



# NBQP Accreditation Criteria for QMS Internal Auditor Training Course



## Section-1: INTRODUCTION

- 1.1 The NBQP accredited training course shall provide training for potential internal auditors and audit team leaders in the principles and practices of auditing quality management systems and of audit team management as described in ISO9001 and ISO 19011.
- 1.2 The primary focus of the training course shall be on quality management systems based on auditable standard ISO 9001 and/or recognized national equivalent.
- 1.3 The training course provider shall:
- I present the whole body of knowledge of internal auditing of quality management system in such a way that students are able to practise and evaluate good auditing practice; and
  - II encourage in students an attitude of self-evaluation and analysis of their own performance as a means for developing constructive auditor skills.
- 1.4 The training shall apply primarily to first party auditors.
- 1.5 **Prior Knowledge of students**
- It is recommended that the students attending this course shall have adequate knowledge of ISO 9001 standards and some prior knowledge of QMS standard.
- It should also be conveyed to the prospective students 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.
- This recommendation should be conveyed by the course provider to prospective students in all its communications, course promotion etc.
- 1.6 Successful completion of this course in itself will not satisfy the requirements related to registration to all grades of QMS auditors schemes being operated by NBQP/ NBQP (National Board for Quality Promotion) or RABQSA.



## Section – 2: COURSE OBJECTIVES

### 2.1 Learning Objectives

By the end of the course, students will be able to:

- 2.1.1 Describe the responsibilities of an internal auditor and describe the role of internal audit in the maintenance and improvement of management systems, in accordance with ISO 19011.
- 2.1.2 Explain the purpose and structure of ISO 9001 and explain the principles, processes and selected techniques used for the assessment and management of quality aspects and impacts, including the significance of these for QMS auditors, with specific reference to Plan, Do, Check, Act (PDCA) cycle and the Model of a Process based Quality Management System.
- 2.1.3 Plan and prepare for an internal audit
- 2.1.4 Gather objective evidence through observation, interview and sampling of documents and records.
- 2.1.5 Write factual audit reports that help to improve the effectiveness of the management system.
- 2.1.6 Suggest ways in which the effectiveness of corrective action might be verified.

### 2.2 Enabling Objectives

- 2.2.1 Describe the responsibilities of an Internal Auditor and describe the role of internal audit in the maintenance and improvement of management systems:
  - a) Define what a management system is, including:
    - i) The purpose and typical structure of management systems
    - ii) The significance of policies, objectives and processes in the management system
  - b) Define an internal audit, including:
    - i) The terms and definitions used in auditing, referencing 19011 and ISO 9000.
    - ii) Typical objectives for audits, including conformance, effectiveness and improvement and suggest how these different types of audit can add value to an organization.
    - iii) The audit cycle.
    - iv) The responsibilities of auditors, and principles of auditing.
  - c) Explain how audits can be used as a tool for the maintenance and improvement of management system.
  - d) Explain the role of NBQP/NBQP in the registration of Auditors.



2.2.2 Explain with reference to the Plan, Do, Check, Act (PDCA) cycle and the Model of a Process based Quality Management System the purpose and structure of ISO 9001:

a) Explain why organizations use ISO 9001 including:

i) The purpose and structure of ISO 9001 with reference to the PDCA cycle and the model of a Process based Quality Management System.

ii) The relationship between management processes and realization processes and the implications for auditing.

iii) The ISO 9001 requirement for continual improvement and the implications of this for internal auditors.

