



NBQP Accreditation Criteria for QMS Lead Auditor Training Course



Section – 1: INTRODUCTION

- 1.1 This ISO 9000 series auditor/lead auditor training course shall provide training for potential auditors and audit team leaders in the principles and practices of auditing quality management systems and of audit team management, as described in ISO 19011.
- 1.2 The primary focus of the auditor/lead auditor training course shall be on training participants to audit quality management systems based on the ISO 9001:2008 standard, or recognized national and international equivalents specified by NBQP if any
- 1.3 The training course provider shall:
- Present the body of knowledge of QMS Auditing in such a way that training participants are able to identify and understand good auditing practices, and
 - encourage training participants to analyse critically their own performance as a means for developing effective auditor skills

1.4 Prior Knowledge of Training Participants

It is recommended that the training participants attending this course shall have adequate knowledge of ISO 9000 series of standards and some prior knowledge of QMS auditing

This recommendation should be conveyed by the course provider to prospective training participants in all its communications, course promotion etc.

It should also be conveyed to the prospective training participants that no prior knowledge as above may lead to unsuccessful completion of this course and the gaps in this knowledge may not be covered during this course.

- 1.4 Successful completion of the NBQP accredited training course will satisfy the requirement related to registration to all grades of auditor registration scheme operated by NBQP (National Board for Quality Promotion), one of the constituent Board of Quality Council of India and / or RABQSA

Section – 2: COURSE OBJECTIVES

2.1 Learning Objectives

Learning objectives describe what training participants must be able to do so by the end of this course. Training participants need to demonstrate acceptable performance in all of these areas in order to complete the course successfully and you will need to demonstrate a factual and objective approach to the assessment of training participant performance against the following.

By the end of the course training participants will be able to:

- 2.1.1 Describe the purpose of a quality management system and explain the 8 principles of quality management.
- 2.1.2 Explain the purpose, content and interrelationship of ISO 9000, ISO 9001, ISO 9004 and ISO 19011.
- 2.1.3 Interpret the requirements of ISO 9001 in the context of an audit.
- 2.1.4 Describe the roles and responsibilities of auditors and lead auditors.
- 2.1.5 Plan and conduct an audit in accordance with ISO 19011
- 2.1.6 Report the audit, including writing valid, factual and value adding non-conformity report
- 2.1.7 Undertake audit follow-up activities, including evaluating the effectiveness of corrective action.



2.2 Enabling Objectives

2.2.1 General

A training participant who successfully completes the course shall be able to describe the purpose of a quality management system and its role in helping an organization to operate with increased effectiveness, consistency and customer satisfaction.

2.2.2 Standards

A training participant shall be able to

- a) Explain the purpose and intent of the ISO 9000 series of standards, how they relate to each other, the concept of the “consistent pair” of standards as applied in ISO 9001:2008 and ISO 9004 and the terminology used in ISO 9000.
- b) Describe the continuing process of development of the ISO 9000 series and ISO 19011, the impact that these developments may have on the audit process, and the need for auditors to keep up to date.
- c) Understand difference between auditable standards and guidance documents.
- d) Describe the difference between statutory and regulatory requirements and conformity with ISO standards, and the significance of these terms when conducting audits.
- e) Differentiate between the scope of audit and the scope of ISO 9001 and describe the basis on which exclusion of ISO 9001 management system requirements might be permissible.
- f) Describe the Quality Management Principles and how they relate to ISO 9001:2008.
- g) Explain the concept of process based activities and associated inputs, outputs, controls and resources.
- h) Explain the documentation information required by ISO 9001:2008 and the interrelationships between the procedures, risk base assessment and management, quality planning, policy and objectives.
- i) Evaluate the differing requirements for documentation in a variety of situations and understand the difference between documents and records.
- j) Identify the audit evidence needed to demonstrate conformity to each management system requirement of ISO 9001.
- k) Describe how the product realization processes and supporting activities can be evaluated effectively in order to verify the degree of conformity and effectiveness of those activities
- l) Evaluate the effectiveness of an entire quality management system, including management processes, customer focus and continual improvement.

