



Improve Skills and Qualifications in the  
Building Workforce in Cyprus

**Develop the qualification scheme and associated  
documentation**

***D4.2\_ Lists of criteria and appropriate metrics  
for the trainers, trainees, facilities etc  
(WP4 –D4.2, Document)***



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**BUILD UP Skills We-Qualify:** The We-Qualify project will utilize the findings of the national roadmap (Build up skills I) and will facilitate the target of reducing the skills gap between the current situation and the skills needs for 2020, by developing a training and/or qualification scheme for blue-collar workers/installers, which will focus on the most critical skills identified in the roadmap. The critical skills selected to be included in WE-Qualify based on the roadmap developed under CY-Pillar I, are:

- Skill 1: Placement of thermal insulation
  - Skill 1.1: Placement of conventional insulation/thermal insulation plaster
  - Skill 1.2: Placement of external insulation
- Skill 2: Installation of thermopanels and exterior sunshades
  - Skill 2.1: Installation of high energy efficient thermopanels
  - Skill 2.2: Installation of exterior sunshades
- Skill 3: Installation and maintenance of Biomass heating systems

These critical fields were selected based on the existing structure of the building industry, the limited qualification of the installers and the limited available training programmes and material. Although skills 1 and 2 are categorised as high and medium priority, they are not regulated by either any national legislation or Standards of Vocational Qualifications (SVQ) thus, it is considered very important to be included in the WE-Qualify. Moreover, although skill 3 is to be regulated by legislation N210(I)/2012 and is planned to be included in further RES legislations there is a currently a severe lack of experience for the installation of the systems, thus resulting to low efficiency and not sound practices.

The outcomes of WE-Qualify are expected to provide the key components for the upgrading of existing or drafting of new SVQs to be included in the future National Qualification Framework (NQF), an appropriate training methodology and a transparent and clearly defined qualification route. The ambition is to configure a competent workforce specialized on the Energy Performance of Buildings according to European criteria and standards, to encourage a greater number of blue-collar workers to advance their professional skills and knowledge and to help achieve the target for the construction of near zero energy buildings by 2020.

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## **Executive Summary**

After the completion of the training courses executed in the framework of the program BUILD UP Skills We-Qualify, the installers for the placement of thermal insulation, the installers for thermopanels and exterior sunshades and the installers of biomass heating systems successfully completing the We – Qualify training courses will be issued a certificate confirming their competency and ability to execute the above mentioned skills. In order to ensure the recognition of the certificates not only in Cyprus but all over the members of the European Union, the certificates should be issued by an appropriately accredited training organisation or a certification body or any other legal entity.

This document states out the criteria and appropriate metrics that the trainers, trainees and facilities should meet so as that the training program may become certified by an appropriate third-party organisation responsible for the certification of persons and be in this way officially 'recognised'.

Training courses that have been certified by a third party organisation, for example a certification body, will be able to issue an approved WE-Qualify qualification.

## Introduction

The WE- QUALIFY BUILD UP Skills training courses (one for each skill) will provide installers with knowledge and practical experience of installing either thermal insulation, either thermopanels and exterior sunshades or biomass heating systems. Candidates successfully completing the course, including passing both written and practical examinations, will be issued with a WE- QUALIFY installer certificate or qualification certificate. A certification body or any other third-party organisation or any other legal entity will assess the training course and all relevant processes according to the requirements of the certification scheme developed for these training courses.

According to the requirements of Directive 2009/28/EC the WE-Qualify certification scheme will need to be recognised by all other Member States. This is made possible by another requirement of Directive 2009/28/EC which requires that certification is issued by an accredited training programme or training provider in particular for the biomass installers.

A relevant standard for this accreditation is ISO/IEC 17024: 'Conformity assessment – General requirements for bodies operating certification of persons'.

