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SAAS Procedure 201B



SAAS Competence and Maintenance Requirements for SA8000 Social Accountability Program Managers, **Auditors and Allied Experts**

For Use By Certification Bodies Performing SAAS Accredited SA8000:2014 Certification Audits

October 2015

Authors: P. Scott	Social Accountability Accreditation Services	Issue: 1
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(Minimum requirements unless noted)......17

(Minimum requirements unless noted) 15

(Minimum requirements unless noted) 16

4.3 Grade- SA8000 Lead Auditor

4.4 Grade- SA8000 Senior Lead Auditor

4.5 Grade- SA8000 Program Manager

4.6 Grade- SA8000 Technical Expert

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1. Introduction, Purpose, Scope and References

1.1 Introduction: The SAAS Accreditation requirements for all the accreditation programs that SAAS operates are defined in the "201" series of procedures. These are detailed in

Figure 1 below.

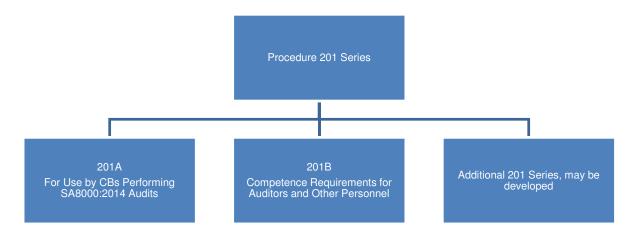


Figure 1 - The SAAS Procedure 201 Series

Note: Except as may be formally communicated by SAAS from time to time (e.g. for a requirements changeover period), the current version of all SAAS procedures shall be used.

In order to ensure that accreditation, certification and audit programs provide consistent and reliable outcomes, fundamental management system controls must be applied at the appropriate levels. To plan and implement its programs, SAAS utilizes the consensus-established requirements of the most pertinent international management standard(s) published by ISO/IEC (International Organization for Standardization http://www.iso.org/ and International Electrotechnical Commission - http://www.iec.ch/). To effect control, SAAS adopts and applies pertinent ISO/IEC 'requirements' language (verbatim) to the greatest extent practicable.

In many circumstances, however, it is necessary for SAAS to add to or provide a more specific and detailed interpretation of ISO/IEC language. Such changes/additions to ISO/IEC requirements are detailed in SAAS procedures and associated documentation. It should be noted that ISO/IEC documents are protected by copyright and may not be reproduced by SAAS (in part or in whole). Consequently, in order to fully understand and implement requirements of SAAS procedures, it is necessary for the reader to have access to the applicable version of the appropriate ISO/IEC publication (see references below).

1.2 Purpose, Scope and References: This document is SAAS Procedure 201B - SAAS Competence and Maintenance Requirements For SA8000 Social Accountability Program Managers, Auditors and Allied Experts.

It is intended that all SA8000 auditor and allied expert personnel and other personnel involved in certification functions possess the generic competence described in ISO/IEC 17021-1:2015 as well as the specific social accountability competencies described in this document (i.e. SAAS Procedure 201B).

The purpose of this document is to supplement the accreditation requirements within other normative documents (SAAS Procedure 201A, ISO/IEC 17011:2004, and ISO17021-1:2015). It achieves this by further defining minimum competence and maintenance requirements for the following social accountability auditor and other personnel involved in certification functions:

- Technical Expert (TE)

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- SA8000 Auditor (A)
- SA8000 Specialist Auditor (SA)
- SA8000 Lead Auditor (LA)
- SA8000 Senior Lead Auditor (SLA)
- SA8000 Program Manager (PM)

Notes:

- I. Where no supplemental or alternative requirements, terms, or definitions are stated in this document, the pertinent requirements of the above-listed normative documents shall apply (in the order stated). In particular, it should be noted that competencies of other personnel whose work may impact the SA8000 Certification Program also need to be addressed (refer to ISO 17021-1 and Procedure 201A Annex A).
- II. At the present time, the scope of this document is limited to defining competence requirements for key functions related to SAAS accreditation of SA8000 certification bodies. In the future, content may be expanded (or replicated) to incorporate competence requirements for additional SAAS social accountability programs.
- III. In developing this document, consideration has also been given to the requirements of "Global Social Compliance Program Reference Tool [GSCPRT] For Auditing Competence" and other social codes of conduct.
- IV. Certification Body personnel may be subject to additional legal/regulatory requirements in certain countries in which the CB operates. It is recommended that CB management strives to meet such legal/regulatory requirements, however, definition of such requirements and assurance of compliance with them is beyond the scope of this document and the SAAS SA8000 accreditation program.

