

NCh 2728 – Technical training bodies (OTEC)

Technical training body (OTEC) certification



In order to be able to operate, Chile's technical training bodies (OTECs) are obliged to seek certification under Chilean standard NCh 2728. This standard aims to ensure that all OTECs, whether public or private, have the requisite management systems in place to provide a high-quality service geared towards continuous improvement and customer satisfaction.

What is NCh 2728 certification?

NCh 2728 is Chile's common quality standard for technical training bodies. It is founded on the continuous improvement of processes and enables OTECs to demonstrate their commitment to meeting their legal obligations as well as the needs and expectations of their customers, whether students or the companies that are contracting their training services.

This standard incorporates the ISO 9001 standard as well as a series of other legal, infrastructure and administrative requirements as set out in law 19518.

In achieving this quality management system certification, a technical training body obtains public recognition by way of an independent, third-party evaluation process. Furthermore, this certification can lead to Sence (Chile's national training and employment service) registration, which is a prerequisite for passing on the tax exemptions that are available to companies for the OTEC training of their employees.

Key benefits

Arplus⁺ certification

- Boosts the organisation's reputation for quality and competitiveness through a nationally recognised certification
- Demonstrates a commitment to customer satisfaction
- Generates process-based and market-based data that can be used for the purposes of continuous improvement
- Proves compliance with the legal requirements in force
- Ensures a consistent standard of training services