

## Course 3-1001: Basic Assessor Training

**Course Type:** Training Event

**Course Fee:** \$650 for government officials; \$850 for all others.

- \$100 discount for those that have copies of the TNI standards

**Course Date and Location**

- Austin, Texas
- August 22-24, 2016

**Register On-Line**

- <https://www.regonline.com/basic-austin16>

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### OBJECTIVES OF COURSE

This course provides examples and a basic understanding of the assessment processes, within the National Environmental Laboratory Accreditation Program (NELAP) framework. The basic principles for assessing environmental laboratories are presented. A summary of the 2009 TNI Environmental Laboratory standards and practical examples for implementation of assessment techniques are an integral portion of this training course.

The rationale for assessing must be based on proven quality principals that allow the determination of adherence to the defined system. The system standards used during this course are the TNI Environmental Laboratory standard, and the ISO/IEC 17025 "*General Requirements for the Competence of Testing and Calibration Laboratories*" standard. Conducting an assessment of a laboratory system using quality principles and techniques allows personnel with a basic science background to assess operations and assure conformance to the stated management system.

The course presents the fundamentals of how to assess laboratories. These fundamentals include:

- Understanding the difference between assessments, audits, registration and accreditation
- Effective auditing tips and techniques
- How to: write findings; prepare and present the assessment report and evaluate findings from laboratories
- Evaluating laboratory corrective action programs and customer notification requirements.

The course also will provide personnel with guidance on assessing quality assurance/quality control (QA/QC) requirements to acquire technically and legally defensible environmental data from laboratory operations. The list of references provided in the course materials will further your understanding and provide specific information.

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### BACKGROUND

Accreditation of laboratories is based on a single set of standards developed by The NELAC Institute (TNI). Members represent federal agencies, state programs and the private sector. This single standard is a uniform standard for all laboratories.

The standard developed by TNI incorporates current state program requirements and the International Standards Organization (ISO) standard ISO/IEC 17025:2005, "General Requirements for the Competence of Calibration and

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### INSTRUCTOR



**Marlene Moore**

Marlene Moore founded Advanced Systems, Inc. in February 1992 as a consulting company specializing in quality systems for laboratory and sampling operations. She brings together the needs of quality system management, measurement operations and regulatory compliance.

Marlene Moore has worked and managed sampling and testing laboratories for over twenty years before providing her expertise to others. Current work includes auditing to ISO 9000 requirements as a registered RAB ISO QMS Auditor, assessing for laboratory accreditation programs to ISO/IEC 17025 and auditing to ISO/IEC Guide 65 for conformity assessment certification programs. Assessments are performed for A2LA, ANAB, and ANSI. Additional auditor training was completed under the EPA Safe Drinking Water Program for State certification laboratory auditors for inorganic, organic and microbiology.

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**Intended Audience:**

- Quality Assurance Personnel
- Laboratory Assessors

Testing Laboratories.” The standard includes all quality assurance (QA) policies and quality control (QC) procedures that must be presented in either a QA Manual or laboratory procedures to help ensure and document the quality of the data produced.

Laboratories seeking accreditation under NELAP must assure implementation of all QA policies and the essential applicable QC procedures specified in Volume 1 of the TNI standard. The QA policies are applicable to environmental laboratories regardless of the size and complexity.

This course has been revised and materials updated to meet the requirements of the 2009 TNI Environmental Laboratory Standard for basic assessor training.

The NELAC standards may be downloaded from the web at [www.nelac-institute.org](http://www.nelac-institute.org). Click on “Lab Accreditation (NELAP)”, “Laboratory Accreditation (TNI 2009) Standards” to find the 2009 TNI Standards. The standard is purchased from TNI with the full version of the 2009 TNI standard including the ISO/IEC 17025 language.

Specific link to the 2009 TNI Environmental Laboratory (EL) Standard

<http://nelac-institute.org/content/CSDP/standards.php>

The TNI Checklist: (2009 TNI Version in Excel), 2009 TNI EL Standard Volume 1, and Volume 2 are used throughout this course. The hardcopy of these materials is required for the final examination.