Consequently training providers wishing to offer the WE- QUALIFY training course and certification must either be already accredited to ISO/IEC 17024, or seek and achieve accreditation. Alternatively, the training organisation may be assessed as meeting the 'recognition' requirements of a national organisation appointed by a Member State for the accreditation of training courses. Such recognition requirements are generally designed to ensure the requirements of ISO/IEC 17024 are met. These requirements cover not only the training provider but also the trainers and examiners (including subcontractors) used to deliver the course. Once the training organisation is recognised it will be able to issue a qualification that will be accepted by accredited certification bodies as meeting the requirements of the WE- QUALIFY scheme so that they may issue a WE- QUALIFY installer certificate to installers achieving the qualification.

This document describes the criteria and appropriate metrics that should be used by an organisation assessing WE-QUALIFY trainers, trainees and training facilities.

## Criteria and Metrics for WE- QUALIFY Trainers

ISO/IEC 17024 accreditation bodies and national organisations appointed by Member States for the accreditation of training courses are responsible for defining the competence requirements (including knowledge, training and experience) of trainers. They are also responsible for assessing and ultimately approving the trainers that deliver the training courses. Hence it is not appropriate to give quantitative or precise requirements in this document since each of the organisations described above are required to have their own specific metrics against which the suitability of a trainer will be assessed. However, it is appropriate to provide details of the criteria against which such assessments will be based. These include the qualifications, knowledge and experience of the trainer and are described in more detail below.

### *Qualifications*

WE- QUALIFY trainers should be qualified trainers according to the requirements of the Human Resource Authority of Cyprus and be fluent in the language in which the training course is presented.

For Skill 1- Placement of thermal insulation and Skill 2 - Installation of thermopanes and exterior sunshades, the selected trainers should have a degree or diploma of higher education in the fields of Civil Engineering or Mechanical Engineering or Architecture or have post graduate diploma in the related fields.

For Skill 3 – Installation and maintenance of Biomass heating systems, the selected trainers should have a degree or diploma of higher education in the fields of Mechanical Engineering or Chemical Engineering or have post graduate diploma in the above mentioned fields.

If the trainers should need additional support in the technical part of the training, this task can be subcontracted.

### *Experience*

WE-QUALIFY trainers should also have verifiable experience and knowledge in the skill they are selected to train. This may include qualifications relevant to the specific installation industry awarded by a recognised organisation. The trainers should be in the position to demonstrate that they are fully aware of the content of the WE- QUALIFY training course for their skill of training (see Appendix 1 for the WE- QUALIFY course content). Five years of training experience should be the minimum period of time the trainers should have in order to be qualified to conduct the WE-QUALIFY training.

WE- QUALIFY trainers should also have relevant practical experience of installing either thermal insulation, either installing thermopanes or exterior sunshades or installing and maintaining biomass heating systems. This may have been gained through previous work as a installers or through being responsible for overseeing and/or approving the installation of the above mentioned materials and systems.

### ***Knowledge and Experience of the Training Centre and Training Course***

Many training centres operate ‘train the trainer’ programmes which familiarise trainers with both the training courses and procedures (training or others) operated by the centre. Such programmes provide trainers with targeted knowledge and experience of the training methods, facilities and course material that they will be delivering. Hence the completion of such ‘train the trainer’ programmes, where available, should be considered an essential requirement of WE- QUALIFY trainers. In the absence of such a programme the WE- QUALIFY trainer should demonstrate that they are familiar with the training centre’s procedures and facilities as well as the WE- QUALIFY training material.

## **Training Centre Requirements**

WE- QUALIFY training centres should either meet the requirements of ISO/IEC 17024: ‘Conformity assessment – General requirements for bodies operating certification of persons’ or the recognition criteria of a national organisation appointed by a Member State for the accreditation of qualifications. Such organisations are likely to include the National Contact Point (NCP) for the European Qualifications Framework (e.g. OFQUAL in the UK). A list of NCPs is given in appendix 2. Training centres should also have resources in both personnel and facilities to deliver the training course efficiently.

