

ITIL Accredited Training Providers (ATP's) Accredited Examination Centres (AEC's) & Accredited Courseware Providers (ACP's)

Requirements for the approval



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1. IDENTIFICATION OF DOCUMENT

Reviews

s/n	Version	Publication Date	Changes implemented	Valid from
1	1.0	28.04.10	Initial Version	28.04.10
2	2.0	01.07.10	Annexes	01.07.10
3	3.0	01.09.10	Peoplecert Certification Model Review	10.09.10
4				
5				
6				

Approvals

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Publication

The original manual is held by the Director of Quality Management and Business Excellence, who is responsible for distribution and maintenance.

Ownership

The latest version of the document created by Panorea Theleriti for PEOPLECERT S.A.

2. INTRODUCTION

About PEOPLECERT,

PEOPLECERT is a global personnel certification body operating and conforming to the applicable requirements of ISO 17024, IAF guidelines and IPC specifications.

PEOPLECERT's **vision** is to be among global leaders in human resources certification qualifications, contributing substantially to equal access in society and in shaping a better future for humans.

Mission of PEOPLECERT is to provide long life career supplies with internationally recognized certification skills, gender accessible to all, creating value for its partners, employees, shareholders and society.

PEOPLECERT corporate culture is based on the following **values**: Quality, Business Excellence, Moral Integrity, Teamwork, Performance and Innovation. These are driver behavior in PEOPLECERT as well as it transforms to become a leader in the global market of Personnel Certification Market.

This present regulation has been drafted according the guidance SC-06-013 of IPC (International Personnel Certification Association), "*Guidelines on training as part of Personnel Certification Requirements*", which describes the fundamental principles for the design, provision and approval of training when it is a prerequisite requirement in personnel certification schemes accredited to ISO 17024.

This regulation offers a specific approach and defines methodology for ITIL accredited training providers and / or examination Centers to employ, for the cases where ITIL training prerequisite is included as one of the certification requirements in PEOPLECERT personnel certification scheme, or for the case the wish to be accredited by PEOPLECERT as accredited training provider and / or examination center.

This regulation does not substitute any applicable legislation and/ or national/ international standards for the provision of training courses and the certification of personnel.

3. TERMS AND DEFINITIONS

For the purposes of this specification document, the terms and definitions provided within the ISO/IEC 17024 standard, as well as the terms and definitions below, apply:

Applicant: an individual applying for certification against a specific certification scheme.

Approval: mechanism for controlling training courses and training course providers.

Assessment: mechanism to measure a student's achievement of the training course learning objectives.

Accreditation process: all activities by which a PEOPLECERT establishes that an individual satisfies predetermined competence requirements, including application, evaluation, decision on accreditation, surveillance and reaccreditation, use of certificates and logos/ marks.

Certification/Accreditation scheme: specific certification/accreditation requirements related to specified categories of individuals to which the same particular standards, rules and procedures apply.

Evaluation: process that assesses an individual's fulfilment of the requirements of the scheme, leading to a decision on certification.

Examination: mechanism that is part of the evaluation, which measures a candidate's competence by one or more means such as written, oral, practical and observational.

Assessor: person with relevant technical and personal qualifications, competent to conduct an audit.

Accredited Training Provider (ATP): organization or individual approved by PEOPLECERT to delivery prerequisite training.

Accredited Exam Center (AEC): organization or individual approved by PEOPLECERT to delivery examination.

Management system (MS): A System to establish policy and objectives in order to achieve those objectives.

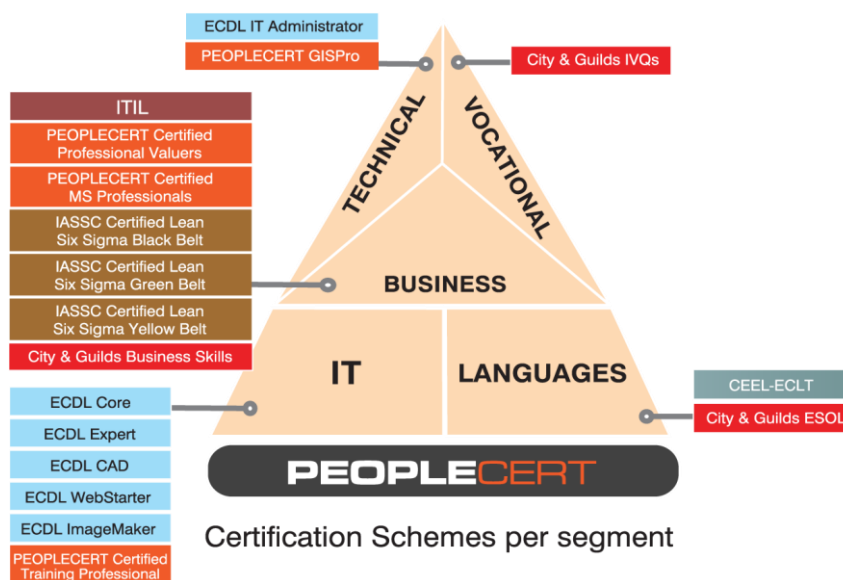
Documentation review: The evaluation by the PEOPLECERT, of documentary evidence submitted by the training course provider in support of his application.

4. PEOPLECERT CERTIFICATION MODEL

In today's competitive market, modern employees look for means to differentiate themselves and establish a competitive advantage over others. Through this process, they seek specialized knowledge and certification; qualities required for their personal and professional progression.

These qualities are extensively covered in PEOPLECERT's model of certification schemes, which constitutes of 5 stand-alone segments. Each segment is fully independent and is offered upon signing a "segment-specific" agreement with PEOPLECERT, giving the right to ATPs to conduct exams on specific certification schemes. Each agreement has three (3) year duration and a specific annual fee. Further to that, additional scheme related requirements and fees usually apply.

The allocation of certification schemes per segment is show to the figure below:



Where:

IT Segment: Only IT User certifications are included in the IT segment. These are ECDL Core, ECDL Expert, ECDL CAD, ECDL Web Starter, and ECDL Image Maker awarded by the ECDL Foundation and PEOPLECERT Certified Training Professional.

Languages Segment: This segment includes certification programmes that certify language skills. Language certifications vary from English, French, German and Italian and they are awarded from different organisations such as City & Guilds and CEEL-VBLT.

