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0	10.09.21	first emission	RSQ	AU
Rev.	Date	Change type	Verification	Approval

## 1. Scope

The scope of this document is to describe the relationships between Quali Register and its customers.

The Certification according to the Schemes agreed with the interested parties, in accordance with the ISO / IEC 17024 standard, is voluntary and the applicant, by sending the request for Certification and / or qualification, adheres to this scheme and accepts, by signing them, all the phases of the evaluation process described in the following points of this Regulation.

## 2. OPERATING MODALITIES

### 2.1 Initial Qualification

The QualiRegister assumes no obligation regarding the positive outcome of the assessment and the issuance of the certificate

The evaluation of the candidate, to access the required qualification, takes place according to the sequence of the phases listed below. All stages are binding for obtaining the qualification.

#### Phase 1: choice of the professional role

Candidates can choose one professional role at a time and once they have verified the presence of the requirements set out in the specific form, they must fill out the qualification application accompanied by the required documents. It is not possible to submit an application for multiple qualifications except for auditors / lead auditors where, based on the skills and abilities demonstrated, one or both qualifications will be granted at the sole discretion of QualiRegister.

#### Phase 2: request for qualification

The request may be downloaded for the web site or requested via mail to the following mail address: [request@qualiregister.com](mailto:request@qualiregister.com), and must be filled in and sent to the following address: [request@qualiregister.com](mailto:request@qualiregister.com).

#### Phase 3: acceptance and costs

Once the request is received, it will be analyzed and the certification and registration offer will be sent on the basis of the information provided. The cost is divided into two parts: cost for assessment and qualification, including the final exam and cost for annual registration on the website [www.qualiregister.com](http://www.qualiregister.com). The candidate can decide to accept only the evaluation and qualification cost and decide later whether to pay the registration fee to be included in the site.

#### Phase 4: acceptance of the offer

After evaluating and accepting the offer, the candidate should send the payment to [administration@qualiregister.com](mailto:administration@qualiregister.com)

#### Phase 5: beginning of the qualification process

The qualification process begins with the transmission from the candidates of the request for the professional figure.

#### Step 6: Skills Assessment

The forms and attachments received will be evaluated by a specific commission competent on the subject.

Having verified and assessed the presence of the minimum requirements, the commission deliberates the qualification or non-qualification of the professional role within 15 days. For some professional roles, the qualification is subject to a written exam and in some cases cases also to an oral exam or practical:

#### Written exam:

The candidate, through the credentials already, will be given access to the final exam form. The exam can include both closed-ended and open-ended questions. The exam aims to assess the skills, abilities and personal characteristics to be qualified in the required professional role. Whatever the outcome of the final exam, the candidate will be sent the results sheet.

#### Oral exam:

When required by specific standards or for some professional roles, an oral exam is also requested, which will be conducted through the most common virtual platforms. The exam may include closed and/or open answers. The aim is to deepen the knowledge, skills and personal characteristics, as well as the professional experiences indicated by the candidate

#### Practical exam

When required by specific standards or for some professional roles, an oral exam is also requested.

#### Phase 7: passing the exam

The candidate is notified by email of the outcome of the final exam and, in case of success, the qualification certificate is sent. The candidate can request registration in the Quali

Register book and visibility on the international website [www.qualiregister.com](http://www.qualiregister.com), by sending a simple request by email with the payment voucher attached.

#### Phase 8: failure to pass the exam

In case of failure of the exam, the candidate has the right to appeal within 7 days of knowledge. In this case, it will be called physically or through virtual platforms and the outcome of the exam will be analysed, which can be confirmed or modified based on the results of the verification. If he does not appeal, the candidate can repeat the exam.

#### Phase 9: Entry into the Quali Register database

Once the final test has been passed, the qualification obtained and the annual registration fee has been paid, the candidate is registered in the database of the international register of qualified skills: [www.qualiregister.com](http://www.qualiregister.com). The candidate receives a new certificate with a QRcode that refers to the register and demonstrates his qualification.

### 2.2. Maintenance of the certification / qualification

During the period of validity of the certification, its annual maintenance is considered confirmed if:

There are no measure from Quali Register against the candidate

The candidate has made the payment of the maintenance fee

The candidate provides evidence of maintenance of the skills and of the working activity

Specific additional obligations have been fulfilled as envisaged by the individual reference schemes

### 2.3 Renewal of the certification

The duration of the certification is three years. At the end of the period, if the professional wishes to renew the certificate, he must submit a renewal application within one month of expiry and forward the documentation required for the renewal practice.

