

**CRITERIA FOR CERTIFICATION OF  
STAREGISTER CERTIFIED TRAINING COURSES**

<b>Issued By: Quality Manager</b>	<b>Approved By: CEO</b>
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**CERTIFICATION REGULATION OF  
STAREGISTER CERTIFIED TRAINING COURSES**



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## 1 INTRODUCTION

### 1.1 General

- 1.1.1 These criteria have been prepared by STAREGISTER in order to assist Training Organizations wishing to certify their training programs. These criteria specify requirements which must be applied in the management and operation levels of the applicant for Training Organization.
- 1.1.2 A certified training course by STAREGISTER can be provided by Training Organization in different modules/formats like: In class learning, e-learning, distance learning or by any combination of those or other equivalent modules. Appropriate modifications may be necessary for facilitating training to different modules/formats.
- 1.1.3 The Training Organization should operate according to the requirements of ISO 9001 (Quality Management Systems - Requirements) or ISO 29990 (Learning services for non-formal education and training - Basic requirements for service providers) latest version. Although it is not a requirement for compliance to this present regulation STAREGISTER can offer certification services to the above mentioned standards.
- 1.1.4 This regulation is applicable for training organizations offering a course leading to certification of an existing STAREGISTER certification scheme. Each specific STAREGISTER personnel certification scheme describes the applicable competence requirements, including skills and knowledge that should be covered during the course. It is mandatory therefore that the training courses comply with the competence requirements detailed to the respective STAREGISTER regulations, however course providers may demonstrate flexibility incorporating training material, program structure the selection of teaching methods which will be used during the course.
- 1.1.5 The training course provider shall:
- 1.1.5.1 Present the knowledge in such a way that delegates are able to understand it.
  - 1.1.5.2 Encourage in delegates an attitude of self criticism and analysis of their own performance as a means for developing constructive professional skills.
- 1.1.6 Variations to any of these criteria, or regarding any special circumstances, shall be considered for certification upon written submission by the training course provider to STAREGISTER. Any such request shall be submitted immediately upon the reason for the variation request arises. STAREGISTER shall respond in writing. If this variation brings a

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substantial change to the intent of these criteria, STAREGISTER shall seek the approval of the respective STAREGISTER Impartiality Committee before agreeing to it.

- 1.1.7 A course provider cannot be considered certified or cannot maintain his certification, unless he provides certified courses by STAREGISTER, either directly or through his subcontractors, who may be subcontractors by the franchise method, subcontractors who operate relevant under permission, agreement etc, as applicable.
- 1.1.8 All certified course providers by STAREGISTER shall comply with the requirements of this present regulation and shall be imposition to provide documented procedures which will satisfy the relevant criteria and regulations of STAREGISTER.
- 1.1.9 All the information, correspondence and documentation submitted to STAREGISTER by course provider such as the evaluation and surveillance activities will be considered as strictly confidential.
- 1.1.10 STAREGISTER reserves the right to amend these criteria and/or the specific criteria concerning a specific course. Course providers shall adopt these changes in a 3 month period except if determined differently by STAREGISTER.

### 1.2 Definitions

For these criteria, the following definitions apply:

**DOCUMENTATION REVIEW:** The evaluation by the STAREGISTER, of documentary evidence submitted by the training course provider in support of his application.

**VERIFICATION:** the on-site evaluation by STAREGISTER, of the ability of the training course provider to satisfy the requirements of this document and of the required documentation.

**VERIFICATION AUDITOR:** A person who is authorized by STAREGISTER to evaluate the ability of training course provider for their certification.

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## **2 LEARNING OBJECTIVES – SKILLS AND KNOWLEDGE**

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2.1 The learning objectives describe skills and knowledge the delegates shall be able to achieve at the conclusion of the course. Delegates shall demonstrate acceptable progress in all areas required in order to successfully complete the training course and course providers shall demonstrate documented and objective evidence for the evaluation of the delegates.

### 2.2 Skills and Knowledge

This regulation is applicable for training organizations offering a course leading to certification of an existing STAREGISTER certification scheme. Each specific STAREGISTER personnel certification scheme describes the applicable competence requirements, including skills and knowledge that should be covered during the course. It is mandatory therefore that the training courses comply with the competence requirements detailed to the respective STAREGISTER regulations, however course providers may demonstrate flexibility incorporating training material, program structure the selection of teaching methods which will be used during the course.

The training course provider shall moderate delegates expected skills and knowledge to be developed after successful completion of the course, as appropriate. Delegate skills and knowledge targets must be documented.

2.3 The training course provider shall develop more detailed learning objectives, as appropriate.

2.4 Delegate learning objectives shall be quantified and measurable.

## 3 TRAINING METHODS

3.1 Training courses shall encourage participation of delegates. Selected training methods, must service this scope during the training course.

3.2 The training course sections must be directed by instructors, but interaction between instructors and delegates must be encouraged in order for instructors to evaluate student's learning level and for delegates to better understand the course material. Similar arrangements must be considered for distance learning courses.

3.3 The content of each training course must be conducted through participation all delegates in appropriate practices and study cases in order to enhance delegates auditing experiences.

3.4 This training course section may be supported by tutoring in order to enhance theoretical knowledge, e.g. good practice of conducting a meeting, interviewing techniques, etc.

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- 3.5 Training course shall include evaluation methods for each student's attainment of the learning objectives and providing up to date information to them.
- 3.6 Timekeeping, planning and management of the training course are also essential elements in the performance of an audit. Variations from timetable must be managed in such a way in order to ensure that all learning objectives are covered and delegates are informed for any important changes. Instructors shall set the example for delegates and maintain good discipline and timekeeping throughout the course.
- 3.7 Training course providers shall submit design and/or instructor's notes for all training course sections.

These must specify:

- a) The learning objectives for each specific section,
- b) The duration of each specific section,
- c) The nature of activity and the training methods used,
- d) Arrangements for organization, guideline details for instructors and delegates,
- e) The deliverables required from delegates for all practice sections,
- f) Notes, exercises and required equipment.

#### **4 COURSE CONTENT**

- 4.1 The training course shall cover:
- 4.1.1 All aspects defined in clause 2 (Learning Objectives – Skills and Knowledge).
  - 4.1.2 Local requirements, culture, practices or approaches related to course content, as appropriate in any country where the course is presented.

#### **5 COURSE STRUCTURE AND FACILITIES**

- 5.1 Types of training courses
- 5.1.1 STAREGISTER certified training courses provide training for potential STAREGISTER certified professionals in the principles and practices of the professional scope defined by Training Organization in accordance to STAREGISTER personnel certification schemes. These courses



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shall be structured and conducted in such way that each student is subjected to realistic practices and conditions.