Business Segment: The Business segment includes various certification programs on specific business related topics. These vary from Customer Service, Business Studies, Professional Valuing, Management Systems and IT Service Management (ITIL). Depending on the subject, certifications are awarded by PEOPLECERT or City & Guilds.

Technical Segment: The Technical segment contains certification schemes that involve different technical backgrounds such as IT Administration and Geographical Information Systems. Certifications offered in this segment are ECDL IT Administrator and PEOPLECERT GISPro.

Vocational Segment: This segment includes all types of vocational certifications. These include City & Guilds Hair and Beauty Qualifications as well as any other IVQ in the City & Guilds Portfolio.

5. INDEPENDENCE OF TRAINING FROM EXAMINATION AND EVALUATION

PEOPLECERT recognizes that according to ISO 17024 requirements training must be kept separate from any subcontracted examination activities carried out by training providers or its subcontractors. Therefore, PEOPLECERT does not provide any training related to its certification/accreditation activities.

Note: PEOPLECERT complies with IAF guideline GD24, which gives more specifications on the interpretation on the separation of training and certification.

6. PROCEDURE FOR ACCREDITATION AS AN ACCREDITED TRAINING PROVIDER (ATP)

6.1 Objectives of assessment

In order for course providers to achieve the status of an ATP, PEOPLECERT will assess whether the course provider has documented procedures and processes in place.

The focus in the assessment will be:

- A. The general profile of the company, including details of the portfolio and a track record as a course provider
- B. The Courseware to be used for the ITIL course(s) where the application is for
- C. The trainers of the ITIL courses

Accreditation for the Foundation course is mandatory to be accredited for other levels.

When an ATP is accredited by other licensed Exam Institutes for ITIL this accreditation will be recognized, so no specific procedure will be in place directly. PEOPLECERT will re-asses this ATP along the procedure for other ATP's within one year after the applicant has applied for the accreditation.

6.2. Documents needed

A completely filled out and signed application form together with the following documents must be submitted to PEOPLECERT:

1. The company's profile, including track record as a training provider
2. Documentation for clients (course brochures, leaflets, e.t.c)
3. Courseware, or a contract with an ATP that is contracted to use the Accredited Courseware
4. A list of trainers to be delivering this training (full name and date of birth and relevant certificates that were gained by these trainers).

All forms must be submitted by e-mail with attachments that must be clearly titled.

All submitted documents PEOPLECERT receives, will be handled confidentially.

All submitted documents PEOPLECERT receives, must be in English.

6.3. Quality Criteria

Materials will be assessed based on the following principles:

1. The Training Provider only uses accredited courseware in its training courses. One of the following options is applicable, depending on whether or not the courseware is owned by the Training Provider.
In case the Training Provider has developed its own courseware, the following requirements are applicable as well:
2. All courseware that will be used in the course(s) that should cover the requirements of the ITIL course(s) where the application is for.
In case the courseware is owned by another Accredited Training Provider, contractual arrangements need to be in place, in which the responsibilities of both parties with regard to development, maintenance, changes, use, etc. are outlined.
3. The company only uses certified Trainers, either being its employees, or contracted freelancers, that are accredited for the relevant component, have gained at least the needed 9 credit points of the ITIL – Scheme and informs PEOPLECERT about any changes in their trainer team.

In the attached application form (see Appendix 1.A) all other relevant data are asked for that are needed to be able to assess the Training Provider.

PEOPLECERT will inform the applicant within 30 days after receiving the application form about:

1. the decision that the application is accepted
2. the decision that non-conformities will need to be solved before the accreditation will be definitive, including a list of non-conformities
3. the decision that the application is not accepted including the reasons

Acceptance of the accreditation will be definitive only when the applicant has paid the application fees and the applicant has guaranteed that the fee for the copyright for using the ITIL brand will be paid to APMG. After being accepted the applicant will receive a certificate.

6.4. Management System requirements

The training provider shall develop and maintain documented procedures for the effective administration of the course. Areas covered shall include:

1. The design, development and evaluation of course materials and documentation
2. The presentation of the course
3. The verification of prerequisite knowledge of students, where this is required
4. The control of courses presented through affiliate or franchise organizations and courses presented in other countries and in other languages
5. A document control system for maintaining the currency of procedures and course materials
6. The selection of, verification of competence of, ongoing training programs for instructors, and annual evaluation of instructor performance, including criteria for determining satisfactory instructor performance.
7. Management review
8. Records of individual students and each course offering, including analysis of course results
9. Issue of certificates
10. Storage and eventual disposal of records from each course
11. Methods used to measure students' evaluations of the course content, instructor performance and overall course performance
12. Complaints and appeals procedures, including the way they were handled and communicated to clients and the process that was used to make a decision.

The training provider shall maintain records for the effective administration of the course. All records shall be maintained for at least eighteen months unless otherwise specified. The records for each course presentation shall include the following:

1. Venue, dates, related advertisement and promotional literature (e.g., direct mail, fax solicitation, email solicitation)
2. Names of instruction team members (including substitutions), trainee instructors and observers
3. Revision level of the course materials used
4. Names of all students who attended the course, together with the evaluations of their achievement of the course's learning objectives (e.g., continual evaluation, written examination)
5. Course evaluation forms

The training provider, instead of complying to above mentioned clauses, can demonstrate conformance to this present clause by providing a valid certificate to latest version of ISO 9001, with the scope of provision of training courses, issued by an accredited management system certification body.

7. TRAINING FACILITATION

Training course providers shall maintain a Management System and provide conformance to applicable MS standard requirements. Their successful certification to ISO 9001 by an accredited certification body against applicable MS standards satisfies this requirement with the presumption that in the certification scope is included the design and provision of training courses. If the training course provider is not accredited, is obliged to be evaluated by PEOPLECERT. In this case the evaluation is performed against the applicable MS standards requirements but it's not leading to certification against these standards. This evaluation may be charged additionally.

7.1 Course Materials

In all training courses, accredited by PEOPLECERT, each delegate shall be provided with a complete set of course notes to supplement the training program. The documents included in the course notes shall illustrate a good organization layout and good document management practices, including document revision level and appropriate page numbering. Announcements, instructions for the operation of group exercises and other course documentation must be documented and controlled appropriately, using the organization's logo, page and paragraphs numbering, document revision level and relevant references.

