

<b>CERTIFICATION REGULATION</b>	
<b>CRITERIA FOR CERTIFICATION OF STAREGISTER CERTIFIED TRAINING COURSE PROVIDERS TO ISO 29990</b>	
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**CERTIFICATION REGULATION OF  
STAREGISTER CERTIFIED TRAINING PROVIDERS  
TO ISO 29990**



*[www.staregister.org](http://www.staregister.org)*

**CHICAGO – ATHENS – ST. PETERSBURG – NICOSIA - IZMIR**

<b>Issued by :</b> Technical Committee 1	<b>Approved by:</b> Certification Council
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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 to latest requirements of ISO 29990. These criteria specify requirements which must be applied in the management and operation levels of the applicant Training Organization.
- 1.1.2 A training course provided by a Training Organization certified by STAREGISTER can be offered 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 This regulation specifies requirements; however course providers may demonstrate flexibility incorporating training material, program structure and the selection of teaching methods which will be used during the course.
- 1.1.4 The training course provider shall:
- 1.1.4.1 Present the knowledge in such a way that delegates are able to understand it.
  - 1.1.4.2 Encourage in delegates an attitude of self criticism and analysis of their own performance as a means for developing constructive professional skills.
- 1.1.5 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 substantial change to the intent of these criteria, STAREGISTER shall seek the approval of the respective STAREGISTER Technical Committee before agreeing to it.
- 1.1.6 A course provider cannot be considered certified or cannot maintain his certification, unless he provides courses, either directly or through his subcontractors, who may be subcontractors the franchise method, subcontractors who operate relevant under permission, agreement etc, as applicable.

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- 1.1.7 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.
- 1.1.8 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.
- 1.1.9 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.

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

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

## 2 LEARNING OBJECTIVES – SKILLS AND KNOWLEDGE

- 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.

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## 2.2 Skills and Knowledge

The training course provider shall define 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.

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.

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.

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,

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- 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 Training courses 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 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 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 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.
- 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.

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## 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 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.
- 5.2.4 Delegates may participate in practice activities for a specified percentage of the training course duration.
- 5.2.5 Each delegate may be required to actively participate in workshops, case studies and role playing or actual work situations. A defined period of the course duration may be used for such activities.
- 5.2.6 When delegates participate in actual work situations, transit time to and from the training site and any delay time is not counted.
- 5.2.7 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.
- 5.2.8 The training course can be presented in a specified time period.
- 5.2.9 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. should not be 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

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during their continual evaluation and may lead to their failure to comply to training course requirements.

5.2.10 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 audits the context of these training courses and the presentation standards remain the same independently of the country for which the course is offered.

5.2.11 All training courses offered in foreign language may be subjected in on site audit in order to verify the effectiveness of the translation and course presentation. These training courses are also subjected in the regular surveillance activities.

5.2.12 If the course is provided through translators, the course duration may be increased as required to meet the learning objectives. Training course provider shall establish procedures to cover the selection and usage of translators.

### 5.3 Class Size / Attendance

5.3.1 The maximum acceptable number of delegates in each class shall be defined.

5.3.2 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 the predefined period described in the course specification shall be a cause for failing the course. Justified exceptions may be accepted.

### 5.4 Number of Instructors

5.4.1 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.

5.4.2 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.

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



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## 5.5 Facilities

- 5.5.1 STAREGISTER requires that all training courses should be conducted in appropriate facilities. In cases when the training courses are conducted in different establishments, these establishments should be evaluated as appropriate using a relevant documented procedure.
- 5.5.2 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.
- 5.5.3 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) Written examination,
  - b) Oral examination
  - c) Participation in exercises, case-studies, role playing etc.
  - d) Projects
  - e) Continuous evaluation of each delegate's attitude
  - f) Other.