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2. Terms and Definitions

- **2.1 SA8000** Auditor and Allied Expert Personnel (May be collectively referred to in other procedures as "SA8000 Audit Team"): Term describing all personnel responsible for the detailed planning, execution, and reporting of any Certification Body SA8000 audit process, (as defined by key functions defined in paragraphs 2.2 2.7, below).

 Note: The term SA8000 Auditor and Allied Expert Personnel applies to all individuals meeting the above description, whether directly employed by the Certification Body, or subject to a contract agreement with the CB Certification Body.
- **2.2 Technical Expert:** Individual who is recognized as meeting "Technical Expert" competence and maintenance requirements (see below). The Technical Expert is a member of the audit team assigned to conduct specific interviews and/or review specific audit evidence utilizing his/her specialized skills. Specialized skills may include investigative skills, accounting skills, labor relations skills, labor law skills, community relations skills, specific safety/health skills, etc. The term Technical Expert is synonymous with the term Subject Matter Expert.

 Note: A Technical Expert need not have SA8000 auditor experience/qualifications.
- **2.3 SA8000 Specialist Auditor:** Individual who is recognized as meeting "Specialist Auditor" competence and maintenance requirements (see below). The Specialist Auditor is a member of the audit team assigned to conduct specific interviews and/or review specific audit evidence (e.g. gender related issues) utilizing his/her specialized skills. Specialized skills may include investigative skills, accounting skills, labor relations skills, interview skills, labor law skills, community relations skills, specific safety/health skills, etc.

Note: An "SA8000 Specialist" is an individual who, under the direct supervision of a SA8000 Lead Auditor for mentoring purposes, assumes the role of Specialist SA8000 Auditor focusing purely on specific issues, including worker interviews and gender-specific topics.

2.4 SA8000 Auditor: Individual who is recognized as meeting "SA8000 Auditor" competence and maintenance requirements (see below). Working under the direction of an SA8000 Lead Auditor, SA8000 Auditor is authorized to perform "audit team member" duties during all stages of SA8000 certification.

Note: "SA8000 Auditor Trainee" is an individual who, under the direct supervision of an SA8000 Lead Auditor for mentoring purposes, assumes the role of SA8000 Auditor.

2.5 SA8000 Lead Auditor: Individual who is recognized as meeting "SA8000 Lead Auditor" competence and maintenance requirements (see below). SA8000 Lead Auditor is authorized to perform "audit team leader" duties during all stages of SA8000 certification. An SA8000 Lead Auditor who is directly employed by a CB is authorized to review and accept/reject SA8000 audit quotations/costing/ scheduling/outline planning (refer to SAAS procedure 201A) on behalf of CB top management. This individual is defined as the "Audit Team Leader" in ISO/IEC 17021-1:2015.

Note: "SA8000 Lead Auditor Trainee" is an individual who, under the direct supervision of an SA8000 Lead Auditor for mentoring purposes, assumes the role of SA8000 Lead Auditor.

2.6 SA8000 Senior Lead Auditor: Individual who is recognized as meeting "SA8000 Senior Lead Auditor" competence and maintenance requirements (see below). In addition to performing the duties of SA8000 Lead Auditor, SA8000 Senior Lead Auditor is also authorized to monitor and qualify other SA8000 auditor and allied expert personnel as meeting required competence/maintenance requirements (see below).

Note: "SA8000 Acting Senior Lead Auditor" is an individual who, under the direct supervision of an SA8000 Senior Lead Auditor for mentoring purposes, assumes the role of SA8000 Senior Lead Auditor.

