



TRAINING SERVICE POLICIES AND OPERATIONS MANUAL

Version 10

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1. PURPOSE

The QSI Academy offers specialized training services that are generally based on international standards related to management systems in support of our clients' continuous improvement objectives.

This document provides guidance for the effective planning, coordination and delivery of QSI programs in a manner that maintains the traditional high level of quality and professionalism that characterizes the company.

2. SCOPE

Applies to all training programs provided by the QSI Academy.

3. ABBREVIATIONS

TS: Training Services

4. ORGANIZATIONAL BACKGROUND

QSI was founded by Mr. Celso Alvarado in 1993 in New Jersey (USA), with the main objective of providing training services in the areas of quality control and continuous improvement. In 1997, it moved its headquarters to the state of Florida (USA) and was incorporated in 1999 as a legal entity called QSI America, Inc. In 2018, as part of its business strategy, QSI's training division improves its management and corporate image, giving way to the new name "QSI Academy", which maintains our business philosophy based on excellence and quality in the provision of innovative services, adapted to current trends in training. Always focused on being the best option for our clients in quality training services, QSI Academy begins the implementation of ASTM E2659-9 "Standard Practice for Certificate Programs" to manage the training program for "ISO Management System Documentation and Implementation Consultant", "ISO Management System Coach", "ISO Management System Auditors" and "ISO Management System Lead Auditor" based on the guidelines of ISO 19011 "Guidelines for the audit of management systems".

5. TRAINING SERVICES GENERAL GUIDELINES AND PROCEDURES

5.1. The organizational policies are approved by the President and they can be found in the documents of our Quality Management System (QMS). The policies and/or organizational guidelines are applied by the staff through the realization of activities which allow the achievement of the strategic objectives (Quality Objectives and Strategic Plan) and customer's satisfaction.

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5.2. The QSI Mission along with our Quality Policy and Corporate Values establish the strategic framework that drives our organization, which according to its content, is the referential point to establish the objectives, the scope and the results of the QSI Academy's Training Program. The program aims to offer quality training services that contribute to the success of our customers and the sustainable development of the stakeholders.

5.3. The QSI Academy Organizational Chart shows lines of authority, responsibility and allocation of functions stemming from the President and in particular the relationship between those responsible for the training services.

5.3.1. The general responsibility for managing the QSI Academy training programs is borne by the Training Leader or designee, who gets the support of the other staff members to develop the activities of the area.

5.3.2. The authority, responsibility and functions of the different positions that comprise QSI's organizational structure are defined in the Job Descriptions and in the QMS and QSI Academy procedures.

5.4. Senior Management hereby reinforces its commitment with the impartiality, information confidentiality and non-discrimination regarding all the Training Services to our customers, through the development of behavior policies which define the conduct and demeanor of QSI Academy's staff. These are more detailed in the Code Ethics.

Note 1: The Senior or Top Management of the company refers to Executive Level staff of QSI's organizational structure. For example: President, Vice Presidents and Directors.

5.5. The QSI Academy promotes the equal treatment, access and permanence of all the students, regardless of gender, sex, ethnicity, religion, income, political ideology, language, disability, nationality or any other nature. Our students have the same opportunities for the merchandising of our training activities until the emission of the certificates.

5.6. People interested in participating in our training activities are formally informed of the requirements established by QSI Academy for participating of the services. These requirements are duly declared on the company website and are further detailed in the course material provided to the students.

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5.7. The resources used by QSI Academy for getting financial support do not under any circumstance compromise the impartiality, integrity, and honesty of its activities. The sources of income of the QSI Academy can be found through the invoicing of the services according to the service contracts.

5.8. The QSI Academy ensures, through legally enforceable agreements signed between the company and its staff, that its workers are free of pressure, both internal and external, that may have an influence in the results of the training services and the lack of participation in those activities that may represent a threat for the confidence in its competence, impartiality, judgment and/or integrity.

5.9. QSI Academy has established a Training Advisory Board that guides the QSI Training Division in the creation and maintenance of the Training Program, in order to keep it current, relevant and valuable to stakeholders. The guidelines for the selection and operation of the Training Advisory Board are set out in the document “TS 5.1.4 Selection and Operation of the Training Advisory Board”.

5.10. Through legally executable agreements signed by our collaborators, QSI Academy is responsible for managing all the information gotten or created in the performance of its training activities in all levels of its structure. At the same time, the organization assumes the commitment of not getting unnecessary information about the students and being extremely careful about the information they give.

5.11. QSI Academy will take all the necessary and appropriate measures to protect the personal information of its customers in order to reduce the risk related to the lost, wrong use, non-authorized access, release, disturbance, and destruction.

5.11.1. Staff, including Training Advisory Board members, instructors and suppliers who act on behalf of QSI, must preserve the confidentiality of all the information gotten or created through training services. Staff's contracts, including those who work under the free-lance figure, have confidentiality and, non-disclosure causes between the parties.

5.11.2. The information regarding our students is treated in a confidential way. As a result, that information is neither given nor communicated to third parties, except in those cases explicitly established according to the law, and those entities and organizations related to the training services.

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5.11.3. All documents and records that support the delivery of training are kept under the QSI Academy's archives, protecting the confidentiality and safe management during their useful life. QSI Academy keeps a record of backup's documents, passwords, and right to access to our different documents, ensuring the confidential treatment of that information.

