NBQP Registration Criteria for QMS Lead Auditor Training Course (ISO 9001:2015)

PROLOGUE

1. National Board of Quality Promotion (NBQP) of Quality Council of India (QCI) has designed this Scheme with a view to reinforcing the auditing skill of auditor in Quality Management System (QMS). The organizations desirous of having QMS audits done in an in-depth manner to ensure accrual of real gains and infuse confidence in imparting preservation and improvement in Quality will be benefited from the audits done by the NBQP registered auditors. This is irrespective of the Lead Auditor's Qualifications (LA qualification) acquired by them on attending 5-day LA Course imparted by many of the recognized Certification Bodies (CBs) and other Training Organizations. However, these LA qualifications are just one-time calibration of a person while the NBQP registration of a person is a continual calibration, which shows progressive improvement in the professional ability of the auditor.

2. The main aim of this Scheme is not to have a ritualistic audit but a futuristic audit, which will enable the organization to chalk out a future plan for continual improvement in the Quality Management System as well as related activities in a sustainable manner. The auditors with NBQP registration will be able to do value addition in tune with the intents and contents of ISO 9001:2015 Quality Management Systems - Requirements.

3. With the introduction of ISO 9001:2015 Quality management systems - Requirements, the auditors need to understand, appreciate and internalize, inter alia the following elements, which are the new cardinal elements in all ISO standards on different management systems, both recently published or in the pipe line for revision.

   a) Context of an organization
   b) Needs and expectations of internal and external interested parties
   c) Risks and opportunities in all QMS related activities.

4. This scheme recognizes the importance of competency of the applicant for the registration, not only as an auditor but also as the implementer of the QMS in his/her profession.

5. This scheme has been so designed that a NBQP registered QMS auditor, need not essentially be qualified as LA in QMS. The LA qualification however is desirable. NBQP will take into consideration their experience and depth of understanding in QMS activities of the applicant.

CONTENTS

Contents

Section – 1: COURSE OBJECTIVES

1.1 Learning Objectives

Learning objectives describe what training participants must be able to do so by the end of this course.

By the end of the course training participants are expected to:

i. Describe the purpose of a quality management system and explain the principles of quality management.

ii. Explain the purpose, content and interrelationship of ISO 9000, ISO 9001, ISO 9004 and ISO 19011.

iii. Interpret the requirements of ISO 9001 in the context of the content of the organisation.

iv. Describe the roles and responsibilities of auditors and lead auditors.

v. Plan and conduct an audit in accordance with ISO 19011

vi. In addition, he should be able to report(suggest) to the organisation areas of improvement in order to take them to next level in line with sections 2 & 4 of Prologue above.

vii. To understand the effectiveness of the causal analysis done by the organisation which leads to the corrective action

viii. He/she should be able to understand the importance of acquiring interpersonal and leadership skills as a lead auditor.

1.2 Enabling Objectives

1.2.1 General

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

1.2.2 Standards

A training participant shall be able to

a) Explain the purpose and intent of the ISO 9000 series of standards, how they relate to each other, and the terminology used in ISO 9000:2015.

b) Able to appreciate the continuing process of development of the ISO 9001 series and ISO 19011.

c) Understand difference between auditable standards and guidance documents.

d) Describe the difference between statutory and regulatory requirements and conformity with ISO standards, and the significance of these terms when conducting audits.

e) Differentiate between the scope of audit and the scope of ISO 9001 and describe the basis on which exclusion of ISO 9001 management system requirements might be permissible.

f) Describe the Quality Management Principles and how they relate to ISO 9001:2015.

g) Explain the concept of process based activities and associated inputs, outputs, controls and resources.

h) Explain the documentation information required by ISO 9001:2015 and the interrelationships between the procedures, risk base assessment and management, quality planning, policy and objectives.

i) Evaluate the differing requirements for documentation in a variety of situations and understand the difference between documents and records.

j) Identify the audit evidence needed to demonstrate conformity to each management system requirement of ISO 9001:2015.

k) Describe how the product realization processes and supporting activities can be evaluated effectively in order to verify the degree of conformity and effectiveness of those activities

l) Evaluate the effectiveness of an entire quality management system, including management processes, customer focus and continual improvement.

