

All agents involved in the training process (including trainees, trainers and pedagogical coordinator) are covered by the content of this Regulation. Participation in training promoted by QualiWork presupposes the knowledge and full acceptance of these Regulations by all who intervene in them.

## PART I FRAMEWORK

### A Introduction



QualiWork's training intervention is essentially to contribute to improving the professional performance of employees in organisations and institutions by offering a quality service in the field of training.

QualiWork develops training projects, focused on responding to the training needs found in a particular organization or institution, at its request, or by the need for further training.

Any quality training process requires measures and instruments of standardization and control that ensure excellent performances and corrections of possible deviations from the strategic objectives initially planned.

This document, - QualiWork's Formative Activity Regulation is designed to standardize the formative activity carried out aiming at the proper functioning of the training. The Regulation aims to:

- Inform about the structure and operation of QualiWork training courses
- Lay down rules of operation in terms of the rights and duties of training actors.
- To boost a continuous and permanent process of personal and professional development and improvement of skills and functional capacities of professionals in the areas of training provided by the.

The Regulation applies to the formative initiatives promoted by QualiWork.

Where amendments to this Regulation are made, a new version of this Regulation shall be originated, which must be approved.

### B Identity



Social Denomination: **QualiWork**

Trade Name: QualiWork - serviços de gestão e formação em qualidade, Lda.

Address of the headquarters: Av. Columbano Bordalo Pinheiro 61C 1ºEscritório 13, 1070-061, Campolide Lisboa

Contacts: (+351) 217 264 370

General email: geral@qualiwork.pt

Email Training Manager /Pedagogical Coordinator:

pedro.santana@qualiwork.pt

Site: www.qualiwork.pt

Number of contributor: 506483282

Beginning of activity: 2003



## C Formative Activity



Formative activity is a complement to the consulting services provided by QualiWork in the implementation of integrated management systems solutions, based on the general and specific normative references of each sector of activity.

QualiWork is certified at ISO9001 under: Consulting, training, and auditing standards within national and international reference to Public and Private Entities (Quality, ISO 20000 Service Management, Information Security, Environment, Research and Development Innovation RDI, Security at Work, Food Safety Management Training DGERT), Consulting process mapping.

QualiWork is certified by DGERT in the following training areas:

- 090 - Personal development
- 482 - Computers from the user's point of view
- 347 - Framework in the organization/company covering:
  - ISO concepts and standards
  - Management systems
  - Internal Audit Methodology
  - General Regulation for the Protection of Personal Data
- 862 - Safety

The entire formative offer of QualiWork follows the modality of training: Other continuous training actions not inserted in the CNQ and in person.

QualiWork develops:

- a) **Training Entities** to meet the needs of business or institutional customers through customized and tailor-made solutions.
- (b) **Planned training**, addressed to individual external participants.

## D Formative Activity Functions



Within the scope of the formative activity, the following functions were defined:

### **QUALIWORK DIRECTION**

Function: Define the strategy, quality policy, training offer and pedagogical requirement for QualiWork.

### **TRAINING MANAGER / PEDAGOGICAL COORDINATOR**

Function: Plan, organize and control the training processes and teams affected according to the Training Program and the strategic lines defined by it Direction.

### **TRAINING ASSISTANT**

Function: Support the formative activity in the operational requirements, making the management of registrations, document management and assisting trainers and trainees. Support training actions in administrative tasks.

### **TRAINER**

Function: Develop and carry out a training action, through the establishment of a pedagogical relationship with the trainees that favors the acquisition of knowledge and skills, as well as the development of attitudes and forms of behavior, appropriate to professional performance. The trainer shall bring together the updated technical field of the area of training in which he is an expert, the mastery of pedagogical methods and techniques appropriate to the type and level of training that develops, as well as skills in the area of



communication that provide an environment that facilitates the learning process.  
Customers and/or Trainees may consult the description of functions detailed in the Quality Manual of The Formative Activity.

