



intacs™ in Pandemic mode – The challenges for the assessor community

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intacs™

- Principal Assessor & Instructor
- Member of the Advisory Board
- Head of the Regional Representatives

More than 12 years practical experience at Continental Automotive as

- Software & System Developer
- Quality Manager
- Processes & Tools Responsible

More than 10 years experience as

- Trainer, Coach, Consultant & Manager

Functional Safety Expert on ISO 26262

VW Software Quality Improvement Leader (SQIL)

Co-founder and CEO of Process Fellows GmbH



Agenda

- Nothing as before... – Covid-19 intervenes the assessment culture
- The Show must go on! – Short term reactions
- But what about Quality? – Impact of emergency measures
- Now and the future – Long-term strategy of intacs™
- Last but not least – Latest intacs™ updates



Nothing as before... – Covid-19 intervenes the assessment culture

- New unknown hazard
- Fear of infection, illness, death?
- Protective measures (e.g. masks)
- Limited human interaction
- Travel restrictions
- Cancelled events
- Home Office
- Phone and video conferences instead of physical meeting
- Weak infrastructure
- ...



Covid-19 intervenes the assessment culture – Cancelled Events



Due to international travel risks based on the Corona virus all event organizers decided to postpone their events. New dates are not decided yet. The registration for all events is closed until new event dates are set.



The 10th anniversary event of NSPICE, planned for March 13, 2020 has been postponed avoiding the risks of Corona virus.



The conference is planned for June 16-18, 2020 in Berlin, but probably it will be postponed or cancelled due to the current situation.

Covid-19 intervenes the assessment culture – Assessment Performance

Active listening

■ What active listening is all about

- Active listening means fully concentrating on what is being said rather than just passively 'hearing' the message of the speaker. This means listening with all senses as well as giving full attention to the speaker.
- It is important that the listener is also 'seen' to be listening. This will motivate the speaker and improve the rapport between both of them.
- Therefore the listener provides feedback (verbal and/or non-verbal) to the speaker

■ Non-verbal active listening

- Maintaining appropriate eye contact with the interviewee
- Occasionally nodding affirmatively to display understanding and interest
- Using expectant pauses to indicate to the interviewee that more is expected

Source: intacs™ certified Provisional Assessor training

It is not appropriate to perform interviews for data collection only using phone and/or video conferences.

Source: VDA Automotive SPICE® Guidelines, Sept. 2017

The Show must go on! – Short term reactions

- Performance of complete online assessments
- Performance of complete online trainings
- Establishing online exams
- Extension of certification periods
- Attendance of Gate4Spice online events?



Short term reactions – Remote Assessments

Guideline for Remote Process Assessments

- Agree in advance with the sponsor that the assessment can be performed remotely.
- Plan longer sessions and enough breaks in your assessment agenda.
- Build a team of experienced assessors, since remote interviews can be more challenging.
- Body language is extremely important; setup video conferences, not just audio calls.
- Test the internet-based meeting technology solution settings thoroughly before assessment start.
- When using conference tools, confidential data may be; make sure in advance that all involved parties do not have any issues; adopting the tool already used by the organization is the most suitable approach.
- State clearly in the assessment report that the assessment was conducted remotely; describe the setting (tools used, location of the involved assessors, location of the interviewees, etc.).
- Plan in advance how to sign the assessment log to avoid delays in (re-)certification of assessors.

Short term reactions – Remote Trainings and Exams

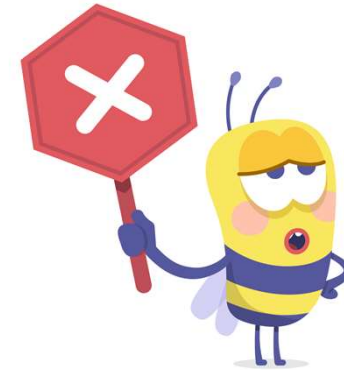
- March 24th, 2020: intacs™ Executive Board proposed to the VDA that training courses for Provisional Assessors and VDA Guideline should be held online immediately. The VDA management agreed to this.
- Intacs™ and VDA experts created a procedure for a practical and safe solution for how training courses and exams can be carried out online. This procedure is limited to October 31st, 2020.
- Also, the exam will be done online. The intacs working group “Exams” is preparing a tool for the certification bodies with special online questions → Socrative (<https://www.socrative.com>).
- It is recommended to schedule shorter online sessions with enough breaks and exercises.
- For the Provisional Assessor training there is no limitation to perform it within one week. Even the exam can be held on another day like Friday because no travel effort must be respected.
- It is not allowed to perform a Competent Assessor training online!

Short term reactions – EE Collection



- If an assessor is not able to collect all necessary Experience Evidences due to cancelled assessments or events because of the pandemic time period, the Certification Bodies will grant up to 6 additional months for collecting and providing the missing EEs.
- But the additional time does not mean that the certification period will be extended! E.g. if the current period is from January 2018 to December 2020, and you use the first 6 months of 2021 to collect missing EEs, the new period will still be from January 2021 to December 2023.
- And another procedure rule still applies: Already used EEs cannot be used twice! E.g. if you collect EEs within the first 6 months of 2021 in order to use them for the certification period from 2021 to 2023, you cannot use these EEs for the next certification period even if they are within the 36 months' time frame.