5.12. QSI Academy doesn't discriminate any of its students because of race, gender, language, political opinions or any other position regarding religion and/or social condition. Our training activities are based on the inclusiveness principle.

5.13. QSI Academy's commitment is to be carrying out respectful, professional, fair and unbiased activities training and evaluations.

5.14. QSI Academy has defined as input elements for the different processes that make up the Quality Management System, the requirements established by the interested parties and/or interest groups (via standards, regulations, etc.). Based on these, the documentary basis for the provision of the service has been developed in which the type of information to be supplied and the means through which it will be communicated (course materials, publicity, etc.) to the interested parties, as appropriate, are defined.

5.15. The procedures for documenting activities and controlling documents are detailed in the Quality Manual, QM 4.0. The document control process applies to all documents and records derived from the Program Training.

5.15.1. Records are a special type of document. The QSI considers "records" to be any document (paper or electronic) that demonstrates the fulfillment of the requirements and the effective functioning of the Training Program.

5.15.2. Records are managed in accordance with the "Records Control Matrix". All records shall be kept for at least one year (except for certificates) to facilitate annual performance comparisons. For example, audit results, records of management reviews.

5.16. QSI Academy will not use the accreditation bodies' image (logos) in such a way as to discredit them or to be considered misleading or unauthorized advertising.

5.17. The guidelines for selecting and evaluating staff which has an impact over the training services are defined in the "Selection and Evaluations of Instructors, TS 6.2.2".

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5.18. In order to deliver training services that seek to optimize the strategic objectives of the stakeholders, but also ensuring the balance, the fairness, the unbiased, and the ecofriendly practices and society in general, QSI Academy has defined as Social Responsibility Policy that keeps these sustainability aspects in mind. Social Responsibility is available for consultation by interested parties through the QSI website.

5.19. QSI has defined policies and, guidelines for managing payments, cancellations and refunds. This policy is defined in clause 19 and is available for consultation by interested parties through the QSI website.

6. STAKEHOLDER

Any person, group or organization with an interest in, or that may be affected by, the Training Program may obtain information about it through the following means: website (News and Notices Tab), brochures or other promotional materials.

QSI Academy identifies clients as the main stakeholders of the Training Program, for whom you have the following updated information:

Information	Media of Communication
Certificate program purpose, scope, and intended learning outcomes.	Website
Description of the requisites to earn the certificate	Website
Qualifications of instructional personnel (Instructors)	Communiqué issued to participants (Via Email) at the time of confirming their inscription.
Fees, deadlines, cancellation, and refund policies	Website
Statement about what inferences can appropriately be made regarding certificate holders	Website
The information collected by QSI that is of a confidential nature and the conditions for its disclosure.	Website
Changes to the certificate program purpose, scope, intended learning outcomes, requisites, and the effective date of the changes	Website
Special requirements for participation (such as technology equipment or skills)	Website Promotional materials

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7. NEEDS ASSESSMENT

The QSI Academy has the following means to identify customers' training needs:

- **Management Standards:** The primary source for identifying training needs is based on the direct or indirect requirements set out in the ISO management systems standards and the updates derived from them.
- **Direct communications:** QSI collaborators or Regional Business Partners directly contact (phone calls, emails, meetings, etc.) current and potential customers to identify their training needs, which are then presented to the training area for management and follow-up.
- **Surveys:** QSI Academy has "TS 7.5.1.0.0.10 Course Evaluation" and "TS 7.0.5 Training Needs Detection Survey" to identify the training needs of current and potential customers. If there is an identified opportunity for delivering courses on a topic not currently offered by the company, the Training Leader or designee will conduct feasibility study and present it to the Senior Management. The feasibility study must consider language factors, current expertise, market size, pricing, competitor's situation, accreditation requirements, profit potential and other factors deemed pertinent.

If the new service is approved, then the project will be assigned to the Training Leader, designee or Senior Training Coordinator for its development.

The development of the training program will be carried out in accordance with the ADDIE methodology.

Once the Training program has been consolidated, it must be validated by the Training Advisory Council. If the validation is successful, then the delivery of the course can proceed following the procedures of the QSI Academy training services.

8. COURSE MATERIALS

QSI Academy courses have been strategically designed under a modular scheme which allows that students can receive training under different standards avoiding repetitive content. For example, there is only one module for conducting an opening meeting for an audit. Students wishing to be trained as an auditor in multiple standards Do Not have to be trained multiple times on how to conduct an opening meeting, etc.

Course materials are developed by a combination of subject matter experts both in instructional design as well as in the pertinent ISO management system standard.

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The courses that make up the Training Program will be accompanied by the following elements, as appropriate:

- Presentation and/or videos, where the content of different sections will be developed
- Exercises through which students can check their knowledge
- Participant's guide with the course slides
- Instructor's Guide
- Complementary materials (Standards, articles, other videos)
- Role Play/Evaluation exercise
- Exam (Applied at the end of the course, when applicable)

Material translation

QSI's Training Programs translation (including student material, marketing content or any QSI content) must meet a grammatical and technical review to ensure the translation is faithful, exact and consistent to the main intention.

Content reviews and translation process begin with translating the content through any online translator by a member of QSI team.

Once translated, the grammar review must be carried out by a native speaker of the language and, later, it will be reviewed by a technical expert with skills and knowledge of the content to be translated.

