



**DSO**

OFICINA SOLUCIONES DIGITAL

REGISTRO PROPIEDAD INTELECTUAL PRINCIPADO DE ASTURIAS.  
Asientos Registrales N°05/2016/58 y 05/2016/384

COPYRIGHT REGISTRATION. PRINCIPADO DE ASTURIAS. SPAIN. R. N  
05/2016/58 and R.N. 05/2016/384



**DSO**

DIGITAL SOLUTION OFFICE

## DSO LICENSED TRAINING CENTER

Mr. / Mrs. .... with ID .....  
on behalf of the following organization.....

Company Name	
VAT ID	
Address	
Zip/Postal Code	
Landline phone <b>Not required</b>	
Cell phone	
E-mail	
Web <b>Not required</b>	

### STATES

its interest in acting as a DSO-LICENSED TRAINING CENTER for the organization, promotion, and dissemination of the DSO courses

For such purposes, the Organization....., under the Professional Direction of DSO Trainer&Consultant Ms/Mr....., undertakes to comply with the DSO working procedures for its management and in the following terms

## **FIRST: Objectives. Target audience. DSO White Seal**

### **Objectives:**

To facilitate legal operators and citizens, the knowledge of DSO working procedures as tools for the resolution of claims raised by citizens, whistleblowers, and victims of corruption for the defense and protection of their legitimate rights.

The application of DSO working procedures will facilitate in real-time simple, fair solutions to unnecessarily complex problems within deadlines (min 1 day - max 6 days ).

### **Target audience:**

Public and Private Entities

Users ,Consumers, Citizens, Victims, Complainants, and Whistleblowers

### **DSO White Seal:**

The completion of any of the modules will count as training credits for obtaining the Certification as a DSO Licensed Trainer&Consultant and DSO Complaints Handler



**OSO**

OFICINA SOLUCIONES DIGITAL

REGISTRO PROPIEDAD INTELECTUAL PRINCIPADO DE ASTURIAS.  
Asientos Registrales N°05/2016/58 y 05/2016/384

COPYRIGHT REGISTRATION. PRINCIPADO DE ASTURIAS. SPAIN. R. N  
05/2016/58 and R.N. 05/2016/384



**OSO**

DIGITAL SOLUTION OFFICE



## Courses

- 1. DSO Complaint Haandler (6 hours)
- 2.DSO Trainer&Consultant (18 hours)



## Subjects



### DSO WORKING METHODOLOGY

- Transparency
- Ethical Leadership
- Psyhological Safety

### STANDARD WORKING PROCEDURE -SWP- / VALUE STREAM MAPPING- VSM-

### DSO DIGITAL PLATFORM

#### OUTCOMES: APPRAISAL SYSTEM

- EE Employee Engagement
- QS Quality Service
- CS Customer Satisfaction
- EP Economic Performance

### THE ROLE OF COMPLAINT HANDLER

- Profile
- Retributions

**Intellectual Property Registry Principado de Asturias. Spain**

System of Control and Prevention of Corruption R. N 05/2016/58

LACF Integrated Management System R. N 05/2016/384



OFICINA SOLUCIONES DIGITAL

REGISTRO PROPIEDAD INTELECTUAL PRINCIPADO DE ASTURIAS.  
Asientos Registrales N°05/2016/58 y 05/2016/384

COPYRIGHT REGISTRATION. PRINCIPADO DE ASTURIAS. SPAIN. R. N  
05/2016/58 and R.N. 05/2016/384



DIGITAL SOLUTION OFFICE

## SECOND.- DSO TUITION & FEES

### Online

DSO TUITION		TIME MIN-MAX	FEE *	COST
DSO Trainer&Consultant	1 student	18 Hours	250€	<b>250€</b>
DSO Complaint Handler	1 student	6 Hours	125€	<b>125€</b>

### Attendance course

DSO TUITION		TIME MIN-MAX	FEE *	COST
DSO Complaint Handlers	1-25 students	6 Hours	125€/ Hour	<b>750€</b>
DSO TUITION		TIME MIN-MAX	FEE *	COST
DSO Trainer&Consultant	1-4 students	18 Hours	75€/Hour	<b>1350€</b>
	5-9 students	18 Hours	135€/ Hour	<b>2430€</b>
	10-14 students	18 Hours	185€/H Hour	<b>3330€</b>

\*(IVA incluido)

### Travel expenses

Travel costs of the project trainer will be paid by the Accounting Area of the LICENSED TRAINING CENTER. before the provision of the service, and their total cost can be significantly reduced if there is adequate coordination with the Client regarding the provision of the corresponding service.