### ***Requirements for ISO/IEC 17024 accreditation of training centres***

The compliance of a training organisation with the requirements of ISO/IEC 17024 will be assessed by the relevant national accreditation body, who will also be a signatory of the European Co-operation for Accreditation multilateral agreement (MLA). A list of signatories is given in appendix 3. The process for extending the scope of an ISO/IEC 17024 accredited training centre to include the WE- QUALIFY training and certification scheme is outlined in Appendix 4.

In addition to having sufficient numbers of appropriately qualified and experienced trainers and assessors the accredited training centre certifying successful candidates shall have policies and procedures that ensure that candidates are treated fairly and equitably.

Impartibility should also be considered. Policies will also ensure that the training centre manages the certification of trainees appropriately, including suspending and withdrawing certification when considered necessary. The training centre shall also ensure that in delivering training courses it remains within the scope of its accreditation. Policies and procedures for the resolution of complaints and certification decision appeals are also required. The information gathered during the process shall be sufficient so as to the certification body can make a decision on certification and be able to track a complaint or an appeal.

The accredited training centre shall also be structured in a way that it remains independent and impartial in relation to its trainees, including their employers and customers (where appropriate). There shall also be clear responsibility for all activities associated with certification including assessments and certification decisions. It is especially important that training and certification activities remain independent and that confidentiality and impartiality are not compromised.

In operating the WE- QUALIFY training and certification scheme the accredited training centre shall define the criteria against which candidates are assessed. These will include both theoretical and practical examinations based on the content of the training course. The assessment shall be planned and structured in a manner that ensures that the qualification requirements are objectively and systematically verified with documented evidence to confirm the competence of the candidate.

The accredited training centre shall operate a documented management system that ensures the requirements of ISO/IEC 17024 are applied correctly. Internal audits shall also be conducted to ensure that the management system is being implemented correctly and to identify areas for continual improvement or those requiring corrective or preventative actions.

Where an accredited training centre subcontracts work related to certification there shall be a properly documented agreement between the relevant parties. This agreement should cover all the arrangements between the two parties, including confidentiality and conflict of interests. The accredited training centre shall not subcontract the decision on certification, however.

The terms of the subcontract agreement shall ensure that the requirements of ISO/IEC 17024 applicable to the subcontracted activities are met, and the accredited training centre shall remain responsible for all subcontracted work. The accredited training centre shall also be responsible for ensuring that the subcontractor is competent to complete the activities they are assigned.

The accredited training centre shall ensure that sufficient records are kept to confirm the status of a certified person and to demonstrate that their certification was completed according to the requirements of ISO/IEC 17024. Any information obtained in the process of issuing or maintaining certification shall be kept confidential. Certification information shall also be securely stored for an appropriate period which will be at least for the time between initial certification and the first renewal or between certification renewals whichever is appropriate.

### ***Training centre recognition requirements of national organisations responsible for qualifications***

Each WE- QUALIFY participating country will have a national organisation responsible for qualifications and possibly a number of certification bodies accredited to ISO/IEC 17024. Such organisations are likely to include that country's national contact point (NCPs) for the European Qualifications Framework. A list of NCPs is given in appendix 2. These organisations will, in principle, be able to 'recognise' training organisations so that they may issue a recognised WE- QUALIFY qualification to installers successfully completing the training course and passing the examinations. This qualification would then be considered as evidence of meeting the requirements of the WE- QUALIFY scheme by an appropriately accredited certification body so that a WE- QUALIFY installer certificate may be issued.

In order to 'recognise' training organisations each organisation will have its own criteria and evaluation processes for assessing training providers. These are likely to be based on the requirements of ISO/IEC 17024 and such criteria and processes would include:

#### **Application process**

The training centre should provide an overview of the certification process including the scope of certification, the description of the assessment process, the applicant's rights, the duties of a certified person and the fees. Special needs should also be accommodated by the training centre if requested by a relevant party.

#### **Assessment process**

The assessment shall be planned and structured in such a way that the qualification requirements are objectively and systematically verified with documented evidence to confirm the competence of the candidate. Fairness and validity should be ensured in the whole process.