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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 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.
- 6.2.4 The time provided for conducting the examination shall be clearly defined. These time limitations shall be maintained.
- 6.2.5 The instructor or supervisor 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 provided with 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.
- 6.2.6 The reference material allowed to be used by delegates during the examination must be clearly defined.
- 6.2.7 Copies of examination questions, examination papers, solutions or completed examination papers shall not be supplied to any delegate and shall be kept under secure conditions.

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

- 6.3.1 When the examination is given by the course provider, each examination paper shall be graded by approved instructor (or other technical experts in accordance with documented procedures). The instructor shall grade all the examination papers, indicating mistakes, scores and total of scores.
- 6.3.2 The training course provider shall keep documented procedures to resolve any differences in grading and issue of final grades.

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6.3.3 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.

#### **6.4 Re-examination**

6.4.1 The re-examination shall be conducted according to specified instructions.

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## **7 TRAINING COURSE PROVIDER MANAGEMENT SYSTEM**

- 7.1 Training course providers shall maintain a Management System and provide conformance to ISO 29990 requirements.
- 7.2 Course Materials
- 7.2.1 Required course material should be clearly defined and communicated to candidates.
- 7.2.2 Announcements, instructions for the operation of exercises/case studies etc. 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 All necessary training aids required by course description must be provided to delegates during the course.
- 7.2.5 The maintenance of personal notes during the course is considered as an important skill which must be developed by the delegate. The delegates shall be encouraged to fill the official course material with their personal notes during the course.
- 7.2.6 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.
- 7.2.7 Training material can be provided, if required, in printed or electronic form.

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### 7.3 Instruction team

7.3.1 Training course providers shall have typical procedures for the selection and evaluation of all instructors (tutors) involved in the presentation of 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,
- d) review of instructor's efficiency base on information coming from delegates, complaints, corrective actions e.t.c.
- e) keep records for all above mentioned activities.

7.3.2 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 may 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.

7.3.3 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.

7.3.4 The instructors are responsible for the total presentation of training course and shall be present during the course.

7.3.5 Specialized qualifications and experience may be required for the instructors who are destined to present specialize training courses. These requirements must be defined in addition to these criteria.

7.3.6 The course provider shall have documented procedures to assure that all instructors meet the course provider's qualification requirements and maintain satisfactory

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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 also adopt all ISO 29990 requirements, 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 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.
- n) Methods such as statistical techniques used to measure delegate evaluations, instructor and overall course performance.

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- 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 necessity, its 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 training courses, as well as the level of customer's satisfaction.

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

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## 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 may be in the form of hard copy or electronic media.
- 7.6.3 These records shall be maintained for at least three years.
- 7.6.4 These records shall be made available to STAREGISTER.
- 7.6.5 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,
  - g) Continuous evaluation forms and related summaries (if applicable).
  - g) The percentage of delegates that successfully completed the course.
  - i) Details for instructors (or other persons) including persons who marked the examination papers.
  - j) The identification number for each certificate of successful completion issued and the corresponding delegate's name.

## 7.7 Certificates

- 7.7.1 A certification of "successful completion" may be provided to each delegate who has successfully completed each training course.
- 7.7.2 The certificate shall:
- a) Clearly state the training course and must include the STAREGISTER course provider certification number, the title of course, and the dates of course presentation.



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- b) Include the logo of STAREGISTER (see STAREGISTER procedure P.085 Accurate Certificate Usage).
- 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 “Attendance” certificates may also 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 can also be included in such type of certificates.

7.7.4 The design and content of the certificate of “successful completion” and the certificate of “attendance” and any changes thereto, shall be audited 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.

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 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 with all requirements of the course provider and of STAREGISTER.

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- 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 training course on behalf of himself, expect 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 training course on behalf of himself. STAREGISTER maintains the rights to withdraw certification if training courses are conducted by organization for which did not receive relative information by certified course provider.
- 7.9.4 The subcontractors of training course provider shall not in any way suggest certification by STAREGISTER by advertising or other promotional means.
- 7.9.5 STAREGISTER maintain the right to audit third parties which undertake the management or presentation of training courses by certified providers.

