



## PROCEDURE FOR SELECTION, TRAINING, AUTHORIZATION AND PERFORMANCE EVALUATION OF IAAC PEER EVALUATORS

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## **PROCEDURE FOR SELECTION, TRAINING, AUTHORIZATION AND PERFORMANCE MONITORING OF IAAC PEER EVALUATORS**

### **1. PURPOSE**

This document establishes the criteria and procedures for the selection, training, and qualification of peer evaluators, as well as the monitoring of their performance.

### **2. DEFINITIONS**

#### **2.1. Authorization (License/ Licensure)**

Recognition of competence to practice a given occupation or profession conveyed to a person or entity by a regulatory body.

#### **2.2. Monitoring**

Supervision or oversight of an activity.

#### **2.3. Training**

Programme developed to provide persons with the necessary knowledge and skills.

#### **2.4. Competence**

Ability to apply knowledge and skills to achieve intended results.

#### **2.5. Knowledge**

Facts, information, truths, principles or understanding acquired through experience or education.

### **3. STRUCTURE**

The IAAC MLA Committee (MLAC) creates the Peer Evaluators Working Group - PEWG to contribute to the management of all matters related to peer evaluators management.

#### **3.1. Members and objective of the Peer Evaluators Working Group - PEWG**

The Working Group of Peer Evaluators - PEWG is led by the chair of the MLAC and in his absence by the vice chair of the MLAC. It is made up of peer evaluators with experience in evaluations with IAAC. The peer evaluators that make up this group are chosen by the MLAC Chair, which ensures that it is made up of authorized evaluators in the scope of the MLA, with the objective of having a broad



vision of the education, training, documentation, and improvement needs of the peer evaluation processes and the appropriate authorization of peer evaluators.

The peer evaluators chosen by MLAC Chair, are going to be record in the members list of the WG.

### **3.2. Activities**

- a) The PEWG must work in cooperation with the Technical Secretariat for the review of applications for candidates, extensions of the scope of authorizations, and performance evaluations. Without undue delay.
- b) The PEWG shall work in cooperation with the Technical Secretariat and the Training Subcommittee in the planning and organization of peer evaluator training activities, especially in the selection of the instructor for the training course.
- c) The PEWG must ensure that the Technical Secretariat monitors the performance of all PE levels, in accordance with the criteria in this document.
- d) When the competence in the scope of the candidate to be authorized or the qualification as peer evaluator cannot be confirmed, PEWG request the Technical Secretariat for further information with the applicant accreditation body.
- e) Propose improvement to the peer evaluation and authorization processes, training, education, and monitoring of peer evaluators.
- f) The PEWG must ensure that actions resulting from the evaluation of the evaluators' performance are implemented.

## **4. SELECTION AND TRAINING OF NEW PEER EVALUATORS**

### **4.1. Selection**

Accreditation bodies may nominate potential candidates for peer evaluators, provided they are duly authorized as an assessor of the accreditation body, in the scope for which authorization is sought by IAAC.

Approval of candidates to take the peer evaluator training course will be carried out as follows:

- a) The Technical Secretariat carries out the first review of FM006, verifying that it is completely completed and signed by the representative of the accreditation body.



- b) It must be ensured that FM006 includes all the information requested from the candidate and that the competency requirements are supported with authorization as an evaluator by the applicant accreditation body, for the scope where the IAAC qualification is requested for the evaluator.
- c) A member of the PEWG will be requested to carry out a review, to ensure that the competency and experience requirements are met.
- d) The PEWG member may determine additional information is needed from the candidate and ask the Technical Secretary to collect it.
- e) The review of the technical secretariat and the decision of the PEWG representative must be recorded in FM010.
- f) The Technical Secretariat will inform the candidate and the representative of the respective Accreditation Body in writing of the decisions made by the PEWG, including, where applicable, the respective comments.

#### **4.2. Training of peer evaluator candidates**

A training course for peer evaluators must cover at least the following:

- a) Requirements of ISO/IEC 17011 and may include other mandatory documents as defined by IAAC MD 002 section 2.
- b) The IAAC procedures for peer evaluations as defined in IAAC MD 002.
- c) Exercises on planning evaluations, writing, and classifying findings.

