TOGAF™ Certification for People

Training Course Accreditation Policy

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TOGAF™ Certification for People: Training Course Accreditation Policy

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CONTENTS

1.   OVERVIEW

1.1   Introduction

The Open Group TOGAF Certification Program for People (the Program) is intended to make certification available to people who have knowledge and understanding of TOGAF Version 9.

The Program is not intended to validate the ability of Candidates to use TOGAF effectively in practice, nor to determine whether Candidates are competent IT or Enterprise Architects.

The Program is intended to evolve, without major change to this policy, to address subsequent versions of TOGAF that The Open Group may publish from time to time.

The Program is designed with the following attributes:

Openness	The Program is open to applicants from all countries, although materials and examinations will initially be available only in English.
Fairness	Certification is achieved only by passing an examination that is the same as that taken by any other Candidate. Candidates may choose whatever training or self-study they believe matches their needs in preparation for certification.
Market Relevance	The Program is structured to meet the perceived needs of the market for conversion from TOGAF 8 as well as for people without prior TOGAF Certification, and for certification at multiple levels (initially two). Additional levels may be introduced during the life of the Program, as may updated versions of TOGAF.
Learning Support	Training courses are provided by third parties, according the needs of the market.
Quality	Training course providers may choose to seek Open Group accreditation for their courses. Accredited courses are listed on The Open Group web site. Only accredited courses may use The Open Group logo and include the TOGAF examinations within the course.
Best Practice	The Program is designed to comply with ISO/IEC 17024:2003, Conformity Assessment – General Requirements for Bodies Operating Certification of Persons. The IAF Guidance Document for ISO/IEC 17024[1] has also been used to assist in the development of the Program.
Community	The Association of Open Group Enterprise Architects (AOGEA) is an online community that provides support and resources to both practicing and aspiring Architects, as well as for those seeking TOGAF and ITAC Certification.

TOGAF Certification may be achieved directly through The Open Group, by passing The Open Group TOGAF 9 examination (or by passing the TOGAF 8 to TOGAF 9 bridge examination if already TOGAF 8 Certified). These examinations are available in test centers operated worldwide by The Open Group's

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[1] Guidance on the Application of ISO/IEC 17024:2003 (IAF GD 24 2004), published by the International Accreditation Forum, Inc. (www.iaf.nu). This document provides guidance to certification bodies seeking accreditation to ISO/IEC 17024, and enables accreditation bodies to harmonize their application of the standards against which they assess certification bodies.

Examination Provider. In preparing for these examinations, applicants are free to acquire their knowledge of TOGAF by self-study or by attending a course of their choosing.

Certification may also be achieved by passing the examination as part of an Accredited TOGAF Training Course (ATTC). ATTC Providers may either offer the examination themselves, or refer their students to a test center operated by The Open Group's Examination Provider.

The Conformance Requirements for TOGAF Certification apply equally to both routes to certification.

The Program is based upon a set of key documents:

1. The *Certification Policy*, which sets out the policies and processes by which a Candidate may achieve certification.

2. The *Conformance Requirements*, which documents the body of knowledge that a Candidate must possess to achieve certification.

3. The *Accreditation Policy* (this document), which sets out the policies and processes by which a training course may achieve accreditation.

4. The *Accreditation Requirements*, which documents the criteria that must be met by an Accredited TOGAF Training Course (ATTC).

1.2 Purpose of Accreditation

Accreditation provides an authoritative and independent assurance of the quality and relevance of TOGAF training courses.

Once a course is accredited, providers may:

- Use the Accreditation logo in their promotional material.
- Offer The Open Group's defined TOGAF examinations on their own or their client's premises and at times of their choosing.
- Attend Open Group ATTC Provider events where they can learn about plans for future developments and influence the direction that the Program takes.

Accreditation of a TOGAF training course means that:

- There is adequate coverage of the curriculum, with an appropriate mix of lectures, practical work, and revision appropriate to the level of the course.
- Materials (including presentations, candidate handouts, course tutor notes, exercises, and case studies) are relevant to the curriculum and are kept up-to-date in line with changes to the curriculum.
- Tutors are appropriately qualified, are skilled in teaching, have knowledge and experience of the subject area, are familiar with the curriculum, and keep themselves up-to-date in line with changes to the curriculum.
- The training provider has the capability to offer the proposed training courses in terms of organization, physical resources, administration, tutors, finance, and marketing.
- Sufficient guidance is available to Candidates and their employers, before enrolment, on what level of prior knowledge and experience is expected for each course.

- Candidate numbers are matched to the resources available.
- Candidate feedback is actively sought and acted upon.

1.3   Levels of Certification

The Program currently recognizes two levels of certification:

- Level 2: Knowledge, comprehension, and ability to analyze and apply TOGAF 9.
- Level 1: Knowledge of the fundamentals of TOGAF 9 sufficient to be able to contribute to an architecture effort or to work with the results.

The Conformance Requirements document defines in detail the conformance levels that are available in the Program at any particular time.

The Conformance Requirements for Level 1 are included within the Conformance Requirements for Level 2.

1.4   Examinations and Courses

Certification at Level 1 or Level 2 is achieved either by passing the applicable examination provided by The Open Group, or by successful completion of other means of assessment as approved by The Open Group from time to time.

People may choose to achieve Level 1 certification before Level 2, or may go straight for Level 2.

There is no requirement in the Program for people to attend a course, although attendance at an ATTC is strongly encouraged.

ATTCs are expected to be available for Level 1, for Level 2 as an upgrade to Level 1, and for Level 2 in one step.

Those with TOGAF 8 Certification may upgrade to TOGAF 9 Level 2 by passing the TOGAF 8 to TOGAF 9 bridge examination, without first certifying to Level 1.

Accredited TOGAF 8 to TOGAF 9 upgrade "bridging" courses are expected to be available.

1.5   Languages

The definitive version of the TOGAF 9 Specification is written in English, but translations are under development and will become available soon after the start of the Program.

The Open Group's examinations will be available only in English at the start of the Program, but examinations in other languages will follow soon afterwards, according to demand.

Candidates sitting the examination in a language other than their first language may request additional time for the examination and are allowed to use a dictionary. Permission for extra time is granted at the sole discretion of the examination supervisor.

