

# NRBPT Criteria for FSMS Awareness Programme

## **Section – 1: INTRODUCTION**

The FSMS 2-day Awareness Programme shall provide training for industry top management and personnel including technologists, government, teachers, etc in the concepts of FSMS as per ISO 22000 and the Codex Guidelines on General Principles of Food Hygiene including Codex HACCP for implementing FSMS in an organization.

The primary focus of the awareness programme shall be on training participants

- i) in the basic concepts as well as the application of FSMS as per ISO 22000;
- ii) the Codex Guidelines on General Principles of Food Hygiene including Codex HACCP; and
- iii) the regulations important in relation to the quality and safety aspects for the food industry.

The training course provider shall:

- a) present the body of knowledge of FSMS and the Codex Guidelines on General Principles of Food Hygiene including Codex HACCP in such a way that the participants are able to identify and understand FSMS, and
- b) encourage participants to analyze critically the application of the various elements in their own environment.

Some prior knowledge of a food or related industry would be useful although the same is not essential.

## Section-2: COURSE OBJECTIVES

### 2.1 Learning Objectives

Learning objectives describe what delegates must be able to do so by the end of this course. Delegates need to demonstrate acceptable performance in all of these areas in order to complete the course successfully and it will be necessary to demonstrate a factual and objective approach to the assessment of delegate performance against the following.

By the end of the course delegates will be able to:

- 2.1.1 Describe the purpose of a Food Safety management system and explain the basic conditions and activities necessary to maintain hygienic environment throughout the food chain and ensure safe food suitable for human consumption.
- 2.1.2 Interpret the requirement of ISO 22000 as well as the Codex Guidelines on General Principles of Food Hygiene including Codex HACCP in the context of implementation of the same in a working environment.
- 2.1.3 Explain the purpose, contents and interrelationship of HACCP, General principles of food hygiene and operational prerequisite programme.

### 2.2 Enabling Objectives

#### 2.2.1 General

A delegate who successfully completes the course shall be able to describe the purpose of a Food Safety Management system and its role in helping an organization to operate with increased effectiveness, consistency and achieve food safety in the defined segment of food chain.

#### 2.2.2 Standards

A delegate shall be able to:

- i. Explain the purpose and intent of the ISO 22000:2005 series of standards, how they ensure food safety and the terminology used in ISO 22000:2005.
- ii. Describe the continuing process of development of the ISO 22000 series and the need to keep up to date.
- iii. Describe the good manufacturing practices, good hygienic practices and such other practices to ensure food safety as per the Codex Guidelines on General Principles of Food Hygiene.
- iv. Explain the intent and requirements of each clause of ISO 22000:2005 and the Codex Guidelines on General Principles of Food Hygiene.
- v. Describe the documentation required by ISO 22000:2005 and the interrelationships between the quality manual, procedures, quality planning, policy and objectives.
- vi. Evaluate the effectiveness of an entire food safety management system, including process, customer focus and continual improvement.

- vii. Identify hazards, carry out hazard analysis, identify critical control points and corrective actions, selection and assessment of control measures.
  - viii. Evaluate the differing requirements for documentation in a variety of situations and understand the difference between documents and records.
  - ix. Describe the difference between legal compliance to regulatory requirements and conformity with ISO standards.
  - x. Describe how the pre-requisite programmes, processes and supporting activities can be evaluated effectively in order to verify the degree of conformity and effectiveness of those activities.
  - xi. Explain the concept of statutory and regulatory requirements in food safety and emergency preparedness to deal with food safety issues.
- 2.3 The training course provider may develop more detailed learning objectives as appropriate.
- 2.4 Delegates' achievement of the learning objectives shall be measured by the training provider.

### **Section-3: COURSE CONTENT**

Early in the course presentation, the course provider shall provide to the delegates a description of the course format and delegate responsibilities.

The course shall cover all aspects defined in the Course Objectives.

