



**BELARUSIAN STATE CENTRE FOR ACCREDITATION
REPUBLICAN UNITARY ENTERPRISE**

DP SM 6-03-2017

**ORGANISATION AND CONDUCTION OF TRAINING
COURSES**

Developed by	Accreditation activities management department
Responsible for updating	Methodology and Training Department
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Minsk, 2017

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1 SCOPE OF USE

1.1 This documented procedure (hereinafter referred to as the “procedure”) is a document of the management system of Belarusian State Centre for Accreditation Republican Unitary Enterprise (hereinafter referred to as BSCA) and has been developed to extend section 6 of Quality Manual taking into account the requirements of section 6 of GOST ISO/IEC 17011, IAF MD 20:2016, ILAC G11:07/2006, ILAC-G3:08/2012; and establishes the procedure for the organisation and conduction of training courses.

1.2 The requirements of the Procedure are mandatory for the BSCA personnel, technical experts engaged in the accreditation and involved in the organisation and conduction of training courses.

2 REFERENCES

Herein, references to the following documents are used:

STB ISO 9000 (ISO 9000, IDT) Quality Management Systems. Fundamentals and Vocabulary;

GOST ISO/IEC 17011 (ISO/IEC 17011, IDT) Conformity Assessment. Requirements for Accreditation Bodies Accrediting Conformity Assessment Bodies;

GOST ISO/IEC 17000 (ISO/IEC 17000, IDT) Conformity Assessment. Vocabulary and General Principles;

GOST ISO 19011 (ISO 19011, IDT) Guidelines for auditing management systems;

ISO/TR 10013 ISO/TR 10013 Guidelines for quality management system documentation;

QM Quality Manual of BSCA State Enterprise;

DP SM 9.5 Non-conformity Management and Corrective Actions;

DP SM 9.8 Management review;

DP SM 6-01 Management of the Personnel Involved in the Accreditation Process. Competency Criteria;

DP SM 7 Accreditation Process;

RI SM 7.4 Contract Management;

ILAC-G3:08 Guidelines for Training Courses for Assessors Used by Accreditation Bodies;

ILAC G11:07 ILAC Guidelines on Qualifications and Competence of Assessors and Technical Experts;

IAF MD 20:2016 Generic Competence for Accreditation Bodies Assessors: Application to ISO/IEC 17011.

Note: When using this procedure, current versions of the referenced documents should be used. If the reference documents are replaced (amended), then when using this procedure, one should be guided by the replaced (amended) documents. If the referenced documents are terminated without replacement, then the provisions of the procedure, in which there are references to them, apply to the extent that these references do not affect.

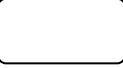

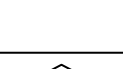
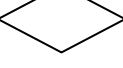



3 TERMS AND DEFINITIONS

This procedure applies the terms with the corresponding definitions specified in STB ISO 9000, GOST ISO/IEC 17000, STB ISO/IEC 17011, ISO/TR 10013.

4 DESIGNATIONS AND ABBREVIATIONS

The following designations and abbreviations apply for this procedure:

BSCA	– Belarusian State Centre for Accreditation Republican Unitary Enterprise;
PF	– hard copy;
DP	– documented procedure;
SH	– stakeholders in the accreditation procedure;
RLA	– regulatory legal act;
AD	– Accreditation Department No. 1, No. 2;
CBAD	– Certification Bodies Accreditation Department;
ITD	– Information Technology Department;

MTD	– Methodology and Training Department;
ICD	– International Cooperation Department;
AMOD	– Accreditation Management Organisation Department;
DELPW	– Department of Economic, Legal and Personnel Work;
Training organiser	– an employee from the Methodology and Training Department;
OI	– operation instruction;
MS	– management system;
TRLA	– technical regulatory legal act;
TRM	– training course module;
TRN	– training;
EM	– electronic format;
IDT	– identical to the International Standard (identical in technical content and structure)
R	– responsible for the function implementation;
TP	– takes part in the function implementation;
C	– informed about the function implementation.
	Start / end of operation
	Document
	Operation stage
	Decision making
	Follow-up revision
	Sequence of operations
	Breaking the process link for its further continuation in another place

5 LIABILITY AND AUTHORITY

Liability and authority on each operation stage of the organisation and conduction of training courses is determined in the flow diagram given in Annex 1.