At the beginning of the training courses a description of course structure accompanied by information relevant to their responsibilities and details for the evaluation methods shall be provided to the delegates. The set of course notes shall include a table of contents and a cover page that includes the accredited course provider's name, course's title, logo and the accreditation number of PEOPLECERT. These same notes shall be also used by course subcontractors. In this case in accordance to course provider procedures the subcontractor's name may be also added.

The notes shall cover all course sessions and shall include all important points of the elements covered during the course. These shall include:

- a) A program which, will describe the context of each training course section with the beginning and ending time,
- b) A summary of successfully completion criteria of the course.

In cases when is required by delegates to already have some knowledge, the training course provider shall ensure that all the delegates really possess this knowledge so the general level of teaching is not affected.

Course notes may include sample of typical examination questions, provided that these questions are not used in any of the examinations, either during the course or following the course.

In the completion of each course, the delegates shall be required to fill a training course evaluation form, which must include opportunities for criticism of knowledge, abilities, and attribution of training course instructors, course material provides and training facilities.

7.2 Instruction team

Training course providers shall have typical procedures for the selection and training of all instructors involved in the presentation of accredited by PEOPLECERT training courses, in order to ensure the cohesion and the uniformity of training course's presentation.

These procedures shall cover at least the following activities:

- a) Criteria of initial selection,
- b) Training in presentation techniques and training course management,
- c) Continuing professional improvement,
- d) Management review of instructor's efficiency base on information coming from delegates, complaints, corrective actions, e.t.c.
- e) Records for all above mentioned activities.

All instructors shall be thoroughly experienced and shall be capable of transferring their knowledge to delegates and enhancing delegates' skills. This experience shall include for each training course presented by an instructor:

- a) Participation either as a delegate or as an observer in a complete presentation of this course in order to ensured his familiarization not only with the content, but with the course structure and course ways of presentation,
- b) Participation as support instructor for at least one training course in order to satisfy the management requirements as trained course provider.

In addition, the instructor must have participate as active instructor under the supervision by other instructor at least in one presentation of a complete training course in order to satisfy the management requirements of that course provider.

In case of the development of a new training course, for which there aren't, previous presentations, the provider shall have documented training evidence provided to instructors before the first course presentation.

Specialized qualifications and experience may be required for the instructors who are destined to present specialized training courses. These requirements must be defined in addition to these criteria.

The course provider shall have documented procedures to assure that all instructors meet the course provider's qualification requirements and maintain satisfactory performance. These procedures shall include review, at least annually, of each instructor's performance. Records of these reviews shall be maintained by the course provider.

7.3 Management Review

The management of the course provider shall:

- a) Review its administrative procedures at least annually and shall maintain records of these reviews for at least three years.
- b) Review the course design and its deliverables at least annually, to gain assurance of the continued suitability and effectiveness of the course content and presentation.

Subjects for management reviews shall include:

- a) Actions taken by the last review and actions which emanate from the instructions of PEOPLECERT assessment visits, or surveillance or similar cases as it is advisable.
- b) Training course feedback provided by instructor.
- c) Results of training course quality control and relevant audit activities.
- d) Changes in the courses (training courses documentation, instructor notes, course material).
- e) Evaluation of instructors' conformance and training opportunities (continuing professional improvement).
- f) Delegate evaluation analysis for all training courses.
- g) Measurement practices.
- i) Standards used.
- j) Requirements of PEOPLECERT.
- k) Customer complains.
- l) Customer objections.
- m) Opportunities and initiatives for improvement.

Training course provider shall modify, where it is necessary, the training course management and design procedures in order to adopt changes who arise by audits, standards, and criteria of PEOPLECERT in order to improve the quality and effectiveness of the content and presentation of his accredited training courses, as well as the level of customer's satisfaction.

7.4 Records

The training course provider shall maintain records to demonstrate conformance to the requirements of this PEOPLECERT document.

Records or translations of the records shall be maintained in a language agreeable to PEOPLECERT.

Records may be in the form of hard copy or electronic media.

These records shall be maintained for at least three years.

These records shall be made available to PEOPLECERT.

The records for each course presentation shall include (as applicable):

- a) Venue, dates, related advertisement and promotional literature.
- b) Names of: instruction team members (including substitutions), trainee instructors, observers.

- c) Identification of the specific issue (revision level) of the course notes used.
- d) The recognition of specific training course documentation issue.
- e) Names of all delegates who attended the course, together with the evaluation for each delegate.

A summary of information concerned all accredited training courses, conducted during the twelve (12) months preceded 30 June and 31 December of each year, shall be submitted in written to PEOPLECERT until 31 July and 31 January respectively. This information is used by PEOPLECERT in conjunction with other relative information.

It constitutes a requirement of PEOPLECERT to receive bi-annually by the training course provider:

- a) a list which will include the full names of delegates who participated in the training course, and
- b) a list with the names of delegates who participated in examination

7.5 Complain and Objections

The course provider shall have documented procedures for handling complaints and objections against its decisions, including provision for corrective and/or preventive action to be taken if required as a result of any complaint or objection. These procedures shall include the potential involvement of PEOPLECERT in unresolved complains or objections.

The course provider shall inform all delegates for his right to make a complaint or an objection and shall provide written details of the process for doing so, upon their application.

The course provider shall notify each delegate who makes a complaint or an objection, in writing, of the result and for his right to object against this result to PEOPLECERT.

The course provider shall maintain records of all complaints and objections, and of their resolution.

7.6 Franchising, Licensing or Subcontracting of Courses

If the course provider permits its accredited course to be administered and/or presented by another party, such as a franchisee, licensee or subcontractor, the course provider shall ensure that such a party continually conforms to all requirements of the course provider and of PEOPLECERT.

An accredited training course provider shall not allow in a department of his organization or in any other organization to present his accredited training course on behalf of himself, exclusive the situations where he maintains responsibility and effective management and presentation control of training course.

Each accredited training course provider shall provide to PEOPLECERT in writing details regarding to his subcontractors, which he authorized to present his accredited training course on behalf of himself. These types of notifications shall take place prior to the training course presentation. PEOPLECERT maintains the

right to withdraw accreditation of training courses which are conducted by organizations for which it did not receive relative information prior the course conduct.