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## **COURSE AGENDA**

### **Day 1 – August 22, 2016**

- ◆ Pre Test

#### Chapter 1: Introduction to Standards

- ◆ TNI Standard – Overview of History
- ◆ Overview of Assessment Process
- ◆ Conformance to Standard, Methods, Procedures

#### Chapter 2: Assessor Conduct

- ◆ Ethics
- ◆ Interviewing
- ◆ Handling Difficult Situations

#### Chapter 3: Assessment Process

- ◆ Planning, Conducting, Reporting
- ◆ Checklist
- ◆ Writing NCRs

### **Day 2 – August 23, 2016**

#### Chapter 4: Management System Elements

- ◆ Organization, Administration
- ◆ Improvement, Preventive Action
- ◆ Corrective Action, Internal Audits, Management Review
- ◆ Documentation
- ◆ Records, Paper and Electronic
- ◆ Traceability-Methods, Sample, Data, Standards, Process

#### Chapter 5: Management System Technical Elements

- ◆ Personnel
- ◆ Method Selection
- ◆ Quality Control
- ◆ Proficiency Testing

## Day 3 – August 24, 2016

### Chapter 6: Laboratory Assessment

- ◆ Documentation and Data Review

### Chapter 7: Conclusion

- ◆ Questions and Final Comments
- ◆ Scoring
- ◆ Final Examination
- ◆ Review of Final Examination

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## COURSE NOTES

Course starts promptly each day at 8:00 a.m.

Lunch is scheduled for 1 hour at noon each day. More or less will be allowed depending on availability of lunch locations.

*Lunch is on your own.*

Class ends each day at 5:00 p.m.

*Students must stay until the end to complete the course.*

Day 1 and Day 2 students should prepare for the final exam each evening.

*At the end of Day 1 and Day 2, students should prepare for the final exam by reading and reviewing the course materials.*

**BRING TO CLASS:** Hard copy of the 2009 TNI Environmental Laboratory Standard Volume 1 with ISO language and Volume 2 without ISO language and Checklist and other class materials emailed to you if paying for the discount fee. Prior to the start of the class an electronic copy of the materials will be provided to each student. The discounted fee is for students printing and bringing their own copies of the standard, checklist, and other materials to class. **Computer use during the exams is not allowed. Hardcopy is required.**

Students should come to class knowing the contents of the TNI standard in order to successfully complete the course.

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## LOGISTICS

**Location:** TCEQ Campus, Building B, Room B-201A  
12100 Park 35 Circle  
Austin, Texas 78753

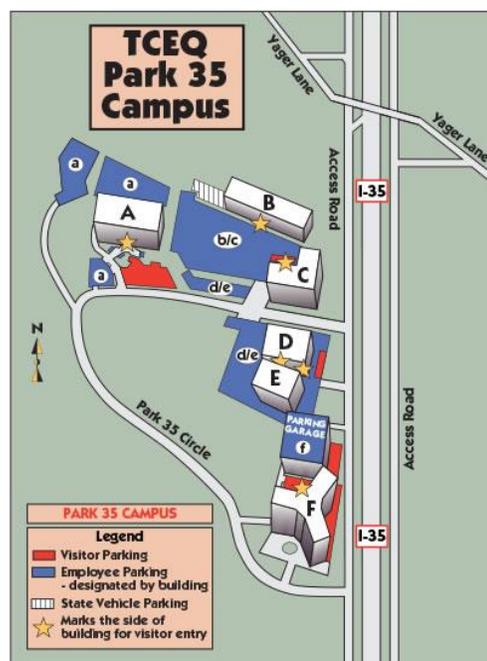
**Local Contact:** Frank Jamison, TCEQ  
frank.jamison@tceq.texas.gov  
512-239-3754

**Parking:** No additional fee

**Hotels:** Please use Google Maps to find a hotel.  
No reserved or special rate location for this course.

**Lunch is on your own**

Coffee, soda, water and break foods provided.



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## CERTIFICATES AND CEUS

The objectives and content of this course have been reviewed by TNI and the course qualifies as meeting the requirements for training on assessing quality systems as defined in Section 4.2.4 of Module 3 of Volume 2 of the TNI standard. Accordingly, a Certificate of Completion will be awarded to any student who obtains a 70% score at the completion of the class.

**Pretest score** is 25% of your final grade.

*Students should read TNI Laboratory Standard Volume 1 and 2. Students are expected to be thoroughly familiar with the TNI standards before arrival at the course.*

**Final Exam** score is 75% of your final grade.

*You must obtain a 70% score to “successfully complete” the course. (NELAP assessors are required to have successfully completed a basic assessor-training course.)*

Students with test scores of greater than 70% receive a Certificate of Completion.

*This course is not approved by TNI or NELAP. It is up to each accreditation body to approve a basic assessor-training course in order to qualify its assessors*

*State accreditation body assessors have attended this class. Accreditation bodies have accepted this course for meeting the basic assessor training requirements of its assessors.*

Any student who does not pass the course will be given a Certificate of Attendance.

This course is being supported by The NELAC Institute as one of a series of courses designed to provide training to environmental laboratory assessors. For more information about TNI's training program, visit our Educational Delivery System website at: <http://www.nelac-institute.org/eds-home.php>.