



2021 Code Implementation Support Program
**Guidelines for Sample Collection
Personnel**

GUIDELINES FOR SAMPLE COLLECTION PERSONNEL

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Welcome to the Guidelines for Sample Collection Personnel

Introduction

Welcome to the Guidelines for Sample Collection Personnel (Guidelines), a third-level, non-mandatory document that supports the International Standard for Testing and Investigation (ISTI), specifically Annex G (Sample Collection Personnel Requirements). These Guidelines are meant for Sample Collection Authorities (SCAs) with responsibility for sample collection personnel. While most relevant to those SCAs with their own pool of sample collection personnel, the Guidelines are also a useful reference for those Anti-Doping Organizations (ADOs) using the services of third-party SCAs.

Where the ISTI gives a minimum of *what* to do, the Guidelines aim to help you understand *how* to do it, giving you examples and suggestions, and showing you how to go above and beyond the requirements where possible.

Importance of sample collection personnel

While the World Anti-Doping Code makes no specific reference to sample collection personnel requirements, references are made in Code Article 3.2.3 and 5.4.1 to departures from and the importance of conducting testing as per the ISTI. These references highlight the importance of effective sample collection conducted as per the procedures set out in the ISTI by suitable, trained and accredited personnel in order to prevent any such departures and effectively pursue potential anti-doping rule violations.

The ISTI addresses the role of sample collection personnel during:

- ❖ athlete selection;
- ❖ notification; and
- ❖ sample collection and processing.

Implementing the sample collection process in accordance with the ISTI is also crucial to ensure that:

- ❖ the rights of athletes are upheld;
- ❖ athletes are treated similarly across the world; and
- ❖ the integrity of the sample collection process is protected.

As such, recruiting individuals with high integrity, who are professional and can carry out procedures with a high degree of accuracy is of the utmost importance. Effective training and ongoing performance monitoring will ensure that is the case.

Tailored programs

We understand the diversity that exists among SCAs. We also understand that there are many ways to develop and implement a sample collection personnel program that meets the requirements of the ISTI, while also meeting the needs of SCAs. Your sample collection personnel program, while meeting the requirements of the ISTI, should be tailored to your needs!

The ISTI sets a regulatory framework for all SCAs to follow so that we can set a common standard for the training, accreditation and re-accreditation of sample collection personnel. These Guidelines provide supporting information and considerations to help you build that program.

How to use the Guidelines

These Guidelines were developed to take SCAs through the respective steps of recruitment, training, accreditation and re-accreditation of Doping Control Officers (DCOs), Blood Collection Officers (BCOs) and Chaperones. If you are a SCA developing a sample collection personnel program for the first time, it might be helpful to read these Guidelines from start to finish and use the examples and templates provided.

If you have been managing a sample collection personnel program for many years, you could use these Guidelines as a checklist to ensure your program incorporates everything that is required (and best practices where possible). If you are looking for guidance in a specific area, you can simply select the section that suits your needs and go directly to it.

Regardless of what your primary objective is in using these Guidelines, by following the steps and content outlined in this document, it should help you ensure you understand the requirements of ISTI Annex G in order to apply those requirements accordingly to your sample collection personnel program.



SECTION 1: YOUR SAMPLE COLLECTION PERSONNEL PROGRAM



Chapter 1

Planning your sample collection personnel program

YOUR SAMPLE COLLECTION PERSONNEL PROGRAM

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Planning your sample collection personnel program

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1. Sample Collection Personnel

To collect samples, whether urine or blood or both, you are required to use trained and accredited sample collection personnel that have specific competencies and qualifications. In this regard the ISTI is very clear in stating that only sample collection personnel who have an accreditation recognized by the SCA can be **authorized** to conduct sample collection activities (ISTI Annex G.5.4).

If you are new to anti-doping or new to developing a sample collection personnel program, it is important to understand the three key roles that exist in sample collection: Doping Control Officers (DCOs), Blood Collection Officers (BCOs) and Chaperones. Who are they?

- 1) A **DCO** is an individual who has been trained and authorized by the relevant SCA (you!) for the on-site management of a sample collection session. Typically, the DCO has overall responsibility for the sample collection session and this can include ensuring appropriate number of supplies (equipment and paperwork) for sample collection, setting-up the doping control station, providing any testing mission related information to the Chaperones and BCOs, notifying athletes selected for doping control, processing samples from athletes, completing the paperwork and finally arranging for samples to be shipped to a laboratory. The DCO is usually in charge of the sample collection session.
- 2) A **BCO** is an individual who is qualified, has been trained and has been authorized by the SCA (you!) to collect a blood sample from an athlete. By qualified we mean a BCO must possess adequate qualifications and practical skills to perform blood collection from a vein (e.g., qualification in phlebotomy recognized by the relevant public authority, is licensed to collect human blood, etc.). The BCO will prepare the athlete for the blood collection, answer any relevant questions from the athlete, collect the blood sample(s) and advise the athlete of aftercare procedures. Where blood is collected, DCOs are still responsible for the overall sample collection session with the BCO having specific responsibility for venipuncture and athlete care (i.e., first aid if needed).
- 3) A **Chaperone** is an individual who is trained and authorized by the SCA (you!) to carry out specific duties including notification of the athlete selected for sample collection, accompanying and observing the athlete until arrival at the doping control station, and/or witnessing and verifying the provision of the sample where the training qualifies him/her to do so.

2. How to begin?

If you are developing a new sample collection personnel program, your starting point should be a needs assessment. You want to begin by considering how best to structure your sample collection personnel program. You want to ensure you know the roles you will need (and the number of individuals for each role) based on several criteria such as the scope of your testing program, the number of sports included in your program, the size of your country, etc. To assist you with this exercise, we have outlined several questions to guide you in conducting your needs assessment and to help you in determining how best to structure your sample collection personnel program.

- ❖ In my program, do I need all three roles? For example:
 - Some sample collection personnel programs use DCOs and BCOs only. The DCO carries out the notification and chaperoning duties and therefore, Chaperones, as an additional role, are not needed.
 - Other programs use Chaperones only for in-competition missions where the individuals are provided by the organizing committee of the event and trained to act as Chaperones by the SCA (you!)/DCO.
 - Some programs, for the position of DCO, only recruit individuals who are qualified phlebotomists. This eliminates the need to recruit individuals for the role of BCO, i.e., all DCOs are also BCOs.

- ❖ How many DCOs, BCOs and Chaperones will I need? To determine this, consider the following:
 - The number of urine and blood sample collection you conduct each year (e.g., your Test Distribution Plan). You want to ensure that your sample collection personnel are active and work frequently.
 - The different missions you conduct and their frequency. For example, do you have many in-competition missions where a large number of athletes are tested? If so, these types of missions would require more than one DCO/BCO/Chaperone. Or, are your missions mainly out-of-competition missions where one athlete at a time is tested? If so, you might not need many DCOs/BCOs/Chaperones.
 - The location of your athletes. For example, if all your athletes are mainly concentrated in one city, you might not need as many sample collection personnel. But, if your athletes are spread out in your country, you might need more. If most of your athletes reside or train outside of your country, you might not need many sample collection personnel, but you would need to allocate resources to collaborate with other SCAs in order to test those athletes outside your country.
- ❖ What will be the legal status of each role/individual? For example:
 - Will DCOs/Chaperones be volunteers, full-time staff, part-time staff or free-lance?
 - Will BCOs be recruited as individual phlebotomists or will you enter into agreements with phlebotomy companies?
- ❖ How will I compensate my sample collection personnel? Can I compensate them?
 - Are sample collection personnel paid to conduct testing missions?
 - Are some roles paid, while others are provided with an honorarium?
 - Is everyone a volunteer but compensated for their expenses (e.g., travel, food, etc.)?
 - Will I compensate sample collection personnel to attend training?

Consider these questions carefully and identify any others that would influence the structure of your program and the number of sample collection personnel you need.



