



College of
Policing

Turning the Tables: A Case Study of the ISO10667 Certification Process

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Examinations & Assessment

Aims

- Brief background to College & ISO10667
- The Case for (and against) Certification
- The Process itself
 - Engagement
 - Evidence gathering
 - The Audit
- The Outcomes
 - Benefits
 - Lessons Learned

College of Policing - Objectives



- Setting standards of professional practice.
- Accrediting training providers and setting learning and development outcomes.
- Identifying, developing and promoting good practice based on evidence.
- Supporting police forces and other organisations to work together to protect the public and prevent crime.
- Identifying, developing and promoting ethics, values and standards of integrity.

Examinations & Assessment



***“provision of innovative, customer led
assessment and selection services”***

Products & Services



- ✓ Police SEARCH[®] National Recruit Assessment Centre (8000+)
- ✓ OSPRE[®] Part I Constable - Sergeant Examination (4,000+)
- ✓ OSPRE[®] Part I Sergeant - Inspector Examination (1,500+)
- ✓ OSPRE[®] Part II Constable - Sergeant Assessment Centre (2,000+)
- ✓ OSPRE[®] Part II Sergeant - Inspector Assessment Centre (500+)
- ✓ PSNI Investigators Examination (400+)
- ✓ National Investigators Examination (2,000+)
- ✓ Specials (2,000+)
- ✓ PCSO (300+)
- ✓ HPDS (250+)
- ✓ Senior Staff Selection Process (10+)
- ✓ Senior Police National Assessment Centre (80+)
- ✓ Chief Officer Appointments (10+)

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- ✓ Chief Officer Appointments (10+)

ISO10667

- Assessment Service Delivery – Procedures and methods to assess people in work and organizational settings
 - Part I – Requirements of the Client
 - Part II – Requirements for Service Provider
- Developed by International Committee
- Published October 2011
- www.iso.org (CHF 108 - £75)

Initial Questions

- Why?
- What do the standards mean?
- Are we doing this already?
- Can we evidence this?
- Certification?
 - Cost / benefit
 - Availability
 - Accredited providers?

Certification Body

- What are you looking for?
- Finding a Certification Body
- ISO Guidance
 - Evaluate several certification bodies
 - Cheapest could be most costly
 - ISO/IEC 17021
 - Accreditation (non mandatory)

Accreditation / Certification



Accreditation Organisation

UKAS



Certification Organisation

e.g. SGS



Service Provider
College of Policing



Client
Police Forces

Accreditation

- “A means to identify a proven competent evaluator” (UKAS)
- Accreditation:
 - a specific Certification Body
 - AND a specific standard
- In 2012, no plans for UKAS to offer accreditation against ISO10667-2:2011

The Audit Process



1. Initial Scoping Meeting
2. Stage 1 Audit – Desktop Review
3. Stage 2 Audit – Onsite Assessment Process
4. Moderation Process
5. Reporting (& Certificate Issue?)
6. Ongoing Maintenance / Surveillance
7. Triennial Certification

Initial Scoping Meeting

- Breadth of Remit
- Timelines / Availability
- Audit Team – background, experience etc.
- Evidence Requirements / Format
 - Early clarification!
- Contracting / Fees etc.

Preparation of Evidence

- What?
- How?
- Where?
- Format?
- Accessibility?
- Confidentiality?

Preparation of Evidence

- Proposal Documents
- Service Level Agreements
- Competency Matrices
- AC Operating Procedures
- AC Manual of Guidance
- AC Delivery Protocols
- AC Exercise Design Overview
- Exercises & Marking Guides
- Assessor Training Materials
- Candidate Registration Forms
- Job Descriptions – Internal
- Job Descriptions – Associate
- Equality Impact Assessments
- Governance Terms of Reference
- Governance Meeting Minutes
- Validation Activity Reports
- Product / Risk Logs
- Candidate Guidance Documents
- Rules & Syllabus Documents
- Reasonable Adjustment Policy
- Candidate Feedback Reports
- Health & Safety Policies

Against ISO 10667 Criteria

5.2.3 Participants' Rights

- Candidate Information Packs
- Candidate Briefing / Debriefing Scripts
- Rules / Procedure Docs
- Appeals Procedures
- Example Appeals & Responses
- AC Delivery Protocols
- AC Quality Assurance Procedures
- Assessor Training Materials

Stage 1 Audit - Readiness



- Collation of Evidence against Criteria
- 1 Day Site Visit
- Preparedness for Stage 2
- Identify & Rectify Areas of Concern
- Critical / Non Critical Findings
 - Critical – e.g. evidence not available against clauses
 - Non-Critical – e.g. unclear evidence on particular methods
- Gap between Stage 1 & 2
 - 2 weeks – 6 months

Stage 2 Audit – Assessment



- Two Day Onsite Visit
- Detailed Exploration / Clarification¹
- Interviews / Process Reviews
 - Structured Across Product Areas – Sampling
 - Targeted Questioning - Clarification
 - Cross Product Functions
 - Designers
 - Administrators
 - Associates

Moderation / Certification



- Moderation of Findings
- Audit Report
 - Actions
 - Recommendations
- Triennial Re-Certification

Timeline – College of Policing



- Begin search for auditor Feb 2012
- Begin Preparation of Evidence Feb 2012
- Pilot Proposal from auditor April 2012
- Agreement to Audit Progress July 2012
- Stage 1 Audit Visit Dec 2012
- Stage 2 Audit Visit Feb 2013
- Confirmation / Certification Mar 2013

Worthwhile?

Benefits:

- Organisational Profile
- Organisational Learning
- Review / Standardisation of Procedure
- Reassurance – internal and external

Risks:

- Time Commitment
- Evidence Overload
- Remember **Why . . .**

Lessons Learned

- Shared Team Understanding – Rationale
- Specialist vs. Generalist Auditor
- Early Clarification of Criteria with Auditor
- Volume of Evidence – Shared Judgement
- Collaborative Approach to Audit
- ‘Non-Commercial’ Model – how to evidence
- Fitting around ‘day job’ – early planning
- Client Organisations – encouraging certification
- Post-Certification Marketing

Any Final Questions?

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