2.2.3 Plan and prepare for the Internal audit of a process:

a) Establish the purpose and objectives of the audit and define the scope.

b) Identify documents to be reviewed and information to be obtained before the audit.

c) Produce an outline plan for auditing the conformance and effectiveness of a process including:

i) What to audit (documents, records, activities)

ii) Who to select for interview

iii) Where and when to audit

iv) What methods to use for gathering objective evidence (e.g. interview, observation, review of documents and records)

d) Produce an audit plan and audit checklist (or alternative) appropriate for the scope, objective and audit criteria for use in the practical audit exercises.

e) Explain the significance of audit criteria and give examples of types of different audit criteria.

f) Suggest approaches and methods for:

i) Gathering objective evidence to meet different audit objectives, including conformance, improvement and effectiveness audits.

ii) Planning an internal audit, including arrangements for opening and closing the audit.

iii) Planning and conducting an audit of a process for which there are no documented procedures.

g) Explain the need for pre-audit contact with the auditee.

2.2.4 Gather objective evidence through interview and sampling of documents and records:

a) Apply their audit checklist in a practical audit situation

b) Gather objective evidence to achieve the audit objectives through a structured audit interview and the sampling of documents and records.

c) Follow audit trails to determine the effectiveness of processes.



- d) Take appropriate notes
- e) Demonstrate effective questioning, listening, observation and feedback skills in gathering of objective evidence in an audit situation.

2.2.5 Write factual audit reports that help to improve the effectiveness of the management system:

- a) Review audit evidence against criteria and determine:
  - i) the effectiveness of the activity/process in achieving planned results
  - ii) conformance to defined audit criteria
  - iii) opportunities for improvement

b) Link audit findings to establish root cause of non-conformance.

c) Write clear, actionable reports.

d) Explain the purpose and typical content of an internal audit report.

2.2.6 Suggest ways in which the effectiveness of corrective action might be verified:

a) Plan a follow up audit including methods to be used to obtain objective evidence that corrective action is effective.

b) Determine the effectiveness of corrective actions taken in given situations.

c) Explain the purpose of and methods for follow up of audit findings.

### 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 audit plan that is appropriate to the audit scope
- c) Produce an audit checklist
- d) Perform document review
- e) Mock Audit to develop interpersonal skills, information gathering techniques and exercising objectivity in the review of evidence collected
- f) Report writing (clear and actionable audit report)

2.4 **The training course provider may develop more detailed Course objectives as appropriate.**

2.5 **Students' achievement of the course objectives shall be measured by the training provider.**



### **Section – 3: Course Content**

- 3.1 The course content shall cover:
- a) all aspects defined under Course Objectives and
  - b) local requirements, culture, practice or approaches to auditing and the application of ISO 9001 as appropriate.
- 3.2 In the beginning of the course presentation, the course provider shall provide to the students a description of the course format, student responsibilities, how the students will be evaluated and the basis for each type of evaluation.



## Section – 4: COURSE STRUCTURE AND FACILITIES

### 4.1 Duration and Organization

- 4.1.1 The total course time devoted to direct instruction and to assigned team and individual activities shall be at least 14 hours.
- 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 two consecutive days, unless otherwise authorized by NBQP.
- 4.1.4 If the course is given through translators, the time shall be increased as required to meet the learning objectives.

### 4.2 Training Methods

- 4.2.1 To promote achievement of the learning objectives, course shall be designed to have a high degree of interaction between students and instructors. Training methods shall involve and engage students 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).
- 4.2.3 The course shall be structured and conducted so that each student is subjected to realistic quality system audit practices and conditions.
- 4.2.4 Knowledge based sessions may be instructor led, but shall allow for some interaction with students, enabling instructors to test learning and students to clarify their understanding, as required.
- 4.2.5 Skills based sessions may be supported by instructor input to address the relevant requirements and techniques such as for managing meetings and interviews.
- 4.2.6 Methods for evaluating student achievement of the learning objectives and for providing timely feedback shall be included in the course.
- 4.2.7 Each student shall be required to actively participate in practical skills based activities like workshops, case studies and auditor role-playing or actual quality system audit situations. At least **7 hours** of course time shall be used for such activities.
- 4.2.8 When students participate in actual quality system audit situations, two thirds of the time spent conducting such quality system 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.
- 4.2.9 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.
- 4.2.10 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 students. 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 students in a class shall be no greater than twenty nor fewer than four.
- 4.3.2 Students shall be required to be in attendance for the full duration of the course. Failure to do so shall be reflected in the student's continuous and final evaluations.