In determining the number of individuals needed, you should also keep in mind that, for larger in-competition missions, the recommended ratio of DCOs to athletes should be 1 DCO for 4 athletes. Specifically, during an in-competition event where all athletes finish at the same time and 8 athletes have been selected for doping control, at least 2 DCOs should be assigned to this mission. The ratio should be the same for BCOs if you are collecting blood on all those athletes. Since you need one Chaperone per athlete you would need 8 Chaperones. Regarding out-of-competition missions where you conduct a home visit and only one athlete is tested, we recommend always sending two individuals: one DCO responsible for the overall sample collection and a Chaperone (or BCO if blood is collected). Having two individuals ensures an additional set of eyes during sample collection (i.e., a witness to verify a situation that may arise with the athlete or the sample collection session), someone that can remain with the equipment when the DCO and athlete leave to provide a urine sample, etc.

3. Who can help?

While these Guidelines are designed to help, there are many SCAs out there that are willing to share how they developed and implemented their sample collection personnel program. Reach out to different SCAs to learn how they did it and the lessons they learned in doing so. Better yet, establish partnerships with SCAs who could guide you through the recruitment, training, accreditation and re-accreditation of sample collection personnel. They could also train you on how to train your sample collection personnel. Collaborating with other SCAs will give you access to external expertise, different perspectives and help you make the most of your resources.

4. Do you have a clear plan?

Before moving on to the recruitment step, the following should be clear to you:

- ❖ Does your program need all three roles, DCOs, BCOs and Chaperones?
- ❖ For each role needed, how many individuals are needed?
- ❖ What will be the legal and employment status of DCOs, BCOs and Chaperones within your organization?
- ❖ For BCOs, will you establish partnerships with phlebotomy companies who will provide trained phlebotomists, or will you recruit individuals trained in phlebotomy separately?
- ❖ For Chaperones, will you have your own pool of Chaperones that you will use regularly for in-competition and out-of-competition sample collection or will you only use Chaperones when conducting in-competition testing where Chaperones are provided by organizing committees?

Chapter 2

How to recruit?

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SECTION 5 ADDITIONAL CONSIDERATIONS

But first, what does the ISTI tell us?

G.4.1

The Sample Collection Authority shall:

- a) Determine the necessary competence, eligibility and qualification requirements for the positions of DCO, Chaperone and BCO; and
- b) Develop duty statements for all Sample Collection Personnel that outline their respective responsibilities. As a minimum:
 - i. Sample Collection Personnel shall not be *Minors*; and
 - ii. BCOs shall have adequate qualifications and practical skills required to perform blood collection from a vein.

Before you start your recruitment process for dedicated, committed, professional and tactful sample collection personnel to join your program, in order to meet the requirements of ISTI Annex G.4.1 you need to take the following two actions:

- 1) Determine the necessary competence, eligibility and qualification requirements for each role.
- 2) Develop duty statements or position description for each role.

To recruit the best possible candidates for the roles you need, consider implementing the following six steps.

Step 1: Develop a role description or position description that clearly outlines the competencies, qualifications, skills and knowledge you require, plus what is expected in this role. You should also communicate any key facts about the role such as the expected time commitment (e.g., number of days/hours per month, any weekend work, etc.) and any remuneration you may give such as rate, fee, or honorarium for sample collection, travel expenses, per diem, etc. To assist you with this exercise, we have developed the following examples: [Template DCO Position Description](#), [Template Chaperone Position Description](#) and [Template BCO Position Description](#). While those are provided as examples, they will help you meet the requirements set out in ISTI Annex G.4.1.

You have position descriptions for the roles that you need, now what?

Step 2: Describe the application process. List the information and documentation the candidates need to provide and how the application process will proceed. When determining your process, think about the following:

- ❖ Will candidates need to complete an application form and submit a curriculum vitae?
- ❖ Will you require a criminal record check?
- ❖ Will candidates need to provide references?
- ❖ How and when will the candidates be contacted?

 **NOTE**

Given the sensitive nature of sample collection and, in particular, witnessing the provision of a urine sample, while we recommend that all potential candidates undergo a criminal record check, you should make this mandatory for the DCO position.

Step 3: Issue a call for applications where you advertise the position description and outline the application process. You can do this by posting information on your website and promoting this within your sporting landscape. You could also advertise to universities and colleges. You could put an advertisement in the local newspaper or create a post on Facebook, Instagram or any other social media platform in your country.

Step 4: Review applications and interview applicants. Identify the mandatory qualifications/skills applicants must have and any additional skills that you would like to ensure the best candidates for each position are found. Conduct interviews which can be done over the phone, virtually or in-person. Make sure you have standard questions and set criteria to apply when you review applications and conduct interviews. Interviews could also include some scenario-based questions to ensure candidates can deal with difficult situations or difficult individuals and demonstrate strong communication skills. This will help you select the best candidates in an objective and fair manner.

Step 5: Finalize recruitment matters such as contacting references, gathering criminal record checks and required agreements. It is important to know that ISTI Annex G.4.2 requires that *ALL* sample collection personnel sign an agreement dealing with conflicts of interest, confidentiality and code of conduct. While these three agreements are mandatory, you may also require additional forms to be signed for any contract agreement, media policy, etc. More information on agreements is provided later on.

Step 6: Select your candidates and invite them to participate in training! When inviting candidates to be trained, you should make it clear that successfully completing the training is a pre-requisite to receiving accreditation and being an official DCO or BCO or Chaperone.

You have now recruited the best possible candidates for the roles you need. The rest of the document is organized by role – Doping Control Officers (Section 2), Chaperones (Section 3) and Blood Collection Officers (Section 4) – and outlines the training, accreditation and re-accreditation requirements needed for each along with best practices to consider.



SECTION 2:

DOPING CONTROL OFFICERS



Chapter 3

How to develop a training program?

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SECTION 5 ADDITIONAL CONSIDERATIONS

After recruiting candidates for the role of Doping Control Officer (DCO) and before they are allowed to collect samples on their own, they must be trained. Proper training of DCOs is a crucial step that will ensure your DCOs have been adequately prepared and have developed the necessary skills and confidence to implement sample collection procedures in accordance with the ISTI.

What does the ISTI tell us regarding the training of DCOs?

G.4.4.2

The training program for DCOs shall include, as a minimum:

- a) Comprehensive theoretical training in those *Doping Control* activities relevant to the DCO position;
- b) Observation of all Sample Collection Session activities that are the responsibility of the DCO as set out in this *International Standard for Testing and Investigations*, preferably on-site; and
- c) The satisfactory performance of one complete Sample Collection Session on-site under observation by a qualified DCO or similar. The requirement related to the actual passing of a urine *Sample* shall not be included in the on-site observations.

The ISTI clearly outlines that the training program for DCOs must include the following three components:

- 1) theoretical training;
- 2) observation of a sample collection session; and
- 3) satisfactory performance of one complete sample collection session on-site under observation.

1. Theoretical Training

Comprehensive theoretical training ensures DCOs have a complete understanding of the sample collection requirements. You first need to determine the content of your training to ensure that it includes all aspects related to the sample collection procedure (i.e., mandatory content). You should also provide information to your DCOs (i.e., additional information) such as background on your organization and operations, the larger landscape of anti-doping, what your sample collection program involves, etc.

Mandatory content

The topics listed below are mandatory and must be included in any DCO training. The content to assist you in developing your theoretical training can be found in the [Template DCO Manual](#).

- ❖ Authorization and preparation for sample collection
 - Discuss how your DCOs will be contacted and provided with the appropriate authorization documentation to allow them to collect samples.
 - Discuss equipment, documentation and what they need to do to prepare (including requesting equipment and documentation, etc.).

- Review athlete selection methods.
- ❖ Athlete notification
 - Review all the requirements related to athlete notification.
- ❖ Conducting sample collection
 - Urine sample collection procedures: review all the steps involved in the collection of urine samples, including witnessing urine sample provision, dividing and sealing the sample, measuring the specific gravity, collecting additional samples, dealing with partial samples and completing the doping control form.
 - Blood sample collection procedures: review all the steps involved in the collection of blood samples, including the types of blood collection and the required equipment and the role of the Blood Collection Officer (BCO).
- ❖ Modifications to sample collection
 - Review the modifications that apply for athletes who are minors and athletes with an impairment.
- ❖ Concluding the sample collection session
 - Review what happens once a sample is collected (e.g., reports to complete, chain of custody, etc.).
 - Review the security and storage of samples along with the transportation requirements for samples and doping control documentation (i.e., shipping requirements).
 - Review any other post sample collection session requirements like submitting expense claims, etc.
- ❖ Collecting intelligence
 - Review how DCOs can collect information while they are in the field.
- ❖ Reporting a potential failure to comply
 - Review the steps that DCOs must follow if an athlete fails to comply with sample collection procedures.

