course, to ensure familiarity not only with the content but also the specific format and style of presentation of the course
- b) Participation as a support instructor for a minimum of one course, or other suitable induction training, to the satisfaction of the training provider's management
- c) Participation as an acting lead instructor (for lead instructors), under the supervision of another lead instructor, for a minimum of one presentation of the training provider's course, to the satisfaction of the training provider's management.

In the case of a new course, of which there have not been any previous presentations, the training provider shall have documented evidence of the training provided to the instructors before the initial presentation(s).

The following experience prerequisites are required by a lead instructor in order to deliver the ASSESSOR TRAINING courses (elements):

- a) Foundation – no specific prerequisites.
- b) Process Assessment Model – current certification as an assessor, lead assessor or principal assessor relevant to the Process Assessment Model included in the accredited training course.
- c) Assessor - current certification as a lead assessor or principal assessor relevant to the documented assessment process and any conformity assessment scheme included in the accredited training course.

In exceptional circumstances, a instructor who does not currently have such certification status (where required) but who can provide evidence, acceptable to the Scheme, of current practical experience, may be designated a lead instructor.

Special instructor qualifications and experience may be required for the presentation of sector-specific assessor and lead assessor courses.

2.4 PROCEDURES AND RECORDS

The training provider shall develop and maintain documented procedures for the effective administration and presentation of their accredited training course(s). Records shall be maintained for at least three years to demonstrate conformance to the Scheme requirements. Records shall be available for review as required.

For each course delivery, records shall be maintained that include:

- a) Venue, dates, related advertisement and promotional literature
- b) Names of designated instructors, any additional instructors, trainee instructors and observers
- c) Names and affiliations of delegates attending the course

d) Completed course evaluation survey results

2.5 CERTIFICATES

A Certificate of Training will be presented to a delegate who has attended a course and/or taken a course test. The Certificate of Training will indicate the 'percentage test score' achieved together with the 'pass score'. A course test may be taken up to three times.

A Certificate of Participation may optionally be presented, by the training provider, to a delegate who has attended a course and not taken a course test or not successfully passed a course test. Where a Certificate of Participation is presented it shall include similar information to a Certificate of Training but without reference to any test score.

A Certificate of Examination will be presented to a delegate who has taken a prescribed examination. The Certificate of Examination will indicate the 'percentage examination score' achieved together with the 'pass score'. An examination may be taken up to three times. The examination may only be taken following a satisfactory practical assessment performance and evaluation.

A Certificate of Training or Certificate of Examination is valid for three years for the purpose of meeting the training requirements for assessor certification.

The Certificate of Training will be presented with the headline **ASSESSOR TRAINING COURSE** and will reference one or more of the applicable training course elements (e.g. for an Assessor training course with combined training course elements). The applicable training course elements are:

-) ISO/IEC 330xx Foundation
-) [xxxxx] Process Assessment Model
-) [yyyyy] Assessor

where

[xxxxx] is the relevant Process Assessment Model e.g. ISO/IEC 29110-3-1 or ISO/IEC 15504-5

[yyyyy] is either ISO/IEC 330xx or a specific documented assessment process/method conformant with ISO/IEC 33002

A Certificate of Evaluation, issued by the training provider, for instructor led case study assessment, or the lead assessor, for live assessment supervised by a lead assessor - for instance if the delegate will take a prescribed examination at a later date, may optionally be presented to delegates who have satisfactorily performed the practical assessment performance.

A Certificate of Evaluation, issued by the principal assessor, will be presented to delegates who have satisfactorily performed an assessment witnessed by a principal assessor in the safety or regulatory domain.

The Certificate of Evaluation will be presented with the headline **ASSESSOR TRAINING COURSE** and reference the applicable course element performed:

-) Practical assessment performance or
-) Witnessed assessment performance (Principal Assessor)

The Certificate of Examination will be presented with the headline **ASSESSOR TRAINING COURSE** and reference the course element:

-) Examination

2.6 MANAGEMENT REVIEW

Each accredited training provider shall conduct, at least annually, management reviews of its administrative procedures and of the design and content of the accredited course(s) and their delivery and shall implement and/or effect such changes or modifications as are necessary to reflect changes in assessment practice, standards and Scheme criteria, and to improve generally the quality and effectiveness of the organization and the content and presentation of its accredited course(s) and its customer satisfaction levels.