Both reviews must be performed by native speakers. They might be part of the QSI staff and/or any supplier that provides this kind of services.

9. TRAINING PROGRAM

9.1. Target Audience

The QSI Training Program is aimed at professionals of all types interested in learning about the guidelines of the ISO 19011 standard and the corresponding techniques for conducting Management System Audits.

9.2. Objective

The Training Program has the purpose of recognizing the professional competence, through the aptitude, demonstrated in terms of work and professional experience and training of the people who carry out activities in the field of management systems auditing.

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9.3. Scope

The QSI training program provides learners with ISO management system fundamentals; how to document management systems, how to implement management systems, how to provide orientation (Coaching) for management systems, how to conduct management system audits based on ISO 19011 guidelines and how to lead teams of auditors based on ISO 19011 guidelines.

9.4. Description of Training:

QSI America Academy offers a training solution for Auditors and Lead Auditors of ISO Management Systems that combines online learning with traditional classes. Innovative training is provided through lectures (online and face to face), discussion, workshops, role play, performance monitoring (including critique) and written examinations.

The content and requirements of the courses that make up the Training program are stated through the document "General Description", It includes elements such as Course Overview, Duration, Target Audience, Learning Objectives, Main Topics, Teaching Methodology, among others.

Course descriptions of each course are available for consultation by interested parties through the QSI Academy website:

- ISO Management Systems Documentation & Implementation Consultant
<https://qsiacademy.com/course/management-systems-consultant/>
- ISO Management Systems Coach
<https://qsiacademy.com/course/auditor-of-management-systems-19011/>
- ISO Management Systems Auditor
<https://qsiacademy.com/course/auditor-of-management-systems-19011/>
- ISO Management Systems Lead Auditor
<https://qsiacademy.com/course/lead-auditor-of-management-systems-19011/>

10. INSTRUCTORS

10.1. Initial Contracting

QSI Academy Collaborators or Regional Business Partners may propose instructors for QSI Academy to use in the delivery of training services. Any instructor proposed must complete the online collaborator application and will be interviewed by the Leadership Team to gauge subject matter knowledge.

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10.2. Assignment for Services

It is the sole responsibility of the QSI Academy Leadership Team to evaluate, certify and assign instructors and assistants for specific services in accordance with the procedure "TS 6.2.2 Selection and Evaluation of Instructors".

Instructors may be assigned as “Lead Instructor” or “Assistant Instructor”.

10.2.1. Assistants Instructor

The Assistant Instructor’s primary role is to support the Lead Instructor primarily in providing aid to students during workshops as well as giving logistical and administrative aspects of the course delivery.

Instructor Assistants must have teaching experience, have verifiable experience in the subject and demonstrate that they have followed a course in accordance with the provisions of the document "RM 6.2.3.0.1 Assistant Instructor Job Profile". Depending on the experience of the Lead Instructor and at the discretion of the QSI Academy Leadership Team, a person that does not meet all the qualifications for Assistant Instructor may be assigned to support the Lead Instructor and shall be called a “Course Assistant”. An Assistant Instructor or Course Assistant is required for on-site Auditor courses when there are 11 students or more.

10.2.2. Lead Instructors

A Lead Instructor must meet all the requirements of the Assistant Instructor but must also have witnessed the delivery of the QSI Academy course to be taught. Also, the Lead Instructor must have been witnessed delivering parts of the subject matter by an evaluator assigned by the QSI Academy Leadership Team (View RM 6.2.3.0.1 Job Profile Instructor Leader).

10.2.3. Proctor: The Person assigned to administer the written examination portion of a course, if the instructor(s) could not. Person shall be an employee, authorized representative, or volunteer of QSI and shall not have participated during any phases of the course. The person assigned shall have basic technical knowledge of the course to answer comments on the phrasing of the questions.

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10.3. Instructor Evaluation

The QSI Academy will utilize feedback from the Clients, through the Course Evaluation Form, and his/her own observations to review instructor performance after each rendered service. Actions that can result from these reviews include:

- a) The provision of training to the instructor.
- b) The review of QSI techniques.
- c) Disciplinary action.
- d) Corrective actions

Instructors will be required to take a training session that will update them on any new or revised standards related to training services.

10.4. Instructor Qualification

The instructor's qualifications will be communicated to the students via e-mail, by the Training area, once the participant's registration has been confirmed. The student will receive a brief review describing the instructor's competencies, highlighting his or her level of instruction, work experience and training.

11. PUBLICITY AND ADVERTISEMENT MATERIALS

For each course topic QSI Academy purchases stock photos for which royalty fees are paid. These stock photos are used on course publicity, course materials and on the QSI Academy's website. These materials are reviewed and approved by Corporate Management prior to use to ensure legal compliance, technical relevance, and aesthetic quality.

Regional Business partners shall not develop any course publicity and/or course materials unless a project to do so is specifically assigned to the Regional Business Partners by the QSI Academy Leadership Team.

A list of the most current publicity and advertisement materials will be available on the QSI Academy On-Line Database.

12. PUBLIC COURSES

12.1. Schedule

At least four times per year the public course schedule or calendar will be updated, including those courses that are of interest in the market. The Regional Business Partners will suggest specific courses to QSI Academy and shall indicate dates which not advisable or practical due to local holidays.