- 5.1.2 These training courses may be associated with other national or international standards or equivalent business/market standards of sector schemes, if applicable.
- 5.1.3 STAREGISTER may accept certification of modified training courses as explanatory of the basic training course. These modified courses are considered as basic courses adapted to the specialized needs for specific sectors.
- 5.1.4 All STAREGISTER certified training courses modified for a specific sector scheme, shall clearly declare at the advertising and other promotional material the sector for which they are certified. This requirement is extended to the training course certificates.
- 5.1.5 Certified training courses presented upon submission of relevant fees by delegates shall be open for participation by any applicant, who satisfies the prerequisite requirements and paid the relevant fee. Unjustifiable applicant's rejection may lead in the withdrawal of the certification of the course.
- 5.1.6 On site training courses which are conducted mainly for company's employees, may be attended by other delegates upon the course provider's decision.
- 5.1.7 Proposals for operation of a certified course based on a sector standard may be submitted to STAREGISTER for evaluation.

### 5.2 Duration and Organization

- 5.2.1 The duration for each training course can be varied according to the type of the course.
- 5.2.2 The total course duration should be clearly defined specifying time of examination, meals, breaks and other free time.
- 5.2.3 If authorized by STAREGISTER a course provider may alter a certified course after appropriate justification and/or acceptance of a prerequisite training course.
  - 5.2.3.1 The course provider shall imply a process acceptable by STAREGISTER in order to verify that delegates have the necessary prerequisite knowledge providing evidence of successful completion of a prerequisite training course covering the subjects listed in paragraph 5.2.3 which is certified by STAREGISTER.

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- 5.2.3.2 The date of successful completion of the prerequisite training course, or the date of other means demonstrating the necessary prerequisite knowledge, must be completed within five (5) years prior to commencement of the certified course.
- 5.2.4 The following points must be considered for the calculation of training course duration:
- a) Time starts counted from the presentation of training course introductory materials after delegates' registration. For the total course duration counted time is accepted only the time when the instructor is present in the class.
  - b) Afternoon hours may be included in the total course duration. In this case additional breaks should be considered.
- 5.2.5 Delegates must participate in practice activities for a specified percentage of the training course duration.
- 5.2.6 Each delegate shall be required to actively participate in workshops, case studies and role playing or actual work situations. A defined period of the course duration shall be used for such activities.
- 5.2.7 When delegates participate in actual work situations, only two-thirds of the time spent conducting such training shall be counted towards the total course time. Transit time to and from the training site and any delay time is not counted.
- 5.2.8 Training aids, such as videos, that are directly relevant to the course may be used to supplement the training by the instructors. These may be commercial training videos or videos produced during the course to record and review the performance of delegates.
- 5.2.9 The training course can be presented in a specified time period, unless otherwise authorized by STAREGISTER in writing. When evaluating applications for variance of this requirement STAREGISTER shall take into account the course provider's:
- a) Reasoning for the requested variance,
  - b) Rationale for the requested variance,
  - c) Modified training plan and/or revised course outline,
  - d) Assessment of impact on the learning process.
- 5.2.10 Before the course initiation, all delegates shall be informed in writing about the attendance requirements and other policies (i.e. the usage of mobile phones, pagers, etc it's not

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allowed). At the beginning of the training course, the tutor must remind to the delegates, that usage of above appliances is not allowed and should inform them that incomplete attendance time during of the course will be considered during their continual evaluation and may lead to their failure to comply to training course requirements.

- 5.2.11 All training courses are subjected in the same criteria independently from the country which offered.
- 5.2.12 Training courses offered in country different to provider's country shall be subjected in the surveillance activities by STAREGISTER and selected in the same base as those which are conducted into provider's country. STAREGISTER exams the context of these training courses and the presentation standards remain the same independently of the country for which the course is offered.
- 5.2.13 All training courses offered in foreign language may be subjected in an initial audit in order to verify the effectiveness of the translation and course presentation. These training courses are also subjected in the regular surveillance activities.
- 5.2.14 If the course is provided through translators, the course duration may be increased as required to meet the learning objectives. One translator shall be provided for each instructor who does not speak the language of the students. Training course provider shall establish procedures to cover the selection and usage of translators (including translators for verifying auditors of STAREGISTER during the audit, see § 13.1.16).

### 5.3 Combination of training course models

- 5.3.1 A training course provider may combine two or more models of STAREGISTER certified courses in a larger course. When combining training courses the following must apply:
  - a) The continuous evaluation of delegates shall be completed for each training course model,
  - b) A combination examination may be conducted,
  - c) The certificates shall be issued for each model and/or a certificate may be issued for all models. In this case the certificate shall clearly declare all details about the successful completion of all the models,
  - d) Proposals on the combination of training course models shall be submitted to STAREGISTER for certification prior their implementation. The application shall include an analysis describing the methods, by which each learning objective is succeeded,

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e) Maintenance of records for each training course model.

5.3.2 In order for the applicant to be eligible for certification as STAREGISTER professional, he shall successfully complete a STAREGISTER certified training course. Then a certificate of “successful completion” will be issued (with the logo of STAREGISTER). In the case of failure a certificate of “attendance” will be issued.

#### 5.4 Class Size / Attendance

5.4.1 The number of delegates in each class shall be no greater than twenty (20).

5.4.2 Under justified circumstances, may be granted the right by STAREGISTER to the course provider to conduct a course with more than twenty delegates.

5.4.3 Delegates are required to attend the full duration of the course. Failure to do so shall be reflected in the delegate’s continuous and final evaluations. Absence from more than 5% of the planned duration shall be a cause for failing the course. Justified exceptions must be accepted by STAREGISTER.

#### 5.5 Number of Instructors

5.5.1 Each Training Organization must define the number of instructors, who shall be actively involved in either instruction or evaluation of the delegates for the full duration of the course. At least one of the instructors shall satisfy the requirements of lead instructor, as described in paragraph 7.3. Additional human resources or trainee instructors may be used for specific subjects or activities; however, the instructor(s) should always remain responsible for the entire course.

5.5.2 When activities (e.g. written examination or role playing) involve neither instruction nor delegate evaluation, and do not require the availability of the instructors for provision of explanations, clarifications or counseling, at least one instructor shall be present in the course.

5.5.3 When only one instructor is only present during the whole training course, this instructor shall satisfy the requirements of lead instructor.

#### 5.6 Facilities

5.6.1 STAREGISTER requires that all training courses should be conducted in appropriate facilities. In cases when the training courses are conducted in different establishments, these

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establishments should be evaluated as appropriate using a relevant documented procedure.

- 5.6.2 The course provider shall ensure that suitable facilities are provided for training, including classroom, audio-visual and other training equipment, and facilities for team activities. Especially, appropriate rooms shall be provided for group activities, in order to allow the teams to work without annoyance one from the other or from other external source.
- 5.6.3 The course provider shall encourage delegates to be resident at or near the location of the course facilities, in order to enhance participation in team activities and communication between delegates and instructors outside the structured class setting.

## 6 EVALUATION OF DELEGATES

### 6.1 General

- 6.1.1 The course provider shall assess each delegate's attainment of the learning objectives.
- 6.1.2 Each delegate may be assessed using independent techniques, all of which should be satisfied in order for the delegate to satisfactorily complete the course. Such techniques may include:
- a) A written examination, and
  - b) The continuous evaluation of each delegate's attitude, professional capability, written and oral communication skills, and performance as a team member and in role playing.

