

**Approved by: Managing Director**



# PSA

**Document Title : employee for Competence Procedure**

**Document Code: QSP-PSA-**

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## **Competency Assessment Procedure**

### **Application**

This procedure ensures staff's competency in PSA.

### **Objective**

This procedure describes how to assess the staff's competency.

### **Definitions**

*To be filled in if necessary*

### **References**

*ASO requirments*

### **Responsibilities**

The HR is responsible for:

- ensuring the implementation and supervision of PSA staff competency assessments;
- taking any required action as indicated by the assessment results.

The T M assigns appropriate staff as Competency Assessors.

The Competency Assessors are responsible for conducting the competency assessments and documenting the results.

An observer is advisable if there are sufficient staffs.

### **Operating mode**

#### Methodology

The goal of a competency assessment is to identify potential problems with employee performance and to address these issues before they affect patient care. Observations followed by documentation of remediation are critical components of the competency assessment process.

#### Competency assessment process

1. A consistent standard for evaluation of competency should be applied to all employees.
2. Competency assessment records are retained for the entire time an individual is employed at the laboratory.
3. The areas requiring competency in the PSA have been defined. They are the following:

*List of requiring competency in the PSA:*

*ASC*

*MSC*

4. A list of **Instructions** for each sub-specialty in the PSA has been made in Article 8 of [Evaluation procedure](#)

5. The HR in discussion with the TM, will select items from the ASO instructions and schedule the exercise to take place, with an observer if applicable, at a mutually convenient time.

Competency assessment must be specific for each Audit description.

6. The assessor will fill in the corresponding checklist (ASO) by directly observing the employee and checking the different records needed for the assessment. The assessor will be in charge of filling in the competency assessment logbook.

a) New employee

For a new employee, direct observation is used to assess the employee's ability to accurately follow the PSA procedure. An assessment of competence is done twice in the first year of employment and annually thereafter.

b) Experienced employee

An evaluation for ongoing competency for an experienced employee is performed by:

- directly observing performance
- monitoring audit result documentation and reporting processes;
- reviewing intermediate audit results, QC records, proficiency audit results, and preventive maintenance records;
- directly observing instrument maintenance.

### Competency assessment failure

1. If an employee fails one or more areas of the competency assessment, the assessor will analyze the problem so that the proper corrective act can be identified and implemented.

2. If the protocols are not the cause of the competency failure, the following questions should be answered:

- Did the employee perform the test incorrectly (i.e., did he/she not follow the proper audit procedure)?
- Did the employee misunderstand the purpose or background of the performed audit
- Did the employee misunderstand the components of the audit or instrument being used?
- Was the employee unable to resolve QC problems?
- Did the employee perform the test accurately but make an error in the documentation?

3. Discussion of the protocol with the employee that fails competency is warranted to assess if further action is necessary, based on the employee's verbal response. This may be sufficient to identify the reason for competency failure.

4. Reinstitution of formal training will be necessary if the above-mentioned methods fail to confirm that the employee is competent.

5. As a last resort, the employee can be permanently removed from selected duties and reassigned to another work area.

### **Related documents**

Filled in competency assessment checklist/form will be filed with records

Competency assessment logbook

### A. ISO-19011-2018

### **B.ASC instruction**

1. Table B – Lead Auditor qualifications and competencies
2. Table C – Social auditor qualifications and competencies
3. Table D – Internal Auditor qualifications and competencies

### C.MSC instruction

## Personnel

## Annex

## Competency assessment logbook

*Example:*

[illegible]



