**Accreditation – Required Documentation**

*In the following pages you will find guidance, templates and examples of the documents you are required to submit for your ACQUIROS Accreditation.*

ACQUIROS will be reviewing three key areas of your organization:

1. Quality Management System(QMS) (Based on standards in ISO 9001 and the ATO Scheme)
2. Personnel (All individuals involved in the development and delivery of your training)
3. Course Materials (Based on the course syllabus)

**Document Guidance:**

1. **Quality Management System**

A QMS is your organization’s documented processes and procedures.

For QMS compliance, you are required to submit the following:

* Your organization’s QMS based on ISO 9001
	+ You may use **Appendix A** of this document as a template for creating a QMS if you do not already have documented procedures.
* QMS Assessment Mapping
	+ Complete the QMS Assessment Mapping form found in **Appendix B** of this document by mapping the QMS requirements in the form to the sections/page numbers of your QMS.
1. **Personnel**

ACQUIROS will require evidence of the qualifications and identity of all individuals involved in the development and delivery of your training.

For Personnel compliance, you are required to submit the following:

* + Personnel Profile
		- Complete the Personnel Profile form found in **Appendix C** of this document
	+ Instructor Application\*
		- Complete the Instructor Application in **Appendix D** for every individual you plan to use as an instructor. Included with each application also provide:
			* Applicants’ Resume
			* Applicants’ Credentials (All relevant certifications.)
			* Applicants’ photo I.D.

\*If your instructors have been previously accredited by another Examination Institute, you may submit a copy of their instructor accreditation letter/certificate in place of an ACQUIROS Instructor Application.

1. **Course Materials**

ACQUIROS Subject Matter Experts will review all materials used in the delivery of your training as well as use of IP. You may choose to develop your own course materials or license already accredited materials. Based on that choice, you are required to submit the following:

* + Internally Developed Courses (**Appendix E** is a guide for developing your own course materials.)
		- Completed copy of the Courseware Accreditation Checklist form found in **Appendix E**
		- Submit Copy of Slide Deck or Access to Online Course
		- Submit Copy of Instructor Guide
		- Submit Copy of Course Timing
		- Submit any other materials used in delivery of course (Sample Exams, Student Manual, etc.)
	+ Licensed Courses
		- Submit a copy of your License Agreement for the course materials
		- Completed copy of the Accredited Course Materials Licensing Arrangements form in **Appendix F**

Once you have all required documents completed, return to the ACQUIROS Applicant Resources page (<http://ACQUIROS.com/applicant-resources/>) and submit using the provided form and upload tool.

If you have any questions, contact accreditations@ACQUIROS.com.

**Appendix A– Sample QMS**

**Quality Management System – SAMPLE**

**1.0 Course Delivery**

**1.1 Course Schedule**

Organization X uses a systematic and repeatable process for scheduling courses. Organization X holds both on-demand courses and open enrollment courses. The process for scheduling these courses is as follows:

1.1.1 Open Enrollment Courses

**<Enter Steps Here>**

*Example:*

1. *Organization X holds open enrollment courses once a quarter*
	1. *Open enrollment courses are available to any candidates, worldwide, that meet the pre-requisite criteria and are interested in the course.*
	2. *Candidates are responsible for arranging their own transportation and lodging for the course*
2. *Office Manager determines location for course (See 1.2 Logistical and Organizational Systems)*
3. *Course date and location are posted to Organization X’s Website (www.organizationx.com)*
4. *Candidates for open enrollment courses complete registration at* [*www.organizationx.com*](http://www.organizationx.com) *(See 1.3 Candidate Course Registration and Pre-Requisite Collection)*
5. *Instructors are notified of teaching opportunity*
	1. *Instructors selected based on their meeting the criteria for the requested course type and availability*
6. *Instructor determined*
7. *Office Manager places exam order with exam provider*

1.1.2 On-Demand Courses

**<Enter Steps Here>**

*Example:*

1. *Organization X ‘s Sales and Marketing Team promotes training in industry*
2. *Organization X holds courses for customers on demand that would like to have the course taught internally*
	1. *The customer is responsible for notifying the candidates of the training opportunity and asking them to register for the course*
3. *Customer completes request form on organization x’s website,* [*www.organizationx.com*](http://www.organizationx.com)
4. *Office Manager verifies that venue has been secured by customer (See 1.2, Logistical Organization System)*
5. *Instructors are notified of teaching opportunity*
	1. *Instructors selected based on their meeting the criteria for the requested course type and availability*
6. *Instructor determined*
7. *Office Manager places exam order with exam provider*

**1.2 Logistical Organization Systems**

Organization X uses a systematic and repeatable process for arranging venues and materials for classroom training. The process is as follows:

**<Enter Steps Here>**

*Example Open Enrollment Course*

1. *Office Manager determines location for open enrollment course based on areas of high demand and ease in accessibility*
2. *Office Manager contacts local venues for room rental (Ex. Hotels, Training Centers, etc.)*
	1. *Room must meet following criteria:*
		1. *Seating for all candidates*
		2. *Size of room conducive for testing environment where seats are spread evenly apart for testing*
		3. *Accessibility to internet*
		4. *Accessibility to overhead projector*
		5. *Etc.*
3. *Office Manager secures venue on date and time based on instructor’s availability*
4. *Office Manager notifies Technical Manager to post course to organization x’s website, www.organizationx.com*

*Example On-Demand Course*

1. *Customer arranges venue for courses that are arranged for their own internal training*
2. *Office Manager verifies that room meets training criteria:*
	1. *Example:*
		1. *Seating for all candidates*
		2. *Size of room conducive for testing environment where seats are spread evenly apart for testing*
		3. *Accessibility to internet*
		4. *Accessibility to overhead projector*
		5. *Etc.*
3. *Administrative notifies instructors of teaching opportunity and secures instructor*

**1.3 Candidate Course Registration and Pre-Requisite Collection (Including Photo ID verification)**

Organization X uses a systematic and repeatable process for registering candidates for Courses and collecting candidate pre-requisite credentials and Photo ID. Organization X examines competence, based on the requirements of the scheme, by written, oral, practical, observational or other means. In the event that a candidate has requested extra time on their exam due to English being their second language, Organization X has a documented process for confirming the candidate is ESL, before making request to ATO. <Insert Process for ESL verification>

**<Enter Steps Here>**

*Ex: Open Enrollment Courses*

1. *Technical Account Manager publishes course availability on website* [*www.organizationx.com*](http://www.organizationx.com)
2. *Course advertised through online marketing*
3. *Candidate’s register at* [*www.organizationx.com*](http://www.organizationx.com) *for open enrollment courses*
4. *Enrollment closes X days before course start date*
5. *Candidates are sent automated course reminder that includes location, date, time and contact person*
6. *When pre-requisites are required, candidates are notified they must submit their pre-req’s via email to Office Manager at least 24 hours prior to exam*
	1. *Pre-requisites are emailed or faxed to exam provider’s appropriate person*
7. *Candidates are provided with instruction to register with exam provider*

**2.0 Use and Reproduction of Intellectual Property (IP) and Trade Marked (TM) Materials**

*Example:*

*Organization X is committed to adhering to rules and regulations provided by the IP and TM owners in regard to the use and reproduction of IP and TM materials.*

**3.0 Quality Control System**

**3.1 Organizational Chart**

*Example:*

*See Appendix A for Organization X Organizational Chart.*

**3.2 Management Review**

*Example:*

*Organization X is committed to continuously improving their training and consulting services through use of Management Review Meetings. Management Reviews are held annually, on the last Friday of each July. The Managing Director, Technical Account Manager, Office Manager, Sales and Marketing Team, Instructors, and Development Team are all asked to attend the Management Review Meeting. The following is subject to discussion during Management Review Meetings:*

* *Vendor relationships (Course development partners, exam providers, etc.)*
* *Issue Log (See 3.4 Appeals and Complaints)*
* *Candidate and instructor exam statistics as provided by the exam provider*
* *Internal Audit Results (see internal audit)*
* *Courseware revisions*
* *Minutes from regular organization meetings held since last management review meeting*
* *Staff suggestions*
* *Staff training and continuing education*

*The Office Manager is responsible for taking minutes during the meeting. Minutes are recorded and stored. Action items are sent to responsible persons along with due dates.*

**3.3 Internal Audit**

*Example:*

*Internal Audits are conducted annually by the Office Manager approximately one week prior to the scheduled Management Review Meeting (See section 3.2 Management Review). Results of audit are recorded on the Organization X Audit Checklist and stored until their revision at the Management review meeting. Areas of non-compliance are brought to the attention of the process owner. Process owners are given 30 days to comply to non-conformances.*

*After the provided 30 days the Office Manager re-evaluates all areas of non-conformance and log the findings on Form X. Non-Conformances that have been properly corrected should be signed off on my the Office Manager and Process Owner to demonstrate they have been closed. Any areas that are still in non-compliance should be escalated to the Managing Director.*

**3.4 Appeals and Complaints**

*Example:*

*Customer appeals and complaints are stored in the Organization X Issue and Complaint log by the office manager. Recipients of complaints should forward them on to the office manager for logging no longer later than 24 hours after the complaint is received. The logged complaint should be given an owner, responsible for solving or escalating the complaint and that person should be made aware of the complaint that has been logged. Complaints are assigned a priority based on the scale below:*

