

UNI'S TRAINING POLICY

- a. UNI's training activity is closely linked to its mission of promoting standardisation culture and its vision of creating an open system for the transfer of knowledge and the enablement of innovation, working towards sustainable progress.
 - b. UNI places each learner, as a person seeking to acquire awareness, knowledge and improve his or her skills, at the centre of the training activity. This helps to promote skills development within organisations and to enhance the competitiveness of the Country-system.
 - c. UNI's training proposal is strongly focused on providing in-depth knowledge of the normative content of the UNI standards catalogue (including EN, ISO, PdR, etc.).
 - d. UNI's teaching staff is selected for its know-how, which is constantly updated also through participation in standardisation activities, and for its ability to transfer this know-how to each learner.
 - e. The delivery methods of the training are diversified and updated to provide solutions that meet constantly evolving needs and habits.
- As a result of this Manifesto, UNI undertakes to:
1. Always keep the fees for participating in UNI courses low, particularly for its members, and confirm training sessions even with a limited number of participants, in order to guarantee the service to those who have shown interest, limiting the number of courses cancelled.
 2. Always provide each learner of synchronous courses in the catalogue with an official copy of the UNI standard covered by the course, included in the course participation fee. As the Italian Standards Body, UNI is the only entity that can guarantee the maximum dissemination of standards to each learner in this way.
 3. Maintain a system for evaluating and qualifying its courses and teaching staff with the aim of constantly monitoring the quality of the service offered and meeting customer expectations.
 4. Select training topics from the standards catalogue, which contains more than 22,000 standards; respond to market requests for training on specific standards; organise preview courses on standards that are about to be published, having the necessary information to do so even before they are published.
 5. Select teaching staff primarily within the network of thousands of experts who participate in standardisation activities and who therefore draft, discuss and analyse standards prior to their publication, in order to ensure that UNI teaching staff are the most knowledgeable about normative content, the reasons why such content is present in a given form, and the correct interpretation of each normative requirement.
 6. Select trainers, in the case of courses on standards that can be used for conformity assessment (e.g. certifiable standards), primarily from the inspection body of the accreditation body, in order to be able to illustrate the expectations regarding the correct application of the standards themselves during the training course.
 7. Encourage the participation of learners from different stakeholder categories (as is the case in standardisation activities), so that each training session also becomes a valuable opportunity for discussion and networking.
 8. Modulate the payment terms for courses also based on the needs of the PA, in order to promote the widest possible dissemination of normative culture within the Public Administration.
 9. Organise in-house courses for client organisations that may be interested in a course more tailored to their needs, while respecting the roles and impartiality of the trainer (the course is always aimed at presenting the standards and their correct application and not at providing direct advice to organisations).
 10. Expand partnership agreements with institutions rooted in the territory, in order to be able to replicate its courses nationwide at the request of interested parties; where possible, access the main forms of course recognition that allow, for example, funding, training credits, etc.
 11. Commit to updating the types of training services offered in line with market developments and UNI strategies for the increasing dissemination of standardisation culture.
 12. Promote the use of inclusive and non-discriminatory language in training activities, in line with UNI's Guidelines for Gender Equality in Language.
 13. Use artificial intelligence tools to improve efficiency and support processes, and not as a replacement for the human expertise, which remains a cornerstone of UNI training quality.
- Milan, May 27, 2026*
The General Director Ruggero Lensi