6 ORGANISATION AND CONDUCTION OF TRAINING COURSES

6.1 General Terms and Conditions

6.1.1 BSCA conducts training courses in the following areas:

- training of the personnel involved in the accreditation;
- training of technical experts on accreditation.
- training courses for accredited entities and accreditation applicants.

6.1.2 In order to ensure the required level of qualification and development of practical skills of accreditation experts and technical experts on accreditation, training courses are designed on a module basis.

The TRN training course *Training of Accreditation Experts, Technical Experts on Accreditation, Accreditation Organisers, and Persons Making Decisions on Accreditation* includes:

- TRM-1: Theoretical Fundamentals of the National Accreditation System of the Republic of Belarus (Introductory Training);
- TRM-2: Assessment Process;
- TRM-3: Assessment Methodology;
- TRM-4: Assessment Criteria (under different fundamental standards in accordance with the scope of activity of BSCA under DP SM 7).

6.1.3 The content of the same training course module programmes varies depending on their purposes, participant categories the training courses are intended for (candidates for accreditation experts, accreditation experts, technical experts on accreditation, etc.) and areas of activity of a participant group.

Training course module programmes can be adjusted in the process of their conduction by the head of the training organisation team.

6.1.4 The duration of each one-day module for the training of accreditation experts is 6 hours. The total duration of all the training course modules for accreditation experts is not less than 36 hours, for technical experts for accreditation 12-18 hours.

6.1.5 Training programmes TRM-2 *Assessment Process*, TRM-3 *Assessment Methodology*, TRM-4 *Assessment Criteria* can be combined and reduced to be conducted within one day for technical experts on accreditation having extensive experience in the field of competency assessment (for example, in the field of certification, other fields of activity of BSCA). In this case, the training course TRM-2-3-4 *Assessment Process, Methodology and Criteria* is held. At the same time, the participants of a one-day training have to take a test on all the modules: TRM-1, TRM-2, TRM-3, TRM-4.

The decision on the reduced programme of a particular training is made by the persons signing the reduced training programme: Director, Deputy Director, Head of the MTD.

At the request of the applicants, the rest of the training course modules can be conducted at any time convenient for participants and in a convenient sequence.

6.1.6 For representatives of third-party organisations, training courses are conducted on a contractual basis according to the procedure described in RI SM 7.4.

6.1.7 BSCA takes into account that at least 2 (two) representatives of different companies have to attend the training, so that the training will not become a consultation of particular companies.

6.2 Requirements for Personnel Involved in the Organisation and Conduction of Training Courses

6.2.1 For the organization and conduction of training courses, the following persons are appointed as:

head of the training organisation team – Head of the MTD;

training organiser – an employee of the MTD;

training managers – BSCA personnel, specialists of third-party companies, individuals.

6.2.2 The head of the training organisation team must know the requirements for the current Procedure and other related procedures of the MS.

6.2.3 The training organiser must know:

the procedure for the organisation and conduction of training courses;

training development stages and forms of the applicable documents;

the procedure to form final labour intensity on the basis of the source data provided by the training managers;

the procedure for working with the financial documents before their submission to the DELPW;

the assessment methodology of training participant satisfaction;

the methodology of training efficiency assessment;

6.2.4 The training manager must:

be an active accreditation expert or a technical expert on accreditation according to the fundamental standard being the subject of the corresponding training, and maintain his/her competency by taking practical assessments at least once a year (refers to the training courses in specific fields of activity of the accredited entities) and by taking specialised courses;

have in-depth knowledge of the document requirements and the procedures of international accreditation organisations (EA, ILAC, IAF), the National Accreditation System of the Republic of Belarus, local regular legal acts of BSCA – for training managers who are not accreditation experts / technical experts on accreditation;

take an external training on the topic included in the programme of the training conducted;

develop and provide the documents defined in clause 6.4.2 hereof to the organiser;

have the skills to organise the work in groups with a wide range of participants, efficiently transfer his/her knowledge to the training participants, have excellent communicative and organisational skills.