## **Section-4: COURSE STRUCTURE, TRAINING METHODS AND FACILITIES**

### **4.1 Duration**

- 4.1.1 The total course time devoted to direct instruction and to assigned team and individual activities shall be at least 14 hours. If the course is given through interpreters, the time shall be increased as required to meet the learning objectives.
- 4.1.2 Time devoted to the examination and to meals, breaks or other free time is not included in the calculation of the course duration.
- 4.1.3 **The course shall be presented during two consecutive days.**

### **4.2 Training Methods**

- 4.2.1 Training courses shall be designed to have a high degree of interaction between delegates and instructors. Training methods shall seek to involve and engage delegates throughout the duration of the course.
- 4.2.2 The training course shall generally include knowledge based sessions (to facilitate understanding of concepts) and some amount of skill based sessions (application of knowledge and skills in practical activities), as appropriate.
- 4.2.3 Knowledge based sessions may be instructor led, but shall allow for some interaction with delegates enabling instructors to test learning and delegates to clarify their understanding as required. Skills based sessions may be supported by instructor input to address the relevant requirements and techniques.
- 4.2.4 Methods for validation delegate achievement of the learning objectives and for providing timely feedback shall be included in the course.
- 4.2.5 Instructors shall demonstrate effective management of the course, including attention to time schedule, course content, requirements of the standard, instructor conduct and other course requirements.
- 4.2.6 Training aids such as videos that are directly relevant may be used to supplement the training by the instructors. These may be commercial training videos or videos produced during the course to record and review the performance of delegates. No more than one hour of the total course time may be devoted to non-interactive, passive training aids.

### **4.3 Class size; Attendance**

- 4.3.1 The number of participants in a class shall be no greater than twenty five nor fewer than four. Participants shall be required to be in attendance for the full duration of the course.

### **4.4 Number of Instructors**

- 4.4.1 The course may be presented by one or more instructors.
- 4.4.2 The instructors shall possess basic qualification in the area of food technology, food science, microbiology or a related discipline and shall be either;
  - a) NRBPT or equivalent registered Lead Auditor/ trainer in Quality Management Systems or Food Safety Management Systems; or

- b) have significant experience in auditing/implementing FSMS / or food control systems for the purpose of official controls; or
- c) have worked in food processing or related industries for at least five years and have significant experience in FSMS.

4.4.3 Additional resource people or trainee instructors may be used for specific subjects or activities, however the main instructor/s remain responsible for the entire course offering.

#### **4.5 Course Materials**

4.5.1 Each delegate shall be provided with complete set of course notes to supplement the training program.

4.5.2 The documents included in the course notes shall themselves illustrate good organization, layout and document management practices, including document revision level and appropriate page numbering.

4.5.3 The set of course notes shall prominently identify the approved course provider 's name and course identification (ex. on cover page etc.)

4.5.4 The delegate notes shall cover each session and shall include all important points of the learning objective(s) being covered.

4.5.5 Example of typical documents, reports and forms shall be included.

4.5.6 Course notes may include typical examination questions, provided they are not used in any of the examinations, either during the course or following the course.

4.5.7 Each delegate shall have a copy of the current published version of ISO 22000:2005 as well as Recommended International Code of Practice General Principles of Food Hygiene CAC/RCP 1-1969, Rev.3 (1997). If the standard is not supplied as part of the course notes each delegate shall be required to take a copy to the course. A copy shall be made available for loan to any delegate who does not have one.

#### **4.6 Facilities**

4.6.1 The course provider shall ensure that suitable facilities for training are provided, including classroom, audio-visual and other training equipment, and facilities for team activities.

## **Section-5: EVALUATION OF DELEGATES**

Each delegate shall be evaluated using the following two independent elements, both of which shall be satisfied if the delegate is to successfully complete the course:

- a) the continual evaluation by the instructors of each delegate's achievement of the learning objectives detailed as above
- b) a written examination that tests delegates' understanding of ISO 22000:2005 and Recommended International Code of Practice General Principles of Food Hygiene CAC/RCP 1-1969, Rev.4 (2003).

### **5.1 Continuous Evaluation**

5.1.1 The continuous evaluation shall be documented and shall evaluate each delegate's:

- a) achievement of the learning objectives
- b) attendance and punctuality during the course

5.1.2 A delegate who fails the continual evaluation must satisfactorily complete another awareness programme before being eligible to receive a certificate of successful completion.

### **5.2 Written Examination**

5.2.1 The written examination shall evaluate the delegates' comprehension of the application of ISO 22000:2005 and Recommended International Code of Practice General Principles of Food Hygiene CAC/RCP 1-1969, Rev.4 (2003).

5.2.2 The examination shall be designed so that a competent delegate (i.e one who has demonstrated achievement of the learning objectives) could achieve a minimum mark of 70% which shall be the minimum passing grade.

5.2.3 The time allotted for taking the examination shall be thirty minutes. Strict adherence to the time limit shall be maintained.