Any advertising or other promotional material shall clearly state how the party managing or presenting the training course is related with the accredited provider. The subcontractors of training course provider shall not in any way suggest accreditation by PEOPLECERT by advertising or other promotional means. Such statement is allowed only in the case where the relation between subcontractor and denominating accredited training courses provider clearly is declared in the relative promotion material.

PEOPLECERT maintains the right to audit third parties which undertake the management or presentation of training courses by accredited providers.

If a course provider permits the usage of its course material without maintaining control of its management and presentation, the course provider shall ensure that the organization using its materials neither states nor implies that the course is accredited by PEOPLECERT.

8. ACCREDITED COURSEWARE PROVIDER

8.1 General

Courseware providers are able to apply for the status of Accredited Courseware Provider (ACP) for the different types of ITIL modules.

Being accredited for one or more ITIL modules, the ACP is able to sell the accredited Courseware to Training Providers. Training Providers that want to use these accredited materials for ITIL courses, need to be accredited as ATP. For the procedure of this, see clause 6 & 7 of this present regulation.

Advantages for being accredited as Courseware Provider will be:

1. Be able to use the ITIL logo for marketing purposes
2. Be able to use parts of the official ITIL literature, based on an annual fee to be paid to the head license holder APMG
3. To be listed on the website of PEOPLECERT as ACP
4. To receive a PEOPLECERT wall plaque
5. To receive a PEOPLECERT certificate
6. To sell ITIL courseware to Accredited Training Providers

To be able to meet the needs to become an ACP the organization needs to show high quality courseware that needs to fully cover the requirements of the exam(s), for every ITIL module where the application is asked for. To control this PEOPLECERT will assess the courseware by an expert with the same expertise as the assessors for the assessing of the ATP's.

After applying for the accreditation, PEOPLECERT will check the courseware within a month after the application was received. If nonconformities are concluded, the candidate ACP will be able to show the improvements within a month after the assessment report was send by PEOPLECERT. This process can be repeated until the assessment shows no nonconformities and the application is accepted.

In case the ACP is using already approved courseware by another licensed Exam Institute, the grandfather principle will be in place, which implies that PEOPLECERT will take over this accreditation, but will control some details of the normal procedure first. PEOPLECERT will control the whole process within one year after the application was accepted, or if requirements for ITIL exams are changed within two months after that change was implemented and published.

Prices of the accreditation process will be published per year and will be communicated to the courseware provider after the request has been received.

9 ACCREDITED EXAM CENTER

9.1 General

PEOPLECERT's partners that want to facilitate exams to their clients directly, need to be contracted by PEOPLECERT, to guarantee the safety of the exams and the quality of the procedures.

AEC's will be accredited training providers, or organizations that have organized accredited training within the company and have facilities that meet the criteria for safety.

The benefits for AEC's taking exams with PEOPLECERT are:

- a. Quick and simple Accreditation Process
- b. Excellent Partner Support (24 hours a day, 7 days a week by phone or email)
- c. Competitive exam fees
- d. Streamlined and efficient delivery of exams (both in Paper Based and Computer Based format).
- e. Exam availability on a variety of levels and languages
- f. Fast and accurate result publication:
 - i. if the exams are taken electronically/computer based: immediately after the exam.
 - ii. if the exams are taken paper based within 2 office days after answers of the exam are received by PEOPLECERT.
- g. Certification shipping within 2 weeks after successful exam
- h. Use of PEOPLECERT's logo and a wall plaque

To be able to take PEOPLECERT's exams the AEC needs to employ or hire invigilators that are completely independent and have no interest in the results of the exams. The AEC needs to sign for a contract that includes the conditions.

9.2 Procedure

If an accredited training provider wants to apply for the status of AEC, PEOPLECERT will assess the provider to control if the provider will be able to take the exams in a safe and controlled way. The provider needs to include independent supervisors/invigilators that need to sign for a non disclosure agreement with PEOPLECERT (see Appendix 4).

The supervisor/invigilator needs to take responsibility for the process, from the moment that exams will be distributed to the provider until the exam answers are sent to PEOPLECERT. In case of computerized exams the supervisor/invigilator needs to install the exams and take them off from the system after the exams are taken.

The AEC must guarantee the safety of the exams by a procedure that needs to be available and assessed by PEOPLECERT. This procedure needs to imply a description of the test location and a list of accredited supervisors/invigilators.

Details are worked out in the AEC-contract (see Appendix 3.B.) and in the contract for the supervisors/invigilators (see Appendix 4).

The application form for AEC's is presented at Appendix 1.C.

The accreditation can be focused on the total ITIL scheme, for all types of courses, or on parts of the scheme. PEOPLECERT guarantees that the application will be decided on within a month after the date that it was received.

10 APPLICATION

10.1 Submission of application

An application pack, with all necessary information can be obtained free of charge, from the Secretariat of PEOPLECERT, following the training course provider expression of interest. Alternatively, all documentation required for submitting an application is available to be downloaded from the PEOPLECERT website (www.peoplecert.org).

Training course provider which applies for accreditation as an ITIL ATP shall submit his application completing the form given in the Appendix 1.A.

Courseware providers applying for the status of Accredited Courseware Provider (ACP) for the different types of ITIL modules shall submit his application completing the form given in the Appendix 1.B.

This application shall be accompanied by the fee described in the official PEOPLECERT "Pricelist for training course providers and training courses" and the documentation of Appendix 1.

Address of PEOPLECERT is:

PEOPLECERT

3 Korai Street, 7th floor, Athens

Athens, Area Code 115 23

Tel: +30 (210) 3729100, Fax: +30 (210) 3729101

Email: info@peoplecert.org, Internet: www.peoplecert.org

All communication and correspondence in support of the application must be submitted in English language or other languages accepted by PEOPLECERT (Please consult PEOPLECERT Secretariat for accepted languages). Else should be accompanied by certified translations of the originals.

10.2 Documentation Review

The assessment process includes a review of the documentation submitted by the training course provider in support of his application. This review is intended to determine the training course provider conformance with PEOPLECERT requirements.

The MS documentation as well as course material is reviewed by PEOPLECERT in order to determine the conformity degree of this documentation to the accreditation criteria.