- **2.7 SA8000 Program Manager:** Individual who is recognized as meeting "SA8000 Program Manager" competence and maintenance requirements (see below). Appointed by CB top management (refer to ISO/IEC 17021- 6.1 and Procedure 201A), SA8000 Program Manager:
 - is authorized to coordinate and oversee the entire scope of CB's SA8000 certification activities
 - maintains overall executive responsibility for the entire scope of CB's SA8000 certification activities
 - maintains responsibility for communications with SAAS for all matters pertaining to SA8000 accreditation

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- is authorized to monitor and qualify other SA8000 auditor and allied expert personnel as meeting required competence/maintenance requirements (see below).

Note: The SA8000 Program Manager may choose to delegate the execution of certain duties to other personnel, as he/she deems appropriate.

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3. Overview of Competence Requirements for Certification Body's SA8000 Auditors and Allied Experts

- 3.1 SAAS accepts the requirements of ISO/IEC 17021-1:2015 as being normative for all those individuals within a CB involved with the planning, administering, managing and auditing of companies within the SA8000 Certification Program.
- 3.2 In particular every CB SHALL demonstrate compliance with Annex A of ISO/IEC 17021-1:2015 Table A.1 Table of knowledge and skills which covers:
 - i. Competence requirements for management systems auditors (A2)
 - ii. Competence requirements for personnel reviewing audit reports and making certification decisions (A3)
 - iii. Competence requirements for personnel conducting the application review to determine audit team competence required, to select the audit team members, and to determine the audit time (A4)
- 3.3 The CB SHALL produce training development plans for all those persons covered under A2, A3 or A4 in ISO/IEC 17021-1:2015 Table A.1 that states how the individual in 3.2 i, ii and iii above SHALL comply initially with the requirements of ISO/IEC 17021-1:2015 Table A.1 and how that competence is maintained though training and continual professional development.
- 3.4 The CB SHALL maintain audit effort logs for review by SAAS Auditors during Head Office Audits that clearly show the time spent on SA8000 audits and reporting.
- 3.5 As required by Annex A of SAAS Procedure 201A, only appropriately qualified and competent individuals shall participate in SA8000 audit and certification processes. In order to demonstrate conformance to this requirement, The CB SHALL define and implement processes to ensure that:
 - a. All SA8000 auditor and allied expert personnel employed or contracted to perform audit work on behalf of the CB adhere to CB's process requirements.
 - b. Only SA8000 auditor and allied expert personnel listed in centralized CB records are assigned to perform auditor and allied expert work on behalf of the CB.
 - c. SA8000 auditor and allied expert personnel appointed to audit teams, between them, reflect the totality of competencies (see tables below), location-specific knowledge, language skills and cultural knowledge required to perform the audit being undertaken, (refer to Procedure 200 and Procedure 201A for detailed requirements regarding the planning and composition of audit teams)
 - d. SA8000 auditor and allied expert personnel maintain evidence to demonstrate successful completion of competence and maintenance criteria (i.e. the criteria listed in table 1 and table 2, below) for each applicable function.
 - e. Individual's evidence of achievement of SA8000 auditor and allied expert competence and maintenance requirements (i.e. the criteria listed in table 1 and table 2, below) is reviewed, verified, authorized and centrally recorded by the SA8000 Program Manager in a timely manner whenever changes occur.
 - f. Appropriate SA8000 auditor and allied expert personnel records are maintained to demonstrate conformance to the requirements of this Procedure.
 - All SA8000 auditor and allied expert personnel employed or contracted to perform audit work on behalf of the CB shall be included in centralized CB records.

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- o Records shall be available for review by SAAS in the in the CB Head Office.
- 3.6 The following table shows the different types of audit participant and if they are considered a team member; need to be accompanied by an auditor at all times and whether their time as participant can be counted against the total audit effort.