5.2.4 The examination shall be based on multiple choice true/false or short answer questions.

5.2.5 The only reference material allowed during the examination is a copy of the ISO 22000:2005 standard, a copy of the Recommended International Code of Practice General Principles of Food Hygiene CAC/RCP 1-1969, Rev.4 (2003), a copy of course material and delegate notes.

5.2.6 Training course provider shall ensure that the instructor(s) for any given course presentation and/or designed authority are not aware of the examination paper to be used for that presentation.

5.2.7 At least one instructor of the course must be present during the examination.

### **5.3 Grading : Pass/Fail Decisions**

5.3.1 Each examination paper shall be graded by the instructor.

## **5.4 Re-examination**

- 5.4.1 A delegate who fails the written examination for the course conducted by the training course provider, but has passed the continual evaluation shall be allowed one re-examination within twelve months of the last day of the course.
- 5.4.2 A different examination paper shall be used for the re-examination.
- 5.4.3 A delegate who fails the re-examination must take awareness programme again before being eligible to take another examination.

## **Section-6: TRAINING COURSE ADMINISTRATION**

### **6.1 Administrative Procedures**

- 6.1.1 The course provider's Quality Management System should be based on ISO 9001:2000 standard.
- 6.1.2 The course provider shall develop and maintain documented procedures for the effective administration of the course in line with ISO 9001:2000. Areas covered shall include:
- i. The design, development and evaluation of course materials and documentation to ensure conformity with the current NRBPT criteria.
  - ii. Presentation of the course
  - iii. The control of course publicity and advertising
  - iv. A document control system for the maintenance and updated of procedures and course notes.
  - v. The criteria for selecting course instructors, procedures for their initial training, evaluation of their delivery of the course and ongoing review of performance.
  - vi. Management reviews of the course.
  - vii. Records of individual delegates and each course offering, including analysis of statistics.
  - viii. Delegate evaluation procedure, including pass/fail decisions.
  - ix. Operation and conduct of the examination and re-examination, including security and confidentiality of examination questions, answers and marked papers.
  - x. Issue of certificates
  - xi. Storage and eventual disposal of marked papers and continuous assessment records.
  - xii. Methods such as statistical techniques used to analyze and improve delegate evaluations, instructors' performance and overall course performance.
  - xiii. Notifying NRBPT of significant changes to the course before they are implemented.
  - xiv. Complaints and appeals.

### **6.2 Records**

- i. The course provider shall maintain records to demonstrate conformance to the NRBPT requirements.
- ii. Records shall be maintained in English.
- iii. Records may be in the form of any type of media, such as hard copy or electronic media.
- iv. These records shall be maintained for at least three years.

- v. These records shall be made available to NRBPT.
- vi. The records for each course presentation shall include:
  - Venue, dates, related advertisement and promotional literature
  - Names of instruction team members, with their auditor registration status at the time of the course presentation, trainee instructors, observers.
  - Identification of the specific issue (revision level) of the course documentation used.
  - Identification of the examination paper used
  - Names of all delegate who attended the course, together with the continuous evaluation results and the examination results for each delegate
  - All copies of marked examination papers, continuous evaluation form and related summaries
  - The percentage of delegates that successfully completed the course
  - Names of each delegate who took a re-examination, together with the re-examination result for each.
  - Unique identification number of each certificate of successful completion and the name of the delegate to whom it was issued.

### **6.3 Management Review**

- 6.3.1 The management of the course provider shall review its administrative procedures at least annually and shall maintain records of these reviews for at least three years.
- 6.3.2 The management shall review the following at least annually for effectiveness and conformity:
  - Actions outstanding from previous management review meeting
  - Actions resulting from surveillance by the approval body
  - Administrative procedures
  - Course design
  - Course presentation
  - Performance of instructors and instructors training/CPD need
  - Complaints and appeals
  - Analysis of delegate feedback and pass/fail rate

### **6.4 Instructors**

- 6.4.1 All instructors shall have the following competence:
  - Shall be thoroughly experienced in the FSMS and General Principles of Food Hygiene requirements
  - Familiarity with the current course material and documentation

- Good communication skills to be able to impart necessary knowledge to delegates
- Have knowledge of current relevant standards
- Familiarity with the applicable international and national regulations.