2.2.3 Audit process and responsibilities

A training participant shall be able to:

- a) Describe the systems of accreditation, certification/registration and the differing functions of the accreditation bodies, registrars/registration bodies, auditor registration bodies, training course approval bodies.
- b) Describe the process of certification/registration of an organization's QMS.



- c) Describe the requirements of the current revision of ISO 19011 as applicable to the audit process.
- d) Describe the function of first, second and third party audits.
- e) The similarities and differences and the varying roles and responsibilities of the auditor, the auditee and the client of the audit in each type of audit.
- f) Explain the need for confidentiality during all phases of the audit process.
- g) Explain the need for auditors to be sensitive to local customs and to obey any rules and regulations of auditees, especially where issues of health and safety are involved.
- h) Describe and undertake the roles and responsibilities of an auditor and of an audit team leader during the audit process.
- i) Understand NBQP registration criteria for QMS auditors
- j) Understand the NBQP Auditors' Code of Conduct.

2.2.4 Planning the Audit

- a) Plan and organize all aspects of pre-audit, audit, including document reviews, in accordance with ISO 19011
- b) Explain the importance of scope in relation to
 - The accreditation scope of registration bodies/registrars
 - The structure and content of the auditee's QMS including the concept of application requirements, an audit plan, and the selection of audit team members.
- c) Explain the purpose of pre-audit visits and how to evaluate the need for such visits.
- d) Determine the pre-audit information required to effectively plan the duration and the resources required to conduct an audit.
- e) Produce checklists based on process analysis, the QMS being audited and the relevant requirements from ISO 9001 for use during an audit.
- f) Describe the benefits and risks of the use of checklists during audits.
- g) Identify considerations for planning an audit of an activity for which there are no documented procedures.

2.2.5 Performing the Audit

- a) Perform all aspects of a process audit in accordance with ISO 19011 and understand how process measures, quality objectives and continual improvement would be addressed through such an audit.
- b) Manage audit opening and closing meetings and understand the purpose of holding interim meetings with the auditee during the audit in accordance with ISO 19011
- c) Demonstrate effective interpersonal skills and interview techniques including an ability to listen and question
- d) Take sufficient notes during the process to provide audit evidence of system conformity as well as non-conformity with the audit criteria
- e) Explain the risks and benefits of sampling during audits
- f) Collect and analyse evidence during the audit, relate specific audit evidence to the appropriate requirements of the standard and the QMS and objectively review the evidence collected.



g) Explain the typical role of top management in an audit and suggest approaches for auditing top management commitment.

2.2.6 Reporting and Following up the Audit

a) Summarize, record and present the results of an audit and demonstrate the ability to produce clear and concise reports based on the audit evidence obtained,

b) Evaluate evidence collected during the audit and prepare reports of conformity and non-conformity to the audit criteria,

c) Evaluate the significance of non-conformities recorded during the audit and grade them in accordance with the definitions in the audit program (for example: major, minor, observation etc.) (Note: for the purposes of evaluating training participant competency, the definitions taught during the training program shall be used)

d) evaluate proposals for corrective and preventive actions prepared by the auditee in response to non-conformities recorded during the audit, evaluate the implementation and effectiveness of corrective actions taken, evaluate the implementation and Effectiveness of preventive actions taken, and differentiate between corrective action

e) Make recommendations on the acceptability of a management system for registration/accreditation based on audit evidence obtained during the audit

f) Describe the roles and responsibilities of the auditor and the auditee at all stages of the corrective action process, and

g) Explain the purpose of ongoing surveillance audits

2.3 Practical Skill Based Activities

The following minimum practical skill based activities must be covered during the course through workshops, case studies, auditor role-play etc.:

a) Identify the pre-audit information required to plan the audit

b) Prepare an on-site audit plan that is appropriate to the audit scope

c) Produce an audit checklist

d) Perform document review

e) Conduct of Opening and Closing Meetings

f) Mock Audit to develop interpersonal skills, information gathering techniques and exercising objectivity in the review of evidence collected

g) Report writing and follow up audit process

h) Proposals for corrective action and differentiation between correction and corrective action

2.4 The training course provider may develop more detailed learning objectives as appropriate

2.5 Training participants' achievement of the learning objectives shall be measured by the training provider.

Section – 3: COURSE CONTENT

3.1 In the beginning of the course, course provider shall provide to the training participants a description of the course format, training participant responsibilities, how the training participant will be evaluated and the basis for each type of evaluation.

