

The Open Group® Certification for People

**Training Course
Accreditation Requirements**

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The Open Group[®] Certification for People: Training Course Accreditation Requirements

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1. Overview

1.1 Introduction

This document, The Open Group Certification for People Training Course Accreditation Requirements, is an integral part of each Certification for People Program of The Open Group. Defined terms herein are in addition to definitions provided in the specific Program's Program Configuration document.

This document defines the requirements that must be met by a training course and the provider of such training course in order for the training course to become and remain accredited.

1.2 Terminology and Definitions

This table defines terms or clarifies the meaning of words used within this document. Where an abbreviation is also used, it is provided in parentheses.

Accreditation Logo	The trademarks and tag lines as designated from time to time by The Open Group for use in association with Accredited Training Courses.
Accredited Training Course (ATC)	A training course, operated by a training course provider, that has successfully completed the accreditation process and which is listed in the register of Accredited Training Courses on the Certification Authority's website.
Affiliate	A partner of an ATC Provider that delivers, or supports the delivery of, the Accredited Training Course on their behalf.
ATC Manager	The specific individual(s) identified within an ATC Provider as having the overall responsibility for managing the Accredited Training Course on a day-to-day basis and ensuring that it is carried out in accordance with its documented processes and procedures.
Candidate	A person seeking certification.
Certificate of Accreditation	A document issued to Organizations by the Certification Authority certifying that a training course has successfully met the requirements for accreditation and thus is considered an Accredited Training Course.
Certification Authority (CA)	The organization that manages the day-to-day operations of the Program. The Open Group is the Certification Authority for the Program.
Certification Record	The information identifying the Candidate, including contact details, and describing the way in which the Candidate meets the Conformance Requirements, including the Candidate's level of certification. The Certification Record of a Certified Person is made available by the Certification Authority at the discretion of the Certified Person.
Certified Person	A Candidate who has successfully completed the certification process and who has been notified in writing by the Certification Authority that certification has been achieved and such certification is still in force.
Conformance Declaration	The Organization's documented public representation of the course, including the responsible ATC Manager, scope of the course, and delivery information.
Examination Provider	The organization(s) contracted by The Open Group to provide and administer the certification examinations at test centers throughout the world.

Organization	A training course provider that is applying for a training course to be accredited or that has one or more training courses that have achieved accreditation. While the Organization is in the process of having a course accredited, the Organization may be referred to as an Applicant. Once an Organization has achieved accreditation for at least one course, the Organization may be referred to as an ATC Provider.
Program	The Open Group Certification for People Program specifically identified in the Program Configuration document of which this document forms an integral part.
Standard	The standard or list of standards, which define the body of knowledge covered by the Program, as defined in the Program Configuration document.

2. Organization Requirements

The Organization providing the training course is required to meet the requirements within this section in order for the training course to achieve and maintain accreditation.

2.1 General

The Organization must be a company registered in the appropriate legal or government body in their country.

The Organization must be financially stable. This requirement may be met by submitting a financial report, P&L, and balance sheet for the previous two (2) years, all approved by an independent auditor, or other records as approved by the Certification Authority.

2.2 Representation of The Open Group, the Program, and the Standards

The Organization must at all times represent the relationship between the ATC, the Organization, and The Open Group correctly.

In particular, any and all promotion of accredited and other courses must be aligned with and not in conflict with the Program. All promotional and explanatory material published by the Organization in any form must correctly represent The Open Group, the Standards covered by the Program, and The Open Group Certification for People Program and its options. This extends without limitation to the use of the Accreditation Logo, Certificate of Accreditation, any plaques or certificates of course attendance, use and acknowledgment of The Open Group copyrighted materials, copyright notices, and trademarks.

The Organization must not disparage the Standards covered by the Program, The Open Group Certification, The Open Group itself, or its programs or activities, in written or oral form.

Terminology used by the Organization must be consistent with the terminology used within the Program.

2.3 Process and Quality System

The Organization must operate effective procedures for the registration and identification of Candidates, for the selection of trainers, and for the allocation of Candidates and trainers to scheduled course events.

All aspects of course administration, delivery, and maintenance must be covered by a documented quality system.

The Organization's quality system must include:

- Procedures to ensure that these Accreditation Requirements continue to be met for as long as the ATC is offered.
- Procedures to ensure that all updates and changes to the Conformance Requirements are adopted and deployed in the ATC in the timescales defined by The Open Group.
- An active internal audit program to self-police that the Accreditation Requirements are being continuously met and that the Organization's documented quality system is being continuously

and correctly implemented. Any non-compliance identified by this Program must be formally recorded, followed up, and cleared.