To meet the need for certification to be accessible for those whose command of written English is insufficient to take the examinations in English, providers of ATTCs delivered wholly or partly in other

languages, or with substantial local language support, may offer other means of assessment, subject to approval by The Open Group.

1.6   Scope and Applicability

This policy applies to the accreditation of training courses for TOGAF 9 and is intended also to cover accreditation to future versions of TOGAF.

This policy does not apply to the TOGAF 7 and TOGAF 8 Certification programs.

Course providers may choose which of their courses they wish to be assessed for accreditation and may in parallel offer any number of related or unrelated courses that are not accredited in the Program.

1.7   Migration

Existing TOGAF 7 or TOGAF 8 Certified courses will need to be upgraded and extended to meet the TOGAF 9 Accreditation Requirements and be assessed for accreditation as if they were a new TOGAF 9 course.

1.7.1   Change History

March 2009   TOGAF PR 0034 is applied, changing Key Learning Points to Learning Outcomes.

1.8   Accreditation Logo

Providers of Accredited TOGAF Training Courses (ATTC Providers) are able to use an Open Group logo in relation to that course on their business cards, in proposals, in marketing materials, etc.

ATTC Providers with more than one ATTC may use the applicable logos in relation to each of the ATTCs to which they apply.

The logo and tag line applicable to each type of course is identified in the Training Course Accreditation Requirements.

1.9   Fees

Accreditation fees are payable for the initial Assessment of a course prior to accreditation and annually thereafter for accredited courses.

Fees are payable for each person that attends an ATTC. The fees cover the provision of the applicable examination either at the ATTC Provider's premises or at an Open Group Examination Provider's test center.

The schedule of fees is published on The Open Group web site from time to time.

1.10   Terminology and Definitions

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

Accreditation Agreement	The agreement between the Applicant and the Certification Authority that defines the accreditation service to be provided and contains the legal commitment by the Applicant to the conditions of the accreditation program.
Accreditation Logo	The trademarks and tag lines as designated from time to time by The Open Group for use in association with Accredited TOGAF Training Courses (ATTCs).
Accreditation Register	The official list of all Accredited TOGAF Training Courses (ATTCs), which is maintained by the Certification Authority and made available via the Internet.
Accreditation Trademark License Agreement (Accreditation TMLA)	The agreement between the Applicant and The Open Group that contains the legal commitment by the Organization to the terms and conditions for use of the Accreditation Logo.
Accredited TOGAF Training Course (ATTC)	A training course, operated by a training provider, that has successfully completed the accreditation process and which is listed in the register of Accredited TOGAF Training Courses (ATTCs) on the Certification Authority's web site.
Accredited TOGAF Training Course Manager (ATTC Manager)	The specific individual(s) identified within an Accredited TOGAF Training Course Provider (ATTC Provider) as having the overall responsibility for managing the ATTC on a day-to-day basis and ensuring that it is carried out in accordance with its documented processes and procedures.
Applicant	The organization that is applying for a TOGAF training course to be accredited. After accreditation, an Applicant becomes an ATTC Provider.
Assessment	An inspection of an Applicant's processes, policies, and staff and of the Accredited TOGAF Training Course (ATTC) training materials, to determine the degree to which the training course is operating in accordance with the Accreditation Requirements.
Assessor	An individual who has been appointed by the Certification Authority to perform Assessments.
ATTC Provider	A provider of training courses that offers at least one Accredited TOGAF Training Course (ATTC).
Certificate of Accreditation	A document issued to ATTC Providers by the Certification Authority certifying that the training course has successfully met the requirements for accreditation and thus is considered an Accredited TOGAF Training Course (ATTC).
Certification Authority (CA)	The organization that manages the day-to-day operations of the Program; in this case, The Open Group.
Certification System Deficiency (CSD)	An agreed error in the Certification and/or Accreditation Systems, which is inhibiting the accreditation process. A Certification System Deficiency is one possible outcome of a Problem Report.
Conformance Statement	The Applicant's documented set of claims describing precisely the way in which their training course meets the Training Course Accreditation Requirements.
Evaluation Process Deficiency (EPD)	An agreed error in the Evaluation Process that is inhibiting the certification process. An Evaluation Process Deficiency is one possible outcome of a Problem Report.

Examination Provider	An organization contracted to the Certification Authority that makes available the TOGAF Certification examinations at test centers throughout the world.
Interpretation (INT)	Decision made by the Specification Authority that elaborates or refines the meaning of the Conformance Requirements, Certification Policy, Accreditation Requirements, Accreditation Policy, or a standard or best practice referenced therein. An Interpretation is one possible outcome of a Problem Report.
Problem Report (PR)	A question of clarification, intent, or correctness of an accreditation or certification document, or the web-based Certification or Accreditation Systems, which, if accepted by the Certification Authority, will be resolved into an Interpretation, an Evaluation Process Deficiency, or a Certification System Deficiency.
Specification Authority (SA)	The Open Group member working group that is responsible for developing, maintaining, and interpreting the Certification Policy, Conformance Requirements, Accreditation Policy, and Accreditation Requirements of the Program.

2. ACCREDITATION PROCESS

This section defines the process an Applicant must follow to achieve accreditation for a training course.

