

Normative document

**Recognised educational provider
of advanced trainings
according to the guidelines of
Initiative Chronische Wunden e.V. (ICW)**

**ICW/TÜV
2024**

Table of contents

1.	FOREWORD.....	3
2.	SCOPE OF APPLICATION	3
3.	GENERAL TERMS	3
3.1.	RECOGNITION AND CERTIFICATION BODY.....	3
3.2.	EDUCATION PROVIDERS (SEMINAR PROVIDERS)	3
3.3.	PERSONNEL CERTIFICATION	3
3.4.	RECOGNITION.....	3
4.	REQUIREMENTS FOR RECOGNITION AND CERTIFICATION PROCEDURES	3
4.1.	OBJECTIVE	3
4.2.	APPLICATION.....	4
4.3.	CERTIFICATION CRITERIA	4
4.3.1.	QUALIFICATION OF PERSONS CONDUCTING SEMINARS.....	4
4.3.2.	CONTENT AND STRUCTURE OF SEMINARS	4
4.3.3.	QUALIFICATION OF LECTURERS.....	6
4.3.4.	SPATIAL AND TECHNICAL REQUIREMENTS	7
4.3.5.	PARTICIPANT ACQUISITION AND DRAFTING CONTRACTS	7
4.4.	SEMINAR ORGANISATION	7
4.5.	EXAMINATIONS.....	8
4.5.1.	TYPES OF EXAMINATION	8
4.5.2.	ORGANISATION OF THE EXAMINATIONS	8
4.5.3.	EXAMINATION PROCEDURE.....	8
4.5.4.	ASSESSMENT AND EVALUATION OF EXAMINATIONS	9
4.6.	MONITORING	10
4.7.	RE-RECOGNITION	10
5.	RIGHTS AND OBLIGATIONS	10
5.1.	NOTE:.....	10
5.2.	RIGHTS:.....	10
5.3.	OBLIGATIONS	11
5.3.1.	FULFILMENT OF TASKS	11
5.3.2.	DUTY OF DISCLOSURE.....	11
5.3.3.	OBLIGATION TO PROVIDE INFORMATION	11
5.3.4.	BREACH OF DUTIES	11

1. Foreword

The normative document of recognised education providers, hereinafter referred to as providers, represents a uniform procedure for the certification of persons and recognition of education providers. The further training of specialist personnel is specified according to the guidelines of the joint recognition and certification body of the Initiative Chronische Wunden e.V. (ICW) and the TÜV Rheinland Akademie GmbH (PersCert TÜV).

2. Scope of application

During the verification and recognition of the educational provider this normative document is valid for the joint recognition and certification body of the “TÜV Rheinland Akademie GmbH (TÜV PersCert)” and the “Initiative Chronische Wunden e.V. (ICW)”.

3. General terms

3.1. Recognition and certification body

This is a body which monitors and evaluates the conformity of normative specifications and the actual ability to implement the defined requirements. The joint certification authority “TÜV ICW/PersCert” will be referred to as the recognition body.

3.2. Education providers (seminar providers)

An education provider is an adult education institute for the qualification of professional staff for the treatment of chronic wounds. It has the equipment and personnel requirements to train professionals to the latest level of knowledge in the relevant specialist field.

3.3. Personnel certification

This is a certificate issued by an independent and recognised body confirming the compliance (conformity) of existing fields of competence of a person (personal qualifications) with specific, defined access requirements and qualification standards.

3.4. Recognition

Recognition means the formal recognition of the competence of an education provider to carry out the wound-specific education and training programmes by the joint recognition and certification body.

4. Requirements for recognition and certification procedures

4.1. Objective

As part of the **recognition of education providers**, certain requirements are examined in accordance with the ICW guidelines. A provider wishing to carry out qualifications of healthcare professionals for the treatment of chronic wounds has to meet the factual, conceptual and personnel requirements of the ICW guidelines. This is done on the basis of defined qualification criteria. Once the required quality standards have been achieved, the provider receives a **certificate of recognition** limited to five years which entitles him to offer and conduct seminars in accordance with ICW guidelines. He is also authorised to register the participants for personal certification by the joint certification body. After a successful recognition procedure, the education provider is recorded and published in the list of recognised providers.

4.2. Application

Applicants who want to carry out the training of qualified personnel for the treatment of chronic wounds according to the ICW guidelines have to make a written request to the joint recognition body. The application must be received in full by the recognition body **at least 12 weeks before the start of the first seminar**. Applications by the joint recognition body will be processed within two weeks. The application is made by using the form "Application recognition" for educational providers.

4.3. Certification criteria

4.3.1. Qualification of persons conducting seminars

The applicant must nominate two seminar managers, **one educational and one professional**. They are responsible for the content and the organisational process of the seminars as well as for the communication with the participants.

