

# Standard Operating Procedure (SOP)

## Job-specific Skill Assessment and Certification

This SOP details the process for **job-specific skill assessment and certification**, covering the evaluation of employee competencies, standardized testing procedures, criteria for certification, and documentation of results. It aims to ensure that all personnel possess the necessary skills and qualifications required for their specific roles, enhancing workforce proficiency and maintaining organizational standards.

### 1. Purpose

To establish a standardized procedure for assessing and certifying employee skills specific to job roles, guaranteeing competency alignment with organizational requirements.

### 2. Scope

This SOP applies to all departments and employees required to undergo job-specific skill assessments and obtain certification as per organizational, regulatory, or client requirements.

### 3. Responsibilities

Role	Responsibility
HR Department	Oversee assessment scheduling, maintain records, and issue certifications.
Department Managers/Supervisors	Identify assessment needs, select candidates, and ensure participation.
Assessors/Trainers	Conduct evaluations and administer testing according to defined protocols.
Employees	Participate in assessments and comply with stipulated procedures.

### 4. Definitions

- **Assessment:** Evaluation of employee skills, knowledge, and competencies relevant to the job role.
- **Certification:** Official recognition that an employee has demonstrated required skills and competencies for their position.
- **Assessor:** Qualified personnel authorized to evaluate employee competencies.

### 5. Procedure

1. **Assessment Scheduling**
  - Department Managers identify employees requiring assessment based on job roles, regulatory requirements, or performance reviews.
  - HR schedules assessment dates and communicates logistics to all involved parties.
2. **Preparation**
  - HR provides candidates with relevant information including assessment format, objectives, and reference materials.
  - Assessors review competencies and testing materials specific to the job role.
3. **Assessment Administration**
  - Employees undergo the assessment, which may include written tests, practical demonstrations, or interviews.
  - Assessors record results objectively using standardized evaluation forms.
4. **Result Evaluation**
  - Assessors collate and review results. Scores or performance must meet or exceed predefined benchmarks.
  - HR reviews and validates assessment results for consistency and fairness.
5. **Certification**
  - Employees who meet criteria receive formal certification, valid for a defined period or until requirements change.
  - Employees who do not meet criteria are given feedback and scheduled for re-assessment as appropriate.
6. **Documentation**
  - All assessment records, results, and certifications are securely stored in employee personnel files (physical

- and/or digital).
- HR maintains an updated certification register for audit and compliance purposes.

## 6. Criteria for Certification

- Achievement of minimum passing score or demonstration of required proficiency in all critical competencies.
- Adherence to assessment protocols and completion of all assessment components.

## 7. Records and Documentation

- Assessment schedules and attendance logs
- Completed assessment forms and score sheets
- Certification records and expiry dates
- Reassessment and corrective action documentation (if needed)

## 8. Review and Continuous Improvement

- SOP and assessment criteria will be reviewed annually or as needed based on changes in job roles, technology, or regulatory requirements.
- Feedback from employees, assessors, and managers is used to improve the assessment and certification process.

## 9. References

- Company Training and Development Policy
- Relevant regulatory and accreditation standards
- Job descriptions and competency matrices

## 10. Revision History

Version	Date	Description	Author
1.0	2024-06-15	SOP initial release	HR Department