



ISO/IEC 20000 SERVICE MANAGEMENT QUALIFICATION SCHEME

Rules and guidance for Accredited Course Providers

Change control:

Version	Status	Author	Date	Comments
1.0	Final	Phil Montanaro and Aidan Lawes	6 April 2005	First issue at launch of Accreditation of Course Providers
1.1	Draft	Geoff Ames & Aidan Lawes	February 2006	Change to Appeals statement & revision to accommodate the international standard

Contents

1	Introduction	3
2	Applying for accreditation	4
2.1	Introduction	4
2.2	Stage 1	4
2.3	Stage 2	5
2.4	Overseas applications	6
2.5	Using licensed course materials	6
3	Tutor competence	8
3.1	Applying for accreditation as a course tutor	8
3.2	Duration and scope of accreditation	8
4	General	9
4.1	Notification	9
4.2	Advertising	9
4.3	Changes	9
4.4	Re-accreditation	9
5	Compliance	10
5.1	Audits	10
5.2	Non-accredited organizations	10
5.3	Non-compliance	10
6	Accreditation fees	11
7	Examinations	12
7.1	Requesting an examination	12
7.2	Invigilation	12
7.3	Copyright	12
7.4	Sample Examination Papers	12
7.5	Marking of Examination Papers	13
7.6	Examination Results and Certificates	13
7.7	Invoicing	13
7.8	Appeals	13
7.9	Re-sits	14
8	Contacts	15

ISO/IEC 20000 Qualification Scheme

1 Introduction

Organisations wishing to offer accredited training leading to an *itSMF* award of the ISO/IEC 20000 Auditor and/or Consultants Qualifications must submit an application for accreditation to the *itSMF*. The accreditation process involves the scrutiny of all aspects of the proposed training and will encompass aspects of the organisation, the individual trainers and the training material. The purpose of the accreditation process is to enable a prospective Course Provider to assure the *itSMF* Accreditation Panel that it has the ability to teach the syllabus in an appropriate environment, using competent staff and good quality materials.

Prospective Course Providers are expected to have studied all sections of these Regulations and the Scheme description, and to have a full understanding of all requirements before preparing and submitting their applications.

The scheme was originally developed for the British Standard BS 15000, which was superseded on 15th December 2005 by ISO/IEC 20000. The International standard is essentially an identical standard with the majority of changes relating to structure and format rather than content of requirements. Due to the limited substantive differences, the Certification and Qualification schemes that were applicable for BS15000, now apply seamlessly to ISO/IEC 20000.

2 Applying for accreditation

2.1 Introduction

itSMF requires evidence of detailed planning and thought in the preparation to run an accredited training course. Elements of the application may be based on published documents and other existing material. However, it is important that such items should not be used as substitutes for proper consideration of all aspects of the course of study. itSMF expects all course tutors to have demonstrable knowledge in the ISO/IEC 20000 Standard and that all trainers should themselves hold the relevant ISO/IEC 20000 (or BS15000) Qualification.

It is recommended that the application is made in two stages. However if an applicant wishes to submit all course materials at the same time, this will be acceptable.

Applicants who are planning to use previously accredited material under license do not need to undergo the second stage. See section 2.4 for more details on using licensed material.

2.2 Stage 1

2.2.1 Application

For the first stage of the application three copies of the following information is required:

- **Organisation Profile** An outline of the nature and status of the organisation detailing the relationship between the unit providing training and the applicant. Full details of any franchise/license arrangements and a brief history and account of other training activities. Applicants should submit as much information as possible about the organisation, including financial status, to enable the panel to assess their viability as a business and their capability to manage training programmes effectively.
- **Staffing Details** A list of all staff who will be involved in the delivery and administration of the course, identifying individuals against particular roles. A Course Director, to whom any correspondence will be addressed, must be identified. It is expected that all organisations should have a minimum of three course tutors who can deliver the course
- **Tutor Applications** If the proposed tutors have not already been accredited, it is a requirement that these are fully completed. A CV may be attached but should not be used as a substitute for completing the form. It is recommended that the most recent experience is given first and that the applicant highlights any specific experience in areas directly related to ISO/IEC 20000. *Please note that there is a need to differentiate between formal classroom-based training experience and the delivery of presentations or informal teaching.*
- **Detailed Timetable** This should be cross-referenced to the syllabus and clearly identify the amount of time devoted to each section of the syllabus. The timetable should also include details of any practical work or use of case studies/exercises.
- **Students** The market(s) in which the organisation expects to operate, e.g. internal staff, public courses, etc. Expected student profile (previous experience, age range, etc) including the wording to be used in advertisements and policies and procedures for admission, e.g. number of candidates per course.
- **Facilities** Details of training facilities and accommodation, e.g. own premises, hotels, etc. Training brochures, and any other appropriate documents, should be included with the application.
- **Documentation** Sufficient evidence of a quality system and details of the proposed configuration management of course materials (e.g. a structured versioning system to control the release and configuration of materials). Examples of Student Feedback Forms and details of the process to support course feedback, i.e. how the organisation will improve the course based on students' comments.