When PEOPLECERT determines that the training course provider's documentation, is acceptable, informs him in writing.

When PEOPLECERT determines that corrective actions are required, informs the training course provider for such action in writing.

When the training courses provider has completed all the necessity corrective actions and submitted the relative evidence PEOPLECERT informs the training course provider if the documentation review has been successfully completed.

10.3 Preparation of on-site assessment

Following review and acceptance of the documentation, PEOPLECERT assessors, in collaboration with the Certification Secretariat and training course provider, schedule the on-site assessment of Management System and the training course provision.

10.4 On-site assessment

The on-site assessment is constituted by two stages:

- a) Evaluation of MS course provider regarding to training course provision, and
- b) Evaluation of training courses.

If the training course provider is already accredited by an ITIL EI, the above phases a and b are considered by PEOPLECERT as complete and training course certificate is issued, upon verification of a valid accreditation status.

In the closing meeting, the PEOPLECERT assessor shall complete the evaluation report and informs the course provider of the founded observations if any. A copy of form will be given to the training course provider. When PEOPLECERT determines that the training course complies with PEOPLECERT requirements, PEOPLECERT will inform him.

When PEOPLECERT determines that corrective action is required, it will inform the course provider in writing. After the course provider has made the necessary corrections and has submitted the appropriate documentation to PEOPLECERT then an additional full or partial assessment of a course offering may be required.

PEOPLECERT may require an additional full or partial audit of the course provider, consequent presentation of course and/or modifications in the course documentation.

After receiving a satisfactory report by the examiner, PEOPLECERT issues the ATP accreditation certificate.

If accreditation was denied and the training course provider is intending to re-apply accreditation of his training course, shall submit again an application accompanied by the complete fee.

PEOPLECERT shall give written notification to any applicant course provider who has failed accreditation and a new application is required. The course provider may object, or may modify the course and/or its administrative procedures and practices and reapply for assessment.

11 ACCREDITATION

11.1 Accreditation Process

The final decision on accreditation is taken by the PEOPLECERT Examination Manager. This process is performed independently of the evaluation process which is described in the above paragraphs.

When PEOPLECERT Examination Manager has determined that the course provider's management system and course presentation are acceptable, then he/she provides written notification of its decision to the training course provider.

Any modifications in the company structure, the MS and accredited training courses shall be notified to PEOPLECERT.

The accreditation is valid for three years and is renewed every three years after assessment of the following:

- a) Satisfactory Management System training courses Audits,
- b) Satisfactory completion of corrective actions,
- c) Payment of all due invoices,
- d) Submission of updated list of instructors to PEOPLECERT,
- e) Maintenance of program of training course,
- f) No violation of PEOPLECERT criteria.

11.2 Certificates

A certificate will be issued following the initial award of accreditation.

Certificates include:

- a) Training course provider's name,
- b) Accreditation expiration date,
- c) Accreditation code,
- d) Name / logo of PEOPLECERT,

- e) Accreditation date and
- f) The scope of Accreditation.

Details concerning accredited training course providers are entered into the respective PEOPLECERT registry.

PEOPLECERT systematically updates the electronic records of its registry and prints them upon request. A charge may be applied according to the size and complexity of the registry ordered.

11.3 Ongoing reviews of the course materials of ATP's

1. Assessed course materials should be maintained parallel with changes in the ITIL requirements for the modules where the ATP is accredited for
2. Accredited Course Providers need to be able to prove at any moment that the course materials will still cover the requirements. Assessors are able to contact the ATP's at any moment to check the course materials
3. At least once in a year the ATP's are visited to check all parts of the quality criteria
4. ATP's are checked at least once a year based on changed materials and list of trainers
5. PEOPLECERT will contact the ATP after having received complaints from organizations or candidates
6. If complaints seem to be of major importance the ATP will receive a warning and needs to improve the relevant parts of the courses within 1 month after notice.

12 OBLIGATIONS OF ACCREDITED TRAINING COURSE PROVIDERS & EXAM CENTERS

12.1 Complaints records

All accredited training courses providers and exam Centers, own to maintain a log for all complaints concerning their professional conduct. The renewal of accreditation will take into consideration the nature of expressed complaints.

12.2 Complaints and Objections

Accredited training course providers, exam Centers and applicants for certification have the right to object to any decision taken by PEOPLECERT. PEOPLECERT has documented procedures for the consideration of complaints and objections against its accreditation, certification, re-accreditation, re-certification and decisions concerning the withdrawal of accreditation, certification.

Similarly, complaints made by accredited training course providers and / or exam Centers against PEOPLECERT, against other accredited training course providers and / or exam Centers, will be considered accordingly to established PEOPLECERT procedures.

13 USE OF ACCREDITATION CREDENTIALS / WITHDRAWAL OF ACCREDITATION

13.1 Publicity and advertising of training courses

In the case where a training course is advertised or promoted as accredited by PEOPLECERT, the name of the accredited course provider shall be declared clearly in all promotional material, including the scope of accreditation as reported in the PEOPLECERT registry of as well as the PEOPLECERT accreditation number.

Advertising and other promotional material of training courses shall not declare or suggest that this training course satisfy additional requirements that are specified for accreditation.

It should be clear that attendance and/or successful completion of the training course doesn't mean candidates' certification by PEOPLECERT.

The logo of PEOPLECERT, where it is applied, shall be used only in combination with training courses included in accreditation scope. It shall not imply through obscurities or other way that the PEOPLECERT accreditation extended in other training courses or presentations that are not included in accreditation scope.

In the case where has been submitted official application for accreditation of training course provider by PEOPLECERT, for publicity that is related with this provider - it is possible to include the statement:

“Application has been submitted to PEOPLECERT, for accreditation to... (scope of accreditation)”.

Advertising should not declare that “Accreditation has been pending”.

In the case where the training course is conducted in the provider's premises and in the training course fee is included the cost of the hotel facilities shall be clearly declared in the advertising material of the course provider.

PEOPLECERT may suspend, recall or cancel accreditation of training course provider for anyone from the following reasons, without limited only to them:

- a) Nonpayment of accreditation / surveillance fee.
- b) Failure to provide to PEOPLECERT a catalogue of training courses which are presented in every six month period.
- c) Nonconformance which may leads to failure of training course provider to provide training conformance with the PEOPLECERT requirements.
- d) Failure to apply satisfactorily corrective actions.
- e) Wrong usage of permissions, certificates, PEOPLECERT logo.
- f) Label of PEOPLECERT schemes.
- g) Exception of a delegate from an accredited training course without well-founded reason.