## **Examination process**

Examinations represent the key stage in the assessment of candidates. That is the reason why the training centre should have procedures to ensure a consistent examination administration. The criteria for the administration of the examinations should be documented and monitored.

The training centre should define how candidates will be assessed throughout the training course. This should include both written, oral, practical, observatory or other reliable and objective means of examination which will cover all areas of the WE- QUALIFY training course syllabus (see Appendix 1).

The format of each examination (e.g. multiple choice, written or practical) and the material submitted for assessment (examination paper, procedure, example installation or other) should also be determined. Appropriate procedures should be documented in order to ensure the fairness, validity, reliability and performance of each examination and that all identified problems and discrepancies are resolved.

## **Decision on certification**

All the information gathered during the qualification process should lead to approval of certification or not of the training centre for the WE-Qualify course. The organisation should also be in the position to trace an appeal or a complaint. It is important that the integrity of the personnel for the certification process is not involved in any way in the examination or training process of the candidates. All certified persons will be granted certificates.

## **Suspending, withdrawing or reducing the scope of certification**

The certification body shall have procedures for suspension or withdrawal of the certification.

## **Recertification process**

The procedure for the implementation of the recertification process should be documented.

## **Management system requirements**

Training centres should demonstrate that they have appropriate management systems and facilities in place to deliver and operate the WE- QUALIFY training course. This should meet the relevant requirements of the national organisations recognition criteria and as a minimum should include:

- Recognition of existing competency and qualifications of candidates by setting appropriate course eligibility requirements and identifying which qualifications/experience would be considered to meet these requirements.
- Provision of publicly available listings (e.g. on a website) of installers that have successfully completed the training course and/or have been awarded WE- QUALIFY certification.
- Records should be maintained which enable the qualification/certification status of each candidate to be established and to demonstrate that the learning and/or certification process has been effectively fulfilled. Records should be managed in a way that ensures their integrity and confidentiality, and should be maintained until at least the next required assessment (typically 1 year) or for the amount of time required by the appropriate recognition criteria, contractual, legal or other obligations.
- Operation of an appropriate procedure for managing complaints and appeals against their examination outcomes. All candidates should be made aware of their right to use this procedure.

## **Examiners**

WE- QUALIFY course examiners should be able to demonstrate, that they have competence in the field of examination. They should also be fluent both in writing and orally in the language of examination.

WE- QUALIFY course examiners should be different from the trainers unless it can be demonstrated that there is no conflict of interest or loss of impartiality.

## **Application for 'recognition'**

An application to the relevant assessment organisation for formal recognition of the training centre will be required.

Each assessment organisation will have its own application procedure and requirements, but these are likely to include:

- Submission of documentation including
- Course syllabus
- Details of examinations including methodologies and at what points examinations will take place during the delivery of the course
- Guides for examiners
- Procedures for record keeping, complaints and appeals, listing of candidates etc.
- Names, qualifications, competency and experience of trainers and examiners
- Agreement to the terms and conditions of the assessment organisation
- Payment of the assessment fees.

Following receipt of a formal application the assessing organisation will review the documentation provided and arrange to visit the offices of the training centre to audit the training management system, the training and examination activities and facilities for practical examinations. The training centre will be required to submit corrective actions for any non-conformances that are identified with the assessing organisation's recognition requirements.

Once any corrective actions have been reviewed and accepted by the assessing organisation the training centre will be considered to have met the relevant requirements for recognition. Such recognition will then be maintained through regular (usually annual) surveillance assessments by the national organisation during which the management systems and training and examination activities will be audited to confirm continued compliance with the recognition criteria.

An outline of the recognition process is given in Appendix 5.

## Criteria and Metrics for WE- QUALIFY Trainees

### *Qualifications and Experience*

All WE- QUALIFY trainees will be required to have appropriate qualifications and/or training depending on the skill they are trained. This will ensure that the WE- QUALIFY training course proceeds according to the planned timetable and that trainees are able to understand and learn the training material.