ISO/IEC 20000 Qualification Scheme

The application should be submitted using the “Application Form” (Document Number 15-03-001) and be accompanied by a cheque for the appropriate accreditation fee made payable to the IT Service Management Forum Ltd. The schedule of current fees is published on the www.isoiec20000certification.com websites or may be obtained from the itSMF office.

2.2.2 The accreditation process

Two assessors, who are members of the Accreditation Panel, will form an independent view of each submission and produce an accreditation report. The assessors’ comments will be combined and the results of the application will be summarised and returned to the applicant. An initial recommendation by the assessors will be made within four weeks of receipt of the application. The assessors may:

- **Reject** the application where there are major anomalies; in the event that the application is rejected, a second accreditation fee will be required if the applicant wishes to re-submit the accreditation application.
- **Refer** the application, requesting clarification on minor points and suggesting enhancements to address minor issues. Changes that have been made since the last submission should be highlighted.
- **Approve** the application and request the applicant proceed to Stage 2 evaluation of course materials.

itSMF may make arrangements for the assessors to undertake an inspection visit if deemed necessary. The visit would normally take at least a half day and applicants must allow access to all documents, persons, premises, training materials, equipment, etc relevant to the application.

2.3 Stage 2

The Stage Two application must be received within six months of a successful Stage One application. If Stage Two is not received within this time limit, the applicant will be expected to re-submit Stage One for approval and pay a second accreditation fee for this review.

2.3.1 Information

For the second stage of the application three copies of the following information should be submitted to itSMF:

- Course material All slides, handouts, case studies, exercises and any other material issued to students
- Supporting material Lecturers’ notes, ‘model answers’ and any other used by the lecturer

The information should be provided in ‘hard copy’ (x2) and ‘soft’ copy (x1 on CD) and accompanied by a cheque for the appropriate accreditation fee made payable to the IT Service Management Forum Ltd.

2.3.2 The accreditation process

After the assessors have evaluated all materials, including course materials, a recommendation will be made to the Accreditation Panel who will then reach one of the following decisions:

- **Unconditional approval** to run the training as an Accredited Course Provider for a period of 3 years subject to satisfactory ongoing audits and exam performance.
- **Conditional approval** asking for specific aspects of the submission to be reviewed and resubmitted (with no further application fee required).
- **Refusal** giving full details of the reasons for non accreditation.

ISO/IEC 20000 Qualification Scheme

itSMF will make every endeavor to process the application in the shortest possible time. For general guidance, the application will take approximately six weeks depending on the quality of the application.

2.4 Overseas applications

All applications must be submitted to itSMF in English.

Course Providers may be expected to pay for any expenses incurred by itSMF over and above the norm in accrediting/reaccrediting and auditing.

2.5 Using licensed course materials

Any organisation seeking accreditation using licensed course materials should advise itSMF which Course Provider's materials are to be used when submitting the Stage One application.

Please Note: All delegates on all ISO/IEC 20000 courses must have access to their own working copy of both the ISO/IEC 20000 Part 1 and Part 2 documents for the duration of the course. It is also recommended that delegates are provided with a copy of the "itSMF ISO/IEC 20000 Certification Scheme – Scoping Guidelines" document, which is downloadable from the ISO/IEC 20000 Certification web site (www.isoiec20000certification.com).

2.5.1 itSMF material

itSMF has produced some course material, consisting of slides, delegate and lecturer notes, exercises and sample papers, which is available for licensing by Course Providers. The license is a one-off, lifetime usage one.

Organisations planning to license and use the itSMF material should notify the itSMF on submission of their application. itSMF will check that the relevant license is held, or applied for, before processing the accreditation.

Organisations licensing this material should be aware that it will not be updated in future. itSMF does not intend to maintain the material at all.

2.5.2 Other licensed material

ACPs are able to licence their own approved course materials to a third party without the permission of itSMF.