Notices of withdrawal of accreditation are published by PEOPLECERT in the relevant registry.

14 MAINTENANCE OF ACCREDITATION

14.1 Maintenance and surveillance

Each accredited training course provider is subject to one at least annual surveillance visit by PEOPLECERT.

To evaluate each course provider's continuing conformance to all of these criteria and the effective implementation of the course provider's procedures, PEOPLECERT conducts:

- a) A minimum of an annual surveillance of a course offering, and
- b) An annual audit of the course provider's administrative procedures practices and records.

The duration of this audit shall be appropriate for the size of the course provider's organization and the extent of its operations.

PEOPLECERT may deem more frequent or more extensive surveillance or re-evaluation to be necessary for specific course providers.

The number of programmed visits is directly related to the total number of training course presented annually. In the cases where specific training courses are realized by other providers, this may be subjected to separate surveillance.

In the end of each year (December) the Examination Manager of PEOPLECERT determines the frequency of training courses surveillance for each provider taking under consideration previous surveillance reports, customer complaints etc.

For organizational scope of the surveillance program, each training course provider shall maintain an updated catalogue including all confirmed presentations of training courses worldwide which shall be provided to PEOPLECERT as required. This catalogue shall also include the presentations from subcontractors. Notification of surveillance visits shall be realized beforehand, even if PEOPLECERT maintains the right to conduct visits in training courses without preceded relative briefing. Sufficient briefing for surveillance visits shall be provided in the training course providers.

At the beginning of an audit, PEOPLECERT assessor confirms the audit scope, recognizes the PEOPLECERT requirements of documentation structuring the base of audit, reports methods, nonconformity reports usage and the consequent settlements.

In the case where PEOPLECERT's assessor observes the training course presentation during the evaluation visit or surveillance, the instructor shall present him to the delegates. Assessor informs the delegates for his presence in the training course, e.g. that he won't participate in the training course presentation, he won't comment the delegates' conformance, neither he will be involved in discussions that concern their success or failure to complete the training course.

During surveillance, assessor observes and evaluates the way that the training course is presented. This does not include only the conformity with PEOPLECERT criteria, specialized training course criteria and other relative documentation, but, in addition, is extended in the training course facilities, presentation methods, teaching points, usage of optical aids, course records, etc.

At the completion of evaluation, assessor realizes a short visit with the training course provider or with the training course instructors and presents a written report, including copies of nonconformities if any.

The findings are categorized or as nonconformities (major or minor) or as observations.

Upon the assessor's report, PEOPLECERT officially informs the training course provider with required corrective actions.

PEOPLECERT maintains the right to increase the frequency of surveillances in the case where the training course provider fails to demonstrate satisfactory objective evidence of conformity to PEOPLECERT criteria.

In the case where a training course is not considered satisfactory upon a second assessment, PEOPLECERT maintains the right to reject the accreditation.

Surveillance must be conducted from assessors speaking a PEOPLECERT accepted language. In the case where records, etc are maintained in other language, forecast by the training course provider shall be realized in order to ensured sufficient translation facilities during assessment.

In the case where training course is realized in a non accepted language, PEOPLECERT maintains the right to use a local adviser or other person who is considered by PEOPLECERT as appropriate, to conduct the assessment or surveillance.

Course surveillances and audits of administrative procedures are planned in such way to ensure that different aspects of the course provider's system are regularly reviewed. Course presentation surveillances are, where relevant, reviewed by different assessors. Over a three-year period all elements of the course provider's system shall be covered in the program of surveillance or re-assessment and the effectiveness of the system verified.

15 ACCREDITATION FEE

Fee details related to the accreditation of training course providers are described in the official Peoplecert Pricelist. The required fees may be revised annually.

Fees presented in the relative publication of are valid for the time period from 1 January until 31 December.

Applications for accreditation are not been accepted if they are not accompanied by the required fee.

Fees covering assessment and surveillances costs conducted by PEOPLECERT shall be paid from the training course provider, before the initiation of such activities.

All payments must be paid before the decision of accreditation and/or surveillance.

16 RECORDS

PEOPLECERT maintains the necessary records to demonstrate conformance to the requirements of this regulation. These records are maintained for a 10 year period.

17 CONFIDENTIALITY

All information, correspondence and documentation submitted by course providers in support of accreditation activities will be considered as strictly confidential. However, PEOPLECERT reserves the right to publish relevant details of each accredited course provider in the relevant registry.

Objections - PEOPLECERT applies a documented procedure of objections.

Each objection against the decisions of PEOPLECERT shall be submitted in written form by the training course provider to PEOPLECERT.

18 LEGAL STATUS

This present certification scheme of including the activities that are related with the accreditation of training course providers, suitable for benefit of accredited training, is governed by the Hellenic Law and is subject to the exclusive jurisdiction of the Hellenic Courts.

19 APPENDICES

APPENDIX 1:

A. Application form for Accredited Training Providers

To: Accreditation Department PEOPLECERT 3 Korai st., 105 64 Athens, Greece Tel.: +30 210 372 9050, e-mail: accreditations@peoplecert.org , www.peoplecert.org

In the name of: Company name: Address:
--

We would like to be accredited for the following accreditation entity:

<input type="radio"/> ITIL V3 Foundation	
<input type="radio"/> ITIL Intermediates	
Service Lifecycle Modules	Service Capabilities Modules
<input type="checkbox"/> ITIL V3 SS	<input type="checkbox"/> ITIL V3 PPO
<input type="checkbox"/> ITIL V3 SD	<input type="checkbox"/> ITIL V3 SOA
<input type="checkbox"/> ITIL V3 ST	<input type="checkbox"/> ITIL V3 RCV
<input type="checkbox"/> ITIL V3 SO	<input type="checkbox"/> ITIL V3 OSA
<input type="checkbox"/> ITIL V3 CSI	
<input type="radio"/> Expert Level	
<input type="checkbox"/> Managing Across the Lifecycle	
<input type="checkbox"/> Advanced Level	
<input type="radio"/> Bridge Exams	
<input type="checkbox"/> V3 Foundation Bridge	
<input type="checkbox"/> V3 Managers Bridge	

