



TRAINING PROVIDER ADVISORY NO. TPA-3
Issue Date: 1 January 2005

SUBJECT: Training Course Certification (TCC) - Application and Interpretation of Training Provider Requirements

PREFACE:

This Advisory is intended to clarify the interpretations RABQSA applies to certain requirements within the TCC criteria. RABQSA evaluators conduct evaluations using these interpretations. Please refer to the relevant criteria for complete requirements.

ADVISORY:

1. A different examination paper must be used for re-examination: The items on the two examinations must be completely different; there cannot be any repeat items. There may be similarly worded items, provided the response sought is unique to each item. The training provider shall maintain records identifying the initial and re-examination papers.
2. Examinations shall be graded by one of the instructors: The examinations should, whenever possible, be initially graded by one of the instructors who taught that particular offering. If this is not possible, the training provider shall identify in the course records the reason(s) a different instructor was used.
3. Students shall have a copy of the relevant standard: Each student is required to have a copy of the applicable requirements standard (e.g., ISO 9001, ISO 14001, etc.). ISO 9004 cannot be used in lieu of ISO 9001. Students in sector-specific courses shall have a copy of the relevant sector-specific standard, e.g., ISO/TS 16949.
4. The training provider's quality management system shall meet the requirements of ISO 9001:2000. Registration to ISO 9001:2000 is not required. RABQSA conducts its evaluations against the course criteria, supplemented by ISO 9001:2000. RABQSA does not audit strictly against ISO 9001:2000.
5. Qualification and competence of instructors: The steps outlined in IATCA-PL-01-012 clauses 2.5.2. a) and b) can be done concurrently. Training providers were to have provided to RABQSA the list of their course instructors who were qualified prior to April 1, 2003. If there is no list on file or record of notification to RABQSA, all instructors are assumed to have to be qualified under the current criteria. Instructors must have the relevant management systems auditing experience (e.g., QMS audits for QMS auditor courses) to effectively teach the auditor course. The training provider must define the qualification requirements for its instructors, without using simply a recitation of the criteria.
6. Each student shall actively participate in practical skills-based activities (workshops, case studies, auditor role playing, and/or actual quality management system audit situations) as part of the structured class activities. At least 50% of the total course time shall be used for such activities: Activities expected to be covered (at a minimum) are:
 - a. Audit planning (including, but not limited to, scheduling/preparation of an audit plan, checklist preparation, and document review)

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- b. Opening meeting
 - c. Audit activities (including, but not limited to, auditee interviews, identifying audit evidence, and nonconformity writing, including determination of significance)
 - d. Closing meeting
 - e. Completion of an audit report
 - f. Corrective action review
7. For an activity to be counted towards total course time, the instructor(s) must be physically present and available to the students, not available remotely. Homework done outside the presence of the instructor cannot be counted as contact time.
8. IATCA-PL-01-012 Criteria for Training providers, clause 2.5.7 states: "The training provider shall have documented procedures that ensure that all instructors meet the training provider's competence requirements and maintain satisfactory performance. These procedures shall include review, at least annually, of each instructor's performance. Records of these reviews shall be maintained by the training provider." In order to meet this requirement, the review of each instructor's performance shall include a minimum of one on-site evaluation by the training provider within a 4-year period. The training provider's procedures shall ensure that the instructor's performance is reviewed for each type of course for which he/she is qualified. For training providers where the company principal is also the sole instructor, alternate review methods will be considered.

End of Advisory