#### **4.3. Assessment of participants in a peer evaluators course**

**4.3.1.** The Course Coordinator must evaluate the performance of the training course participants, using form FM 032, or equivalent, and taking into account the following:

- knowledge of ISO/IEC 17011 and other MLA requirements,
- understanding of peer evaluation procedures,
- interpersonal skills,
- language skills for those who do not use their native language,
- ability to work in groups, and personal attributes.

Note 1: If the course is carried out remotely, the performance evaluation of the training course will be carried out in two parts:



- a) The theory will be evaluated through technological tools, to apply the exams;
- b) and soft skills will be evaluated through group exercises where the interaction of the candidates with their classmates, role play and techniques that allow the objective demonstration of their ability to carry out a peer evaluation are observed.
- c) The activities that will be developed in the workshop will be managed by the Chair or vice Chair of the Training Subcommittee - TSC, with the support of the Technical Secretariat.

**4.3.2.** In order to achieve successful performance in the Course so as to be qualified as a trainee evaluator, participants are required to obtain a minimum grade of 70% in the exam and shall obtain at least good / appropriate / acceptable evaluation for all other aspects being evaluated. The participant and his/her accreditation body shall receive a copy of the evaluation of the participant.

**4.3.3.** A certificate shall be issued to training course participants.

**4.3.4.** The participant and their accreditation body will receive a copy of the participant's evaluation and their respective authorization as a peer evaluator in TTM training.

**4.3.5.** The Training Subcommittee – TSC, with the support of the Technical Secretariat, must review and, if necessary, change the content of the Peer Evaluators Training Course, considering the feedback received from participants, instructors, and the monitoring of the performance of the evaluators.

#### **4.4. Candidates who fail the Peer Evaluators Training Course**

If a participant does not pass the Peer Evaluator Training Course, the AB that the participant represents may request IAAC to participate in another peer evaluator course, taught by IAAC. In this case, the AB must nominate the candidate again following the procedure described and go through approval as described in 4.1.



## **5. AUTHORIZATION OF PEER EVALUATORS**

### **5.1. Peer Evaluator Authorization Levels**

IAAC has four levels of authorization for peer evaluators:

- a) lead peer evaluator (TL),
- b) training team leader (TTL),
- c) team member evaluator (TM),
- d) and training team member (TTM).

*Note 2: The terms lead evaluator, evaluator and evaluator in training can also be used.*

### **5.2. Requirements for the selection and authorization of peer evaluators**

#### **5.2.1. Lead Evaluators (TL)**

**5.2.1.1.** A lead evaluator must have the ability to:

- a) Manage an evaluation, lead the peer evaluation team in an efficient and effective way, including the distribution of the tasks among the team members;
- b) Report clearly and succinctly the results of the evaluation;
- c) Discuss the objectives and impact of accreditation services with the management and staff of an AB, based on his/her knowledge of the accreditation body's services, the (business and regulatory) context thereof and the associated risks.;
- d) Understand issues raised by the other members in the team on the accreditation fields which are outside his/her area of expertise;
- e) Optimize the performance of an evaluation team taking into account the strengths and weaknesses of the individual team members;
- f) Take decisions on the classification of findings and on the closing of findings based on the recommendation of the team members;
- g) Chair meetings and to reach consensus on delicate points.



- h) To report to the decision making committee, and to present a recommendation, taking into account the findings of all team members, in conformity with the Arrangement requirements.

**5.2.1.2.** In order to perform these activities, a lead evaluator shall:

- a) Have participated in at least two peer evaluations or pre-peer evaluations of Accreditation Bodies as a team member, preferably after being qualified as an evaluator, and have received satisfactory evaluations of performance by the team leaders in both of them;

*Note 3: In exceptional cases when an evaluator has performed very well in an evaluation, he or she may be authorized as a lead evaluator, even if he or she does not yet meet the evaluation experience requirements. In this case another lead evaluator must be appointed to the evaluation team to mentor the new lead evaluator. The appointment of mentor lead evaluators may also be considered in other cases when qualifying lead evaluators;*

- b) have had satisfactory performance in carrying out tasks the team leader is normally responsible for (e.g.: planning the evaluation, coordination of document review, supervising trainee evaluators, coordinating evaluation team meetings, coordination of meetings with the AB, evaluation of section 4 of ISO/IEC 17011, preparation of the summary report, support team members in drafting findings, support team members in reviewing corrective actions, drafting final report etc.)