AVAILABILITY of the trainer (travel time)

- 30 Euros/Hour (VAT included)
- 9.00 to 17.00 hours- Monday to Friday
- 42 Euros/Hour (VAT included)
- 17.00 to 9.00 hours- Saturday, Sunday, and Holidays.

TRAVEL (Transportation, Lodging, Per Diem): S/C According to Cost.



**OSO**

OFICINA SOLUCIONES DIGITAL

REGISTRO PROPIEDAD INTELECTUAL PRINCIPADO DE ASTURIAS.  
Asientos Registrales N°05/2016/58 y 05/2016/384

COPYRIGHT REGISTRATION. PRINCIPADO DE ASTURIAS. SPAIN. R. N  
05/2016/58 and R.N. 05/2016/384



**OSO**

DIGITAL SOLUTION OFFICE

<b>SUBJECTS</b>	<b>TIME</b>	<b>ECTS</b>
DSO BUSINESS MODEL:	6 hours	1
<ul style="list-style-type: none"><li>• SERVICES..</li><li>• FUNDING</li><li>• DSO TEAM</li></ul>		
DSO: DIGITAL SOLUTION OFFICE <i>From the problem to the solution Standard Working Procedure/ Value Stream Mapping</i>	6 hours	1
<ul style="list-style-type: none"><li>• SIMPLE CLAIM</li><li>• COMPLEX COMPLAINT</li><li>• SUSTAINABILITY REPORT / EXTRAJUDICIAL CLAIM</li><li>• MEDIATION/ ARBITRATION PROCEDURE</li></ul>		
DSO WHITE SEAL: <i>"The tool that makes it easier for citizens to monitor the performance of public and private services."</i>	6 hours	1
<ul style="list-style-type: none"><li>▪ POLITICAL PARTIES</li><li>▪ ETHICAL PEOPLE MANAGEMENT</li><li>▪ ETHICAL PROCUREMENT MANAGEMENT</li></ul>		



**DSO**

OFICINA SOLUCIONES DIGITAL

REGISTRO PROPIEDAD INTELECTUAL PRINCIPADO DE ASTURIAS.  
Asientos Registrales N°05/2016/58 y 05/2016/384

COPYRIGHT REGISTRATION. PRINCIPADO DE ASTURIAS. SPAIN. R. N  
05/2016/58 and R.N. 05/2016/384



**DSO**

DIGITAL SOLUTION OFFICE

### THIRD.- LECTURERS' REMUNERATION -

The trainer will receive the following amounts from the Entity..... as consideration for the teaching given

#### Online

DSO TUITION		TIME MIN-MAX	FEE *	LECTURER
DSO Trainer&Consultant	1 student	18 Hours	250€	<b>100€</b>
DSO Complaint Handlers	1 student	6 Hours	125€	<b>45€</b>

#### Attendance course

LECTURERS´ REMUNERATION (80%)			
PARTICIPANTS	1-4 students	5-9 students	10-14 students
DSO Trainer&Consultant	<b>60€ /hour</b>	<b>108 €/hour</b>	<b>148€/hour</b>
PARTICIPANTS	1-25 students		
DSO Complaint Handlers	<b>100€ /hour</b>		

**DSO**

OFICINA SOLUCIONES DIGITAL

REGISTRO PROPIEDAD INTELECTUAL PRINCIPADO DE ASTURIAS.  
Asientos Registrales N°05/2016/58 y 05/2016/384

COPYRIGHT REGISTRATION. PRINCIPADO DE ASTURIAS. SPAIN. R. N  
05/2016/58 and R.N. 05/2016/384

**DSO**

DIGITAL SOLUTION OFFICE

TUITION	TIME MIN-MAX	ATTENDEES	FEE *	LECTURER
<b>Specific Conference/Lecture</b>	2-6 Hours	50-100	<b>185€/Hour</b>	<b>296€-888€</b>
<b>DSO Trainer&amp;Consultant</b>	18 Hours	1-4 students	<b>60€/Hour</b>	<b>1080€</b>
		5-9 students	<b>108€/Hour</b>	<b>1944€</b>
		10-14 students	<b>148€/Hour</b>	<b>2664€</b>
<b>DSO Complaint Handler</b>	6 Hours	1-25 students	<b>100€/Hour</b>	<b>600€</b>

\*(VAT included)



**DSO**

OFICINA SOLUCIONES DIGITAL

REGISTRO PROPIEDAD INTELECTUAL PRINCIPADO DE ASTURIAS.  
Asientos Registrales N°05/2016/58 y 05/2016/384