3.2 The course shall cover:



- a) All aspects defined in the Course Objectives and
- b) Local requirements, culture, practices or approaches to auditing and the application of ISO 9001 as appropriate.

Section – 4: COURSE STRUCTURE, TRAINING METHODS AND FACILITIES

4.1 Duration

Note: Management System Lead Auditor Training Course could be conducted in any of the following mode -

- a) Management System Lead Auditor Training Course could be conducted as 5 consecutive days classroom mode, with 2 hours of classroom exam or
- b) **Part Time Courses** - 8 non consecutive days classroom mode over a maximum of 8 weeks with 2 hours classroom exam or
- c) **Blended – Classroom and online study** – Course could be conducted in following mode

- 8 Days online program, followed by
- 4 non –consecutive days of classroom contact classes followed by
- 2 hours classroom exam
- Maximum duration of the course will be 12 weeks

4.1.1 The total course time devoted to direct instruction and to assigned team and individual activities shall be at least 40 hours out of which at least 50% time shall be allocated for skill based activities and the remaining for theory.

4.1.2 Time devoted to the examination and to meals, breaks or other free time is not included in the calculation of the course duration.

4.1.3 The course shall be presented during five consecutive days, unless otherwise authorized by NBQP.

4.1.4 If the course is given through interpreters, the time shall be increased as required to meet the learning objectives.

4.2 Training Methods

4.2.1 Training courses shall be designed to have a high degree of interaction between training participants and instructors. Training methods shall seek to involve and engage training participants throughout the duration of the course.

4.2.2 The training course shall include both knowledge based sessions (to facilitate understanding of concepts) and skill based sessions (application of knowledge and skills in practical activities) and each training participant shall be subjected to realistic quality system audit practices and conditions.

4.2.3 Knowledge based sessions may be instructor led, but shall allow for some interaction with training participants enabling instructors to test learning and training participants to clarify their understanding as required.

4.2.4 Skills based sessions may be supported by instructor input to address the relevant requirements and techniques such as for managing meetings and interviews.

4.2.5 Methods for validating training participant achievement of the learning objectives and for providing timely feedback shall be included in the course.

4.2.6 Each training participant shall be required to participate in practical skills based activities: workshop, case studies, auditor role playing or actual quality system audit situations.



4.2.7 When training participants participate in actual QMS audit situations, two thirds of the time spent conducting such QMS audits shall count towards the total course time. Transit time to and from the audit site and any delay time is not to be counted.

4.2.8 Instructors shall demonstrate effective management of the course, including attention to time schedule, course content, requirements of the standard, instructor conduct and other course requirements.

4.2.9 Training aids such as videos that are directly relevant may be used to supplement the training by the instructors. These may be commercial training videos or videos produced during the course to record and review the performance of training participants. No more than three hours of the total course time may be devoted to non-interactive, passive training aids.

4.3 Class size; Attendance

4.3.1 The number of training participants in a class shall be no greater than twenty nor fewer than four.

4.3.2 Training participants shall be required to be in attendance for the full duration of the course. Failure to do so shall be reflected in the training participant's continuous and final evaluations.

4.4 Number of Instructors

4.4.1 Each course offering for eleven or more training participants shall be presented by two instructors, who shall be actively involved in either instruction or evaluation for the full duration of the course.

4.4.2 The Lead Instructor shall be NBQP registered Lead Auditor.

4.4.3 Additional resource people or trainee instructors may be used for specific subjects or activities however the main instructor/s remain responsible for the entire course offering.

4.4.4 When the number of training participants is four to ten, the course may be presented by one instructor.
When specific activities (ex. Written quizzes etc.) involve neither instruction nor evaluation and do not require the availability of the instructors for explanation, clarification or advice, only one instructor need be present.

4.5 Course Materials

4.5.1 Each training participant shall be provided with a complete set of course notes to supplement the training program.

4.5.2 The documents included in the course notes shall themselves illustrate good organization, layout and document management practices, including document revision level and appropriate page numbering.

4.5.3 The set of course notes shall include a table of contents and a cover page that gives that approved course provider's name and course identification.