Additional information

While not mandatory, the topics listed below would ensure that DCOs have a broad understanding of anti-doping, how their role fits into this landscape and how they can contribute to your operations and clean sport in general. While you need to develop most of the content for these topics, the [Template DCO Manual](#) includes information that could help you develop the content for the 'Overview of anti-doping' identified below.

- ❖ Who are you?
 - Provide information about your organization, its structure and operations.
 - Discuss relevant national policies and/or legislation regarding sport and anti-doping.

- Review the sporting landscape structure and the roles of national sport federations.
- ❖ Overview of anti-doping:
 - What is anti-doping?
 - Who are the key players?
 - The World Anti-Doping Code and the relevant International Standards.
 - Your Anti-Doping Rules.
- ❖ Your operations:
 - Discuss relevant components of your Test Distribution Planning.
 - Discuss relevant components of your whereabouts program/system.
 - Discuss relevant components of Results Management.
- ❖ Your sample collection program:
 - Describe your program.
 - Briefly outline the roles and their responsibilities.
- ❖ Other important considerations:
 - Safeguarding (see Section 5 for further information).
 - Health and Safety (see Section 5 for further information).
 - Infectious disease prevention and control (see Section 5 for further information).

Delivery and assessment

Once you have identified the content to include in your theoretical training, you need to determine how to deliver this training. There are many ways to deliver this training and you can select the one(s) most appropriate for your program. You can:

- ❖ offer in-person training where you cover all the information over several sessions/days;
- ❖ offer a webinar for each topic;
- ❖ offer e-Learning courses; and/or
- ❖ provide written material on each topic.

As further guidance, we have developed a [Template DCO Training Workshop Agenda](#). While the template implies an in-person training workshop this could also be done virtually. This document could also assist in developing online material (e.g., assist with flow of information, content, etc.). While several factors such as budget, geographical location of DCOs, total number of DCOs, etc. can impact how you deliver training, hosting an in-person training workshop does have a few benefits. It would allow your DCOs to meet each other and meet you (and the staff who will be in contact with them). It would also allow you to observe DCOs practice the procedures you will be teaching them.

Regardless of the delivery method chosen, you should provide your DCOs with a manual so they have a document they can always refer to. The [Template DCO Manual](#) can be adapted for this purpose.

You must also determine who will conduct this training. This could be the staff responsible for sample collection/testing in your organization, an experienced and accredited DCO, a colleague from another SCA or a combination of these three options. The person you choose must have an excellent understanding of the sample collection procedures and ideally, experience with teaching/training. They should also be trained and accredited to collect samples.

To ensure you know that your DCO candidates have understood the content of your training, you need to have some form of assessment at the end of the theoretical training (or throughout). You could, for example, have a written exam that DCO candidates must complete at the end of the training (whether online or in-person). You could also evaluate candidates throughout the in-person session as they complete practical scenarios.

2. Observation

In addition to theoretical training, the ISTI also requires some practical training. Specifically, the ISTI requires that potential candidates for the role of DCO: observe all activities related to sample collection and do so, preferably on-site during an actual sample collection session.

As such, to meet this observation requirement DCOs could be required to either:

- ❖ accompany an experienced DCO to a sample collection session (either in-competition or out-of-competition) to observe the DCO in action;
- ❖ observe a mock sample collection session that is performed in-person or virtually during a training workshop; or
- ❖ watch an online video of a sample collection session.

While these three options are acceptable, the first one would be the preferred option.

3. Satisfactory performance of sample collection session

The satisfactory performance of one complete sample collection session could be done during an in-competition or out-of-competition sample collection. The DCO in training must be accompanied by an experienced and accredited DCO (or an experienced and accredited staff member) to observe and ensure the process is completed in accordance with the procedures for sample collection. Feedback should be provided to the DCO in training once the session is completed (i.e., once the athlete has left the doping control station or the DCO and the trainer have left the testing location – if the test is conducted at the athlete's home). We have developed a [Template Feedback Form](#) which could assist with this exercise.

Best practices for training

While the above are the minimum mandatory activities required for DCO training, below we have identified what an ideal training program for DCOs could consist of. You can decide to simply keep it to the three main activities as detailed above and that would be ok. Alternatively, you can decide to include all **four** (4) steps outlined below or some of them. Again, you decide based on the needs of your program and your DCOs!

- ❖ **Step 1: Act as a Chaperone.** Given that anti-doping and urine and blood sample collection is not something that most people are familiar with, consider requiring that a DCO candidate participate in a real sample collection session as a Chaperone before they participate in any formal DCO training. By acting as a Chaperone, the individual will get a real experience of what sample collection entails while ensuring they are comfortable with this work and still interested in the DCO role. **NOTE:** *Before participating as a Chaperone, they would need to receive the relevant Chaperone training.*
- ❖ **Step 2: Participate in training workshop.** This workshop would include all the theoretical requirements and provide the opportunity for mock (i.e., practice) scenarios such as:
 - The opportunity to demonstrate the whole sample collection process including how a DCO should properly witness the passing of a urine sample (i.e., appropriate line of sight, position of the athlete and position of the witness).
 - The opportunity to observe DCOs complete various mock scenarios like:
 - Mock notification attempts under observation (using someone to act as the athlete).
 - Mock sample collection sessions under observation (using a substitute athlete) which should include completing one standard urine sample collection session, completing one partial sample collection session and completing one dilute sample collection session.
 - Mock sessions where all relevant doping control documentation are completed (e.g., Doping Control Forms, DCO Reports, Unsuccessful Attempt Reports, etc.).
 - Mock preparation of samples for transport, including appropriate storage and chain of custody.
 - Mock scenarios to cover topics such as how to deal with an athlete who is refusing to be tested, how to deal with a situation where the DCO is unable to locate an athlete for out-of-competition testing and any other situations that may be specific to your country, sports, etc. (many examples can be found in the [Template DCO Manual](#)).
- ❖ **Step 3: DCO candidate observes** an experienced and accredited DCO through all components of at least one out-of-competition and one in-competition sample collection session. This should include observing how the DCO prepares the doping control station, liaises with venue and competition staff, briefs Chaperones (if relevant), communicates with athletes, organizes samples for transport, etc.
- ❖ **Step 4: DCO candidate conducts** one out-of-competition and one in-competition sample collection session under observation of an experienced and accredited DCO. This should include

preparing the doping control station, briefing Chaperones (if relevant), completing all relevant doping control documentation, and organizing samples for transport.



#1 To ensure that DCOs retain and can practice the procedures learned during the theoretical training, it is recommended that all practical requirements be completed within three months of the theoretical training.

#2 Some SCAs adopt a tiered approach where some DCOs are responsible for different aspects of sample collection based on their experience and skills. For example, some programs have 'Lead DCOs' who are responsible for managing the sample collection missions and training Chaperones. During large in-competition missions for examples, the 'Lead DCOs' may not be processing samples as they are managing the Doping Control Station, answering questions, etc. If you have or want to have different 'tiers or levels' of DCOs ensure that the training relates to their responsibilities. For instance, you may want to provide leadership training to 'Lead DCOs'.

Chapter 4

What does accreditation involve?

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SECTION 5 ADDITIONAL CONSIDERATIONS

The accreditation component is a way to formalize and acknowledge that the DCO candidates have completed the training program in a satisfactory manner and are ready to conduct sample collection on their own.

What does the ISTI tell us about accreditation?

G.5.1

The Sample Collection Authority shall establish a system for accrediting and re-accrediting Sample Collection Personnel.

G.5.2

The Sample Collection Authority shall ensure that Sample Collection Personnel have completed the training program and are familiar with the requirements of this *International Standard for Testing and Investigations* (including, where Annex G.4.4.4 applies, in relation to the collection of Samples from *Athletes* who are of a different nationality than the Sample Collection Personnel) before granting accreditation.

1. Establishing your system

The system mentioned in ISTI Annex G.5.1 does not need to be complicated. This simply refers to the fact that you must be able to demonstrate that you have accredited only those DCOs that have completed all the training requirements and done so in a satisfactory manner. At a minimum, you must implement the three mandatory steps as outlined in the training section above and keep evidence.

