The Worlddidac Quality Charter (WQC)

The Ultimate Standard for Quality and Performance in Education

Terms of Participation

Introduction

Worlddidac has established a Quality Charter - hereafter called WQC - to assess and certify companies on their products and performance with regard to the international education business. The goal of the WQC is to assure customers of WQC-certfied companies that their suppliers adhere to standards of best practice regarding product quality, after-sales support, corporate governance, educational excellence, innovation, sustainability, responsible use of digital technologies, and long-term stability. WQC certification ensures that multilateral projects maximise their full benefits and that recipient countries and governments can be confident of the sustainability of educational projects.

Accreditation under the WQC will be determined through an eligibility assessment. The organizers of the WQC and the evaluation board are committed to high quality in educational products independent of any commercial interest. Members of the evaluation board are participating in their personal capacity and free of any company affiliations.

1. WQC Certification Process

See also the WQC Certification Process Chart: Enclosure A

1.1. Admission/Application

All companies active in the educational field are entitled to apply for accreditation under the WQC as long as they comply with the terms of participation.

Submission of the application form is considered an agreement with the terms of participation. An application can be withdrawn cost-free until 30 days before the starting date of the evaluation board session.

1.2. Self-Assessment

Applicants have to fill in the WQC questionnaire and to submit it together with the compulsory enclosures and additional material related to specific questions. The questionnaire exists in two formats: one for first-time applicants and one for renewals. Both are available for download on the official WQC application page. The questionnaire is subdivided in the following areas:

1. Company Information
2. Business Activity and Turnover
3. Certifications, Ethics, Governance, and Compliance

4. Innovation and Product Development
5. Sales, Marketing, Logistics, and International Projects
6. After-Sales Support and Customer Care
7. Product and Educational Value
8. Product Safety, Sustainability, and Lifecycle
9. References and Case Studies
10. Business Continuity and Workforce Development

1.3. Eligibility Assessment

An international WQC evaluation board assesses the applicants on the basis of their questionnaires and the submitted additional material (copies of certificates, letters of reference, catalogues, brochures, etc.). The evaluation criteria are grouped in the following categories:

1. Commitment to Education, Innovation, and Sustainability
2. International Sales, Marketing, and Logistics
3. After-Sales Support
5. Corporate Governance & Ethical Standards
6. Long-term Stability & Resilience

Each criterion has a maximum number of points a company can receive. In order to pass the evaluation and receive the WQC certification the applicant has to reach a minimum of 40 % of the number of points in each specific criterion and a minimum of 45 % of the total number of points. The WQC evaluation board reserves the right to do a personal audit.

The scoring system is based on best practice benchmarks developed by the WQC evaluation board.

The pass and refer principle is applied.

The WQC evaluation board is solely responsible for their decisions. No legal action may be taken before or after the evaluation takes place.

1.4. Evaluation Report

Evaluation is typically completed within 12 weeks for first applications and 6 weeks for renewals after all documents and payment are received. Applicants are informed about the results shortly after the evaluation board has concluded its session. Companies who did not pass the evaluation receive a report indicating the areas where they do not fulfill the criteria. Worlddidac invites them to take the necessary measures for improvement and apply for a re-evaluation.

1.5. Company Certification

Each company who passes the WQC assessment receives a WQC certificate. Companies are allowed to use the WQC certification in international marketing. The certificates are handed over in a special certification ceremony where the companies are presented to the public.

1.6. Renewal of Certification

The accreditation is valid for three years. In order to keep the certificate valid WQC holders need

to apply for a renewal by filling in a questionnaire and paying the renewal fee. They are then assessed again by the evaluation board.

2. Participation Fee

Each applicant is required to pay a fee that will be used to cover Worlddidac's organizational and promotional expenditures. The participation fee also guarantees the financial independence of the WQC.