6.4.2 Before allowing instructors to present a course, training providers shall first ensure that he/she has acquired the competence as defined above. As a minimum this shall involve the instructors (all the following):

- Participating either as a delegate or observer on a complete presentation of the training organization's course.
- Participating as a instructor under the supervision of a trained instructor for a minimum of one course
- Must conduct each session of the course at least once in a year under supervision of a trained instructor.
- Being monitored by the training provider presenting and managing the course

6.4.3 The Instructors shall comply with the requirements for instructors as given under 4.4.

6.4.4 The instructors shall be provided with all necessary material and supporting documentation to plan, manage and present the course and assess delegates performance according to defined requirements.

6.4.5 The course provider shall have documented procedures for:

- selection of Instructors, on the basis of their competence, qualifications, experience and training
- initially assessing the conduct of Instructors during courses and subsequently monitoring their performance.

6.4.6 These procedures shall include monitoring and review, at least annually, of each instructor's performance. Records of these reviews shall be maintained by the course provider.

6.4.7 Where there have been no previous presentation of the course (i.e where the course provider is seeking initial approval), the course provider shall have documented evidence of fulfillment of the competence requirements of the instructors before the initial presentation.

6.4.8 Detailed resumes of all the Instructors should be sent along with the application to NRBPT.

6.4.9 Any additions in the list of Instructors should be communicated to NRBPT immediately for approval before participation of any instructors in the course delivery.

## **6.5 Certificates**

6.5.1 A certificate of "successful completion" shall be provided to each delegate who has passed both the written examination and the continuous evaluation.

6.5.2 The certificate shall:

- i. Clearly state that the course is registered by NRBPT
- ii. Include the NRBPT registration mark
- iii. Include a unique identification number for each successful certificate

- iv. Clearly show the name of the course provider, as registered by NRBPT
- v. Identify the course by course title, course number and dates of presentation of the course
- vi. State that the delegate named has successfully completed the course
- vii. Include all information on a single side of the certificate.

6.5.3 The wording of any certificates of ‘attendance’ shall make it clearly apparent that the delegate has only attended the course. There shall be no implication of successful completion.

6.5.4 The design and content of the certificate of “successful completion” and the certificate of “attendance” & any changes thereto, shall be approved by NRBPT.

6.5.5 No alterations shall be made in the certificate without prior approval of NRBPT.

## **6.6 Complaints and Appeals**

6.6.1 The course provider shall have documented procedures for handling & disposal of complaints within a reasonable time.

6.6.2 The course provider shall have a documented appeal mechanism for handling appeals against its decisions & disposal of appeals within a reasonable time.

6.6.3 The documented procedure shall include provision for corrective and/or preventive action to be taken if required as a result of any complaint or appeal. The procedures shall include the potential involvement of NRBPT in unresolved complaints or appeals.

6.6.4 The course provider shall inform all delegates of the right to make a complaint or an appeal and shall, on request, provide written details of the process for doing so.

6.6.5 The course provider shall notify each complainant or appellant in writing of the result of the complaint or appeal and of the right to appeal against the result to NRBPT.

6.6.6 The course provider shall maintain records of all complaints and appeals, of their resolution and the corrective & preventive actions taken.

## **6.7 Subcontracting of Courses & Branches**

6.7.1 A subcontractor is any organization not owned by the course provider’s organization or any person not employed by the organization that is given authority to administer or present the NRBPT registered course.

6.7.2 No NRBPT registered course can be subcontracted to second organization, a person or course provider.

6.7.3 A Branch is an office/site owned and controlled by the course provider’s organization and authorized to market, administer or present the NRBPT registered training course under the course providers name, responsibility and control.

6.7.4 The course provider should have appropriate methods to monitor and measure the performance of its branches to ensure that the NRBPT requirements are consistently met.

## **6.8 Confidentiality**

- 6.8.1 The course provider shall have adequate arrangements consistent with applicable laws to safeguard confidentiality of all information provided by delegates, including results of examinations. These arrangements shall be extended to include organizations or individuals acting on its behalf and representatives of the course provider.
- 6.8.2 Except as required in these criteria, information about a delegate shall not be disclosed to a third party without written consent of the delegate, nor shall information about a delegate's sponsor be disclosed without written consent of the sponsor.

## **6.9 Changes**

- 6.9.1 The course provider shall ensure that any major changes it intends to make to the training course are first approved by NRBPT.
- 6.9.2 Following a decision on and publication of changes, the course provider shall verify that each of its course instructors and branches carries out necessary adjustments to the course and materials before the agreed effective date.
- 6.9.3 The course provider shall notify NRBPT of any changes of address or any significant changes in organization structure of provision of services.
- 6.9.4 NRBPT reserves the right to carry out assessment of changes to the Documents and/or course delivery before its approval. The expenses for this re-assessment shall be borne by the course provider.

