Quality Management System appendix
Affiliate Management

Organization name (version 0.1)

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# Instructions on how to use this document

**Purpose of the QMS Appendix – Affiliate Management**

The QMS appendix – Affiliate Management is based on the Accreditation Requirement and must be completed and submitted to show compliance.

It must be used as appendix to your current QMS; it is possible to refer to existing procedures or to describe new procedures to address requirements that may not be covered by the existing QMS.

**Compliance approval**

Compliance approval covers requirements that may be extracted from the Accreditation Agreement, Policy or Requirements. They may not need to be addressed by a procedure for several reasons however, the Organization must confirm that they are understood and will be applied.

**Procedures**

It is possible to either refer to an existing procedure by completing the “existing procedure table” or to describe a new procedure in the “new procedure table”. New procedures must imperatively be described. Note that using the requirement wording to describe a new procedure is not sufficient. Each procedure MUST be either an existing procedure or a new procedure.

**Records Management and Supporting Documents**

All documents used to support the procedures must be submitted. The “record template / system used / submitted” supporting documents indicate the types of records that are expected to be kept during the accreditation period. Supporting documents are expected to be templates, forms, lists or even screen shots and may be used to address several requirements. The Open Group shares templates that may or must be submitted by the organization as its own if appropriately integrated to the Quality Management System. These records will be required during the re-accreditation assessment, 3 years after Accreditation was granted.

**Example**

*Requirement:* AR 3.1-1 The Organization must warrant and represent that all ATCs they offer shall at all times meet the Accreditation Requirements documented herein, and in particular that each course covers all of the required learning outcomes.

(Requirement number configuration: AR – Accreditation Requirement / AP – Accreditation Policy. Section number-Requirement position)

<guidance on the Accreditation Requirement> The Organization Management should confirm its ownership and make the means available for compliance to be maintained.

|  |  |  |
| --- | --- | --- |
| Procedure name | Document name | Reference in Document |
| Your current QMS already covers this procedure; please complete this table | <Name of the document submitted containing this procedure > |  |
| Comment |  |
| Record template / system used / submitted | <name of the template included to the submission><name of the system used; screen shot included to the submission>(Templates may be imposed by The Open Group or suggestions may be made) |

OR <delete the table that is not applicable>

|  |  |
| --- | --- |
| Procedure name | <describe here the procedure you added to cover this requirement> |
| Record template / system used / submitted | <name of the template included to the submission><name of the system used; screen shot included to the submission>(Templates may be imposed by The Open Group or suggestions may be made) |

# Change log

|  |  |  |  |
| --- | --- | --- | --- |
| Version number | Change | Author | Approved by |
|  |  |  |  |
|  |  |  |  |

# Compliance approval

The Organization must warrant that it will take responsibility and ensure compliance of the course is met at all times. This part must be approved and signed by the person accountable.

|  |  |
| --- | --- |
| Requirement | Read and approved by (name/initials) |
| AR 2.3-11 The general management of the Organization must be responsible for the quality of ATC delivery, whether by the ATC Provider itself or by any Affiliates and all aspects of ATC operation and management. |  |
| AR 2.4-1 The Organization and its Affiliates must not disclose any information about their Candidates’ examination results to anyone other than the Certification Authority. |  |
| AR 2.4-2 The Organization and its Affiliates must not disclose the identity of any ATC attendees to anyone other than the Certification Authority and a company that paid the course fee for an attendee, if applicable. |  |
| AR 2.5-2 The Organization must provide a quarterly statement of vouchers purchased by the Organization and its Affiliates, showing the voucher number, attendee name, country, date of course attendance, and any other particulars as the Certification Authority may reasonably require. |  |
| AR 6.4 The Organization must ensure that registration of any new Affiliate is requested from the Certification Authority and completed (including being listed on the register of Accredited Training Courses) prior to the Affiliate offering or delivering an ATC. |  |
| **Date** | **Role** | **Signature** |

# Course management and operations

## Confirmation of course attendance

AR 2.4-3 The Organization and its Affiliates may provide their ATC attendees with written confirmation of course attendance.

A copy of the written confirmation should be submitted for accreditation and can be requested at any time thereafter by the Certification Authority for verification during the accreditation period.

|  |  |
| --- | --- |
| Submitted | <Written confirmation of course completion template name> |

## Examination fees and reporting

AR 2.5-1 In advance of delivery of each ATC and for each course attendee, the Organization or its Affiliate(s) must buy an appropriate examination voucher from the Certification Authority, or its designated supplier of examination vouchers.

The quality system documentation should clearly state:

- How vouchers will be purchased in time

- How they will be distributed to all delegates

The training course marketing information should clearly state that the voucher is included in the training fee.

