

HOW INSPECTIONS ARE STRUCTURED

The inspector will follow the structure set out below.

- Firstly, they will ask for a list of all jobs with a fieldwork element, which have completed since the last inspection.
- Randomly select a variety of jobs to inspect across all methodologies.
- For each job selected, the Inspector will ask to see the following, as and when relevant:
 - the job number
 - fieldwork dates
 - the number of interviews achieved/respondents recruited/groups conducted/audits or mystery shops/observations undertaken
 - names of interviewers/recruiters/auditors/mystery shoppers (hereafter referred to as "individuals") used
 - briefing documentation
 - a copy of the questionnaire or interviewing /recruitment guidelines used (an electronic version of this is sufficient if a paper copy does not exist)
 - the Interviewers' MRS Code of Conduct declaration
 - if group discussions involved: a copy of the invitation issued, and moderator feedback
 - If hall tests: that appropriate supervision if accompaniments conducted

Validation (including remote monitoring in central telephone locations):

- that a systematic and representative method was used to select work to be validated
- that validation was conducted by appropriately trained people
- the method(s) used, number attempted and number achieved is adequate
- the results for a number of selected individuals whose work was validated
- feedback given and action taken, if discrepancies found
- start and end dates of validation exercise

Appraisals (including Performance Feedback for Mystery Shoppers and Auditors):

- individuals will be selected from the jobs chosen for inspection
- for each individual selected, the Inspector will ask to see records of any appraisals conducted since your last inspection and will also ask to look at their accompaniment/appraisal history.
- the Inspector will also ask to see records of Supervisor appraisals
- if a full time member of staff who spends the majority of their time carrying out supervisory tasks then their appraisal records shall be available for inspection

Training:

- the Inspector will select a number of new individuals trained since your last inspection and ask to see their application forms and training records
- the Inspector will also ask to see training records for one or more new Supervisors or Assistant Supervisors trained since your last inspection
- finally, the Inspector may ask to see any of the items shown on the check list overleaf which have not already been seen.

Additional Items The Inspector May Ask To See

The inspector may also ask to see the following items (appropriate to the types(s) of work you undertake).

Standards Section	Item
6.1	If any work sub-contracted to a company which was not IQCS / ISO 20252 (or formerly MRQSA / BS7911) accredited, documented reasons.
6.6	Thank You/Reassurance letters/leaflets
6.7	Identity cards used
6.8	Supervisor's manual
6.11/6.20.3	Examples of Code of Conduct declaration and, if only annually obtained, documentation for randomly selected individuals
6.8/6.21.3	Interviewer/recruiter/auditor manuals
8.18.6	Documentation to ensure that the group recruiter has been seen at least once per year
6.9.3	Annual appraisals for supervisors, even full time staff who spend the vast majority of their time carrying out supervisory tasks
6.17.1	Interviewer/recruiter/auditor training materials
6.17.1	Training programme content, for interviewers who have not previously worked for an IQCS/ISO 20252 (formerly MRQSA / BS7911) accredited company or
6.17.1	Training programme(s)/content for those taken on specifically to conduct group recruitment
6.17.3	List of individuals who have been given exceptional reduced training and the training materials used (identified separately from those who have been subsequently fully trained)
6.19.1	Appropriate documentation if you chose not to validate one or more jobs