

Name: Quality Management System  
 Version: 2.6  
 Date: 10/10/2023  
 Owner: Hamid Jemrhili

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## **Chapter 1: Human Resources Procedures**

NTIC-EXPERTISE is a lean organization and is committed to welcoming a diverse staff to work for the company. NTIC-EXPERTISE only hires professionals with the skills required to support the operations of the company. When hiring new Employees, Supervisors (see schedule below for job description) and/or Trainers, these are the minimal selection criteria:

Employee:

- ...

Supervisor:

- ...

Trainer:

- ...

Employed in our center AEC, Once recruited, the new employees and supervisors will undergo training on the procedures of exam booking, supervising and associated exam activities under the guidance of the previous employees or the management. The organization of the examination room is to responsibility of supervisor Siham ElJaouhary. The employees will undergo regular re-training, once every year, to ensure that they are up-to-date on the procedures associated with exams.

Employed in our center [ATP] Once recruited, the new trainers will observe a training session with one of the trainers already working at the company. During a new trainer's first session, an established trainer will be present to supervise and provide feedback on his/her performance after the session. For now, the accredited person as a permanent trainer for NTIC EXPERTISE is Hamid Jemrhili.

## **Chapter 2: Document Control**

NTIC-EXPERTISE's recordkeeping and document management system assists in capturing records, protecting integrity and authenticity, and providing access through time. Furthermore, it helps in disposing of records no longer required in the conduct of the business, and ensuring records of enduring value are retained. It also facilitates the authority, version control, and creation of official corporate documents.

Records and documents created, received, or used by the staff in the normal course of business are the property of NTIC-EXPERTISE unless otherwise agreed. NTIC-EXPERTISE's official records constitute its corporate memory, and as such are a vital asset for ongoing operations, and for providing evidence of business activities and transactions. They assist NTIC-EXPERTISE in making better informed decisions and improving business practice by providing an accurate record of what has occurred before.

Therefore, records are to be:

- managed in a consistent and structured manner;

Name: Quality Management System  
 Version: 2.6  
 Date: 10/10/2023  
 Owner: Hamid Jemrhili

---

- managed in accordance with NTIC-EXPERTISE guidelines and procedures;
- stored in a secure manner;
- disposed of, or permanently archived;

### Document Control

- All documents are reviewed for their adequacy and approved by the authorized personnel prior to issue.
- Master list of all the controlled documents, identifying their current revision status, is maintained and readily available to preclude use of invalid/obsolete documents.
- Master copy of all the controlled documents is maintained by our supervisor
- All controlled documents bear a relevant document control number.
- Controlled documents ensure that:
  - The appropriate documents are available at all locations, wherever required for effective functioning of operations.
  - Invalid/obsolete documents are promptly removed/ withdrawn from all points of use and only the master copy of such documents is retained for a specified period before it is disposed of.
  - Any obsolete document retained for legal or knowledge preservation purpose is suitably identified as obsolete.

### Printing exams:

It is the supervisor who is responsible for printing the exams in person, internally, put it in a secure envelope sealed by our company before the exam, during the exam all exam copies are returned in the same envelope and the answer sheets in another envelope, both are put in a 3rd closed envelope, transported by our supervisor to our office for scanning in the passport platform.

The printing is done in a closed and secure room by our supervisor.

once the results are communicated the contents of the two envelopes are destroyed by fire.

Printing of exams is done only in-house.

### Document Changes

Changes/Amendments to all the controlled documents are reviewed and approved/authorized, by the same functions/authorities that performed the review and approval/authorization of the original document. The nature of changes/amendments to a document is identified, processed and recorded.

A master list of all the controlled documents, identifying their current version status is maintained.

### Checking candidate & Incidents

-The identity of the candidates is verified by the CIN identity card or equivalent before taking the exams;

-Professional incidents are managed by the supervisor, and they can be escalated to manager and if necessary to PeopleCert.