4.5.4 The notes shall cover each session and shall include all-important points of the element being covered.

4.5.5 Examples of typical documents, reports and forms shall be included.

4.5.6 Course notes may include typical examination questions, provided they are not used in any of the examinations, either during the course or following the course.

4.5.7 Each training participant shall have a copy of the current published version of ISO 9001:2008. If the standard is not supplied as part of the course notes each training participant shall be required to take a copy to the course. A copy shall be made available for loan to any training participant who does not have one.

4.6 Facilities



4.6.1 The course provider shall ensure that suitable facilities for training are provided, including classroom, audio-visual and other training equipment, and facilities for team activities.

4.6.2 The course provider shall encourage training participants to be resident at or near the location of the course offering, since this enhances participation in team activities and training participant contact with instructors outside the structured class settings.

Section – 5: EVALUATION OF TRAINING PARTICIPANTS

Each training participant shall be evaluated using the following two independent elements, both of which shall be satisfied if the training participant is to successfully complete the course:

- a) The continual evaluation by the instructors of each training participant's achievement of the learning objectives detailed as above
- b) a written examination that tests training participants' ability to apply audit principles and practice against the requirements of ISO 9001.

5.1 Continuous Evaluation

The continuous evaluation shall be documented and shall evaluate each training participant's:

- a) Achievement of the learning objectives
- b) Attendance and punctuality during the course

Each training participant's performance shall be reviewed at the end of each day by the instructor(s). A daily grade shall be assigned for each training participant, reflecting the assessment of both instructors.

Course instructors shall identify training participants who appear to be having difficulty in achieving the learning objectives or who are not performing adequately in course activities. Such training participants shall be informed privately and in a timely manner of the instructor's observations and be given opportunity to improve.

A training participant who fails the continual evaluation must satisfactorily complete another full training course before being eligible to receive a certificate of successful completion.

5.2 Written examination

5.2.1 The written examination shall evaluate the training participants' comprehension of the audit process and the application of ISO 9001:2008 and their ability to provide written justification of their evaluations.

5.2.2 Maximum marks shall be 100. The examination shall be designed so that a competent training participant (i.e. one who has demonstrated achievement of the learning objectives) could achieve a minimum mark of 70%.

5.2.3 The time allotted for taking the examination shall be two hours. Strict adherence to the time limit shall be maintained.

5.2.4 The instructor may allow a training participant with particular disability that adversely affects the training participant's capability to complete the examination in the allotted time up to 30 minutes additional time for taking the written examination. Any such allowance shall be indicated in the records of the course or of the examination with supporting reasons.

5.2.5 At least 75% of the examination grade shall be based on questions that require written responses which test the training participant's ability to analyze audit scenarios and understanding of how to apply the ISO 9001 standard during an audit.



5.2.6 The remainder of the examination grade shall be based on multiple choice, true/false or short answer questions.

5.2.7 The minimum passing grade shall be 70%.

5.2.8 The only reference material allowed during the examination is a copy of the ISO 9001 standard, Course material and self (participant's) notes.

5.2.9 Copies of the examination questions (other than those in an example examination paper), examination papers, solutions or completed examination papers shall not be supplied to any training participant or any other party (except to the approval body) for any reason.

5.2.10 Training course provider shall ensure that the instructor(s) for any given course presentation and/or designated authority are not aware of the examination paper to be used for that presentation.

5.2.11 At least one instructor of the course must be present during the examination.

5.3 Grading: Pass/Fail Decisions

5.3.1 Each examination paper shall be graded by one of the instructors. Another instructor shall check the addition of the score allocated in each section and re-grade all examination papers with scores between 60 and 76 percent.

5.3.2 The course provider shall have procedures to resolve any differences in grading and issue final grades.

5.4 Re-examination

5.4.1 A training participant who fails the written examination for the course conducted by the training course provider, but has passed the continual evaluation shall be allowed one re-examination within twelve months of the last day of the course.

5.4.2 A different examination paper shall be used for the re-examination.

5.4.3 A training participant who fails the re-examination must take a full training course again before being eligible to take another examination.

5.4.4 Re-examination shall be conducted along with a regular scheduled course. Re-examination at any other location is not permitted.