The management review shall consider:

-) Instructor feedback from course presentations
-) Changes to the course documentation, instructor notes, presentation materials
-) Evaluation of instructor performance and future training needs
-) Complaints and appeals

Records of management reviews shall be retained for at least three years.

2.7 FEES

See separate fee schedule.

2.8 APPLICATION

Applications and correspondence shall be sent to the Director of Certification.

3. ACCREDITATION OF TRAINING COURSES

3.1 INTRODUCTION

To satisfy the training requirements for registration and certification as an assessor, applicants shall have successfully completed a training course, which has been accredited as being in compliance with these criteria, within the three years prior to making application.

These criteria specify the requirements for training courses including the knowledge and skills to be covered during the course. It is mandatory that training courses are designed and delivered in accordance with these criteria, although training providers may exercise flexibility in the inclusion of additional material, and in the structure and selection of specific training methods used during the course.

An accredited training provider may deliver an accredited training course. Criteria for the accreditation of training providers are provided in a separate document and require a separate application.

More than one accredited training provider (or affiliate) may provide courses using a single accredited training course if, for instance, the training provider has licensed the accredited course.

3.2 APPLICATION

An organization seeking accreditation of an assessor training course shall submit an application to the Scheme.

This application shall be accompanied by the following documentation:

-) Course syllabus
-) Course module description
-) Course programme and schedule
-) Course exercises and accompanying notes
-) Course test questions (at least three sets)
-) Course examination (at least three sets) where relevant
-) Course notes for delegates including 'handouts'
-) Instructor notes including presentation material, suitably referenced, with relevant teaching points highlighted
-) Instructor and delegate briefing materials
-) Venue requirements (where relevant)
-) Accreditation is valid for three years, and shall be renewed triennially subject to the following:

-) Payment of all outstanding invoices
-) Submission of modified or new tests and/or examination papers
-) Submission of updated course materials
-) No breach of the Scheme criteria

The Scheme reserves the right to suspend, withdraw or cancel the accreditation of an assessor training course for any reason including:

-) Non-payment of fees
-) Sustained or serious breach of the Scheme criteria
-) Bringing the Scheme into disrepute

As part of the accreditation process the documentation shall be subject to rigorous 'desktop' review to determine compliance with the accreditation criteria.

When the documentation is considered satisfactory the applicant shall be advised of the next step.

3.3 COURSE SYLLABUS AND DURATION

Delegates will need to demonstrate acceptable knowledge, learning and performance in all of the content of the course syllabus.

The training course syllabus shall be defined as a collection of training modules.

Training courses shall follow the framework for training defined in the ISO/IEC TR 33017 Guidance for Assessor Training.

For each training module covering the syllabus, the following shall be specified:

-) Module ID and name
-) Module learning objectives
-) Module type (see below)
-) Module cognitive Level of Learning (using Bloom's taxonomy – see below)
-) Module recommended duration (in hours or minutes)
-) Deliverables required from delegates for practical sessions
-) The Module type shall be referenced as one or more of:
 -) Instructor presentation (IP) – given by instructor
 -) Delegate presentation (DP) – given by delegate

-) Discussions (DI) – exchanging of ideas and experiences amongst delegates and coached by instructor
-) Role play (RP) –simulation of real world examples by exercises performed by delegates
-) Working groups (WG) – group work performed by delegates
-) Exercises (EXER) – work done by delegate on his/her own
-) Test (TEST) – formal multiple choice test questions
-) Examination (EXAM) – formal case examinations

The Module Cognitive Levels of Learning shall reference Bloom’s taxonomy of learning objectives as defined below:

Level	Category or 'level'	Behaviour descriptions	Examples of activity to be trained, or demonstration and evidence to be measured	'Key words' (verbs which describe the activity to be trained or measured at each level)
1	Knowledge	recall or recognise information	multiple-choice test, recount facts or statistics, recall a process, rules, definitions; quote law or procedure	arrange, define, describe, label, list, memorise, recognise, relate, reproduce, select, state
2	Comprehension	understand meaning, re-state data in one's own words, interpret, extrapolate, translate	explain or interpret meaning from a given scenario or statement, suggest treatment, reaction or solution to given problem, create examples or metaphors	explain, reiterate, reword, critique, classify, summarise, illustrate, translate, review, report, discuss, re-write, estimate, interpret, theorise, paraphrase, reference, example
3	Application	use or apply knowledge, put theory into practice, use knowledge in response to real circumstances	put a theory into practical effect, demonstrate, solve a problem, manage an activity	use, apply, discover, manage, execute, solve, produce, implement, construct, change, prepare, conduct, perform, react, respond, role-play
4	Analysis	interpret elements, organizational principles, structure, construction, internal relationships; quality, reliability of individual	identify constituent parts and functions of a process or concept, or de-construct a methodology or process, making qualitative assessment	analyse, break down, catalogue, compare, quantify, measure, test, examine, experiment, relate, graph, diagram, plot, extrapolate, value,

		components	of elements, relationships, values and effects; measure requirements or needs	divide
5	Synthesis (create/build)	develop new unique structures, systems, models, approaches, ideas; creative thinking, operations	develop plans or procedures, design solutions, integrate methods, resources, ideas, parts; create teams or new approaches, write protocols or contingencies	develop, plan, build, create, design, organise, revise, formulate, propose, establish, assemble, integrate, re-arrange, modify
6	Evaluation	assess effectiveness of whole concepts, in relation to values, outputs, efficacy, viability; critical thinking, strategic comparison and review; judgement relating to external criteria	review strategic options or plans in terms of efficacy, return on investment or cost-effectiveness, practicability; assess sustainability; perform a SWOT analysis in relation to alternatives; produce a financial justification for a proposition or venture, calculate the effects of a plan or strategy; perform a detailed and costed risk analysis with recommendations and justifications	review, justify, assess, present a case for, defend, report on, investigate, direct, appraise, argue, project-manage

The Director of Certification shall be notified in writing of any significant changes in course content or presentations.

The following provides the general scope of the training course portfolio.

Foundation course (8-12 hours)

The Foundation course covers the general principles of process assessment, the international standards series and family of process assessments standards, the relationship of the assessment technology to lifecycle standards and management system standards, the generic assessment framework, the process models, the measurement framework, the rating approach, the outcome of an assessment, process profiles, assessment contexts of use, the different classes of assessment, the activities performed during an assessment, the general roles and responsibilities, and the competency of assessors.

It provides a general foundation for the other courses in the course portfolio.

Process Assessment Model course (8-16 hours dependent on scope of Process Assessment Model)

The Process Assessment Model course provides an understanding of the set of standards and processes which form the basis of the Process Reference Model(s) and the Process Measurement Framework in the selected Process Assessment Model. It also illustrates how one or more Process Assessment Models may be used to specify a relevant Organisational Maturity Model.

The course provides coverage of the models, the process definitions, the process measurement framework, the relevant indicators, rating and aggregation methods, an overview of activities performed in process assessment and a brief introduction to the assessment input and assessment report requirements.

A selected Process Assessment Model will be used as the basis for the practical assessment performance in conjunction with the Assessor course in the course portfolio.

An assessor can be registered or certified against any number of Process Assessment Models.

Assessor course (8 – 16 hours dependent method approach)

The Assessor course follows the requirements for and activities performed during an assessment as defined in ISO/IEC 33002 or a conformant documented assessment process. The assessment activities include preparing for an assessment: initialisation and planning (purpose, scope, context, team, responsibilities, schedule, plan and assessment agreement with sponsor); performing the assessment: initial presentations, interviews and documentation reviews, data collection, consolidation, rating, feedback and evaluation; and issuing the assessment report, process profiles, gaps and improvements, drawing up assessment log. The different classes of assessment will be explored which in turn have an impact on the time needed to perform an assessment and on the rigour of the adopted approach.