While such requirements are likely to be determined by individual training centres and organisations the WE- QUALIFY National Consultation Committees have been asked to consider what would be the appropriate minimum qualification requirements for WE-QUALIFY trainees.

For Skill 1- Placement of thermal insulation which includes:

- A) Placement of conventional insulation/ thermal insulation plaster
- B) Placement of external insulation.

the successful trainees should meet the following criteria:

- a. Primary or Secondary school leaving certificate or no certificate and 3 years of experience
- b. High school diploma (6 and more grades) and 2 years of experience
- c. New Modern Apprenticeship Diploma and 2 years of experience
- d. Technical School Diploma and 1 year of experience
- e. Diploma or Degree of postsecondary vocational training and 1 year of experience
- f. Good knowledge of the Greek language

For Skill 2 – Installation of thermopanels and exterior sunshades which includes:

- A) Installation of high energy efficient thermopanels
- B) installation of exterior sunshades

the successful trainees should meet the following criteria:

- a. Primary or Secondary school leaving certificate or no certificate and 3 years of experience
- b. High school diploma (6 and more grades) and 2 years of experience
- c. New Modern Apprenticeship Diploma and 2 years of experience
- d. Technical School Diploma and 1 year of experience
- e. Diploma or Degree of postsecondary vocational training and 1 year of experience
- f. Good knowledge of the Greek language

For Skill 3 – Installation and maintenance of Biomass heating systems the successful trainees should meet the following criteria:

- a. Primary or Secondary school leaving certificate or no certificate and 5 years of experience
- b. High school diploma (6 and more grades) and 4 years of experience
- c. New Modern Apprenticeship Diploma and 4 years of experience
- d. Technical School Diploma and 3 year of experience
- e. Diploma or Degree of postsecondary vocational training and 2 years of experience
- f. Good knowledge of the Greek language

As with qualifications and training the individual training centres are likely to determine their own requirements concerning the relevant experience of trainees.

## Appendix 1 Content of the WE- QUALIFY training course

### Skill 1 - Placement of thermal insulation

- 1 Introduction
  - 1.1 We-Qualify program
  - 1.2 Transfer of heat
  - 1.3 Calculation of U values of opaque components (windows, doors)
  - 1.4 Heat losses
  - 1.5 Thermal bridges
  - 1.6 Condensation
- 2 Legislative framework
  - 2.1 Insulation objectives
  - 2.2 Maximum coefficient values U
- 3 Thermal Insulation
  - 3.1 Classification of insulation materials
  - 3.2 Certification of thermal insulation materials
  - 3.3 Characteristics of insulation materials
  - 3.4 Physical characteristics of thermal insulation materials
  - 3.5 Environmental characteristics of thermal insulation materials
  - 3.6 Primary insulation materials.
  - 3.7 Heavy insulation materials
  - 3.8 Mortar coatings - thermal insulation plaster
  - 3.9 Thermal installation
- 4 Implementation of thermal insulation
  - 4.1 Masonry
  - 4.2 Floors
  - 4.3 Roof
- 5 Thermoprosopsis
  - 5.1 Masonry
  - 5.2 Insulation roof
  - 5.3 Roof Insulation
  - 5.4 Floor Insulation
- 6 Conventional thermal insulation
  - 6.1 Internal wall insulation
  - 6.2 Thermal insulation with insulation bricks
  - 6.3 Double wall insulation
  - 6.4 Internal insulation roof
  - 6.5 Roof Insulation
  - 6.6 Floor Insulation
  - 6.7 Thermal insulation plaster
  - 6.8 Lightweight concrete blocks
- 7 Checklist
- 8 Troubleshooting guide