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## **6.2 Written Examination**

- 6.2.1 The written examination shall evaluate the delegates' comprehension of the learning objectives.
- 6.2.2 The written examination is performed based on official examinations papers, which are disposed only by certified training course providers.
- 6.2.3 STAREGISTER approved examination papers as well as the examination answers shall be kept under safe and confidential conditions.
- 6.2.4 Before the written examination date the training course provider, must define the number of the official examination paper to be given. This informing period varies from 1 to 2 days before the examination date and depends on the location of the training course. If, for one specific training course there are no approved STAREGISTER official examination papers, then the course provider shall prepare an alternative examination paper which must satisfy the requirements described in paragraph 6.3.2 and agree to the content and the structure with STAREGISTER regulation.
- 6.2.5 STAREGISTER considers as valid all the examination papers of STAREGISTER certified training course certification bodies. The training courses providers, through effective surveillance shall ensure, that will not give opportunities to delegates to copy, communicate between themselves or defraud with any way, during the examination.
- 6.2.6 A certified training course provider may amend STAREGISTER approved examination papers, as described below:
  - 6.2.6.1 Minor changes in the documentation may be performed in order to comply with local linguistic specialties.
  - 6.2.6.2 Changes in the documentation to correctly explain specific concepts, e.g. an implementation for a specific industrial sector. These changes mustn't defy essential changes as to the question as to the answer.
- 6.2.7 The examination shall be designed to be completed in specified time by a delegate who has adequate comprehension of the course content and who has achieved the course learning objectives.
- 6.2.8 The time provided for conducting the examination shall be clearly defined. These time limitations shall be maintained.

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- 6.2.9 The instructor or supervisor/proctor may allow a delegate with a particular disability that adversely affects the delegate's capability to complete the examination in the allowed time or a delegate whose primary language is not the language in which the course is conducted up 50% additional time for conducting the written examination. In this case the delegate may use an appropriate two language dictionary. Any such allowance shall be indicated in the records of the course or of the examination, with supporting reasons.
- 6.2.10 A part of the examination grade shall be based on questions that shall demonstrate the student's ability to analyze audit scenarios and understanding of relative professional requirements.
- 6.2.11 The remainder of the examination grade can be based on other issues (like general knowledge, definitions etc) questions.
- 6.2.12 The reference material allowed to be used by delegates during the examination must be clearly defined.
- 6.2.13 STAREGISTER keeps the right, to specify the way that the examination way be conducted:
- a) by the training course provider or by another designated authority included STAREGISTER ,
  - b) at the conclusion of the training course, or at some later time, but no later than six months after the conclusion of the training course.
- 6.2.14 Copies of examination questions, examination papers, solutions or completed examination papers shall not be supplied to any delegate or any other party (except to STAREGISTER) for any reason without written approval of STAREGISTER.
- 6.2.15 In case that a training course is conducted in different language, either directly or through simultaneous or consequent translation, the following apply:
- a) Certified translation of examination papers and solutions shall be provided in the other language. These translations will be made by training course providers' expenses.
  - b) The STAREGISTER approved examination papers, certified translations and solutions in other languages shall be kept under safe conditions.
  - c) STAREGISTER certified training courses providers may collaborate between themselves for exchange of translated examination papers, if applicable.

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- d) Training course providers shall inform STAREGISTER for the regulations requirements, to certified translations, but STAREGISTER does not require keeping copies of the certified translations.

### **6.3 Continuous Evaluation**

- 6.3.1 Delegate's continuous evaluation, is a STAREGISTER requirement for all certified training course providers.
- 6.3.2 Delegates shall demonstrate, the achievement of all learning objectives (clause 2), to successfully complete the training course. Some of these requirements may be achieved through written examination even though, the training course provider shall control the achievement of defined learning objectives through typical evaluation processes.
- 6.3.3 The continuous evaluation shall be documented and shall:
- 6.3.3.1 Evaluate each delegate's contribution to discussions, questioning of instructors, communication in the class, accurately reporting of situations and effective participation in team activities and in role playing.
  - 6.3.3.2 Evaluate the clarity and technical accuracy of the delegate's written assignments.
  - 6.3.3.3 Evaluate the delegate's personal attributes, skills and professional capabilities.
  - 6.3.3.4 Evaluate the delegate's attitude, manner and suitability as a future professional.
  - 6.3.3.5 Evaluate the student's attendance, punctuality and participation in all class activities.
  - 6.3.3.6 Be evaluated by instructor.
  - 6.3.3.7 Be reviewed by the instructor, who keeps evaluation records for each delegate.
  - 6.3.3.8 Identify delegates who do not appear to understand the course material or do not participate in the class activities. Such delegates shall be informed privately for the instructor's observations and if it is necessity, must be provided to them extra training in addition to typical duration of the training course. This extra training has to be registered in the continuous evaluation form.
  - 6.3.3.9 Be simple, yet effective, in achieving the desired delegate evaluations.
- 6.3.4 Delegates, who fail the continuous evaluation or written examination and re-examination and wish to submit application to STAREGISTER, must attend this course again or attend another certified by STAREGISTER equivalent training course.



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#### **6.4 Grading – Pass / Fail Decisions**

##### **For Non-accredited programs:**

- 6.4.1 The exam papers and relevant documents are sent to STAREGISTER Quality Office by the Training Course Provider
- 6.4.2 The other instructor shall check the accuracy of the score allocated in each section and re-grade as appropriate.
- 6.4.3 The training course provider shall keep documented procedures to resolve any differences in grading and issue of final grades.
- 6.4.4 If the training course is provided through translators, the translators who translate the delegate's written examination answers shall be selected by the course provider in such a way that the course provider is confident that they provide impartial, knowledgeable and accurate translations.

##### **For accredited Program :**

- 6.4.5 The exam papers and relevant documents are sent to STAREGISTER Quality Manager.
- 6.4.6 The staff related to Personnel certification evaluate the exam .
- 6.4.7 If the candidates accomplish the exam and other requirements of STAREGISTER Regulations , certificates will be sent to persons .
- 6.4.8 Grading of tests are defined at the documents "Schemes"

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## **6.5 Re-examination**

- 6.5.1 Delegates who fail the written examination but have successfully completed the training course shall be allowed to take re-examination, under the following conditions:
- a) A new exam paper is sent to Training Provider by STAREGISTER to be applied to the candidate (s)
  - b) This examination must be taken in the guidance of STAREGISTER Regulations.
- 6.5.2 The re-examination shall be taken under the presence of an approved instructor.
- 6.5.3 A candidate who fails the re-examination must attend a full training course again.