6.2.5 The training organiser forms a list of training managers, which is an Annex to the training schedule, under the guidance of the head of the training organisation team. The procedure for setting up a schedule is described in clause 6.5 hereof.

6.3 Requirements for Premises and Supporting Equipment for

6.3.1 The training courses are conducted in the classroom of BSCA or in the rented premises which allow to organise the training in a proper manner:

conveniently located near the public transport routes, hotels, public eating places, and equipped with the desks;

having free access to multiplying and multimedia equipment, water sources, training organiser workplace.

6.3.2 The size of the classrooms is sufficient for seating of training participant working groups.

6.3.3 When the training courses are held in the classroom of BSCA, the conditions should be ensured at which other employees of BSCA will not disturb the work of the training managers and participants. At least the following supporting equipment should be available at the premises for training conduction: a computer, a multimedia projector, a board.

6.4 Procedure for Training Development

6.4.1 The training programme development is done by the heads:

Of the MDT in terms of the BSCA MS, including TRM-1, TRM-2, TRM-3, TRM-5, TRN Internal Audit, TRN The Work of the Council, on Ensuring Fairness, TRN Decision Making Process on Accreditation;

AD No. 1, AD No. 2, CBAD – TRM-4, as well as training courses for SH.

6.4.2 The training programme development includes:

determination of the relevant topic for the training taking into account the requirements of the RLA, TRLA on accreditation, ILAC-G3:08, ILAC G11:07, IAF MD 20 and clause 6.1.3 hereof;

development and approval of the training card (Annex 2);

selection and, if necessary, training of training managers;

preparation of presentations (electronic format) and materials for business games (hard copy) in accordance with the training card programme;

preparation of tests with correct answers (Annex 3);

calculation and documentation of labour intensity according to the procedure adopted in BSCA.

6.4.3 If specialists of third-party companies (individuals) are involved in the training, the cost of their services is recognised in the working hours and is paid in accordance with the contract between BSCA and this third-party company (individual).

6.4.4 Developed and, if necessary, approved documents are provided to the MTD to the training organiser.

6.5 Planning of Training Courses

6.5.1 Planning of training conduction is carried out by setting up a training schedule (hereinafter referred to as the Schedule, Training Schedule) for a quarter. The form of a Schedule is given in Annex 4.

6.5.2 In order to set up a Schedule at the end of the quarter preceding the one being planned, the Heads of the MTD, AD No. 1, AD No. 2, CBAD provide proposals for the training courses to the training organisers (hereinafter referred to as the Organiser), including: training topics (in any form); planned period of training conduction; lists of basic accreditation laboratories/bodies for the practical part of the training (if necessary); lists of potential participants (if possible) who are the target audience of the offered training courses for information emails.

6.5.3 The Organiser sets up a Training Schedule on the basis of the received proposals and the results of the training courses conducted in the previous period. The Head of the MTD (the head of the training organisation team) carries out methodological management of the Training Schedule setting up process.

The Training Schedule is analysed and signed by the Head of the MTD.

6.5.4 Through the System of Interdepartmental Document Flow (SIDDF) the Organiser does the following with the signed Training Schedule:

- submits it to the contractor for approval, review and ensuring the carrying out of the planned events against the entry of review;
- places it on the website of BSCA on the Internet.

6.6 Organisation of Training Courses

6.6.1 On the basis of the approved Training Schedule and the information about the working hours provided by the training managers, the Organiser forms the final project on labour intensity in terms of each training, taking into account the organisational work, conduction of the training and preparation of the training.

6.6.2 Based on the training map and the planned calculation provided by the DELPW, the Organiser forms a training programme and invoice (Annex 6) and adds them to the statement of delivery and acceptance of the services rendered in terms of the training cost.

6.6.3 The training courses are conducted on the basis of the public offer agreement. If necessary (upon the request of the customer), the parties enter into the service contract in a form prescribed by BSCA. Standard form contracts are developed by the DELPW. The training programme and invoice are the price negotiation memorandum and the invoice to the public offer agreement.

6.6.4 The Organiser ensures the placement of the following documents and forms for each training course / training course module on the website of BSCA in the section *Training Courses*:

- public offer agreement;
- programme and invoice (Annex 5);
- statement of delivery and acceptance of the services rendered;
- application for participation in the training course / training course module (Annex 6).