**Skill 2 – Installation of thermopanes and exterior sunshades**

## 1 Introduction

## 1.1 We-Qualify

## 1.2 Heat transfer

## 1.3 Calculation of U values of opaque components (doors, windows)

## 1.4 Heat losses

## 1.5 Thermal bridges

## 1.6 Condensation

## 2 Legal framework

## 2.1 Insulation objectives

## 2.2 Maximum U values

## 3 Frames

## 3.1 Selection criteria

## 3.2 Types of frames

## 3.3 Certification of frames

## 3.4 Environmental characteristics of frames

## 4 Material for frames

## 4.1 Aluminum - Aluminum Alloys

## 4.2 Wooden frames

## 4.3 Synthetic frames - PVC

## 4.4 Facades

## 4.5 Glass

## 5 Bioclimatic design of buildings

## 5.1 Principles of bioclimatic design

## 5.2 Elements of bioclimatic design

## 5.3 Shading in bioclimatic design

## 6 Sun Protection Systems

## 6.1 External shading systems

## 6.2 Internal shading Systems

## 7 Checklist

## 8 Troubleshooting Guides

**Skill 3 – Installation and maintenance of Biomass heating systems**

- Applications and types of biomass
- Situation of the biomass market and related subsidies
- Legislation on renewable energy, air pollution (European, national) and standards on biomass instructions, solid biofuels, boilers, eco-labeling and eco-design (European, national)
- Biomass Technologies and operating principles
- Selection of the biomass system according to the user needs
- Biomass System Equipment
- Requirements for the proper operation of the biomass system
- Installation of Biomass systems
- Maintenance of Biomass systems
- Diagnosis of the faults during installation and repair
- Conduct field study (Practice)
- Installation of biomass boilers and auxiliary elements and inspection of the system (Practice)

**Appendix 2 National Contact Points (NCPs) for the European Qualifications Framework**

Country		EQF National Coordination Points Institution (in national language(s) and English)
Austria		NKS Coordination Point for the NQF in Austria – OEAD / National Agency for Lifelong Learning NKS Koordinierungsstelle für den NQR in Österreich – OEAD / Nationalagentur Lebenslanges Lernen
Belgium	Flemish Community	Agentschap voor Kwaliteitszorg in Onderwijs en Vorming (AKOV) Flemish Agency for Quality Assurance
	French Speaking Community	Service Francophone des Metiers et des Qualifications
Bulgaria		дирекция „Международно и европейско сътрудничество“, Министерство на образованието, младежта и науката - International and European Cooperation Directorate, Ministry of Education, Youth and Science
Croatia		Ministarstvo znanosti, obrazovanja i športa – Ministry of Science, Education and Sports
Cyprus		Εθνικό Σημείο Συντονισμού, Υπουργείο Παιδείας και Πολιτισμού – Department of Technical and Vocational Education, Ministry of Education and Culture
Czech Republic		Národní ústav pro vzdělávání (NUV) – National Institute for Education
Denmark		Styrelsen for International Uddannelse – Ministry of Science, Technology and Innovation
Estonia		Sihtasutus Kutsekoda Estonian Qualifications Authority
Finland		Opetushallitus – Finnish National Board of Education
France		Commission National de Certification Professionnelle
Germany		Bundesministerium für Bildung und Forschung – Federal Ministry of Education and Research
Greece		Εθνικός Οργανισμός Πιστοποίησης Προσόντων (ΕΟΠΠ) – National Organization for the Certification of Qualifications (E.O.P.P.)
Hungary		Nemzeti Erőforrás Miniszterium - Ministry of National Resources
Iceland		Mennta- og menningarmálaráðuneytið / Ministry of Education, Science and Culture / Undervisnings-, forsknings- og kulturministeriet
Ireland		National Qualifications Authority of Ireland (NQAI)
Italy		Istituto per lo sviluppo della formazione professionale dei lavoratori. (ISFOL) – National Institute for Development of