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### 7 TRAINING COURSE MANAGEMENT

7.1 Training course providers shall maintain a Quality Management System and provide conformance to ISO 9001 and/or ISO 29990 requirements. Their successful certification against ISO 9001 and/or ISO 29990 satisfies this requirement with the presumption that in the certification field is included the design and provision of training courses. If the training course provider is not certified, is obliged to submit their existing MS to be evaluated by STAREGISTER. In this case the evaluation is performed against the ISO 9001 requirements but it's not leading to certification against the ISO 9001 and/or ISO 29990 standards.

#### 7.2 Course Materials

7.2.1 In all certified by STAREGISTER training courses, each delegate shall be provided with a complete set of course notes to supplement the training program.

7.2.2 The documents included in the course notes shall by themselves illustrate a good organization layout and good document management practices, including document revision level and appropriate page numbering. Announcements, instructions for the operation of group exercises and other course documentation must be documented and controlled appropriately, using the organization's logo, page and paragraphs numbering, document revision level and relevant references.

7.2.3 At the beginning of the training courses a description of course structure accompanied by information relevant to their responsibilities and details for the evaluation methods shall be provided to the delegates.

7.2.4 The set of course notes shall include a table of contents and a cover page that includes the certified course provider's name, course's title, logo and the certification number of STAREGISTER. These same notes shall be also used by course subcontractors. In this case in accordance to course provider procedures the subcontractor's name may be also added.

7.2.5 The notes shall cover all course sessions and shall include all important points of the elements covered during the course. These shall include:

- a) a program which, will describe the context of each training course section with the beginning and ending time,
- b) a summary of successfully completion criteria of the course and the policy applicable in cases of delegate's fail, including the requirement that the re-examination must be

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conducted within the 12 month period by the initial examination. That must be explained to delegates at the beginning of the course,

- c) a sample examination paper if available. In no case copies of typical answers of examination papers may be included in the course material (see §7.2.9).

- 7.2.6 All necessary training aids may be provided to delegates during the course.
- 7.2.7 The maintenance of personal notes during the course is an important skill which must be developed by the delegate. The delegates shall be encouraged to fill the official course notes with their personal notes during the course.
- 7.2.8 In cases when is required by delegates to already have some knowledge, the training course provider shall ensure that all the delegates really possess this knowledge so the general level of teaching is not affected.
- 7.2.9 Course notes may include sample of typical examination questions, provided that these questions are not used in any of the examinations, either during the course or following the course.
- 7.2.10 Each delegate shall have a copy of the relevant tutor notes or books, as appropriate. A copy shall be also available to loan to any delegate who does not have one. Training material can be provided in printed or electronic form.
- 7.2.11 In the completion of each course, the delegates shall be required to fill a training course evaluation form, which must include opportunities for criticism of knowledge, abilities, and attribution of training course instructors, course material provides and training facilities.

### 7.3 Instruction team

- 7.3.1 Training course providers shall have typical procedures for the selection and training of all instructors involved in the presentation of certified by STAREGISTER training courses, in order to ensure the cohesion and the uniformity of training course's presentation.

These procedures shall be covered at least the following activities:

- a) criteria of initial selection,
- b) training in presentation techniques and training course management,
- c) continuing professional improvement,

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- d) management review of instructor's efficiency base on information coming from delegates, complaints, corrective actions etc.
- e) keep records for all above mentioned activities.

- 7.3.2 All instructors shall be certified STAREGISTER professional Trainers.
- 7.3.3 All instructors shall be thoroughly experienced in the principles and practices of tutoring and shall be capable of transferring their knowledge to delegates and enhancing delegates' skills. This experience shall include for each training course presented by an instructor:
- a) participation either as a delegate or as an observer in a complete presentation of this course in order to ensured his familiarization not only with the content, but with the course structure and course ways of presentation,
  - b) participation as support instructor for at least one training course in order to satisfy the management requirements as trained course provider.
- 7.3.4 In addition, the lead instructor shall have been participated as active lead instructor under the supervision by other lead instructor at least in one presentation of a complete training course in order to satisfy the management requirements of that course provider.
- 7.3.5 The lead instructor of each training course shall be certified as STAREGISTER professional. If this is not possible, documented evidence of tutor experience must be provided.
- 7.3.6 In case of the development of a new training course, for which there aren't, previous presentations, the provider shall have documented training evidence provided to instructors before the first course presentation.
- 7.3.7 The instructors are responsible for the total presentation of training course and shall be present during the course. The supported instructor shall conform at least, to the requirements of paragraphs 7.3.1 and 7.3.2 and shall take active part at the presentation of the course.
- 7.3.8 At least one instructor should have current experience in the country and culture in which the course is conducted, if required by course design output. If no instructor does not have such experience, another person who has current knowledge of local requirements, culture and practices shall be included on the instruction team to provide information and advice to the instructors. This adviser shall be present for the full duration of the course, during all

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activities when any instructor is instructing or when there is other interchange between delegate and instructor.

- 7.3.9 The course provider shall have documented procedures to assure that all instructors meet the course provider's qualification requirements and maintain satisfactory performance. These procedures shall include review, at least annually, of each instructor's performance. Records of these reviews shall be maintained by the course provider.

#### 7.4 Administrative procedures

7.4.1 The course provider shall develop and maintain documented procedures for the effective management and presentation of the certified training course. These procedures shall be audited regularly. STAREGISTER maintains the right to not accept procedures which do not ensure that the course presentations will remain acceptable. These procedures shall adopt ISO 9001 and/or ISO 29990 requirements, as it is advisable, and must include the following:

- a) Presentation and management of training course.
- b) Planning and evaluation of training course documentation, including the course material and instructor's notes for each certified training course so that conformity to STAREGISTER current criteria is ensured.
- c) A documented control system for the maintenance and updating of procedures and notes of training course.
- d) Verification process of prerequisite delegates' knowledge for training courses in which such knowledge is required.
- e) Control of training courses including those, presented in the abroad, in a foreign language and/or by subcontractors (where applicable).
- f) The criteria for selection of course instructors, procedures for their initial training and evaluation of their performance, ongoing review of performance, and records of such activities.
- g) Selection and conduction of training courses for instructors, including the annual evaluation of instructor conformance and maintenance of records for such activities.
- h) Management reviews of the training courses and records of appropriate actions.
- i) Records of individual delegates and each course offered, including analysis of course statistics.
- j) Delegates evaluation procedure, including pass / fail decisions.
- k) Conduct of the examination and re-examination, including security and confidentiality of examination questions and answers and marked papers.
- l) Issuance of certificates.
- m) Storage and eventual disposal of marked papers and continuous evaluation records.

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- n) Methods such as statistical techniques used to measure delegate evaluations, instructor and overall course performance.
- o) Notifying to STAREGISTER of significant changes to the course before they are implemented.
- p) Handling and registration of complains and objections.

## 7.5 Management Review

### 7.5.1 The management of the course provider shall:

- a) Review its administrative procedures at least annually and shall maintain records of these reviews for at least three years.
- b) Review the course design and its deliverables at least annually, to gain assurance of the continued suitability and effectiveness of the course content and presentation.