* *High – Needs to be resolved or addressed within 24 hours*
* *Normal – Needs to be addressed within 24 hours and resolved within 1 week*
* *Low-Needs to be addressed within 24 hours and solved by the next management review meeting*

*High priority issues are customer satisfaction related. Normal priority issues are system problems that are not disrupting the delivery of services. Low priority issues are process issues that do not need to be urgently addressed.*

*The issue owner should update the complaint log when the issue has been resolved. The office manager is responsible for reviewing the complaints log daily to insure all complaints are addressed within 24 hours. Complaints that are not resolved in the appropriate time frame should be escalated to the Managing Director by the Office Manager.*

**3.5 Course Quality Control System**

*Example:*

*3.5.1 Internally Developed Courseware:*

*Organization X controls the development and revision of courseware through the following process:*

***<Enter Steps Here>***

*3.5.2 Licensed Courseware*

*Organization X does not develop their own courseware. Courseware is licensed from Accredited Courseware Provider X. (Terms of license agreement described in document X.) Organization X’s relationship with the courseware provider is measured through review of pass rates and student surveys (see appendix X for student survey) all annual reviewed during organization x’s management review meeting. (See section 3.2 Management Review)*

*If exam pass rates should fall below 0.00% Organization X would consider terminating the relationship and seeking a new courseware provider.*

*Should organization X make the decision to develop their own course materials, a process for quality control would be implemented and added to this section of the QMS.*

**3.6 Document Control System**

*Example:*

*Organization X controls all documents by providing the following details:*

* *Document title*
* *Document version*
* *Document Author*
* *Date Modified*
* *Page Number*

*The document author is the only person authorized to make revisions to documents. All changes should be recorded as a new revision. All persons affected by the change should be notified of the revision and the location of the revised document.*

**4.0 Staff training and appraisal system**

**4.1 Staff Training**

*Example:*

*Organization X ensures that all members of the staff (See Appendix A Organizational Chart) are properly trained. Training of staff is determined by the staff members ability to meet the requirements in the job description (See Appendix B-Job Descriptions). Members of Management are responsible for training newly hired employees. Training is recorded on the Organization X training log by the operating area supervisor (See Appendix C) and should be signed off on by the managing director once all training has been completed.*

*Employees are asked to participate in a QMS quiz, annually to assess the effectiveness of their training. Quiz results are analyzed by the operating area supervisor and may lead to further training at their discretion.*

*Overall quiz results are discussed at the Management Review meeting (See section 3.2) and continuing education may be required for certain departments.*

*Employees that do not meet minimum requirements after further training has been implemented may be relieved, at the recommendation of the Operating Supervisor but based on the Managing Directors final decision.*

*Trainers specifically are trained to proper use of ATOX Course Materials, using the following process:*

*Trainers are provided a “Train the Trainer” certificate of completion.*

**4.2 Staff Appraisal System**

*Example:*

*Organization X ensures that all members of the staff are properly appraised through an annual evaluation. Staff evaluations take place approximately one week after management review meetings. The evaluation should be held with the staff member, operating area supervisor, and Managing Director. The results of quizzes, complaints log, and training log as well as feedback from the Operating Area supervisor are all subject to evaluation. Staff who consistently meet deadlines, complete training, and are successful in quizzes will be considered for promotions to supervisor or management positions and salary increases on an annual basis, following evaluations.*

**5.0 Financial viability**

*Example:*

*Organization X maintains financial viability through successfully marketing our course by means of web advertising, print advertising, attendance at conferences and customer referrals. Organization X has been consistently profitable for X years and expects to remain profitable based on past growth comparisons.*

**6.0 Relationship with Third Parties (Affiliates, Brokers, Resellers, Contractors)**

**Referenced Documents:**

*List all documents referenced in the QMS that are not included as an appendix*

**Referenced Records:**

*List all records referenced in the QMS*

*Example: Completed Employee Training Log, Audit Check list, Issue Log, etc.***Appendix B – QMS Assessment Mapping**