#### **4.4 Number of Instructors**

- 4.4.1 Each course offering shall be presented by at least one instructor, who shall be actively involved in instruction for the full duration of the course. Additional resource people or trainee instructors may be used for specific subjects or activities; however, the lead instructor remains responsible for the entire course offering.
- 4.4.2 When activities (e.g. written quizzes or preparation of checklist) involves neither instruction nor evaluation and do not require the availability of the instructors for explanation, clarification or counsel, at least one instructor shall be present.
- 4.4.3 At least one Instructor shall be Lead Instructor and NBQP/NBQP/ IRCA/ RABQSA or equivalent registered Lead Auditor (QMS)/Auditor (QMS).

#### **4.5 Course Materials**

- 4.5.1 Each student shall be provided with a complete set of course notes to supplement the training program.
- 4.5.2 The document 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 the 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 student shall have a copy of the current revision of ISO 9001. If the standard is not supplied as part of the course notes, each student shall be required to take a copy to the course. A copy shall be made available for loan to any student 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 students to be resident or near the location of the course offering, since this enhances participation in team activities and student contact with the instructors outside the structured class training.

### **Section – 5: Evaluation of students**

- 5.1 The course provider shall evaluate each student's attainment of the learning objectives
- 5.2 Each student shall be evaluated using two independent elements, both of which shall be satisfied if the student is to satisfactorily complete the course:
- a) a written examination that covers the learning objectives and in particular the application of audit principles and practices to ISO 9001, and
  - b) continuous evaluation by the instructors of each student's attitude, auditing capability, written and oral communication skills and performance as a team member and in role playing.

### **5.3 Written Examination**

- 5.3.1 The written examination shall evaluate the student's comprehension of the learning objectives and in particular the application of audit principles and practices to ISO 9001 and their ability to provide written justification of their evaluations.
- 5.3.2 The examination shall be designed to be completed in one hour (sixty minutes) by a student who has adequate comprehension of the course content and who has achieved the course learning objectives. Strict adherence to the time limit is to be maintained.
- 5.3.3 The instructor(s) may allow a student with a particular disability or whose primary language is not the language in which the course is conducted up to 30 minutes additional time for taking the written examination. The student may use an appropriate two-language dictionary. Any such allowance shall be indicated in the records of the course or of the examination, with supporting reasons.
- 5.3.4 At least 75% of the examination grade shall be based on questions that require essay response and shall demonstrate the student's ability to analyze audit scenarios and understanding of how to apply the ISO 9001 standard during the audit.
- 5.3.5 The remainder of the examination grade shall be based on multiple choice, true/false or short answer questions.
- 5.3.6 The minimum passing grade shall be 70%.
- 5.3.7 The only reference material allowed during the examination is a copy of the ISO 9001 standard.
- 5.3.8 Copies of examination questions (other than those in an example examination paper), examination papers, solutions or completed examination papers shall not be supplied to any student or any other party (except to NBQP) for any reason.
- 5.3.9 Training course provider shall ensure that the instructor(s) for any given course presentation are not aware of the examination paper to be used for that presentation.



## 5.4 Continuous Evaluation

### 5.4.1 Continuous evaluation shall be documented and shall:

- i. evaluates each student's contribution to discussions, appropriateness of the queries raised, communication in the class, reporting of situations accurately and effective participation in team activities and in role-playing;
- ii. evaluate the clarity and technical accuracy of the student's written assignments
- iii. evaluate the student's personal attributes, discipline (including attendance, punctuality etc.) skills and quality system audit management capabilities;
- iv. evaluate the student's attendance, punctuality and participation in all class activities
- v. be conducted (with specific notes for each student) by the non lecturing instructor, when there are two instructors in attendance;
- vi. be reviewed at the end of each day by the instructor(s) and a daily grade assigned for each student;
- vii. be used to identify students who do not appear to understand the material or do not participate in the class activities. Such students shall be informed privately of the instructor's observations;
- viii. be simple, yet effective, in achieving the desired student evaluation
- ix. A student who fails the continual evaluation must satisfactorily complete another full training course before being eligible to receive a certificate of successful completion.