## **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 F.29990-2.
- 8.1.3 This application shall be accompanied by the form F.29990-1, “Pricelist for training course providers”.

Address of STAREGISTER is:

**STAREGISTER**  
13 Olgas Ave,  
Glyfada, Athens,

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GR 165 61, Greece,

Tel: (+30) 210 77.99.707, Fax: (+30) 210 77.99.065,

E-mail: [ceo@staregister.org](mailto:ceo@staregister.org),

Web: [www.staregister.org](http://www.staregister.org), Twitter: [@staregister](https://twitter.com/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 translations of the originals.
- 8.1.5 Please note that at the application stage payment of the certification fee and any applicable transportation costs is required.

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## **9 EVALUATION OF APPLICATION**

### **9.1 Documentation Review**

- 9.1.1 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 and ISO 29990 requirements.
- 9.1.2 The MS documentation as well as course material is reviewed by STAREGISTER in order to determine the conformity degree of this documentation to the certification criteria.
- 9.1.3 When STAREGISTER determines that the training course provider's documentation, is acceptable, informs him in writing.
- 9.1.4 When STAREGISTER determines that corrective actions are required, informs the training course provider for such action in writing.
- 9.1.5 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 Preparation of on-site assessment**

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

### **9.3 On-site assessment**

- 9.3.1 The on-site assessment is constituted by two stages:
- a) Evaluation of MS course provider regarding to training course provision, and
  - b) Evaluation of training courses (sample).
- 9.3.2 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.

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9.3.3 STAREGISTER auditor shall assess management system and a sample of training course and can allocate for this purpose so many days as decided in the following table:

#### ***Audit days calculation for Initial Assessment***

<b>Training Programs Total No</b>	<b>Document Review</b>	<b>On site Office Audit</b>	<b>Exam and/or Course Audit</b>	<b>Audit Days Total(1)</b>
1-5	1	2	1	4
6-10	1	2	2	5
11-20	2	2	3	7
21+	2	2	4+	8+

(1) Audit days number may be reduced or increased, justified per case.

9.3.4 In the closing meeting, the STAREGISTER auditor shall complete the evaluation report F.29990-4 and informs the course provider of the found observations if any. A copy of form F.29990-4 is given to the training course provider.

9.3.5 When STAREGISTER determines that the training course provider complies to STAREGISTER and ISO 29990 requirements, informs him in writing.

9.3.6 When STAREGISTER determines that corrective action is required, informs the course provider in writing.

9.3.7 After the course provider has made the necessary corrections and has submitted the appropriate documentation to STAREGISTER then an additional full or partial assessment may be required depending on the nature of non-conformities.

9.3.8 STAREGISTER may require an additional full or partial audit of the course provider, consequent presentation of course and/or modifications in the MS documentation.

9.3.9 After receiving of a satisfactory report by the auditor, STAREGISTER issues the training course provider certification.

9.3.10 The training course provider, which intends to re-apply certification, when certification was defied, shall submit again an application accompanied by the certification fee.

9.3.11 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.

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## **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 training courses shall be notified to STAREGISTER.
- 10.1.4 Certificates which are issued in delegates who have successfully completed training courses, which will be presented before the written confirmation of certification should not declare (direct or indirect) that the training course provider is certified by STAREGISTER. It should not include the logo of 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 audit,
  - b) Satisfactory completion of corrective actions,
  - c) Payment of all due invoices,
  - 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 issue and expiration date,
  - c) Certification number (code),
  - d) Name / logo of STAREGISTER ,
  - e) Certification date, and

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f) Description of conformance criteria (ISO 29990).

- 10.2.3 Details concerning certified training providers 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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## **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 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.

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

### **12.1 Use of Certificate**

STAREGISTER applies a documented procedure for the right usage of certificates P.085.