Section – 6: TRAINING COURSE ADMINISTRATION

6.1 Administrative Procedures

6.1.1 The course provider's Quality Management System should be based on ISO 9001 standard.

6.1.2 The course provider shall develop and maintain documented procedures for the effective administration of the course in line with ISO 9001. Areas covered shall include:

- i) The design, development and evaluation of course materials and documentation to ensure conformity with the current NBQP criteria
- ii) Presentation of the course
- iii) The control of course publicity and advertising
- iv) A document control system for the maintenance and updating of procedures and course notes.
- v) The criteria for selecting course instructors, procedures for their initial training, evaluation of their delivery of the course and ongoing review of performance.
- vi) Management reviews of the course.



- vii) Records of individual training participants and each course offering, including analysis of statistics.
- viii) Training participant evaluation procedure, including pass/fail decisions.
- ix) Operation and conduct of the examination and re-examination, including security and confidentiality of examination questions, answers and marked papers.
- x) Issue and withdrawal of certificates
- xi) Storage and eventual disposal of marked papers and continuous assessment records.
- xii) Methods such as statistical techniques used to analyze and improve training participant evaluations, instructors' performance and overall course performance.
- xiii) Notifying NBQP of significant changes to the course before they are implemented.
- xiv) Complaints and appeals.

6.2 Records

- i) The course provider shall maintain records to demonstrate conformance to the NBQP requirements.
- ii) Records shall be maintained in English.
- iii) Records may be in the form of any type of media, such as hard copy or electronic media.
- iv) These records shall be maintained for at least three years. v) These records shall be made available to NBQP.
- vi) The records for each course presentation shall include:
 - a) Venue, dates, related advertisement and promotional literature
 - b) Names of instruction team members, with their auditor certification/registration status at the time of that course presentation, trainee instructors and observers.
 - a) Identification of the sessions conducted by the support tutor.
 - d) Identification of the specific issue (revision level) of the course documentation used.
 - e) Identification of the examination paper used
 - f) Names of all training participants who attended the course, together with the continuous evaluation results and the examination results for each training participant
 - g) All copies of marked examination papers, continuous evaluation forms and related summaries
 - h) The percentage of training participants that successfully completed the course
 - i) Unique identification number of each certificate of successful completion and the name of the training participant to whom it was issued.

6.3 Management Review

6.3.1 The management of the course provider shall review its administrative procedures at least annually and shall maintain records of these reviews for at least three years.

6.3.2 The management shall review the following at least annually for effectiveness and conformity:

- a) Actions outstanding from previous management review meetings



- b) Actions resulting from surveillance by the approval body
- c) Administrative procedures
- d) Course design
- e) Course presentation
- f) Performance of instructors and future training/CPD needs
- g) Complaints and appeals
- h) Analysis of training participant feedback and pass/fail rates

6.4 Instructors

6.4.1 All Instructors shall have the following competence:

- a) Shall be thoroughly experienced in the principals and practices of auditing management system relevant to the content of the course
- b) Ability to facilitate the learning of appropriate auditing knowledge and the development of auditing skills
- c) Familiarity with the current course materials and documentation
- d) Good communication skills to be able to impart necessary knowledge to training participants
- e) Have knowledge of current auditing practices and of relevant standards
- f) familiarity with the applicable international and national regulations

6.4.2 Before allowing instructors to present a course, training providers shall first ensure that he/she has acquired the competence as defined above. As a minimum this shall involve the instructor (all the following):

- a) Participating either as a training participant or observer on a complete presentation of the training organization's course
- b) Participating as an instructor under the supervision of a trained instructor for a minimum of one course
- c) Must effectively conduct each session of the course at least once in a year Under supervision of a trained instructor
- d) Being monitored by the training provider presenting and managing the course

6.4.3 Lead instructor for each course shall be a NBQP/ NBQP or equivalent registered Lead Auditor.

The Instructors must be provided with all necessary materials and supporting documentation to plan, manage and present the course and assess training participant's performance according to defined requirements.

6.4.4 The course provider shall have documented procedures for:

- a) Selection of Lead Instructors & Instructors, on the basis of their competence, qualifications, experience and training
- b) Initially assessing the conduct of Lead Instructors and Instructors during courses and subsequently monitoring their performance.

