Education and Culture DG

Lifelong Learning Programme

TRAINING IN QUALITY: VET AND ENTERPRISES

VETIS

Quality Management System
for Continuing Vocational Training
in Training Centers and Enterprises

PROTOCOL FOR THE CERTIFICACION

OF CONTINUING TRAINING PROVIDERS

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"Training in Quality: VET and Enterprises"– QVETIS – is a Leornardo da Vinci multilateral innovation transfer project that, within the framework of VET, aims to:

- Develop a Quality Management System model for VET centres, in accordance with the requirements of the UNE-EN ISO 9001:2008 Standard, as well as tools to monitor it.
- Implement the management model and the developed tools in the VET centres taking part in the project, tailoring them to the particular conditions of each Organization.
- Obtain external recognition (quality certification under the UNE-EN ISO 9001:2008 Standard) for the Management System implemented in those centres.

Implementation process:

The work method that must be used to successfully obtain the certification of a Quality Management System for a VET Centre starts with a proper implementation of the Quality Management System and must include the following phases:

Phase 1: Awareness raising and training in quality.

Goals:

- To set forth the purpose of a Quality Management System.
- Provide knowledge of the requirements of the UNE-EN-ISO 9001:2008 International Standard.
- Train the members of the Training Centre so that they can develop the documentation of the Quality Management System.
- Support the implementation of such a system.

Methodology:

In order to accomplish de established goals, it is advisable to gather the training contents and disseminate them through some sort of training action: presential, semi-presential or e-learning.

Phase 2: Development of the documentation of the Quality Management System.

Goals:

- To meet the requirements of the UNE-EN-ISO 9001:2008 Standard, developing the documents required by the standard, as well as those that the centre deems necessary.
- To support the work performance of the members of the Centre and document the usual performance of the Organization itself.

Methodology:

A first diagnosis of the initial situation of the Centre must be performed and, based on its conclusions, the supporting documents required both by the Standard (Handbook and general procedures) and by the needs of the Centre must be developed.

Phase 3: Implementation of the Quality Management System.

Goals:

- To implement what is established in the documents that have been developed.
- To generate documented evidence of the activity developed by the Centre and of its management.
- To maintain the suitability of the Management System, keeping it in line with the needs of the Organization and the requirements of the UNE-EN-ISO 9001:2008 Standard, through continual improvement.
- To accomplish the effective application of the Management System that has been implemented.

Methodology:

The documentation must be distributed to everyone involved, and its contents must be applied and disseminated. Furthermore, the control and assessment of the implemented Management System must be defined and performed.

Phase 4: Second Party Audits

Goals:

- To verify, from and external point of view, that all processes involved in the usual activity of the Centre, meet the requirements of the UNE-EN ISO 9001:2008 Standard.
- To identify the deviations that could fail to comply with any of the requirements of the aforementioned Standard.
- To provide the audited Centre with the opportunity to improve its Quality Management System.
- To ensure the accomplishment of the continual improvement that constitutes the fundamental principle of the Standard.
- To prepare the Organization for the certification audit.

Methodology:

An entity external to the Training Centre must conduct the second party audit according to a previously agreed upon schedule, and following a second party audit procedure that has been developed to this end.