### 7.5.2 Subjects for management reviews shall include:

- a) Actions taken by the last review and actions which emanate from the instructions of STAREGISTER assessment visits, or surveillance or similar cases as it is advisable.
- b) Training course feedback provided by instructor.
- c) Results of training course quality control and relevant audit activities.
- d) Changes in the courses (training courses documentation, instructor notes, course material).
- e) Evaluation of instructor's conformance and training opportunities (continuing professional improvement).
- f) Delegate evaluation analysis for all training courses.
- g) Measurement practices.
- h) Pass / fail rate.
- i) Standards used.
- j) Requirements of STAREGISTER.
- k) Customer complains.
- l) Customer objections.
- m) Opportunities and initiatives for improvement.

7.5.3 Training course provider shall modify, where it is necessary, the training course management and design procedures in order to adopt changes who arise by audits, standards, and criteria of STAREGISTER in order to improve the quality and effectiveness of the content and presentation of his certified training courses, as well as the level of customer's satisfaction.

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7.5.4 STAREGISTER shall be informed in written for significant modification chances at management procedures or training courses content, before their implementation.

## 7.6 Records

7.6.1 The training course provider shall maintain records to demonstrate conformance to the requirements of this STAREGISTER document.

7.6.2 Records or translations of the records shall be maintained in a language agreeable to STAREGISTER.

7.6.3 Records may be in the form of hard copy or electronic media.

7.6.4 These records shall be maintained for at least three years.

7.6.5 These records shall be made available to STAREGISTER.

7.6.6 The records for each course presentation shall include (as applicable):

- a) Venue, dates, related advertisement and promotional literature.
- b) Names of: instruction team members (including substitutions) together with their approval status at the time of the course presentation, trainee instructors, observers.
- c) Identification of the specific issue (revision level) of the course notes used.
- d) The recognition of specific training course documentation issue and examination papers and re-examination used.
- e) Names of all delegates who attended the course, together with the continuous evaluation and examination results for each delegate.
- f) All copies of marked examination papers, continuous evaluation forms and related summaries.
- g) The percentage of delegates that successfully completed the course.
- h) Name of each delegate that took a re-examination, together with the re-examination result for each.
- i) Details for instructors (or other persons) who marked the examination papers.
- j) The identification number for each certificate of successful completion issued and the corresponding delegate's name.

7.6.7 A summary of information concerned all certified training courses, conducted during the six (6) months preceded 30 June and 31 December of each year, shall be submitted in written



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to STAREGISTER until 31 July and 31 January respectively. This information is used by STAREGISTER in conjunction with other relative information.

7.6.8 It constitutes a requirement of STAREGISTER to receive by the training course provider:

- a) a list which will include the full names of delegates who participated in the training course and their certification code submitted within one day after the beginning date of each training course, and
- b) a list including the full names of delegates, their grades and their certification code submitted, within two (2) weeks period from the completion of each training course.

7.6.9 STAREGISTER maintains the right to deny certification to applicants, who present certificates issued by training courses which were not notified to STAREGISTER.

### 7.7 Certificates

7.7.1 A certification of "successful completion" shall be provided to each delegate who has successfully completed both the continuous evaluation and the written examination.

7.7.2 The certificate shall:

- a) Clearly state that the training course is certified by STAREGISTER and must include the STAREGISTER course certification number, the title of course, and the dates of course presentation.
- b) Include the logo of STAREGISTER (see STAREGISTER procedure PC-P170-1 STAREGISTER Certification logo-mark Policy )
- c) Include a unique identification number for each certificate.
- d) Clearly show the name of the training course provider, as it is registered by STAREGISTER.
- e) Include the name of the delegate.
- f) State that the delegate has successfully completed the course.
- g) Include all information on a single side of the certificate.

7.7.3 The certificates of successful completion, for certification purposes only, are valid for a three year period from their issuance date, in order to conform to the training requirements for certification as a STAREGISTER professional.

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7.7.4 “Attendance” certificates may be issued in delegates, who failed in the examination but satisfied the attendance requirements. These shall be clearly distinguished by the successful completion certificates. The content of attendance certificates shall make explicit and state clearly that the delegate has been only attended the training course. These certificates shall be by no means implying successful completion of the course. The logo of STAREGISTER shall not be included in such type of certificates.

7.7.5 Delegates shall be informed by the course provider that certificates of “attendance” will not be accepted by STAREGISTER for certification purposes.

7.7.6 The design and content of the certificate of “successful completion” and the certificate of “attendance” and any changes thereto, shall be approved by STAREGISTER.

**7.8 Complains and Objections**

7.8.1 The course provider shall have documented procedures for handling complaints and objections against its decisions, including provision for corrective and/or preventive action to be taken if required as a result of any complaint or objection. These procedures shall include the potential involvement of STAREGISTER in unresolved complains or objections.

7.8.2 The course provider shall inform all delegates for his right to make a complaint or an objection and shall provide written details of the process for doing so, upon their application.

7.8.3 The course provider shall notify each delegate who makes a complaint or an objection, in writing, of the result and for his right to object against this result to STAREGISTER.

7.8.4 The course provider shall maintain records of all complaints and objections, and of their resolution.

**7.9 Franchising, Licensing or Subcontracting of Courses**

7.9.1 If the course provider permits its certified course to be administered and/or presented by another party, such as a franchisee, licensee or subcontractor, the course provider shall ensure that such a party continually conforms to all requirements of the course provider and of STAREGISTER.

7.9.2 A certified training course provider shall not allow in a department of his organization or in any other organization to present his certified training course on behalf of himself, expect

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of the cases where he maintains responsibility and effective management and presentation control of training course.

- 7.9.3 Each certified training course provider shall provide to STAREGISTER in writing details regarding to his subcontractors, which he authorized to present his certified training course on behalf of himself. These types of notifications shall take place prior to the training course presentation. STAREGISTER maintains the right to withdraw certification of training courses which are conducted by organization for which did not receive relative information prior the course conduct.
- 7.9.4 Any advertising or other promotional material shall clearly state how the party managing or presenting the training course is related with the certified provider. The subcontractors of training course provider, shall not in any way suggest certification by STAREGISTER by advertising or other promotional means, such statement is allowed only in the case where the relation between subcontractor and denominating certified training courses provider clearly declared is in the relative promotion material.
- 7.9.5 STAREGISTER maintain the right to audit third parties which undertake the management or presentation of training courses by certified providers.
- 7.9.6 If a course provider permits the usage of its course material without maintaining control of its management and presentation, the course provider shall ensure that the organization using its materials neither states nor implies that the course is certified by STAREGISTER.

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### 8 APPLICATION

#### 8.1 Submission of application

8.1.1 An application pack, with all necessary information can be obtained free of charge, from the Secretariat of STAREGISTER, following the training course provider expression of interest. Alternatively, all documentation required for submitting an application is available to be downloaded from the STAREGISTER website ([www.staregister.org](http://www.staregister.org)).

8.1.2 Training course provider which applies for certification a training course shall submit his application completing the form (PC.F1000-3 TP\_Application\_Form v.3.)