1.2.3 Audit process and responsibilities

A training participant shall be able to:

a) Describe the systems of registration, certification/registration and the differing functions of the registration bodies, registrars'/registration bodies, auditor registration bodies, training course approval bodies.

b) Describe the process of certification/registration of an organization's QMS.

c) Describe the requirements of ISO 19011 as applicable to the audit process.

d) Describe the function of first, second and third party audits.

e) The similarities and differences and the varying roles and responsibilities of the auditor, the auditee and the client of the audit in each type of audit.

f) Explain the need for confidentiality during all phases of the audit process.

g) Explain the need for auditors to be sensitive to local customs and to obey any rules and regulations of auditees, especially where issues of health and safety are involved.

h) Describe and undertake the roles and responsibilities of an auditor and of an audit team leader during the audit process.

i) Understand NBQP registration criteria for QMS auditors

j) Understand the NBQP Auditors' Code of Conduct.

1.2.4 Planning the Audit

a) Plan and organize all aspects of pre-audit, audit, including document reviews, in accordance with ISO 19011

b) Explain the importance of scope in relation to

- The scope of registration bodies/registrars
- The structure and content of the auditee's QMS including the concept of application requirements, an audit plan, and the selection of audit team members.

c) Explain the purpose of pre-audit visits and how to evaluate the need for such visits.

d) Determine the pre-audit information required to effectively plan the duration and the resources required to conduct an audit.

e) Produce checklists based on process analysis, the QMS being audited and the relevant requirements from ISO 9001 for use during an audit.

f) Describe the benefits and risks of the use of checklists during audits.

g) Identify considerations for planning an audit of an activity for which there are no documented procedures.

1.2.5 Performing the Audit

a) Perform all aspects of a process audit in accordance with ISO 19011 and understand how process measures, quality objectives and continual improvement would be addressed through such an audit.

b) Manage audit opening and closing meetings and understand the purpose of holding interim meetings with the auditee during the audit in accordance with ISO 19011

c) Demonstrate effective interpersonal skills and interview techniques including an ability to listen and question

d) Take sufficient notes during the process to provide audit evidence of system conformity as well as non-conformity with the audit criteria

e) Explain the risks and benefits of sampling during audits

f) Collect and analyse evidence during the audit, relate specific audit evidence to the appropriate requirements of the standard and the QMS and objectively review the evidence collected.

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

1.2.6 Reporting and Following up the Audit

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

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

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

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

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

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

g) Explain the purpose of ongoing surveillance audits

1.3 Practical Skill Based Activities

The following minimum practical skill based activities must be covered during the course through workshops, Group exercises case studies, auditor role-play etc with the aim of developing interpersonal and leadership skills apart from developing a deeper understanding of the requirement of the standards:

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

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

c) Produce an audit checklist

d) Perform document review

e) Conduct of Opening and Closing Meetings

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

g) Report writing and follow up audit process

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

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

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

Section – 2: COURSE CONTENT

a) The total course time devoted to direct instruction and to assigned team and individual activities shall be at least 40 hours (excluding breaks) out of which at least 50% time shall be allocated for skill based activities and the remaining for theory and also including the written examination.

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

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

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

e) Training aids such as videos that are directly relevant may be used to supplement the training by the instructors. No more than three hours of the total course time may be devoted to non-interactive, passive training aids.

Section – 3: CRITERIA FOR PARTICIPANTS

a) Training Organization should shortlist candidates for registration on the bases of their qualification, experience, awareness/basic knowledge of QMS and related activities.

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

Section – 4: COURSE MATERIAL

1) In the beginning of the course, course provider shall provide to the training participants a description of the course format, training participant responsibilities, how the training participant will be evaluated and the basis for each type of evaluation. The details of these have to be included in the course material.