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12.2. Marketing

The Top Management shall define and propose a budget for marketing public courses, considering the various methods, such as telemarketing, emailing to specialized lists, participation in conferences and trade shows, organizing open house events, and other marketing activities.

Once the budget for the activities is assigned, then responsibilities and deadlines will be defined for each activity. The Training Leader or Designee shall provide a report on the marketing activities in the various regions.

12.3. Pricing

The Training Leader or Designee shall study competitor pricing and provide input to the QSI Academy Staff. The QSI Academy Leadership Team will establish the prices for each course, considering the Regional Business Partner input.

12.4. Discounts

Regional Business Partners may offer discounts to groups as follows: 3 to 5 students = 5% discount, 6 to 10 students = 10% discount. Further discounts must be approved by the QSI Academy Leadership Team.

12.5. Venue Selection

Public courses must be delivered in hotels with at least a 4-star rating or in training facilities of equivalent quality.

It is preferable to conduct the courses in a hotel, especially when using instructors who require accommodation. This minimizes the logistics and risks associated with the transport of the instructors to the course site.

The Senior Training Coordinator or Regional Business Partners shall negotiate with the hotel to ensure that the seminar room on a complimentary basis in exchange for food consumption. The Senior Training Coordinator or Regional Business Partners shall recommend the best venue options to the QSI Academy Leadership Team for review and approval.

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In order to select rightful venues for our training services, QSI Academy ensures choosing facilities which accomplish with the Americans with Disabilities Act (ADA). QSI verifies on site, that the facility accomplishes the requirements for disable people.

12.6. Registration

For each public course schedule, the QSI Academy Leadership Team shall create a registration link and provide it to the Regional Business Partner to record all candidates who wish to participate in a QSI Academy public course.

The identity of the participants will be validated considering the following aspects:

- 1 The participant must complete the Registration Form with the personal data that identifies him/her (Name and Surname, Identification Number or Passport, Email, among others) The participant will endorse with his/her signature that they are true.
- 2 The registration form must be accompanied by a digital copy of the document identifying the participant and this information must match that stated on the registration form.
- 3 Once the participant registers for the course, a file containing his or her national identity card, an updated professional summary, and a completed registration form is opened.
- 4 Once the registration phase has been completed, the participant's details will be used to prepare the List of Participants to be given to the trainer.
- 5 The training division will send the participant, via e-mail, the access data (User and Provisional Code) to the web platform for the On Line phase of the training (if applicable), these data are not transferable.
- 6 On the day of the written examination, each participant must present his or her national identification document to the Instructor and/or his or her assistant, which will be verified against the document in each participant's personal file.
- 7 On the cover of the written exam, a section will be established for the filling of the personal data that identify the participant, which will be re-validated versus the attendance list by the instructor when evaluating the content of the exam. In the same way, the Training Division can re-validate this information versus the registration form of the participant.
- 8 All the records that guarantee the participation and evaluation of the participant must indicate their identification data.

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12.7. On-Site Coordination

The Senior Training Coordinator or designated Regional Business Partners office staff shall be present during initial registration on the first day of the course. The Regional Business Partners representative shall arrive at least one hour prior to the course start time to ensure all arrangements agreed with the hotel are being met.

The seating in the seminar rooms shall be arranged in U-shape. A video projector and screen are required for the morning of the fundamentals courses as well as the morning of the auditor courses.

The Senior Training Coordinator or designated Regional Business Partners office staff shall be in constant contact with the instructor and hotel staffs to ensure all logistics are being properly managed.

The Training Coordinator or designated Regional Business Partners office staff shall be present at the end of the course and will ensure that all student course evaluations are completed.

13. IN-HOUSE COURSES

In-House Course conditions apply when an organization requests to have a course delivered on their facilities or a venue that they designate. For In-House courses, the client organization covers all expenses related to travel, lodging, meals for the instructors as well as the seminar room and video projection equipment.

13.1. Proposals

When an organization requests an In-House course proposal, the Senior Training Coordinator or designated Regional Business Partners office staff shall prepare a proposal using the formats provided by the QSI Leadership Team. The fees will be quoted per person and shall establish a minimum total fee per course. For example, “US\$300 per person; minimum fee of US\$ 1,500 per course”. Proposals shall be sent to the Leadership Team for review prior to issuance to the potential client organization.

13.2. Contracts

Once the client organization accepts the proposal, an In-House Course Contract shall be sent to the client organization by the Senior Training Coordinator or Regional Business Partner. The Regional Business Partners shall use the contract format provided by the QSI Academy Leadership Team. All contracts must be first reviewed by the QSI Academy Leadership Team prior to issuance to the client organization.

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13.3. Coordination

The Senior Training Coordinator or designated Regional Business Partners office staff shall be present during initial registration on the first day of the course. The Senior Training Coordinator or designated Regional Business Partners office staff shall arrive at least one hour prior to the course start time to ensure all arrangements agreed with the Company are been met. The Instructor can carry out the functions of the Senior Training Coordinator for this purpose.

The seating in the seminar rooms shall be arranged in U-shape. A video projector and screen is required for the morning of the fundamentals courses as well as the morning of the auditor courses.

The Senior Training Coordinator or designated REGIONAL BUSINESS PARTNERS office staff shall be in constant contact with the instructor and the client organization staff to ensure all logistics is being properly managed.

