



The IT Service Management Forum

**Application for Accreditation of Course Providers for Training of
ISO/IEC 20000 Auditors and Consultants**

Contact Name	
Job Title	
Organisation Name	
Address	
Postcode	
Phone Number	
Fax Number	
Email Address	
<u>Organisation Profile</u> 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.	
<u>Staffing Details</u> 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, Application to become an Accredited Course Tutor, (Document Number 15-03-002). It is recommended that the most recent experience is given first and that the applicant highlights any specific experience in areas directly related to BS 15000. 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.

Are you applying to use itSMF materials Yes/No
Is this a Stage1 or Stage 2 application.

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.