2) The course shall cover all aspects defined in the Course Objectives

3) Each training participant shall have a copy of the current published version of ISO 9001. Since these standards are licenced, the licenced version must be obtained by Training Organisation for the purpose of imparting training and copies given to participants with water mark or label "For Training Purpose Only"

Section – 5: DELIVERY OF THE COURSE

1) Management System Lead Auditor Training Course could be conducted in any of the following mode –

a) Management System Lead Auditor Training Course could be conducted as 5 consecutive days' classroom mode, with 2 hours of classroom exam (the total duration of the course should not be less than 40 hours) or

b) **Part Time Courses -** 8 non-consecutive days' classroom mode over a maximum of 8 weeks with 2 hours' classroom exam (the total duration of the course should not be less than 40 hours) or

C) **Blended – Classroom and online study –** Course could be conducted in following mode

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

Section – 6: CLASS ROOM MANAGEMENT

1) Class room(s)/ lecture hall with comfortable and ergonomic seating capacity of 20% extra than the enrolled candidates (adequate space for conducting the training, sitting for faculty/observers). Space/arrangements for doing group exercises by participants should be made available.

2) Batch size should not be bigger than 20 and not less than 4 participants. Training participants shall be required to be in attendance for the full duration of the course. Failure to do so shall be reflected in the training participant's continuous and final evaluations.

3) Contemporary training aids (as projectors, white board, markers, flipchart, audio, video facilities etc.) including requisite software.

Section – 7: FACULTY

1) All Instructors shall have the following competence:

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

2) Lead instructor for each course shall be a NBQP or equivalent registered Lead Auditor.

3) Two faculty members must be available in the training area if participants are more than 10 in class room or during any exercise/case study/ group discussion etc.

4) Continuous evaluation of the faculty is also essential. Inputs can be from Participants feedback.

Section – 8: EVALUATION OF THE PARTICIPANTS

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

a) The continual evaluation by the instructors of each training participant's achievement of the learning objectives.

b) A written examination that tests training participants' ability to apply audit principles and practice against the requirements of ISO 9001.

8.1 Continuous Evaluation

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

a) Achievement of the learning objectives

b) Attendance and punctuality during the course

c) Interaction with the faculty

d) The active participation during case studies

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

8.2 Written examination

1) The written examination shall evaluate the training participants' comprehension of the audit process and the application of ISO 9001:2015 and their ability to provide written justification of their evaluations.

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

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

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

4) The question format in the examination shall be based on multiple choice, true/false or short answer questions

5) While setting the paper, the possibility of including some questions requiring long, descriptive answers may be looked into. Also, it should be specified clearly that candidates must restrict their answers in the space provided to them in the answer sheets.

6) The minimum passing grade shall be 70%.

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

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

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

8.3 Grading: Pass/Fail Decisions

1) Each examination paper shall be graded by one of the instructors. Another instructor shall check the addition of the score allocated in each section and re-grade all examination papers with scores between 60 and 70 percent.

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

8.4 Re-examination

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

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

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

4) Re-examination may be allowed at venue or at the training organization's premises in the presence of one of the instructor. Necessity for conduct of re-sit with the regular course may be done away with as it may lead to denial of opportunity in case courses are not conducted or participant is at distance from the venue of the course

Section – 9: CERTIFICATES

Two certificates would be issued to the participants attending the program:

- A certificate of "Participation" would be provided to all the participants attending the program:
  The certificate shall:

a) Clearly state that the course is registered by NBQP
b) Include the NBQP course registration mark
c) Include a unique identification number for each successful certificate
d) Clearly show the name of the course provider
e) Identify the course by course title, including version of the standard covered, course number and dates of presentation of the course
f) Include the name of the training participant
g) State that the training participant named has attended the course
h) Include all information on a single side of the certificate

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

The certificate shall:
a) Clearly state that the course is registered by NBQP
b) Include the NBQP course registration mark
c) Include a unique identification number for each successful certificate
d) Clearly show the name of the course provider
e) Identify the course by course title, course number and dates of presentation of the course
f) Include the name of the training participant
g) State that the training participant named has successfully completed the course
h) Include all information on a single side of the certificate

Section – 10: RECORDS TO BE MAINTAINED BY COURSE PROVIDER

The course provider shall maintain records to demonstrate conformance to the NBQP requirements. The records for each course presentation shall include:

a) Venue, dates, related advertisement and promotional literature

b) Names of instruction team members, with their auditor certification/registration status at the time of that course presentation, trainee instructors and observers.

e) Identification of the sessions conducted by the support tutor.

d) Identification of the specific issue (revision level) of the course documentation used.