6.6.5 In order to inform the stakeholders about the conduction of this or that training course / training course module, or any other changes, the Organiser ensures the placement of this information on the website of BSCA in the section *News*.

6.6.6 Upon the receipt of the application for participation, the Organiser includes the applicant in the list of potential training participants (hereinafter referred to as the Groups) (Annex 7). In case of additions / changes in the group list before the start of the training, the list is being adjusted.

6.6.7 The training are conducted if the number of the training applicants reaches the required minimum. The decision is made by the head of the training organisation team.

BSCA reserves the right to reschedule the training courses or combine the training courses. The information related to the changes in the Training Schedule is placed on the BSCA website. The companies that have applied for participation in the training are informed according to the contact information provided.

6.7 Conduction of Training Courses

6.7.1 Before the start of the training the Organiser (if necessary, the training manager):

- registers the arrived training participants (Annex 7);
- accepts financial documents provided by the participants;
- gives an introductory test (only for the training course module *Preparation of Accreditation Experts*).

6.7.2 The training is conducted in accordance with the established training programme. If necessary, the content and the scope of the programme can be adjusted by the training manager with the approval of the head of the training organisation team.

6.7.3 Each training includes:

- introductory testing is carried out to assess the entry level of knowledge of the participants (only for the training course module *Preparation of Accreditation Experts*);
- training opening, including the introduction to the training programme content and the organisational information;
- introduction of the training participants to other participants (name, company, position and experience);
- conduction of the training (including theoretical and practical parts: lectures, discussions, group and individual practical exercises, situation (business) games (game rules are displayed on the screen during the presentation);
- analysis of business game results and final testing to assess the efficiency of the training;
- issuance of documents in case of successful test results;
- assessment of training participant satisfaction;
- closure of the training.

6.7.4 The document that confirms the participation in the training is a certificate. The certificate forms are given in Annex 8.

6.7.5 The Organiser registers the certificates in the register, the form of which is given in Annex 9, and assigns registration numbers. The structure of a registration number of a certificate consists of three digits of the serial number of a certificate from the beginning of the year (XXX), acronym of the training position (YY or YYY) and four digits of the current year (ZZZZ).

6.7.6 The Organiser issues the certificates to the training participants against signature in the training certificate register.

6.7.7 The acceptance of the services rendered to conduct training is carried out by signing the statement of the delivery and acceptance by BSCA and the applicant (an individual or a company representing a training participant). The Organiser submits the documents signed to the DELPW.

6.8 Training Efficiency Assessment

6.8.1 The verification of the results of introductory / final tests taken by the training participants is carried out by the Organiser.

6.8.2 Training efficiency assessment is conducted by:

- the Organiser – for the training courses for the accredited entities;
- HR specialist – for the training courses / training course modules for the personnel involved in the accreditation process. After that, they enter the information on the successful completion of the training / training course module in a form in accordance with the requirements of DP SM 6-01.

6.8.3 The efficiency of introductory / final tests for each test taker is expressed as a percentage according to the formula:

$$EP = \frac{NC}{NQ} \cdot 100\%$$

where EP is the efficiency of a participant;

NC is a number of correct answers;

NQ is a number of questions on the test (total).

6.8.4 The final testing: the efficiency of knowledge after the training is determined by e-testing.

6.9 Assessment of Training Participant Satisfaction

6.9.1 Training participant satisfaction is determined by means of a questionnaire according to the form given in Annex 10. A participant has a right to fill in a questionnaire anonymously. The Organiser processes the questionnaires filled in.

If necessary, the form of a questionnaire can be supplemented for specific training courses (for example, the questions on readiness for transition to a new version of a standard and on introduction of changes into the legislation can be added).

6.9.2 Average satisfaction of a participant on the basis of the questionnaire is calculated by the formula:

$$A = S \times I,$$

where S is the satisfaction of a particular training participant with the indicator being assessed;
I is the importance of a particular indicator.

6.9.3 An average score of satisfaction with every indicator being assessed is calculated by the formula:

$$S = \frac{\sum_{i=1}^N S_i}{N}$$

where S_i is the satisfaction with an indicator being assessed for i -participant of a training;

N is a number of training participants who filled in the questionnaire.

