

QUANTAS SYSTEM TRAINING AND PERSONNEL CERTIFICATION LIMITED

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CONSULTANT CERTIFICATION CRITERIA FOR EMS

The EMS Programme

A number of consultants are helping organizations in various sectors in the process of Environmental Management System (EMS) realization. The selection of a capable EMS Consultant by an organization is important in ensuring that their EMS is capable of meeting the planned objectives of the organization and its commitments to the society in the most efficient and cost effective manner.

Certification Grades

The EMS Programme has three grades of certification:

The scheme for registration of EMS Consultant will help to certify the credentials of competent consultants and also help the organizations to select a competent consultant through the register of consultants.

Based on the qualification and experience, an applicant can be offered the following grades for registration:

Consultant
Senior Consultant
Principal Consultant

Registration under this scheme is available without restriction to all applicants who satisfy the QST registration requirements. The scope of the registration is general, i.e. it does not include nor does it require any industry sector specific competencies. The applicant may select from the given list upto 4 standard industry sectors within which the applicant has acquired work experience. These details although included within the register are self-declarations and are outside the scope of registration.

QSTPCL reserves all rights to amend its registration criteria, procedures and fees etc. as it may deem fit. Applicants are requested to refer to the updated criteria before applying for their registration.

Although all information provided by the applicants will be kept confidential, QSTPCL reserves the right to utilize the information provided by the applicants for legal, research, for sharing with other IPC members or for any other purpose as may be deemed fit by QSTPCL.

Requirements for Registration

Personal Attributes

Applicants for registration shall be able to demonstrate the personal attributes needed for the effective and efficient performance of the consulting services. Desirable personal attributes for consultants are described in ISO 10019 (Guidelines for the selection of quality management system consultants and use of their services) Clause 4.2.1.

EMS consultants shall demonstrate to be:

- a) ethical -fair, truthful, sincere, honest and discreet;
- b) open minded -willing to consider alternative ideas or points of view;
- c) observant -constantly and actively aware of organizational culture and values, physical surroundings and activities;
- d) perceptive -aware of and able to understand the need for change and improvement;
- e) versatile -able to adapt to different situations and provide alternative and creative solutions;

- f) tenacious -persistent, focused on achieving objectives; g) decisive -reaches timely conclusions based on logical reasoning and analysis;
- h) self-reliant -acts and functions independently while interacting effectively with others;
- i) communicative -able to listen to and interface with all levels of an organization, confidently whilst sensitive to its culture;
- j) practical -realistic and flexible in approach with good time management and leadership abilities (concerned with facts and experiences);
- k) accountable -take responsibility for their own actions Applicants shall through education, training, work experience and consulting experience be able to demonstrate a satisfactory level of competence in all of the following areas:

Environmental Management specific knowledge and skills

Applicants shall be able to understand and apply relevant international standards that are applicable to the client organizations, which may be as follows:

- i) ISO 14001:2004 Environmental Management Systems – Requirements with Guidance for use
- ii) IS/ISO 14004:2004 Environmental Management Systems – General guidelines on principles, systems and support techniques
- iii) IS/ISO 14050:2002 Environmental Management – Vocabulary
- iv) ISO 19011:2002 Guidelines for quality and/or environmental management systems auditing
- v) Other relevant ISO Standards

In addition the applicants shall have knowledge of other standards that are necessary for the consulting services such as:

- i) sector specific standards
 - ii) measurement control systems standards
 - iii) accreditation standards
 - iv) conformity assessment standards
 - v) process standards
 - vi) safety related standards
- Applicants shall also have knowledge of the ISO documents developed as part of the ISO 14001 series (refer to list at the end).

General Environmental management principles, methodologies and techniques

Applicants shall demonstrate to have the knowledge of, and the ability to apply EMS principles, methodologies and techniques such as:

- a) Environmental terminology
- b) Environmental management principles and their application
- c) Continual improvement tools and techniques
- d) Appropriate statistical techniques
- e) Auditing methodologies and techniques
- f) Team work techniques
- g) PDCA (Plan-Do-Check-Act) methodology
- h) Policy deployment methodology
- i) Process mapping techniques
- j) Process critical points identification methodology and related control techniques
- k) Environmental aspects identification, assessment of impact and monitoring & Review.
- l) Problem solving techniques & Control measures
- m) Techniques for monitoring interested parties satisfaction
- n) Brainstorming techniques
- o) Gap analysis techniques
- p) Innovation management techniques

National and international EMS systems

Applicants shall have general knowledge of:

The standardization, certification and accreditation systems at national and international level (e.g. ISO/IEC guide 66). The processes and procedures for national certification of processes, systems and personnel.