Short term reactions – No Gate4Spice online meetings



- There are no Gat4SPiCE online meetings allowed.
- Of course, all assessors are free to communicate online. But this is not a Gate4SPiCE meeting and no EEs are issued.
- Main problem is how to prove that the participants really attended the whole session and did not only dial-in and then doing something else.

dial-in and then doing something else.

But what about Quality? – Impact of emergency measures

- Performance of online assessments
 - limited visual and verbal feedback
 - multiple screens necessary
 - reduced long-term attention and concentration
- Online attendance of any SPICE event
 - just dial-in and collect EE
- Online observation not allowed
 - no new Competent Assessors and Instructors
- Limited feedback from online training participants
 - training success harder to evaluate
- Performance of online exams
 - higher risk of cheating

QUALITY CONTROL



Now and the future – Long-term strategy of intacs™

- Extension of online activities
- Additional rules for Competent Assessor course
- Additional criteria for Observers
- Acceptable Gate4Spice events



Long-term strategy of intacs™ – Rules for online trainings

For the following training courses, the online execution is allowed until **June 30th, 2021**:

- intacs™ certified Provisional Assessor
- intacs™ certified Competent Assessor
- intacs™ Introduction to VDA Automotive SPICE® Guidelines

This also includes the online exams.

For the “intacs™ certified Competent Assessor” training, there are mandatory rules:

- This training must be conducted via video conference, so the trainer is able to observe the participants.
- A tool must be used to allow working groups in separate sessions, between which the trainer can switch anytime.

Long-term strategy of intacs™ – Rules for online observations

For the following observations, the online execution is allowed until **June 30th, 2021**:

- Competent Course Participant Observation

For the following observations, the online execution is not allowed:

- Competent Assessor Candidate Observation (during an assessment)
- Instructor Observation

This also includes observations, where the observer and the candidate are physically in the same room.

intacs™ is continuously working on updated procedures with additional requirements to ensure the quality of onsite and online activities also in the future. This also includes the criteria for observers who have an important responsibility.

Long-term strategy of intacs™ – Rules for observations

Suggestion for observations of **Competent Assessor Candidates**:

- 2 observations done by two different observers in two different assessments

Suggestion for criteria for **Observers** of Competent Assessor Candidates:

- at least 600 hours of experience evidence as lead assessor in at least 2 different companies or business units in the recent 72 months

Suggestion for criteria for **Observers** of Provisional Instructor Candidates:

- At least 5 performed Provisional Assessor Trainings

Suggestion for criteria for **Observers** of Competent Instructor Candidates:

- At least 3 performed Competent Assessor Trainings

In discussion

- At least 3 performed Competent Assessor Trainings

Long-term strategy of intacs™ – Gate4Spice Online



The intention of Gate4SPiCE meetings is the exchange of assessors to support increased and common understanding of SPiCE related topics. Therefore, it is beneficial and recommended to perform Gate4SPiCE meetings onsite.

In exceptional situations (e.g. due to travel limitations caused by COVID-19) onsite Gate4SPiCE meetings are allowed. The following restrictions and rules shall be followed and considered:

- Virtual rooms shall be available which allow working groups with max. 5 participants.
- EE-AC certificates will be issued after the meeting for the speakers if their presentation (including ~5 min questions/answers) lasted at least 30 minutes and includes appropriate SPiCE related content.
- There are no EE-EP issued for participants.

Last but not least – Latest intacs™ updates

- New Assessment Log
- New Observation Report templates
- Update of certification procedures
- Acceptable EE events



Last but not least – Latest intacs™ updates from October 1st, 2020



- **intacs™ Assessment Log v7.4:**
Updated references to ISO 330xx, new PAMs and VDA Guideline added.
- **Observation Report for Competent Assessor Candidate v3.3:**
Pass criteria clearly defined, automatic calculation if observation passed or not.
- **Observation Report for Competent Course Participants v6.3:**
Pass criteria clearly defined, automatic calculation if observation passed or not.
- **Observation Report for Instructor Candidate v3.3:**
Pass criteria clearly defined, automatic calculation if observation passed or not.
- **Concept Experience Evidence v7.3:**
Acceptance of events, boards, and trainings for EE-xx updated.
- **Procedure Certification of Assessors v9.3:** Renewal criteria updated, list of accepted PAMs updated.

Last but not least – New intacs™ home page



HOME

SPICE

CERTIFICATION

GATE4SPICE

LEGAL

Welcome to intacs.info

Where the SPICE Community meets

<http://intacs.info>

Template and procedure updates can be found in Certification area after login.



intacs.info 

International Assessor Certification Scheme™

DO YOU HAVE ANY QUESTIONS?



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