For the **theoretical component**, you can:


- ❖ keep an attendance log;
- ❖ provide a certificate to all DCOs who attended training (and keep a copy); and/or
- ❖ require that DCOs complete a written exam.


In order to demonstrate completion of the **observation component**, it could be as simple as indicating when and where this was done for example, having a note in the DCO's file that states: "*DCO in training, Yuri Nate observed sample collection on 4 September 2020 during NADO BEST's in-person training workshop.*"

Regarding the **satisfactory performance of a sample collection session**, as noted above, you can develop a feedback form which would be signed by the evaluating person, dated and included in the DCO's file.

The key point to remember is that there must be evidence for each and every training activity you require the DCO to complete.

In addition to successfully completing all the required training, in order to receive accreditation, DCOs must also agree to the following conditions:

-  Completion of a:
 - Code of Conduct Agreement/DCO Agreement (ISTI Annex G.4.2 requirement);
 - Declaration of Confidentiality (ISTI Annex G.4.2 requirement);
 - Declaration of Conflict of Interest (ISTI Annex G.4.2 requirement); and
 - any other relevant agreements/documents as you may require.

-  A security/criminal record check (*reminder: this is not a requirement of the ISTI but is highly recommended*).

For further guidance, we have developed examples of the agreements outlined above which can all be combined into one agreement. You can consult the following document: [Template DCO Agreements](#).

2. Accreditation period

You must determine the length of the accreditation period. To meet the requirements of ISTI Annex G.5.3 the accreditation period is a maximum of 2 years.

If your DCOs are active, meaning they are conducting missions at least twice every quarter, we recommend that the accreditation period be 2 years. If your DCOs are less active, you may consider providing accreditation valid for a 1- year period. This will ensure that DCOs review and practice relevant procedures more regularly.



You should set a minimum number of missions that your DCOs must conduct every month or every quarter. We identified a minimum of twice per quarter above but recommend that this be the absolute minimum and that DCOs conduct missions more frequently and regularly. You want to ensure that your DCOs (and all sample collection personnel) are provided with enough opportunities to keep their skills up to date!

3. Evidence of accreditation

Since DCOs must have evidence of their accreditation, you must determine what you will provide to DCOs once they have successfully completed all training requirements.

We recommend that you provide your DCOs with an accreditation card, ideally a 'hard copy' (i.e., a physical card). This card would include:

- ❖ the name and logo of your organization;
- ❖ a recent picture of the DCO (taken in the last two years);
- ❖ the DCO's full name;
- ❖ the period of validity; and
- ❖ the name and signature of a senior official from your organization (e.g., the President of your organization, the Director of the Testing and/or Sample Collection Personnel Program, etc.).

Chapter 5

How to monitor performance during accreditation?

YOUR SAMPLE COLLECTION PERSONNEL PROGRAM

SECTION 1



DOPING CONTROL OFFICERS

SECTION 2



CHAPERONES

SECTION 3



BLOOD COLLECTION OFFICERS

SECTION 4



SECTION 5 ADDITIONAL CONSIDERATIONS

While it is important to ensure that DCOs have the required competencies before they are accredited, it is equally as important to ensure they maintain the knowledge and skills learnt during training. To do so consider how you monitor and evaluate your DCOs' performance during the accreditation period to ensure the highest quality.


What does the ISTI tell us about performance monitoring?

G.5.5

The Sample Collection Authority shall develop a system to monitor the performance of Sample Collection Personnel during the period of accreditation, including defining and implementing criteria for revoking accreditation.

1. Assessing performance

In order to meet the requirements of ISTI Annex G.5.5, you must be able to demonstrate how you are monitoring the performance of DCOs during the accreditation period. This must occur systematically and not only as a result of issues or problems raised regarding DCOs' performances.

-  One way to meet this requirement is to evaluate the performance of every DCO, in the field, at least once per year and alternate between in-competition evaluations and out-of-competition evaluations. Evidence of this evaluation is to be kept in the DCO's file. To do this you could use the [Template Feedback Form](#).

While performance feedback would be provided to DCOs during these yearly evaluations, additional review sessions may be needed to address issues that come up. Review sessions should be held with DCOs under the following circumstances:

- ❖ Reports of errors during sample collection sessions.
- ❖ Reports of complaints or other feedback from athletes, athlete support personnel, sport officials, or colleagues.
- ❖ A period of inactivity, whereby the DCO does not conduct any sample collection sessions for a 3-month period. It is recommended that DCOs conduct at least 2 sample collection sessions during each 3-month period.

These review sessions could be conducted via online educational tools or in-person. Evidence of any review sessions should also be kept in the DCO's file.

In addition, any positive feedback received on your DCOs' performance should be shared with them to maintain their confidence and enthusiasm. This could also be kept in the DCO's file.

2. Revoking accreditation

You must also clearly identify under what circumstances you would consider revoking a DCO's accreditation. While you must determine your own criteria, you should consider revoking accreditation when a DCO:

- ❖ Commits a serious breach of anti-doping procedures.
- ❖ Continues to receive unsatisfactory evaluations even after many review sessions conducted with that DCO (i.e., non-conformities in the procedures continue to happen).
- ❖ Breaches the code of conduct or divulges sensitive and confidential information regarding an athlete, your organization (or another Anti-Doping Organization).
- ❖ Is no longer available or inactive for long periods of time.

Chapter 6

What does re-accreditation involve?

YOUR SAMPLE COLLECTION PERSONNEL PROGRAM

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SECTION 5 ADDITIONAL CONSIDERATIONS

Earlier you determined the length of your accreditation period. Now, as the accreditation period nears the end, you must determine what your DCOs need to do to be re-accredited.

What does the ISTI tell us about re-accreditation?


G.5.3

Accreditation shall only be valid for a maximum of two (2) years. Sample Collection Personnel shall be subject to an assessment (theoretical and/or practical) before being re-accredited and shall be required to repeat a full training program if they have not participated in *Sample* collection activities within the year prior to re-accreditation.

ISTI Annex G.5.3 requires that, prior to the expiry of the accreditation period, you assess each DCO. This assessment can be either theoretical or practical. While you can choose one or the other, our recommendation is that both a theoretical and a practical assessment be conducted.

The **theoretical component** could include a refresher course where some of the information included in the initial training is reviewed along with any updates or enhanced practices implemented since the DCO's prior training. The formal assessment can take the form of a brief written examination conducted in-person or via online tools.

The **practical component** could include providing mock scenarios that DCOs have to respond to while being evaluated by a staff member (or an experienced and accredited DCO). This could include conducting sample collection with a difficult athlete or dealing with an athlete who is refusing testing. You could provide different scenarios to different DCOs based on the evaluations conducted during the accreditation period and any feedback received. For example, if a particular DCO seems to be having problems conducting the partial sample procedure, then this should be the scenario given to the DCO to complete.

-  The DCO must successfully complete the assessment to be re-accredited. Every re-accredited DCO must receive a new accreditation card with the new validity period. Make sure you keep a record of the re-accreditation assessment conducted in the DCO's file.

SECTION 3:

CHAPERONES



Based on your staffing assessment (see Section 1) you may have determined that you do not need Chaperones. If that's the case, you can skip this Section!

However, you may have decided that you do need Chaperones but only under very specific circumstances and with limited responsibilities. For example, perhaps you will only use Chaperones for in-competition events where they would be volunteers provided by the organizing committee. If this is the case, we recommend that those Chaperones only be responsible for athlete notification and escorting the selected athletes to the doping control station. Given the sensitive nature of witnessing sample provision, it is highly recommended that those volunteer Chaperones **are not** responsible for this aspect. Your experienced DCOs should be responsible for witnessing the provision of the urine sample.

Alternatively, you may have decided to recruit Chaperones through a recruitment process of your own or you may require that your DCOs recruit individuals that will accompany them for in-competition or out-of-competition testing missions. In these circumstances you may decide to train Chaperones to also witness sample provision.

Chapter 7

How to develop a training program?

YOUR SAMPLE COLLECTION PERSONNEL PROGRAM

SECTION 1

Planning your sample collection personnel program

How to recruit?

