

Course 3-1001: Basic Assessor Training

Course Type: Training Event

Course Fee: \$550 for government officials; \$750 for all others.

- \$100 optional fee to purchase the 2009 TNI Standard Volumes 1 and 2 (for those who do not already own a copy)

Course Date and Location

- Springfield, Illinois
- December 6-8, 2016

Register On-Line

- <https://iattend.net/EventHome?id=5>

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 assessments 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 provides 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.

INSTRUCTORS

Steve Arms and Catherine Katsikis

Steve Arms

Until his retirement earlier this year, Steve worked as the administrator of the Florida Environmental Laboratory Certification Program (ELCP). Active in the National Environmental Laboratory Accreditation Conference (NELAC) meetings since 1997, he served on the NELAP Accrediting Authority Committee and was chairperson of the NELAC Standards Review Committee. Also active in INELA, he was a member of the Accreditation Body and Implementation Support Committees as well as the Board of Directors. He participated on the Partnership Planning Team and Transition Board and is now Past Chair of the TNI Board of Directors, a member of the NELAP Accreditation Council and chair of the TNI Advocacy Committee. Mr. Arms has a BS degree in Chemistry from the University of Florida. Mr. Arms now works for Laboratory Data Consultants, Florida.

Catherine Katsikis

Ms. Katsikis is a senior scientist with Laboratory Data Consultants Florida. She has been actively participating in the environmental industry for 26 years with particular emphasis on Management and QA practices. Ms. Katsikis holds a Chemistry degree with an emphasis on Laboratory Supervision from Teachers Training Institute, Athens Greece. She also holds multiple certifications including, Quality Management in the Lab from Clemson University and Good Laboratory Practices (GLP) from The Center for Professional Advancement.

She currently conducts internal laboratory/field audits, third party data validation, training classes on Ethics/Data Integrity, Quality Assurance practices for the lab and field, Data validation, Document Control, FL ADaPT.

Intended Audience:

- Quality Assurance Personnel
- Laboratory Assessors

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 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. For those who do not already own a copy of the Standard, a copy of Volumes 1 and 2 is available to attendees at the discounted rate of \$100, payable during registration.

The Quality Systems Checklist for TNI Laboratory Standard is used throughout this course, and will be provided to attendees.

A hardcopy of the 2009 TNI Standard and the Quality Systems Checklist for TNI Laboratory Standard is required for the final examination.

COURSE AGENDA

Day 1 – December 6, 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 –December 7, 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 – December 8, 2016

Chapter 6: Laboratory Assessment

- ◆ Documentation and Data Review

Chapter 7: Conclusion

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

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: Prior to the start of the class, electronic copies of the 2009 TNI Environmental Laboratory Standard Volume 1 and 2 will be e-mailed to you if you purchased them. **You must print hard copies of all of these materials and bring them with you to the class; computer use during the exams is not allowed.**

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

LOGISTICS

Location: Illinois EPA

1021 North Grand Avenue East
Springfield, IL 62702
Sangamo Conference Room

Parking: No additional fee

Hotel: Northfield Inn
866-599-6874
Ask for the special rate or \$91/night

Lunch is on your own

Coffee, soda, water and break foods provided.

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://nelac-institute.org/content/eds-home.php>.