	ISO/IEC 17021-1:2015 Clause No. 9.1.4.4		ISO/IEC 17021-1:2015 Clause No. 9.2.2.2
SA8000 - Audit Participant	Considered As An Audit Team Member?	Audit Effort Counted Against Required Audit Man/Days?	Shall Be Accompanied By An Auditor At All Times?
SA8000 Senior Lead Auditor (SLA)	Yes	Yes	No
SA8000 Lead Auditor (LA)	Yes	Yes	No
SA8000 Specialist Auditor (SA)	Yes	Yes	No
SA8000 Auditor (A)	Yes	Yes	No
Technical Expert (TE)	No	No	Yes
Translators, Interpreters, Observers and Auditors-In-Training	No	No	Yes

Figure 2 - Audit Participants

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ANNEX A:

4. Competence Requirements for SA8000 Social Accountability Auditors and Allied Experts

4.1 Grade - SA8000 Specia	alist Auditor (Minimum r	equirements unless noted)		
Initial Requirements				
Relevant Education*	Post-Secondary Degree / Diploma			
Work Experience**	10 Years			
Management Systems /Auditor Training Successfully Completed	Have passed in-house management system training given by CB of at least 3 days duration.			
Social Accountability Auditor/Technical Training Successfully Completed	AND	AND		
	Persons Without Management System Experience	Persons With Management System Experience		
Audit Experience****	1) Have at least 15 days of social accountability type of on-site audits experience (e.g. BSCI, -irrespective of role in audit.) AND 2) Have successfully completed as an "Auditor Trainee" under the direct			
	guidance/supervision of a qualified SA8000 Lead Auditor at least three SA8000 audits.	guidance/supervision of a qualified		

Annual Maintenance Requirements	
Relevant Continuing Professional Development (May include Social Accountability Advanced Training Modules)	4 hours/year - structured learning
Ongoing SA8000 Experience ⁺	Have participated in at least four days of SA8000 audits. Annual maintenance by program manager
Participation In Auditor Experience Exchange Meetings	Yes

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^{*} Typical minimum education requirements are shown - The SA8000 Senior Lead Auditor or Program Manager may authorize an exception given they can document the mitigating experience and justify the exception.

- **** Qualifying on-site audit experience time may be acquired conducting either SA8000 or BSCI audits. (In future, on-site audit experience time acquired conducting audits for other credible social accountability standards/schemes may be recognized by SAI/SAAS).
- + Only SA8000 auditing experience. Unless stated otherwise, participation in SA8000 audits need not be certification/recertification audits.

^{**} Ideally this work experience should include hands-on experience of management systems or relevant social accountability issues.

Typical minimum requirements for years of experience are shown - The Program Manager may authorize an exception given they can document the mitigating experience and justify the exception.

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4.2 Grade - SA8000 Audit	or (Minimum requirement	ts unless noted)	
Initial Requirements			
Relevant Education*	Post-Secondary Degree / Diploma		
Work Experience**	3 Years		
Management Systems /Auditor Training Successfully Completed	Have Passed an IRCA or similar Certified 5-Day Social Accountability/ISO 9001/ISO 14001/OHSAS 18001 Lead Auditor Course.		
Social Accountability Auditor/Technical Training Successfully Completed	1) Have Passed the SAI Approved 3 Day Basic Course AND 2) Have Passed the SAI Approved 2 Day SA8000 Course		
	Persons Without Management System Experience	Persons With Management System Experience	
	Have at least 15 days of social accountability type of on-site audits experience (e.g. BSCI, - irrespective of role in audit.)	Have at least 10 days of social accountability type of on-site audits experience (e.g. BSCI, - irrespective of role in audit.)	
Audit Experience****	AND	AND	
	2) Have successfully completed as an "Auditor Trainee" under the direct guidance/supervision of a qualified SA8000 Lead Auditor at least three SA8000 audits. (One of which SHALL be an initial certification or recertification audit).	2) Have successfully completed as an "Auditor Trainee" under the direct guidance/supervision of a qualified SA8000 Lead Auditor at least two SA8000 audits. (One of which SHALL be an initial certification or recertification audit).	

Annual Maintenance Require	ments
Relevant Continuing Professional Development (May include Social Accountability Advanced Training Modules)	8 hours/year - structured learning
Ongoing SA8000 Experience ⁺	Have participated in at least five days of SA8000 audits. Annual maintenance by program manager
Participation In Auditor Experience Exchange Meetings	Yes

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^{*} Typical minimum education requirements are shown - The SA8000 Senior Lead Auditor or Program Manager may authorize an exception given they can document the mitigating experience and justify the exception.