- This application is based on the use of our own Courseware
 This application is based on a contract with the following party that owns the copyrights of the courseware:

All documentation allowing PEOPLECERT to assess the company is included:

1. The companies profile, including track record as a training provider
2. Documentation for clients (course brochures, leaflets....etc)
3. Courseware to be audited or a contract with an ATP that is contracted to use the Accredited Courseware
4. List of trainers, employed or contracted

The contact person is:

Name:	
Post Address:	
Phone number:	Email Address:
Signature:	

B. Application form for Accredited Courseware Provider

To: Accreditation Department PEOPLECERT 3 Korai st., 105 64 Athens, Greece Tel.: +30 210 372 9050, e-mail: accreditations@peoplecert.org , www.peoplecert.org

In the name of: Company name: Address:
--

We would like to be accredited for the following accreditation entity:

<input type="radio"/> ITIL V3 Foundation
<input type="radio"/> ITIL Intermediates Service Lifecycle Modules <input type="checkbox"/> ITIL V3 SS <input type="checkbox"/> ITIL V3 SD <input type="checkbox"/> ITIL V3 ST <input type="checkbox"/> ITIL V3 SO <input type="checkbox"/> ITIL V3 CSI
Service Capabilities Modules <input type="checkbox"/> ITIL V3 PPO <input type="checkbox"/> ITIL V3 SOA <input type="checkbox"/> ITIL V3 RCV <input type="checkbox"/> ITIL V3 OSA
<input type="radio"/> Expert Level <input type="checkbox"/> Managing Across the Lifecycle <input type="checkbox"/> Advanced Level
<input type="radio"/> Bridge Exams <input type="checkbox"/> V3 Foundation Bridge <input type="checkbox"/> V3 Managers Bridge

All documentation allowing PEOPLECERT to assess the company is included:

- 1. The companies profile, including track record as a courseware provider
- 2. Documentation for clients (course brochures, leaflets....etc)
- 3. Courseware to be audited

The contact person is:

Name:	
Post Address:	
Phone number:	Email Address:
Signature:	

C. Application form Accredited Examination Center

To: Accreditation Department PEOPLECERT 3 Korai st., 105 64 Athens, Greece Tel.: +30 210 372 9050, e-mail: accreditations@peoplecert.org , www.peoplecert.org

In the name of: Company name: Address:
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The responsible person for the accreditation entity

Name:

Wants to apply for (re-)accreditation for the following accreditation entity:

Accreditation Examination Center (AEC)
--

All documentation to support this application will be provided by Mr/Ms/Mrs:

Name:	
Post Address:	
Phone number:	Email Address:
Fax Number:	

Our company is already accredited as Accredited Course Provider (ATP)

Yes

No

I have read and understood the information for Accredited Examination Centers and agree with the rights and responsibilities as described in the documentation and the Contract for Accredited Examination Centers.

Date:

Signature:

APPENDIX 2:

A. Application form Accredited Supervisor / Invigilator for individuals

To: Accreditation Department PEOPLECERT 3 Korai st., 105 64 Athens, Greece Tel.: +30 210 372 9050, e-mail: accreditations@peoplecert.org , www.peoplecert.org

I, the responsible person for this accreditation entity:

Date:

Would like to apply for (re)accreditation for the following accreditation entity:

Accredited Supervisor / Invigilator (AS)

Attached: up to date CV

Non-disclosure agreement, dated and signed
--

APPENDIX 3:

A. Contract for Accredited Training Providers

[ORGANIZATION NAME]

Acting as an Accredited Training Provider for ITIL

And

PEOPLECERT, acting as the Accredited Exam Institute for ITIL

Agree on the following:

1. PEOPLECERT has assessed [ORGANIZATION NAME] and has approved [ORGANIZATION NAME]'s quality for ITIL courses that were assessed, based on [ORGANIZATION NAME]'s request for accreditation
2. By being accredited [ORGANIZATION NAME] is able to:
Organize and announce approved ITIL courses under condition that [ORGANIZATION NAME] did pay for the fee as condition to use the ITIL copyright
3. [ORGANIZATION NAME] will maintain its course materials, based on the ITIL scheme, to be assessed by PEOPLECERT, once in 2 years.
4. PEOPLECERT is able to control [ORGANIZATION NAME]'s quality without announcement at any time.
5. [ORGANIZATION NAME] will pay for the fees that will be invoiced yearly by PEOPLECERT
6. [ORGANIZATION NAME] will only use accredited courseware in its training courses
7. In case the courseware is not owned by [ORGANIZATION NAME], contractual agreements need to be in place, in which responsibilities of both parties with regard to development, changes, maintenance use etc., are outlined
8. [ORGANIZATION NAME] only uses accredited trainers for the components of the ITIL scheme were they are training for, being employees of [ORGANIZATION NAME] or freelancers that are contracted and informs PEOPLECERT about any changes in the trainer team. Conditions for trainers are outlined in the ITIL brochure as published by the accredit-or for ITIL
9. [ORGANIZATION NAME] will order ITIL exams at PEOPLECERT and will use PEOPLECERT's quality system
10. PEOPLECERT will hand over a wall plaque and a certificate to [ORGANIZATION NAME]
11. This Agreement shall in all respect be governed by, and construed and interpreted in accordance with the laws of Greece

Date:

Signed by:

PEOPLECERT [ORGANIZATION NAME]

B. Contract for AEC's (Accredited Exam Center)

[ORGANIZATION NAME]

