



Code of Practice for Accreditation Assessors

Purpose

Accreditation Assessors play a vital role in the awarding of IRMS Accreditation. To ensure that the agreed standards are maintained across all assessors the Accreditation & Fellowship Subcommittee has developed this Code of Practice.

All Accreditation Assessors of the IRMS will undertake to meet the requirements and expectations of this Code of Practice.

Becoming an assessor

Once a member of the IRMS is awarded with Accreditation they are eligible to then apply to be an Accreditation Assessor. To apply, an Accredited Member simply needs to review the Assessor role profile online and submit a written application, with a copy of their CV, to the assessor lead for the Society via accreditation@irms.org.uk.

The Accreditation and Fellowship Subcommittee is responsible for agreeing the appointment of assessors. Once approved, you will be added to the register, and we will confirm the below details with you.

1. Your preferred contact details
2. Your availability for being an assessor
3. Your availability for being an accreditation buddy
4. Your preference for conducting written or verbal assessments

Your personal contact details as well as speciality/expertise (professional background) details are kept with the Accreditation team and your name is published on the list of assessors on the IRMS website.

Security Cleared Assessors: Where you currently hold a government security clearance level, you may also be asked to support our Central Government Assessor team. Further details of this are available on request from the Central Government Accreditation lead.

Being an assessor

The expectations placed on you as an Assessor are broken up into the below sections. Ensure you read and understand them and raise any questions with the Assessor Lead or Subcommittee Chair.

Understanding the requirements. The Society will provide you with guidance and templates for the handling of an accreditation application. From supporting a new



applicant as their application buddy through to dealing with appeals and those whom we do not issue accreditation to, ensure that you have read and understood the requirements and guidance.

The following documentation should be read and consulted by all assessors:

1. Accreditation Handbook
2. Interview Assessor Guidance
3. Written Assessor Guidance
4. Accredited Members Code of Ethics

The Subcommittee reviews the criteria and guidance on an ongoing basis therefore if you have any suggestions for edits or additions, please ensure you share with the Subcommittee at your earliest convenience.

Maintaining accreditation status. As someone that has been awarded Accreditation and now assesses it, it is important that you maintain your accreditation status with the IRMS. If your accreditation does lapse and is not maintained, the IRMS reserves the right to withdraw you from the Assessor roll. If you have issues maintaining your accreditation, please let the accreditation team know as soon as you can, and we will see what we can do to support you.

Conducting assessments. The accreditation team will contact you with details of an application and ask you to confirm any conflicts of interest (see below section for more details). It is your responsibility as an assessor to ensure that the application is progressed through to an outcome.

- **Written Assessments.** You are required to ensure that you review and provide feedback on the application using the form provided within 2 weeks of receiving it. We currently advise applicants that we will provide an outcome to them within 6 weeks of the date we confirm their full and final application therefore 2 weeks for each assessor is reasonable. If you cannot make this date you are required to keep the accreditation team informed and updated and ask for assistance if required.
- **Verbal Assessments.** You are required to work with your other interview panel assessors to coordinate a date for the assessment with the applicant. This should be held within 4 weeks of the date the assessment was issued to you. As with written assessments, we have 6 weeks to complete the application process therefore if you cannot meet any deadline, please ensure the accreditation team are kept informed.

During verbal assessments you are acting as a representative of the Society. Therefore, it is of the utmost importance that you conduct yourself appropriately ensuring that the applicant is supported and comfortable during the application and assessment process.



Any behaviour that would constitute discrimination, harassment, bullying or exerting undue influence on an applicant will not be tolerated.

Managing conflicts of interest. Before an applicant is issued to you, we will do what we can to ensure that the applicant does not present a conflict of interest for you. However, where this is not possible, you are under an obligation to highlight any conflicts of interest to your other assessor and the accreditation team. Typical conflicts of interest could include as examples any of the following.