The parties involved in the accreditation process are the Applicant, the Certification Authority, and the Specification Authority.
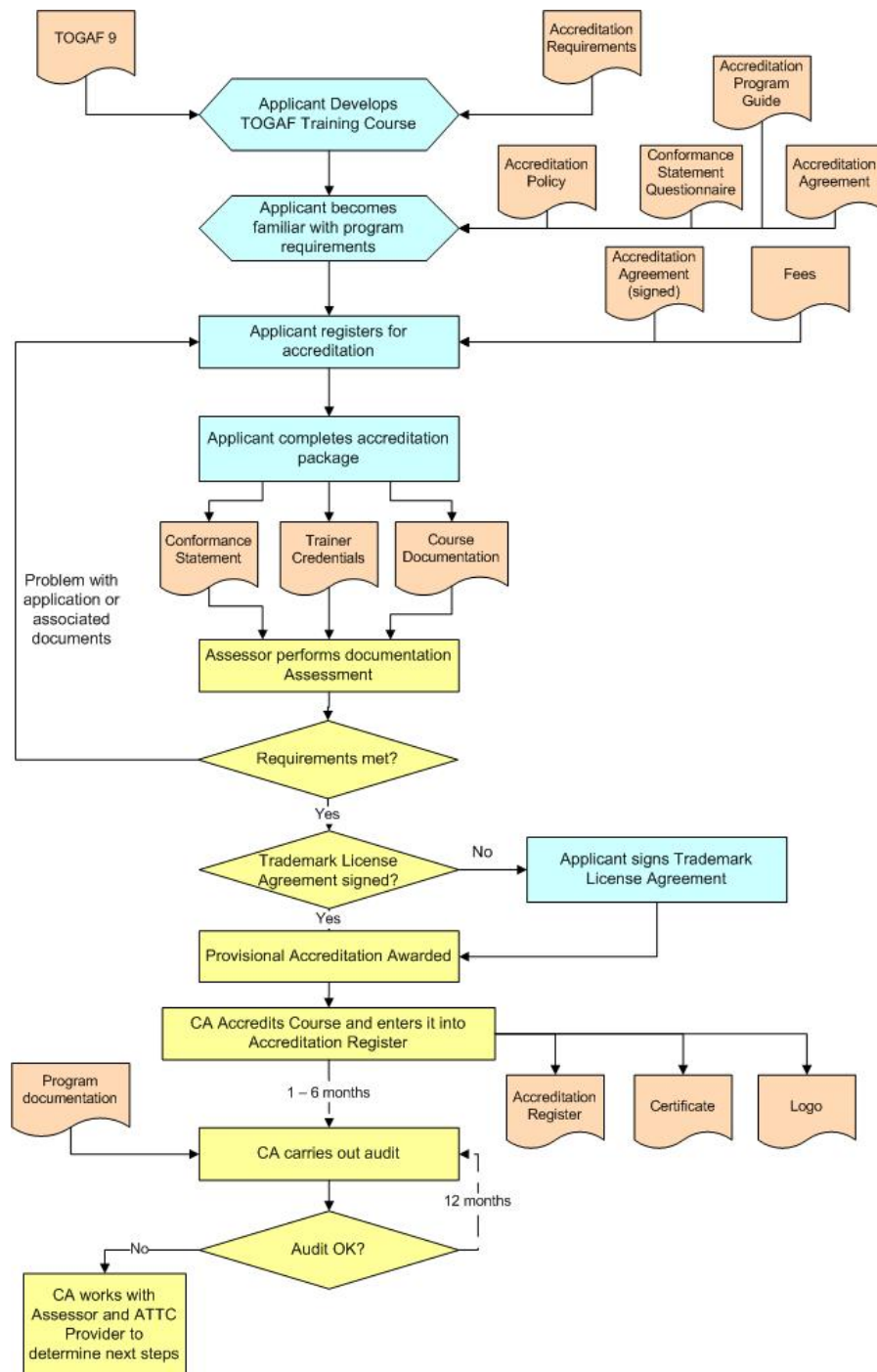
1. **Applicant Develops TOGAF Training Course and Becomes Familiar with Program Requirements**

   The Applicant must first develop a new TOGAF 9 training course, license one from a third party, or update an existing one, and such course must meet the Accreditation Requirements.

   The Accreditation Requirements define which types of course may be accredited and the curriculum required for each type. The Applicant should also become familiar with the Accreditation Policy, the Conformance Statement Questionnaire, the Accreditation Agreement, and the Accreditation Guide.

   The Applicant must decide whether to include examinations as part of the course(s), or to refer their trainees to The Open Group's Examination Provider.

   All information and documents related to the Program are available on the Certification Authority's web site.

2. **Applicant Registers for Accreditation**

   Applicants initiate the accreditation process by completing the registration information and submitting it along with the Accreditation Agreement and Accreditation Assessment Fee to the Certification Authority.

   Payment is non-refundable after an application has been received.

   As part of the registration process, the Applicant must specify individuals within the Organization to be the points of contact with respect to this accreditation. All notifications regarding this accreditation and subsequent renewals will be made to the applicable accreditation contacts. It is the responsibility of the Applicant to ensure that these accreditation contacts are kept up-to-date for the duration of the accreditation.

3. **Applicant Completes Accreditation Package**

   The Accreditation Package contains all the information needed by the Assessor to carry out an initial Assessment of the course for compliance with the Accreditation Requirements, including a mapping between the course material and the Learning Outcomes defined in the applicable Conformance Requirements.

   The Accreditation Package includes the full course documentation, including presentation materials and any case studies, work-books, etc., the names and training credentials of all primary and back-up trainers who will initially deliver the course, plus the Conformance Statement, which contains the information that the Program requires to be made public about the course on the Certification Authority's web site after accreditation.

4. **Assessor Performs Documentation Assessment**

   The Certification Authority's Assessor will carry out a detailed Assessment of the accreditation package to determine whether the Accreditation Requirements are met.

   The Assessor will produce a detailed written report of the results of the Assessment, including a description of any non-conformances that were discovered and a recommendation to the Certification Authority as to whether provisional accreditation should be granted.

   If the Assessor discovered any non-conformances, the Certification Authority will communicate the findings to the Applicant and agree an action plan. The action plan will define a set of corrective actions for the Applicant to undertake to come into conformance with the Accreditation Requirements and a timeframe for implementing such actions.

   Once the action plan has been implemented by the Applicant, the Assessor(s) will follow up with the Applicant to determine whether the corrective actions have been appropriately implemented.

The Assessor(s) will then update the Assessment report and resubmit it to the Certification Authority.

The Assessment Fee covers initial submission and one rework cycle. If the revised submission is not assessed as meeting the Accreditation Requirements, the Applicant will be required to start the process again, including payment of a new Assessment Fee.

5. Applicant Signs Accreditation TMLA

If the Applicant has not previously completed an Accreditation Trademark License Agreement (Accreditation TMLA) for use of the Accreditation Logo, it must be completed at this stage. The Certification Authority's web site contains information on how to obtain and complete the Accreditation TMLA.

6. Provisional Accreditation Awarded

The Certification Authority will notify the Applicant in writing of the final Assessment result.

If the result is success, there is an Accreditation TMLA in place, and the Certification Authority has received full payment of the Accreditation Fees, the Certification Authority will provisionally accredit the Applicant's training course, issue a Certificate of Accreditation to the ATTC Provider, and enter the ATTC into the Accreditation Register. The ATTC Provider will also be notified that the Accreditation Logo may now be used in connection with the ATTC, according to the terms defined in the Accreditation TMLA.