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Area of Compliance** | **Compliance Record** (Include document name, version, section and page number) |
| Organization management structure | Organization chart |  |
| Governance Structure | Organization chart |  |
| Financial Viability | This can be confirmed as statement in QMS, financial report, or history working with applicant. |  |
| QMS - management review | A process or procedure that shows that the ATO reviews their processes to keep them at their best - CSI as it is known in ITIL. |  |
| QMS - Internal Audit | A process that shows that the applicant conducts internal audits to validate the training related processes. |  |
| QMS - Appeals and complaints process | A process that shows how student and customer complaints are handled, escalated and how appeals of complaint resolutions are handled. |  |
| A course quality control system including any delegate acceptance criteria | A process that defines how the course materials are created, reviewed, updated/improved, and user tested. QMS states they examine competence, based on the requirements of the scheme, by written, oral, practical, observational or other means. |  |
| A course enrolment system and pre-course processing information | The forms or online system address that students use to enroll in the class, including any instructions or other literature they are given to direct such enrollment. |  |
| Logistical organization systems and procedures | Computer programs/systems, toolsand processes that are used to secure the training facilities, training delivery tools, etc |  |
| A document control system | A process for managing the initial and subsequent releases of course materials, promotional materials related to training - including the website, and the processes defined as part of the ATOs QMS. |  |
| An administration staff training and appraisal system | What knowledge and skills are required of admin staff and how is it measured at the time of hiring and subsequently. |  |
| Policy addressing partner relationships (specifically Affiliate, Broker, Reseller) | Where an ATO works with bodies under these categories then the ATO must have documented procedures as part of their QMS covering assurance and monitoring of their partner organization(s) and provide such documentation to the accrediting EI in accordance with their reporting requirements. |  |
| Documentation supporting proper use of IP and TM materials in compliance with IPR/Scheme Owner requirements. | Evidence found on ATO website and in Course Materials (if created and not licensed).  |  |
| Policy addressing the reproduction of licensed materials without alteration and in compliance with IPR/Scheme Owner requirements. | Statement in QMS and evident in course materials and website. |  |
| Organization has process in place for collecting pre-requisites. | Process in QMS states that ATO confirms that their organization does not permit candidates to enroll in an intermediate class until a foundation or foundation equivalent certificate has been received. |  |
| Organization has process in place for collecting candidate details at time of course registration and reviewing IDs against registered candidates to ensure they are the same individual.  | All candidates required to provide ‘official’ photographic identification before being allowed to sit an exam e.g. Passport, Driver’s License or National ID card  |  |
| Organization has process in place for determining if a candidate is ESL. | Process in QMS states that ATO confirms that their organization confirms a candidate does not speak English as their mother tongue, before requesting extra time from EI. |  |
| Organization has process in place for training new instructors to teach to their accredited course materials. | Process in QMS for how ATOs train new instructors to properly use their accredited course materials. |  |
| Organization has defined person to act as administrative assistant to arrange logistics for exam and place orders. (This may be instructor.) | Defined in roles chart of QMS. |  |
| Appropriate use of Private/Instructor Proctors | Where ATO appoints their own proctors to invigilate an exam, they must have documented process for how they deem a person meets criteria, have defined criteria for a proctor, and a process for communicating ACQUIROS proctoring requirements to the individual. |  |

**Appendix C – ACQUIROS ATO Accreditation Personnel Profile**

Please type all of your information and sign the bottom of this form

|  |  |
| --- | --- |
| Organization Name  Contact Name Contact Phone # |  |
| **Name** | **Role** | **Highest Related Cert Held** | **Years** | **Description of Experience** |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Role** ( a person can be more than one)

CA - Course Architect – Designer of Certification Program to be used by ATO, including course, internal training, and promotional materials.

CD - Course Designer\* – Designer of the Courseware or the decision maker for licensed courseware and how it will be used.

LI – Lead Instructor – Instructor that meets all of the certification and experience requirements

AI – Assistant Instructor – Instructor that is short in one or more areas of certification or experience but is working towards LI status.

*\* Designer must hold same credentials as an instructor.*

**Years** – should be the number of years of related applicable experience, those that will be briefly described in the Description of Experience field. The description should be no more than five (5) sentences please. If more information needs to be relayed please note for that person in the Description field that a resume is also submitted with this form, and identify the exact name of that resume file.

Please complete an entry for each member of your team. Remember that there needs to be at least one CA, CD, and LI identified to obtain Accreditation.

**In signing this form, I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ confirm the following to be true for each Instructor listed on this form:**

• Holds the appropriate certificate in the subject they intend to train

• Have a minimum of 3 years practical experience

• Has demonstrated the ability to manage, run and deliver training courses

• Has a minimum of 10 days experience delivering classroom based training (this could be as “trainer under instruction”)

• Meets the qualification specific Trainer criteria detailed in the current ATO Scheme Brochure