People who have qualification as a registered nurse, doctor or pharmacist and in addition have a **proven educational qualification** are suitably qualified as educational managers.

Persons who have the qualification as a registered nurse, physician or pharmacist and additionally have a proven solid specialised qualification (as required in the application for recognition) are suitable as professional managers. This must be made up of **practical knowledge and an additional qualification** acquired from a professional institution. The suitability of the designated seminar manager must be proven by using documentary evidence.

In order to be recognised, **both seminar manager** must provide proof of **participation in a "basic" management seminar**. Thereafter, each management must participate in a train the trainer/management seminar basics of the ICW/TÜV certification body at least once every **three** years.

Depending on the type of seminar, additional participation in the specific management seminar, such as management seminar Woundtherapist, is required.

Also, **both chairpersons must be involved in teaching** and checking the hand-outs/presentations of the lecturers (See contents and procedure of the seminars).

4.3.2. Content and structure of seminars

○ **Timetable**

The applicant submits a detailed **timetable** of his or her planned seminars in accordance to the ICW guidelines. The seminars can be recognised as a basic or advanced seminar if they meet **at least** all requirements of the ICW/TÜV guidelines according to of the advertised seminar concept (content and number of teaching units).

- **Information for participants**

The participants must be informed about the curriculum, examination regulations, re-certification requirements and the position paper. Reference is made to sources or they are presented. Each participant must **confirm this in writing** when registering. The education provider also checks the admission requirement of the basic qualification of each participant before the seminar starts.

- **Seminar documents**

The participants are to be provided with **scripts by the lecturers** which correspond to the current state of the art and convey this in a practical and understandable way. The scripts and/or presentations must comprehensibly represent the subjects of the curriculum and indicate the author and the source. Elaborations are based on the literature which is specified in the curriculum.

The educational provider is responsible for the formal aspects and professional correctness of the presentations, handouts or scripts and delegates this task to the professional or educational management. The document "Creation of teaching and learning material" published by the certification body as well as the literature lists in the curricula and the study book serve as assistance. The review within the framework of the recognition procedure and audits is just an additional check.

The recognised provider reports the start of a seminar, the full timetable and the scheduled examination date to the recognition body at least **four weeks before the start of the first lessons**.

- **Time schedule**

- The theoretical part of the seminar **Woundexpert ICW®** should be completed within 3 months. The work shadowing/clinical practice including the case report/term paper (work shadowing report & case study) should be completed in another three months. The **total duration** of the seminar including the examination parts should not exceed **six months**.
- The theoretical part of the seminar **Physician Woundexpert ICW®** should be completed within three months. The **total duration** of the seminar including the examination parts should not exceed **six months**.
- The theoretical part of the seminar **Woundtherapist ICW®** should be completed within six months. The work shadowing/clinical practice including the colloquium should be completed in another six months. The **total duration** of the seminar including the examination parts should not exceed **12 months**.
- The theoretical part of the seminar **Woundcare specialist ICW®** should be completed within **11 months** including practical parts on self-organised learning (SOL). The **total duration** of the seminar including the examination parts should not exceed **12 months**.

The daily schedule of **eight teaching units of 45 minutes each** may not be exceeded in any of the ICW seminars.

If, in addition to the **face-to-face form, lessons are planned as web seminars**, this must be indicated to the certification office in the timetable. Only the parts specified in the curriculum (content and scope) may be held as web seminars. The participants must be informed of this before their contract is signed.

A seminar can run for a longer period of time if an individual participant is absent due to illness (medical certificate available). For all seminars, a maximum extension period of six months may be granted due to illness after the medical certificates have been checked. Individual cases must be clarified with the certification centre.

As a reference, an extension from 6 to 12 months for the Woundexpert can be considered the maximum period.

- **Form of teaching**

If, in addition to the face-to-face form, some lessons are planned as web seminars, this must be indicated to the certification body in the timetable. Only the parts (content and scope) specified in the curriculum may be held as web seminars. The participants must be informed of this before the contract is concluded.

- **Re-certification**

Applications for **re-certification** training can only be submitted by those educational providers of ICW/TÜV seminars that are already recognised. There is a charge for applying for re-certification events.

⇒ see re-certification provider information and application

4.3.3. Qualification and assignment of lecturers

The applicant nominates the specialist lecturers designated for teaching in the **lecturers and chairpersons list**. The specific deployment of the lecturers is indicated in the timetable.

- **Number of lecturers**

At least three lecturers need to be planned for one seminar. No lecturer should perform more than half of the teaching units.

- **Qualification of lecturers**

The education provider proves the suitability of the lecturers with documents and a professional career. In addition, there must be a close practical relation to the field of wound care.