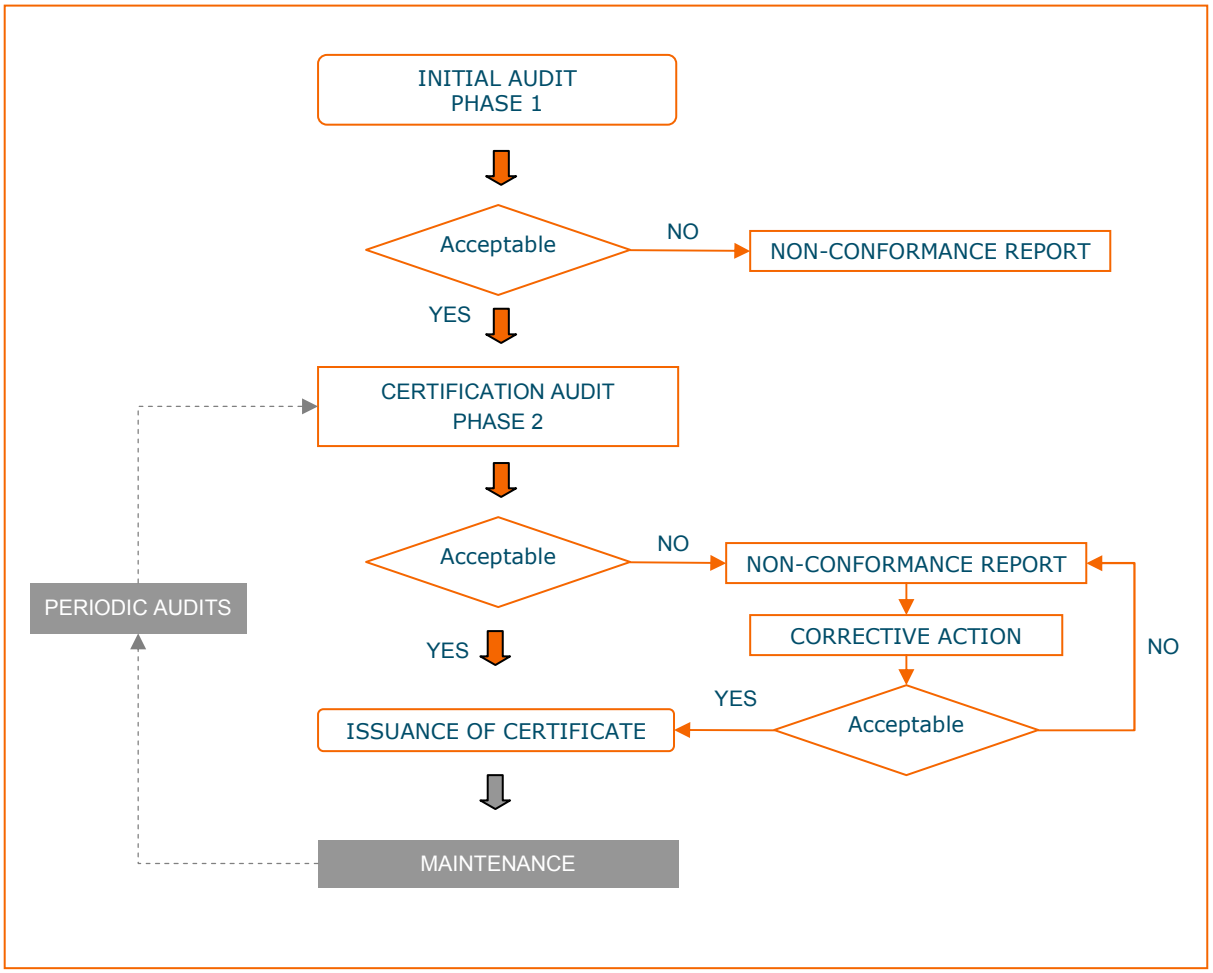
Certification process:

Once the Quality Management System implementation phase has been successfully completed, you can start the certification process in order to:

- Obtain external recognition for the Management System implemented.
- Achieve the certification of the process under the UNE-EN ISO 9001:2008 International Standard.

Methodology:

The actuation protocol that must be carried out in any certification process follows the sequence depicted in the following flowchart:



In detail, the process that shall be carried out entirely by the audit team of the certification entity, shall be made up of the following phases:

Phase 1: Initial audit

Goals:

- To verify that the QMS is documented in accordance with the requirements of the reference standard, UNE-EN ISO 9001:2008.
- To verify:
  - The documentation of the implemented Management System.
  - The extent to which the Training Centre has understood the requirements of the standard, especially those related with the identification of key or significant aspects of the performance of processes, goals and the operation of the Management System.