6.4.5 These procedures shall include monitoring and review, at least annually, of each instructor's performance. Records of these reviews shall be maintained by the course provider.

6.4.6 Where there have been no previous presentations of a course (i.e. where the course provider is seeking initial approval), the course provider shall have documented evidence of fulfillment of the competence requirements of the instructors before the initial presentation.

Detailed resumes of all the Instructors should be sent along with the application to NBQP.

Any additions in the list of instructors should be communicated to NBQP immediately for approval before participation of any instructor in the course delivery.

6.5 Certificates

6.5.1 A certificate of "successful completion" shall be provided to each training participant who has passed both the written examination and the continuous evaluation.

The certificate shall:



- a) Clearly state that the course is registered by NBQP
- b) Include the NBQP accreditation mark
- c) Include a unique identification number for each successful certificate
- d) Clearly show the name of the course provider, as it is registered by NBQP
- e) Identify the course by course title, course number and dates of presentation of the course
- f) Include the name of the training participant, in the same form that the training participant would use to apply for registration in NBQP Auditor registration program
- g) State that the training participant named has successfully completed the course
- h) Include all information on a single side of the certificate

6.5.2 The wording of any certificates of “attendance” shall make it clearly apparent that the training participant has only attended the course. There shall be no implication of successful completion.

6.5.3 Training participants shall be informed by the course provider that certificates of “attendance” will not be accepted for NBQP/ NBQP auditor registration.

6.5.4 The design and content of the certificate of “successful completion” and the certificate of “Attendance”, and any changes thereto, shall be approved by NBQP.

6.5.5 No alterations shall be made in the certificate without prior approval of NBQP.

6.6 Complaints and Appeals

6.6.1 The course provider shall have documented procedures for handling & disposal of complaints within a reasonable time.

6.6.2 The course provider shall have a documented appeal mechanism for handling appeals against its decisions & disposal of appeals within a reasonable time.

6.6.3 The documented procedure shall include provision for corrective and/or preventive action to be taken if required as a result of any complaint or appeal. The procedures shall include the potential involvement of NBQP in unresolved complaints or appeals.

6.6.4 The course provider shall inform all training participants of the right to make a complaint or an appeal and shall provide written details of the process for doing so, on request.

6.6.5 The course provider shall notify each complainant or appellant in writing of the result of the complaint or appeal and of the right to appeal against the result to NBQP.

6.6.6 The course provider shall maintain records of all complaints and appeals, of their resolution and the corrective & preventive actions taken.

6.7 Subcontracting of Courses & Branches

6.7.1 A subcontractor is any organization not owned by your organization or any person not employed by your organization that you give authority to administer or present your NBQP accredited course.

6.7.2 *No NBQP accredited course can be subcontracted to a second organization, a person or course provider.*

6.7.3 A Branch is an office/site owned and controlled by your organization and authorized to market, administer or present your NBQP accredited training course under your name, responsibility and control.

6.7.4 You should have appropriate methods to monitor and measure the performance of your to ensure that the NBQP requirements are consistently met.

6.8 Confidentiality

6.8.1 The course provider shall have adequate arrangements consistent with applicable laws to safeguard confidentiality of all information provided by training participants, including results of examinations. These arrangements shall be extended to include organizations or individuals acting on its behalf and representatives of the course provider.



6.8.2 Except as required in this criterion, information about a training participant shall not be disclosed to a third party without written consent of the training participant, nor shall information about a training participant's sponsor be disclosed without written consent of the sponsor.

6.9 Changes

6.9.1 The course provider shall ensure that any major changes it intends to make to the training course are first approved by NBQP.

6.9.2 Following a decision on and publication of changes, the course provider shall verify that each of its course instructors and branches carries out necessary adjustments to the course and materials before the agreed effective date

6.9.3 The course provider shall notify NBQP of any changes of address or any significant changes in organization structure or provision of services.

6.9.4 NBQP reserves the right to carry out assessment of changes to the Documents and/or course delivery before its approval. The expenses for this re-assessment shall be borne by the course provider.

Section – 7 ASSESSMENT OF COURSE PROVIDER

7.1 Language

All communications, documentation and records shall be in English.