The lecturers must have a high level of professional expertise and pedagogical skills. If the qualification does not result from the degrees, a separate description must be provided so that this is understandable for the certification body.

The professional expertise results, among other things, from:

- basic occupational qualification (studies, occupational training)
- special further training and additional qualifications e.g. Woundcare specialist ICW®, Woundtherapist ICW®
- lecturing activities
- publications on the subject, research work, etc.
- practical activity and position (e.g. management)
- participation in ICW management and lecturer seminars

- **Neutrality**

The applicant shall ensure that the lecturers must present in a product-neutral manner and may not represent any one-sided interests. Lecturers may not work for manufacturers/companies whose products are directly related to the topic. Lecturers may not benefit from the sale of products through teaching.

- **Chairpersons as lecturers**

The two **seminar managers** are to be integrated into the lessons according to their qualifications. Both chairpersons must lecture in the courses.

In the case of a lecturer not being able to attend, the applicant may appoint representatives whose suitability must be demonstrated in the same way. If these lecturers are deployed, the recognition body does not need to be notified. If for reasons that could not be anticipated, other lecturers are deployed than those confirmed, the recognition body must be informed immediately and the suitability of the new lecturers must be proven.

4.3.4. Spatial and technical requirements

The applicant must **ensure spatial** (2m²/participant) and **technical equipment** for the seminar appropriate for the number of participants who have applied. It is necessary to demonstrate the number and size of the rooms, the equipment with tables and chairs, the instructional materials that are available and the possibility to do internet research. If the classes do not take place on the applicant's premises, a usage contract should be concluded for the duration of the seminar. As a general rule, the number of participants in the seminars - with the exception of recertification events - shall be limited to a **maximum of 25 participants**.

4.3.5. Participant acquisition and drafting contracts

The **seminar is advertised** by the recognised provider with the ICW **provider number/logo** for providers assigned by the certification body and can be supplemented with the **TÜV signet** for the respective seminar concept.

It must be titled as defined by ICW/TÜV and must explain in clear and understandable terms the essential content of the seminars, the target group/access requirements for the examination and the time limit of the certification. In particular, the course advertisement will be checked for its compliance with any claims made and the planned activity. The activities included in the seminar fee must be clearly specified.

4.4. Seminar organisation

At the beginning of the event the seminar managers are to be named to the participants and will be available as contact persons. The participants receive a **detailed timetable** for the entire seminar. This will also show the presence of the seminar managers.

4.5. Examinations

4.5.1. Types of examination

In order to demonstrate knowledge, skills and abilities acquired in the course of the wound qualifications, a 2-part or 3-part examination takes place according to the seminar type. The respective examination constellations are listed see table 1.

Seminar type	Written exam	Work shadowing/ clinical practice	Case report/ term paper	Colloquium
Woundexpert ICW®	Yes	Yes	Yes	No
Physician Woundexpert ICW®	Yes	Yes	No	Yes
Woundtherapist ICW®	Yes	Yes	No	Yes
Woundcare specialist ICW®	Yes (oral performance exam)	SOL with practical tasks	No	Yes

Tab. 1 Summary of the examination constellations ICW/TÜV seminars

The content, admission, procedure and evaluation of the examinations are regulated in the respective **examination regulations** and in the lecturers' part (solution key) to the written exams. They are also regulated in the evaluation criteria of the case report/term paper and the colloquium.

4.5.2. Organisation of the examinations

The examinations are organised by the educational provider. Within the framework of the recognition procedure, the training provider designates an examination committee consisting of at least two persons:

- the chairperson who should usually also run the seminar
- a professional lecturer who meets the eligibility criteria as a professional instructor for the course

The **examination committee** is confirmed by the recognition body within the framework of the recognition procedure. The examination situation should be designed in a way that cheating and fraud is largely excluded. The participants must sit at **individual tables** or at sufficient distance from each other. If this is not possible, an examination with variants A and B must be requested from the recognition body.

4.5.3. Examination procedure

The examinations are detailed in the individual **examination regulations** (see respective curricula) and consist of at least two examination parts, depending on the respective seminar concept (see tab. 1).

On the basis of the documents, the **examination committee** checks whether the participants meet the access requirements.

The chairperson of the examination committee or a person nominated by the provider receives from the certification body the written examination generated from the examination question pool of the **certification body at least two working days before the scheduled date**. The examination questions may only be viewed by the examination committee. The examination questions are to be viewed exclusively by the examination panel and are not to be passed on to the lecturers or other persons - not even in essence. This also applies after the examination has been completed.

Changes to the questions or scoring are only permitted by the certification body.