If there are no changes to the course materials (with the exception of the company logo), there is no need to submit the course materials. However, if there are minor changes to the original course materials, three copies of the changed material must be submitted with the Stage One application. If more than 10% of the material is affected, a normal Stage 2 application should be submitted.

It is recommended that Course Providers seek legal advice when licensing course materials. Please note that itSMF will not become involved in the commercial relationship between the licensor and licensee in the event of any dispute or query. The licensee's accreditation is dependent on the existence of a current licensing contract between both parties. Accreditation will be withdrawn from the licensee if the licensing agreement with the licensor is terminated or expires.

Once accredited, all correspondence to the licensee from itSMF will be sent directly to the newly accredited Course Provider.

2.5.3 Breach of copyright

ISO/IEC 20000 Qualification Scheme

Whilst endeavours are taken to ensure that course materials are not plagiarised, *itSMF* will not be held responsible if such materials are inadvertently accredited. If a Course Provider can prove that an organisation applying for accreditation, or already accredited with *itSMF*, has infringed copyright laws, *itSMF* will reject the application or withdraw accreditation and ask the organisation to re-submit new materials. The applicant will also be expected to pay a second accreditation fee. Please note that *itSMF* will not become further involved in any dispute between the two Course Providers.

ISO/IEC 20000 Qualification Scheme

3 Tutor competence

All courses must be run by competent tutors who have been accredited by the *itSMF*. Potential candidates for accreditation will be judged on 2 major areas:

- Service Management experience, in particular in relation to the standard
- Tutoring experience.

As a minimum, tutors must hold one of the ISO/IEC 20000 qualifications and it is recommended that potential tutors for the auditor course should have some background in formal audit techniques. The eligibility criteria for candidates wishing to attend the courses and take the exams therefore apply equally to potential tutors.

Tutor can only be accredited under the auspices of an Accredited Course Provider.

3.1 Applying for accreditation as a course tutor

The candidate should complete the 'Tutor Application Form' (Document Number 15-03-002). The completed form should be returned to the Accreditation Manager together with the appropriate fee. This form should be an original and must be signed by the Course Director. A CV may be attached but should not be used as a substitute for completing the form. Applications will be reviewed by the Accreditation Panel and a recommendation will normally be made within two weeks. The Accreditation Panel will reach one of the following decisions:

- Approve as 1st Course Tutor with no restrictions on delivering the course
- Approve as 2nd Course Tutor (expected to understudy a 1st tutor for a minimum of 4 courses)
- Refer, for clarification of information
- Reject, where the candidate is deemed unsuitable

A 2nd Tutor may provide training only whilst a fully approved tutor is present. After four courses have been completed, the Course Director may re-present the application, confirming the dates of the courses in which the tutor participated, and requesting that the tutor has their status upgraded to 1st Tutor. It is normally expected that a 2nd Tutor will observe on the first course, participate in the second and third course and then deliver the training on the fourth course under the supervision of a 1st course tutor, but this can be amended at the discretion of the 1st course tutor.

Referred applications will be reviewed on submission of the requested information.

Rejected applications will be accompanied by a reason for the rejection and where possible recommendations about remedial actions.

3.2 Duration and scope of accreditation

Once accredited, a tutor is eligible to deliver training courses for any ACP, subject to notification by the second and subsequent organizations of their intention to use the tutor.

Accreditation is indefinite except where the individual has been inactive as a tutor or practicing consultant/auditor for a period exceeding 3 years.

ISO/IEC 20000 Qualification Scheme

4 General

4.1 Notification

The Accreditation Panel's decision on any type of application will be communicated in writing to the applicant.

4.2 Advertising

Once accredited, Course Providers are authorised to use the “**itSMF Accredited**” logo in relation to the accredited course(s). A soft copy of the logo will be provided on achieving accreditation. Course Providers are not able to refer to *itSMF* in any way if the course has not been accredited by the relevant Panel.

Prior to submitting an application for accreditation, Course Providers are not permitted to advertise their intention to offer training leading to the *itSMF* ISO/IEC 20000 Qualifications. Breach of this rule may lead to rejection of the application. Course Providers wishing to publish brochures (which are subject to lengthy lead times) while an application is under consideration are permitted to use the following wording:

“Accreditation for the *itSMF* ISO/IEC 20000 Qualification scheme has been applied for”.

4.3 Changes

It is an implicit condition of Accreditation that Course Providers are expected to comply with any changes in regulations or the syllabus that the Accreditation Panel may, from time to time introduce. Course Providers will generally be given at least six months notice of significant changes. Failure to comply with changes may lead to withdrawal of accreditation.