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SECTION 2

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SECTION 3

How to develop a training program?

What does accreditation involve?

How to monitor performance during accreditation?

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BLOOD COLLECTION OFFICERS

SECTION 4

How to develop a training program?

What does accreditation involve?

How to monitor performance during accreditation?

What does re-accreditation involve?

SECTION 5 ADDITIONAL CONSIDERATIONS

If Chaperones are part of your sample collection personnel program, before they are authorized to participate in a sample collection session, they must be trained on the relevant responsibilities they will be asked to undertake. A good training program will ensure Chaperones are familiar with their responsibilities and have the necessary skills.

What does the ISTI tell us about the training of Chaperones?

G.4.4.3

The training program for Chaperones shall include all relevant requirements of the Sample Collection Session including but not limited to situations dealing with Failure to Comply, Athletes who are Minors and/or Athletes with impairments.

The ISTI requires that Chaperones be trained on the relevant aspects of a sample collection session and based on the responsibilities they will be asked to perform. While ISTI Annex G.4.4.3 does not specify whether this training must be theoretical training and/or practical training, we recommend that you develop a training program for Chaperones that includes both components: 1) theoretical and 2) practical.

1. Theoretical training

Comprehensive theoretical training will ensure that your Chaperones have a complete understanding of the sample collection process and in particular their role and responsibilities. As you develop the content for this training, you must ensure that all aspects relevant to the role of Chaperone are included (i.e., mandatory content). You should also provide information regarding your organization and the anti-doping system in general (i.e., additional information).

Mandatory content

The topics listed below are mandatory and must be included in your Chaperone training. The content to assist you in developing your theoretical training can be found in the [Template DCO Manual](#).

- ❖ **Athlete notification:** All the steps and the information required to conduct proper athlete notification. This will include reviewing how a Chaperone must deal with a potential athlete refusal, additional procedures that must be followed if the athlete is a minor or if the athlete has an impairment.
- ❖ **Chaperoning:** What the Chaperone needs to do once the athlete has been notified, i.e., observe the athlete at all times and escort them to the doping control station as well as what athletes can do during this time (i.e., the athletes' rights and responsibilities).
- ❖ **Witnessing sample provision:** If the Chaperone is required to witness the passing of the urine sample, the procedures to ensure the correct witnessing, and the instructions that the Chaperone must provide to the athlete.

Additional information

In addition to the mandatory topics outlined above, you should also: provide an overview of the anti-doping system and of your organization, discuss how your sample collection personnel operates, the different roles and the situations where Chaperones need to seek the DCO's advice and how they should do this. Other topics such as safeguarding, health and safety (see Section 5) should also be included. While you need to develop most of the content for these topics, you can find information that could be helpful in the [Template DCO Manual](#).

2. Practical training

While practical training is not specifically required under ISTI Annex G.4.4.3, we highly recommend that this be included. This will ensure your Chaperones understand the sample collection process, have the opportunity to practice the role they will be asked to perform and receive feedback as well as the opportunity to ask questions and clarifications while doing so. Consider including the following aspects:

- ❖ **A demonstration** of the whole sample collection process from start to finish. This can be accomplished in various ways: a) Chaperones could be asked to watch a video or webinar that you have developed; b) you could provide an in-person demonstration during a workshop; or c) your DCO can provide an in-person demonstration on-site prior to an event beginning.
 - **It is recommended that the demonstration** details the different aspects or activities included in the post-event sequence an athlete may undertake between completing their event or training session and reporting to the doping control station.
- ❖ The **completion of at least two mock athlete notifications** where one of those mock notifications is done in the presence of staff or a DCO, so that any areas for improvement can be identified. This includes adequate completion of the written notification.
- ❖ **Role play on situations that can occur during notification** such as athlete refusal, language issues, etc. These scenarios can be role played by staff or DCOs with the Chaperone candidate responding to the situation.
- ❖ **Role play on situations that can occur during chaperoning** such as the athlete disappears from view, the athlete insists on taking a shower, the athlete drinking or eating a suspicious substance.
- ❖ **Role play on proper witnessing of the passing of the sample** including scenarios such as the athlete refusing to remove clothing, the athlete appearing to be tampering with the sample or dropping the urine sample.

Most of the content needed to develop a theoretical and practical training can be found in the [Template DCO Manual](#). Specifically, you can consult Section 3.2 (Training Chaperones) and Annex C of the Manual which includes training resources like forms and scripts that can be provided to the Chaperones. You can also use some of the sections of the [Template DCO Manual](#) to create a Chaperone Manual. Consider using the following sections: Section 1 – Introduction, Section 2 – Sample Collection Personnel Team, Section 5 – Athlete Notification, Section 7 – Modifications to Sample Collection, Section 9 – Collection of Intelligence, Section 10 – Reporting a Potential Failure to Comply and the relevant Annexes.

Delivery method

Once you have identified whether theoretical and/or practical training will be required and the relevant content and activities, you need to determine how to deliver this training. You can:

- ❖ offer in-person training where you cover both theoretical and practical components over several sessions/days;
- ❖ offer in-person training before an event;
- ❖ offer a webinar covering the relevant theoretical components;
- ❖ offer e-Learning courses; and/or
- ❖ provide written material on each topic.

As further guidance, we have developed a [Template Chaperone Training Workshop Agenda](#). While the template implies an in-person training workshop, this document could also assist in developing online material (e.g., assist with flow of information, content, etc.). While several factors such as budget, geographical location of Chaperones, total number of Chaperones, etc. can impact how you deliver training, hosting an in-person training workshop can be beneficial. It would allow your Chaperones to meet each

other and meet you (and/or the DCOs who will be working closely with them). It would also allow you/DCOs to observe Chaperones practice the procedures you will be teaching them. If you have a larger number of Chaperones spread out across many geographical locations, you could host several smaller in-person training sessions.

You must also determine who will conduct this training. This could be the staff responsible for sample collection/testing in your organization and/or an experienced and accredited DCO. The person you choose must have an excellent understanding of the sample collection procedures and ideally, experience with teaching/training. *Remember that if your DCOs will be responsible to train Chaperones, they need to be trained on how to do that. This would need to be included in your DCO training.*

 **NOTE**

If individuals are provided by an organizing committee, it is crucial to allow time to properly train those individuals. In addition to the steps and content outlined in this section, be sure to consult the [Template DCO Manual](#) for specific information and training tools. When individuals are provided by an organizing committee, at least 1 hour to 2 hours should be planned for training these individuals. Individuals provided by an organizing committee should not be responsible for witnessing the passing of the urine sample and a DCO should be assigned to oversee this group on the field of play (i.e., a DCO is assigned as ‘Chaperone coordinator’) and would be located on the field of play with the Chaperones to guide them and ensure the right athlete is notified and that notification is done appropriately.

Chapter 8

What does accreditation involve?

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SECTION 5 ADDITIONAL CONSIDERATIONS

The accreditation aspect formalizes and acknowledges that the Chaperone candidate has completed the training program in a satisfactory manner and is ready to undertake their responsibilities in a real-life scenario.

What does the ISTI tell us about accreditation?

G.5.1

The Sample Collection Authority shall establish a system for accrediting and re-accrediting Sample Collection Personnel.



G.5.2

The Sample Collection Authority shall ensure that Sample Collection Personnel have completed the training program and are familiar with the requirements of this *International Standard for Testing and Investigations* (including, where Annex G.4.4.4 applies, in relation to the collection of *Samples* from *Athletes* who are of a different nationality than the Sample Collection Personnel) before granting accreditation.

1. Establishing your system


The system mentioned in ISTI Annex G.5.1 simply refers to the fact that you must be able to demonstrate that you have accredited only those Chaperones that have completed all the training requirements and done so in a satisfactory manner.

First, it must be clear what your Chaperones have to do in order for them to be accredited and second, you must keep records to demonstrate that they have completed all the required steps. For example, here are a few options:

-  To demonstrate completion of theoretical training you can require that Chaperones complete a written exam or an online exam. Their active participation at a training workshop or training session might be sufficient to demonstrate this component. Whichever option you select, it must be clearly documented, and you must keep records of what the Chaperones did.
-  To demonstrate completion of practical training, based on the activities you have selected, you can:
 - a) document the dates that these activities were completed; and/or
 - b) keep evaluation or feedback forms completed by the supervising DCO/staff (you can use the [Template Feedback Form](#) as a guide).