e) Identification of the examination paper used

f) Names of all training participants who attended the course, together with the continuous evaluation results and the examination results for each training participant

g) All copies of marked examination papers, continuous evaluation forms and related summaries

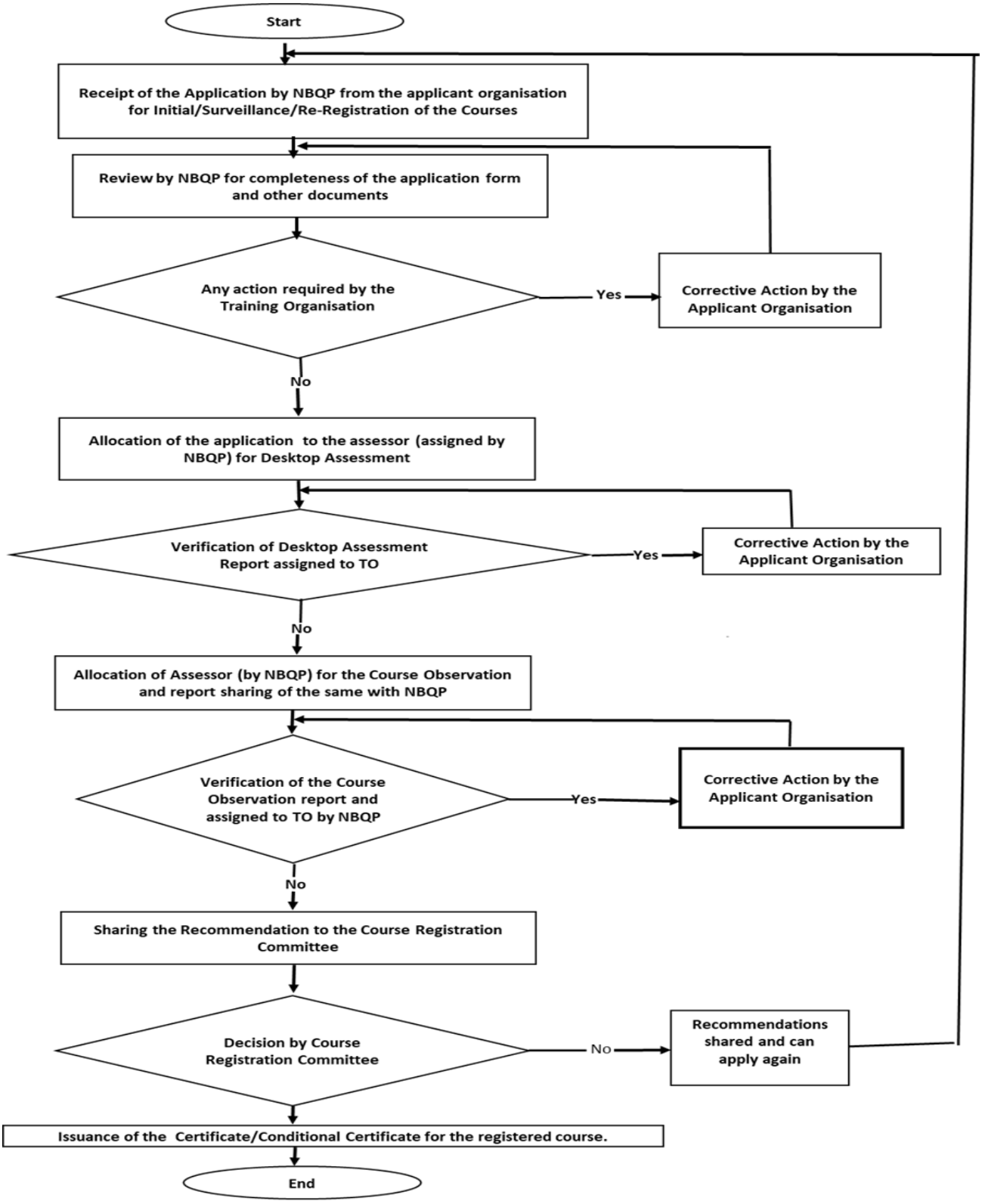
h) The percentage of training participants that successfully completed the course

i) Unique identification number of each certificate of successful completion and the name of the training participant to whom it was issued.

j) Record retention time: 5 Years

*__Note:__ Course provider should have a process of periodically evaluating quality and effectiveness of the courses towards the course objectives and chalk out improvement actions, taking inputs from participants and faculty feedback. They should be able to demonstrate continuous improvements in their courses each year or so.
Inputs may be from feedback of participants, faculty and NBQP audits.
Course provider should maintain relevant records as will be required for carrying out the above activities.