## **5.2.2 Evaluators, Trainee Evaluators, Trainee Lead Evaluators**

**5.2.2.1** An evaluator and a trainee evaluator shall be able to:

- a) Evaluate whether an applicant/signatory accreditation body complies with the requirements of the appropriate ISO/IEC Standard(s) and its accredited bodies comply with the requirements of the appropriate ISO/IEC Standard(s), the applicable sector/scheme and relevant IAF/ILAC documents;;
- b) decide from the submitted documentation any features requiring special study during the evaluation;
- c) Report clearly and succinctly the findings in conformity with the MLA requirements;





- d) Decide on sampling of activities and files to be selected and persons to be interviewed based on the analysis of risks and related to the scope of work and the scope of the MLA/MRA;
- e) To evaluate constantly the effects of evaluation observations and personal interactions during an evaluation;
- f) Determine the criticality of the findings.
- g) Treat concerned personnel in a way that will best achieve the evaluation objective;
- h) React with sensitivity to the local conventions of the area in which the evaluation is performed;
- i) React effectively to stressful situations;
- j) Commit full attention and support to the evaluation process;
- k) To understand the management practices and processes of accreditation bodies based on his/her knowledge and experience in accreditation;
- l) To understand quickly and easily cultural differences, as far as essential in the evaluation process;.
- m) to evaluate whether the corrective actions decided by the applicant are likely to be effective and to evaluate the corrective actions carried out.

**5.2.2.2** in order to perform these activities, an evaluator and a trainee evaluator shall meet the following requirements:

- a) be an authorized evaluator by the accreditation body for the scope authorized by IAAC
- b) Be observed by the accreditation body at regular intervals during each evaluation, at least once every three years, as established by ISO/IEC 17011.
- c) Have relevant work experience on accreditation and have the appropriate technical background in the assigned areas of the MLA scope;

**Note 4:** *Appropriate technical background in assigned areas must include experience as a lead assessor or assessor, and may include experience in managing accreditation schemes, or in reviewing reports and decision making for the accreditation scheme.*



*An evaluator should typically have had at least 3 years of experience in accreditation in the assigned MLA scope. For MLA scopes that have been recently established under level 2 and 3 of the IAAC MLA structure, as well as for MLA scopes under levels 4 and 5 of the IAAC MLA structure, experience in other scopes of the MLA and previous experience as an IAAC evaluator / lead evaluator may be taken into account.*

**Note 5:** *Sound knowledge of standards and MLA requirements may be confirmed by, for example, training courses; participation in standardization committees and relevant IAAC, ILAC and IAF working groups or committees, experience in an accredited CAB, experience as a lead assessor (at least one assessment) or assessor (at least three assessments), experience in monitoring and evaluating performance of assessors and lead assessors, experience in managing accreditation programs, or reviewing reports and making decisions for the program.*

- d) be able to understand and to express him/herself clearly, in speaking and in writing in English and/or Spanish;

**Note 6:** *This may be initially met based on the information provided by the candidate and the AB on form FM 006. Language skills of non-native speakers will be further evaluated during the training course and evaluations.*

- e) have good interpersonal skills;

**Note 7:** *This may be initially met by having experience in assessments of CABs, and in AB performance evaluations. Personal attributes are confirmed in evaluation monitoring.*

- f) follow the instructions given by the team leader.

**Note 8:** *This may be initially met by having experience in assessments of CABs. Personal attributes will be further evaluated during the training course and evaluations.*

- g) plan and organize the assigned evaluator tasks.

### **5.2.3 Peer Evaluator Attributes (TTM, TM, TTL and TL)**

Lead evaluators, trainee lead evaluators, evaluators and trainee evaluators should:

- a) be mature and open-minded;
- b) Possess sound judgment, analytical skills, and tenacity;



- c) Have the ability to perceive situations in a realistic way, to understand complex operations from a broad perspective, and to understand the role of individual units within an organization;
- d) Be decisive and diplomatic;
- e) be versatile and culturally sensitive;
- f) be persistent and able to focus;
- g) be a team player;
- h) have interviewing, presentation, note-taking and report writing skills;
- i) have appropriate language skills that enable effective communication (orally and in writing);
- j) have skills to effectively plan and organize the assigned evaluator tasks;
- k) Be able to act impartially and remain true to the purpose of the evaluation without fear or favor, including based on the absence of any conflict of interest.

