

QUALIOPI	DURATION	Intra-company price	Group size
	1 to 2 days Days of 7h	Average Daily Rate - From 750 € excl. taxes	1 to 8 persons

Customer Satisfaction : 88,75% ★★★★★

At January 1,2022, all Skills Development Action Provider Organizations that offer **Continuing Education, Skills Assessments, Validation of acquired experience, Apprenticeship Training services** and that benefit from public or shared funding, must be certified according to the National Quality Reference (NQR) defined in June 2019.

## 1 PUBLIC

This training is intended for organizations wishing to prepare or reassure themselves for obtaining certification to the NQR – QUALIOPI.

## 2 PREREQUISITES

There are no knowledge or qualification prerequisites to attend this training.

## 3 TRAINING OBJECTIVES

At the end of the training:

- You will be able to identify the indicators applicable to your context among the 32 indicators of the NQR.
- You will understand the criteria and indicators of the referential.
- You will be able to identify the gaps to be filled and will know how to identify the consequences on the organization.
- You will be able to establish and manage the compliance and/or progress action plan to be ready for QUALIOPI certification.

## 4 TRAINING CONTENT

The content of the training, its duration will be personalized and adapted to meet your specific requirements and the case of your company.

### > Regulatory issues

- Identify the challenges of the decrees on continuing education and the actors of the new quality system put in place.
- Understand the regulatory framework of the national quality reference system (NQR) and certification.
- The compliance chain: Certification and accreditation, certification cycle.
- The certification audit: Culture change / DATADOCK, and a planned and regulated framework.

### > Decrypt the NRQ to be QUALIOPI certified

- Integrate the general characteristics of the NQR: objectives, structure and logic.
- Directed and analytical reading of the NQR and operational translation.
- The differences observed and their qualification in a certification audit.
- Points to be corrected: formalization of the action plan, formalization of the QUALIOPI Manual.

### > QUALIOPI: To go further and make it a tool for internal organization and stakeholder satisfaction

- The implementation of business and support processes: analysis of the existing situation and assistance in redefining the processes: interactions and checkpoints.
- "Useful" documentation : structure and management.
- Supervisory and control instance: process reviews, management review, internal audit.
- Quality indicators, scoreboard, animation, communication.
- The handling of malfunctions and complaints. Follow-up of action plans.

## 5 TEACHING MEANS

- Illustrations and comments around examples put in place: Action plans, QUALIOPI Manual, operating methods, forms.
- Alternation between analysis of regulatory texts
  - Decree of 6 June 2019 relating to the national benchmark on the quality of actions contributing to skills development
  - NQR Reading Guide

And practical translation to the case and context of the Organization.

## 6 TECHNICAL MEANS

This training carried out face to face with the Directors, and/or the operational managers, and/or the quality referents. It will require a video projector and/or a screen, a paperboard and pens.

## 7 ASSESSMENT OF LEARNING

The achievements of the training will be evaluated by practical situations within the company. A knowledge assessment will also be organized to measure progress.