Environmental science and technology:

To enable the applicant to comprehend the fundamental relationships between human activities and the environment. Knowledge and skills in this area should cover the impact of human activities on the environment

- interaction of ecosystems
- environmental media (e.g. air, water, land)
- management of natural resources (e.g. fossil fuels, water, flora and fauna) and general methods of environmental protection

Technical and environmental aspects of operations :

To enable the applicant to comprehend the interaction of the client's activities, products, services and operations with the environment. Knowledge and skills in this area should cover:

- sector-specific terminology environmental aspects and impacts
- methods for evaluating the significance of environmental aspects critical characteristics of operational processes, products and services monitoring and measurement techniques, and
- technologies for the prevention of pollution

Organization specific knowledge and skills

Statutory and regulatory requirements

Applicants shall demonstrate the ability to recognize the existence and the significance of the relevant statutory and regulatory requirements (e.g. local, national or international) applicable to the organization's activities, products and/or services

In particular, applicants shall demonstrate how they recognized these to be applicable to the organization's activities, products or services where they provided consulting services.

Basic knowledge in this area should typically include the statutory and regulatory requirements for the organization's operations and activities as required by ISO 14001:1996 and should also include the following aspects as appropriate:

- Contracts and agreements
- Labour and workplace
- Industrial Hygiene, Occupational Health and Safety
- International treaties, protocols and conventions
- Environmental & Safety requirements of Transportation
- Consents and licenses
- Reporting and filing of returns
- Statements and declarations

Products, processes and organizational requirements

Applicants should demonstrate reasonable knowledge of Organization's activities, products or services and how the same may have impacts on the receiving environment.

The applicant should preferably have background knowledge of processes or products of the sectors of industry which he has provided consultancy / intends to serve as a consultant.

Broadly, they shall be able to demonstrate how to apply the above knowledge to:

- Identify aspects, assess impacts, suggest appropriate control measures of organization's activities, products or services with focus on the monitoring and measurement.
- Understand the sequence and interaction of the organization's activities or services, which might have major



impacts on the environment and their effect on meeting statutory and regulatory requirements. Also assess the organization's preparedness to respond to potential emergency situations that might arise.

Understand the Organization's products, and processes with a view to address the impacts and suggest control measures from planning, design, production, marketing to disposal stages.

Understand the terminology of specific sector.

Understand the nature of the structure, functions and relationships within the organization.

Management Practices

Applicants shall demonstrate to understand how the EMS integrates and interacts with the overall management of the organization, including human resource & other management systems. Therefore, applicants shall have knowledge of relevant management practices such as:

- Planning and control
- Strategic management
- Production/operations management
- Management information systems
- Human resource management
- Quality management
- Interpersonal and Leadership skills

Education

The applicant shall have a degree in Engineering or a degree in Science with preferably a Post Graduate Diploma in Industrial Environment/ adequate work experience in the field.

Documentary evidence of the education claimed will be required.

The applicant shall have relevant experience in managerial, professional and technical aspects of the consultant services to be provided. This may involve the exercise of judgement, problem solving and communication with interested parties, enabling the consultant to assist the organization in making effective decisions.

The applicants' relevant experience may include a combination of some or all of the following:

- a) Practical work experience
- b) Experience in management
- c) Experience in EMS auditing
- d) Experience in implementing a EMS, in one or more of the following capacities:

- Consultant services
- EMS management representative
- Member of management review team

Environmental and Safety function

In particular, applicants shall demonstrate the following minimum work experience, in relation to the education level:

For Consultant Grade:

- Total work experience: 5 Years
- Work experience in EMS (as a part of total work experience): 4 years

For Senior Consultant Grade:

- Total work experience: 10 Years
- Work experience in EMS (as a part of total work experience): 8 years



Should be a certified/registered Auditor or Lead Auditor of EMS

For Principal Consultant Grade:

Total work experience: 15Years

Work experience in EMS (as a part of total work experience): 10 years

Should be a certified/registered Lead Auditor of EMS

It is essential that the experience of the consulting is relevant to the EMS project.

Applicants shall provide documentary evidence of work experience. This evidence must be signed by the applicant's employer and client where consultancy provided.

Alternatively, this evidence may be presented in the form of employer references giving information on work actually carried out, positions held, reporting levels and areas of responsibility.

EMS realization experience

EMS realization/implementation projects

The total of EMS implementation/ realization experience for an applicant shall include:

For Consultant Grade:

Realization/implementation of minimum 2 complete EMS projects.