The Senior Training Coordinator or designated REGIONAL BUSINESS PARTNERS office staff shall be present at the end of the course and will ensure that all student course evaluations are completed.

14. STUDENT EVALUATION

For all those Management System training programs, each student will be evaluated by:

- A **continuous evaluation** of each student's attitude, auditing capability, written and oral communication skills, and performance as a team member and in role playing, whenever applicable.
- **Completion of the virtual classroom**, including slides, student notebook and the quiz at the end of each lesson
- A **written final examination** that will cover course content and student understanding of the taught subject, application of audit principles and practices.

Note: All other courses taught by QSI may or may not adhere to the same student evaluation method described in this section.

14.1. Continuous Evaluation

The theories seen in the online phase are presented again by the instructor during the on-side phase and evaluated in the written exam submission.

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The training area will verify the performance of the virtual classroom activities as a way of observing the student's interest in the assignments. The student must complete 100% of the modules assigned in the online platform.

QSI establishes as a requirement to participate in the face-to-face workshops that participants complete all modules online. Before the first face-to-face session, the training area will ask the virtual platform administrator for the status of the modules completed by each participant.

The instructor will document the continuous evaluation of the student by completing the form "TS 7.0.1.2 Checklist Workshop session ISO Documentation & Implementation Consultant", "TS 7.0.2.2 Checklist Workshop Session ISO Management Systems Auditor", "TS 7.0.3.2 Checklist Workshop Session ISO Management Systems Auditor Leader" or "TS 7.0.4.2 Checklist Workshop Session ISO Management Systems Coach" as appropriate.

The checklists serve as a record for evaluating each student's performance:

- Contribution to discussions, instructor(s) questioning and communication to the class, accurate situation reporting and effective participation in team activities and role-playing.
- Clarity and technical sounds of written tasks.
- Personal attributes, skills, and audit management capabilities.
- Attitude, behavior and suitability as future auditor and audit team leader.
- Attendance, punctuality and participation in all class activities.

The instructor, at the end of each day, will communicate to the participants the results obtained in the accomplishment of the developed formative activities.

14.2. **Written Examination**

Exams shall be solely administered by the Instructor and/or the Training Coordinator authorized by the QSI Academy Leadership Team.

Instructor(s) or assistant(s) will be present at the time of the students taken the exam.

Minimum passing grade will be 70%. Exams scores falling within the range of 65 to 74% will be reviewed by a second instructor.

QSI Academy will only allow a clean copy of the applicable standard as reference material at the time of the examination.

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a) Exam Security Measures

All exams and course documents are treated as confidential documents and are stored in such a way as to prevent access to such documents. All paper originals and copies of exams will be stored in a locked area that will permit proper preservation. All originals of exam stored in electronic media will be password protected to assure proper access by designated personnel.

For the training programs that are developed remotely, the date and time of the final exam will be notified by QSI Academy to the student, who must confirm their availability for the call.

For the development of the final exam, the student must initiate a video conference through the virtual platform, previously indicated by QSI Academy, where it will be monitored by a representative designated by QSI, who will validate that the student complies with the following regulations:

- The identity of the student taking the exam will be monitored by a representative of the training division
- The student must show the physical space selected to develop the exam, and as far as possible, rotate the camera 360 °.
- The student must be alone during the connection.
- The use of headphones is not allowed.
- QSI Academy will indicate what type of materials can be consulted during the development of the evaluation (participant material, norms, tables, cards, etc.), or if it should be completely free.
- Before the start of the exam and during its development, the student must keep the webcam on.
- Access to the platform or virtual classroom indicated by QSI Academy, through the registration of your username and password.
- Suspicion of external help towards the student will lead to the invalidity of the exam.
- The representative of the training division can make the decision to interrupt the exam in case he detects non-compliance with any of the above requirements.
- After the exam, the student must notify the representative of QSI Academy, who will validate the receipt of the evaluation on the corresponding platform.

The above management aims to validate that the student performs a reliable evaluation of the exam.

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b) Handling of Exams

The Coordinator Training Senior or designee will be responsible for reproducing the exact amount necessary for a given course. The instructor will receive the tests along with other materials before the beginning of the course. Instructors or Assistants will assure the proper handling and storage of the exams until their use during the examination process and will be responsible for the corresponding delivery in an appropriate way to the Training coordinator.

c) Students Grading

Each examination paper will be graded by one of the course instructor, and another instructor or designee will check the addition of the score allocated in each section and re-grade all examination papers with scores below 70%.

Both instructors, when applicable, shall resolve any differences and arrive at a grade for the examination through verbal discussion and agreement.

If the course was given through interpreters, the interpreter shall participate in the grading of the examinations.

14.2.1. The final results of the course are communicated in the next 10 working days after the training, via email, to the address (e-mail) indicated by the participant in their registration form. The statement mentions the evaluation parameters, if the course itself was approved or not approved, indicating the steps to follow in the corresponding case.

14.2.2. Students Re-examination

A student who fails the written examination, will be allowed one re-examination within 12 (twelve) months of the last day of the course.

Note: In the case that QSI Academy cannot provide with the re-examination within the 12 months period, necessary arrangements will be done by the Training Management. These arrangements may include written authorization for another party to conduct the re-examination and identification of the responsibilities of each party, including the issuance of the certificate of completion. All pertaining documentation will be kept in the QSI Academy records.

