



## TL 9000 Informational Alert

<b>1. Originating Workgroup:</b>  Workgroup: Oversight Work Group  Contact: <a href="mailto:contact@questforum.org">contact@questforum.org</a>	<b>2. Alert Number:</b>  07-003A
<b>3. Documentation Affected:</b> Qualification and Experience Requirements for TL 9000 Registrar Auditors	<b>4. Issue Date:</b> 2007/06/15
<b>5. Reason for Alert:</b>  Clarify the revised qualification and experience requirements for TL 9000 Registrar Auditors and the effective date of these requirements.	
<b>6. Description:</b>  Appendix G of the R3.0 Requirements Handbook was revised in conjunction with the release of the R4.0 Requirements Handbook and is now posted on the <a href="http://tl9000.org">tl9000.org</a> web site as "Qualification and Experience Requirements for TL 9000 Registrar Auditors" ( <a href="http://tl9000.org/abcb/documents/TL_9000_Auditor_QualificationsR4.1.pdf">http://tl9000.org/abcb/documents/TL_9000_Auditor_QualificationsR4.1.pdf</a> ). The effective date of the new requirements was not made clear when issued and questions have arisen about the calculation of Continuing Professional Development days.	
<b>7. Comments:</b>  The document referenced above was approved by the OSWG in 2006 with the intent of its becoming effective on January 1, 2007. The three-year qualification maintenance period noted in the document began on that date for any current TL 9000 auditor working for a registrar. The three-year qualification maintenance period for any individual becoming a TL 9000 registrar auditor after that date begins on the date the registrar qualifies that individual as a TL 9000 auditor, no matter the classification. As all audits performed after June 30, 2007 must be against TL 9000 R4.0/R4.0, every TL 9000 registrar auditor performing audits after that date shall be classified as a Telecom Industry Experience Auditor (TIEA), a TL 9000 Lead Auditor, or a TL 9000 Auditor, as defined in the document referenced above.  In the event that a TL 9000 Lead Auditor is not witnessed in the first 12 months of this first three year period (i.e. prior to January 1, 2008) s/he will revert to the TL 9000 Auditor status until such time that s/he is successfully witnessed by a TIEA.	



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The document also defines a requirement for all TL 9000 registrar auditors, regardless of classification as a TIEA, TL 9000 Lead Auditor, or TL 9000 Auditor, to complete 15 hours of Continuing Professional Development (CPD) training during the three-year period to maintain their qualification. It should be noted that TIEAs are required to accrue some of those training hours by participating in QuEST Forum conferences and/or work group meetings with the intent being that some amount of the required CPD be accrued each year (i.e. not accrued once every three years). For all three classifications, the 15 CPD hours must be in topics related to the telecommunications industry, including any additional courses required by the QuEST Forum. TL 9000 Lead Auditors and TL 9000 Auditors may also accrue some of their training time by participating in the QuEST Forum conferences and/or work group meetings. Participation in these activities must be verifiable.

CPD hours will be assigned in the same manner as is utilized by RABQSA International for auditor certification. These are clock hours, not CEU's, and can fall into categories such as:

- **COURSE INSTRUCTION** – College course, non-college, company-sponsored by a technical or professional society or by an independent consultant. *(Same course only considered once during a three-year period)*
- **FORMAL / SHORT COURSE PARTICIPATION** – College course, non-college, company-sponsored by a technical or professional society or by an independent consultant, or home-study courses that are offered through independent companies. *(Must be completed for credit)*
- **PROFESSIONAL BODY ASSOCIATION MEETING (COMMITTEES)** – Committee work encompassing appropriate technical or professional society projects. Regular membership meetings, technical or professional societies. *(Meetings must be technically or professionally based)*
- **CONFERENCE, SEMINAR, WORKSHOP (INCLUDING IN-HOUSE)** – Conferences, seminars, workshops, and forums sponsored by a company or technical society organization. *(Must encompass appropriate technical content)*

As noted above, these 15 CPD hours must be verifiable as being related to the telecommunications industry. It is the CB's responsibility to oversee this process for their TL 9000 auditors. Hours applicable to each on-line course can be found at:

[http://tl9000.org/training/tl\\_training-curr-auditor.htm](http://tl9000.org/training/tl_training-curr-auditor.htm) .