## PART II - TERMS AND CONDITIONS

### 1 Duration



The duration of the courses is stipulated according to the framework of the training action, the specific needs of the Entity and the objectives of the same.

The training actions range from 2 to 16 hours being exposed in the programmatic content of each action.

### 2 Target



The courses are directed to management staff, business managers, and employees of an organization according to the nature of the action.

However, it is generally addressed to all professionals who work in the economy who want to develop skills in Management Systems.

Qualifications or professional profile are recommended and not mandatory and will be fixed and disclosed specifically for each type of training action according to the scientific and pedagogical characteristics of the course, or the recommended entry profile for the action in question.

The Entities training is adapted to the qualifications of the trainees according to the requirements survey carried out.

### 3 Quantitative Limitations



The number of participants in the training actions is subject to quantitative limitations, with the maximum and minimum number provided for in the Training Program, and another type of limitation may be imposed according to the specific situation of each action. As a rule, the number of participants varies between 6 and 30 trainees. There are, however, symposia that may have a higher number of trainees,

The actions will be filled according to the order of arrival of the pre-registrations on the QualiWork website or by group registration for the Entities formations.

Public training actions with less than 6 pre-registrations will be cancelled.

### 4 Trainees registration and selection

#### Entity Training

Trainees' selection is made by the Contracting Entity, and the registration is ensured by the completion by the entity of the Group Registration model according to the requirements and conditions stipulated in the proposed services awarded.





## Planned training

The trainees pre-register (presentation of the intention to the frequency of one or more courses), through their own form available on the QualiWork website or through a contact established directly by email.

In the selection of trainees is respected the order of arrival of the pre-registrations; complete the registration form and respect for the registration deadline.

Once the availability of the vacancy is verified, the final registration is carried out by completing the Registration Register through the electronic form sent by email where the trainee must accept the content of the Regulation of Training Activity and the Privacy Policy of QualiWork, meaning that he became aware of the respective contents.

The final registration is subject to payment of an amount to be made in the respective act, and the amounts to be paid are fixed in the program of the action.

After the verification of the payment the graduate receives the training contract that establishes the official relationship of the action.

In the case of a training action that does not presuppose its conclusion with use, namely conference, seminar, symposium, Workshop or similar, no training contract is celebrated.

## **5** Dropouts and cancellations



## Entity Training

The Contracting Entity of QualiWork's training services will have to ensure the minimum number of participants and there will be no right to reimbursement of the amount paid for any withdrawal during training.

The Contracting Entity may reschedule the training action at least 5 working days in advance.

## Planned training

QualiWork confirms the training, preferably by e-mail, at least 3 working days in advance. Training may be cancelled when the number of participants is insufficient.

In the event of the cancellation of a training action, QualiWork undertakes to contact, as soon as possible, all pre-registered persons making known to them this fact and the causes that originated it, informing them, if applicable, of the new date of course.

In the case of cancellation for reasons attributable to QualiWork and if prior payment of the training action is made its return or issued a credit statement to the Trainee that allows to attend the next action.

Any withdrawals shall be communicated to QualiWork in writing, and this communication shall contain the reason(s) that were at its origin. The date of retention of the value shall be deemed to be the date of receipt of the correspondence shall be deemed for the purposes of withholding the value.

In case of withdrawal up to 3 days before the start of the training action, the amount will be returned in full.



## 6 Operation



After this period, 20% of the share value will be retained for administrative expenses.

The place of training is communicated by QualiWork at the time of dissemination of the training or in the confirmation of the training. QualiWork will only change the training location during the action if the conditions of the room change, not meeting the desired quality requirements, at the request of the Entity or suggestion of the Trainees.

In advance, all participants receive all information regarding the place of training, how to get to and where to go, among other relevant elements for the first day of training.

The start of training actions should be achieved up to 10 minutes after the set time, regardless of the number of trainees present in the room. The break interval should last from 10 to 15 minutes for each period of 3 to 4 hours of training, and the interval for meals (lunch), during working hours, takes place for one hour.