Participation Fees for companies applying for the first time:

Worlddidac Members:
Platinum Member – CHF 3,600
Gold Member – CHF 4,080
Silver Member – CHF 4,320
Non-members of Worlddidac: CHF 6,320

The accreditation is valid for three years and can be renewed for a renewal fee of CHF 1,800 for Worlddidac members (non-members CHF 2,300). The renewed accreditation is valid for two years.

The application fee must be paid within 14 days after submitting the online application. Invoices are sent automatically upon application submission. The evaluation process will begin only after the payment has been received.

3. Administrative Information

3.1. Entering the Certification Process

Companies interested in applying for the WQC need to complete the online application form on the official Worlddidac website and download the relevant questionnaire directly from the same page. Supporting documents must be prepared and submitted electronically via email after completing the online form.

3.2. Compulsory Enclosures, Attachment of Catalogues, Brochures and Letters of Reference

All compulsory enclosures and additional materials, including letters of reference and recommendations must be submitted electronically if possible. Each file should be clearly named to indicate the relevant question number or section.

3.3. Integrity of the Questionnaire

Incomplete or structurally altered questionnaires will not be accepted for evaluation.

3.4. Binding Power

The questionnaire is a legally binding electronic or printed document. By submitting it to

Worlddidac the applicant confirms that all the information stated therein is true. Any manipulated or falsified statements, sources or documents will result in the rejection of the application. Subsequent corrections, or additions can only be made in written.

3.5. Confidentiality and Data Security

An application is treated with the highest confidentiality between Worlddidac and the applicant. No information will be disclosed to third parties. All data is handled under strict confidentiality in compliance with GDPR and Swiss law. Information is used exclusively for evaluation purposes and will not be shared with third parties.

4. Responsibilities and Legal Aspects

4.1. Responsibility of the Certified Companies

Companies certified after the WQC Standard are solely responsible for the rightful use of the WQC-Logo, the WQC-Certificate and any other reference material, which identifies them as holders of the WQC certification, including in digital channels and social media. An abuse or otherwise unauthorised use of the WQC label on the part of the certified companies may lead to the revocation of the WQC certification and to other legal action depending on the severity of each case.

4.2. Disclaimer of Liability and Indemnity

In no event will Worlddidac or the WQC Evaluation Board be liable for direct, special, incidental, or consequential damages (including, without limitation, damages for loss of business profits, business interruption, loss of business information or other pecuniary loss) arising directly or indirectly from the use of (or failure to use) or reliance on the WQC certification.

4.3. Changes to these Terms

Worlddidac may, in its discretion, change these terms. When terms are changed, Worlddidac will notify the holders of the WQC certification by postal mail.

4.4. Severability/Survival/Statute of Limitations

If any provision of these terms is invalid or unenforceable, such will not render all the terms unenforceable or invalid but rather the Terms will be read and construed as if the invalid or unenforceable provision(s) are not contained therein. Any cause of action with respect to these terms must be filed in a court of competent jurisdiction in Bern, Switzerland, within one year after the cause of action has arisen, or such cause will be barred, invalid, and void.