- A current or ex-colleague
- A family member
- A client or service provider

To support this process, therefore, it is important that you keep the accreditation apprised of your current employers and any voluntary roles you may have outside of the IRMS. This information is not published but instead is kept within the accreditation team.

Maintaining contact. The accreditation team will do what they can to support you in your role as an assessor. However, this is dependent on you maintaining contact with the accreditation team. We are not your employer, therefore, there is no requirement to 'book leave' with us. However, if you are going to be unavailable for a period then please let us know so that we don't contact you or assign any assessments to you.

It is also important that you keep your contact preferences up to date with us. This is a voluntary role and we do not wish to chase/bother you; therefore, we want to ensure we follow and respect your contact preferences.

Additionally, linked to your obligations to conduct the assessment effectively, where you are arranging an interview with the applicant it is just as important to ensure they are kept up to date with any issues/actions/updates.

To maintain your skills as an assessor we expect assessors to complete at least 1 assessment a year (depending on the number of applications we receive). Exceptions are granted through the Accreditation Subcommittee based on personal circumstances and the number of applications received during the year.

Maintaining and protecting records. As part of the assessment process, you will be issued with an assessment form to be completed by you as the assessor. These outcome forms are a key record in capturing why accreditation was awarded or not. It is therefore important that you ensure these are completed as thoroughly as possible and provided back to the accreditation team to sit with the applicants central record.



We will take all reasonable steps to balance the need to keep the applicants data secure vs the need to make available data to a range of volunteers and volunteers technical capability. We therefore require assessors to ensure that they handle any data they are exposed to in accordance with the Society's Data Protection and Information Security policies (both available in the volunteers group area on the IRMS website).

Raising and handling issues

Issues during assessment can come about from several ways. The Subcommittee will treat all issues raised as soon as possible however, as an assessor involved in an issue raised, we require you to ensure you provide any records and comments in a timely and honest manner as possible.

Applicant appeal. Each applicant has a right to appeal the outcome of their assessment. In that event, the Subcommittee Chair will review the applicant, the assessment records and talk with those involved to determine if the appeal has any merit. Where an issue is found, this will be actioned accordingly, and the learnings shared appropriately. Where the issue relates to experience/knowledge of the assessor, training and further support will be offered to assist the assessor. Where there is any evidence of improper conduct by the assessor the Subcommittee Chair may seek to issue a warning to or remove the assessor from the assessor role (see below).

Applicant complaint. At any point an applicant can raise a complaint against any aspect or person involved in their application process. This will be handled in accordance with the IRMS Complaints Process. Details of which can be found on the volunteers area of the IRMS website. If the complaint is upheld, like the above, the Subcommittee may either issue a warning to those involved or remove an assessor from the roll.

Assessor complaint. Assessors also have the right to raise a complaint about any aspect of Accreditation at any time. This will also be handed in accordance with the Society's complaints process. The requirements of this Code of Conduct and wider Society standards and policies will be considered.

Removal of assessors

Assessors can be removed from the assessor roll in several ways outlined below.

Resignation. At any time, an assessor can resign from their position as an assessor. To do so, simply email accreditation@irms.org.uk and mark it for the attention of the Chair of the Subcommittee. The Chair or other member of the Subcommittee will provide an acceptance of that resignation and work with you to ensure any handovers and return of any IRMS material.



Membership lapse. If your Accreditation or Membership of the IRMS lapses and is not restored, the Subcommittee reserves the right to remove you from the assessor roll. Either the Assessor lead or Subcommittee Chair will liaise with you to resolve any issues and if these cannot be resolved, they will then confirm removal from the roll. They will also work with you to ensure any handover of any IRMS materials.

Removal by the Subcommittee. Where the Subcommittee believes that an Assessor has breached this code of conduct, they can, by way of written notification, remove an assessor from the roll. A nominated member of the Subcommittee will work with you to ensure the appropriate return of any IRMS material.

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