6.9.4 The calculation of an overall average score of satisfaction of participants with all the indicators is generally determined by the ratio of the sum of satisfaction scores to the number of participants. The received data are stored in the Organiser's database.

6.9.5 If necessary, upon the request of a higher authority, various reports containing specific indicators relating to the training conduction and participants can be generated.

6.10 Analysis of Training Organisation and Conduction Activities

6.10.1 The analysis of training organisation and conduction activities is performed by the Organiser on the basis of the assessment of knowledge efficiency of the training participants and of assessment of participant satisfaction.

6.10.2 At the same time, if necessary, the training managers pay special attention to the questions which caused difficulties for the majority of the training participants (third part or more training participants have wrong answers).

6.10.3 The information is used for making changes into the training conduction in terms of in-depth coverage of problematic points.

6.10.4 The information based on the analysis results is brought to the Head of the MTD in order to take all the necessary measures (if necessary).

6.10.5 In the light of analysis of satisfaction assessment of the training participants (if an average satisfaction score of a training is less than 3), fundamental changes can be made: the change of the training topic, replacement of the training managers, etc.

6.10.6 The Organiser summarises the received results and the proposals from the participants reflected in the questionnaires and presents them to the Head of the MTD to improve the process of organisation and conduction of the training courses (if necessary) according to the DP MS 9.5, or to inform the head.

6.10.7 Upon the request of the Quality Manager, the information generated from the Accreditation Information System following the training results is included in the source data for MS Analysis to be performed by the management and is considered in the order specified in the DP SM 9.8.

6.11 Conduction of Unscheduled Training Courses

6.11.1 Unscheduled training courses are conducted on the basis of:

- proposals of the BSCA personnel, data received through the feedback left by the training participants;
- decisions of the BSCA management;
- significant changes in the documents of the BSCA MS (for example, the adoption of a new policy in relation to the accreditation subjects);
- proposals of the potential participants;
- changes in the RLA and TRLA on accreditation, in the documents of international accreditation organisations.

6.11.2 The stages of organisation and conduction of the unscheduled training courses are similar to the stages of the planned training courses, established herein. The person responsible for the conduction of the unscheduled training (hereinafter referred to as the Responsible Person) is appointed by the Director of BSCA and is chosen among the heads of the departments of BSCA.

6.11.3 The responsible Person ensures the development of the programme and document forms for situation games, organises the training conduction and does the paperwork. If necessary, upon the request of the Responsible Person, the Head of the MTD provides methodological assistance on organisation and conduction of the unscheduled training.

6.11.4 The certificates are issued to the participants by the Organiser on the basis of the training participant registration list. The Organiser draws up the certificates and registers them in the register according to Annex 9 hereof.

6.12 Financial Document Management

6.12.1 After the training, the Responsible Person submits all the financial documents to the DELPW in accordance with the procedure established in BSCA.

6.12.2 The Organiser takes into account the data on the conduction of the unscheduled training courses when drawing up a report on the company and on the training conduction in accordance with the requirements hereof.

7 RECORD MANAGEMENT

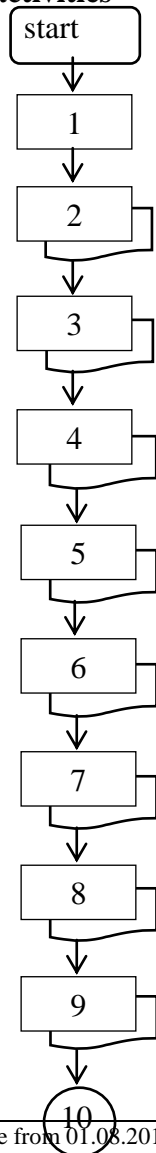
The list of forms on this Procedure with indication of the storage location and term is given in Table 1.