If the Organization chooses to partner with one or more Affiliates, the quality system must include procedures to ensure that the Accreditation Requirements continue to be met when the ATC is delivered by an Affiliate.

The documentation of the quality system must be under effective change control.

Audit records must be kept for a minimum of six (6) years.

Records of each ATC delivered must be kept for a minimum of six (6) years. These records must include date, location, and level of course, trainer name, attendee names, and voucher code issued to each attendee and, if applicable, the name of the Affiliate that delivered or supported the delivery of the course.

The Organization must operate an effective and responsive procedure for handling customer complaints.

The general management of the Organization must be responsible for the quality of ATC delivery whether by the ATC Provider itself or by any Affiliates, and all aspects of ATC operation and management.

The Organization must designate an ATC Manager for each ATC who is responsible for the operation, quality, and integrity of the ATC. If the ATC Manager role for a given ATC is distributed among several people, the Organization must nominate one person as ATC Manager for the purposes of accreditation.

2.4 Confidentiality

The Organization and its Affiliates must not disclose any information about their Candidates' examination results to anyone other than the Certification Authority.

The Organization and its Affiliates must not disclose the identity of any ATC attendees to anyone other than the Certification Authority and a company that paid the course fee for an attendee, if applicable.

The Organization and its Affiliates may provide their ATC attendees with written confirmation of course attendance.

Such written confirmation must not imply that the attendee is certified in any way and in particular the words "Certificate", "Certify", "Certified", "Certification", or derivatives thereof may not appear therein.

2.5 Examination Fees and Reporting

In advance of delivery of each ATC and for each course attendee, the Organization or its Affiliate(s) must buy an appropriate examination voucher from the Certification Authority, or its designated supplier of examination vouchers.

The Organization must provide a quarterly statement of vouchers purchased by the Organization and its Affiliates, showing the voucher number, attendee name, country, date of course attendance, and any other particulars as the Certification Authority may reasonably require.

3. Training Course Requirements

A training course is required to meet the requirements within this section in order for the course to achieve and maintain accreditation.

3.1 Training Course Content and Documentation

The Organization must warrant and represent that all ATCs they offer shall at all times meet the Accreditation Requirements documented herein, and in particular that each course covers all of the required learning outcomes.

The Organization must provide proof that all applicable learning outcomes are covered in the training course.

All course material must be kept under version control.

Whenever The Open Group updates or makes a maintenance release or other update of a Standard covered by the Program and/or the Conformance Requirements, the Organization must update all affected courses to align with the new version of the Standard and/or the Conformance Requirements within six (6) months of release of the revised documents by The Open Group.

Previous versions of the ATC may continue to be offered for six (6) months. Examinations for the previous version will be retired within six (6) months of such update.

3.2 Trainer Requirements

All trainers used in the delivery of ATCs must themselves be certified within the Program at or above the level specified in the Program Configuration document.

All trainers used in the delivery of ATCs must have one of the following:

- A relevant training qualification that has recognition in the geography in which it was obtained (two examples are: certification from the Institute of IT Training, and The Open Group Certified IT Specialist (Open CITS) Certification with Technical Training as the Client Focus Area)
- One (1) year of relevant training experience
- Have undertaken an induction program that meets the following criteria:
 - The individual must be certified in the Program at the appropriate level before the start of the formal induction program.
 - The induction program must include a mechanism to ensure that the individual is capable of delivering a training course in a satisfactory manner.
 - The induction program must include provision for the individual to deliver at least two (2) training courses under the supervision of an experienced ATC trainer. At the end of each training course, the decision on whether the individual is suitable to proceed to the next phase of training must be based on a report from the supervising trainer and feedback forms from attendees on the course, which must include provision for feedback on the individual concerned separate from the supervising trainer.

- The induction program must ensure the overall quality of the ATC when a trainer under supervision delivers any part of the training.

All trainers used in the delivery of ATCs must have sufficient experience in and knowledge of the topic to be able to deliver the course in a clear and concise manner.

The Organization must ensure the proper performance of all trainers used in the delivery of their ATCs, including any trainers used by Affiliates.

The Organization must maintain a list of all of its own and its Affiliates' trainers, including names, contact details, training qualifications, and certification status, and must make this list available to The Open Group promptly upon request.

3.3 Post-Course Evaluation

Every time an ATC is delivered, directly by the ATC Provider or by an Affiliate, the Organization must ensure that a survey of the Candidates is conducted that covers venue, facilities, materials, procedures, and trainer(s).