If the Organization uses Affiliates, the quality system documentation must indicate whether the Organization or its Affiliates will be responsible for buying examination vouchers for instances of the ATC which are delivered by Affiliates.

|  |  |  |
| --- | --- | --- |
| Examination vouchers | Document name | Reference in Document |
|  |  |  |
| Comment |  |

OR

|  |  |
| --- | --- |
| Examination vouchers | <New procedure description> |
| Record template / System used |  |

## Course Evaluation

3.3-1 Every time an ATC is delivered, directly by the ATC Provider or by an Affiliate, the Organization must ensure that a survey of the Candidates is conducted that covers venue, facilities, materials, procedures, and trainer(s).

The quality system documentation should cover the process used to collect data, analyze results, and generate corrective action as appropriate. Records of the survey results must be available to the Certification Authority for inspection on request for up to18 months after completion.

|  |  |  |
| --- | --- | --- |
| Course evaluation | Document name | Reference in Document |
|  |  |  |
| Comment |  |
| Record template / system used | <Survey template > |

OR

|  |  |
| --- | --- |
| Course evaluation | <New procedure description> |
| Record template / system used | <Survey template > |

# Trainer management

## Trainer performance

AR 3.2-4 The Organization must ensure the proper performance of all trainers used in the delivery of their ATCs, including any trainers used by Affiliates.

Trainer evaluation form/report need to retain this record.

|  |  |  |
| --- | --- | --- |
| Trainer performance measurement and maintenance | Document name | Reference in Document |
|  |  |  |
| Comment |  |
| Record template / system used |  |

OR

|  |  |
| --- | --- |
| Trainer performance measurement and maintenance | <New procedure description> |
| Record template / system used | <Trainer performance evaluation report/log - TTT report/log> |

## Trainer list

AR 3.2-5 The Organization must maintain a list of all of its own and its Affiliates’ trainers, including names, contact details, training qualifications, and certification status, and must make this list available to The Open Group promptly upon request.

|  |  |
| --- | --- |
| Trainer list | <New procedure description> |
| Submitted | < The trainer list template is made available by the Certification Authority> |

## Trainer registration

AP 7.3 All trainers who deliver the ATC must be registered with the Certification Authority at all times.

The ATC Manager must notify the Certification Authority of all new trainers and their qualifications. The

Certification Authority must grant approval before such new trainers may deliver an ATC.

|  |  |  |
| --- | --- | --- |
| Trainer registration | Document name | Reference in Document |
|  |  |  |
| Comment |  |

OR

|  |  |
| --- | --- |
| New trainer registration | < New procedure description> |

# Affiliate and broker management

## Affiliate Management

AR 2.3-7 If the Organization chooses to partner with one or more Affiliates, the quality system must include procedures to ensure that the Accreditation Requirements continue to be met when the ATC is delivered by an Affiliate.

The Quality Management System should clearly state how the Organization ensures that the Affiliates can reproduce all procedures around delivery of the ATC.

|  |  |  |
| --- | --- | --- |
| Affiliate management | Document name | Reference in Document |
|  |  |  |
| Comment |  |
| Record template / system used | < written instructions - internal audit reports – web site checks reports…> |

OR

|  |  |
| --- | --- |
| Affiliate management | < New procedure description> |
| Record template / system used | < written instructions - internal audit reports – web site checks reports…> |

## Affiliate trademark compliance

AP 8.1-1 ATC Providers are at all times responsible for their Affiliates’ compliance with the trademark usage guidelines in the Accreditation Trademark License Agreement with respect to promotional material for their ATC.

The quality system documentation should describe how the Organization will instruct and police its Affiliates with respect to trademark usage.

|  |  |  |
| --- | --- | --- |
| Affiliate trademark compliance | Document name | Reference in Document |
|  |  |  |
| Comment |  |
| Record template / system used | < written instructions - internal audit reports – web site checks reports…> |

OR

|  |  |
| --- | --- |
| Affiliate trademark compliance | < New procedure description> |
| Record template / system used | < written instructions - internal audit reports – web site checks reports…> |

## Brokers trademark compliance

AR 8.2-1 ATC Providers are at all times responsible for their Brokers’ compliance with the trademark usage guidelines in the Accreditation Trademark License Agreement with respect to promotional material for their ATC.

The quality system documentation should describe how the Organization will instruct and police its Brokers with respect to trademark usage. Internal audit report should retain this record.

|  |  |  |
| --- | --- | --- |
| Broker trademark compliance | Document name | Reference in Document |
|  |  |  |
| Comment |  |
| Record template / system used | < written instructions - internal audit reports – web site checks reports…> |

OR

|  |  |
| --- | --- |
| Broker trademark compliance | < New procedure description> |
| Record template / system used | < written instructions - internal audit reports – web site checks reports…> |

# Reference documents

Accreditation Policy and Accreditation Requirements available on http://www.opengroup.org/certifications/accreditation/submit-new