## 5.5 Grading; Pass/Fail Decision

- 5.5.1 Each examination paper shall be graded by one of the instructor. Another instructor shall check the addition of the score allocated in each section and regrade all examination papers with scores between 60 to 76 percent.
- 5.5.2 A student who fails the continuous evaluation must successfully complete another full training course before being eligible to receive a certificate of successful completion.
- 5.5.3 The course provider shall have procedures to resolve any differences in grading and issue final grade.

## 5.6 Re-examination

- 5.6.1 No re-examination is allowed for this course. A student who fails the examination must take a full training course again before being eligible to take another examination.



## 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 students and each course offering, including analysis of statistics.

VIII. Student 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 student 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 registration status at the time of that course presentation, trainee instructors, and observers.
  - c) Identification of the specific issue (revision level) of the course notes used.
  - d) Identification of the examination paper used
  - e) Names of all students who attended the course, together with the continuous evaluation results and the examination results for each student
  - f) All copies of marked examination papers, continuous evaluation forms and related summaries
  - g) The percentage of students that successfully completed the course
  - h) Unique identification number of each certificate of successful completion and the name of the student 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 student feedback and pass/fail rates

### **6.4 Instruction Team**

- 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 students
  - e) Have knowledge of current auditing practices and of relevant standards
  - f) Familiarity with the applicable 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 in 6.4.1. As a minimum this shall involve the instructor (all the following):
- participating either as a student or observer on a complete presentation of the training organization's course
  - participating as an instructor under the supervision of a trained instructor for a minimum of one course
  - being monitored by the training provider presenting and managing the course
- 6.4.3 One instructor for each course shall be a NBQP registered Lead Auditor (QMS).
- 6.4.4 Lead instructor for each course shall be a NBQP/NBQP/IRCA/ RABQSA 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 students performance according to defined requirements.
- 6.4.5 The course provider shall have documented procedures to
- selection of Lead Instructors & Instructors, on the basis of their competence, training, qualifications and experience
  - initially assessing the conduct of Lead Instructors and Instructors during courses and subsequently monitoring their performance.
- These procedures shall include review, at least annually, of each instructor's performance. Records of these reviews shall be maintained by the course provider.
- 6.4.5 Where there has 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 fulfilment of the competence requirements of the instructors before the initial presentation.
- 6.4.6 Detailed resumes of all the Instructors should be sent along with the application to NBQP.  
Any changes (additions or deletions) in the list of instructors should be communicated to NBQP immediately for its approval.
- 6.5 Certificates**
- 6.5.1 A certificate of "successful completion" shall be provided to each student who has passed both the written examination and the continuous evaluation.  
The certificate shall:
- Clearly state that the course is recognized by NBQP
  - Include the NBQP accreditation mark
  - Include a unique identification number for each certificate
  - Clearly show the name of the course provider, as it is registered by NBQP
  - Identify the course by course title, course number and dates of presentation of the course
  - Include the name of the student, in the same form that the student would use to apply for registration in NBQP Auditor registration program
  - State that the student named has successfully completed the course
  - 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 student has only attended the course. There shall be no implication of successful completion.
- 6.5.3 The design and content of the certificate of “successful completion” and the certificate of “attendance”, and any changes thereto, shall be approved by NBQP.
- 6.5.4 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 complaints.
- 6.6.2 The course provider shall have a documented appeal mechanism for handling appeals against its decisions.
- 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 students 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, and of their resolution.

## **6.7 Franchising, Licensing or Subcontracting of Courses**

- 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 students, 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 criteria, information about a student shall not be disclosed to a third party without written consent of the student, nor shall information about a student’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 carries out necessary adjustments to the course and materials within a reasonable time.
- 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.