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A different examination paper will be used for the re-examination, and the re-examination will be taken in the presence of a QSI Academy instructor or assistant.

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

14.3. Student performance will be evidenced by the following records:

- Report of the Virtual Platform Administrator
- TS 7.0.1.2 Checklist Workshop Session ISO Documentation & Implementation Consultant
- TS 7.0.2.2 Checklist Workshop Session ISO Management Systems Auditor
- TS 7.0.3.2 Checklist Workshop Session ISO Management Systems Auditor Leader
- TS 7.0.4.2 Checklist Workshop Session ISO Management Systems Coach
- Written Examination

15. CERTIFICATE MANAGEMENT

All the training activities carried out by QSI Academy will be evidenced with a certificate of approval or attendance certificate, when applicable.

The certificate of approval is a document issued by QSI that is given to the participant who has met the requirements of the training program. The certificates of approval awarded by the QSI Academy are an acknowledgement of the aptitude and ability of the participants in relation to the scope of the course, as described in the learning objectives.

QSI Academy will issue a “Certificate of Approval” to each student who complies with all the Requirements for course completion (See 14). The wording of any “certificate of attendance” issued by QSI Academy clearly indicates that the student has only attended the course. There is no implication of successful completion (Course Approval).

The only certificates that are valid are those issued and approved by the QSI Academy Leadership Team. Under no circumstances shall a Regional Business Partner issue a certificate for any service.

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The Certificate of Approval will be delivered to the participant accompanied by a communication informing the guidelines for proper use and interpretation of the certificate, including that this document is of a non-transferable nature.

The QSI Academy Leadership Team shall not issue certificates for any service that has not been paid in full. The training contracts will stipulate that the services consist of the (1) instructor being present at their facility (2) the course material having been given to the students (3) instruction being delivered.

If a client insists on having a training record as a condition for payment, the Leadership Team may issue a letter with the names of the participants but will not issue individual certificates until the portion of the fees that are due to QSI Academy headquarters have been received.

The Auditor/Lead Auditor Certificate or any certificate granted by QSI Academy does not obligate the latter to subcontract the person who obtains it to carry out activities on behalf of QSI Academy or any of its affiliates.

Certificates issued by QSI Academy must be signed by the President of QSI, Vice President of Operations or the Director of QSI Academy.

The certificates are delivered to the participants printed in physical format or non-editable digital format. QSI reserves the right to issue certificates until the participant submits the TS 7.5.1.0.10 Course Evaluation Form.

The certificates issued by QSI for the courses that make up the Training Program do not have a specific expiration date printed on the document, they do not expire.

The certificates endorsing the QSI programs do not have an expiration date, it guarantees that the student has participated and achieved the proposed learning objectives. The learning objectives are designed so the participant is able to identify, analyze and evaluate the requirements of current ISO standards. These good practices or methodologies endure over time and are not subject to change or obsolescence due to legal or regulatory requirements. There is no legal or regulatory framework that regulates the validity of our programs.

15.1. Policy for Issuing Certificates

When the QSI Academy issues training programs certificates of completion, these certificates shall:

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1. Clearly state that the course is recognized by the accreditation/approval body.
2. Include the identification mark, if any, of the accreditation/approval body as applicable.
3. Include a unique identification number for each certificate.
4. Clearly show the name of the course provider, as it is registered with the accreditation/approval body.
5. Identify the course by course title, course number, if any, and dates of presentation of the course.
6. Include the name of the student, according to their official ID.
7. State that the student named has successfully completed the course.
8. Include all information on a single side of the certificate.
9. Include the signature of the personnel authorized to validate issuance

Note: QSI has not identified applicable acronyms in the issuance of its certificates.

Students who need to validate their certificate should send a communication to the Training Management, to the email address indicated on the website, indicating their identification data, course date, course name and certificate number.

15.2. Requirements for issuance of Certificate of Successful Completion

The requirements for the issuance of the certificates of approval are identified through the Technical Data Sheets of each Course. The contents of the Technical Data Sheets can be consulted through the QSI Academy website through the following link: <https://qsiacademy.com/courses/certificate-program/>

QSI Academy is responsible for making the decision to issue the certificate of completion based on the information obtained during the development of the Training Program, based on the student's performance and the results of the final written examination.

At the end of the training activity, the Training Coordinator verifies that the participant has complied with the Requirements for Successful Completion established by QSI. The results of this verification are recorded in the document "TS 7.0.1.2 Checklist Workshop Session ISO Documentation & Implementation Consultant", "TS 7.0.2.2 Checklist Workshop Session ISO Management Systems Auditor", "TS 7.0.3.2 Checklist Workshop Session ISO Management Systems Auditor Leader" or "TS 7.0.4.2 Checklist Workshop Session ISO Management Systems Coach", as applicable.

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15.3. Certificate Invalidity

QSI may invalidate a certificate only if the person it was issued to is found to have not fulfilled the program requisites. The following circumstances are considered by QSI as grounds for invalidation of a certificate:

1. False statement of identity
2. Participation in activities that provide an unfair advantage in meeting the requirements of the training program

16. POLICY ON CONFIDENTIALITY OF INFORMATION

QSI Academy as a company that offers training services routinely receives information from our participants which are treated confidentially.