**5.2.3.1** Lead evaluators, lead evaluators in training, evaluators and evaluators in training should be able to apply the attributes, in order to:

- a) obtain and assess objective evidence fairly
- b) remain true to the purpose of the evaluation without fear or favor
- c) evaluate constantly the effects of evaluation observations and personal interactions during an evaluation;
- d) treat concerned personnel in a way that will best achieve the evaluation objective;
- e) react with sensitivity to the local conventions of the area in which the evaluation is performed;
- f) perform the evaluation process without deviating due to distractions;
- g) commit full attention and support to the evaluation process;
- h) react effectively in stressful situations;
- i) arrive at generally accepted conclusions based on evaluation observations;



- j) remain true to a conclusion despite pressure to change that is not based on evidence.

**Note 9:** *Personal attributes can be met initially by having experience in assessments of CABs. Personal attributes will be further evaluated during the training course and evaluations.*

#### **5.2.4 Peer evaluators in training - TTM to TM**

For a TTM to obtain authorization as a TM, shall:

- a) Have participated in at least one peer evaluation from accreditation bodies as a team member, after having been authorized as an evaluator (TTM), and having received a satisfactory performance evaluation from the TL or his/her supervisor;
- b) Have performed satisfactorily performing the tasks that are the responsibility of the TTM (for example: evaluating section 6 and 7 of ISO/IEC 17011, supporting team members in writing findings, supporting team members of the team in reviewing corrective actions, etc.)

#### **5.2.5 TM to TTL Peer Evaluators**

For a TM to be authorized as a TTL, shall:

- a) Have participated in at least one peer evaluation of an accreditation body as a team member, after being authorized as an evaluator (TM), and having received satisfactory performance evaluations from the TL or his/her supervisor;
- b) Have performed satisfactorily in carrying out the tasks that are the responsibility of the TTL (for example: planning the evaluation, supervising evaluators in training, evaluating section 5, 6, 7 and 8 of ISO/IEC 17011, supporting the team members in writing findings, supporting team members in reviewing corrective actions, writing the final report, etc.)

#### **5.2.6 Acceptance of authorizations by another region of the ILAC MRA / IAF MLA**

A peer evaluator who has been authorized by another ILAC MRA / IAF MLA region (APAC, EA, etc.) may be considered for equivalent recognition by IAAC. The accreditation body must submit an FM 006, evidence of its training,



authorization, and performance in peer evaluations from another region to the Technical Secretariat for review.

The PEWG or the MLAC Chair will determine whether recognition as equivalent will be granted, rejected, or limited (peer evaluator instead of lead peer evaluator) based on the outcome of the review.

The technical secretariat will inform the peer evaluator of the acceptance by the PEWG and of any specific requirements or IAAC differences that he/she should be familiar with.

### **5.3 Applications to extend the scope of level 3 or 4 and 5 of the MLA**

IAAC full members may nominate candidates with the potential to be evaluators in each scope, as long as they are authorized as an IAAC peer evaluator (TTM, TM, TTL or TL) and are authorized as an evaluator in the requesting accreditation body for the scope. level 3 or 4 and 5 of the MLA, for which the extension of authorization is requested.

The applicant Accreditation Body shall complete the candidate information on forms FM 006 and FM 011 and submit them to the IAAC Technical Secretariat for initial review.

#### **5.3.1 Extension scope authorization peer evaluators**

The FM 006 form is reviewed by the Technical Secretariat to confirm that the accreditation body included all the information requested from the candidate and that the competency requirements are consistent with the request for extension of authorization.

An evaluator is chosen from the PEWG to carry out the second validation and approval of the extension of the authorized scope. If the PEWG evaluator needs more information from the candidate, it will be requested from the Technical Secretariat that carries out the management, to obtain the required information.

The review of the technical secretary and the decision of the PEWG evaluator is recorded in FM010.