The key point to remember is that there must be evidence for each and every training activity you require the Chaperone to complete.

In addition to successfully completing all the required training, in order to receive accreditation, Chaperones must also agree to the following conditions:

-  Completion of a:
 - Code of Conduct Agreement (ISTI Annex G.4.2 requirement);
 - Declaration of Confidentiality (ISTI Annex G.4.2 requirement);

- Declaration of Conflict of Interest (ISTI Annex G.4.2 requirement); and
- any other relevant agreements/documents as you may require.

An example of these agreements, which can all be combined into one agreement, is included in the [Template DCO Manual](#) (Annex C – Chaperone Training Forms).

2. Accreditation period

You must determine the length of the accreditation for your Chaperones. To meet the requirements of ISTI Annex G.5.3 keep in mind that the accreditation period cannot be longer than 2 years. When making this determination, we recommend that you consider the responsibilities of the Chaperones.

If you have your own pool of Chaperones and use these individuals on a consistent basis, we recommend that the accreditation period be 1 or 2 years.

If Chaperones are provided by event organizers, we recommend that the accreditation period be the duration of the event and/or the testing mission.

3. Evidence of accreditation

In order to acknowledge the Chaperone's accreditation, you must determine what you will provide to Chaperones once they have successfully completed all training requirements

If you have your own pool of Chaperones, we recommend that you provide an accreditation card, ideally a 'hard copy' (i.e., a physical card). This card would include:

- ❖ the name and logo of your organization;
- ❖ a recent picture of the Chaperone (taken in the last two years);
- ❖ the Chaperone's full name;
- ❖ the period of validity; and
- ❖ the name and signature of a senior official from your organization (e.g., the President of your organization, the Director of the Testing and/or Sample Collection Personnel Program, etc.).

If Chaperones are only trained and accredited for a specific event or testing mission, we recommend that you provide the following:

- ❖ A generic Chaperone card authorizing the individual to be present for the event/testing mission (this card should be returned at the end of the event/testing mission).
- ❖ An authorization letter that includes the Chaperones' full name. This letter may be signed and validated by the DCO following the on-site Chaperone training. To accompany this letter, Chaperones should have a valid, government-issued, photo ID.

Chapter 9

How to monitor performance during accreditation?

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SECTION 5 ADDITIONAL CONSIDERATIONS

While it is important to ensure that Chaperones have the required competencies before they are accredited, it is equally as important to ensure they maintain the knowledge and skills learned during training. To do so, consider how you will monitor and evaluate your Chaperone's performance during the accreditation period.

What does the ISTI tell us about performance monitoring?





G.5.5

The Sample Collection Authority shall develop a system to monitor the performance of Sample Collection Personnel during the period of accreditation, including defining and implementing criteria for revoking accreditation.

1. Assessing performance

In order to meet the requirements of ISTI Annex G.5.5, you must be able to demonstrate how you are monitoring the performance of Chaperones during the accreditation period. This must occur systematically and not only as a result of issues or problems raised regarding Chaperones' performances.

For Chaperones recruited and trained for singular events or testing missions, one way to meet this requirement could be that DCOs note if the performance of the Chaperone was satisfactory. You could request that DCOs send you a brief email, that you keep in the Chaperone's file, that would include, for example, the following information:

-  Name of Chaperone (and contact information).
-  Name of event and/or date of testing mission.
-  Was the performance of the Chaperone satisfactory?
 - The DCO is to answer YES or NO.
 - If NO, please explain why.
-  Would you recommend this Chaperone for future missions?
 - The DCO is to answer YES or NO.
 - If NO, please explain why.



If Chaperones were provided by an organizing committee, we would recommend sharing this feedback with the organization that provided the Chaperones. That way, they are aware of any issues and can ensure that if DCOs had concerns with a certain individual, this individual is not used for other events.

If you have your own pool of Chaperones and if the accreditation period is 1 to 2 years, we recommend that an evaluation be conducted at least once per year. One year the evaluation could be conducted in-competition and the other year, out-of-competition. This evaluation could be conducted by a staff member

or by an experienced DCO. You could also use relevant sections of the [Template Feedback Form](#). Evidence of this evaluation is to be kept in the Chaperone's file.

While performance feedback will be provided to Chaperones during these yearly evaluations, additional review sessions may be needed to address issues that come up. Review sessions should be held with Chaperones under the following circumstances:

- ❖ Reports of errors during athlete notification.
- ❖ Reports of complaints from athletes, athlete support personnel, sport officials, or colleagues.
- ❖ A period of inactivity, whereby the Chaperone does not conduct any sample collection sessions for a 3-month period. It is recommended that Chaperones conduct at least 2 sample collection sessions during each 3-month period.

These review sessions could be conducted via online educational tools or in-person. Evidence of any review sessions should also be kept in the Chaperone's file.

2. Revoking accreditation

You must also clearly identify under what potential circumstances you would consider revoking a Chaperone's accreditation. While you must determine your own criteria, you should consider revoking accreditation when a Chaperone:

- ❖ Commits a serious breach of anti-doping procedures.
- ❖ Continues to receive unsatisfactory evaluations even after many review sessions conducted with that Chaperone (i.e., non-conformities in the procedures continue to happen).
- ❖ Breaches the code of conduct or divulges sensitive and confidential information regarding an athlete, your organization (or that of another Anti-Doping Organization).
- ❖ Is no longer available to participate in sample collection sessions.

Chapter 10

What does re-accreditation involve?

YOUR SAMPLE COLLECTION PERSONNEL PROGRAM

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SECTION 5 ADDITIONAL CONSIDERATIONS

Earlier in this Section you determined the length of your accreditation period. Now, as the accreditation period nears the end, you must determine what your Chaperones need to do to be re-accredited.

What does the ISTI tell us about re-accreditation?


G.5.3

Accreditation shall only be valid for a maximum of two (2) years. Sample Collection Personnel shall be subject to an assessment (theoretical and/or practical) before being re-accredited and shall be required to repeat a full training program if they have not participated in Sample collection activities within the year prior to re-accreditation.

If you have your own pool of Chaperones, prior to the expiry of the accreditation period, ISTI Annex G.5.3 requires that you assess each Chaperone. This assessment can be either theoretical or practical. While you can choose one or the other, our recommendation is that both a theoretical and a practical assessment be conducted.

The **theoretical component** could include a refresher course where some of the information covered during the initial training is reviewed along with any updates or enhanced practices that may have occurred since the Chaperone's prior training. The assessment can take the form of a brief written examination conducted in-person or via online tools.

The **practical component** could include providing mock scenarios that Chaperones have to respond to while being evaluated by a staff member (or an experienced and accredited DCO). This could include athlete notification with a difficult athlete or dealing with an athlete who is acting suspiciously. You could provide different scenarios to different Chaperones based on the evaluations conducted during the accreditation period and any feedback received. For example, if a particular Chaperone seems to be having problems with remembering the athlete's rights and responsibilities, this should be the scenario given to him/her.

-  The Chaperone must successfully complete the assessment to be re-accredited. Every re-accredited Chaperone must receive a new accreditation card with the new validity period. Keep a record of the re-accreditation assessment conducted and the satisfactory completion by the Chaperone in his/her file.

 **NOTE**

If Chaperones are recruited and trained for a specific event/testing mission, the re-accreditation component does not apply. If those same Chaperones are used again at a later time or future event, they are trained and accredited each time.

SECTION 4: BLOOD COLLECTION OFFICERS



Depending on the decisions you made following your needs assessment (Section 1), you may have decided to establish a partnership with a phlebotomy company, or you may have decided to recruit specific individuals with qualifications in phlebotomy.

Chapter 11

How to develop a training program?

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SECTION 5 ADDITIONAL CONSIDERATIONS

What does the ISTI tell us about the training of BCOs?

G.4.4.1

The training program for BCOs shall include, as a minimum, studies of all relevant requirements of the *Testing* process and familiarization with relevant standard precautions in healthcare settings.

The ISTI requires that BCOs be trained on the relevant requirements of the testing process. While ISTI Annex G.4.4.1 does not specify whether this training must be theoretical training and/or practical training, we recommend that for BCOs you develop a training program that focuses on the theoretical components.

