|  |  |
| --- | --- |
| C:\Users\Wareings\Desktop\IQCS Final Small.jpg | **Interviewer Quality Control Scheme**  6 Walkfield Drive  Epsom Downs, Surrey, KT18 5UF  Telephone: 07935 057275  Email: gill@iqcs.org  Website: [www.iqcs.org](http://www.iqcs.org) |

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

# 1.1 If any work sub-contracted to a company which was not IQCS / ISO accredited, documented reasons.

# 1.6 Thank You/Reassurance letters/leaflets

# 1.7 Identity cards used

# 1.8 Supervisor's manual

# 2.3/8.3 Examples of Code of Conduct declaration and, if only annually obtained, documentation for randomly selected individuals

# 1.8 Interviewer/recruiter/auditor manuals

# 6.2.2 Documentation to ensure that the group recruiter has been seen at least once per year

# 3.4 Annual appraisals for supervisors, even full-time staff who spend the vast majority of their time carrying out supervisory tasks

# 5.1 Interviewer/recruiter/auditor training materials

# 5.1 Training programme content, for interviewers who have not previously worked for an IQCS/ISO 20252 accredited company or

# 5.1 Training programme(s)/content for those taken on specifically to conduct group recruitment

# 5.2 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)

# 7.1 Appropriate documentation if you chose not to validate one or more jobs