For the purposes of this Policy, "Confidential Information" means all data provided by customers during the registration process (first names, last names, personal identification number, workplace, credit card and debit card details, contact details) and that obtained during the development of the different stages of the training service provision process (Qualifications, Certificate data).

QSI Academy will take reasonable and appropriate precautions to protect the personal information of that is in our possession in order to mitigate the risks related to loss, misuse, unauthorized access, disclosure, alteration and destruction.

Staff, Training Advisory Board members, instructors and suppliers acting on behalf of QSI Academy, must ensure the confidentiality of all information obtained or generated in training activities. The work contracts of the personnel, including those who work under the free-lance flight, contemplate clauses destined to establish confidentiality agreements between the parties.

All information provided by the participants are treated in a confidential manner; therefore, said information is not provided or communicated to third parties, except in the cases provided by law, and to the entities and organizations directly related to the contracted services.

All the documentation and records that support the development of the training process are protected in the servers of QSI Academy, safeguarding the confidentiality and safe environment of these elements during their useful life. QSI Academy maintains backup processes, individual access codes and access rights to different databases, ensuring the treatment of confidential information. All paper originals and copies of exams will be stored in a locked area that will permit proper preservation.

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17. CONTRACTING OF EXTERNAL PROCESSES

The external processes necessary for the effective functioning of the Training Program are controlled and evaluated in accordance with the provisions of the document “OPS 8.4 Evaluations of Suppliers”.

QSI services that require information technology and that must be managed through IT platforms, software, databases, web pages, social networks and related activities are outsourced to external providers which provide specific support in these areas (IT and Ecommerce).

It is the responsibility of the requesting area to ensure that the services are provided in conformance with QSI needs, policies and procedures.

For the QSI training division the support includes:

- E-learning platform
- Website updates
- Email service troubleshooting
- Quality Management System/Standards compliance database

The providers of the above services will be evaluated as per document “OPS 8.4 Evaluations of Suppliers.

18. COMPLAINTS AND APPEALS

As part of the process to guarantee the client’s satisfaction, QSI Academy has created a written procedure to address complaints and appeals (QM 8.4.0 Procedure Handling Complaints and Appeals), which has the objective of improving the client satisfaction. The procedure Handling Complaints and Appeals is available for consultation by interested stakeholders through the QSI website.

19. PAYMENT, CANCELLATIONS AND REFUNDS POLICY

19.1. Payment

- a) Once payment has been made for the course, the participant must notify the training area by e-mail.
- b) If the participant requires the invoice to be issued, it must be requested at the time of the payment notification, indicating the data for its preparation.

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19.2. Cancellations of Participation

Participants who make the decision not to attend the onsite portion of the course (Cancellation of Participation) must send written notification of withdrawal via e-mail to the training area:

- a) If the notice of Cancellations of Participation is received more than 7 calendar days prior to the course start date, the amount already paid will be refunded minus a \$100 administrative fee.
- b) If the participant does not attend the course and has not made any notification of their absence (Cancellation of Participation), the payment made will not be refunded. No shows shall not be given credit for a future date.

19.3. Replacements

- a) In cases where the student is unable to attend, substitutes are permitted, or they may receive credit for a future course.
- b) In cases in which the participant decides to send a substitute, he or she must notify the training area at least 5 days in advance, in writing, via e-mail, of the case, indicating the details of the person taking his or her place.

19.4. Quorum

If the minimum number of participants is not reached, QSI will refund 100% of the payment made by the participant. The participant has the possibility to opt for a credit for a future course.

20. TRAINING PROGRAM EVALUATION

QSI applies appropriate methods for the evaluation of the processes inherent to the Management of the Training Program. These measures are used to control the output of the processes that guarantee the conformity of the service. The results of these measures are used to determine improvement opportunities. The methods employed listed below:

20.1. Quality Objectives

QSI Academy Senior Management establishes Quality Objectives aimed at monitoring the performance, quality, and effectiveness of the training program and its inherent processes. These objectives are measurable and relevant to service conformity promote increased customer satisfaction.

The Top Management monitors the fulfillment of the Quality Objectives periodically, through management indices, in order to adapt them to new realities, requirements and/or applicable needs, as well as to take the necessary measures in case of possible deviations, which distance the organization from their fulfillment.

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The Quality Objectives form part of the Business strategies, which are detailed below:

OBJECTIVE	STRATEGIC ELEMENT	ASPECT TO BE EVALUATED
Ensure that QSI is offering value-added training services in line with new market trends	Customer's Satisfaction	Customer-Based Focus
		Customer's Feedback based on our training services
		Timely and efficient handling of customer complaints
	Innovation	Last trends and tools in educational services
		Modular based approach to training programs
To contribute to the development of the Company by training high-performance professionals in the field of worldwide management systems.	Training	People Trained through our different programs
		Review and/or update of the ISO Management Systems Standards
		Effectiveness in learning
	International Positioning	We have developed cooperation agreements with other companies and/or partners around the world.
		To have a wide range of training actions
To generate confidence in our clients through the recognition of international organizations of quality in academic development and the disposition of a staff of instructors of high performance.	Competence of Personal	Instructor Performance
		Have certified instructors with extensive work experience.
	Management System	Conformity of the management system with the ASTM E2659 standard.