The course introduces the requirements for conformance and conformity assessment according to a conformity assessment scheme, including pre-assessment activities, certification and surveillance activities, the issuance of statements of conformity, and the additional requirements for reporting assessment results. The course also provides an insight into the use of assessment in the context of process improvement with reference to the new guide to process improvement.

The course forms the basis of knowledge and understanding for performing an assessment using a selected Process Assessment Model as part of the course portfolio.

Assessor practical assessment performance (12-16 hours)

The Assessor course is supplemented by a course practical assessment performance and evaluation which can be met either by a instructor led case study assessment or by supervised live assessment by a lead assessor.

The practical assessment will follow the steps of; assessment planning, assessment input, assessment performance, reviewing the company and project documentation, preparation of interview scripts for the processes in scope, conducting interviews with the process performers, rating the process attributes (and base practices) for the given processes, keeping assessor notes to justify the ratings for each process attribute outcome (and base practices), documenting the assessment result, and assessment result presentation and feedback. Optionally the practical assessment performance may include a discussion on selecting a relevant process improvement change strategy.

The entry point for the practical assessment is a predetermined scoped assessment in terms of processes and process quality level to be assessed. The outcome of the assessment is a rating of the processes with the determined process profile, any findings (for practice gaps) and any identified potential improvement opportunities. The practical shall assess a minimum of 2 processes to more than one quality level.

3.4 DELEGATE COURSE MATERIALS

At the beginning of the course, the course provider shall provide the delegates with a description of the learning objectives, course format, course programme and delegate evaluation criteria.

Training Providers shall ensure that delegates are provided with, or have access to, purchased or licensed copies of all standards relevant to a course.

On completion of the course delegates shall be required to complete a course evaluation, which shall include an opportunity to comment on the knowledge, ability and performance of the course instructors, the course material and the facilities.

3.5 COURSE TESTS

Each course shall have a designated test consisting of a number of multiple choice questions to be answered. The pass mark shall be 70%. A delegate may repeat a different test up to three times.

All tests will be taken online (for example Classmarker).

Each test will typically have 10 multiple choice or true/false questions.

If any of the Foundation, Process Assessment Model or Assessor course are taken together a single combined test may be provided.

3.6 ASSESSOR PRACTICAL ASSESSMENT PERFORMANCE AND EVALUATION

The Assessor practical assessment performance and evaluation can be met either by a instructor led case study assessment or by supervised live assessment by a lead assessor (minimum 8 hours) .

The entry point for the assessment is a predetermined scoped assessment in terms of processes and process quality level to be assessed. The outcome of the assessment is a rating of the processes with the determined process profile and any findings (for practice gaps) and potential improvement opportunities. The practical shall assess a minimum of 2 processes to more than one quality level.

Where a instructor is leading a case study assessment performed with a group of delegates at the same time in a face to face context (i.e. not remotely), then a single instructor may not instructor more than 12 delegates, and may not instructor more than 4 assessment teams in parallel. Where the number of delegates is greater than 12, the case study assessment shall be run with two or more designated instructors. At least one instructor shall satisfy the requirements for a lead instructor. Additional resources or trainee instructors may be used for specific activities however the two instructors remain responsible for the entire course presentation.

Where a supervised live assessment is performed, the assessment team (excluding the lead assessor supervising) shall not exceed 4 persons per assessment.

The delegate must receive a satisfactory evaluation report from the instructor or lead assessor prior to taking the Assessor course examination.

3.7 WITNESSED ASSESSMENT PERFORMANCE

In order to be certified as a Principal Assessor, the prospective Principal Assessor must perform a live assessment (minimum 8 hours) as a 3rd party lead assessor with at least a team of two persons witnessed by another Principal Assessor.

The delegate must receive a satisfactory evaluation report from the principal assessor.

3.8 EXAMINATIONS

Examination papers and solutions shall be maintained, distributed, retrieved and translated in conditions of strictest security. Copies of examination papers, solutions or completed scripts shall not be supplied to any delegate or any other third party.