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

12.2.1 In the case where a training course provider is advertised or promoted as certified by STAREGISTER, the name of the certified course provider shall be declared clearly in all promotional material, including its certification number (code) as reported in the STAREGISTER registry of as well as in the STAREGISTER certificate.

12.2.2 Advertising and other promotional material of training courses provider shall not declare or suggest that its training course(s) are certified by STAREGISTER.

12.2.3 The logo of STAREGISTER, where it is applied, shall be used only in combination with certified training provider management system. It shall not imply through obscurities or other way that the STAREGISTER certification extended in specific training courses or presentations.



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12.2.4 In the case where has been submitted official application for certification of training course provider by STAREGISTER, publicity that is related with this, it is possible to include the statement:

**“Application has been submitted to STAREGISTER, for certification to ISO 29990”.**

Advertising should not declare that “Certification has been pending”.

12.2.5 STAREGISTER may suspend, recall or cancel certification of training course providers for anyone from the following reasons, without limited only to them:

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

12.2.6 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 visit by STAREGISTER.

13.1.2 To evaluate each course provider’s continuing conformance to all of these criteria and the effective implementation of the course provider’s procedures, STAREGISTER conducts a surveillance audit according to the following table:

**Audit days calculation for Annual Assessment (Surveillance)**

Delegates Total No	On site Office Audit	Exam and/or Course Audit	Audit Days Total(2)
0-500	1	Not required	1

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<b>501-2000</b>	1,5	Not required	1,5
<b>2001-5000</b>	2	Not required	2
<b>5000+</b>	3+	Not required	3+

(2) Audit days number may be reduced or increased, justified per case.

#### ***Audit days calculation for Recertification (every 3 years)***

<b>Delegates Total No</b>	<b>On site Office Audit</b>	<b>Exam and/or Course Audit</b>	<b>Audit Days Total(3)</b>
<b>0-500</b>	1	1	2
<b>501-2000</b>	2	1	3
<b>2001-5000</b>	2	2	4
<b>5000+</b>	2+	3	5+

(3) Audit days number may be reduced or increased, justified per case.

- 13.1.3 STAREGISTER may deem more frequent or more extensive surveillance or re-evaluation to be necessary for specific course providers.
- 13.1.4 The number of programmed visits is directly related to the total number of delegates trained annually. In the cases where specific training courses are realized by other provider, this may be subjected to separate surveillance.
- 13.1.5 The Certification Manager of STAREGISTER determines the frequency of training courses surveillance for each provider, according the table presented in clause 13.1.2.
- 13.1.6 At the beginning of an audit, STAREGISTER 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.
- 13.1.7 In the case where STAREGISTER auditor observes the training course presentation, the instructor shall present him to the delegates. 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.
- 13.1.8 During surveillance, auditor evaluates the conformity with STAREGISTER criteria, and other relative documentation, the training course facilities, course material, availability of optical aids, course records, etc.
- 13.1.9 The findings are categorized or as nonconformities or as observations.

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- 13.1.10 Upon the Auditor's report, STAREGISTER officially informs the training course provider with required corrective actions.
- 13.1.11 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.
- 13.1.12 In the case where a training course provider audit is not considered satisfactory upon a second assessment, STAREGISTER maintains the right to reject the certification.
- 13.1.13 Surveillance must be conducted from 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.
- 13.1.14 In the case where training course is realized in a non-accepted language, STAREGISTER maintains the right to use translator or other person who is considered by STAREGISTER as appropriate, to conduct the assessment or surveillance.
- 13.1.15 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. 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.29990-1. The required fees may be revised annually.
- 14.2 Fees presented in the relative publication of F.29990-1 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 certification fee.

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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.

## 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 (P.070).

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

The certification scheme of Auditors, including the activities that related with the certification of training course providers, suitable for benefit of certified training in auditors, is governed by the USA and/or Hellenic Law and is subject to the exclusive jurisdiction of the USA and/or Hellenic Courts.

## 18 HISTORY OF DOCUMENT

Number of issue / Date	Change
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