Name: Quality Management System  
 Version: 2.6  
 Date: 10/10/2023  
 Owner: Hamid Jemrhili

---

## Control of Records

- Data pertaining to the customer or the vendor is also maintained as quality record.
- It is ensured that the quality records are legible, indexed, stored and maintained in such a manner that they are easily accessible, retrievable and also protected from damage/deterioration/loss.
- Wherever contractually agreed, quality records are made available to the customer or his representative for evaluation.
- Quality records are provided to the internal and external quality auditors, if required, during audit.
- Quality records are retained for a period of at least 3 years.

All processes and documents will be reviewed once in every year and updated as required. As part of the review the changes to the processes would be documented in the change log. Further, versioning of the all the documents would be maintained to keep track of changes.

All data of employees, candidates and exam sessions conducted, will be processed and stored in excel files for a period of at least 3 years. This data is backed up on a monthly basis from the hard drives and is kept on a removable storage which is kept under lock and key with Hamid Jemrhili of the organization in a safe fire proof locker. Siham El Jaouhary is responsible for storing the documents and for its backup.

## Chapter 3: Data Protection, Security & NDA

Our employees are certified: ISO 27001, GDPR, ... In compliance with data protection and document control we have locking cabinets and storage for all belongings and documents that may contain proprietary and/or sensitive information. All electronic documentation is stored on a private internal storage drive to which only NTIC-EXPERTISE employees have access. All sensitive documentation that is not locked up is destroyed. The data stored on a laptop will be backed up once every month to a secure removable storage facility. This removable storage facility is kept in a fire proof compartment and only the director (Hamid Jemrhili) of the organization will have access to it. The document backup will include all the candidate registration details, the exams and the results associated with it.

Our testing staff members complete their required proctoring certifications, maintain them and recertify as prompted by the testing vendors. They collect and house the documents containing sensitive tester information in a locked cabinet located directly next to their workstation. All documentation regarding our business partnership is stored in a locked cabinet. Under no circumstance will NTIC-EXPERTISE staff members attempt to duplicate or remove testing material from our location. If such activity does occur, that staff member's employment with NTIC-EXPERTISE will be terminated.

NTIC-EXPERTISE has a security management process in place to ensure that the security requirement of our customer, staff and organization are met. Maintenance procedures are

Name: Quality Management System  
 Version: 2.6  
 Date: 10/10/2023  
 Owner: Hamid Jemrhili

continuously in place to ensure that the existing processes reflect the current needs. An Audit and Evaluation procedure is conducted to ensure the plan reflects the established policy, adheres to the plan in place, and is deemed up-to-date and effective

Our supervisor undertakes to respect the non-disclosure commitment: NDA.

#### Chapter 4: Consent of users:

The consent of users to use their personal data during paper exams is obtained through a form: (Two columns: Yes/No + Signature in case of Yes).

## Consent of users

Client: XXXXXX

Training manager: XXXXX

Location: At the client's premises

Is the training certified?

Training Topic: XXXXXX

If yes, which is the certifying organization?

XXXXX

Last & First Name	Email Address	Consent		Date and Time of Consent:	Candidate Signature if Yes
		Yes	No		
Last & First Name 1	<a href="mailto:Name 1@xxx.com">Name 1@xxx.com</a>	X		July 1, 2024, at 2:30 PM	Signature Candidat 1
Last & First Name 2	<a href="mailto:Name 2@xxx.com">Name 2@xxx.com</a>	X		July 1, 2024, at 2:30 PM	Signature Candidat 2
Last & First Name 3	<a href="mailto:Name 3@xxx.com">Name 3@xxx.com</a>	X		July 1, 2024, at 2:30 PM	Signature Candidat 3
Last & First Name 4	<a href="mailto:Name 4@xxx.com">Name 4@xxx.com</a>	X		July 1, 2024, at 2:30 PM	Signature Candidat 4
Last & First Name 5	<a href="mailto:Name 5@xxx.com">Name 5@xxx.com</a>	X		July 1, 2024, at 2:30 PM	Signature Candidat 5
Soukaina IBNOUELFAKIR	<a href="mailto:Name 6@xxx.com">Name 6@xxx.com</a>	X		–	Signature Candidat 6