- **** Qualifying on-site audit experience time may be acquired conducting either SA8000 or BSCI audits. (In future, on-site audit experience time acquired conducting audits for other credible social accountability standards/schemes may be recognized by SAI/SAAS).
- + Only SA8000 auditing experience. Unless stated otherwise, participation in SA8000 audits need not be certification/recertification audits.

^{**} Ideally this work experience should include hands-on experience of management systems or relevant social accountability issues.

Typical minimum requirements for years of experience are shown - The Program Manager may authorize an exception given they can document the mitigating experience and justify the exception.

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Initial Requirements			
Relevant Education*	Post-Secondary Degree /Diploma		
Work Experience**	5 Years		
Management Systems /Auditor Training Successfully Completed	Same as for SA8000 Auditor Grade		
	1) Same as for the SA8000 Audito	or Grade	
	AND		
Social Accountability	2) Have Passed the SAI Approved	d 3-day (24-hour) SA8000 Advanced Course.	
Auditor/Technical Training Successfully Completed	AND		
	3) Have Passed the following onl	ine SA8000 Advanced Modules	
	a) Worker Interview Techniques and b) Fire Prevention and Awareness.		
	Persons Without Management Persons With Management System Experience		
	System Experience	rersons with management system experience	
	Have participated as an SA8000 Auditor in an additional 20 total days of qualifying on-site SA8000 audit experience. AND	Have participated as an SA8000 Auditor in an additional 15 total days of qualifying on-site SA8000 audit experience.	
Audit Experience****	2) Have participated in at least	AND	
	six SA8000 Certification/ Recertification Audits as Auditor, three (or more) of which shall be successfully completed as "Lead Auditor Trainee" under the direct guidance/supervision of a qualified SA8000 Lead Auditor.	2) SHALL have successfully completed three SA8000 Audits as "Lead Auditor Trainee" under the direct guidance/supervision of a qualified SA8000 Lead Auditor of which two audits SHALL be SA8000 Certification or Recertification or Transfer Audits.	

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Annual Maintenance Requirements		
Relevant Continuing Professional Development (May include Social Accountability Advanced Training Modules)	12 hours/year - structured learning	
Ongoing SA8000 Experience ⁺	Participated in at least five days of SA8000 audit experience that includes at least three days as Lead Auditor. Annual maintenance by Program manager	
Participation In Auditor Experience Exchange Meetings	Yes	

^{*} Typical minimum education requirements are shown - The SA8000 Program Manager may authorize an exception given they can document the mitigating experience and justify the exception.

^{**} Ideally this work experience should include hands-on experience of management systems or relevant social accountability issues.

Typical minimum requirements for years of experience are shown - The Program Manager may authorize an exception given they can document the mitigating experience and justify the exception.

^{****} Qualifying on-site audit experience time may be acquired conducting either SA8000 or BSCI audits. (In future, on-site audit experience time acquired conducting audits for other credible social accountability standards/schemes may be recognized by SAI/SAAS).

⁺ Only SA8000 auditing experience. Unless stated otherwise, participation in SA8000 audits need not be certification/recertification audits.

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4.4 Grade- SA8000 Senior Le	ad Auditor (Minimum requirements unless noted)
Initial Requirements	
Relevant Education*	
Work Experience**	Individuals designated as "SA8000 Senior Lead Auditor" SHALL have met all audit
Management Systems / Auditor	training and experience requirements for SA8000 Lead Auditor.
Training Successfully Completed	
Social Accountability	In addition individual shall have demonstrated familiarity with SA8000 accreditation
Auditor/Technical Training	requirements (ISO 17011, ISO 17021, SAAS Procedures 200, 201, etc.)*
Successfully Completed	
Audit Experience****	

Annual Maintenance Requirements		
Relevant Continuing Professional Development (May include Social Accountability Advanced Training Modules)	12 hours/year - structured learning	
Ongoing SA8000 Experience ⁺	Participated in at least eight days of SA8000 audits/year with at least three days as an SA8000 Lead Auditor. Maybe be substituted by witnessing SA8000 cert/re-cert/surveillance audits AND	
	2) Possess demonstrable ongoing experience with SA8000 accreditation requirements (ISO 17011, ISO 17021, SAAS Procedures 200, 201, etc.)	
Participation In Auditor Experience Exchange Meetings	Yes	

^{*} Typical minimum education requirements are shown - The SA8000 Program Manager may authorize an exception given they can document the mitigating experience and justify the exception.

