



QUALIWORK
BUILDING · KNOWLEDGE · TOGETHER

Training Regulation

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Policy and strategy

Qualiwork aims to be recognized:

- By the value of its **methodologies** for the implementation of effective and high levels of customer and trainee satisfaction
- As a competent organization ensures constant updating of **technical knowledge** of your team, allowing an appreciation and innovation in services and given training
- For the **ability to respond** to the specific requests of each Client
- The motivation and responsibility for their team in relation to the Customer
- As a **certified organization** that works towards the continuous improvement of the effectiveness of the **Quality** Management System
- As a **certified training provider**, ensuring the needs of current and potential customers

Policy and strategy

Qualiwork is certified in the following training

areas:

- 090 - Personal development
- 482 - Informatics from the user's perspective
- 347 - Placement in the organization / company

ISO concepts and standards

Management systems

Methodology of internal audits

GDPR General Regulation of Protection of Personal Data

- 862 – Safety and hygiene at work



Main responsibilities

➤ Trainer

- Respect Qualiwork's vision for the satisfaction of the Trainees and Clients
- To welcome the trainees fulfilling the schedules and program of the formation
- To administer the training action according to the defined program
- To accept the complaints or suggestions of the Trainees
- Ensure the evaluation of the training action by the Trainee



➤ Pedagogical Coordinator

- Make the opening of the training action
- Select and confirm Trainer availability
- Provide clarification regarding the organization and conditions of the action
- To accept the complaints or suggestions of the Trainees
- Promote necessary improvement actions

Main responsibilities

> Head of Training

- Ensure compliance with the training plan and this Regulation
- Confirm the availability of the Pedagogical Coordinator
- Support Quality Management in handling complaints when requested
- Promote improvements



Training conditions

> Disclosure of the Training Plan

QualiWork uses the following tools to publicize its Training Plan:

- Website: www.qualiwork.pt
- E-mail addressed to Clients, Employees and Partners
- Periodical Newsletters: Using the "Training Action Program".

> Subscription

Registration in QualiWork Training Shares is made by completing the "Registration Form", with a minimum advance notice of 3 days, and sent to:

- E-mail: geral@qualiwork.pt
- Qualiwork Av. Columbano Bordalo Pinheiro, 61C, Office 13, 1070-061 Lisboa
- Telephone: 21 726 43 70



Training conditions

Selection Requirements

The methodologies or selection criteria of the trainees are based on:

- Respect for registration deadline
- Completion of registration form
- Compliance with pre-defined requirements for trainings
- Limit of graduates for each action
- Payment, when applicable, following the previously announced regime
- Discontinuation of previous actions when insufficiently justified
- Order of arrival, if the number of participants exceeds the desirable limit



Training conditions

Realization Confirmation

QualiWork confirms the accomplishment of the training action, preferably by e-mail, at least 3 business days in advance. Training may be canceled when the number of participants is insufficient. In the event of cancellation due to reasons attributable to QualiWork and in case of prior payment of the training action, a refund will be made or a statement of credit will be issued to the Trainee in order to attend the next action.

Financial conditions

The values associated with the training and conditions of payment are communicated by QualiWork at the moment of disclosure of the action through the "Training action program".

Training conditions

> Withdrawals

QualiWork accepts any dropouts on the part of the trainees under the following conditions:

- Up to 3 days before the date of the action, there will be no retention of value
- After this term, 20% of the value of the share will be retained for administrative expenses



Any waiver must be communicated to QualiWork in writing and the date of receipt of correspondence is considered for retention purposes, where applicable.

Training conditions

> **Timeline**

The training schedule is an integral part of QualiWork's "Training Action Program". The change in the training schedule during the training can only be done with the acceptance of all the trainees and if the Pedagogical Coordinator considers that the change does not jeopardize the purpose of the trainee.



> **Schedules**

The schedule is defined and communicated in advance by QualiWork at the time the training is announced or at the time it is confirmed. Any changes in schedule during the training will be subject to prior agreement by the trainees.