The Technical Secretariat must inform the candidate of the decision to extend the scope authorization or not, with the corresponding comments, via email.



## 6 MONITORING THE PERFORMANCE OF PEER EVALUATION TEAMS

**6.1** The team leader is responsible for monitoring the performance of each of the member of their peer evaluation team. The team leader shall complete an evaluator performance log (see form FM 007) and return the completed form to the technical secretariat after the on-site evaluation.

**6.2** When the evaluation is done jointly between IAAC and IAF, ILAC or other recognized regional cooperation, the team leader shall return to the technical secretary only those Evaluation Performance Logs about team members appointed by IAAC. Monitoring of performance of team members appointed by other organizations will be done by the organizations appointing them.

**6.3** Team members shall fill out form FM 008 with comments on the team leader's performance and send it to the technical secretary no later than one month after the on-site evaluation has been carried out.

**6.4** Likewise, the Trainee peer evaluator who was supervised by a member of the team shall complete FM 036 "Performance form for supervisor of evaluator in training" and return the completed form to the technical secretary no later than one month after the on-site evaluation.

**6.5** To monitor the performance of the team leaders, after the on-site evaluation, the MLA signatory/MLA applicant shall complete form FM 009 and provide comments on the performance of the evaluation team and in particular the team leader.

***Note 10:** Monitoring of team leader performance is carried out when the team leader is appointed by IAAC, as well as in joint assessments with ILAC, IAF or other recognized regional cooperation where the team leader was appointed by an organization other than IAAC.*

**6.6** The Technical Secretariat will monitor the submission of feedback forms to ensure that they are collected. If feedback forms are not received the Technical Secretariat will remind the peer evaluation team that they are due and request them to submit them without undue delay.

**6.7** The technical secretary will review the performance forms of the evaluators (FM 007, FM 008 and FM 036 as applicable) and the form provided by the MLA signatory or MLA applicant (FM 009). The technical secretary must also review the



results of the last two performance evaluation (FM 013). The results of the review must be recorded on form FM 013 and shall indicate.

- a) whether performance is satisfactory or unsatisfactory;
- b) whether there are positive comments or comments for improvement;
- c) whether the authorization should be maintained or changed;
- d) If a team member is a trainee evaluator, whether an authorization as an evaluator is recommended;
- e) If a team member is an evaluator, whether an authorization as a lead evaluator is recommended or whether training as lead evaluator may be initiated;
- f) any other action that is recommended.

**6.8** Form FM 013 shall be submit by the technical secretary for approval by the MLAC Chair.

**6.9** If the performance of any team member is considered unsatisfactory, or if there are recommendations to receive training or take actions for their development, the MLAC Chair and the Technical Secretary will meet with the evaluator and the accreditation body that provided it, to report on areas of performance that require improvement by the evaluator.

**6.10** Additionally, MLA Group members shall review the form of each evaluation report prepared by the team leader, as well as the classification of findings so as to determine whether the reporting requirements of the IAAC MD 002 are met. Any deficiency in a report shall be advised to the MLAC Chair, who shall consider all comments on an individual team leader and take any necessary action to advise the relevant IAAC accreditation body and the team leader of areas for improvement.

**6.11** The technical secretary shall report the results of the performance evaluation to the team member and the accreditation body for which he/she works.

**6.12** When the final report is presented to the MLAC Chair, the Technical Secretary will request feedback from the AB and the evaluation team regarding the activities after the on-site evaluation, if there are any issues that require attention, the technical secretary shall communicate to the MLAC Chair for consideration.





