

Sandra Feliciano

Teacher, Trainer, Lecturer, Auditor, Consultant. Leading the development of ISO 21001

felicianosandra@gmail.com

Summary

Auditing, Consulting, Teaching, Lecturing and Researching in Quality Management and other standard based management systems, particularly applied to complex human environments, where the "Human Factor" is critical, such as Education; Health and Social Care Services; Government; Aerospace.

Experience

Expert (Portugal) at ASD-STAN

May 2016 - Present (3 months)

- Expert (Portugal) at TC "Aerospace", SC D 06 "Quality":
- WG S 01 "EAQG - European Aerospace Quality Group"
 - WG S 04 "Design Organization Approval (DOA)"

World Network Coordinator for Quality in the Education Sector at World Council for Quality

October 2014 - Present (1 year 10 months)

The World Council for Quality (WCfQ) connects Quality Management Experts all over the world.
More information can be retrieved from the WCfQ website: <http://www.wcfq.org>

Subcontracted Trainer at LASFORMAÇÃO (EASA certified organization for training)

July 2014 - Present (2 years 1 month)

Training Assignments:

April 18-22, 2016

AN/EN/JISC 9110 Lead Auditor Course
Delivered to an African country Air Force

April 11-15, 2016

AS/EN/JISC 9110 Interpretation Course
Delivered to an African country Air Force

March 20-23, 2016

AS/EN/JISC 9110 Lead Auditor Course
Delivered to an African country Air Force

March 7-11, 2016

AS/EN/JISC 9110 Interpretation Course
Delivered to an African country Air Force

June 30-July 4, 2014

AS/EN/JISC 9110 Lead Auditor Course
Delivered to an African country Air Force

June 23-27, 2014

AS/EN/JISC 9110 Interpretation Course
Delivered to an African country Air Force

Subcontracted Trainer (Centre for Community Service & Continuing Education) at Sultan Qaboos University

January 2015 - Present (1 year 7 months)

Training assignments:

February 7-11, 2016

Course: ISO 9001:2015 Overview on Implementation

January 11, 2015

Seminar: Quality Management in Education

Subcontracted Trainer (Coordinación de Gestión de la Calidad de la Investigación) at U.N.A.M. facultad de ingeniería

February 2016 - Present (6 months)

Training Assignments:

January 18-22, 2016

Course: Auditando el proceso de docencia com la nueva norma ISO 9001:2015

June 2, 2015

Seminar: ISO 9001 applied to Higher Education: Challenges & Good Practices

Subcontracted Consultant/Trainer at SIS, Swedish Standards Institute

September 2014 - Present (1 year 11 months)

Training assignments:

February 9-13, 2015

ISO 9001 Auditor/Lead Auditor Course in Local Government (ISO 18091:2014)
(First Lead Auditor Course on ISO 18091 delivered in the world)

Delivered to KEBS Auditors and KEBS Clients (Government Institutions)

At Lake Naivasha - Lake Naivasha Country Club

February 2-6, 2015

ISO 9001 Auditor/Lead Auditor Course in Education

Delivered to KEBS Auditors and KEBS Clients (Educational Institutions)

At Lake Naivasha - Lake Naivasha Country Club

October 3-4, 2014

Workshop on ISO DIS 9001:2015

Delivered to KEBS (Kenya Standardization Body)

At Nairobi - Red Cross Compound

September 30 - October 2, 2014

Workshop on ISO/TC176 and Standardization Activities

Delivered to EAC (East African Community)

At Nairobi - Red Cross Compound

Expert (Portugal) at United Nations

November 2012 - Present (3 years 9 months)

Expert (Portugal) at UNECE (United Nations Economic Council for Europe) WG EaS - STARTeD (Work Group on Education about Standardization).

Liaison Officer at UNECE STARTeD with CEN and CENELEC WG EaS (Work Group on Education about Standardization)

Convenor/Expert (Portugal and Angola) at ISO International Organization for Standardization

September 2009 - Present (6 years 11 months)

Convenor of ISO PC 288 WG1 "Educational organizations management systems"

(Responsible for the development of ISO 21001 - Education organizations management system -- Requirements and guidance for use).

Expert (Angola) at ISO CASCO (Committee on Conformity Assessment)

Expert (Angola/Portugal) at ISO TC176 "Quality Management and Quality Assurance"

(Responsible for the revision of the ISO 9000 family of standards)

At this TC I participate actively at the following work groups (WG):

- WG03 "Electoral Assurance" (Responsible for ISO TS 17582:2014)
- WG04 "Local Government" (Responsible for ISO 18091:2014)

- SC2 WG 22 "Interpretations"
- SC2 WG 23 "Communication & Product Support"
- SC2 WG 24 "Revision of ISO 9001"

Expert (Portugal) at ISO/TC 232 "Learning Services for Non-formal Education and Training"

Expert (Portugal) at ISO/IEC JTC1 SC36 "Information Technology for Learning, Education and Training"

Teacher & Reseacher at ESTGF.IPP

March 2010 - Present (6 years 5 months)