Course providers **must** notify *itSMF* of any changes to:

- the Course Director
- the timetable and course material that are other than cosmetic changes
- the tutors to be used for delivery

4.4 Re-accreditation

At the end of each accreditation period, Course Providers may apply for Re-accreditation. Applications should identify any changes to the course material and be accompanied by the relevant fee.

The Accreditation Panel will conduct a review and may wish to visit the Course Provider. If the review proves satisfactory, accreditation will be renewed for a further three year period.

5 Compliance

ACPs must comply with all the regulations defined in this document, the associated **Scheme Description** and any instructions issued by *itSMF* in connection with maintaining the integrity of the examinations.

5.1 Audits

All ACPs may receive an audit visit during the three-year accreditation period. *itSMF* will monitor the performance of ACPs in a variety of ways, e.g. by assessment of examination results and by short notice audit visits to courses in progress. *itSMF* reserves the right to conduct audit visits with no notice being given to the Course Provider, but will in practice usually give some advance notice. Course Providers are therefore requested to notify *itSMF* of all course dates together with venue information. In the event of *itSMF* undertaking an audit visit, the resulting report will be sent to the Course Provider and to the Accreditation Panel and will be treated as "In Strictest Confidence." The Accreditation Panel also reserves the right to conduct an extra audit, or consider removing accreditation, if problems arise that are related to the training of the candidates.

5.2 Non-accredited organizations

Non-accredited organisations may not advertise that the course is an *itSMF* approved course, even if they are using accredited material under licence from an ACP.

However, they may offer courses on behalf of an Accredited Provider. Any advertisements must make it clear that the course is approved for the ACP only. Non-accredited organisations are permitted to use the wording:

"This course is presented on behalf of [non accredited organisation] by [Accredited Course Provider's name] who is an itSMF Accredited Course Provider."

All communication from *itSMF* will be made via the accredited ACP. All invoices will be sent to the accredited Course Provider. All examination requests must be completed and returned to *itSMF* by the Accredited Course Provider. The ACP will be responsible for all fees that have been incurred by the third party.

5.3 Non-compliance

Accreditation may be withdrawn at any time if accredited courses are being offered that do not comply with those specified at the time of accreditation. For example, due consideration will be given to the current quality of teaching staff, materials, teaching environment and candidate results. Course Providers must not make misleading claims regarding courses and must ensure that where problems are identified that prompt appropriate remedial action is taken.

The Accreditation Panel reserves the right to conduct an immediate audit and consider removing accreditation if examination results consistently fall below that of the current average pass rate.

ACPs offering events through a non-accredited organisation are responsible for ensuring that all rules are adhered to. Infractions of the rules by the non-accredited party may lead to the withdrawal of accreditation from the ACP.

ISO/IEC 20000 Qualification Scheme

6 Accreditation fees

Fees will be levied by *itSMF* in respect of:

- Accreditation - payable on application and non-refundable.
- Re-accreditation - payable on application and non-refundable.
- Examinations - invoiced on submission of papers for marking.
- Late cancellation of examinations
- Major review work
- New Course Tutor Applications

All fees are set to cover the costs of administering the *itSMF* processes and some may be set at zero. The schedule of current fees is published on the www.isoiec20000certification.com website or may be obtained from the *itSMF* office.

7 Examinations

7.1 Requesting an examination

Examinations are held as part of an accredited training course. ACPs wishing to hold an examination should notify the *itSMF* a minimum of two weeks in advance of the required date. However, ACPs should endeavor to give as much notice as possible, particularly if requesting the *itSMF* to provide an invigilator.

When requesting an examination, ACPs must identify:

- the ACP organization
- the examination type
- the course start date
- the number of candidates expected to take the examination
- the names of the tutor(s) running the event
- the name of the invigilator (if using own staff) or request for an *itSMF* invigilator (UK only)
- the address to send the examination materials
- the location of the examination (if different)
- any special circumstances about the event and/or candidates

The requested number of examination papers will be dispatched to the nominated invigilator to arrive in good time prior to the examination date, together with a control sheet and instructions for the invigilator.

7.2 Overseas Examinations

Course Providers should give the *itSMF* as much notice as possible of any wish to hold examinations overseas. Every effort will be made to ensure that examination provision requirements are met.

