



THE INTERNATIONAL CERTIFICATION NETWORK

# CERTIFICATE

IQNet and  
AENOR  
hereby certify that the organization

**TELEFONICA LEARNING SERVICES, S.L.U.  
(ENTREGAS DE SERVICIOS)**

DISTRITO C RONDA DE LA COMUNICACIÓN S/N EDIFICIO NORTE 1 PLANTA 7  
28050 - MADRID  
ESPAÑA

for the following field of activities

Provision of services related to training related consultancy: situation analysis and diagnostic. Training portals design, development and maintenance. Online and blended customized training actions design, teaching and tracking management, according to customer needs. Development and management of personal certification and knowledge management platforms and applications. Design, development, production, management and teaching of training contents and multimedia resources including subjects of management and social skills, foreign languages, information and communication new technologies, innovation, data protection, occupational safety and health.

has implemented and maintains a

**Quality Management System**

which fulfills the requirements of the following standard

**ISO 9001:2008**

Issued on: 2010-09-15

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**Registration Number: ES-0991/2010**



*Michael Drechsel*  
President of IQNet

**AENOR** Asociación Española de  
Normalización y Certificación  
*Ramón NAZ*  
General Manager of AENOR

**AENOR**

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