7.2 Initial Assessment

7.2.1 Documentation assessment

7.2.1.1 NBQP shall evaluate the documented system including (but not limited to):

- a) Documentation Information
- b) The course material, including the subjects to be covered, the time schedule for the various activities, and all the training participant and instructor materials such as course notes, training participant reading materials, case studies, simulations, tutor notes.
- c) The examination format, questions and answers, time allotted, grading procedure, pass/fail requirements, policy and procedures for re-examination, technique for continuous evaluation, procedures used to assure the quality of measurements.
- d) The criteria for selecting instructors, procedures for assessing their performance and a current list of instructors, their resumes and NBQP registration status
- e) Course administration documents including policies for admission of participants, course registration forms, fee schedules, course certificates and promotional material.

7.2.1.2 After the evaluation, NBQP will inform the course provider of the non-conformities and/or observations if any.

7.2.1.3 The course provider shall be required to close all observations and non-conformities before the next stage of assessment.

7.2.2 Course Assessment

7.2.2.1 Following review and acceptance of the documentation procedures, NBQP shall undertake at least one full assessment of the presentation of the course. NBQP shall evaluate all aspects of the course and all activities of the instructors for conformance to the applicable NBQP criteria & course providers' procedures, and evaluation of training participants for effective delivery of the course. During the assessment of the course, NBQP Assessor reserves the right to allocate training session to the Tutors of the course.



7.2.2.2 The course provider shall be informed of the findings and non-conformities if any in the closing meeting by the Assessor. However the final report and the recommendation will be sent after the decision of the Board.

7.2.2.3 In case any corrective action is required, the course provider shall make the necessary corrections & improvements, and submit the appropriate documentation within a defined time schedule.

7.2.2.4 An additional full or partial evaluation of a course offering may be done by NBQP to verify the compliance of corrections.

7.2.2.5 The NBQP Accreditation Committee will take the decision on NBQP accreditation for the course depending on the Course Assessment report.

7.2.2.6 When NBQP Accreditation Committee determines that the course provider's presentation is acceptable, NBQP shall inform its approval to the course provider. This accreditation will be with effect from the first offering of the course which was subjected to NBQP assessment.

7.2.2.7 The annual accreditation fee should be paid by the course provider on receipt of invoice from NBQP. Subsequently for every year, the training course provider will have to clear the surveillance assessment and pay the requisite fee for renewal of accreditation.

7.2.2.8 A certificate will be issued on receipt of fees.

7.3 Surveillance and Re-assessment

7.3.1 Surveillance Assessment

7.3.1.1 To assess course provider's continuing conformance to NBQP criteria and the effective implementation of the course provider's procedures, NBQP shall normally conduct an annual surveillance for:

- a) Administrative procedures, practices and records.
- b) A minimum (but not limited to) one-day surveillance of a course offering.

During the assessment of the course, NBQP Assessor reserves the right to allocate training session to the Tutors of the course.

7.3.1.2 Course surveillance and audits of administrative procedures shall be planned to ensure that different aspects of the course and the course provider's system are regularly reviewed.

7.3.1.3 Course presentation surveillances shall review different instructors and different venues. NBQP reserves the right to demand witness of a specific Instructor.

7.3.1.4 NBQP reserves the right to carry out more frequent or longer surveillance as necessary for specific course providers in case of complaints/concerns against the delivery or administration of the course. Cost for the same shall be borne by the course provider.

7.3.1.5 NBQP may conduct surprise surveillance of the course offerings.

7.3.2 Re-assessment

7.3.2.1 NBQP shall carry out reassessment of the office procedures, documentation and complete course offering to verify the compliance with the NBQP criteria.

7.3.2.2 NBQP shall inform the course provider in advance for the conduct of re-assessment.

7.3.2.3 The course provider shall apply in the requisite application form for the reassessment of its course enclosing the necessary papers and the fee after three years from the date of initial accreditation.