Table 1 Record Management

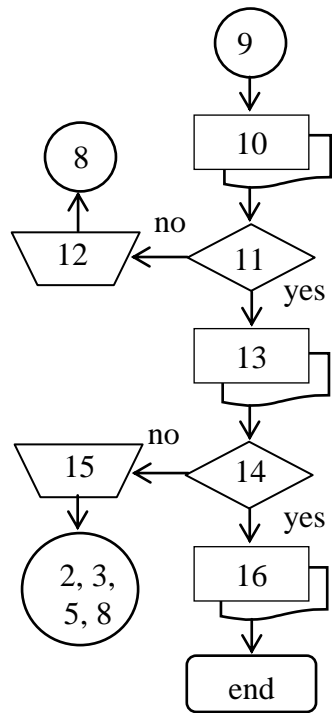
Name, type * of record	Operative storage location of the record	Person responsible for record keeping	Document regulating the record form	Record storage term
1	2	3	4	5
Training Schedule for the current year (PF, EF)	Training organiser workplace	Training organiser (specialist of the MTD is the person responsible for the organisation of the training courses, unless otherwise stated)	Annex 4 DP MS 6-03	According to the file register
Application (PF, EF)	Training organiser workplace	Training organiser (specialist of the MTD is the person responsible for the organisation of the training courses)	Annex 6 DP MS 6-03	According to the file register
Programme and invoice (PF)	-	-	Annex 5 DP MS 6-03	According to the file register
Card of module training courses for accreditation experts (PF)	-	-	Annex 2 DP MS 6-03	According to the file register
Introductory / final test forms	-	-	Electronic format and in hard copy Annex 3 DP MS 6-03	According to the file register
Public offer agreement (EF)	-	-	Form established in the order of BSCA	According to the file register
Statement of delivery and acceptance (PF)	DELPW	Specialist of the DELPW	Form established BSCA (form album)	According to the file register
Training participant registration list (EF, PF)	Training organiser workplace	Training organiser	Annex 7 DP MS 6-03	According to the file register
Certificate (PF)	-	-	Annex 8 DP MS 6-03	According to the file register

1	2	3	4	5
Certificate register (PF)	Training organiser workplace	Training organiser	Annex 9 DP MS 6-03	According to the file register
Training participant satisfaction questionnaire	Training organiser workplace	Training organiser	Electronic format and in hard copy Annex 10 DP MS 6-03	According to the file register
Information on satisfaction assessment	HR specialist workplace	HR specialist (specialist of the AMOD)	Free form	According to the file register
*EF – the document is stored in electronic format; PF – the document is stored in paper form.				

Annex 1
Flow diagram of training organisation and conduction activities



Stage No.	Stage description	R	TP	C	Documents at the stage output
1	Identification of the need in the training development	Heads of the MTD, AD No. 1, AD No. 2, CBAD	Director Deputy Director Head of the MTD Quality Manager BSCA personnel AC	Organiser	-
2	Training development	Head of the MTD	Heads AD No. 1 / AD No. 2 / CBAD Responsible training manager	Heads of the MTD / AD No. 1 / AD No. 2 / CBAD Organiser	Training card (Annex 2) Presentation Tests (Annex 3) Business games Labour Intensity
3	Planning of training courses	Head of the MTD	Heads AD No. 1, AD No. 2, CBAD	Organiser Training Managers	Training Schedule with a list of training managers (Annex 4)
4	Development of the organisational documents and forms for the training	Head of the MTD	Organiser	Organiser	Programme and invoice (Annex 5) Labour Intensity Statement of acceptance and delivery of the services rendered
5	Distribution of the information about the training	Head of the MTD	Head of the ITD	Organiser	Information of the BSCA website
6	Group formation	Head of the MTD	Organiser	Organiser	Application (Annex 7) Offer agreement / bilateral agreement
7	Registration of the training participants	Organiser	Training participants	Organiser	Training participant registration list (Annex 6)
8	Training conduction	Training manager	Training participants	Training manager	Completed introductory / final tests, information in electronic format
9	Issuance of the certificates of participation in the training	Head of the MTD	Organiser	Organiser	Certificates (Annex 8) Certificate register (Annex 9)