8.1.3 This application shall be accompanied by the fee described in “Pricelist for training course providers and training courses”

Address of STAREGISTER application office is:

**STAREGISTER**

250 N. Washtenaw Ave., Chicago, IL 60612-2014

Tel: +1-773-577.0984 E-mail: [turkey@staregister.org](mailto:turkey@staregister.org),

Web: [www.staregister.org](http://www.staregister.org), Twitter: @staregister, Facebook: Staregister

8.1.4 All communication and correspondence in support of the application must be submitted in English language or other languages accepted by STAREGISTER (Please consult STAREGISTER Secretariat for accepted languages). Else should be accompanied by certified translations of the originals.

8.1.5 When a certified training course provider requests acceptance of a modified course for the needs of specific industrial sector, the modifications in the documentation must be clearly marked.

8.1.6 Please note that at the application stage payment of the certification fee is required.

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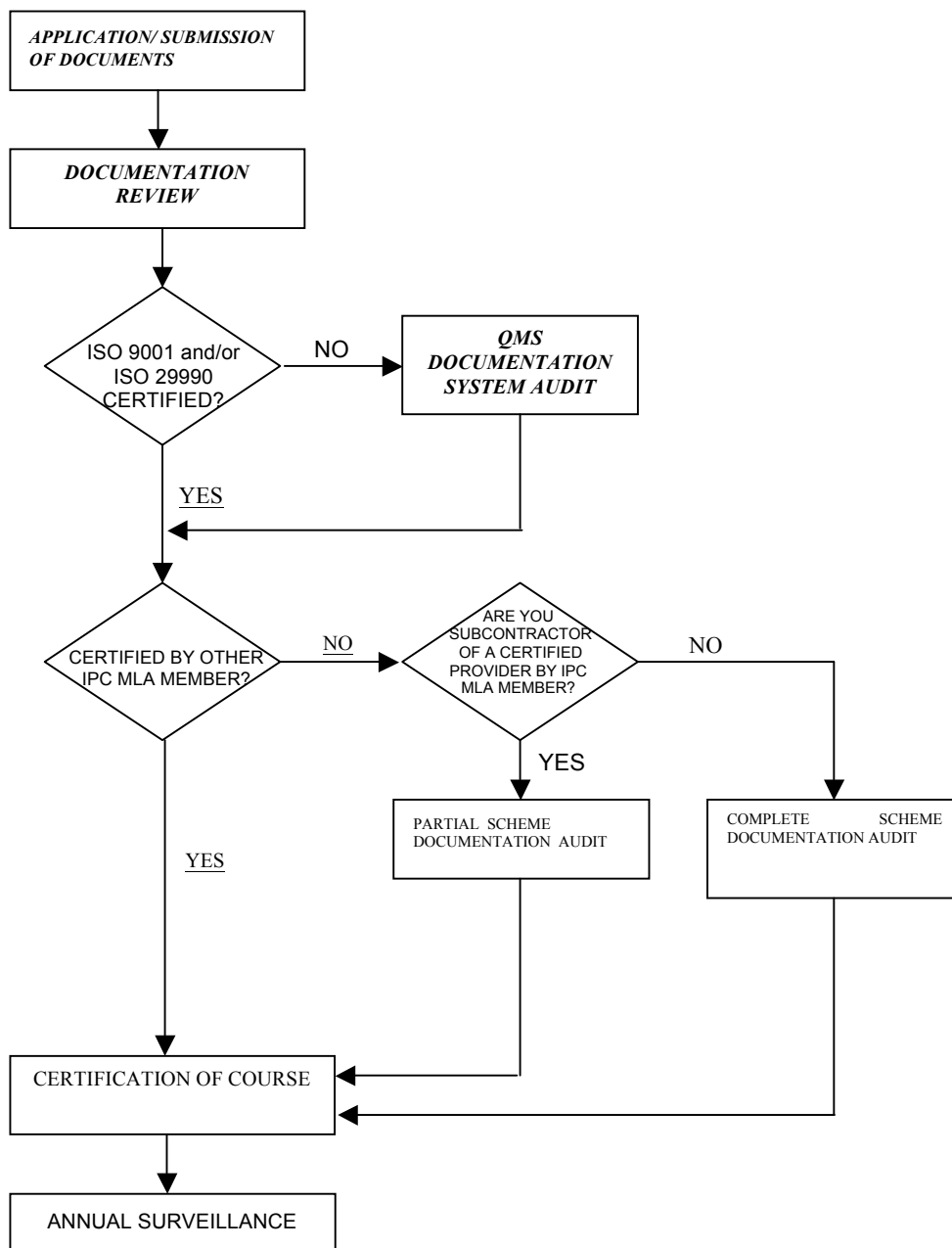
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## 9 EVALUATION OF APPLICATION

### 9.1 Evaluation Process

9.1.1 The evaluation process described in the following flow chart:



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### 9.2 Documentation Review

- 9.2.1 The assessment process includes a review of the documentation submitted by the training course provider in support of his application. This review is intended to determine the training course provider conformance with STAREGISTER requirements.
- 9.2.2 The QMS documentation as well as course material is reviewed by STAREGISTER in order to determine the conformity degree of this documentation to the certification criteria.
- 9.2.3 When STAREGISTER determines that the training course provider's documentation, is acceptable, informs him in writing.
- 9.2.4 When STAREGISTER determines that corrective actions are required, informs the training course provider for such action in writing.
- 9.2.5 When the training courses provider has completed all the necessity corrective actions and submitted the relative evidence STAREGISTER informs the training course provider if the documentation review has been successfully completed.
- 9.2.6 If STAREGISTER based on documentation findings has not confidence on applicants compliance to the requirements of this present regulation, an on-site assessment may be required.

### 9.3 Preparation of on-site assessment (if required)

Following review and acceptance of the documentation, STAREGISTER verification auditors, in collaboration with the Certification Secretariat and training course provider, if required, schedule the on-site assessment of Management System and the training course provision.

### 9.4 On-site assessment (if required)

- 9.4.1 If training courses provider is certified against the ISO 9001 Standard for design and provision of training courses, the verification auditor proceeds directly in the next phase (see paragraph 9.4.2). In the opposite case an on-site assessment of QMS is performed using the checklist F.050-1.
- 9.4.2 The on-site assessment is constituted by two stages:
  - a) Evaluation of QMS course provider regarding to training course provision, and

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### b) Evaluation of training courses.