		Vocational Training
Latvia		Akadēmiskās informācijas centrs – Academic Information Centre
Lithuania		Kvalifikacijų ir profesinio mokymo plėtros centras – Qualifications and Vocational Education and Training Development Centre
Luxembourg		Ministere de l'Education nationale et de la Formation professionnelle
Malta		Malta Qualifications Council
Netherlands		Ministry of Education, Culture and Science
Norway		Nasjonalt Organ for Kvalitet i Utdanningen (NOKUT) - Norwegian Agency for Quality Assurance in Education
Poland		Biuro Uznanalności Wykształcenia i Wymiany Międzynarodowej - Bureau for Academic Recognition and International Exchange
Portugal		Agência Nacional para a Qualificação I.P – National Agency for Qualifications
Romania		National Authority for Qualifications (NAQ)
Slovakia		Národný ústav celoživotného vzdelávania National Institute for Lifelong Learning
Slovenia		Center RS za poklicno izobraževanje (CPI) - National Institute for Vocational Education and Training
Sweden		Myndigheten för yrkeshögskolan (YH) - Swedish National Agency for Higher Vocational Education
Spain		Ministerio de Educación - Ministry of Education
Turkey		Mesleki Yeterlilik Kurumu Vocational Qualifications Authority
United Kingdom	England and Northern Ireland	Office of Qualifications and Examinations Regulation (Ofqual) Council for the Curriculum, Examinations & Assessment (CCEA)
	Scotland	Scottish Credit and Qualifications Framework Partnership (SCQF)
	Wales	Llywodraeth Cynulliad Cymru Welsh Government

### Appendix 3 Signatories to the European Co-operation for Accreditation Multilateral Agreement (MLA)

Country	National Accreditation Body
AUSTRIA	BMWFJ
BELGIUM	BELAC
BULGARIA	BAS
CROATIA	HAA
CZECH REPUBLIC	CAI
DENMARK	DANAK
ESTONIA	EAK
FINLAND	FINAS
FRANCE	COFRAC
GERMANY	DAkKS
GREECE	ESYD
HUNGARY	NAT
IRELAND	INAB
ITALY	ACCREDIA
LATVIA	LATAK
LITHUANIA	LA
LUXEMBURG	OLAS
MALTA	NAB-MALTA
NETHERLANDS	RvA
NORWAY	NA
POLAND	PCA
PORTUGAL	IPAC
ROMANIA	RENAR
SLOVAKIA	SNAS
SLOVENIA	SA
SPAIN	ENAC
SWEDEN	SWEDAC
SWITZERLAND	SAS
TURKEY	TURKAK
UNITED KINGDOM	UKAS

#### Appendix 4 Outline process for increasing the scope of an ISO/IEC 17024 or EN 45011 accredited training organisation/certification body to include WE- QUALIFY certification

Obtain application pack for extension to scope from accreditation body

Prepare required documentation:

- Scheme documents
- Evidence of impartiality
- Assessor/auditor competencies
- Assessment procedures

Return application pack, including required documentation and fees, to accreditation body

Prepare for and undergo on-site audits

- Document review
- Management system
- Assessment procedures

Complete corrective actions to close out non-conformances identified during audits

Obtain extension to scope of accreditation. The certification body/training organisation may now certificate WE- QUALIFY installers

Maintain recognition by undergoing surveillance (usually annual) assessments including closing out any non-conformances

## Appendix 5 Outline process for the recognition of the WE- QUALIFY training course and qualification by a training organisation not accredited to ISO/IEC 17024

Identify nationally appointed organisation for the recognition of training courses

Obtain and review application documents

Review application requirements for course recognition including:

- Course content
- Course administration and management
- Requirements for trainers
- Requirements for examiners
- Requirements for facilities
  - Classroom
  - Practical
  - e-learning

Complete and return application pack  
Pay assessment fees

Prepare for on-site audits

- Document review
- Management system
- Training delivery and examinations

Complete corrective actions to close out non-conformances identified during audits

Obtain recognition for training course – the training organisation may now award qualifications that are accepted by accredited certification bodies as meeting the requirements of the WE- QUALIFY scheme so that they may issue a certificate to installers achieving the qualification

Maintain recognition by undergoing surveillance (usually annual) assessments including closing out any non-conformances