Stage No.	Stage description	R	TP	C	Documents at the stage output
10	Training efficiency assessment	Head of the MTD	Organiser Specialist of the AMOD responsible for the personnel	Responsible training manager	Calculation of the results of the completed tests
11	Good efficiency?	Head of the MTD	Organiser Specialist of the AMOD responsible for the personnel	Responsible training manager	Report documents in any form (upon request)
12	Revision of the presentation and test forms, business games for further training courses	Head of the MTD	Organiser	Training manager	Changed presentation, test forms, business games
13	Assessment of training participant satisfaction	Head of the MTD	Organiser	Training manager	Calculation of the satisfaction score in the filled in questionnaires (Annex 10)
14	Is satisfaction at the appropriate level?	Head of the MTD	Organiser	Organiser	Report documents in any form (upon request)
15	Development and implementation of the corrective actions	Head of the MTD	Organiser Head AD No. 1 / AD No. 2 / CBAD Training manager	Head of the MTD	Corrective action plan according to the DP MS 9.5
16	Analysis of training organisation and conduction activities	Head of the MTD	Organiser	Organiser	Report documents in any form (upon request)

Annex 2

Training course / Training Course Module Card Form

APPROVED

Position

signature

printed name

_____, 20__

TRAINING COURSE / TRAINING COURSE MODULE CARD

training course / training course module name

Characteristics of the training / training course module	Information about the characteristics of the training / training course module
1	2
Purpose	
Goal	
Target audience	
Resources	
Duration	
Training programme	
Examination	
Hand-outs	
Confirmation	

Developed by:

position

signature

printed name

date

APPROVED BY
Head of the MTD

signature

printed name

date

Test Form

Introductory / Final Test
on the training course / training course module:

_____ training course / training course module name

Full name	Position and place of employment	Test date	Signature

Choose the right option from the options below:

1

(Question 1)	Correct answer
Option 1	
Option 2	
Option 3	

2

(Question 2)	Correct answer
Option 1	
Option 2	
Option 3	

3

Conclusion	
Correct answers	
Wrong answers	
Efficiency, %	

Annex 4

Training Schedule Form

TRAINING SCHEDULE
(specify the current period)

Item No.	Training name	Training date		
		(month of the calendar year)	(month of the calendar year)	(month of the calendar year)
1	2	3	4	5
Training group topic				

APPROVED BY
Head of the MTD

signature

printed name

date

Annex to the training schedule for 20__
List of the training managers of BSCA

Full name of the training manager	Name of the employer, position	Contact details	Education	Date and place of study, certificate No.	Notes:
1	2	3	4	5	6

Developed by:

_____	_____	_____	_____
Position	Full name	Signature	Date

APPROVED:

_____	_____	_____	_____
Position	Full name	Signature	Date

_____	_____	_____	_____
Position	Full name	Signature	Date

_____	_____	_____	_____
Position	Full name	Signature	Date

_____	_____	_____	_____
Position	Full name	Signature	Date

Annex 5

Form of the Training Course / Training Course Module Programme and Invoice



National Accreditation System of the Republic of Belarus
 Belarusian State Centre for Accreditation
 REPUBLICAN UNITARY ENTERPRISE

TRAINING COURSE / TRAINING COURSE MODULE PROGRAMME AND INVOICE

 training course / training course module name
 (is the invoice* w/o No. dated _____, 20__)

* this invoice is the price negotiation memorandum to the public offer agreement. The service is purchased by the Customer for his/her own use and is rendered only after the transfer of funds under this invoice on a 100% advance payment basis. The invoice is legally binding if transmitted / received through facsimile.

Topic:

Date of the event:

Venue:

Cost of the training for one participant:
 (in figures and words)

Bank and legal details of the Contractor:

6 Velozavodskaya st., 220033 Minsk (BSCA State Enterprise).

Contact tel.:

Settlement account: 3012104662012 with Regional Directorate No. 700 of BPS-Sberbank OJSC in Minsk and Minsk region (80 Masherova st., 220035 Minsk); MFO 153001369; UNP 191318134; tel./fax: 8 017 246 92 52, www.bsca.by; e-mail: bsca@bsca.by

The receipt of payment for the training participation is confirmed by the acceptance of the terms and conditions of the public offer agreement placed on the website www.bsca.by and by the expression of the consent to all the conditions set forth therein	(additional information about BSCA, the signatory of the Agreement on Mutual Recognition of Results of the Accredited Subjects). Contact tel.: 8 017 246 92 10
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------

Time	Issues under consideration	Training manager
1	2	3

_____ position

_____ signature

_____ printed name

Notes:

Column 1 shows the time period in hours and minutes.