ATTC Providers have the option to keep accreditation confidential for a defined period of time, as described in Section 12.3. During this period, the ATTC will not be visible in the Accreditation Register and the ATTC Provider may not use the Accreditation Logo in relation to the ATTC and nor may the ATTC be provided to trainees.

If the Assessment indicates that the Accreditation Requirements have not been met, the Certification Authority will reject the application for accreditation and report the discrepancies with the Accreditation Requirements. The Applicant may undertake corrective action and re-apply.

7. Certification Authority Carries Out Audit

Within one (1) to six (6) months of initial accreditation, between 11 and 13 months after the initial accreditation, and within two (2) months of the subsequent anniversaries of accreditation thereafter, for so long as the course remains accredited, the Certification Authority will carry out an audit of the ATTC by sending an Assessor to attend some or all of an instance of the ATTC.

The Assessor will produce a written report of the audit, including a description of any non-conformities that were discovered and a recommendation to the Certification Authority as to whether continued accreditation requires corrective action by the ATTC Provider.

The Certification Authority will communicate the findings to the ATTC Provider and, if corrective actions are required, will agree an action plan with the ATTC Provider. The action plan will define the set of corrective actions that the ATTC Provider must undertake to come into conformance with the Accreditation Requirements and a timeframe for implementing such actions.

Once the action plan has been implemented by the ATTC Provider, the Assessor(s) will follow up with the ATTC Provider to determine whether the corrective actions have been appropriately implemented. The Assessor(s) will then update the audit report with the outcome of the implementation of the action plan, and resubmit it to the Certification Authority.

If the Assessor reports that the action plan has been implemented successfully, accreditation continues.

If the Assessor reports that the action plan has not been implemented successfully or that there are other non-conformances in the ATTC, the Certification Authority will give formal notice to the ATTC Provider to address the identified non-conformance(s) as defined in Section 4.2.

2.1　Certification Authority Quality Management

The Assessor(s) will use documented procedures to perform all stages of the Assessment to ensure the repeatability, reproducibility, and objectivity of the process. A representative of the Certification Authority, other than the one(s) who performed the Assessments, will review the Assessment report to ensure that the Assessment process was performed in accordance with the defined procedures.

All materials provided to the Certification Authority or Assessor(s) for the Assessment process performed in conjunction with registration for a new accreditation or an update to an existing accreditation must be archived for six (6) years to provide an auditable trail. The Certification Authority will maintain the archive for all submitted materials.

3. CONFORMANCE

3.1 Accreditation Requirements

It is an explicit condition of accreditation that the Accredited TOGAF Training Course (ATTC) Provider warrants and represents that the ATTC conforms to the applicable TOGAF Training Course Accreditation Requirements.

The Accreditation Requirements are a precisely defined and documented set of requirements against which courses may be assessed and accredited, including requirements for conformance to the applicable technical and process requirements as interpreted by The Open Group from time to time, and including coverage of the applicable Learning Outcomes defined in the Conformance Requirements.

The Accreditation Requirements document also includes the label to be used in connection with the Accreditation Logo, detailed technical and process Accreditation Requirements, and a summary of any migration issues to the current Accreditation Requirements from any previous version.

3.2 Versions

From time to time, The Open Group will issue new versions of the TOGAF 9 Specification.

Courses are accredited against a particular version as defined in the Accreditation Requirements.

If an update to TOGAF is released, ATTC Providers are required within six (6) months to update their courses to align with any revised material and include any new material as required by the updated Accreditation Requirements and Conformance Requirements.

3.3 Conformance Statement

A Conformance Statement is the ATTC Provider's documented set of claims describing precisely the way in which the ATTC meets the Accreditation Requirements, including which optional requirements are implemented. An ATTC Conformance Statement also describes whether the course is Level 1, Level 2 (in a single step), Level 2 (as an upgrade to Level 1), or TOGAF 8 to TOGAF 9 bridge, whether examinations are provided as part of the course, as well as the delivery method(s) and language(s).

A Conformance Statement is produced by completing the relevant Conformance Statement Questionnaire.

Conformance Statements are submitted to the Certification Authority as part of the registration process for accreditation. It is the responsibility of the ATTC Provider to ensure that the information supplied in the Conformance Statement is correct and complete. The Conformance Statement will be included in the Accreditation Register entry for the course once it is accredited.

ATTC Providers must ensure that the Conformance Statement of their ATTC is kept accurate and up-to-date. Changes to the Conformance Statement of an ATTC may only be made by the Certification Authority, subject to the requirements set out in Section 7, acting at the request of the ATTC Provider.

4.   OBLIGATIONS OF ATTC PROVIDERS

4.1   Achieving Accreditation

Claims of accreditation may only be made in relation to Accredited TOGAF Training Courses (ATTCs); that is, courses that meet the TOGAF Training Accreditation Requirements and for which the Certification Authority has provided written notice that accreditation has been achieved. Claims of conformance, certification, or accreditation may not be used with courses that have not completed the accreditation process, or that have been withdrawn from the Program.

The Accreditation Agreement requires the ATTC Provider to publicly "warrant and represent" that:

- **The ATTC meets the applicable Training Course Accreditation Requirements.**
- **The ATTC Provider agrees to the policies expressed in this Training Course Accreditation Policy document.**

4.2   Maintaining Accreditation

An ATTC Provider is required to ensure that their ATTC continues to conform to the applicable Training Course Accreditation Requirements, including all Interpretations that have been granted by the Specification Authority.

The Certification Authority has the right to audit the ATTC Provider's claims of conformance and adherence to the requirements of this Accreditation Policy. The Certification Authority may at any time request ATTC Providers to provide the Certification Authority with any information reasonably related to their ATTC's conformance with the applicable Training Course Accreditation Requirements. If the ATTC Provider fails to provide such information within 45 calendar days of the request, then the Certification Authority may remove the training course from the Accreditation Register, in which case the training course ceases to be an ATTC and the ATTC Provider may no longer make a claim of accreditation in relation to the training course.

In addition to regularly scheduled audit, the Certification Authority has the right at any time without notice to observe delivery of the ATTC for the purpose of auditing conformance of the ATTC to the Training Course Accreditation Requirements.