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Appendix D- GBP Instructor Application** *See next page for requirements*

|  |  |
| --- | --- |
| **Applicant Name** |  |
| **Phone** |  |
| **Email** |  |
| **Accredited Training Organization (ATO)** |  |
| **Accreditation Sought (Qualification Area/Title)** |  |
|  |
| **Practical Experience**  |
| Date(s) | Organization(s) | Description of Duties | Contact Person Name/Phone or Email **(*Required)*** |
|  |  |  |  |
| **Training Experience** |
| Date(s) | Organization(s) | Description of Duties | Contact Person Name/Phone or Email **(*Required)*** |
|  |  |  |  |
| **Related Credential(s)**  |
| Date(s) Received | Certificate Held | Issuing EI |
|  |  |  |
| **Related “Train the Trainer” Certificate** *(Must be included for each module instructor intends to teach and be issued by the ATO the instructor intends to teach for.)* |
| Date(s) Received | Certificates Held | Issuing ATO |
|  |  |  |

|  |
| --- |
| Any other related work experience or qualifications: |

**Additional Required Documents**

🞏 Certificate(s) 🞏 CV/Resume 🞏 Photo ID

**Proctor Agreement:**

**ACQUIROS Proctor Responsibilities:**

Proctors will verify photo identification from a school, employer, government agency, or other source.  The proctor will actively monitor the testing room.  The proctor must be responsible and competent to receive and follow all other reasonable instructions from the test provider.  The proctor must be in a position allowing them to operate as an independent third party proctor with no bias towards any of the examination candidates.  The proctor will ensure that test takers do not have access to materials or devices that would enhance their performance on the exam.  The proctor must not allow students to speak to one another during testing.  Unless otherwise noted, this is a closed book examination.

The proctor agrees not to misuse the electronic or physical exam materials supplied by ACQUIROS.  Including but not limited to; making unauthorized copies, saving electronic files, distributing to individuals other than approved candidates, reviewing exam content or discarding materials in an unauthorized receptacle.

**ACQUIROS Exam Venue Accommodations:**

The exam venue will provide a quiet environment with acceptable test-taking conditions.  The room should be dedicated to testing during the scheduled session and should have controlled access.  All exam candidates participating in the online examination must have access to a computer operating on Internet Explorer version 5 or greater.  Workstations should be reasonably spaced from one another.  The computer must allow the test taker to access the internet for at least one hour, depending on the specified length of the test.

I have read and agreed to the above ACQUIROS Proctoring Agreement.  I promise not to disclose any of the information I am given access to from ACQUIROS at any time outside of the classroom.  I state that I will be in no way benefit from the outcomes of this exam. My position allows me to operate as an independent third party proctor with no bias towards the examination candidate.  Should my position change at any time after signing this agreement – and I no longer meet the criteria listed above, I will contact ACQUIROS or no longer act as a proctor.  I agree to operate as directed in the proctoring guidelines provided by ACQUIROS in each exam I proctor.

|  |  |
| --- | --- |
| Signature of Applicant: |  |
| Date: |  |
| Signature of ACQUIROS Assessor: |  |
| Date: |  |

Appendix A:

|  |
| --- |
| **Trainer Requirements** |
| **Subject** | **Level** | **Practical Experience** | **Training Experience** | **Credentials** |
| **ITIL®** | Foundation | Minimum of 3 years practical experience in related field  | Minimum 10 days experiencing training in classroom | Must hold ITIL Foundation certificate plus minimum of 9 total credits through ITIL qualificationso 7 Credits from ITIL Intermediate qualifications |
| **ITIL®** | Practitioner | Minimum of 3 years practical experience in related field\*  | Minimum 10 days experiencing training in classroom | Must hold ITIL Foundation certificate plus hold either the ITIL Expert certificate or hold a minimum of 12 total credits in the ITIL examination program:o 2 Credits from ITIL Foundationo 3 Credits from ITIL Practitionero 3 Credits from ITIL Intermediate Continual Service Improvement (CSI)o 4 additional credits from the ITIL Intermediate certification programNote: Trainers who currently satisfy the requirement of 12 total credits but do not hold the required CSI credits, will have an additional period until 31st December 2016 to acquire those credits. From 1st January 2017, trainers are required to hold 3 CSI credits. |
| **ITIL®** | Intermediate/MALC | Minimum of 3 years practical experience in related field\*  | Minimum 10 days experiencing training in classroom | Must hold ITIL Expert Certificate and the certificate for the intermediate module you wish to teach |
| **PPM** | Foundation  | Minimum of 3 years practical experience in related field\* | Minimum 10 days experiencing training in classroom | Must hold Foundation and Practitioner certificate in relevant scheme. |
| **PPM** | Practitioner | Minimum of 3 years practical experience in related field\* | Minimum 10 days experiencing training in classroom | Must hold Foundation and Practitioner certificate in relevant scheme. |
| **PPM** | Advanced Practitioner | Minimum of 3 years practical experience in related field\* | Minimum 10 days experiencing training in classroom | Must hold Advanced Practitioner certificate in relevant scheme. |
| **PRINCE2 Agile** | Practitioner  | Minimum of 3 years practical experience in related field | Minimum 10 days experiencing training in classroom | Must hold PRINCE2 PractitionerAnd PRINCE2 Agile  |
| **RESILIA™** | Foundation | N/A | Minimum 10 days experiencing training in classroom | Must hold a RESILIA Foundation certification and either RESILIA Practitioner or a recognized certification or status for cyber security knowledge, such as:* + CompTIA Security+
	+ CompTIA Advanced Security Practitioner (CASP)
	+ CISSP (ISC2)
	+ CISM (ISACA)
	+ CCP (CESG)
	+ CLAS (CESG)
 |
| **RESILIA™** | Practitioner | N/A | Minimum 10 days experiencing training in classroom | Must hold a RESILIA Foundation certification and either RESILIA Practitioner or a recognized certification or status for cyber security knowledge, such as:* + CompTIA Security+
	+ CompTIA Advanced Security Practitioner (CASP)
	+ CISSP (ISC2)
	+ CISM (ISACA)
	+ CCP (CESG)
	+ CLAS (CESG)
 |