Upon successful completion of the renewal process, the renewed certificate is issued effective from the first day following expiration. If the renewal is not completed on schedule, the certificate will be suspended from the first day following its expiration and will only be reactivated upon completion of the renewal. In this case, the validity of the certificate will be reduced by the period between the date of suspension of the certificate and the date of reactivation.

### 2.4 Suspension and / or cancellation

The suspension and / or cancellation of the certification of persons and of any areas of specific competence attributed can happen upon the occurrence of one or more of the following conditions:

- non-compliance with the requirements of the Ethical Code, in the regulations for the use of the mark, in the specific sheet for each scheme
- presence of written complaints on non-compliance from third parties;
- non-conformities detectable by the declaration of absence of complaints and / or disputes made by the certified persons;
- failure to meet the maintenance requirements;
- failure to meet the requirements of the renewal procedure;
- failure to pay the registration / maintenance fees;

- any other deficiency resulting from failure to comply with what is formally accepted by the candidate at the time of certification including the presence of any actions that may negatively affect and / or damage the image of QualiRegister;
- formal waiver by the certified person,
- failure to adapt to new regulatory requirements.

Following cancellation of the certificate, the professional undertakes to:

- Do not use copies or reproductions of the certificate;
- Delete any reference to certification / qualification from the technical or advertising documentation and cease use of the trademark. If, following the cancellation, the professional continues to refer to his / her certification / qualification / registration in any way, QualiRegister will take legal action.

## 2.5 Reduction of the scope of certification

The reduction of the scope of the certification can occur in cases of: partial fulfillment of the professional requirements expected for maintenance / renewal or renunciation from the professional.

## 2.6 Confidentiality

QualiRegister undertakes to treat all information received with the utmost confidentiality and in accordance with current privacy legislation

## 3. APPEALS AND COMPLAINTS

Are considered:

COMPLAINTS, verbal and written manifestations of dissatisfaction by the certified subject or certifying about the service received (for example contractual relationships, delays in carrying out the various phases, etc.);

APPEALS, the formal appeals of any interested party to the competent authority of QualiRegister to examine a specific situation in order to obtain the modification or cancellation of a provision. The appeal is identified as such if sent by registered letter with acknowledgment of receipt;

LITIGATION, requests from the certified subject or certifying to take legal action in defense of their own interests deemed harmed by the work of QualiRegister

### Complaints

QualiRegister is responsible for all decisions, at all levels, relating to the complaints handling process.

Complaints not otherwise resolved are referred to the decisions of a specific arbitration board. QualiRegister accepts complaints also against certified subjects.

In the case of complaints about its work, the legal representative of QualiRegister in collaboration with the technical manager, manages directly with the customer and such complaints generate the opening of an internal non conformity relationship by the quality manager.

In the case of complaints against certified subjects, the technical manager undertakes to verify the veracity of the complaint, and after having communicated with the client object of the complaint, it adopts the actions deemed suitable for the case in question.

The technical manager, in agreement with the quality manager and after hearing all the subjects involved, examines the causes of the complaint and all the documents and



information useful for their definition and, in case of acceptance, adopts the appropriate corrective actions in order to recover customer satisfaction. Quali Register provides the customer with reports on the progress and results of the complaint via certified mail or certified e-mail. Complaints will be answered to the customer by PEC or email within two months after receipt.

### Appeals

QualiRegister is responsible for all decisions, at all levels, relating to the appeals process. Appeals are managed by a special commission that does not intervene in the qualification process. The Commission has three months to examine the appeal and to take any necessary action. Appeals and related corrective actions are registered and kept for at least 5 years by the quality manager.

The appeal must be received within 30 days from the date of the document to which it refers and must contain the applicant's details, the indication of the deed against which it is presented and the motivation, supported by documentary evidence if any. As soon as the appeal is received, in any case within 7 working days of receipt, QualiRegister confirms the reception to the appellant by certified mail or registered letter. It also provides the customer with reports on the progress and results of the appeal via certified mail or certified e-mail.

Once the analysis of the appeal is completed, the conclusion of the process of handling the appeal is formally communicated to the customer, via pec or email.

### Disputes

Disputes resulting from unresolved complaints / appeals follow the legal procedures.