The Certification Authority will maintain statistics concerning pass rates for Candidates trained by each ATTC. ATTCs with pass rates repeatedly below average will be required to justify their performance and agree an improvement plan with the Certification Authority.

ATTC customers and attendees who discover a non-conformance in the ATTC should first report such non-conformance to the ATTC Provider. If the ATTC Provider does not address the non-conformance within 30 calendar days, the issue may be raised to the Certification Authority, along with justification for why the claimant believes there is a non-conformance. Recourse should always be made through normal communication channels with the ATTC Provider before escalation to the Certification Authority.

If an ATTC is found by any means no longer to meet the Training Course Accreditation Requirements, the Certification Authority shall provide written notification to the ATTC Provider who shall:

1. Within 30 calendar days provide a plan to the Certification Authority for rectifying the non-conformance and within a further 45 calendar days rectify the non-conformance and satisfy the Certification Authority and/or the claimant of the efficacy of the rectification; or

2. Within 30 calendar days notify the Certification Authority that the ATTC is indeed conformant and provide evidence to satisfy the Certification Authority and/or the claimant that the ATTC is conformant; or

3. Within 30 calendar days acknowledge the existence of the non-conformity and indicate an inability to rectify the non-conformance within a further 45-day period, in which case the training course ceases to be an ATTC; or

4. Within 30 calendar days invoke the appeals process as described in Section 11.

If option (4) is selected, the ATTC Provider will have 45 calendar days from the completion of the appeals process to implement the decision.

If the ATTC Provider fails to take one of the above actions within the times defined above, the accreditation will be revoked and the training course will cease to be an ATTC.

4.3   Removal of Accreditation

If a training course ceases to be an ATTC, the ATTC Provider may no longer make any claim of accreditation in relation to that course. The ATTC Provider, at its own expense, shall remove any existing claim of accreditation from all materials related to the previously accredited training course; for example, web sites and promotional materials. The Certification Authority may inspect any materials related to the training course to ensure adequate removal.

Once a training course ceases to be an ATTC, any future claim of accreditation in relation to that training course will require the training course to be accredited again.

Furthermore, the right to use the Accreditation Logo (see Section 5) in conjunction with a training course that is no longer accredited shall be immediately terminated.

5. USE OF THE ACCREDITATION LOGO

5.1 The Accreditation Logo

Once the Certification Authority has notified the Applicant that their training course has achieved accreditation and provided that the Accredited TOGAF Training Course (ATTC) Provider has entered into the Accreditation Trademark License Agreement (Accreditation TMLA), the ATTC Provider may use the Accreditation Logo in association with the ATTC as per the terms specified in the Accreditation TMLA and with the applicable tag line as defined in the Training Course Accreditation Requirements.

The Accreditation Logo may only be used on or in relation to ATTCs. It may not be used in relation to courses that have not completed the accreditation process, or that have been withdrawn from the Program. It may not be used in relation to the ATTC Provider in general; only to the specific course or courses that have been accredited.

5.2 Licensing the Accreditation Logo

In order to use the Accreditation Logo, the ATTC Provider will be required to sign an Accreditation TMLA. The Accreditation TMLA is the legal contract governing how the Accreditation Logo may be used and defines the rights and obligations of the ATTC Provider.

The Accreditation TMLA requires the ATTC Provider to warrant and represent that their ATTC meets the applicable Training Course Accreditation Requirements as well as agree to the policies expressed in this Training Course Accreditation Policy document.

6. ACCREDITATION REGISTER

6.1 Inclusion in the Accreditation Register

The Accreditation Register is a web-accessible record of all Accredited TOGAF Training Courses (ATTCs) and is maintained by the Certification Authority. The Accreditation Register contains the name of the ATTC Provider, the period of time for which the course is accredited, a reference to the version of TOGAF and the version of the Training Course Accreditation Requirements against which it is accredited, and the Conformance Statement for the training course.

The Accreditation Register is divided into sections for the different categories of accredited course: Level 1, Level 2 (in a single step), Level 2 (as an upgrade from Level 1), and TOGAF 8 to TOGAF 9 bridge.

Once the Certification Authority is satisfied that the ATTC Provider's course meets the applicable Training Course Accreditation Requirements and is satisfied that all other requirements for accreditation have been met, the Certification Authority will issue written notice to the ATTC Provider that accreditation has been achieved and will, subject to the provisions of Section 12.3, enter the training course in the Accreditation Register.

The Certification Authority may at its sole discretion include in the Accreditation Register the pass rate statistics for all ATTCs.

6.2 Removal from the Accreditation Register

Only ATTCs are included in the Accreditation Register; thus, if a training course ceases to be an ATTC, the Certification Authority will remove it from the Accreditation Register.

A training course shall cease to be an ATTC if:

- The ATTC Provider requests that the Certification Authority withdraw the ATTC from the Accreditation Register.
- The training course ceases to meet the Training Course Accreditation Requirements.
- The ATTC Provider fails to meet the renewal requirements or declines to renew accreditation.
- The ATTC Provider fails to adhere to any of the policies defined within this Training Course Accreditation Policy document.
- The ATTC Provider fails to satisfactorily implement any agreed corrective actions within their agreed timeframes.

7.   ACCREDITATION REQUIREMENTS FOR MODIFICATIONS TO AN ATTC

Accreditation applies to an provider's defined training course – the ATTC (Accredited TOGAF Training Course). ATTCs are typically delivered in many different locations in different languages, and by different trainers, and may be delivered in more than one country. ATTC Providers are required to maintain a single point of contact within the ATTC Provider who takes responsibility for meeting all of the ATTC Provider's obligations under the Program. This individual is termed the ATTC Manager.

There is no requirement that a single ATTC Manager takes responsibility for all of the ATTCs operated by a course provider, but each ATTC must have a designated ATTC Manager.

7.1   Change of ATTC Manager

A change of ATTC Manager is a change of the named individual responsible for the effective operation of the ATTC.

To maintain accreditation for the ATTC, the ATTC Provider must notify the Certification Authority of the change in ATTC Manager within 30 calendar days of such change occurring.

The ATTC Provider must provide a written commitment to the Certification Authority indicating that each new ATTC Manager understands the Training Course Accreditation Requirements to which the ATTC is accredited and agrees to comply with these requirements for the duration of the current accreditation and any subsequent renewals.

The Certification Authority will then update the accreditation registration information and Conformance Statement as applicable.