7.3 Invigilation

All examinations will be monitored by one or more invigilators, appointed or approved by *itSMF*. The essential requirement is that they should not have been involved in any way with the actual teaching of candidates. This means that for exams held on a Course Provider's premises (including ones used purely for that occurrence), another member of the provider's staff can act as invigilator, but not the tutors.

Invigilators will be provided with a set of instructions with each batch of examination papers.

It is the responsibility of the invigilator to ensure that the papers are kept secure until the time of the examination and to follow the instructions issued with the papers.

All examination papers bear a pre-assigned candidate number and it is the responsibility of the invigilator to ensure that candidates receive the correct paper as recorded on the control sheet.

7.4 Copyright

All papers remain the copyright of *itSMF*. Copying of papers is **not** permitted and all papers supplied to the invigilator **must** be returned to *itSMF* after the examination has taken place. This includes any unused papers.

Any ACP found to have breached these rules will be subject to sanctions, which may include the immediate withdrawal of their accreditation.

7.5 Sample Examination Papers

A sample examination paper is available on request for both candidates and Course Providers. Sample papers also remain the copyright of *itSMF* and Course Providers may only use sample papers for accredited courses.

7.6 Marking of Examination Papers

itSMF examiners are responsible for the marking of all examinations.

When marking written assignments, markers will have the results of the MCQ (Multiple Choice Question) papers and may use these results in determining the final mark for the assignment.

Written assignment papers are handled as follows:

1. Papers are returned to the office by the invigilator
2. Any information that might identify the ACP or the candidate – other than the candidate number – is removed
3. The paper is copied twice and the copies sent to two separate examiners for marking. (The examiners will not have been involved in the course delivery, nor have an interest in the candidates in any way)
4. The examiners mark the scripts using marking guidelines and giving the benefit of the doubt to the candidate where appropriate
5. The examiners' marks are compared and if they are within 2 marks and there is a clear pass or failure, the average is used
6. If the difference is greater than 2 marks, then the markers discuss the situation and seek an agreed mark
7. Where the markers cannot reach a consensus, a third marker will be asked to moderate
8. Where a result is borderline, i.e. an assignment mark is less than 12.5 or the combined assignment and MCQ marks lead to an overall mark greater than 50% but less than 65%, the whole paper is reviewed and moderated

A candidate who fails has therefore been thoroughly and independently assessed by at least two examiners who are both convinced the candidate does not merit a pass.

Benefit of the doubt is always given both in marking and moderation, but the ultimate aim of the process is to ensure those who deserve to pass do so and those who don't, do not.

7.7 Examination Results and Certificates

Candidates will be notified of results within two weeks of Auditor examinations and six weeks of Consultant examinations.

Course Providers will also receive a copy of the results of their candidates, unless itSMF are specifically requested not to do so by the candidate.

7.8 Invoicing

itSMF will raise all invoices after the completed exam papers are returned to the office.

All invoices should be paid within 30 days. If an invoice remains outstanding after 90 days, the account will be placed on stop and the Course Provider will not be able to book examinations or receive any services from itSMF until the overdue account has been paid in full.

7.9 Appeals

All appeals must be submitted via the ACP.

Appeals will not normally be entertained on the basis of marks awarded. In the case of MCQ questions, the answer is either right or wrong. In the case of written assignments, the quality process described in 7.5 means that it is exceedingly unlikely that any error has occurred.

All appeals must be submitted in writing clearly stating the reason for the appeal together with any justification and supporting evidence.

ISO/IEC 20000 Qualification Scheme

itSMF will consider the appeal on its merits and respond within 10 working days and may charge a fee for unsuccessful appeals.

The appeal decision is final

7.10 Re-sits

A candidate failing the Auditors examination may re-sit the MCQ paper.

A candidate failing a single element of the Consultant examination may re-sit that element; the new score will be added to the pass mark for the other element attained at the original sitting. This may or may not lead to an overall pass.

A candidate who has passed each element, but has failed to achieve the overall 65% pass rate, can decide to re-sit either or both elements. If re-sitting a single element, the previous paragraph applies. If re-sitting both, the new scores will be used to calculate the final result.

As examinations are only held as part of an accredited course, candidates will need to make arrangements with their ACP to re-sit an examination at a convenient date.

8 Contacts

Rosie Young
Qualifications Administrator,
150 Wharfedale Road,
Winnersh Triangle,
Wokingham,
Berkshire,
RG41 5RB

Rosie.young@itsmf.co.uk

Telephone: +44 (0)118 918 6519
Fax: +44 (0)118 969 9749