- 9.4.3 If the training course provider is certified by an organization, member of the MLA of IPC, the above phases 9.4.2 a and b are considered by STAREGISTER as complete and training course certificate is issued.
- 9.4.4 If the training courses provider is subcontractor of a certified training course provider certified by an organization, member of the MLA IPC, then a partial on-site evaluation of administration is conducted (paragraphs 7.3 -7.9 of this regulation) and a training course certificate is issued.
- 9.4.5 The assessment of course providers Management System consist an inseparable part of certification process of training course provider. An assessment of course providers Management System may be considered acceptable for all the training courses which are conducted under common management conventions.
- 9.4.6 STAREGISTER verification auditor shall assess at least a presentation of each training course to be certified and can allocate for this purpose so many days as decided based on paragraph 9.1.2 of this regulation. The verification auditor assesses all course sides and all the delegates' and instructors activities against their conformity with these criteria and against the affective implementation of procedures of training course provider completing checklist at the Application Form STAREGISTER issues (where it is necessary) a sample of examination document, in order to be included (without solutions) in the delegates handbook as well as a copy of running examination document (with solutions) to usage at the initial presentation of training course. In the case of certified training courses modification in order to correspond to specialized needs of specific industrial sectors, only the modified elements are assessed.
- 9.4.6.1 In the closing meeting, the STAREGISTER verification auditor shall complete the evaluation report PC.F2009 Applicant's\_Verification\_Audit\_Report and informs the course provider of the found observations if any. A copy of form is given to the training course provider.
- 9.4.7 When STAREGISTER determines that the training course complies with STAREGISTER requirements, informs him.
- 9.4.8 When STAREGISTER determines that corrective action is required, informs the course provider in writing.

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- 9.4.9 After the course provider has made the necessary corrections and has submitted the appropriate documentation to STAREGISTER then an additional full or partial assessment of a course offering may be required.
- 9.4.10 STAREGISTER may require an additional full or partial audit of the course provider, consequent presentation of course and/or modifications in the course documentation.
- 9.4.11 After receiving of a satisfactory report by the verification auditor, STAREGISTER issues a complete range of examination documents and solutions (if applicable) as well as the certificate for training course certification.
- 9.4.12 The training course provider, which intends to re-apply certification of his training course, when certification was defied, shall submit again an application accompanied by the complete fee.
- 9.4.13 STAREGISTER shall give written notification to any applicant course provider who has failed certification and a new application is required. The course provider may object, or may modify the course and/or its administrative procedures and practices and reapply for assessment.

## 10 CERTIFICATION

### 10.1 Certification Process

- 10.1.1 The final decision on certification is taken by the Certification Officer. This process is performed independently of the evaluation process which is described in the above paragraphs.
- 10.1.2 When STAREGISTER Certification Officer has determined that the course provider's management system and course presentation are acceptable, then the Certification Officer provides written notification of its certification decision to the training course provider.
- 10.1.3 Any modifications in the company structure, the QMS and certified training courses shall be notified to STAREGISTER.
- 10.1.4 Certificates which are issued in delegates who have successfully completed training courses, which will presented before the written confirmation of certification should not declare



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(direct or indirect) that the training course is certified by STAREGISTER. It should not include the logo of STAREGISTER. Upon confirmation of certification by STAREGISTER, the training course provider may submit written application in order to achieve permission for re-issue of certificates declaring that the course is certified by STAREGISTER.

10.1.5 The certification is valid for three years and is renewed every three years after assessment of the following:

- a) Annual satisfactory Management System training courses Audits,
- b) Satisfactory completion of corrective actions,
- c) Payment of all due invoices,
- d) Submission of updated list of instructors to STAREGISTER ,
- e) Maintenance of program of training course,
- f) No violation of STAREGISTER criteria.

## 10.2 Certificates

10.2.1 A certificate will be issued following the initial award of certification.

10.2.2 Certificates include:

- a) Training course provider's name,
- b) Certification expiration date,
- c) Certification code,
- d) Name / logo of STAREGISTER ,
- e) Certification date, and
- f) The title of the training course.

10.2.3 Details concerning certified training courses are entered into the registry of certified training courses.

10.2.4 STAREGISTER systematically updates the electronic records of its registry and prints them upon request. A charge may be applied according to the size and complexity of the registry ordered.

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Doc No: PCR.1000	Issue Date : 09.07.2012
Rev No: 2	Rev Date: 30.09.2015

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## **11 OBLIGATIONS OF CERTIFIED TRAINING COURSE PROVIDERS**

### **11.1 Complaints records of training courses provider**

All certified training courses providers, own to maintain a log for all complaints concerning their professional conduct. The renewal of certification will take into consideration the nature of expressed complaints.

### **11.2 Complaints and Objections**

11.2.1 Certified training course providers and applicants for certification have the right to object to any decision taken by STAREGISTER. STAREGISTER has documented procedures for the consideration of complaints and objections against its certification, re-certification and decisions concerning the withdrawal of certification.

11.2.2 Similarly, complaints made by certified training course providers against STAREGISTER, against other certified training course providers or by an organization for certified course providers, will be considered accordingly to establish STAREGISTER procedures.

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## **12 USE OF CERTIFICATION CREDENTIALS / WITHDRAWAL OF CERTIFICATE**

### **12.1 Use of Certificate**

STAREGISTER applies a documented Regulation PC.R2000 CERTIFICATION REGULATION CRITERIA FOR THE CERTIFICATION OF MANAGEMENT SYSTEMS PROFESSIONALS

### **12.2 Publicity and advertising of training courses**

- 12.2.1 In the case where a training course is advertised or promoted as certified by STAREGISTER, the name of the certified course provider shall be declared clearly in all promotional material, including the title of training course as reported in the STAREGISTER registry of as well as the STAREGISTER certification number.
- 12.2.2 Advertising and other promotional material of training courses shall not declare or suggest that this training course satisfy additional requirements of that specified for certification as STAREGISTER Professional.
- 12.2.3 The promotion / advertisement of any certified training course shall clearly state that successfully completion of this, satisfies portion of STAREGISTER requirements for certification. It will be clearly declared in advertisement or other promotional material that the course satisfies the minimum requirements of training for registration to STAREGISTER registry.
- 12.2.4 When delegates request for information regarding the training course presentations, they shall be informed in written that the certificates of successfully completion are valid only for a three (3) year period for their certification by STAREGISTER.
- 12.2.5 The logo of STAREGISTER, where it is applied, shall be used only in combination with certified training courses. It shall not imply through obscurities or other way that the STAREGISTER certification extended in other training courses or presentations that are not certified. STAREGISTER logo can be used as follows:

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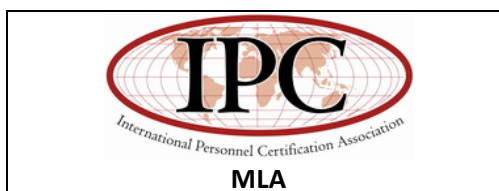
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- 12.2.6 When the training program is covered by an IPC MLA STAREGISTER personnel certification scheme, then the logo of IPC can be used as follows:



- 12.2.7 In the case where has been submitted official application for certification of training course by STAREGISTER, publicity that is related with this course it is possible to include the statement:  
**“Application has been submitted to STAREGISTER, for certification of this training course”.**  
Advertising should not declare that “Certification has been pending”.
- 12.2.8 In the case where the training course is conducted in the provider premises and in the training course fee is included the cost of the hotel facilities this shall be clearly declared in the advertising material of the course provider.
- 12.2.9 The promotion material shall declare clearly if, before the beginning of each training course, it is expected by all delegates to demonstrate any specific knowledge.
- 12.2.10 STAREGISTER may suspend, recall or cancel certification of training courses for anyone from the following reasons, without limited only to them:
- Non payment of certification / surveillance fee.
  - Failure to provide to STAREGISTER a plan with the training course programmed presentations as required for planning surveillances.
  - Failure to provide to STAREGISTER a catalogue of training courses which are presented in every six month period as declared in paragraph 7.6.7.

