**Are you interested in becoming an auditor for HQAI?**

The Humanitarian Quality Assurance Initiative’s objective is to help organisations progress and show their effectiveness in delivering to recognised humanitarian standards. Its quality assurance services are intended to build capacity in the sector and provide consistent measurable data in the delivery of quality action, thus improving principled, accountable, efficient provision of aid to populations affected by crises. HQAI recognises the humanitarian principle of Humanity and applies those of neutrality, impartiality and independence, plus responsibility, openness, and confidentiality in its work.

HQAI has developed robust tools to measure efficiently where an organisation stands in relation to the Core Humanitarian Standard. Tools related to other standards may be developed in the future. Our policies, procedures and tools for independent quality assurance procedures follow the ISO 17021 requirements to ensure they are robust and provide confidence and trust to all the relevant stakeholders of the process.

**What is the role of an auditor?**

An auditor performs third party audits as per HQAI independent quality assurance procedures and the requirements of the applicable standards. Currently, HQAI works mainly with the Core Humanitarian Standard (CHS).

The auditor is responsible to collect and analyse sufficient information to generate objective and impartial conclusions on any independent quality assurance process and provide a recommendation whether or not registration or certification should be recommended or allowed to continue.

Senior auditors have the authority for the management, control and performance of auditing activities including planning the process with support from HQAI secretariat and the control of other members of the audit team.

Senior auditors also assist in training new auditors.

According to ISO/IEC 17021-1:2015(E), an auditor should be:

- Ethical, i.e. fair, truthful, sincere, honest and discreet;
- Open-minded, i.e. willing to consider alternative ideas or points of view;
- Diplomatic, i.e. tactful in dealing with people;
- Observant, i.e. actively aware of physical surroundings and activities;
- Perceptive, i.e. instinctively aware of and able to understand situations;
- Versatile, i.e. adjusts readily to different situations;
- Tenacious, i.e. persistent, focused on achieving objectives;
- Decisive, i.e. reaches timely conclusions based on logical reasoning and analysis;
- Self-reliant, i.e. acts and functions independently while interacting effectively with others;
• Objective, i.e. not influenced by personal feelings, interpretations, or prejudice; based on facts;
• Independent, i.e. not subject to another's authority or jurisdiction; autonomous;
• Impartial, i.e. ability to make unbiased audit observations and conclusions.
• Professional, i.e. exhibiting a courteous, conscientious and generally business-like conduct in the workplace;
• Morally courageous, i.e. willing to act responsibly and ethically even though these actions may not always be popular and may sometimes result in disagreement or confrontation;
• Organised, i.e. exhibiting effective time management, prioritisation, planning, and efficiency.

The auditor should be able to:
• Apply audit principles, procedures and techniques
• Plan and organise the work effectively,
• Conduct the audit within the agreed time schedule,
• Prioritise and focus on matters of significance,
• Collect information through effective interviewing, listening, observing and reviewing documents, records and data
• Understand the appropriateness and consequences of using sampling techniques for auditing,
• Verify the accuracy of collected information,
• Confirm the sufficiency and appropriateness of audit evidence to support audit findings and conclusions,
• Assess those factors that can affect the reliability of the audit findings and conclusions,
• Use work documents to record audit activities,
• Communicate effectively, either through personal linguistic skills or through a proficient interpreter,
What are the four steps for becoming an auditor?

1. Have successfully completed an internationally recognised ISO 19011 for Lead Auditor course. Such a course can be found at:

   http://www.caliso9000.com/iso-19011.html

   http://www.astracademy.net/online-iso-19011-course-guidelines-for-management-systems-auditing_product_op_view_id_7

2. Take an online introductory course on the Core Humanitarian Standard. You can find the courses here:

   https://kayaconnect.org/course/info.php?id=260

   https://actlearn.org/enrol/index.php?id=133

3. Successfully complete an HQAI webinar distant training where you’ll gain the knowledge and skills required to become an auditor for HQAI. This means that you need to pass successfully the final test of the training.

4. Put your training into practice by undertaking at least two CHS audits under the supervision of an experienced HQAI senior auditor.

When is the webinar training?

Second half of the year.

The 4 half-days webinar has been designed as the first step for training HQAI auditors in charge of the Core Humanitarian Standard audits. By completing successfully this training you will be registered as an HQAI auditor, which will allow you to be enrolled in two real-life audits to complete your formation and then become a senior auditor able to manage audits entirely.

What will you learn?

The course provides a comprehensive and practical understanding of how to conduct a successful external audit in the humanitarian and development sectors, in alignment with ISO 19011:2011, Guidelines for auditing management systems.
You’ll grasp the key principles and practices of effective audits and develop the knowledge and skills required to conduct a full audit against the Core Humanitarian Standard in accordance with internationally recognised best practice techniques.