#### Chapter 5: Management Review:

Management Review meeting is a structured meeting that must take place every three months to discuss the functioning of the quality system and to take action to correct it when necessary. It is the responsibility of Hamid Jemrhili to conduct regular Management Review

Name: Quality Management System  
 Version: 2.6  
 Date: 10/10/2023  
 Owner: Hamid Jemrhili

---

Meetings. It is the responsibility of the Siham El Jaouhary to ensure that this procedure is carried out.

The Management Review Meetings are designed to ensure that all quality related functions are reviewed at the highest possible level and so that all levels of management affecting quality are made aware of changes, updates, revisions, verification activities and policies. The Management Review will take the form of a formal, recorded meeting under the Chairmanship of the Director. Siham El Jaouhary and any other staff designated by senior Management will attend.

The objectives of the Management Review are:

- To expose irregularities or defects in the Quality System, identify weaknesses and make recommendations for continual improvement.
- To review the effectiveness of previous corrective actions.
- To review the adequacy and suitability of the Quality System for current and future operations.
- To review any complaints received, identify the cause and recommend corrective action if required including customer feedback.
- To review the finding of internal / external audits and identify any areas of recurring problems.
- To review the reports of non-conformities and evaluate trend information.
- To review training requirements. Analyze all the above for trends and make appropriate improvements

In addition to formal management review meetings, Hamid Jemrhili will hold regular meetings to review processes, inform staff and the associate consultants of the effectiveness of the Quality System, review Customer feedback, carry out preventive action communicate the organization's commitment to meeting customers' needs and ensure staff are familiar with the Department's Legal and Regulatory obligations.

## Chapter 6: Internal Audits

Audits will be conducted on a bi-annual basis, internally. Consultants or Administrators identified as auditors will act as internal auditors and conduct audits in the organization to assess the conformity of the Company's day-to-day operations, to its documented Process and Quality System as well as to the Accreditation Requirements.

The audit will happen every year and will cover the following;

- Registration and Intake process and the records
- Customer satisfaction
- Issues during trainings and examinations.
- Staff awareness of the exam procedures
- The Accreditation Requirements
- The Documented Quality System

Name: Quality Management System  
 Version: 2.6  
 Date: 10/10/2023  
 Owner: Hamid Jemrhili

---

A checklist will be used and will also include the following in case of any non-compliance:

- Formal record of the area of non-compliance;
- Follow up processes and procedures that were put into place to ensure compliance;

### **Chapter 7: Continual Improvements**

NTIC-EXPERTISE implements continuous quality improvement plans which are designed to review specific situations and identify strategies for enhancing all related factors. These plans include but are not limited to continuing education and cross-training of employees as part of the ongoing mentoring process within NTIC-EXPERTISE. This approach is also used to review procedures in the workplace and find ways to increase general efficiency and production. NTIC-EXPERTISE's idea is to make something that is good even better thus benefiting the company in general.

The end of class survey covers all levels of our company function including registration, check-in, training, environment and return on value. Each evaluation is reviewed and based on the client feedback, the client is promptly contacted if any comment or score does not meet or exceed our standard scores.

The candidates are asked to fill out a customer feedback form at the end of each training. The intent is to capture the direct feedback on different aspects of the training and exam sessions. Once the feedback is returned, this will be fed into NTIC-EXPERTISE's system to have the data available electronically for further analysis. Findings from the customer feedback analysis will lead to improvement programs and will be incorporated into existing processes to further improve the services.

The Training Manager "Hamid Jemrhili" is responsible to take the necessary corrective action as he/she remains the accountable person for the assurance of the delivery of the highest quality of certified training. Corrective action may include the changing to a new training venue, making use of different training facilities, making use of different training material, exploring with new training procedures and changing to a new trainer.