ESTGF-IPP is the Technology and Business School (ESTGF) of Porto Polytechnic Institute (IPP)

Activities per school year:

2015/2016

Advisor for 4 Master Thesis

Teacher at the Master Degree in Quality, Environment and Organizational Health and Safety Integrated Management Systems

Courses: "Quality Management"; "Human Resources Management"; "Management Systems Audits"

2014/2015

Advisor for 2 Master thesis

Teacher at the Master Degree in Quality, Environment and Organizational Health and Safety Integrated Management Systems

Courses: "Quality Management"; "Human Resources Management"; "Management Systems Audits"

2011/2012, 2012/2013 & 2013/2014

Advisor for 3 Master Thesis

Teacher at the Master Degree in Quality, Environment and Organizational Health and Safety Integrated Management Systems

Courses: "Quality Management"; "Management Systems Audits"

Application's developer for ERASMUS+ Applied Research Funding Programme

Coordination of the Q-Cert-VET project, funded by the European Commission (2010-2012)

2010/2011

Teacher at the Master Degree in Quality, Environment and Organizational Health and Safety Integrated Management Systems

Courses: "Quality Management"; "Human Resources Management"; "Management Systems Integration"; "Management Systems Audits"

Coordinator of the Post-Graduation In Management Systems Integration (Optional Majors in Education or Social Care Services)

2009/2010

Teacher at the BA (Licensure) in Business
(Course: "Quality Management")

Expert (Portugal) at CEN and CENELEC

October 2009 - Present (6 years 10 months)

Expert (Portugal) at CEN and CENELEC WG EaS (Work Group on Education about Standardization)

Liaison Officer with UNECE WG EaS (STARTeD) at CEN and CENELEC WG EaS (Work Group on Education about Standardization)

Expert (Portugal) at TC353 "Information Technology for Learning, Education and Training". (2009-2015)

Expert (Portugal) at the Workshop on ICT (2009-2014)

Chair/Secretary/Expert at IPQ - Instituto Português da Qualidade

January 2009 - Present (7 years 7 months)

Chair of IPQ CT 190 "Aviation, Space and Defense".

Chair of IPQ CT 187 "Formal, Non Formal and Informal Learning. Education about Standardization".

(Former Chair of CTA 25 "Education and Training", which preceded the establishment of CT 187).

Expert of IPQ CT 186 "Social Care Services and Integrated Continuous Care".
(Founder and Chair in the first triennium 2012-2015)

Expert at IPQ CT 80 "Quality Management and Quality Assurance" (Portuguese mirror committee to ISO TC176).

Expert at the former IPQ CTA 26 "Curricular Enhancement Activities and Family Support".

Auditor, Consultant, Trainer and Owner at Insignis, Lda.

August 2004 - Present (12 years)

Teacher & Researcher at ISEC - Instituto Superior de Educação e Ciências

October 2012 - Present (3 years 10 months)

ISEC is the (Higher Education) Institute of Education and Science

Teaching activities per school year:

2013/2014

Teacher at the Master Degree in Aerial Operations and Transport
Course: Quality Management in Aerospace (AS/JISC/EN 9100:2009)

2012/2013

Jury for 1 Master Thesis

Teacher at the Master Degree in Local Government

Course/Module: Planning and Strategic Management / Quality Management in Local Government

Teacher at the Bachelor Degree in Local Government

Course: European Funds Management

Teacher at the Specialization Degree in Aeronautical Management (Delivered in Luanda - Angola)

Course: Quality Management (Based on ISO 9001 + EN 9100)

Research Activities:

Application's developer for ERASMUS+ Applied Research Funding Programme

Third Part (Certification) Lead Auditor at eiC, DAS, TUV Rheinland, LUSAENOR, CERTIF

December 2005 - December 2015 (10 years 1 month)

Major fields of auditing: Education; Health and Social Care Services; Aerospace; Professional Associations; Tourism & Events Organization, ICT.

Member of the Board of Directors at EFQUEL

September 2013 - December 2014 (1 year 4 months)

Evaluator (EC funded projects) at AN PROALV

March 2013 - April 2014 (1 year 2 months)

Integrated in the list of evaluators to assist AN PROALV in the evaluation of applications to European funded projects.

External Evaluator/Expert at European Education, Audiovisual & Culture Executive Agency

2012 - 2014 (2 years)

Integrated in the list of Experts to assist EACEA in the evaluation of applications to European funded programmes - in transition to ERASMUS+.

UNIQUe and ECBCheck Evaluator at EFQUEL

2012 - 2014 (2 years)

Co-Coordinator at Q-Cert-VET

February 2010 - August 2013 (3 years 7 months)

Languages

Portuguese

(Native or bilingual proficiency)

English

(Full professional proficiency)

Spanish

(Professional working proficiency)

French

(Limited working proficiency)

Publications

Improving Quality of Vocational Training – Tools, Frameworks and Current Practices

European Foundation for Quality in E-Learning October 1, 2013

Authors: Sandra Feliciano, Anne-Christin Tannhäuser

The quality of vocational education and training (VET) is of highest importance in a competitive economy and prospering and inclusive society, for young and adult learners alike, seeking to invest valuable time and energy into becoming skilled and competent citizens and professionals in an ever-changing job market.