7.2   Change in Training Materials

Significant changes to material directly related to the content of TOGAF 9 must be notified to the Certification Authority. The Certification Authority has the right to review and approve all such changes; such approval not to be unreasonably withheld or delayed. The modified materials must be made available to the Certification Authority in a form that allows an Assessor to easily see the changes that have been made.

7.3   Change in Trainers

All trainers must be registered with the Certification Authority at all times.

The ACCT Manager must notify the Certification Authority of all new trainers and their qualifications and the Certification Authority must grant approval before such new trainers may deliver an ATTC.

7.4 New Delivery Language or Method

Training material in a new language or a new delivery method (e.g., from classroom to distance learning) must be notified to the Certification Authority no less than two (2) weeks before first use. The Certification Authority has the right to review and approve all such changes; such approval not to be unreasonably withheld or delayed.

7.5 Administrative Changes

If an ATTC Provider wishes to make changes to the Conformance Statement that do not have a material affect on the conformance of the ATTC, the ATTC must notify the Certification Authority within 30 calendar days of such change occurring. The Certification Authority will update the Conformance Statement to reflect the requested changes.

7.6 Other Changes

Except where specifically stated otherwise in this Training Course Accreditation Policy document, any other change to any of the elements upon which an ATTC's accreditation is based must be communicated to the Certification Authority within 30 calendar days of such change occurring.

If the Certification Authority believes that the change may have a material affect on the conformance of the ATTC to the Training Course Accreditation Requirements, the ATTC will be subject to the full assessment and accreditation process, or any subset thereof, at the discretion of the Certification Authority.

8. USE OF THIRD-PARTY MATERIALS

Applicants may license some or all of the material they need to develop a TOGAF training course from third parties, including Accredited TOGAF Training Course (ATTC) Providers. Use of material from an ATTC does not, of itself, amount to accreditation and such licensees are not permitted to make any statements suggesting any approval or accreditation by The Open Group until their course is accredited.

If a course provider seeking accreditation uses an ATTC Provider's course material, the course provider may, instead of including the course material in the Accreditation Package, provide a letter of authorization and a copy of the licensing agreement from the ATTC Provider to say that the material is used with their permission and is without material change.

All other parts of the Accreditation Package must be submitted for Assessment as normal.

ATTC Providers who license their materials to third parties must advise them that the licensing of course materials does not entitle a licensee to state that the course is accredited and the ATTC Provider must make it clear that their licensee is not permitted to use the Accreditation Logos, claim the course is accredited, or state that they are accredited to deliver the training by virtue of the license to the materials.

The Certification Authority will not become involved in copyright or other disputes between ATTC Providers, but will withdraw accreditation if it receives clear evidence that material in an ATTC breaches another party's copyright. This includes the situation where third-party material continues to be used after the license to use it has lapsed or been withdrawn.

9. DURATION, RENEWAL, AND AUDIT

9.1 Duration of Accreditation

Accreditation is valid for 36 months from the date at which the Certification Authority provides written notice to the Accredited TOGAF Training Course (ATTC) Provider that accreditation has been achieved, unless accreditation is subsequently terminated in accordance with Section 4 or Section 6 of this document. Thereafter, accreditation is valid for successive periods of 36 months.

The last day of each period is referred to as the *renewal date* and represents the date on which the accreditation will cease to be valid, unless the ATTC Provider renews the accreditation in accordance with the procedures defined below.

9.2 Renewal Process

Prior to the renewal date, the ATTC Provider is required to demonstrate that the ATTC continues to meet all applicable Training Course Accreditation Requirements.

Specifically:

- All training materials associated with the ATTC continue to meet The Open Group Training Course Accreditation Requirements.
- All trainers that deliver or may deliver the ATTC are registered with the Certification Authority.
- All Interpretations that have been granted since the previous accreditation and any new revisions or updates to the Training Course Accreditation Requirements issued more than 90 days prior to the renewal date are reflected in the course.
- The ATTC Provider is operating the quality system as required by the Accreditation Requirements to ensure that the ATTC operates as documented.

Therefore, renewal of accreditation requires successful re-Assessment of the Accreditation Package.

At or before 90 calendar days prior to the renewal date, the Certification Authority will notify the ATTC Manager that renewal is due. The ATTC Provider must respond to the Certification Authority within 30 calendar days indicating whether or not the ATTC Provider would like to renew the accreditation. Failure to respond within 30 calendar days will be deemed a non-renewal and the accreditation will expire on the renewal date.

If the ATTC Provider wishes to renew, the ATTC Provider must review and update the Accreditation Package as appropriate to reflect the current state of the ATTC.

The revised Accreditation Package and any additional information requested by the Certification Authority must be submitted to the Certification Authority at least 45 calendar days prior to the renewal date.

The Certification Authority's Assessor will review the Accreditation Package and report the Assessment findings with a summary to the Certification Authority. The summary will be one of:

1. No discrepancies observed.

2. Minor discrepancies observed that may be fixed after renewal.

3. Major discrepancies observed that must be fixed prior to renewal.

If the Assessor's summary is either (1) or (2), then the Certification Authority will renew the accreditation for another three (3)-year term and inform the ATTC Provider. The Certification Authority will update the Accreditation Register and issue an updated Certificate of Accreditation to reflect that accreditation has been renewed. If minor discrepancies were observed, then the ATTC Provider will be required to provide evidence of having cleared the observed discrepancies within 90 calendar days of the renewal date; failure to do so will result in the accreditation being terminated.

In the event that a major discrepancy is identified during the renewal Assessment, the ATTC Provider has 30 calendar days after the renewal date to rectify the non-conformity and satisfy the Certification Authority of the efficacy of the rectification. Failure to do so will mean that accreditation will not be renewed. To regain accreditation for the course, the course provider will need to make a new application for accreditation.

An ATTC Provider has a responsibility to act in good faith to facilitate completion of the renewal process by the renewal date.

9.3   Periodic Audit

The Certification Authority will carry out periodic audit of the ATTC to ensure quality of delivery and adherence to the applicable Training Course Accreditation Requirements.

Within one (1) to six (6) months of initial accreditation, between 11 and 13 months after the initial accreditation, and within two (2) months of the subsequent anniversaries of accreditation thereafter, for so long as the course remains accredited, the Certification Authority will carry out an audit of the ATTC by sending an Assessor to attend some or all of an instance of the ATTC.