7.4 Suspension or Cancellation

7.4.1 NBQP may suspend or cancel an approval of the course because of any of the following, but not be limited to:

- a) Non-compliance or violation of the NBQP requirements
- b) providing insufficient or incorrect information to NBQP



- c) Improper use of NBQP accreditation and logo
- d) Changes in the certificate format without NBQP approval
- e) Changes in the course material without NBQP approval
- f) Failure to report any major changes in the course
- g) Any other condition deemed appropriate by NBQP
- h) Non-Payment of fee
- i) At your request

All certificates of successful completion issued during the period of suspension must be cancelled and recalled.

7.5 Appeals

An appeal against NBQP shall be made in writing to the Board Chairman. An Appeals Committee will be constituted out of the Board Members to resolve the issue.



FEE STRUCTURE

<i>Fee Details (in Rs.)</i>	<i>Training Course</i>	<i>Auditor / Lead Auditor Training Course (in Rs.)</i>	<i>Internal Auditor Training Course (in Rs.)</i>
a) Application Package		500/-	500/-
b) Application Fee		50,000/-	25,000/-
c) Assessment Fee		12,000/- per man day *(Course material - 1 day Administration - 1 day Course delivery - 5 days) # plus actuals	12,000/- per man day *(Course material - 1 day Administration - 1 day Course delivery - 2 days) # plus actuals
d) Annual Fee (up to 12deliveries) payable in advance		36,000/-	15,000/-
e) Above 12 offering		3,000/- per course	1,500/- per course
f) Surveillance (every year)		12,000/- per man day *(Administration – 1 day Course delivery – 2 day) # plus actuals	12,000/- per man day *(Administration – 1 day Course delivery – 1 day) # plus actuals
g) Re-assessment (after 3 years) Application Assessment		36,000/- 12,000/- per man day *(Course material – 1 day Administration - 1 day Course delivery - 5 days) # plus actuals	15,000/- 12,000/- per man day *(Course material – 1 day Administration - 1 day Course delivery - 2 days) # plus actuals



GENERAL INFORMATION ON PAYMENT OF FEE FOR TRAINING COURSE ACCREDITATION

1. The fee is to be paid by a Demand Draft payable at Delhi or a local Cheque of Delhi in favor of "Quality Council of India".
2. Only the Application fee is to be sent along with the application. Applications not accompanied by the application fee will not be considered.
3. The Annual fee is to be sent only after the receipt of confirmation from NBQP. Certificate will be sent after receipt of full fees and expenses.
4. Annual fee is to be paid in advance before the beginning of the next year of certification.
5. The company has the option to pay the additional course fee offerings in advance based on their calendar of programs or they may pay at the end of the year based on the number of programs actually conducted. This will be verified during the surveillance audit.
6. "*" Indicates a typical example. The number of man-days may vary.
7. "#" Expenses on local travel, outstation travel, boarding and lodging etc. of Assessors will be charged on actuals.
8. All fees are non-refundable.
9. Service Tax @15% is applicable on all the fees payable to Quality Council of India



QL-14

APPLICATION FOR ACCREDITATION OF QMS LEAD AUDITOR TRAINING COURSE

1. Name of the Applicant
(Organization name)

2. Application for: New Course Accreditation Re- accreditation

3. Address:
.....
.....

Tel no.....Fax no. Email

(Std code) (no.) (Std code) (no.)
(The addresses of other branch offices should also be given. It can be attached as separate sheet, with this application.)

4. The following documents are enclosed (two copies):

- a) System Manual for the course including:
 - I. Copy of the Course Material
 - II. Examination Paper (Sample)
 - III. Case Studies
 - IV. Any supporting notes/ Tutor Material/ Instructions etc.
 - V. Continuous evaluation formats
 - VI. Any other training material
 - VII. Administrative procedures
 - VIII. Instructor Qualification criteria and their evaluation procedures

b) List of Instructors with their resumes

c) Corporate Brochure

d) Organization structure & details of relationship with any certification body

e) Certificate and Letter of Attendance proposed to be issued to participants

f) Schedule of Courses (for next six months)

5. Please find enclosed herewith Demand Draft/ Cheque (Delhi only) no.

For Rs. dated drawn on in favour of **Quality Council of India**, payable at New Delhi towards the application fee.

6. Authorized Signatory:

Name

Designation

Signature Date.....



NBQP Accreditation Criteria for QMS Lead Auditor Training Course

NBQP/QMSLA/01

April, 2017

Version 1.1