Acting as an Accredited Training Provider for ITIL

And

PEOPLECERT, acting as the Accredited Exam Institute for ITIL

Agree on the following

1. [ORGANIZATION NAME] will act as an Exam Center accredited by PEOPLECERT which implies that [ORGANIZATION NAME] is taking over certain responsibilities for taking exams that PEOPLECERT is licensed for. PEOPLECERT will be end responsible, implying that only PEOPLECERT is able to hand over official ITIL-certificates to candidates who passed the exams
2. [ORGANIZATION NAME] agrees to fully understand its responsibilities, mainly to safeguard the exams that were delivered by PEOPLECERT, to take these in a safe way and to let these supervised by authorized supervisors with a non disclosure agreement with PEOPLECERT.
[ORGANIZATION NAME] agrees to be responsible for the taking process from the moment of receiving the exams until the moment that the exams and the answers are delivered to PEOPLECERT
3. [ORGANIZATION NAME] will deliver a list of accredited supervisors to PEOPLECERT and in any case will let one of them proctor any exam to be taken. The supervisor can be employed by the Training Provider or can be a contracted free lancer, but not the trainer of the course where the candidates are coming from.
The supervisor needs to sign the exam document before sending to PEOPLECERT and needs to fill in the name of the exam venue where the exam is taken, the date and the number of candidates
4. [ORGANIZATION NAME] will take the exams, based on the conditions that are specified by PEOPLECERT, paper based or computerized. [ORGANIZATION NAME] agrees with the specifications that were produced by PEOPLECERT and confirms that these specifications are well-known
5. [ORGANIZATION NAME] will order the exams at least 8 days before the exam date and will inform PEOPLECERT if the exam was not received within the normal timeframe.
[ORGANIZATION NAME] will use the process that is documented by PEOPLECERT in the document "Requirements for Accredited Examination Centers".
6. [ORGANIZATION NAME] will pay a penalty of € 10.000,- for losing an exam in whatever way, including a possible take away by candidates.

7. PEOPLECERT will deliver the exams after ordering, at least 2 days before the exam date. If ordered within 8 days before the exam date, PEOPLECERT has the possibility to not accept the order.

8. Paper based exams

Examination papers will not be accessible to anybody before or after the examination session. Only candidates and the accredited supervisor have access to the examination venue. In case an auditor of PEOPLECERT will visit the examination venue this person needs to be able to access.

In case of paper-based exams, [ORGANIZATION NAME] will use a fireproof safe to store the examination materials, not accessible for unauthorized persons.

[ORGANIZATION NAME] will return all used and not-used materials and forms to PEOPLECERT within one working day after the exam session by registered courier services (such as FedEx, DHL, UPS and TNT).

9. Computer based exams

In case of web based or computer- assisted exams, [ORGANIZATION NAME] has an efficient infrastructure and IT-staff, to be assessed by PEOPLECERT, based on the requirements. Candidates need to be provided with a PC with internet access and a secure browser.

The configuration of the computers needs to meet the requirements as defined in the Supervisor Guide.

Computers are connected with a printer available at the examination venue to make it possible that candidates are able to print the feedback after the exam.

[ORGANIZATION NAME] has all necessary licences to fully indemnify PEOPLECERT against any claims concerning the use of software.

Candidates will sit apart, with at least 1 meter; 1,09 yards, 3,28 feet; 39 inches in between and in such a way that no candidate is able to see the papers of any other candidate.

The maximum number of candidates to be supervised by one supervisor is 25.

The results of the examination will be handed out to candidates right after the session.

10. Only candidates can be accepted that did a training course from an accredited trainer for ITIL exams. Only for ITIL Foundation candidates can be accepted without having done a training course.

11. This Agreement shall in all respect be governed by, and construed and interpreted in accordance with the laws of Greece.

Date:

Signed by:

PEOPLECERT [ORGANIZATION NAME]

C. Contract for Accredited Courseware Providers

[ORGANIZATION NAME]

Acting as an Accredited Courseware Provider for ITIL and PEOPLECERT, acting as the Accredited Exam Institute for ITIL

Agree on the following:

1. PEOPLECERT has assessed [ORGANIZATION NAME] and has approved its quality for courseware for the ITIL modules....., based on [ORGANIZATION NAME]'s request for accreditation.
2. By being accredited [ORGANIZATION NAME] is able to:
 - Sell the accredited courseware to third parties
 - Use the ITIL logo in its accredited materials under condition that [ORGANIZATION NAME] did pay for the fee as condition to use the ITIL copyright
3. [ORGANIZATION NAME] will maintain its courseware, based on the ITIL scheme, to be assessed by PEOPLECERT after every change in the scheme that has consequences for the courseware
4. PEOPLECERT is able to control the courseware without announcement in advance
5. [ORGANIZATION NAME] will pay for the invoices that will be invoiced by PEOPLECERT (prices will be published every year)
6. PEOPLECERT will hand over a wall plaque and a certificate to [ORGANIZATION NAME]
7. This agreement shall in all respect be governed by and construed and interpreted in accordance with the law of Greece

Date:

Signed by:

PEOPLECERT [ORGANIZATION NAME]

APPENDIX 4:

Non-Disclosure Agreement for Supervisors/Invigilators

This agreement is made by PEOPLECERT and is between PEOPLECERT and the appointed examination Supervisor/Invigilator that have signed this agreement.

As supervisor/Invigilator, appointed by PEOPLECERT, to act as an independent person with no personal interest in the exams:

- ✓ I accept the Exam Materials, consisting of, examination papers, session details, candidate instruction, candidate's personal data forms, the answering sheets for the candidates and, in case of a web-based examination session, the login details of the candidates.
- ✓ I accept these materials as provided by PEOPLECERT via the Accredited Examination Center.
- ✓ I will keep the Exam Materials confidential and shall not grant third parties any right with respect to the Exam Materials or to make the Exam Materials available to third parties, for purposes other than in the contents or processes of the examinations which I supervise.
- ✓ I will not remove or change any indication concerning the copyrights or the intellectual property rights of the Exam Materials, including the statement of confidential nature and non-disclosure of the Exam Materials.
- ✓ I respect any possible copyright and all possible other intellectual or industrial property rights as well as to similar rights with respect to the Exam Materials that were originally produced or licensed by PEOPLECERT and delivered to the Accredited Examination Center. Therefore I will not publish or disclose in any manner the confidential information in the contents or processes of the examinations which I supervise.
- ✓ I agree that my rights and obligations under this agreement will continue after the completion of any assignments for PEOPLECERT.

I have read and will abide by, the PEOPLECERT Certification regulation (which is available for review through the Accredited Examination Center).

Date:

Signature Supervisor / Invigilator:
Full Name:

PEOPLECERT
GROUP

PEOPLECERT - Personnel Certification Body

3 Korai st., 105 64 Athens, Greece, Tel.: +30 210 372 9100, Fax: +30 210 372 9101

e-mail: info@peoplecert.org, www.peoplecert.org