### **Chapter 8: Complaint Handling (including Appeals)**

Students can bring complaints to any of NTIC-EXPERTISE's staff during course delivery times. All complaints/grievances are followed up immediately by NTIC-EXPERTISE's management with the instructor and/or student and issues are resolved accordingly.

Complaints are stored in the NTIC-EXPERTISE Issue and Complaint log by Siham El Jaouhary. Recipient of complaints should forward them on to the Managing Director for logging no longer than 24 hours after the complaint is received. The logged complaint should be given an owner, responsible for solving or escalating the complaint and that person should be made aware of the complaint that has been logged.

Complaints are assigned a priority based on the scale below:

Name: Quality Management System  
 Version: 2.6  
 Date: 10/10/2023  
 Owner: Hamid Jemrhili

---

- Emergency- Needs to be addressed and resolved within 3 hours
- Normal – Needs to be addressed within 48 hours and resolved within 1 week
- Standard – Needs to be addressed within 48 hours and solved by the next management review meeting

Emergency priority issues are customer satisfaction related. Normal priority issues are system problems that are not disrupting the delivery of services. Standard priority issues are process issues that do not need to be urgently addressed.

The issue owner “Siham El Jaouhary” should update the complaint log when the issue has been resolved. Hamid Jemrhili is responsible for reviewing the complaints log daily to insure all complains are addressed within 24 hours. Complaints that are not resolved in the appropriate time frame should be escalated to the CEO by the Managing Director.

The procedure for handling complaints and appeals is well known by all personnel and is accessible to customers and other interested parties. Our goal is to work on complaints to the satisfaction of the complainant by way of applying a customer-oriented approach.

Feedback from customers, which also includes complaints, is considered an opportunity for improvement of our services. For this reason, we are open to all feedback, including complaints, and show an appropriate commitment during processing of complaints and actions taken.

Procedure for exams in paper format:

- Our supervisor supervises and supervises the registration of candidates until the exam is taken. Continuous communication with candidates.
- Candidates arrive 30 minutes before the exam time,
- Awareness, explanations and instructions are given to participants.
- A sufficient distance between participants,
- No phone, no tablet, no PC,
- Our supervisor submits copies of the answers into the PeopleCert platform in a secure manner.

### **Chapter 9: Security of paper exams;**

- Printing is done in our headquarters: NTIC EXPERTISE.
- The number of copies corresponding to the number of candidates.
- Exam copies are placed in a secure and sealed envelope.
- All exam papers and answer sheets are returned to the supervisor.
- Once the results are communicated to the participants, the paper copies are destroyed by fire.

### **Chapter 10: Preventive actions & Exception encountered during exams:**

**Preventive and corrective action:**

Name: Quality Management System  
 Version: 2.6  
 Date: 10/10/2023  
 Owner: Hamid Jemrhili

---

- Verification of participant registration codes.
- An oral reminder to participants regarding the examination conditions.
- The supervisor writes the exam start time and end time on the board, drawing their attention. and every 15 minutes passed a verbal reminder regarding the remaining time.
- The supervisor checks the copies of participants' answers one by one at the end.

**Exception:**

In any exception encountered, communication will be made with Peoplecert, with the person in charge of our account, in order to advise on this situation.

**Chapter 11: Complaint processing:**

All complaints regarding the exams are sent to the supervisor by Cc the manager of the company; [cert@expertisentic.com](mailto:cert@expertisentic.com) are processed within 24 hours and if necessary the complaint will be escalated to Peoplecert.

The full candidate has the right to appeal against a decision of a PeopleCert.

- The maximum time limit accepted for acknowledging receipt of the appeal is 48 hours.

The candidate can get information on PeopleCert's policies and the relevant URL, prompting visitors to PeopleCert's website. A hyperlink to PeopleCert Legal Documents and Policies <https://www.peoplecert.org/terms-of-service-and-privacy-policy> "

**Chapter 12: PeopleCert's reasonable adjustments policy:**

Our QMS incorporates information on PeopleCert's reasonable adjustments policy.