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- d) Nonconformance which may leads to failure of training course provider to provide training conformance with the STAREGISTER requirements.
- e) Failure to apply satisfactorily corrective actions.
- f) Wrong usage of permissions, certificates, STAREGISTER logo.
- g) Libel of STAREGISTER and IPC schemes.
- h) Exception of a delegate from a certified training course without well-founded reason.
- i) Upon application of training course provider.

12.2.11 Notices of withdrawal of certification are published by STAREGISTER in the relevant registry.

### 13 MAINTENANCE CERTIFICATION

#### 13.1 Maintenance and surveillance

- 13.1.1 Each certified training course provider is subject to one at least annual surveillance assessment by STAREGISTER. This assessment is generally conducted by STAREGISTER office requesting by training course provider to provide appropriate documents and records. In cases of lack of confidence about training course providers compliance to this present regulation an onsite assessment may be scheduled. The costs of this assessment are paid by the training course provider.
- 13.1.2 STAREGISTER may deem more frequent or more extensive surveillance or re-evaluation to be necessary for specific course providers.
- 13.1.3 The number of programmed visits is directly related to the total number of non-compliances. In the cases where specific training courses are realized by other provider, this may result to separate surveillance visits.
- 13.1.4 In the end of each year (December) the Managing Director of STAREGISTER determines the frequency of training courses surveillance for each provider (if required).
- 13.1.5 For organizational scope of the surveillance program, each training course provider shall maintain an updated catalogue including all confirmed presentations of training courses worldwide which shall be provided to STAREGISTER as required. This catalogue shall also include the presentations from subcontractors. In the case where the training course provider has more from one certified training courses shall maintain separate catalogues

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for each training course. Notification of surveillance visits shall be realized beforehand, even if STAREGISTER maintains the right to conduct visits in training courses without preceded relative briefing. Sufficient briefing for surveillance visits (if requested) shall be provided in the training course providers.

- 13.1.6 The following clauses describe the process of conducting an on-site assessment visit (if required).
- 13.1.7 At the beginning of an audit, STAREGISTER verification auditor confirms the audit scope, recognizes the STAREGISTER requirements of documentation structuring the base of audit, reports methods, nonconformity reports usage and the consequent settlements.
- 13.1.8 In the case where STAREGISTER verification auditor observes the training course presentation during the evaluation visit or surveillance, the instructor shall present him to the delegates. Verification auditor informs the delegates for his presence in the training course, e.g. that he won't participate in the training course presentation, he won't comment the delegates' conformance, neither he will be involved in discussions that concern their success or failure to complete the training course.
- 13.1.9 During surveillance, verification auditor observes and evaluates the way that the training course is presented. This does not include only the conformity with STAREGISTER criteria, specialized training course criteria and other relative documentation, but, in addition, is extended in the training course facilities, presentation methods, teaching points, usage of optical aids, course records, etc.
- 13.1.10 At the completion of evaluation, verification auditor realizes a short visit with the training course provider or with the training course instructors and presents a written report, including copies of nonconformities if any.
- 13.1.11 The findings are categorized or as nonconformities or as observations.
- 13.1.12 Upon the Verification Auditor's report, STAREGISTER officially informs the training course provider with required corrective actions.
- 13.1.13 STAREGISTER maintains the right to increase the frequency of surveillances in the case where the training course provider fails to demonstrate satisfactory objective evidence of conformity to STAREGISTER criteria.

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- 13.1.14 In the case where a training course is not considered satisfactory upon a second assessment, STAREGISTER maintains the right to reject the certification. In this case, all examination papers shall be returned to STAREGISTER.
- 13.1.15 Surveillance must be conducted from Verification Auditor speaking a STAREGISTER accepted language. In the case where records, etc are maintained in other language, shall be realized forecast by the training course provider in order to ensured sufficient translation facilities during assessment.
- 13.1.16 In the case where training course is realized in a non-accepted language, STAREGISTER maintains the right to use a local adviser or other person who is considered by STAREGISTER as appropriate, to conduct the assessment or surveillance. The adviser shall be certified Lead Auditor, acquaintance of STAREGISTER procedures.
- 13.1.17 Course surveillances and audits of administrative procedures are planned in such way to ensure that different aspects of the course provider's system are regularly reviewed. Course presentation surveillances are, where relevant, reviewed by different assessors. Over a three-year period all elements of the course provider's system shall be covered in the program of surveillance or re-assessment and the effectiveness of the system verified.

#### **14 CERTIFICATION FEE**

- 14.1 Fee details related to the certification and operation of training course providers are described in the form F.1000-1 ver.8. The required fees may be revised annually.
- 14.2 Fees presented in the relative publication of F.1000-1 are valid for the time period from 1 January until 31 December.
- 14.3 Applications for certification are not been accepted if they are not accompanied by the required fee.
- 14.4 Fees covering assessment and surveillances costs conducted by STAREGISTER shall be paid from the training course provider, before the initiation of such activities.
- 14.5 All payments must be paid before the decision of certification and/or surveillance.

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14.6 The payments for assessment , surveillance and document control are non-refundable .

### 15 RECORDS

STAREGISTER maintains the necessary records to demonstrate conformance to the requirements of this regulation. These records are maintained for a 10 year period.

### 16 CONFIDENTIALITY

All information, correspondence and documentation submitted by course providers or by certified course provides in support of certification activities will be considered as strictly confidential. However, STAREGISTER reserves the right to publish relevant details of each certified course provider in the relevant registry.

#### 16.1 Objections

16.1.1 STAREGISTER applies a documented procedure of objections ( PC.P160 Objections and Complaints)

16.1.2 Each objection in the decisions of STAREGISTER shall be submitted in written form by the training course provider to STAREGISTER.

### 17 LEGAL STATUS

This certification scheme, including the activities that related with the certification of training course providers, suitable for benefit of certified training for professionals, is governed by the Illinois ,USA Law and is subject to the exclusive jurisdiction of the Illinois ,USA Courts.

No.	Date	No. of Amendment pages	Summary of the amendment	Rev. No	Approval
1	30.09.2015	All pages	The document number is changed to PC.R1000 (the union of TQnet and Staregister )	2	CEO
2	30.09.2015	CLAUSE 12	STAREGISTER applies a documented Regulation PC.R2000 CERTIFICATION REGULATION CRITERIA FOR THE CERTIFICATION OF MANAGEMENT SYSTEMS PROFESSIONALS- Doc no is revised	2	CEO



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3	30.09.2015	CLAUSE 14.6	The payments for assessment , surveillance and document control are non-refundable .Added	2	CEO