- The scope of the Management System, the processes and the associated legal and regulatory aspects and their compliance.
- The proper planning and performance of internal audits and revisions by the Management.
- The level of implementation of the Management System in order to succesfully complete the second phase of the audit.

- To agree upon the details of the second phase of the audit and allocate the necessary resources to conduct it.

Methodology:

In order to assess and verify the goals previously established, the Training Centre must submit all documents related to its QMS to the corresponding audit team.

As a result of this assessment, the audit team leader shall release a first report describing the findings of the audit, including any concern that could lead to a non-conformance in the second phase of the audit.

The initial audit is usually conducted in the Organization's facilities, however, due to the simplicity of the activities of a Training Centre, this one shall be performed in the premises of the certification entity.

Phase 2: Certification Audit

Goals:

- To complement the results of the initial audit (Phase 1).
- To verify on site the degree to which the QMS meets each of the requirements of the UNE-EN ISO 9001:2008 Standard, as well as its proper implementation, verifying:
  - The evidence of compliance with the requirements of the UNE-EN ISO 9001:2008 International Standard.
  - The follow-up, measurement, report and revision activities related with the key performance goals and targets.
  - The performance of the QMS regarding legal compliance.
  - Operational control of processes.
  - Internal audits and revision by the Management.

- The responsibility of the Management regarding the policies of the Organization.
- The relationship between the regulatory requirements, the policy, the performance goals and targets, any applicable legal requirement, the efficiency of the employees, the operations, the procedures, the performance data and the findings and conclusions of the internal audits.

Methodology:

Any certification audit shall consist of:

- An initial meeting of the audit team with the Management of the Training Centre and those in charge of the departments and processes, in order to establish the scope of the certification and explain the audit methodology.
- One or several on-site visits to the facilities in order to verify the QMS. In the course of these visits, the detected non-conformances (if any) shall be identified and communicated.
- A final meeting in which the audit team shall present the comments and conclusions of the audit to the Management and/or those in charge of the departments or processes, and deliver a copy of the audit report explaining the system that must be followed for the establishment of corrective actions to address the non-conformances that might occur.

Upon completion of the audit, the Training Centre must develop corrective actions to solve the non-conformances detected (if any) within a maximum period of 90 days since the date of the final meeting. Such actions can lead to two potential situations:

- Corrective actions where it is not necessary that the certification entity visits the Centre, so that the non-conformance can be closed after the verification of the documents attached to the solved non-conformance report and submitted back by the Centre.
- Corrective actions that bring about significant changes that can only be verified on site. In such a case, it shall be necessary to plan an extraordinary visit to verify its implementation.

Once the certification audit has been successfully completed and all the non-conformances (if any) have been closed, the certification entity shall issue an approval certificate for the Training Centre, that must specify, among other things, the certificated Centre, the standard of application and the scope of the system.

Maintenance of the certification:

In order to preserve the certification obtained, the Training Centre must verify the compliance of its QMS with the Standard. To this end, the certification entity shall establish a follow-up audit plan that must be performed before the deadline (within a maximum period of one year after the certification audit) in order to guarantee that all the requirements of the QMS of the Centre are audited a least once during the 3-year certification period. This audit plan must include, at least:

- Internal audits and revision by the Management.
- Revision of the actions taken to address the non-conformances identified in the previous audit.
- Complaint management.
- The efficacy of the QMS in relation with the accomplishment of goals.
- The progress of the planned activities that focus on continual improvement.
- Continual operative control.
- The revision of any change.
- The use of the certification brands.

After 3 years, the certification is not valid anymore and needs to be renovated through a recertification audit, that the certification entity shall conduct automatically, only if the periodic follow-up audits have been conducted.

The date of the certificate renovation audit must be scheduled within a maximum period of three years after the initial certification audit or the previous renovation audit.