COURSE REGISTRATION PROCESS



Section – 11: ASSESSMENT AND REGISTRATION PROCESS

11.1 APPLICATION PROCESS

Details of the registration criteria and the Application Form are posted on the NBQP/QCI website. Any institution desiring Lead Auditor Training Course (LATC) registration under this criterion should carefully go through the requirements of the criteria, processes and assess their own adequacy and take care of shortfalls, if any, before applying.

Application form is to be filled on https://courseregistration.qci.org.in/

If the payment is made through cheque, a hard copy of the same downloaded application form along with the cheque should be sent to –

The Deputy Director,
National Board for Quality Promotion,
Quality Council of India, Institute of Town Planners India, 6th Floor,
4 A, Mahatma Gandhi Road (Ring Road), New Delhi - 110 002, India
Tel: +91-11-2332-3415, 1274, Ext: 304 | Fax: +91-11-2337-8678 | Cell: +91-9643401667; amit.nbqp@qcin.org

11.2 ASSESSMENT PROCESS

Assessment Process comprises three parts:

1) Initial Assessment -

a) **Application Completeness:** Submitted application shall be reviewed by NBQP secretariat for its completeness. Inadequacies in application (if any) shall be informed to applicant Training Organization. Training Organization should submit complete response within 30 days. Only completed applications will be further processed.

Note 1: If inadequacies are found in the response, the same will be communicated with an additional time of 30 days. If Training Organization fails to submit satisfactory response even after additional time, then the application will be made active only after the approval from competent authority.

Note 2: The inactive period will be for 45 days. The Training Organization may submit satisfactory response in the given time. If the response is not satisfactory then the application will be treated as closed and the Training Organization has to re-apply with full fees.

b) **Desktop and Office Assessment:** NBQP assessor conducts adequacy assessment (application & technical assessments of documents submitted by Training Organization), interaction with each faculty (in house and visiting) /quality manager, concerned administrative staff etc., verification of infrastructure. Observation(s) and NCs (if any) would be communicated by NBQP secretariat. Training Organization should submit complete response within 30 days. Decision regarding provisional registration would be communicated.

Note 3**:** Closure of NCs and observations submitted by Training Organization will be verified by NBQP assessor.

Note 1 & 2 given under (a) will be followed for timelines.

c) **Witness Assessment:** Witness assessment includes, implementation of training quality assurance system, witness of course delivery and trainee's feedback. Assessment report [findings like observation(s) and NCs (if any)] would be reported by NBQP assessors to NBQP secretariat and in turn communicated to Course Provider. Corrective measures shall be submitted by Training Organization within 30 days. Decision regarding grant/denial of registration or provisional registration would be communicated.

Note 4**:** Closure of NCs and observations submitted by Training Organization will be verified by NBQP assessor.

2) Surveillance Assessment (SA) – If there is no change in faculty, course curriculum, quality manual, infrastructure, scope etc. then Training Organization shall pay surveillance fee and inform NBQP for due surveillance, Training Organization need not to submit new application.

If there is any change in faculty, course curriculum, quality manual, infrastructure, modification of scope etc. then new application with updated details and applicable fee shall be submitted and same process as above will be followed.

SA will be conducted with particular emphasis on performance, quality of training delivery, implementation of TQAS, compliance to conditions of registration. One SA to be carried out between 10-12 months from the date of provisional registration and 1st SA.

3) Re-registration – Process will be similar as initial assessment, with particular emphasis on performance, feedback by trainees, continual improvement, TQAS etc. in three years from the date of provisional registration. Re-registration application shall be submitted 3 months prior to Re-registration due date. Re-registration process shall be completed before the expiry of registration to avoid any discontinuation of registration.

