Qualiopi: where to start?

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Seven criteria, 32 indicators: here is a simple method to approach certification without getting lost.



Understand the framework

Qualiopi is the quality certification for training providers in France. It rests on **7 criteria** broken down into **32 indicators**: public information, identification of objectives, adaptation to audiences, teaching resources, trainers’ qualifications, connection to the professional environment, and collection of feedback and complaints.

Start with a review

Before writing any procedure, list what already exists: programme sheets, invitations, attendance sheets, satisfaction questionnaires. Many organisations already hold half the evidence.

Prioritise

- Make public information complete (objectives, prerequisites, duration, price, accessibility).

- Formalise the assessment of learning.
- Set up complaint handling and continuous improvement.

Prepare the audit

The initial audit is followed by a surveillance audit. Gather evidence as you go: it is simpler than rebuilding it at the last minute.

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