Carried out autonomously the task assigned by the project/ team leader.

Participated in all of the periodical and final meetings of the consultancy team to verify the progress and the consistency of the work in relation with the client agreed objectives.

Carried out training of personnel involved in the EMS.

For Senior Consultant Grade:

Realization/implementation of minimum 4 complete EMS projects of which at least 1 project should be from large scale industry.

Carried out autonomously the task assigned by the project/ team leader.

Participated in all of the periodical and final meetings of the consultancy team to verify the progress and the consistency of the work in relation with the client agreed objectives.

Carried out training of personnel involved in the EMS.

For Principal Consultant Grade:

Realization/implementation of minimum 8 complete EMS projects of which at least 3 projects should be from large scale industry.

Carried out autonomously the task assigned by the project/ team leader.

Participated in all of the periodical and final meetings of the consultancy team to verify the progress and the consistency of the work in relation with the client agreed objectives.

Carried out training of personnel involved in the EMS.

All these activities shall be demonstrated by means of declarations from clients or consultancy project team leaders.

All EMS implementation/realization experience submitted for registration shall have been gained in the 5 years prior to application.

The applicants should submit EMS Manual of at least 2 completed projects of different companies, in different years, for desktop review. QST reserves the right to ask for additional information including EMS Manuals of more projects or to seek the information from the organizations assisted, at any stage of the QST assessment process.

Application Sponsors

For initial registration each applicant shall be sponsored by either the current employer or by one alternative person who has a professional relationship with the applicant.

Sponsors shall have direct experience and/or personal knowledge of the applicant relating to those elements of the application for which they have been attested.

Personal Declaration

All applicants for initial registration and re-registration shall sign a declaration whereby they agree to observe and to abide by the QST Code of Conduct and that all complaints regarding their performance have been formally logged and dealt with in a manner to prevent recurrence.

Re-registration(maintaining registration)

All registered consultants shall be periodically re-registered. The period between initial registration and re-registration shall not exceed three years. Each applicant for re-registration shall maintain a written declaration from the client of each EMS realization undertaken and details of professional development undertaken during this period.

For each year of the re-registration period, QST registered EMS consultants shall submit documentary evidence either of having performed a minimum of 1 complete EMS project realization or of having acquired equivalent EMS consultancy experience.

All registered consultants are required to submit annually (by Dec 31 every year) the details of consultancy work undertaken in the Consultancy Log Sheet (Annex C) and/or Continuing Professional Development (CPD) done by them in the CPD Log Sheet (Annex E) for that particular year.

Professional Development

The QST registered EMS consultant shall, in each year of the registration period, undertake at least 15 hours of appropriate continuing professional development. Evidence of that professional development, verified by the training course provider, or the applicant's employer shall be submitted as part of the application for re-registration.

The professional development records shall show the duration and type of activity undertaken and details of the provider.

In the selection of appropriate professional development, consultants should consider their personal strengths and weaknesses and identify areas for personal improvement.

Evaluation Process

The Complete application form with the requisite fee must be sent to the following address
Fees are set annually and apply for the calendar year (1 January - 31 December). Contact us direct or see www.quantascert.co.uk for details of current fees applicable for your country.

The form must be filled in English language only.

All applications must be supported by documentary evidence, e.g. legible photocopies of original certificates etc.

Original documentary evidence should be made available only when asked for.

An incomplete application or not adequately supported by required documents would result in delay in processing or rejection of application.

The envelope containing the application must be superscribed with the registration applied for.

Only the application fee (besides necessary documents) should be sent with the application. The registration fee needs to be sent only after the receipt of notice from QST.

QST shall carry out an effective evaluation of applicant's competencies through three distinct components:

a) Desk-Top Review - I

A desk-top review of documentation submitted by the applicant in support of the application. This review is intended to determine the applicant's conformance with QST requirements for education, training, work experience, EMS experience and consulting experience.

b) Desk-Top Review - II

A desk-top review of documentation related to the EMS projects realized/implemented by the applicant (alone, within a team or where applicable as a project leader/team leader)

c) Interview

A verification of the applicant's consulting competence through face-to-face interview. The applicant will have to appear at own cost for the interview.

d) Confidentiality

All information, correspondence and documentation submitted by applicants in support of registration will be considered as strictly confidential except where the applicant has agreed to specific information being released, for example, the information contained in the register of consultants.

g) Reconsideration



It may happen that during the processing of an application, it is observed that the applicant can get qualified to a higher grade on submitting additional information/evidence. In this case the applicant will be informed to exercise his/her option.