Summary records of these surveys must be made available to The Open Group on request in English.

All survey results must be kept for 18 months.

4. Candidate Evaluation Requirements

The Program requires Candidates to pass an Indicator of Conformance defined by The Open Group in the Conformance Requirements. The preferred Indicator of Conformance is an examination. Examinations are available at The Open Group Examination Provider's public examination centers.

4.1 Integral Examinations

If the Program Configuration document indicates that integral examinations are allowed, an Organization may choose in addition or alternately to make the examinations available as an integral part of their course.

The Program imposes a number of examination requirements for supervision, provisioning, and validation of identity. For examinations at The Open Group Examination Provider's public examination centers, The Open Group Examination Provider is responsible for supervision, provisioning, and validation of identity.

An Organization providing a training course that will include integral examinations is required to meet the integral examination requirements within this section in order for the training course to achieve and maintain accreditation.

4.1.1 Supervision

The Organization must appoint an individual to supervise all examinations that the Organization provides for an ATC for certification of individuals in the Program. If the ATC is delivered by an Affiliate, the supervisor must be an employee or contractor of the Organization and not an employee or contractor of the Affiliate.

Each supervisor must have a fully executed The Open Group Examination Proctor Non-Disclosure Agreement in place and at all times adhere to the Requirements for IBT Examination Supervisors.

The supervisor is responsible for ensuring that the examination is provided in a manner required by the Certification Authority from time to time. In particular, the supervisor must:

- Ensure that Candidates can access the examination
- Ensure that Candidates do not cheat
- Help Candidates with aspects of the examination delivery not related to the examination content
- Ensure that any Candidates who are taking the examination in a language that is not their native language receive the correct extended examination time

The supervisor appointed by the Organization must in all cases ensure fair and objective testing of all Candidates on a course.

The supervisor must never help Candidates with any aspect of the examination that requires knowledge or understanding of the course content.

The Organization must ensure that during the examination only the supervisor and the Candidates are present.

4.1.2 Provisioning

The Organization must ensure that there is continuous Internet access to the examination portal throughout the examination.

The Organization must ensure that Candidates do not have the ability to see other Candidates' responses to examination questions.

The Organization must provide only one type of examination to Candidates in any single examination session.

Examinations must at all times take place in an environment that is quiet and free from distractions.

4.1.3 Identity of Candidates

The Organization must validate the identity of Candidates using a government issued photo ID.

The Organization must keep records of the source used to validate Candidates' identity for a minimum of six (6) years.

4.2 Alternative Indicator of Conformance for Other Languages

To meet the need for certification to be accessible for those individuals whose command of the written languages in which examinations are available is insufficient to take the examinations in any of those languages, providers of ATCs delivered in languages in which no examination is available may provide other means of assessment, subject to approval by The Open Group.

The Open Group will consider another means of assessment for recognition as a valid Indicator of Conformance on request by an Organization. Recognition as a valid Indicator of Conformance is at the sole discretion of The Open Group.

5. Accreditation Application Requirements

5.1 Accreditation Application

All material submitted to The Open Group in an application for accreditation must:

- Be in electronic format
- Be easily accessible and navigable
- Include full course material as provided to Candidates and trainers
- Identify in English the cross-references between every learning outcome in the syllabus defined in the applicable Conformance Requirements with the corresponding learning units in the course
- Identify in English the cross-references between each of the Accreditation Requirements and the Quality Management System documentation
- Include a correctly completed web-based application form, including the Conformance Declaration, in English

5.2 Online Delivery

Courses with any online delivery aspect or option must be made available to The Open Group assessors online for the duration of the assessment.

5.3 Languages

The definitive version of each of the Standards covered by the Program is written in English. Translations to other languages may be made available. From time to time The Open Group may introduce pocket guides, glossaries, and examinations in additional languages.

In order to be assessed for accreditation, course material in languages other than English must include in each slide the references to the learning outcomes covered in that slide.

6. Requirements for Changes and Updates to ATCs and Organizations

The Organization must notify The Open Group of any material changes to the Organization's identity, ownership, or location within 30 days.

The Organization must at all times keep the information in their Conformance Declaration correct and up-to-date.

The Organization must notify The Open Group of any material changes to course content that could impact how the course meets the applicable Accreditation Requirements within 30 days of the change being made, with the changes being clearly identified.

The Organization must ensure that registration of any new Affiliate is requested from the Certification Authority and completed (including being listed on the register of Accredited Training Courses) prior to the Affiliate offering or delivering an ATC.