Making sustainable improvements and raising the quality of VET programmes is not an easy task. This publication wants to inform, support and inspire you as a reader who manages a VET institution, teaches in one, and/or has the challenging task of making political decisions for that sector within your community,

state, or country. Or maybe you are a learner or parent, and want to get involved in making VET better. Chapters are written by both researchers and practitioners. It is hoped that after studying this book, you will be in a better position to take on a system-wide ‘macro view’ and the viewpoint of individuals in the VET sector when acting on quality.

More than 20 author teams from around Europe contributed chapters to this publication

Skills & Expertise

Aviation Regulations

Aerospace

Aviation Security

Quality Management

Quality Assurance

E-Learning

Training

ISO

Project Planning

Management

Quality System

Research

Higher Education

Teaching

Change Management

Policy

Distance Learning

Auditing

Continuous Improvement

Management Consulting

Business Strategy

Learning Management

Iso 9000

Spanish

Teacher Training

Strategic Planning

Process Improvement

Sustainability

Standardization

English

European Union

Educational Technology

ICT

Organizational Development

Business Process Improvement

Leadership

Web 2.0

Certification

Moodle

Social Services

Consultancy

Quality Systems

Problem Solving

Performance Management

Social Sustainability

Education Sustainability

Accreditation

Diplomacy

System Administration

Staff Development

Education

Universidade de Lisboa

Master of Arts (MA), Educational Sciences - Evaluation in Education, 2008 - 2009

Grade: 16 (0-20 scale)

Universidade Nova de Lisboa

PhD, Education, 2009 - 2010

Grade: Curricular year

Instituto Politécnico do Porto

Expert Degree in "Business Sciences", Business Administration, Management and Operations, 2012 - 2012

Instituto Superior de Educação e Ciências

Expert Degree in "Quality Management", Business Administration, Management and Operations, 2013 - 2013

Instituto Superior de Educação e Ciências

Expert Degree in "Educational Sciences", Education, 2013 - 2013

Instituto Superior de Educação e Ciências

Expert Degree in "Trainer of Technology Teachers and Trainers", Education, 2013 - 2013

Universidade Aberta

Bachelor of Arts (BA), Social Sciences, 2005 - 2008

Grade: 17 (0-20 scale)

Activities and Societies: Student representative at the legally mandatory statutory review in 2008.

Instituto Superior de Psicologia Aplicada

Bachelor of Arts (BA), Clinical Psychology, 1997 - 1999

Certifications

PADI Open Water

PADI July 2001

PADI Advanced Open Water

PADI August 2001

PADI Peak Performance Buoyancy

PADI September 2011

PADI Cavern Diver (ongoing)

PADI

Trainer of Trainers

IEFP License 22307/2001 DL 2001

Teacher of Teachers

CCPFC - Centro Científico-Pedagógico de Formação de Professores License CCPFC/RFO-28018/10 2010

Projects

Leonardo da Vinci TOI project Q-Cert-VET

January 2011 to December 2012

Members: Sandra Feliciano, Stéphane Jacquemart, Lechintan Ana Irina, Maria Zaira Miranda, Regine Hilt, Sonia Rosa, Graca Pinto, Jutta Schneider, Maria Joao Graça, Christian Stracke

The principle goal of Q-Cert-VET is the development of a Portuguese official standard, NP 4512 (published in June 2012), with requirements for the Quality of Learning Services, (including e-Learning) and a Portuguese certification scheme based on such. The project consortium has a strong desire to submit this Portuguese standard to CEN for its possible adoption as well as to assure mandatory translation and publication in all European Countries.

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3 people have recommended Sandra

"Sandra successfully undertook a number of consultancy assignments within the framework of the SIS East African Community program. Sandra is an expert in her field and an accomplished trainer with program stakeholders awarding her consistently high marks in workshop evaluations. I greatly enjoyed working with Sandra in my capacity as Program Manager and would gladly recommend her. "

— **Karl Engman**, *Program Manager, Swedish Standards Institute*, was a consultant or contractor to Sandra at SIS, Swedish Standards Institute

""Knowledge is something that we take for a lifetime, and nobody can remove from us". I want to thank Prof. Sandra Feliciano for providing me this learning opportunity, where I could acquire deeper knowledge and gain professional, academic and personal experience. She is a tireless and persistent person, that does not let us give up from the outlined projects. I want to thank her for everthing! She is an impeccable professional. 5*****"

— **Susana Martins**, was Sandra's client

"I recommend Sandra on EN 9110 training taking into account the excellent training provided during this month to a very important client of LASFORMAÇÃO (EASA certified Organization for training)."

— **Delfim Dores**, was Sandra's client

[Contact Sandra on LinkedIn](#)