The process contains the following activities: Clear and effective communication to inform candidates about PeopleCert's reasonable adjustments policy, This can include being done by email.

Provide guidance during training sessions or pre-exam briefings. Ensure these activities comply with PeopleCert's requirements for informing candidates of reasonable adjustments.

This is done through periodic reviews and updates of the process to remain compliant with possible PeopleCert policy changes.

Understand PeopleCert's Reasonable Adjustments Policy: Undertakes to carefully review PeopleCert's Reasonable Adjustments Policy to understand the accommodations available to applicants with disabilities or special needs.

Training and Awareness: Train relevant staff members responsible for communicating with candidates on the reasonable adjustments policy. Make sure they fully understand the policy and can effectively help candidates access accommodations.

Name: Quality Management System  
 Version: 2.6  
 Date: 10/10/2023  
 Owner: Hamid Jemrhili

**Documentation:** Document the process developed in the QMS. This documentation should outline the steps for informing applicants about PeopleCert's reasonable adjustments policy and provide guidelines for staff.

**Monitoring and Improvement:** Continuously monitor the effectiveness of the process and collect feedback from candidates to identify areas for improvement. Make necessary adjustments to the process to improve the candidate experience and ensure compliance with PeopleCert policies.

### **Chapter 13: Examination room check:**

To check the logistics in place:

In the e-meeting 2 days before the exam, using 360° camera to verify compliance with the note: Logistics Commitment document.

During the meeting, convey to the client's representatives that if the supervisor finds that the examination room does not comply with the previously communicated conditions '*Logistics Commitment document*', the examination session will be postponed or canceled.

#### **Reminder of the Grades for : Logistics Commitment document**

##### **Room Arrangement :**

- Clean and well-lit room
- Comfortable temperature
- Seating arrangement respecting the minimum required distance between candidates (1,5 meters)

##### **Equipment:**

- Comfortable and well-maintained chairs and desks
- Whiteboard or flipchart for examiner instructions
- Visible clock for tracking exam time

##### **Technology:**

- Technology (laptops or smartphones) is prohibited during exams

##### **Documents:**

- Exam instructions and rules clearly displayed
- Answer sheet of candidates verified before and after the exam
- Exam papers are returned to the supervisor with the answer sheet.

##### **Security:**

- Supervisors ensure there is no cheating or fraud
- Surveillance by a well-trained examiner

##### **Accessibility:**

- Easy access for individuals
- Access for individuals with disabilities
- Special accommodations available for candidates with specific needs

##### **Emergency Plan:**

- Be in contact with the person responsible for emergency plan

### **Chapter 13: Communication process:**

-This document, 'SMQ Policy,' is emailed to candidates two days before the training session and four days before the exam.

Name: Quality Management System  
Version: 2.6  
Date: 10/10/2023  
Owner: Hamid Jemrhili

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-In the e-meeting two days before the exam "*verify in real time during the meeting*", a 360° camera will be used to verify compliance with the Logistics Commitment document.

-A welcome email is sent to all users, with their supervisors copied (Cc'd). The email requests that users register on the PeopleCert platform (create an account for new users or update it for existing users). On the first day of training, the trainer reminds participants to complete their registration, and a final reminder is given by the trainer during the first hour of the second day of training.

-During the scoping meeting (e-meeting 2 days before the exam) with the client, the following information regarding the candidates' prerequisites and expectations are requested and verified:

- **Professional Experience:** Some exams may require a certain amount of professional experience in the relevant field.
- **Pre-requisite Training:** Certain exams may require to have completed specific training courses or obtained pre-requisite certifications before taking the main exam.
- ... and others depend on the context of the requested training and certification.

#### Chapter 14: PeopleCert Privacy Policy:

<https://www.peoplecert.org/terms-of-service-and-privacy-policy>