Each accredited training course and/or training provider shall maintain submit a minimum of three approved examination papers. Where a course is to be conducted in a language other than that of the course materials, either directly or by simultaneous or sequential translation, a certified translation of the examination paper and solutions may be produced in that language. Such certified translations shall be obtained at the expense of the accredited training course and/or training provider.

The examination shall be of minimum one hour duration using an approved examination paper. An examination paper shall contain 3 questions requiring one page text answers testing the practical implementation of knowledge gained (typically 30 marks). The pass mark shall be 65%.

The preferred method for examination taking is through online proctored solution (for example by the instructor, or using a remote proctoring service such as RPNOW with a Classmarker), however during the enablement period for this solution the examination can be taken in the classroom at the end of a practical assessment course with the training provider acting as proctor.

The training provider or remote proctor is responsible for ensuring, through effective invigilation throughout the full duration of the examination, and that delegates are not provided the opportunities to copy, collude or otherwise cheat during examinations.

Reference material that may be allowed during an examination is limited to a copy of the appropriate standards, the course notes provided by the training provider and any personal notes made by the delegate during a course.

Delegates, whose first language is not in the language in which a course is presented and/or examined, may be permitted additional time, not exceeding 15 minutes, to complete the examination. They may also have an appropriate two-language dictionary. Delegates suffering from any disabilities may also be permitted additional time not exceeding 15 minutes.

Immediately following delivery of an examination, the training provider shall provide two instructors to mark the free text and/or essay type questions in the approved examination paper according to the approved examination marking scheme.

One instructor shall mark the examinations and a second shall check the examinations for marking accuracy.

Delegates who fail the written examination, shall be allowed to re-take an examination under the following conditions:

-) Delegates shall not retake the previously failed examination paper
-) Delegates may not retake an examination when the period following the failed initial examination exceeds 12 months

A Certificate of Examination is valid for three years from the date of the examination for meeting the training requirements for assessor certification.

The Scheme shall maintain a model examination paper in the English language (and potentially in some other languages) for Assessor courses based on deliveries using the ISO/IEC 15504-5:2012 Software Life Cycle Process Assessment Model (or other relevant model).

All examination papers should maintain the overall structure of the exemplar examination papers outlined above. If submitted for approval, an examination marking scheme shall also be submitted for approval.

3.9 COURSE LOCATION, LANGUAGE AND FACILITIES

All courses are subject to the same criteria irrespective of the country or the medium in which they are delivered.

Where translators are used in course delivery, the course duration shall be extended as required to meet the course learning objectives.

All course physical training venues shall have adequate support facilities including the provision of appropriate training equipment. When teamwork is involved, suitable rooms or areas shall be arranged such that discussions by one team are not overheard or disturbed by those of other teams, or by anyone else.

3.10 COURSE PUBLICITY AND ADVERTISING

The official course name is ASSESSOR TRAINING COURSE which may optionally be advertised as [zzzzz] ASSESSOR TRAINING COURSE where

[zzzzz] is either the name of the Process Assessment Model) or the relevant ISO or ISO/IEC standard number of the Process Assessment Model or of which it is a part of a series or family (e.g. ISO/IEC 29110, ISO/IEC 33071, ISO/IEC 330xx etc.) with the exception that where the name is Trademarked, the name may only be used with the permission of the Trademark owner.

Where a course is advertised or promoted as an accredited course, the name of course provider (or affiliate) and their accreditation reference number shall be clearly stated together with the course accreditation reference number.

An accredited course shall make it clear that successful completion of the course only satisfies partial requirements (the training requirements) needed for application to assessor grades, so that delegates and potential delegates are not led to conclude, from the wording of any literature relating to the course, or otherwise, that successful completion of the course automatically entitles them to certification as an assessor.

Where a course is residential, publicity material shall clearly indicate the inclusion or otherwise of the costs of accommodation in the advertised fee.

3.11 FEES

See separate fee schedule.

3.12 APPLICATION

Applications and correspondence shall be sent to the Director of Certification.

4. REVISION HISTORY

Version	Section	Change summary
1.0 2018-06-01		Published