Theoretical training will ensure that BCOs understand the blood collection process within the anti-doping context. As trained and qualified phlebotomists, you do not need to provide training on venipuncture (i.e., performing blood collection from a vein) and phlebotomists should already be familiar with standard precautions in healthcare settings.

Mandatory content

As you develop your training program, you must ensure that BCO candidates are familiar and understand the blood collection process. Specifically, your training must include:

- ❖ what the blood sample collection process involves (i.e., the step-by-step approach); and
- ❖ what equipment the BCO will be working with.

To assist you in developing your own training, we recommend you review and use the content included in the [Template DCO Manual](#), specifically Section 6.2 “Blood Sample Collection Procedures”. This specific section could also be provided to your BCOs as a reference manual.

Additional information

In addition to the mandatory topics outlined above, you should also: provide an overview of the anti-doping system and of your organization, discuss how your sample collection personnel program/team operates and who the DCOs and Chaperones are. Other topics such as safeguarding, health and safety (see Section 5) should also be included. While you need to develop most of the content for the above noted topics, you can find information that could be helpful in the [Template DCO Manual](#). To ensure BCOs have a good understanding of the whole sample collection process and not only blood collection, we recommend that you provide them with an opportunity to observe a simulated sample collection session. This could be done via video or in-person during a training workshop.

Delivery method

Once you have identified the content to include in your theoretical training, you need to determine how to deliver this training. There are many ways to deliver the training and you can select the one(s) most appropriate for your program. You can:

- ❖ offer in-person training where you cover the relevant information over several sessions;
- ❖ offer a webinar;
- ❖ offer an e-Learning course; and/or
- ❖ provide written material.

As further guidance, we have developed a [Template BCO Training Workshop Agenda](#). While the template implies an in-person training workshop, this document could also assist in developing online material (e.g., assist with flow of information, content, etc.).

You must also determine who will conduct this training. This could be you and/or an experienced and accredited DCO. The person you choose must have an excellent understanding of the sample collection procedures and ideally, experience with teaching/training.

Chapter 12

What does accreditation involve?

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Planning your sample collection personnel program

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SECTION 4

How to develop a training program?

What does accreditation involve?

How to monitor performance during accreditation?

What does re-accreditation involve?

SECTION 5 ADDITIONAL CONSIDERATIONS

What does the ISTI tell us about accreditation?

G.5.1

The Sample Collection Authority shall establish a system for accrediting and re-accrediting Sample Collection Personnel.

G.5.2


The Sample Collection Authority shall ensure that Sample Collection Personnel have completed the training program and are familiar with the requirements of this *International Standard for Testing and Investigations* (including, where Annex G.4.4.4 applies, in relation to the collection of Samples from Athletes who are of a different nationality than the Sample Collection Personnel) before granting accreditation.

The accreditation component is a way to formalize and acknowledge that the BCO candidates have completed the required training program in a satisfactory manner.


1. Establishing your system

The system mentioned in ISTI Annex G.5.1 simply refers to the fact that you must be able to demonstrate that you have accredited only those BCOs that have completed all the training requirements and done so in a satisfactory manner.

First, it must be clear what your BCOs have to do in order for them to be accredited and second, you must keep records to demonstrate that they have completed all the required steps. For example, here are a few options:

-  To demonstrate completion of theoretical training you can require that BCOs complete a written exam or an online exam. Their active participation at a training workshop might be sufficient to demonstrate this component. Whichever option you select, it must be clearly documented, and you must keep records of what the BCOs did.

In addition to successfully completing all the required training, in order to receive accreditation, BCOs must also agree to the following conditions:

-  Completion of a:
 - Code of Conduct Agreement (ISTI Annex G.4.2 requirement);
 - Declaration of Confidentiality (ISTI Annex G.4.2 requirement);
 - Declaration of Conflict of Interest (ISTI Annex G.4.2 requirement); and
 - Any other relevant agreements/documents as you may require.

You can use the templates developed for DCOs ([Template DCO Agreements](#)) as an example and modify them to suit the needs of your BCO program.

2. Accreditation period

You must determine the length of the accreditation for your BCOs. To meet the requirements of ISTI Annex G.5.3 keep in mind that the accreditation period is a maximum of 2 years. When making this determination, we recommend that you consider the structure of your program and whether you are working with a phlebotomy company who provides individuals to act as BCOs (which are not always the same individuals) or if you have recruited your own BCOs.

If you have your own pool of BCOs and use these individuals on a regular basis, we recommend that the accreditation period be 1 to 2 years.

If BCOs are provided by a phlebotomy company (and those individuals vary), we recommend that the accreditation period be the duration of the event and/or the testing mission.

3. Evidence of accreditation

In order to acknowledge the BCO's accreditation, you must determine what you will provide to BCOs once they have successfully completed all training requirements.

If you have your own pool of BCOs, we recommend that you provide an accreditation card, ideally a 'hard copy' (i.e., a physical card). This card would include:

- ❖ the name and logo of your organization;
- ❖ a recent picture of the BCO (taken in the last two years);
- ❖ the BCO's full name;
- ❖ the period of validity; and
- ❖ the name and signature of a senior official from your organization (e.g., the President of your organization, the Director of the Testing and/or Sample Collection Personnel Program, etc.).

If BCOs are only trained and accredited for a specific event or testing mission, we recommend that you provide the following:

- ❖ A generic BCO card authorizing the individual to be present for the event/testing mission (this card should be returned at the end of the event/testing mission).
- ❖ An authorization letter that includes the BCO's full name. This letter may be signed and validated by the DCO following the on-site BCO training. To accompany this letter, BCOs should have a valid, government-issued, photo ID.



IMPORTANT

In addition, the BCO should carry evidence (or have access to it) of his/her qualification to collect a blood sample (e.g., phlebotomy qualification, medical professional ID, etc.).

Chapter 13

How to monitor performance during accreditation?

YOUR SAMPLE COLLECTION PERSONNEL PROGRAM

SECTION 1



DOPING CONTROL OFFICERS

SECTION 2



CHAPERONES

SECTION 3



BLOOD COLLECTION OFFICERS

SECTION 4



SECTION 5 ADDITIONAL CONSIDERATIONS

While it is important to ensure that BCOs have the required competencies before they are accredited, it is equally as important to ensure they maintain the knowledge and skills learned during training. To do so, consider how you will monitor and evaluate your BCOs' performance during the accreditation period.

What does the ISTI tell us about performance monitoring?





G.5.5

The Sample Collection Authority shall develop a system to monitor the performance of Sample Collection Personnel during the period of accreditation, including defining and implementing criteria for revoking accreditation.

1. Assessing performance

In order to meet the requirements of ISTI Annex G.5.5, you must be able to demonstrate how you are monitoring the performance of BCOs during the accreditation period. This must occur systematically and not only as a result of issues or problems raised regarding BCOs' performances.

For BCOs recruited and trained for singular events or testing missions, you could require that the DCO responsible for the overall mission notes if the performance of the BCO was satisfactory. You could request that DCOs send you a brief email, that you keep in the BCO's file, that would include, for example the following information:

-  Name of BCO (and contact information).
-  Name of event and/or date of testing mission.
-  Was the performance of the BCO satisfactory?
 - The DCO is to answer YES or NO.
 - If NO, please explain why.
-  Would you recommend this BCO for future missions?
 - The DCO is to answer YES or NO.
 - If NO, please explain why.

If you have your own pool of BCOs and if the accreditation period is 1 to 2 years, we recommend that an evaluation be conducted at least once during the accreditation period. This evaluation could be conducted by a staff member or by an experienced DCO using the relevant section of the [Template Feedback Form](#). Evidence of this evaluation is to be kept in the BCO's file. If you are working with a phlebotomy company, we also recommend that any feedback/evaluation also be shared with that company.

While performance feedback will be provided to BCOs during these evaluations, additional review sessions may be needed to address issues that come up. Review sessions should be held with BCOs under the following circumstances:

- ❖ Reports of complaints from athletes, athlete support personnel, DCOs, etc. regarding the venipuncture performance or conduct during sample collection sessions.
- ❖ A period of inactivity, whereby the BCO does not conduct any sample collection sessions for a 3-month period. It is recommended that BCOs conduct at least 1 sample collection session during each 3-month period.