Training conditions

➤ Training Location

The place of performance of the training is communicated by QualiWork at the time of the training announcement or in the confirmation of the performance of the training. QualiWork will only change the training location in the course of the action if the conditions of the room change, not fulfilling the quality requirements, at the request of the Client or suggestions of the Trainees.



➤ Interruptions and repetitions courses

In case of interruption of some training action due to force majeure of the Trainer, it will be resumed as soon as possible, by the same or another Trainer, without prejudice to the Trainees. When the number of entries or the result of the evaluation of the action warrants it, it may be decided to repeat the action as soon as possible.



Trainee Frequency Conditions

Rights

- Receive teaching support documentation
- Evaluate the training action
- Presenting suggestions or complaints
- Receive the certificate of training frequency, if it fulfills the expected attendance



Obligations

- Attend with attendance and punctuality training action
- Be participatory and contribute to a good group dynamics
- Use the physical and material resources entrusted to it during the training, with due care and care for its good conservation
- Keep mobile phones turned off during sessions



Trainee Frequency Conditions

Assiduity

To obtain the certificate of attendance in the training action, the Trainee must register an attendance rate equal to or greater than 80% of the total number of hours. In case of non-compliance with the attendance fee, the student will not be entitled to the respective certificate.



SIGO Certificate

The professional training certificate issued via SIGO Platform will be issued by QualiWork after confirmation of the minimum attendance rate of the Trainee. In order to issue the SIGO certificate, the Trainee must fill in his personal data in the SIGO Registration and accept QualiWork's Personal Data Privacy Policy published on the website www.qualiwork.pt.



Assessment of Action and Training

➤ Evaluation of Training Action

- All training actions are subject to evaluation by the Trainee using the document "Evaluation of the training action", delivered by the Trainer
- The result of this evaluation is communicated to the Client or the Trainee in the case of individual enrollment



➤ Evaluation of the Impact of Training

- The evaluation of the impact of the training action is ensured by QualiWork with sufficient time for objective and effective analysis, through the evaluation by the Client or Trainee in case of individual registration



Complaints, Claims and Suggestions

➤ Complaints and Claims

QualiWork considers complaints to be a vital mechanism for improving its service. Any Trainee can submit a complaint to QualiWork by using the "Comments and suggestions" field in the "Training action evaluation" template. Alternatively, you can address the complaint to QualiWork in writing (e-mail or letter) within 2 weeks of termination of the training, register it in the Official Grievance Book at QualiWork's office *or by the Electronic Complaint Book Platform (www.livroreclamacoes.pt)*. QualiWork Quality Management will register, process and respond to the complaint independently, which, when necessary, will involve the Head of Training. QualiWork undertakes to respond in writing to the Complainant 1 week after receiving the claim.



Complaints, Claims and Suggestions

Suggestions

All suggestions are welcomed and considered by QualiWork. Any Trainee can submit a suggestion to QualiWork using the "Comments and suggestions" field of the "Training action evaluation" model which will be analyzed and, whenever possible, incorporated into the next actions, aiming at the continuous improvement of the trainees' satisfaction.



Complaints, Claims and Suggestions

Privacy of the Trainees personal data

QualiWork is committed to protecting and respecting the privacy of the holders of personal data.

In the specific case of the Trainees, the personal data are collected for the issuance of the SIGO Certificates of Certified Professional Training and are transmitted to DGERT via DGERT Training Platform, according to the applicable legislation. QualiWork erases the personal data of the Trainees up to 12 months after the training action, or when requested by the Trainee in writing (right to be forgotten).

We are committed to ensuring the confidentiality and integrity of the information we possess and to complying with the personal data protection legislation applicable in Portugal and the European Union, and for this reason, we have put in place adequate technical and organizational safeguards.

Should a breach of security apply, QualiWork is required to report the occurrence and potential impact to the National Supervisory Authority and the Trainee if it is affected by the occurrence.



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