## **7 MAINTENANCE OF AUTHORIZATION OF A PEER EVALUATOR**

- 7.1** In order to maintain their authorization, a lead evaluator, evaluator, or trainee shall participate in evaluations, evaluators' meetings, MLA Group meetings, and/or in other activities organized by IAAC, ILAC, IAF or other recognized regional cooperations, as determined the IAAC MLAC or the PEWG.
- 7.2** If a lead evaluator, an evaluator or trainee does not participate in any peer evaluation in 4 years or, in any evaluator refresher training activity in 2 years, they must submit an updated FM 006 with evidence from their AB to justify extension of the period of their authorization. Records of this evidence could include records of training, competency, authorization to conduct internal audits or evaluations in accordance with ISO/IEC 17011, to be reviewed by the Technical Secretariat and sent to a member of the PEWG. The member of the PEWG will determine if the authorization should be extended, suspended, or downgraded to another level.:
- 7.3** When improvement needs are identified, evaluators must implement the necessary training or improvement actions as determined by IAAC. If the evaluator does not complete the prescribed actions, the PEWG may recommend to the MLAC Chair that the evaluator is removed from the MLAC evaluator list. The MLAC Chair will make the final decision regarding the evaluator's authorization.
- 7.4** Evaluators shall submit an updated Form FM 006 to IAAC Technical Secretariat when any significant changes occur that may impact their authorization as a peer evaluator. The updated FM 006 will be sent to a PEWG member to determine if any changes are necessary to the peer evaluators authorization status.

## **8 TRAINING ACTIVITIES FOR IAAC AUTHORIZED PEER EVALUATORS**

- 8.1** The PEWG, in cooperation with the Training Subcommittee, the support of the Technical Secretariat and approval of the MLAC Chair, should organize periodic meetings or other training activities for authorized evaluators, as necessary to maintain and improve harmonization in IAAC peer evaluations. Meetings or other training activities must be held at least once each year.
- 8.2** Training activities should consider, but not be limited to, issues such as:
- a. Changes in the procedures or requirements of a peer evaluation;
  - b. Results of the evaluation of the performance of evaluators;
  - c. Feedback from IAAC MLA Group on evaluation reports;
  - d. Complaints or appeals about the IAAC peer review process;
  - e. Findings of the peer evaluation made to IAAC;
  - f. Exchange of experiences.





## 9 RECORDS

9.1 The Technical Secretariat shall maintain the following records for each evaluator:

- a) Forms FM 006 and FM 011;
- b) Form FM 010 Review of Application for Peer Evaluator;
- c) Results of review by the designated member of the PEWG of the candidate as peer evaluator on form FM 013 and FM 023;
- d) Documentation or certification of participation in a peer evaluation training course, or equivalent training course;
- e) Performance forms: FM 007, FM 008;
- f) Performance Form FM 009 provided by the accreditation body regarding the performance of the evaluation team;
- g) Any action taken by the MLAC Chair or the PEWG in relation to the evaluator's performance.
- h) Record of meetings of peer evaluators and related Task Forces.
- i) Minutes of meetings, agendas and commitments generated in meetings with peer evaluators.

**Note 11:** *The Technical Secretariat only maintains the records of IAAC evaluators. The records of evaluators appointed by ILAC, IAF or other recognized regional cooperation working on joint evaluations with IAAC are maintained by the organizations that appointed them.*

9.2 The Technical Secretariat or the MLAC Chair may send information about an evaluator's training and experience to evaluation team leaders so as to facilitate the planning of an evaluation.

9.3 The Technical Secretariat shall maintain a Peer Evaluators List containing the following information:

- a) Name, country, affiliation and contact details of the evaluator;
- b) Current authorization level (TTM, TM, TTL, or TL);
- c) The accreditation schemes or the scope for which the evaluator is authorized;



- d) Authorization date;
- e) Date of last CV review;
- f) Other information on technical experience as necessary (for example experience in proficiency testing, reference materials, NMI, or in a particular industry sector or standard, postgraduate education);
- g) Peer evaluator training courses taken, including participation as an instructor or facilitator.
- h) Evaluation performance results;
- i) Identification of participation in an evaluation;
- j) Identification of participation in MLA group meetings.

**Note 12:** *The Peer Evaluators List will also include information on team leaders that have been appointed by IAF, ILAC or another recognized regional cooperation to work in joint evaluations with IAAC. In this case only information required in 7.3 (a), (c), (f) and (g) will be provided.*

**9.4** The Peer Evaluators List shall be available in the MLAC members' area on the IAAC website.

**9.5** The Executive Secretariat shall maintain the following records of IAAC peer evaluator training courses, evaluator meetings, and other training activities, where applicable:

- a) Course program;
- b) course material, including presentations, texts, exercises;
- c) program and conclusions of meetings and workshops;
- d) attendance list;
- e) evaluation of participants in peer evaluator training courses;
- f) Notification to evaluators about new requirements and changes to peer evaluation procedures.