## Section – 7: Assessment of Course Provider

### 7.1 Initial Assessment

#### 7.1.1 Language

All communications, documentation and records shall be in English.

#### 7.1.2 Initial Assessment (Documentation assessment)

7.1.2.1 NBQP shall evaluate for conformity the documented administrative procedures of the course provider as defined in section 6

7.1.2.2 NBQP shall evaluate the course material including:

- a) The course content, including the subjects to be covered, the time schedule for the various activities, and all the student and instructor materials such as course notes, student reading materials, case studies, simulations, tutor notes.
- b) The examination format, questions and answers, time allotted, grading procedure, pass/fail requirements, technique for continuous evaluation, procedures used to assure the quality of measurements.

7.1.2.3 The course provider will be informed in writing either if NBQP determines that the course provider's documented administrative procedures and the course material are acceptable or if NBQP determines that corrective action is required. NBQP shall advise the course provider the details of those areas that require corrective action.

#### 7.1.3 Initial Assessment of the course

7.1.3.1 Following review and acceptance of the documentation and administrative 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 students and instructors for conformance to the applicable NBQP criteria and for effective implementation of the course provider's procedures.

7.1.3.2 In a closing meeting at the end of the course the course provider shall be informed of the findings by the Assessor.

7.1.3.3 NBQP shall advise the course provider in writing whether the course provider's course presentation is acceptable or corrective action is required within 14 days of the dates of the course.

7.1.3.4 When the course provider has made the necessary corrections and has submitted the appropriate documentation, an additional full or partial evaluation of a course offering may be required.

7.1.3.5 When NBQP determines that the course provider's presentation is acceptable, it shall provide written notification of its approval to the course provider.

### 7.2 Surveillance and Re-assessment



- 7.2.1 To assess each course provider's continuing conformance to all of these criteria and the effective implementation of the course provider's procedures, NBQP shall conduct:
- An annual audit of the course provider's administrative procedures, practices and records.
  - A minimum (but not limited to) of an annual one-day surveillance of a course offering.
- 7.2.2 NBQP may deem more frequent or longer surveillance to be necessary for specific course providers. Cost for the same shall be borne by the course provider.
- 7.2.3 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.
- 7.2.4 Course presentation surveillances shall where relevant, review different instructors.
- 7.2.5 NBQP may conduct surprise surveillance of the course offerings if deemed necessary.
- 7.2.6 Over a three-year period all elements of the course provider's system shall be covered in the program of surveillance or re-assessment and the effectiveness of the system verified.

### **7.3 Suspension or Cancellation**

- 7.3.1 NBQP may suspend or cancel an approval of the course because of any of the following, but not be limited to:
- noncompliance or violation of the NBQP requirements
  - providing insufficient or incorrect information to NBQP
  - improper use of NBQP accreditation mark
  - changes in the certificate format without NBQP approval
  - changes in the course material without NBQP approval
  - failure to report any major changes in the course
  - any other condition deemed appropriate by NBQP
  - non-payment of fees.

### **7.4 Appeals**

- 7.4.1 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.
- 7.4.2 In case of non-acceptance of the decision of the Appeals Committee by the applicant, the appeal can be made to the Secretary General, QCI, who will then appoint an arbitrator for the purpose. The arbitration shall be held in the city of Delhi and shall be in accordance with the Arbitration and Conciliation Act 1996.



# 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>
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<b>a) Application Package</b>	500/-	500/-
<b>b) Application Fee</b>	50,000/-	25,000/-
<b>c) Assessment Fee</b>	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
<b>d) Annual Fee</b> (up to 12deliveries) payable in advance	36,000/-	15,000/-
<b>e) Above 12 offering</b>	3,000/- per course	1,500/- per course
<b>f) Surveillance</b> (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
<b>g) Re-assessment</b> (after 3 years)		
Application	36,000/-	15,000/-
Assessment	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

**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