\*For full definition of relevant experience in related fields see ATO Scheme Brochure, Annex E.

**Appendix E– Courseware Accreditation Checklist***If you are licensing your courseware you do not need to complete this section.*

**Introduction**

The courseware checklist is intended to provide guidance to ATOs for the submission of courseware for accreditation against the live syllabus.

**Objective**

The objective is to improve the level of first-time conformance of the courseware to the syllabus for accreditation. Achieving first-time conformance reduces re-work for both the ATO and ACQUIROS and demonstrates a quality approach to designing and publishing courseware.

**Materials To Be Submitted for Accreditation**

The materials to be submitted for accreditation are any materials that will be relied upon to deliver the ITIL course content to the students. The below tables indicated the minimum required materials for submission ***as long as these materials meet all syllabus requirements***. Optional materials may be submitted if these materials also instruct to the syllabus requirements.

|  |  |  |
| --- | --- | --- |
| **Student Classroom Material** |  | **Minimum Required for Submission** |
| * Course slides
 |  | **Required** |
| * Quizzes/answers
 |  | Optional |
| * Exercises/answers
 |  | Optional |
| * Discussion / breakouts
 |  | Optional |
| * Handouts
 |  | Optional |
| * Books
 |  | Optional |
| * Other supporting material
 |  | Optional |

|  |  |  |
| --- | --- | --- |
| **eLearning Material** |  | **Minimum Required for Submission** |
| * Course slides
 |  | **Required** |
| * Narrative
 |  | **Required** |
| * Online access
 |  | Optional |
| * Quizzes/answers
 |  | Optional |
| * Exercises/answers
 |  | Optional |
| * Downloadable materials
 |  | Optional |
| * Other supporting material
 |  | Optional |

|  |  |  |
| --- | --- | --- |
| **Instructor Material** |  | **Minimum Required for Submission** |
| * Instructor slides and notes
 |  | **Required** |
| * Agenda / schedule
 |  | **Required** |
| * Instructor Guides
 |  | Optional |
| * Quizzes/answers
 |  | Optional |
| * Exercises/answers
 |  | Optional |
| * Other supporting material
 |  | Optional |

The intermediate course syllabuses specify recommended reading for the student in addition to the ATO-provided material. The ITIL core volumes are assumed to be available to the student and are not included in the ATO-provided material to be submitted for accreditation.

In additional the ATO may have additional material used in the design of the courseware that should be submitted if it demonstrates achieving the requirements of the syllabus including the requisite contact hours.

|  |  |  |
| --- | --- | --- |
| **ATO Course Design Material** |  | **Minimum Required for Submission** |
| * Course outline
 |  | **Required** |
| * Mapping of course to syllabus
 |  | **Required** |
| * Timeline for course delivery
 |  | Optional |

Bottom line: If the specific material is not provided and that material contains required syllabus elements then non conformances will be recorded.

**Additional Information Required for Courseware Accreditation**

To facilitate the accreditation process the ATOs are to provide a mapping of the supplied courseware materials to the course syllabus. The ACQUIROS courseware accreditation process undertakes this mapping of the courseware to the course syllabus during the assessment: the ATO courseware (all supplied materials) must be read, searched and mapped to ensure all required syllabus elements are adequately addressed. Since courseware design is at the discretion of the ATO the syllabus content may be covered in different locations and different methods by each ATO thus contributing to an already onerous assessment process.

The required mapping of courseware to the syllabus may take a number of forms. Two examples are provided below.