The set of questions contains copy templates of the examination questions for the participants and a solutions sheet for the examiner. The provider has to ensure that the examination regulations are adhered to by means of examination instruction and supervision.

4.5.4. Assessment and evaluation of examinations

The **evaluation** of all examination parts (written examination and case report/term paper or the colloquium) shall be carried out by the examiner of the provider certified by the recognition body according to the standards of the examination regulations. The test is considered passed if at least 56% of the required performance level is achieved in each part of the test. In this context, the work shadowing/clinical practice certificate is also checked.

The examination panel summarises the **examination results** in the applicable **examination transcript**, confirms the access requirements and transfers them in a complete set to the recognition body.

⇒ see form exam registration and examination transcript

If individual examination parts are **not passed**, the partial examinations can only be repeated twice.

⇒ see exam regulations in the respective curricula

If the **submission deadline** for the case report/term paper (Woundexpert ICW[®]) or the exposé (Woundcare specialist ICW[®]) is missed, the examination is not passed. This can then be submitted for the first retake date in four weeks' time and the second retake date in a further four weeks' time. **The education provider must inform the participant about these dates**. After this period, no further retakes are possible (exceptions are certified diseases).

Time requirements: The examination parts must be corrected promptly. Specifically, all examination results must be evaluated **at the latest six weeks after the last examination date** (e.g. the date of receipt of the case report/term paper or colloquium) and send to the certification body, TÜV Berlin (postmark or mail received by scan).

Only after passing both parts of the examination and proving the access requirements, the joint certification body will issue a **participant certificate valid for five years** and send it to the provider.

4.5.5. Preservation and testing documents

The **seminar and examination documents are kept** by the provider **for two years and the examination transcripts are kept for five years**. Lists of participants of recertification events must also be kept for five years.

4.6. **Monitoring**

The recognition body monitors the proper use of the certificate of recognition issued and compliance with the quality criteria of the educational services guaranteed in the application for recognition. The recognised providers must **grant access to random checks** performed by persons authorised by the recognition body (auditors). Checks of recognised providers can be carried out on site by inspecting documents, requesting documents or by obtaining references. During the five-year period of validity of the recognition at least one inspection shall be carried out. If there are serious deviations from the agreed processes the joint certification body is entitled to withdraw recognition. The provider will be removed from the list of recognised providers with immediate effect.

4.7. **Re-recognition**

The provider may request a **re-recognition before the expiry of the recognition after five years**. The provider should make a renewed application for recognition allowing a handling time of at least **eight weeks**. The recognition will be void if there is an interruption of further training activities in the field of the recognised wound qualification lasting more than **24 months**. If there is a desire to resume the seminars, a new application for recognition must be submitted and the fee be paid for.

5. Rights and obligations

5.1. **Note:**

The recognition body may publicise the recognition. The name and address of the provider will be stored, published in lists or other data carriers and will be made available to everyone upon request. The "recognised provider of training according to ICW guidelines" expressly agrees with the recognition by the recognition body. The provisions of the basic data protection regulation (DSGVO) must be observed. The registration number of the seminars and the types of logos shall be provided by the certification body for their intended use.

5.2. **Rights:**

Within the scope of its activity, after the certificate of recognition has been issued, the recognised provider is entitled...

- to **use the document issued** to indicate recognition
- to use the normative document "recognised provider of education and training in accordance with ICW guidelines"
- to use the assigned **ICW logo** with the specific provider number
- to use the individually assigned **seminar number**
- to use the assigned **TÜV signet** of the respective seminar type
- to make reference to participant-related information material and analogue and digital media **concerning the recognition**

5.3. Obligations

5.3.1. Fulfilment of tasks

The "recognised provider of education according to the ICW guidelines" is obliged to provide its services in accordance with the services described in the application for recognition. The use of the recognition certificate in a fraudulent or misleading manner is strictly forbidden.

5.3.2. Duty of disclosure

The provider has a duty to disclose deviations from the procedure confirmed by the recognition without delay. The recognition body must be informed promptly of any written complaints and objections by participants against the provider's training services and the results of the examination.

5.3.3. Obligation to provide information

The provider shall, at the request of the recognition body, provide verbal and written information within the set period and at no cost, as well as provide any documentation that is requested. The information is necessary to verify compliance with the assurances made in the recognition process and to clarify customer complaints. The provider may refuse the answer to which would expose him to the risk of criminal prosecution or proceedings under the law on administrative offences.

5.3.4. Breach of duties

As a "recognised provider of education according to the ICW guidelines", a breach of the duties listed under point 5.3 leads to a withdrawal of the recognition. The provider is prohibited from continuing to gain participants and carry out trainings with reference to the recognition. There will no longer be any possibility of certification for the participants of this provider.