Column 2 shows the issues under consideration in the given time period.

The programme and invoice are signed by one of the following heads depending on the training topic: Deputy Director, the Head of the MTD, the AMOD, heads of the BSCA departments, persons responsible for the conduction of the training.

The programme and invoice are signed by one of the following heads depending on the training topic: Deputy Director, the Head of the AMOD, heads of the BSCA departments, persons responsible for the conduction of the training.

Training Application Form

APPLICATION

Application:

Full Name	
Organisation / company name	
Address	
Settlement account	
UNN (UNP)	
OKPO	
Contact phone number (of the participant)	
E-mail	
Fax	

for the following training course(s):

Training name	Planned date of participation
1	2

Head

signature_____
printed namePlease send the applications to the e-mail address: trening@bsca.by or by fax: 8 017 246 92 52.

Notes:

1. In the absence of the desired topic in the training schedule, please state the desired term.
2. The training will be conducted on condition of the required number of participants.

Annex 7

Training Course / Training Course Module Participant Registration Form

Training Course / Training Course Module Participant Registration List

Item No.	Full name	Company name	Department name / (CAB) / position	Contact telephone (for communication)	E-mail	No. and date of the payment order and the signed statement of delivery and acceptance	Signature of the training participant (on the first day of the training)	Signature of the training participant (in the following days of the training...)	
1	2	3	4	5	6	7	8	9
	(Date(s), training course / training course module name)								

Note: If necessary (if the requirements for the information provision about the training participants change), the form of a registration list can be modified or expanded.

Certificate Form (of a training participant)

BELARUSIAN STATE CENTRE FOR ACCREDITATION
REPUBLICAN UNITARY ENTERPRISE**C E R T I F I C A T E**

Registration No. _____

It is hereby certified that

(name, patronymic name, last name)

has successfully completed the course / participated in the training

(training course name)

Theoretical lessons:

..... – (number of) hours*

Practical lessons:

..... – (number of) hours*

The training is developed in accordance with the documents of the international accreditation organisations
EA, ILAC, IAF establishing additional requirements to
ISO/IEC 17011 according to the policy BSCA PL MS 4.6.1

(position)

(signature)

(printed name)

Date of the event:

Venue:

The certificate is issued by BSCA; the signatory is: EA BLA (testing, calibration, product certification, management system, personnel); ILAC MRA (testing and calibration), IAF MLA (product certification, management system, personnel) - Multilateral agreements with the international accreditation organisations.

*The information is provided only for the modules of the training course *Preparation of Accreditation Experts*

Annex 9

Certificate Register Form

Certificate registration number	Full name of the training course/ training course module participant	Signature of the participant
1	2	3
Training course / training course module name, date of the training		

Assessment of Training Participant Satisfaction Form

TRAINING PARTICIPANT SATISFACTION QUESTIONNAIRE

training course name _____

_____, 20____

Information about the training participant (optional)	
Full name	
Name of employer	
Position	

The indicator *Satisfaction* (S) is determined on a 1 to 5 scale:

Score	Interpretation of the satisfaction score
1	Very poor
2	Poor
3	Acceptable
4	Good
5	Excellent

Satisfaction assessment results

Assessment indicator	Satisfaction score (S)	Reason for the decline in score*
Training organisation		
Training programme content		
Training programme implementation		
Ability of the lecturers conducting the training to communicate with the training participants		
Infrastructure		

Please answer the following questions:

1. Your opinion on the quality and price of our services in comparison to other companies

2. What training courses (additionally) are relevant for your company?

3. How did you hear about the training:

- website

- information e-mail

- other (please specify) _____

4. Do you think participation in our training obviates your need in the upgrade of your qualification in this field in other companies? (underline as necessary) YES / NO

* If the satisfaction score is lower than 5 points, please specify the reason for its decline.

If the reason for the decline in the score is not stated, this indicator will not be considered.

Thank you for taking the time to fill in the questionnaire in order to improve the process of the organisation and conduction of the training courses!

Amendment registration sheet

Amendment No.	Amendment enforcement date	No. of amendment notification, date of approval	Amendment item	Signature of the amending person	Printed name of the amending person
1	2	3	4	5	6