These review sessions could be conducted via online educational tools or in-person. Evidence of any review sessions should also be kept in the BCO's file.

2. Revoking accreditation

You must also clearly identify under what potential circumstances you would consider revoking a BCO's accreditation. While you must determine your own criteria, you should consider revoking accreditation when a BCO:

- ❖ Commits a serious breach of anti-doping procedures.
- ❖ Continues to receive complaints from athletes, athlete support personnel, DCOs, etc. regarding their venipuncture performance or conduct during sample collection sessions even after review sessions have been conducted with that BCO.
- ❖ Breaches the code of conduct or divulges sensitive and confidential information regarding an athlete, your organization (or that of another Anti-Doping Organization).
- ❖ Is no longer employed by the phlebotomy provider (if relevant).
- ❖ Is no longer available to participate in sample collection sessions.

Chapter 14

What does re-accreditation involve?

YOUR SAMPLE COLLECTION PERSONNEL PROGRAM

SECTION 1



DOPING CONTROL OFFICERS

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BLOOD COLLECTION OFFICERS

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SECTION 5 ADDITIONAL CONSIDERATIONS

Earlier in this Section you determined the length of your accreditation period. Now, as the accreditation period nears the end, you must determine what your BCOs need to do to be re-accredited.


What does the ISTI tell us about re-accreditation?

G.5.3

Accreditation shall only be valid for a maximum of two (2) years. Sample Collection Personnel shall be subject to an assessment (theoretical and/or practical) before being re-accredited and shall be required to repeat a full training program if they have not participated in *Sample* collection activities within the year prior to re-accreditation.

If you have your own pool of BCOs, prior to the expiry of the accreditation period, ISTI Annex G.5.3 requires that you assess each BCO. This assessment can be either theoretical or practical. The recommendation for BCO is that a theoretical assessment be given priority.

The **theoretical component** could include a refresher course where some of the information covered during the initial training is reviewed along with any updates or enhanced practices that may have been developed since the BCO's prior training. The assessment can take the form of a brief written examination conducted in-person or via online tools.

-  The BCO must successfully complete the assessment to be re-accredited. Every re-accredited BCO must receive a new accreditation card with the new validity period. Keep a record of the re-accreditation assessment conducted and the satisfactory completion by the BCO in his/her file.

 **NOTE**

If BCOs are recruited and trained for a specific event/testing mission, the re-accreditation component does not apply. If those same BCOs are used again, at a later time or future event, they are trained and accredited each time.

SECTION 5: ADDITIONAL CONSIDERATIONS



1. Safeguarding, health and safety, and infectious disease prevention and control

In addition to core ISTI requirements and related recommendations regarding training of sample collection personnel, there are other important topics that should be included in your training program. Three of those important topics are 1) safeguarding and the prevention of harassment and abuse; 2) health and safety as well as; 3) infectious disease prevention.

Safeguarding could be defined as the actions taken to ensure that everyone – athletes and sample collection personnel – are kept safe from harms caused by harassment and abuse during the doping control process. Everyone should feel safe, respected and valued throughout the sample collection session. As an organization, you should develop specific policies and procedures to ensure that the doping control environment is one that is free from all forms of harassment, abuse, and exploitation. There should be safeguarding policies and procedures in your country (or sport) which can serve to support your own safeguarding strategy. The International Olympic Committee (IOC) has developed a Safeguarding Toolkit which contains guiding principles to assist you in developing your own policies and procedures. While geared towards National Olympic Committees (NOCs) and International Federations (IFs), the Toolkit nonetheless offers a step-by-step approach to developing and implementing harassment and abuse prevention policies and procedures. Learn more about this important topic [here](#).

In addition to safeguarding, given that sample collection personnel handle urine and blood, you should also offer **health and safety** training. You should work in collaboration with relevant health officials and develop a health and safety program specific to the work and risks involved in anti-doping. To achieve good health and safety practices in anti-doping/sample collection, you should develop policies and procedures, plans of action to prevent accidents or occupational diseases, etc.

Once you have developed safeguarding as well as health and safety policies, procedures and programs, sample collection personnel should be required to sign and adhere to these policies. Training, whether in-person or online via e-learning or webinars should also be provided.

During these times of COVID-19, health and safety of athletes and sample collection personnel is crucial. WADA, in its [COVID-19 updates](#), continues to provide guidance around additional mitigation measures that should be place during sample collection. These measures should be reviewed, incorporated into your sample collection procedures and communicated to sample collection personnel. While the focus is currently on COVID-19, training on **infectious disease prevention and control** should always be included in sample collection personnel training.

2. The face of the organization

Sample collection personnel, and DCOs in particular, are often the face of your organization for many athletes, athlete support personnel and sports officials. They represent you and your organization during sample collection.

As representatives of your organization, it is important that sample collection personnel answer athlete questions in the best way possible. Everyone has a view on anti-doping but as representatives of your

organization, it is important that sample collection personnel be in-line with your organization's views. Ensure that your organization's viewpoint/key messages are shared with sample collection personnel. Also ensure it is clear which questions they should answer from athletes and athlete support personnel and which answer they should direct back to your organization and how they go about doing this.

3. Keeping everyone engaged

While training ensures that everyone has a strong understanding of their roles and the procedures they must implement, ensuring that sample collection personnel feel engaged and connected is important. How will you do that? You also need to consider how you will update them on any changes that could occur during the accreditation period.

You could consider sending out monthly newsletters. You could offer workshops or webinars on specific topics. You could have a separate and secure section on your website where you share information with sample collection personnel. If your organization publishes web articles, press releases, or annual reports, consider including your sample collection personnel on the distribution list so they can be made aware of information and events occurring in the wider anti-doping community.

SUMMARY

In summary, whether you are developing your own sample collection personnel program or if you want to review and ensure your current program meets the requirements of the ISTI as well as the needs of your anti-doping program, implement the following six steps!



Where can I find help?

As we have mentioned in the introduction, while WADA is always here to help, we encourage you to consult with other organizations to learn more about developing and implementing sample collection programs and to exchange ideas.



















In the meantime, the resources identified throughout these Guidelines and listed below can help you get started.

- ❖ [Template DCO Position Description](#)
- ❖ [Template Chaperone Position Description](#)
- ❖ [Template BCO Position Description](#)
- ❖ [Template DCO Manual](#)
- ❖ [Template DCO Training Workshop Agenda](#)
- ❖ [Template Feedback Form](#)

- ❖ [Template DCO Agreements](#)
- ❖ [Template Chaperone Training Workshop Agenda](#)
- ❖ [Template BCO Training Workshop Agenda](#)

Where is the evidence?

Throughout the Guidelines we have identified documentation or evidence you need to keep in order to demonstrate completion of various steps in the training, accreditation and re-accreditation of sample collection personnel. In order to ensure you can meet the requirements of ISTI Annex G.4.4.5, you must have the evidence identified below in your sample collection personnel files. These files can be paper or electronic copies.

DCO's File	<ul style="list-style-type: none">  Evidence of application, for example, resume (<i>if relevant</i>)  Security/criminal record check (<i>if relevant</i>)  Evidence of theoretical training  Evidence of practical training  Signed agreements: <ul style="list-style-type: none"> ○ Confidentiality ○ Conflict of Interest ○ Code of Conduct  Evidence of performance evaluation during accreditation  Evidence of assessment before re-accreditation
Chaperone's File	<ul style="list-style-type: none">  Evidence of application, for example, resume (<i>if relevant</i>)  Evidence of training  Signed agreements: <ul style="list-style-type: none"> ○ Confidentiality ○ Conflict of Interest ○ Code of Conduct  Evidence of performance evaluation during accreditation  Evidence of assessment before re-accreditation (<i>if relevant</i>)
BCO's File	<ul style="list-style-type: none">  Evidence of application, for example, resume (<i>if relevant</i>)  Evidence of phlebotomy qualifications  Evidence of training  Signed agreements: <ul style="list-style-type: none"> ○ Confidentiality ○ Conflict of Interest ○ Code of Conduct  Evidence of performance evaluation during accreditation  Evidence of assessment before re-accreditation (<i>if relevant</i>)