Any schedule changes during the training will be subject to unanimous agreement by the Trainees.

If there is an interruption of any training action due to force greater force of the Trainer, it will be resumed as soon as possible, by the same or another Trainer, without prejudice to the Trainees.

## 7 Insurance



The trainee will be covered by personal accident insurance during the duration of the training, and this insurance is provided by QualiWork. for trainees enrolled in planned training actions.

In the case of trainees of the Entity Training actions, the insurance is the responsibility of the contracting Entity.

## 8 The siduity



The frequency of training is mandatory in the form of a face-to-face scheme or online regime on a platform to be designated.

The absence of the trainee during the normal training period delimited in the schedule of action is understood as a lack, being verified through the registration on the attendance sheet(s) of each training session.

As the courses are short-term, it is necessary to attend 100% of the workload of the respective course.

### **Entity Training**

QualiWork informs the contact person in the Contracting Entity about the attendance of the participants, and the entity is responsible for monitoring the justification and eventually hiring additional training to compensate for the lack.



## 9 Knowledge evaluation



### Planned training

Absences must be justified up to 5 working days after the date of their absence. Unjustified faults will be considered for desists.

The justification and compensation of any misconduct must be requested in writing and are subject to the approval of the Pedagogical Coordinator;

Justified or planned absences may be compensated by scheduling the day(s) of absence in a new training action of the same nature according to the planned action schedule and within the maximum period of 180 calendar days or can be considered forfeit, with the retention of 25% of the Value.

The absences given for reasons which are relevant or motivated by facts not attributable to the trainee shall be considered justified, in particular:

- (a) Accident;
- (b) court appearance;
- (c) urgent consultation;
- (d) sudden illness of one's own or ascending/descending;
- (e) Blood donation and/or first-time;
- (f) Death of a family member (in accordance with the provisions of the law);
- (g) exercise of the right to strike;
- (h) reason for properly justified service (invitation to tender, representation of the employer at working meetings, among others).

Knowledge evaluation means determining the extent to which participants have acquired/developed the knowledge and skills that achieve the objectives defined in the program.

The way to perform the knowledge evaluation is defined in the programmatic content approved by the Pedagogical Coordinator and, take into account the duration of the training action and the objectives and requirements of the Contracting Entity.

The Knowledge evaluation can be:

(a) Formative assessment that occurs in the course of training, enabling information on the course of the training in relation to the objectives of the training and also allows to diagnose learning difficulties and introduce corrective actions;

(b) Summative evaluation takes place at the end of the training and has as main objective to test the final result of learning;

In general, the following knowledge assessment techniques are used: observation, interrogation, question list, tests, questionnaires, individual or group work, practical execution of tasks, in a simulated environment or in a real work context.

The result of the evaluation can be quantitative or qualitative.

The types and evaluation techniques used are defined in the Training Program of the respective training action and may vary from action to training.





## 10 Reaction evaluation



Reaction evaluation means determining the extent to which participants are satisfied with the training action attended.

This evaluation is carried out by the trainees and trainers, by completing the following questionnaires:

(a) Questionnaire "Evaluation of training action" – completed by the trainees at the end of the training action in the classroom, which aims to assess the degree of satisfaction in relation to the training actions and the conditions in which they occurred, aiming to obtain information on the relationship between the expectations and motivation of the trainees and the objectives achieved, the performance of the trainer, the pedagogical material/methodologies used, the organizational structure/model, among others. The objective is to identify possible actions to improve QualiWork performance;

(b) Trainer satisfaction survey – completed by the trainer who aims to assess the degree of satisfaction of the trainer in relation to the conditions and organizational support. The compiled result of all the trainees of this assessment shall be communicated to the contracting entity.

(c) Final Report - completed by the trainer who aims to present the result of the formative action in pedagogical terms, includes the results of the evaluation of knowledge;

(d) Post-training questionnaire – for training actions that entitle the SIGO certificate of use will be sent to the trainees the post-training questionnaire in a period between 3 and 6 months after the training action, evaluating the impact of the training action on the professional life of the trainee. For Entity training, the Questionnaire will be sent to the Customer's manager or will be replaced by the assessment of effectiveness by the Contracting Entity.