4.5. Headings

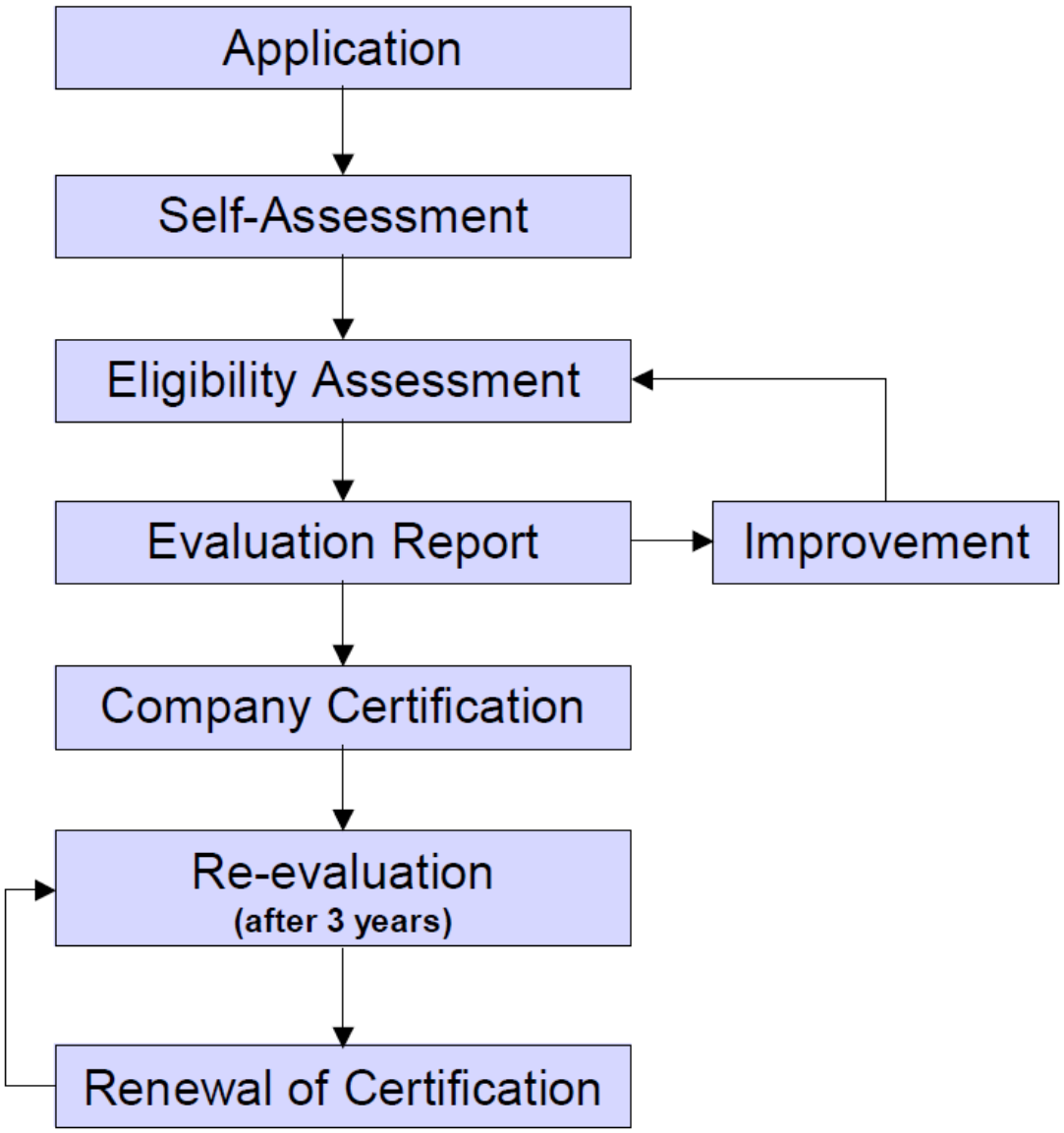
Headings in these terms are for convenience only and have no legal meaning or effect.

4.6. Governing Law and Jurisdiction

These terms shall be governed by, and construed in accordance with Swiss law. The parties irrevocably agree that the courts of the Canton of Bern shall (subject to the paragraph below) have exclusive jurisdiction to settle any dispute which may arise out of, under, or in connection with these terms or the legal relationship established by them, and for those purposes irrevocably submit all disputes to the jurisdiction of the Swiss courts.

For the exclusive benefit of Worlddidac, Worlddidac shall retain the right to bring proceedings as to the substance of the matter in the courts of the country of your residence or, where these terms are entered into in the course of your trade or profession, the country of your principal place of business.

Bern/Switzerland, July 2025 **Worlddidac Association**

worlddidac QUALITY CHARTER

Certification Process Chart