**Example 1**

A section of a sample mapping document (below) provides the syllabus reference and the ATO courseware material with the specific location (e.g. slide, page, section, question #, exercise #, etc.) where the syllabus content is covered.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Syllabus Learning Unit** | **Syllabus Unit Title** | **Syllabus Unit Content** | **Core Volume Reference** | **ATO Courseware Reference** | **ATO Content Location** |
| ITILFND04 | Key Principles and Models | 4.8 | SS 3.1.1, 3.1.2 | ATO\_Student\_Slides\_V4.1a | Slide 5-78 |
| ITILFND04 | Key Principles and Models | 4.9 | CSI 2.4.4 | ATO\_Student\_Handout\_V4.1a | Page 12 |
| ITILFND04 | Key Principles and Models | 4.10 | CSI 4.1.2 | ATO\_Student\_Slides\_V4.1a | Slide 6-12Slide 6-13 |
| ITILFND04 | Key Principles and Models | 4.10 | CSI 4.1.2 | ATO\_Student\_Exercise\_V4.1a | #10 |
| ITILFND04 | Key Principles and Models | 4.10 | CSI 3.7.1 | ATO\_Student\_Slides\_V4.1aATO\_Student\_Quiz\_V4.1a | Slide 7-23Question 5 |

**Example 2**

The portion of a student’s sample course slide (below) contains the reference to the course syllabus.

The format of the syllabus reference:

|  |  |
| --- | --- |
| Xxxnn | syllabus learning unit |
| n.n | syllabus unit content |
| yyyn.n | core volume reference |



In the above example:

|  |  |
| --- | --- |
| Fnd04 | syllabus learning unit |
| 4.8 | syllabus unit content |
| CSI3.6 | core volume reference |

**Intellectual Property Rights**

ACQUIROS will conduct an initial audit of submitted courseware to ensure the material is compliant with IPR Guidelines. Use of IP is audited on an annual basis and any time courseware is submitted for re-accreditation. Below are the general guidelines for use of IP. The official guidelines are always available in the ACQUIROS ATO Secure Area (CASA) which you will gain access to if accredited as an ATO.

* **ITIL Swirl Logo** -There are **no rights** for ATO’s/ACO’s to use the actual ITIL Swirl logo anywhere. Contact ACQUIROS for the ITIL Swirl logo that may be used by ATO’s.
* **ITIL Trademark-** The first occurrence of “ITIL” needs to look like this “ITIL ®”. Also on this page the following statement must appear:

 *ITIL® is a registered trade mark of the AXELOS Limited
The Swirl logo™ is a trade mark of the AXELOS Limited*

While subsequent use of “ITIL” within the document or website section is not required to use the ®, ACQUIROS highly suggests it is used everywhere.

* **Diagrams-** Any diagram or table taken directly from any official ITIL publication from AXELOS must always include the following acknowledgement statement at the foot of the diagram/table:“© Crown copyright 200? Reproduced under licence from AXELOS”Please replace the “200?” with the year of publication of the document from which the diagram/table is taken.It is optional if you wish to reference the source of the diagram (title of publication, page number
* **Text -** Any text taken directly from an ITIL publication from AXELOS or other AXELOS source must be differentiated from ATO text. While you have the freedom to use any method you like identifying this text by the use of either **bold,** *italic,* or ***bold italic,*** throughout the document is required. The method used must be identified on the title page or page immediately behind the title page of the document/course material by using the following statement: ***Bold italic*** text/etc is from <INSERT PUBLICATION/PRODUCT> © Crown copyright 200? Reproduced under license from the AXELOS. Please fill in the correct date where it states “200?” with the year of publication. In the situation where more than one publication is used, please list all with commas separating and use copyright date for oldest publication.

**Assessment Of Non-Syllabus Material**

ATOs may provide additional ITIL and non-ITIL course material to enrich or reinforce the ITIL syllabus concepts. This additional material is not assessed although if non conformances (to ITIL concepts) are identified during the assessment these non conformances will be recorded and may impact the accreditation of the courseware.

In addition the accreditation process does not assess the following areas:

* Typos, misspellings
* Formatting
* Sequence of topics
* Learning style approach or methodology

**Accreditation of Revised of Courseware**

It is expected that ATOs will keep the courseware current to the latest “live” syllabus. Updates to courseware due to ITIL changes (e.g. syllabus updates, refresh/revisions, etc.) may entail a courseware assessment. Courseware submitted for accreditation, either initial assessment or re-assessment, must meet the requirements in this document.

The ATO is to identify modifications or additions in the courseware due to syllabus changes using the “mapping” process described above. It is preferred that a complete mapping be provided but it is not required for existing ACQUIROS accredited courseware.

Materials are to be re-submitted to ACQUIROS based on guidelines provided by ACQUIROS.