**What's included?**

- Basic concepts of auditing in line with ISO 19011 “Guidelines for auditing management systems”
- Introduction to the tools for HQAI audits
- Planning the audit activities, collection, review and analysis of evidence
- Generating objective conclusions and reporting requirements
- On the last day you will be asked to take a test mocking a real audit. Our tutors will check and review your exercise, looking at your audit reporting skills, including the ability to communicate clear findings and non-conformities as required.

**What are the requirements to attend?**

- Provide proof of independent registered consultant status
- Provide proof of a successful ISO 19011 training
- Provide proof of a successful training on the Core Humanitarian Standard
- Have at least 7 years work experience in the humanitarian sector in strategic or operational levels implementing quality or accountability management systems or 7 years as an auditor in ISO 9001, ISO 14001 or other relevant quality management systems standards.
- Provide two credentials from precedent employment positions or consulting
- Be highly proficient in spoken and written English. French, Spanish, Arabic and other languages a plus.
- Have paid the fees for attending the webinar

**What is the cost of this webinar?**

450 USD
What are the revenue expectations for trainees and registered auditors?

Auditors and trainee auditors are paid according to the following rates:

<table>
<thead>
<tr>
<th>Experience</th>
<th>Fee (CHF/day)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trainee auditors</td>
<td>300.00</td>
</tr>
<tr>
<td>Registered auditors (1st and 2nd audits)</td>
<td>350.00</td>
</tr>
<tr>
<td>3rd and 4th audits</td>
<td>400.00</td>
</tr>
<tr>
<td>5th and 6th audits</td>
<td>450.00</td>
</tr>
<tr>
<td>6th and 7th audits</td>
<td>500.00</td>
</tr>
<tr>
<td>More than 7 audits</td>
<td>600.00</td>
</tr>
<tr>
<td>Additional fee for trainee supervision</td>
<td>50.00</td>
</tr>
</tbody>
</table>

The time involvement for audits differs depending on the size and complexity of the organisation audited, but generally varies between 15 and 30 work days.

Registered auditors are expected to undertake at least 2 audits per year. As the demand for audit grows, we expect to reach 100 audits per year in 4 years - auditors might be asked to handle an average of three to four audits per year.

Guide for time allocation:

<table>
<thead>
<tr>
<th>Location</th>
<th>Activity</th>
<th>Indicative range of days</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desk based</td>
<td>Preparation</td>
<td>2 - 3</td>
<td>Liaise with organisation about practical arrangements and develop audit plan</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Preliminary travel arrangements</td>
</tr>
<tr>
<td>Desk based</td>
<td>Pre-audit</td>
<td>2 - 3</td>
<td>Sampling, planning, review of documentary evidence and other reference materials, preliminary risk assessment</td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>----------------------</td>
<td>-------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Travel</strong></td>
<td><strong>To head office in country</strong></td>
<td><strong>0.5 - 2</strong></td>
<td>For short haul flights 1 day (i.e. 0.5 day each way); for long haul flights 2 days (i.e. 1 day each way)</td>
</tr>
<tr>
<td><strong>Head office location</strong></td>
<td><strong>Site audit at HO</strong></td>
<td><strong>2 - 3</strong></td>
<td>Includes arrival and departure briefings with staff</td>
</tr>
<tr>
<td><strong>Desk based</strong></td>
<td><strong>Preparation for PO site audit</strong></td>
<td><strong>1</strong></td>
<td>Review documentary evidence and other reference materials</td>
</tr>
<tr>
<td><strong>Travel</strong></td>
<td><strong>To programme sites</strong></td>
<td><strong>0.5 - 2</strong></td>
<td>For short haul flights allow 1 day (i.e. 0.5 day each way); for long haul flights allow 2 days (i.e. 1 day each way)</td>
</tr>
<tr>
<td><strong>Programme site location</strong></td>
<td><strong>Programme site audit.</strong></td>
<td><strong>2 - 4</strong></td>
<td>Includes arrival and departure briefings with staff</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Include site audit and local travel</td>
</tr>
<tr>
<td><strong>Desk based</strong></td>
<td><strong>Draft report</strong></td>
<td><strong>3 - 4</strong></td>
<td>Draft audit report</td>
</tr>
<tr>
<td><strong>Desk based</strong></td>
<td><strong>Finalise report,</strong></td>
<td><strong>1 - 2</strong></td>
<td>Including comments from organisation and HQAI and response</td>
</tr>
<tr>
<td><strong>Desk based</strong></td>
<td><strong>Comments on management response</strong></td>
<td><strong>1</strong></td>
<td>Feedback to management response to the report</td>
</tr>
</tbody>
</table>

For any question and to register, please send an email to: [contact@hqai.org](mailto:contact@hqai.org)