The Assessor will produce a written report of the audit, including a description of any non-conformities that were discovered, and a recommendation to the Certification Authority as to whether continued accreditation requires corrective action by the ATTC Provider.

The Certification Authority will communicate the findings to the ATTC Provider and, if corrective actions are required, will agree an action plan with the ATTC Provider. The action plan will define the set of corrective actions that the ATTC Provider must undertake to come into conformance with the Accreditation Requirements and a timeframe for implementing such actions.

Once the action plan has been implemented by the ATTC Provider, the Assessor(s) will follow up with the ATTC Provider to determine whether the corrective actions have been appropriately implemented. The Assessor(s) will then update the audit report with the outcome of the implementation of the action plan and resubmit it to the Certification Authority.

If the Assessor reports that the action plan has been implemented successfully, accreditation continues.

If the Assessor reports that the action plan has not been implemented successfully or that there are other non-conformances in the ATTC, the Certification Authority will give formal notice to the ATTC Provider to address the identified non-conformance.

9.4   Withdrawal of Accreditation at Renewal

During the renewal process, the Certification Authority may revoke the accreditation and remove the ATTC from the Accreditation Register, if:

- The ATTC Provider does not complete the renewal process within 30 calendar days after the renewal date; or
- The ATTC Provider fails to complete any action within the timeframe defined in Section 9.2 or 9.3.

Such a training course will then no longer be considered an ATTC.

10. PROBLEM REPORTING AND INTERPRETATIONS

10.1 Overview

During the accreditation process, during the preparation phase, or subsequently, an Applicant or Accredited TOGAF Training Course (ATTC) Provider may encounter a problem that inhibits or will inhibit the accreditation or compliance with the Training Course Accreditation Requirements. The Applicant may file a Problem Report via the Certification Authority's web site to obtain resolution to the issue. The Certification Authority is the sole interface with the Applicant for problem reporting, though other parties may be involved in determining the resolution.

The types of problems that may be found include:

- Errors or ambiguities in the specifications(s) against which conformance is based, specifically, in the Training Course Accreditation Requirements, or in other documents or underlying standards referenced in the Training Course Accreditation Requirements
- Errors in the Accreditation System, specifically those related to the registration process, agreements, completion of Conformance Statements, or the Assessment materials used to assess conformance with the Training Course Accreditation Requirements.

The Problem Report is used specifically for the types of errors listed above which are inhibiting the accreditation effort. For general questions on the accreditation process, the Assessment process, or other problems not covered above, the Certification Authority can provide assistance on obtaining further information.

10.2 Problem Report Resolution

The Certification Authority is responsible for reviewing and providing a resolution to all Problem Reports. The key element of the review process is a deterministic timeline for a formal resolution to the Problem Report.

The Certification Authority will provide a resolution to the Applicant within 25 business days of the Problem Report submission.

In order to resolve Problem Reports for issues related to the Training Course Accreditation Requirements or the Training Course Accreditation Policy, an opinion from the Specification Authority is required. These opinions must be provided within ten (10) business days of the Problem Report submission in order for the Certification Authority to provide its response on time.

In most cases, 25 business days is sufficient to provide a final Problem Report resolution. However, in exceptional circumstances, final resolution may take longer. If possible, the Problem Report will be addressed sufficiently within the 25 business days to allow the accreditation process to proceed pending final resolution. The Certification Authority will notify the Applicant by the 25th day of the delay and any preliminary resolution, if available.

If the Applicant is not satisfied with the final resolution, the Applicant may invoke the appeals process.

The Problem Report resolution process will allow the Applicant to remain anonymous, so pre-accreditation activity is kept entirely confidential. This anonymous review process requires that requests be filtered automatically prior to viewing by anyone other than the Certification Authority. Filtering will remove the sections of the Problem Report specific to identification of the Applicant, so these are the only sections that should contain the company name, course identifier, or other confidential information. Please note that if Applicant-specific information is included in the sections reserved for the detailed problem descriptions, filtering will not result in an anonymous request.

The process is outlined in the following diagram:
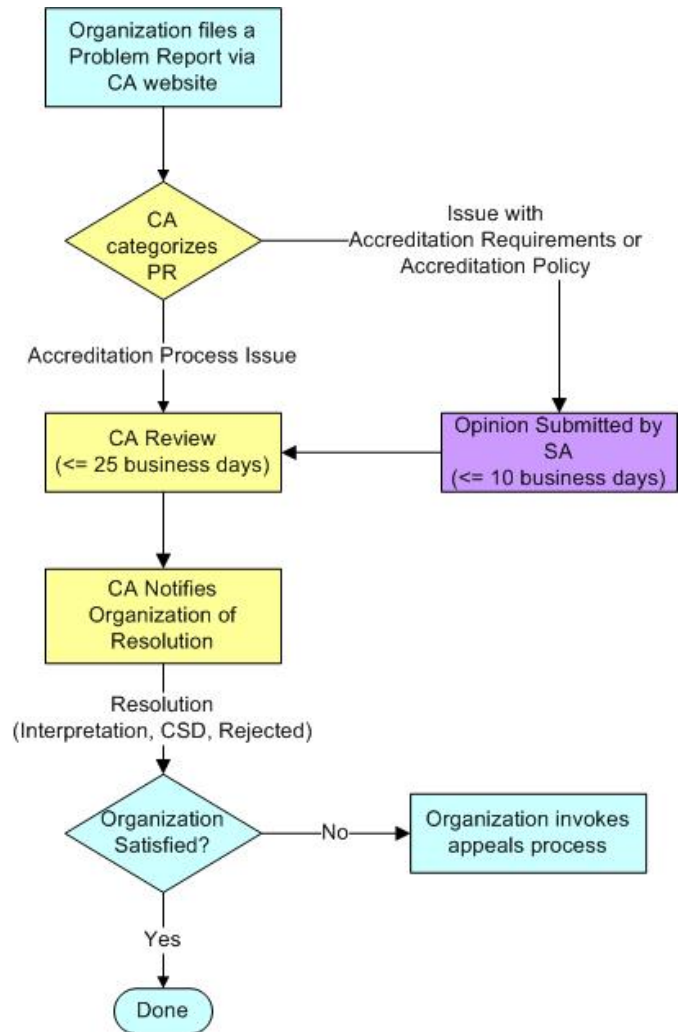
10.3　Resolution of Problem Reports

The possible outcomes for Problem Report resolution are:

- Accepted as an error or ambiguity in the specifications (an Interpretation)
- Accepted as an error in the Certification/Accreditation System (Certification System Deficiency (CSD)
- Rejected

The issuance of an Interpretation or CSD will not cause a previously accredited training course to be "un-accredited" at a given revision level of the Training Course Accreditation Requirements, but can affect an ATTC's continued conformance. Interpretations and CSDs evolve the definition of conformance over time and ATTCs are always required to conform to the current definition of conformance. At the time of accreditation renewal, the ATTC Provider will be required to demonstrate that the ATTC conforms to the then applicable Training Course Accreditation Requirements, including all Interpretations that have been granted since the previous accreditation.