In case of applicant opting for the higher grade, a reconsideration fee will have to be submitted as given in the fee schedule.

The assessment process will be repeated in this case.

Registration Fees

The fee structure is determined annually and is applicable from January to December. The validity of the registration is also for the calendar year. Please refer to the current Fee Structure.

a) Application Fee

All application should be accompanied by the application fee, without which the application will not be processed. This fee covers the administrative costs for processing the applications.

b) Annual Registration fee

Successful applicants will be intimated for the remittance of Registration Fee. The applicants will be required to send the fee as per the fee structure within the specified time frame.

Applicants may pay either one or three years fee along with their initial application. A discount of 15% on total fee is allowed for three years registration.

Applicants paying one-year fee initially shall be required to pay the annual registration fee annually for the next two years on receipt of notice from QST.

The Certificate & Registration Card will be sent within 3-4 weeks after the receipt of the fee.

c) Interview Fee.

The applicant called for interview shall have to appear for the interview at own expense. There will be no other fee charged for the interview.

d) Regrade Fee

This fee covers the administrative cost required for each regrade consideration. This fee is due with the re-grade submission and is non refundable. Where a regrade application is successful, the difference in the registration fee on pro-rata basis is to be paid for registration to the new grade for that current year.

e) Reconsideration Fee

This fee covers the administrative costs for reassessment of the application on submission of necessary documentation.

Certification Cards, certificates and the Register

We will send you a Certification Card following initial award of certification and annually thereafter when you pay your annual fee and comply with any other applicable requirements. This card is your primary evidence of certification

and you should present this when you first begin an audit and thereafter whenever appropriate. Although the card is issued to you, it remains our property and you must return it to us should we ask you to. The QST Certificate is intended for display as a formal recognition of your certification to a specific grade. You should not use it as proof of certification. Please contact us if you wish to purchase a certificate. You can find details of all certified auditors in each country on the 'Find Consultant' section of the QST website www.quantascert.co.uk

All the fees are non refundable.

Registration Card, Certificate and Register

All successful applicants will be issued the following:

- i) a Certificate
- ii) a Registration Card.

The validity of the Certificate and the Card will be for the period for which the fee has been paid by the applicant (maximum three years)

The Card and the Certificate are the primary evidence of validity of Registration and should be presented on commencement of a project and thereafter on demand as appropriate.

The Register of Consultants will be hosted on the QCI web site. In case the registered consultant does not want to publish his/her details, an application may be sent to QST for the same.

Code of Conduct

All consultants are obliged to improve the standing of the consulting profession by rigorously observing the Code of Conduct. Failure to do so may result in suspension or withdrawal of registration.

Consultants undertake:

- a) to act professionally, accurately and in an unbiased manner
- b) to strive to increase the competence and prestige of the consultancy profession
- c) to assist those in their employment or under their supervision in developing their management, professional and consultancy skills
- d) to maintain the confidentiality of information provided by or acquired from the organization
- e) to avoid and/or declare any conflict of interest that may affect the work to be carried out
- f) to maintain independence from EMS certification or accreditation bodies
- g) to maintain impartiality in an organization's selection of certification bodies/ registrars
- h) not to act in any way that would prejudice the reputation of the QST or the consultant registration process and to co-operate fully with an inquiry in the event of any alleged breach of this code.



Annexure: I Definitions

Environmental Management System (EMS)

Part of an organization's management system used to develop and implement its environmental policy and manage its environmental aspects.

Environmental performance

Measurable result of an organization's management of its environmental aspects

Environmental Policy

Overall intentions and direction of an organization related to its environmental performance as formally expressed by the top management.

Environmental Target

Detailed performance requirements, applicable to the organization or parts thereof, that arises from the environmental objectives and that needs to be set and met in order to achieve those objectives.

EMS Realization

Process of establishing, documenting, implementing, maintaining and continually improving an Environmental Management System.

EMS Consultant

A person with the competence to assist EMS realization or a part of EMS realization.

Complete EMS

An Environmental Management System that includes all aspects of ISO 14001 or an equivalent alternate EMS standard.

Sponsor

Persons of good character who, through acquaintance with the applicant on a professional basis, are able to attest to the applicant's personal attributes and experience.

Desk Top review

The evaluation of documentary evidence submitted by the applicant in support of the application.

Consultant Examiner

A consultant examiner is a person designated to review the relevant documentation (incl. EMS manual, procedures etc) of the EMS designed by the applicant and to verify the competence of applicant for registration.