**Additional Guidance on Courseware Accreditation**

The following is intended to provide guidance to ATOs on courseware elements that “alert” the assessors to potential issues in the courseware. Experience has shown that non conformances will be found if the below items exist to some extent in the courseware.

* Courseware version date that precedes the most current “live” syllabus date
* Course schedule that does not show breaks, lunch and does not meet the recommended or required contact hours
* ATO course that is advertised with fewer than required contact hours. Yes, the ATO’s course offering is reviewed, if available, for reference only.
* Student slides that are filled with bullets and few, if any, explanations or discussion.
* Student slides where more than 5% of the slides (excluding the glossary) are dedicated to definition of terms
* Course material that have few slides, handouts, etc. (i.e. not very filling).
* Online course material that does not match classroom-delivered material
* Very few, if any, ITIL graphics
* Illegible or “fuzzy” graphics
* No documented quizzes or exercises although there are references to them in the instructor material.
* Mock exam(s) that is not provided by AXELOS

Additional guidance:

* Cover all requirements in syllabus
* Ensure all syllabus concepts are covered
* Ensure all syllabus terms are covered
* Address the big picture and relationships
* Use examples and graphics
* Ensure all materials have version references

**ATO Accreditation Courseware Checklist**

Please type all of your information in this form and email to your ACQUIROS contact. Identify all of the materials called out in the table by completing the checklist and emailing it along with clearly marked electronic versions of all files called out in the below checklist to your identified ACQUIROS contact.

ACQUIROS will be placing these files in a highly secured server for access by our Accreditation Team in order to expedite your accreditation as quickly as possible. Please be sure that you are sending files that are not password protected or in any way prevent ACQUIROS from completely accessing all the contents as to not slow or prohibit the accreditation process.

|  |  |
| --- | --- |
| Organization Name |  |
| Contact Name |  |
| Contact Phone Number |  |
| Certification Name |  |
| **✓** |  | **Type** | **Courseware Material** | **Version** | **Filenames being Submitted** |
|  |  | Student | Course slides (Req.) |  |  |
|  |  | Student | Quizzes/answers |  |  |
|  |  | Student | Exercises/answers |  |  |
|  |  | Student | Discussion / breakouts |  |  |
|  |  | Student | Handouts |  |  |
|  |  | Student | Books  |  |  |
|  |  | Student | Other supporting material |  |  |
|  |  | eLearning | Course slides (Req.) |  |  |
|  |  | eLearning | Narrative (Req.) |  |  |
|  |  | eLearning | Online access |  | <Indicate if access to be provided> |
|  |  | eLearning | Quizzes/answers |  |  |
|  |  | eLearning | Exercises/answers |  |  |
|  |  | eLearning | Downloadable materials |  |  |
|  |  | eLearning | Other supporting material |  |  |
|  |  | Instructor | Instructor slides / notes |  |  |
|  |  | Instructor | Agenda / schedule |  |  |
|  |  | Instructor | Instructor Guides |  |  |
|  |  | Instructor | Quizzes/answers |  |  |
|  |  | Instructor | Exercises/answers |  |  |
|  |  | Instructor | Other supporting material |  |  |
|  |  | ATO | Course outline (Req.) |  |  |
|  |  | ATO | Mapping to syllabus (Req.) |  |  |
|  |  | ATO | Timeline - course delivery |  |  |

**eLearning Course Submission Criteria**

Organizations applying for Initial\* Accreditation of an online course must meet the following criteria:

* All content presented in the online course should be accompanied by the materials indicated as required in the ***ATO Accreditation Courseware Checklist*** table**.**
* ACQUIROS must be provided with the following details for the course assessor:
	+ Direct link to the course
	+ Login ID and password for the course
	+ Browser requirements
	+ Pop Ups requirements
	+ Any additional materials available that would support the assessment of the course content for e-learning (ex. Transcript, storyboard, course slide deck or a student guide that aligns to the online course content)
* A Course Timetable, displaying the amount of time the ATO recommends the candidate spend on each learning unit. (If a range is provided, the minimum must meet the requirements listed on the course syllabus.) See official Syllabus for recommended study period for each unit (self-paced, timetable not required)
* See Appendix C of this document “Personnel Profile” for course developer criteria

Applicants applying for initial accreditation of online materials that do not meet the above criteria may be subject to additional charges.

*\*Applicants applying for accreditation of online materials that have already reached accreditation of paper materials for the same course will not be fully re-assessed and are not subject to the above requirements*

**Appendix F - Accredited Course Materials Licensing Arrangements***If you are developing your courseware internally you do not need to complete this section.*

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ as the representative of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ATO hereby state that the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ *(name of course(s))* course materials, licensed from \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (*Accredited ATO)* have not been significantly altered in the course content, format or timing.

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_