QSI applies appropriate methods for the evaluation of the processes inherent to the Management of the Training Program. These measures are used to control the output of the processes that guarantee the conformity of the service. The results of these measures are used to determine improvement opportunities. The methods employed are listed below:

20.2. Inspection of Service

QSI uses TS 8.2.3 Procedure for the Inspection of Training Services as a way of verifying that the service offered meets the specified requirements.

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20.3. Customer Satisfaction

QSI has established a process for obtaining and controlling information and data on customer satisfaction. The categories and measures related to customer satisfaction are set out in the form "TS 7.5.1.0.10 Course Evaluation Form". The process allows us to study the level of confidence of the client in the provision of the service provided. The form "TS 7.5.1.0.10 Course Evaluation Form" offers participants the opportunity to provide comments regarding the design, content, delivery and evaluations of the Training Program.

As part of our actions to maintain Customer Satisfaction, QSI establishes a documented process for handling complaints and appeals (QM 8.4.0 Handling Complaints and Appeals), which aims to expedite the most satisfactory response possible to address customer concerns.

20.4. Internal Audits

QSI has established a procedure for conducting internal audits of the QMS and related processes.

The purpose of internal audits is to determine whether:

- The Training Program established by QSI meets the requirements of ASTM 2659
- The Training Program conforms to the requirements established by QSI
- The Training Program is effectively implemented and maintained.

The frequency, methods, responsibilities, planning requirements, reporting, criteria and motions are set out in QM Procedure 8.2.1 Internal Audit.

20.5. Nonconformities, Corrective Actions and Preventive Action

The responsibility and authority for the review and resolution of nonconformities, potential nonconformities and corrective actions derived from the management of the Training Program are defined in the procedure QM 8.4.1 Corrective and Preventive Action.

20.6. Management Review

Management review is conducted at least once a year to ensure the appropriateness, adequacy, effectiveness and alignment of the Training Program.

Management review evaluates and analyzes the following input elements (Not limitative):

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1. Results of internal audit
2. Results of external audit
3. Status of corrective or preventive actions
4. Results of contractor performance monitoring
5. Results of the program evaluation(s)
6. Complaints received
7. Appeals received
8. Follow-up actions to previous reviews by management

The outputs of the management review include, as applicable, the following actions:

1. Improvement of the management system;
2. Enhancing the activities of the program; and
3. Resource requirements.

The results of management reviews are recorded and maintained in Quality Management.

20.7. Training Advisory Board

The Training Advisory Board will carry out a comprehensive evaluation of the Training Program at least once a year. The input elements considered for evaluation are stated in the document "TS 5.1.4 Selection and Operation of the Training Advisory Board".

20.7.1. Changes to the Certificate Program

Any technical changes to the certificate program, including updates to this policy document and technical content of the training programs (purpose, scope or learning outcomes), shall be first reviewed and approved by the Training Advisory Board.

Changes to the certificate program may come about due to any of the following:

- Changes in the accreditation standards upon which the certificate program is based
- Changes to the technical content given updates to the standards upon which courses are based
- Improved course delivery methods
- Operational improvements and innovation

ANNEX A - QUALITY OBJECTIVES

#	Objective	Strategic Element	Aspect to be Evaluated	Collection Instrument	Management Index	Goal
1	Ensure that QSI is offering value-added training services in line with new market trends	Customer's Satisfaction	Customer-Based Focus	Detection of Training Needs	Service proposals submitted/ Number of services developed	To be defined
				Request for Training Services	Timely response to training requests	To be defined
			Customer's Feedback based on our training services	Customer's Feedback based on our training services	Customer Satisfaction Surveys	Customer Satisfaction Index
			Timely and efficient handling of customer complaints	Timely and efficient handling of customer complaints	Reporting Complaints (Responsiveness)	# Complaints satisfactorily addressed/ # Total Complaints received
		Innovation	Last trends and tools in educational services	E Learning Platform	# of Platform Training Programs E Learning/# Total Training Programs	To be defined
			Modular based approach to training programs	Curriculum design and content	# of training programs developed of modular type	To be defined
2	To contribute to the development of the Company by training high-performance professionals in the field of worldwide management systems.	Training	People Trained through our different programs	Approved Participants	# Approved participants / # participants enrolled	To be defined
			Review and/or update of the ISO Management Systems Standards	Training activities in terms of updating standards	# of courses in terms of updating / total standards updated	To be defined
			Effectiveness in learning	Reliability of testing methods	Statistical Package for the Social Sciences(SPSS)	To be defined
				Results of the	Group average	To be defined

				examinations applied	Standard deviation Standard measurement error The highest and lowest scores obtained The percentage of candidates who pass. Reliability of the exam.	
		International Positioning	We have developed cooperation agreements with other companies and/or partners around the world.	Established alliances	# of common strategic alliances vs. countries where QSI is present	To be defined
			To have a wide range of training actions	Diversity of training programs	# of training programs developed vs areas	To be defined
3	To generate confidence in our clients through the recognition of international organizations of quality in academic development and the disposition of a staff of instructors of high performance.	Competence of Personal	Instructor Performance	Instructor Evaluations	Actions taken and effectively closed / Actions derived from your evaluations	To be defined
			Have certified instructors with extensive work experience.	Instructor Qualification	# of competent instructors available for each training program	To be defined
		Management system	Conformity of the management system with the ASTM 2659 standard.	Results of External and Internal Audits	# NC detected in audit process	To be defined