## **Section – 7: ASSESSMENT OF COURSE PROVIDER**

### **7.1 Language**

All communications, documentation and records shall be in English.

### **7.2 Initial Assessment**

#### **7.2.1 Documentation assessment**

7.2.1.1 NRBPT shall evaluate the documented system including (but not limited to):

- a) *Quality Manual*
- b) The course material, including the subjects to be covered, the time schedule for the various activities, and all the student and instructor materials such as course notes, student reading materials, case studies, simulations, tutor notes.
- c) The examination format, questions and answers, time allotted, grading procedure, pass/fail requirements, policy and procedures for re-examination, technique for continuous evaluation, procedures used to assure the quality of measurements.
- d) The criteria for selecting instructors, procedures for assessing their performance and a current list of instructors, their resumes and NRBPT registration status
- e) Course administration documents including policies for admission of participants, course registration forms, fee schedules, course certificates and promotional material.

7.2.1.2 After the evaluation, NRBPT will inform the course provider of the non-conformities and/or observations if any.

7.2.1.3 The course provider shall be required to close all observations and non-conformities before the next stage of assessment.

#### **7.2.2 Course Assessment**

7.2.2.1 Following review and acceptance of the documentation procedures, NRBPT shall undertake at least one full assessment of the presentation of the course. NRBPT shall evaluate all aspects of the course and all activities of the instructors for conformance to the applicable NRBPT criteria & course providers' procedures, and evaluation of students for effective delivery of the course.

During the assessment of the course, NRBPT Assessor reserves the right to allocate training session to the Tutors of the course.

7.2.2.2 The course provider shall be informed of the findings and non-conformities if any in the closing meeting by the Assessor. However the final report and the recommendation will be sent after the decision of the Board.

7.2.2.3 In case any corrective action is required, the course provider shall make the necessary corrections & improvements, and submit the appropriate documentation within a defined time schedule.

- 7.2.2.4 An additional full or partial evaluation of a course offering may be done by NRBPT to verify the compliance of corrections.
- 7.2.2.5 The NRBPT Registration Committee will take the decision on NRBPT registration for the course depending on the Course Assessment report.
- 7.2.2.6 When NRBPT Registration Committee determines that the course provider's presentation is acceptable, NRBPT shall inform its approval to the course provider. This registration will be with effect from the first offering of the course which was subjected to NRBPT assessment.
- 7.2.2.7 The annual registration fee should be paid by the course provider on receipt of invoice from NRBPT. Subsequently for every year, the training course provider will have to clear the surveillance assessment and pay the requisite fee for renewal of registration.
- 7.2.2.8 A certificate will be issued on receipt of fees.

### **7.3 Surveillance and Re-assessment**

#### **7.3.1 Surveillance Assessment**

7.3.1.1 To assess course provider's continuing conformance to NRBPT criteria and the effective implementation of the course provider's procedures, NRBPT shall normally conduct an annual surveillance for:

- a) Administrative procedures, practices and records.
- b) A minimum (but not limited to) one-day surveillance of a course offering.

During the assessment of the course, NRBPT Assessor reserves the right to allocate training session to the Tutors of the course.

- 7.3.1.2 Course surveillance and audits of administrative procedures shall be planned to ensure that different aspects of the course and the course provider's system are regularly reviewed.
- 7.3.1.3 Course presentation surveillances shall review different instructors and different venues. NRBPT reserves the right to demand witness of a specific Instructor.
- 7.3.1.4 NRBPT reserves the right to carry out more frequent or longer surveillance as necessary for specific course providers in case of complaints/concerns against the delivery or administration of the course. Cost for the same shall be borne by the course provider.
- 7.3.1.5 NRBPT may conduct surprise surveillance of the course offerings.

#### **7.3.2 Re-assessment**

- 7.3.2.1 NRBPT shall carry out reassessment of the office procedures, documentation and complete course offering to verify the compliance with the NRBPT criteria.
- 7.3.2.2 NRBPT shall inform the course provider in advance for the conduct of re-assessment.
- 7.3.2.3 The course provider shall apply in the requisite application form for the reassessment of its course enclosing the necessary papers and the fee after three years from the date of initial registration.