Whenever the Pedagogical Coordinator deems it necessary, other techniques and instruments may be used, such as group interviews with trainees, group reflections, development of opinion exercises, monitoring and control instruments by coordination, among others. The data obtained through the application of these questionnaires are analyzed and presented by the Pedagogical Coordinator to the QualiWork Direction.



## 11 Certificado



At the end of the Training Actions that presage their completion with use in the evaluation of knowledge, as defined in the Program of action, all approved participants are entitled to a SIGO Training Certificate issued in accordance with the legal requirements in force.

They are also entitled to a QualiWork Attendance Certificate, issued in accordance with the legal requirements in force.

The issue of the SIGO Training Certificate and the Attendance Certificate presupposes:

- (a) Trainees must be present in at least 80% of the whole training;
- (b) Use in the final evaluation of the training action;
- (c) Full payment of the value of the training action;
- (d) Supply to QualiWork of all the elements necessary for its issuance.

The issuance of the SIGO Training Certificate is made on the respective portal and available to the trainee in it.

Attendance certificates are sent via email after the end of training.

In the case of a training action that does not presuppose its conclusion with use, namely conference, seminar, *symposium*, *Workshop* or other similar, no certificate is issued. A presence declaration may be submitted when requested.

## 12 suggestions/ complaints



QualiWork considers complaints to be a vital mechanism for improving its service.

Complaints and complaints are all specific situations, presented by trainees, trainers, entities or other actors in the training process, who denounce a procedure (methodologies, payments), performance (trainers, coordinator, etc.), logistical and material conditions, which calls into question the quality of the teaching-learning process or to pay attention to the dignity and rights of persons and entities involved in the process.

The trainee or Contracting Entity may make a complaint with QualiWork, by means of two means made available to it:

- a) Filling out the Complaints Book

QualiWork, in accordance with the legislation in force, as a service provider with contact with the general public, has a Complaints Book in the QualiWork office or via the Electronic Complaints Book Platform ([www.livroreclamacoes.pt](http://www.livroreclamacoes.pt)).

- b) By mail

Complaints about any anomaly that occurred before or during the training process may be submitted to QualiWork in writing by written (e-mail or letter) within 2 weeks of the end of training,

Complaints and complaints should be addressed to the Training Manager/ Pedagogical Coordinator of the course and should contain the following data:

- Identification of the person who lodges the complaint/complaint;
- Description of the complaint/complaint (documents/evidence of the reason may be submitted in the annex);
- Contact to which the result of the analysis should be addressed.





## 13 Data protection



After hearing the parties involved, the assessment of the complaints will be made by the Manager / Pedagogical Coordinator of QualiWork being issued the opinion, in writing, within a maximum of 10 working days from the date of receipt of the participation.

Any Trainee can submit a suggestion or observation to QualiWork using the "Comments and suggestions" field of the "Evaluation of training action" template, or it can also be made via email and can express their opinion in the post-training evaluation questionnaire, when applicable.

QualiWork' s personal data is intended exclusively for the organization, operation and evaluation of the training actions in which they participate.

QualiWork carries out the computer processing of the data and its retention for the period in which the process is open for administrative, evaluative and audit purposes

The personal data of the Trainees are collected for the issuance of the SIGO Certificates of professional training and inserted in the Integrated Information and Management System of the Educational and Formative Offer known as The SIGO Platform, which consequently also feeds the Platform of the QUALIFICA PASSPORT.

These data are kept on the SIGO Platform and Passport Qualifies at the responsibility of the Directorate-General for Education and Science Statistics (DGEEC).

Personal data name, date of birth and taxpayer number will be provided to the insurer under personal accident insurance coverage.

To meet DGERT's requirements, the email provided will be used for online submission of a post-training survey to assess the impact of training.