COPYRIGHT REGISTRATION. PRINCIPADO DE ASTURIAS. SPAIN. R. N  
05/2016/58 and R.N. 05/2016/384



**DSO**

DIGITAL SOLUTION OFFICE

## **FOURTH.- LTC -LICENSED TRAINING CENTER- REMUNERATION**

The entity.....(code .....) in return for organizing the course will receive

### **Online**

DSO TUITION		TIME MIN-MAX	FEE *	LTC
<b>DSO Trainer&amp;Consultant</b>	1 student	18 Hours	250€	<b>75€</b>
<b>DSO Complaint Handler</b>	1 student	6 Hours	125€	<b>40€</b>

### **Attendance course**

LTC -LICENSED TRAINING CENTER REMUNERATION- (10%)					
		DSO Trainer&Consultant			DSO Complaint Handler
PARTICIPANTS		1-4 students	5-9 students	10-14 students	1-25 students
CONCEPTS:		<b>7,5€/hour</b>	<b>13,5 €/hour</b>	<b>18,5 €/hour</b>	<b>12,5€/hour</b>
CO	Contabilidad	3,75 €/hour	6,75€/ hour	9,25€/ hour	6,25€/ hour
MK	Marketing	3,75 €/hour	6,75€/ hour	9,25€/ hour	6,25€/ hour





**DSO**

OFICINA SOLUCIONES DIGITAL

REGISTRO PROPIEDAD INTELECTUAL PRINCIPADO DE ASTURIAS.  
Asientos Registrales N°05/2016/58 y 05/2016/384

COPYRIGHT REGISTRATION. PRINCIPADO DE ASTURIAS. SPAIN. R. N  
05/2016/58 and R.N. 05/2016/384



**DSO**

DIGITAL SOLUTION OFFICE

TUITION	TIME MIN-MAX	ATTENDEES	FEE *	LTC (10%)
<b>Specific Conference/Lecture</b>	2-6 Hours	50-100	<b>18,5 €/Hour</b>	<b>37€-111€</b>
<b>DSO Trainer&amp;Consultant</b>	18 Hours	1-4 alumnos	<b>7,5 €/Hour</b>	<b>135€</b>
		5-9 alumnos	<b>13,5 €/Hour</b>	<b>243€</b>
		10-14 alumnos	<b>18,5 €/Hour</b>	<b>333€</b>
<b>DSO Complaint Handler</b>	6 Hours	1-25 alumnos	<b>12,5 €/Hour</b>	<b>75€</b>

**OSD**

OFICINA SOLUCIONES DIGITAL

REGISTRO PROPIEDAD INTELECTUAL PRINCIPADO DE ASTURIAS.  
Asientos Registrales N°05/2016/58 y 05/2016/384

COPYRIGHT REGISTRATION. PRINCIPADO DE ASTURIAS. SPAIN. R. N  
05/2016/58 and R.N. 05/2016/384

**OSD**

DIGITAL SOLUTION OFFICE

## FIFTH.- DSO REMUNERATION

### Online

DSO TUITION		TIME MIN-MAX	FEE *	OSD
<b>DSO Trainer&amp;Consultant</b>	1 student	18 Hours	250€	<b>75€</b>
<b>DSO Complaint Handler</b>	1 student	6 Hours	125€	<b>40€</b>

### Attendance course

DSO REMUNERATION (10%)					
		DSO Trainer&Consultant			DSO Complaint Handler
PARTICIPANTS		1-4 students	5-9 students	10-14 students	1-25 students
CONCEPTS:		<b>7,5€/hour</b>	<b>13,5 €/hour</b>	<b>18,5 €/hour</b>	<b>12,5€/hour</b>
TM	Technical Management	3,75 €/hour	6,75€/ hour	9,25€/ hour	6,25€/ hour
IT	Information &Technology	3,75 €/hour	6,75€/ hour	9,25€/ hour	6,25€/ hour



**DSO**

OFICINA SOLUCIONES DIGITAL

REGISTRO PROPIEDAD INTELECTUAL PRINCIPADO DE ASTURIAS.  
Asientos Registrales N°05/2016/58 y 05/2016/384

COPYRIGHT REGISTRATION. PRINCIPADO DE ASTURIAS. SPAIN. R. N  
05/2016/58 and R.N. 05/2016/384



**DSO**

DIGITAL SOLUTION OFFICE

TUITION	TIME MIN-MAX	ATTENDEES	FEE *	DSO (10%)
<b>Specific Conference/Lecture</b>	2-6 hours	50-100	<b>18,5 €/Hour</b>	<b>37€-111€</b>
<b>DSO Trainer&amp;Consultant</b>	18 hours	1-4 students	<b>7,5 €/Hour</b>	<b>135€</b>
		5-9 students	<b>13,5 €/Hour</b>	<b>243€</b>
		10-14 students	<b>18,5 €/Hour</b>	<b>333€</b>
<b>DSO Complaint Handler</b>	6 hours	1-25 students	<b>12,5 €/Hour</b>	<b>75€</b>