11.3 Terms and Conditions

Step 1: Terms & Condition for application for Course Registration

Registration under this criterion will be completed in two phases:

The Training Organization shall inform NBQP the commencement date of the first programme to enable NBQP to arrange the witness assessment by NBQP assessor(s).

The first training programme subsequent to provisional registration will be subjected to office and witness assessment by the assessor(s) deputed by NBQP. Number and Duration of office and witness assessment depend upon the scope of the provisional registration and the nature of training programme.

The office and witness assessment of the first training programme shall be conducted by the assessors deputed by NBQP.

Based on office and witness assessment report, NCs and observation, if any shall be communicated by NBQP secretariat to the Training Organization for action & compliance. Training Organization shall submit evidence-based compliance of NCs and observations at the earliest but not later than 4 weeks. If required additional office and witness assessment may be required for verification of closures. The case then shall be placed now to CRC for granting full/conditional course registration.

Registration period of three years will be counted from the date of approval from CRC. However, this validity period is subject to satisfactory SA.

Step 2: Terms & Conditions to maintain course registration

a) Registration period of three years shall be counted from the date of provisional registration; however, this validity period is subject to satisfactory Surveillance Assessment(s).

b) Training Organization shall submit complete SA/RA application 60 days prior to due date to maintain the registration continuity.

c) Registration shall expire at the end of its validity unless renewal is sought in time.

d) All payments shall be made in advance.

e) Franchising, licensing, subcontracting of NBQP registered programme(s) is NOT permissible.

f) Training Organization shall inform NBQP with a copy of programme just after the programme announcement, name of the training programme, dates, names of faculty, venue, expected number of participants, study material, presentations etc.

g) Training Organization shall submit to NBQP a soft copy of registered participants on the first day of the programme start and a copy of successful candidates with certificate number after the result announcement.

h) Any change in faculty, employment status, curriculum etc. shall be informed to NBQP within 15 days with relevant documents.

i) Training Organization just after registration shall sign the 'Code of Conduct' and send it to NBQP Secretariat.

j) The Training Organization shall maintain relevant records of all trainings conducted including the following in hard or soft format –

i. Name of the training programme, dates, names of faculty, venue, study material, presentations, training photos etc.

ii. List of participants, singed attendance sheet, marks obtained in evaluation, feedback of participants and its analyses by Training Organization.

11.4 SUSPENSION OR CANCELLATION OF COURSE REGISTRATION

NBQP shall suspend or cancel a registration on account of any or more grounds during registration process or after, but not limited, to the following:

a) Non-compliance, violation of the NBQP requirements, conditions of Registration
b) Deviation from facts as stated in application and enclosures
c) Submission of false or misleading information in the application or in subsequent submissions
d) Improper use of NBQP Registration mark.
e) Carrying out changes in faculty members/ course content without NBQP's approval
f) Failure to report any major legal (mandatory compliance) changes
g) Using fraudulent practices by the training organization (Training Organization) in respect of its submission/ interaction with NBQP which would include, but not limited to, deliberate concealment and/or submission of false or misleading information, suppression of information, falsification of records or data, unauthorized use of course registration, and non-reporting of complaints against training institutions to NBQP.
h) Non- payment of applicable fees in time to NBQP.
i) Not submitting SA/RA application in time.
j) Franchising, licensing or subcontracting of course/ programmes
k) Any other condition deemed appropriate by NBQP

11.5 CODE OF CONDUCT

All Training Organizations shall improve the standing of the profession by rigorously observing the Code of Conduct. Failure to do so may result in the suspension or cancellation of course registration.
The Training Organization *undertakes:*

a. To act professionally, accurately and in an unbiased manner.
b. To be truthful, accurate and fair to the assigned work, without any fear or favor.
c. To judiciously use the information provided by or acquired from the applicant and to maintain the confidentiality of information received or acquired in connection with the assignment.
d. To avoid and / or declare any conflict of interest that may affect the work to be carried out.
e. Not to act in a manner detrimental to the reputation of any of the stakeholders including NBQP and the trainee.
f. To co-operate fully in any formal enquiry procedure of NBQP
g. No sharing of the contact details of Trainees with other laboratory/ organization/company.