10.3.1　Interpretations

An Interpretation elaborates or refines the meaning of a specification, therefore clarifying an error or ambiguity in the specification. Interpretations apply to a specific version of a specification and are permanent against that version. They remain in force until the specification is updated, at which time the elaboration or refined meaning should be incorporated into the updated version of the specification.

Interpretations always apply to a particular version of the Accreditation Requirements or Accreditation Policy documents. Therefore, if a Problem Report submitted against the Accreditation Requirements or Accreditation Policy includes rationale that cites conflict with a previous or subsequent version of the Accreditation Requirements or Accreditation Policy, the Problem Report will be assessed without reference to such rationale. Conflict with another version of the Accreditation Requirements or Accreditation Policy does not in itself form grounds for granting an Interpretation.

The Specification Authority is responsible for deciding the meaning of conformance to normative referenced specifications or other documents (if any) only within the context of the Accreditation Requirements. Problem Reports regarding any such underlying or referenced specifications in the context of the Accreditation Requirements will be processed as normal. However, any Problem Report that seeks to change the base requirements of underlying normative specifications or other documents over which the Specification Authority has no direct control will be rejected.

The Problem Reporting and Interpretations process may not be used to dispute the outcome of the Assessment and accreditation process. Such issues should instead utilize the appeals process defined in Section 11.

10.4　Problem Report Repository

The Certification Authority will maintain a web-accessible repository of all submitted Problem Reports. This repository will be publicly accessible. The publicly accessible information will contain the technical details – such as the nature of the problem and its current status of resolution – but will not contain sections reserved for organizational details, thus maintaining the confidentiality of the Applicant or ATTC Provider.

An Applicant or ATTC Provider may cite an Interpretation or CSD to resolve discrepancies or to support their application for accreditation in any other way, irrespective of the origin of the Problem Report.

11.   APPEALS PROCESS

Applicants or ATTC Providers may appeal decisions made by the Certification Authority. The occasions that may give rise to an appeal include, but are not limited to:

- The Applicant or ATTC Provider disagrees with the resolution of a Problem Report.
- The Applicant disagrees with the Certification Authority's grounds for denying the award of accreditation.
- An ATTC Provider disagrees with the grounds of a formal notification of the need to rectify a non-conformance.

Appeal requests should be made to the Certification Authority. The Accreditation Program Guide describes the process for raising an appeal.

There are two levels of appeal:

- A Technical Review
- A Board Review

At each level of appeal, the Applicant has the right to representation at the review meeting to make the technical case, though is not required to do so. The appeals process will be anonymous if the Applicant does not wish to be represented at the review meetings. In such case, the Certification Authority will remove details that may identify the Applicant or its training course from all information provided for the Technical and/or Board Reviews.

An Applicant wishing to dispute a Certification Authority decision may request a Technical Review. Technical Review requires the Specification Authority to consider the matter and produce a response with a recorded vote according to the voting rules of The Open Group, within 30 calendar days of the request. The Specification Authority may commission reports from independent experts, and may seek input from other committees within The Open Group as it sees fit.

If the Organization is not satisfied with the outcome of the Technical Review, the Organization may request an appeal to The Open Group Board of Directors within 14 calendar days of being notified in writing by the Certification Authority of the results of the Technical Review. The Open Group Board of Directors may ask for reports or assistance from the relevant working groups and also from independent experts. The Board Review will be completed within 90 calendar days of the Organization's written request for a Board Review. The results of a Board Review are final and cannot be further appealed.

12. CONFIDENTIALITY AND DISCLOSURE

12.1 Confidentiality

All information relating to an Applicant and the training course to be accredited will be held confidential during the accreditation process; that is, prior to the award of accreditation. This includes information related to the registration, the Accreditation Package, the Assessment process, Conformance Statements, and Problem Reports.

Assessment reports and any documents submitted by the Applicant will always be confidential. Information regarding the details of the Assessment process shall not be disclosed in any publicly available document or to any third party by the Certification Authority, the Assessor(s), the Applicant, or any party acting on the Applicant's behalf.

In addition, the Certification Authority will always hold confidential any information regarding unsuccessful requests for accreditation.

The terms and conditions regarding confidentiality and non-disclosure are contained in the Accreditation Agreement.

12.2 Disclosure of Accreditation Information

Accreditation information consists of the fact that accreditation was achieved, the description of the Accredited TOGAF Training Course (ATTC), and the Conformance Statement. Any claims of accreditation or information related to the accreditation process may only be made public after the Certification Authority has notified the Applicant in writing that the training course has successfully completed the accreditation process.

The Certification Authority will make accreditation information publicly available by including it in the Accreditation Register available on the Certification Authority's web site.

12.3 Optional Confidential Treatment of Accreditation

On occasions, an Applicant may wish to keep the fact that accreditation was achieved, and all accreditation information, confidential. The Applicant may request that the accreditation be kept confidential for a maximum period of six (6) months from the date of written notification by the Certification Authority that the training course has achieved accreditation.

During this period, the Applicant may not publicly use the Accreditation Logo or make any representation of conformance to the Training Course Accreditation Requirements without first informing the Certification Authority that the confidential period has expired. In the event that the Applicant wishes to keep the accreditation information for a training course confidential permanently, the Applicant may request withdrawal and deletion of such information. Such a training course will then no longer be accredited.

The accreditation information will cease to be held confidential upon the earlier of notice by the ATTC Provider that the confidential period has expired, or at the end of the six (6)-month period, provided that the ATTC Provider has not previously requested withdrawal and deletion of such information.