During this period, the holder of the personal data reserves the right of access and rectification of the same, in accordance with Qualiwork' s privacy policy.

In compliance with the legislation on the protection of personal data, QualiWork guarantees the data subject the confidentiality of the information.

For more information consult QualiWork' s Privacy Policy at <https://qualiwork.pt/politica-de-privacidade-de-dados-pessoais/>



## 14 Rights and duties of the trainees



The trainee has the following **rights**:

- a) be informed of such Regulation and on all matters which are justifiably of interest to them;
- b) Have a training contract where you can find clauses with your duties and rights;
- c) Ensure the confidentiality of information relating to matters of a personal and family nature;
- d) Be treated with respect and urbanity and loyalty by colleagues, trainers, coordinators and other actors in the formative process;
- e) Consult your individual process and access all technical-pedagogical information about your person that is compiled by QualiWork;
- f) See safeguarded their safety during training and respected their physical and moral integrity;
- g) Be assisted, promptly and appropriately, in case of sudden accident or illness, occurred or manifested in the course of training activities;
- h) Participate in the training action and receive the teachings in harmony with the programs, methodologies and work processes defined and disseminated;
- i) Receive at the end of the training all the documentation / support material related to the course they attend when provided in the program;
- j) Receive their certificates free of charge after the end of the training action;
- k) Participate anonymously in the evaluation of the course and the trainers, by completing the respective questionnaire (which may be on paper or online);
- l) Submit to QualiWork any complaints, suggestions or testimonials about the formative process in which they are involved.

The trainees **duties** are:

- a) Provide the necessary and correct data at the time of registration
- b) Pay for the training in accordance with the combined method between the parties;
- c) Behave with respect to trainees and trainers;
- d) Ensure the conservation and proper use of the facilities where the training is taking place;
- e) Refrain from the practice of any act that may result in injury or discredit to the training and the entity;
- f) in training actions in which computer means are used, do not install, reproduce or delete any software without the express permission of the trainer;
- g) Do not reproduce or disclose, without prior authorization from QualiWork any educational material made available to you during the training action.



## 15 Trainers duties



The trainees **duties** are:

- Trainers must demonstrate, through their curricula, have technical and pedagogical qualities and formative experience that ensure the quality of the training to be developed;
- Trainers who intervene in training activities must be adequately qualified by presenting QualiWork with the document proving that same qualification;
- They shall provide in a pre-defined time the necessary documentation to provide to trainees;
- They must comply with the program and session plan approved by the Pedagogical Coordinator.
- It must comply with the procedures defined in the Quality Manual of Formative Activity.

## 16 Training Manager duties / Pedagogical Coordinator



The Training Manager / Pedagogical Coordinator has the duties:

- To open and close the training courses following the procedures established for this purpose;
- Monitor the trainings either through the management of the technical dossier - pedagogical, or through intermediate visits to training actions in a periodicity appropriate to the duration of the actions and the requests / occurrences thereof;
- be the link between the Contracting Entity and the Trainer;
- Keep updated the Regulation and Quality Manual of the formative activity;
- Ensure the smooth functioning of the course, supporting trainers and trainees in their needs, as promotion of a good image of QualiWork, and as a contribution to the satisfaction of users and customers of the training;
- Ensure the conservation and proper use of the course's goods and facilities.

## 17 QualiWork's Commitment



It is QualiWork's commitment:

- Develop scheduled training with respect to existing legal and regulatory provisions;
- Maintain formative activity in line with DGERT requirements;
- Respect and enforce the conditions of Hygiene and Safety at Work;
- Communicate the catalog, training plan, programmatic content and values clearly;
- Make known to the trainee the rules of the training and provide him with the programmatic content and schedule of the training action;
- Ensure a professional and efficient formative activity.



**18** omissions



Cases omitted in this Regulation shall be decided by the QualiWork Board of Appeals, always respecting the legislation in force.

Approved by **QUALIWORK'S DIRECTION**

March 2024