11.6 COMPLAINTS AND APPEALS

i. The Training Organization shall establish documented procedures for handling and disposal of complaints and appeals within a reasonable time. The documented procedure shall include provision for:

a) Providing information regarding complaint handling process / appeals to all interested parties
b) Acknowledgement of complaints/appeals
c) Complaint analysis/ investigation for redress of complaint/appeals.
d) Communication with the complainant/appellate for satisfactory closure of the complaint/appeal.
e) Involvement of NBQP in unresolved complaints or appeals if any.

ii. The Training Organization shall maintain records of all complaints and appeals and their resolutions including actions taken.

iii. All complaints and appeal to be assessable to NBQP assessment.

11.7 PAYMENT OF FEES

a. The fees are to be paid through online mode, by Demand Draft payable at Delhi or a local Cheque of Delhi in favor of "Quality Council of India".

b. Application fee has to be sent along with the application. Applications not accompanied by the application fee will not be processed further.

c. Any pending fee payments must be made before finalizing the date of assessment.

d. Annual Registration fees shall be paid every year (from the date of provisional registration).

e. No SA, re- registration, issuance of certificate etc. if dues are pending.

f. The fees are not refundable

g. Goods & Service Tax – extra as applicable.

11.8 GOVERNANCE

QCI-NBQP reserves the rights with respect to training modules development, implementation, coordination, management of these Training programmes through Training Organizations. QCI-NBQP will have following functions (but not limited to):

a. Development and Implementation of Training Modules through Training Organizations.

b. Changing/ modifying the criteria/ guidelines/ fee structure.

c. Suspension/cancelling of registration in case of violation of any clause of the criteria.

d. Surprise visits/ extra witness assessments

11.9 CONFIDENTIALITY

a. All information, documents submitted by an applicant to NBQP shall be used by NBQP (including NBQP Assessors and Members of Course Registration Committee) for the purpose of assessment & course registration only. However, the identity of the training organizations would be protected for sensitive information related to business whenever it is called for/ appropriate. In case a Training Organization wants the information to be kept confidential, a communication shall be sent to NBQP citing reasons for the same. NBQP reserves the right to take decision in this regard.

b. Training Organization shall have adequate arrangements consistent with applicable laws to safeguard confidentiality of all information provided by stakeholders.

c. The training organization should maintain confidentiality of their trainees related information like marks, evaluations, question paper, feedback form, answer sheets, personal details etc.

11.10 USE OF QCI/NBQP LOGO

NBQP Logo can be used by Training Organizations, however is restricted only to the training course (s) registered with NBQP and the logo would be provided only by NBQP after a request is placed by the Training Organization specifying their intention for the same.

NBQP symbol (Which comprises of NBQP Logo and the course Registration number issued by NBQP for a particular course) can be used by Training Organizations only at following places:

a) On promotional material and study material stating that the course is registered with NBQP, certificate for successful trainees, and mentioning course registration number.

b) On letter head and visiting cards mentioning that their Course has been registered with NBQP for the specific training.

c) On certificate issued to candidates clearly stating the course registration number.

d) Training Organization should ensure that NBQP logo should not be used to the courses until registered completely with NBQP

e) On suspension, withdrawal, after expiry of course registration validity, the training organization must not use NBQP logo/symbol, else it will attract legal implications.

Fees Structure

Lead Auditor Training Course																
	Initial Registration of course				**First Surveillance**			**Second Surveillance**			**Re-Registration after 3 years**				**Other Information**
Course Name	Application Fees for Course Registration	Office & Desktop Assessment of Course (~)	Witness Assessment of Course (~)	Annual Fees per Year (3 Fees in 3 years for 12 courses per year #1	Office & Desktop Assessment of Course (~)	Witness Assessment of Course (~)	Annual Fees #2	Office & Desktop Assessment of Course (~)	Witness Assessment of Course (~)	Annual Fees #3	Application Fees for Course Registration	Office & Desktop Assessment of Course (~)	Witness Assessment of Course (~)	Annual Fees per Year #	Fees for courses above 12 in a year (Per Course)
QMS	50000	24000	60000	36000	24000	24000	36000	24000	24000	36000	36000	24000	60000	36000	3000

*Note:

(~) To be paid after the assessments

 # To be paid once the communication is received from NBQP that course is registered

Contact Us:

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