## **7.4 Suspension or Cancellation**

7.4.1 NRBPT may suspend or cancel an approval of the course because of any of the following, but not be limited to:

- a) non compliance or violation of the NRBPT requirements
- b) providing insufficient or incorrect information to NRBPT
- c) improper use of NRBPT registration and logo
- d) changes in the certificate format without NRBPT approval
- e) changes in the course material without NRBPT approval
- f) failure to report any major changes in the course
- g) any other condition deemed appropriate by NRBPT
- h) non payment of fees.
- i) At your request

All certificates of successful completion issued during the period of suspension must be cancelled and recalled.

## **7.5 Appeals**

7.5.1 An appeal against NRBPT shall be made in writing to the Board Chairman. An Appeals Committee will be constituted out of the Board Members to resolve the issue.

7.5.2 In case of non-acceptance of the decision of the Appeals Committee by the applicant, the appeal can be made to the Secretary General, QCI, who will then appoint an arbitrator for the purpose. The arbitration shall be held in the city of Delhi and shall be in accordance with the Arbitration and Conciliation Act 1996.



### FEE STRUCTURE

<i>Fee Details (in Rs.)</i>	<i>Training Course</i>	<i>Awareness Course (in Rs.)</i>
<b>a) Application Package</b>		500/-
<b>b) Application Fee</b>		35,000/-
<b>c) Assessment Fee</b>		12,000/- per man day  *(Course material - 1 day Administration - 1 day Course delivery - 2 days)  # plus actuals
<b>d) Annual Fee</b> (up to 12deliveries) payable in advance		15,000/-
<b>e) Above 12 offering</b>		2,000/- per course
<b>f) Surveillance</b> (every year)		12,000/- per man day  *(Administration – 1 day Course delivery – 1 day)  # plus actuals
<b>g) Re-assessment</b> (after 3 years)  Application  Assessment		30,000/-  12,000/- per man day  *(Course material – 1 day Administration - 1 day Course delivery - 2 days)  # plus actuals

**GENERAL INFORMATION ON PAYMENT OF FEE  
FOR TRAINING COURSE REGISTRATION**

1. The fee is to be paid by a Demand Draft payable at Delhi or a local Cheque of Delhi in favor of "Quality Council of India".
2. Only the Application fee is to be sent along with the application. Applications not accompanied by the application fee will not be considered.
3. The Annual fee is to be sent only after the receipt of confirmation from NRBPT. Certificate will be sent after receipt of full fees and expenses.
4. Annual fee is to be paid in advance before the beginning of the next year of certification.
5. The company has the option to pay the additional course fee offerings in advance based on their calendar of programmes or they may pay at the end of the year based on the number of programmes actually conducted. This will be verified during the surveillance audit.
6. "\*" Indicates a typical example. The number of man-days may vary.
7. "#" Expenses on local travel, outstation travel, boarding and lodging etc. of Assessors will be charged on actuals.
8. All fees are non refundable.



**APPLICATION FOR  
REGISTRATION OF FSMS AWARENESS COURSE**

1. Name of the Applicant : .....  
(Organization name) .....
2. Application for : New Course Registration  Re- registration
3. Address : .....  
.....  
.....

Tel no..... Fax no. .... Email .....

(Std code) (no.) (Std code) (no.)

(The addresses of other branch offices should also be given. It can be attached as separate sheet, with this application.)

4. The following documents are enclosed (**two copies**):
  - a) System Manual for the course including :
    - I. Copy of the Course Material
    - II. Examination Paper (Sample)
    - III. Case Studies
    - IV. Any supporting notes/ Tutor Material/ Instructions etc.
    - V. Continuous evaluation formats
    - VI. Any other training material
    - VII. Administrative procedures
    - VIII. Instructor Qualification criteria and their evaluation procedures
  - b) List of Instructors with their resumes
  - c) Corporate Brochure
  - d) Organization structure & details of relationship with any certification body
  - e) Certificate and Letter of Attendance proposed to be issued to participants
  - f) Schedule of Courses (for next six months)

5. Please find enclosed herewith Demand Draft/ Cheque (Delhi only) no. \_\_\_\_\_ for Rs. \_\_\_\_\_ dated \_\_\_\_\_ drawn on \_\_\_\_\_ in favour of **Quality Council of India**, payable at New Delhi towards the application fee.

6. Authorized Signatory:

Name .....

Designation .....

Signature ..... Date.....