OFICINA SOLUCIONES DIGITAL

REGISTRO PROPIEDAD INTELECTUAL PRINCIPADO DE ASTURIAS.  
Asientos Registrales N°05/2016/58 y 05/2016/384

COPYRIGHT REGISTRATION. PRINCIPADO DE ASTURIAS. SPAIN. R. N  
05/2016/58 and R.N. 05/2016/384



DIGITAL SOLUTION OFFICE

## ANNEX I.

TUITION	TIME MIN- MAX	ATTENDEES	FEE *	LECTURER (40%)	LTC (30%)	DSO (30%)
<b>Online</b>						
<b>Formador&amp;Consultor OSD</b>	18 hours	1 student	<b>100€/Hour</b>	100€	75€	75€
<b>Tramitador OSD</b>	6 hours	1 student	<b>1€/Min</b>	45€	40€	40€
<b>Attendance Course</b>						
TUITION	TIME MIN- MAX	ATTENDEES	FEE *	LECTURER (80%)	LTC (10%)	DSO (10%)
<b>Conferencia especifica</b>	2-6 hours	50-100	<b>185€/ Hour</b>	296€-888€	37€-111€	37€-111€
<b>Formador&amp;Consultor OSD</b>	18 hours	1-4 students	<b>75€/ Hour</b>	1080€	135€	135€
		5-9 students	<b>135€/ Hour</b>	1944€	243€	243€
		10-14 students	<b>185€/ Hour</b>	2664€	333€	333€
<b>Tramitador OSD</b>	6 hours	1-25 students	<b>125€/ Hour</b>	600€	75€	75€

## **SIXTH.- CLAUSE GUARANTEE CLAIM from VICTIMS and CITIZENS**

The condition of the Entity ..... as a DSO LICENSED TRAINING CENTER and managed under the DSO work procedures, shall not prevent any citizen from formulating a motivated complaint or claim against this entity, and DSO undertakes to resolve the claim objectively and impartially to guarantee the effective judicial protection of both parties.

## **SEVENTH - NON-DISCLOSURE AGREEMENT - OBLIGATION OF CONFIDENTIALITY CLAUSE**

The COMPANY as an DSO Licensed Training Centre (LTC) considers the INFORMATION to be of a secret and confidential nature (Intellectual Property Register. Principado de Asturias. Spain, System of Control and Prevention of Corruption R. N 05/2016/58, LAC Integral Management System R. N 05/2016/384) provided or to be provided by LAC, refraining from its dissemination and disclosure to third parties, without prior, express and written consent of both parties. Therefore, the parties undertake not to disclose or communicate the INFORMATION provided to them, to prevent the copying or disclosure of the said INFORMATION to third parties, to restrict access to the INFORMATION to their employees, lawyers or related personnel; to the extent that they may reasonably need it, not to use the INFORMATION or fragments thereof for purposes other than those stipulated in this Agreement.

Likewise, the COMPANY undertakes to properly identify the INFORMATION provided or supplied as confidential and to pay as compensation for breach of its obligation of confidentiality the amount of **5,000,000 €** to the holder of the Intellectual Property Rights - Intellectual Property Registry. Principado de Asturias. Spain, System of Control and Prevention of Corruption R. N 05/2016/58, LAC Integrated Management System R. N 05/2016/384.

## **EIGHTH - GDPR -DATA PROTECTION CLAUSE-**

Under Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 (RGPD2016/679), we inform you that the data directly provided by you - and which you expressly authorize to be processed - and for which DIGITAL SOLUTION OFFICE is the Data Controller, are legitimately processed based on a business relationship and the performance of the tasks agreed in this contract, to carry out the necessary procedures for the provision of the services agreed, as well as the administrative procedures linked to said services. Said data will be processed in a mixed format and managed for the purpose described above, and access to the same by unauthorized third parties will not be permitted.

You have the right to access, rectify, modify, delete, limit, and cancel all this data, to exercise your right to portability, to be forgotten and/or not to have profiles created, as well as to revoke your consent, by simply sending your request to the Data Controller, DIGITAL SOLUTION OFFICE, via its e-mail address: [rgpd@digitalsolutionoffice.com](mailto:rgpd@digitalsolutionoffice.com) , putting the right you wish to exercise in the subject line.

You, as the data subject, are obliged to provide up-to-date, accurate, and truthful data. We will keep your data active for as long as we maintain our professional relationship with you.