^{**} Ideally this work experience should include hands-on experience of management systems or relevant social accountability issues.

Typical minimum requirements for years of experience are shown - The Program Manager may authorize an exception given they can document the mitigating experience and justify the exception.

^{****} Qualifying on-site audit experience time may be acquired conducting either SA8000 or BSCI audits. (In future, on-site audit experience time acquired conducting audits for other credible social accountability standards/schemes may be recognized by SAI/SAAS).

⁺ Only SA8000 auditing experience. Unless stated otherwise, participation in SA8000 audits need not be certification/recertification audits.

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4.5 Grade- SA8000 Program Manager (Minimum requirements unless noted)				
Initial Requirements				
Relevant Education*				
Work Experience**	Individuals designated as "SA8000 Program Manager" SHALL have met all audit			
Management Systems / Auditor Training Successfully Completed	training and experience requirements for SA8000 Lead Auditor.			
Social Accountability Auditor/Technical Training Successfully Completed	In addition individual shall have demonstrated familiarity with SA8000 accreditation requirements (ISO 17011, ISO 17021, SAAS Procedures 200, 201, etc.)*			
Audit Experience****				

Annual Maintenance Requirements				
Relevant Continuing Professional Development (May include Social Accountability Advanced Training Modules)	12 hours/year – structured learning			
Ongoing SA8000 Experience ⁺	Demonstrable ongoing experience with SA8000 accreditation requirements (ISO 17011, ISO 17021, SAAS Procedures 200, 201, etc.)			
Participation In Auditor Experience Exchange Meetings	Yes			

^{*} Typical minimum education requirements are shown - The SA8000 Senior Lead Auditor or Program Manager may justify and authorize exceptions.

^{**} Ideally this work experience should include hands-on experience of management systems or relevant social accountability issues. Typical minimum requirements for years of experience are shown.

^{****} Qualifying on-site audit experience time may be acquired conducting either SA8000 or BSCI audits. (In future, on-site audit experience time acquired conducting audits for other credible social accountability standards/schemes may be recognized by SAI/SAAS).

⁺ Only SA8000 auditing experience. Unless stated otherwise, participation in SA8000 audits need not be certification/recertification audits.

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Initial Requirements			
Relevant Education*	Post-Secondary Degree / Diploma		
Work Experience**	5 Years		
Management Systems /Auditor Training Successfully Completed	Not Applicable		
Social Accountability Auditor/Technical Training Successfully Completed	Have Passed the SA8000:2014 Part 1 & Part 2 Online Upgrade Courses. AND Have participated in awareness training in the applicable CBs onsite SA8000 Certification Audit Process.		
Audit Experience****	None required		

Annual Maintenance Requirements			
Continuing Professional Development (May include Social Accountability Advanced Training Modules)	8 hours/year structured learning		
Ongoing SA8000 Experience ⁺	Have successfully completed at least one SA8000 audit Assignment pertinent to assigned specialist Role(s).		
Participation In Auditor Experience Exchange Meetings	Yes		

^{*} Typical minimum education requirements are shown - The SA8000 Senior Lead Auditor or Program Manager may justify and authorize exceptions.

^{**} Ideally this work experience should include hands-on experience of management systems or relevant social accountability issues.

Typical minimum requirements for years of experience are shown - The Program Manager may justify and authorize exceptions.

^{***} The SME must be able to demonstrate experience within their area of Specialized Skills and, through CPE records, how they keep these specialized skills current.

^{****} Qualifying on-site audit experience time may be acquired conducting either SA8000 or BSCI audits. (In future, on-site audit experience time acquired conducting audits for other credible social accountability standards/schemes may be recognized by SAI/SAAS).

⁺ Only SA8000 auditing experience. Unless stated otherwise, participation in SA8000 audits need not be certification/recertification audits.

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5. Social Accountability Training Library

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