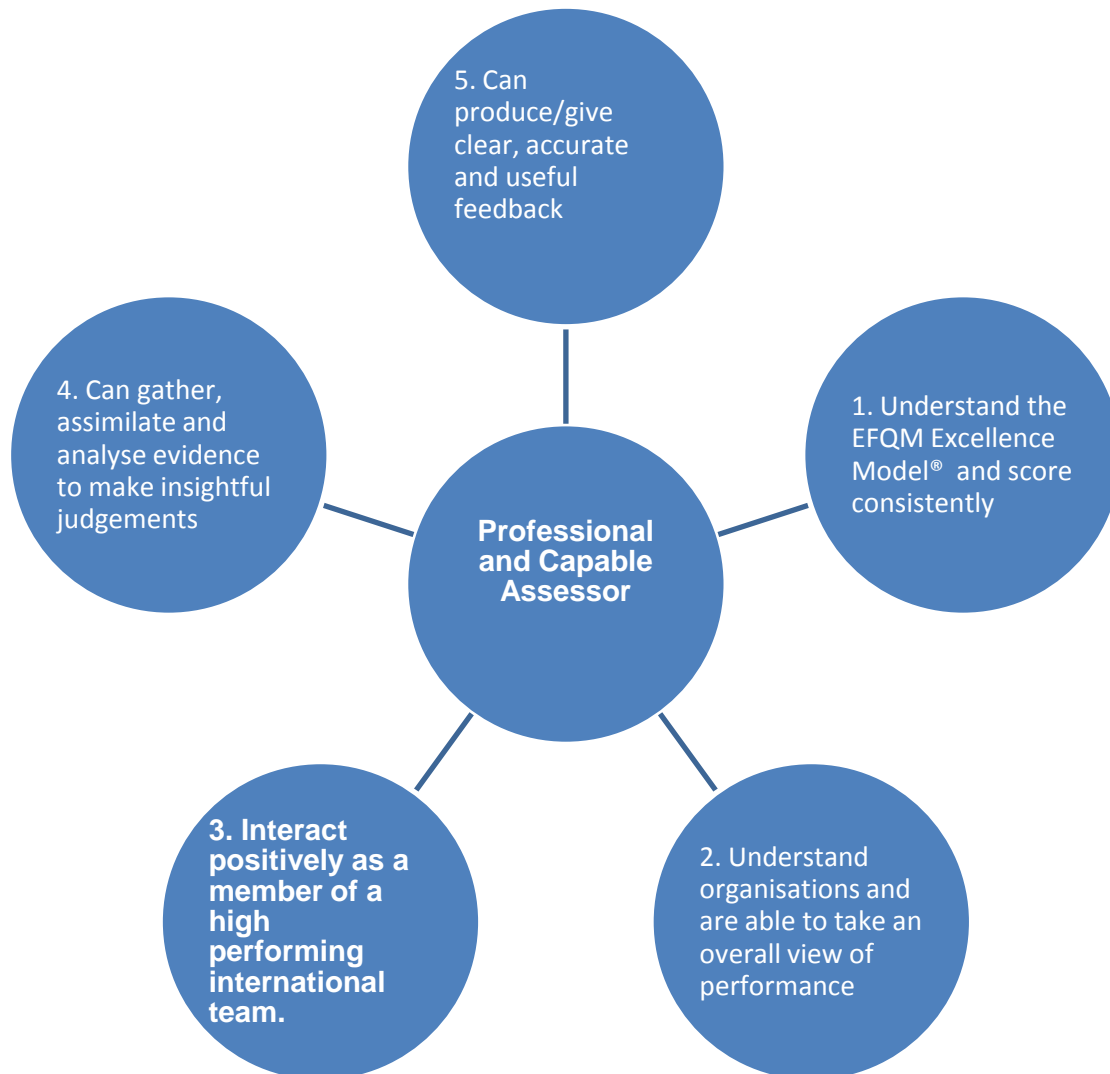


## An Assessor's Core Competencies

The diagram below summarises the five Assessor “Core Competencies” sought in a EFQM Excellence Assessor:



**Being an Assessor is not merely a “technical” exercise but is a demanding task requiring a balance of excellent interpersonal and operational skills coupled with a commitment to timely and professional performance. A detailed explanation of each of the Core Competencies we use to define such challenges, along with notes on the skills we believe necessary to operate in a lead or Senior Assessor role are available upon request.**

Typically, to become a competent EFQM Excellence Assessor, an individual needs to have the following experiences:

- A career in management - preferably with some international dimensions and at minimum to middle management 'level'.
- A broad knowledge and experience of management processes.
- Written and verbal fluency in the English language
- An achiever in respect of business objectives.
- Having undergone and passed an EFQM Assessor Training® Competency Assessment.

It is anticipated that assessors will gain the necessary competencies from a variety of sources including:

- Work experience.
- Assessment experience.
- Education.
- Training.
- Membership of professional bodies.

EFQM seeks demonstration of relevant prior experience by asking potential EFQM Excellence Assessors to complete a "Skills and Experience" pro-forma prior to attending the EFQM Assessor Training event.