



# Authorized Training Provider Application Process

---

**QuEST Forum Training Sub-Team  
10 August 2015**

This document describes the process and provides guidance to organizations that wish to become Authorized Training Providers for the QuEST Forum.

Document Title: QuEST Forum Authorized Training Provider Application Process	Document No.: QFP-025
Owner: Training Sub-team	Version: 3.0
Approved by: Oversight Work Group	Effective Date: 2015-08-10

## 1. Introduction

QuEST Forum developed the Authorized Training Provider Application Guide and process for organizations interested in attaining QuEST Forum Authorized Training Provider status. This guide provides a general overview of the organization and Authorized Training Provider program and also guides prospective applicants through the eligibility requirements and application process. The goal of QuEST Forum's Authorized Training Provider program is to establish a standard set of criteria by which Training Providers become authorized to deliver QuEST Forum Sanctioned Training Courses.

## 2. Purpose and Benefit of QuEST Forum Authorized Training Provider Status

QuEST Forum was formed in 1998 to improve global telecommunications quality and promote industry-wide performance excellence. Through the implementation of a common set of quality requirements, the collaborative activities of its global workgroups, an emphasis on industry best practices, and the delivery of a leading-edge measurement system, QuEST Forum advances the quality, reliability, and performance of telecom products and services around the world.

QuEST Forum provides comprehensive instructor-led and web-based training courses on a range of topics, geared to all levels of TL 9000 adoption and implementation. The curricula and materials for these training courses are developed and approved by the QuEST Forum to ensure that participants receive current, accurate information on the industry-accepted interpretations of the TL 9000 Requirements and Measurements Handbooks. These copyrighted courses are only available via the QuEST Forum on-line training facility and through QuEST Forum Authorized Training Providers.

QuEST Forum is a global organization, and in support of its vision and mission it is QuEST Forum's goal to have Authorized Training Providers located in the various global regions.

Becoming a QuEST Forum Authorized Training Provider allows an organization to present these instructor-led and web-based training courses to its clients, as well as display the QuEST Forum logo on its website and training materials. Authorized Training Providers also have the opportunity to be involved with QuEST Forum activities including regional Best Practices conferences and development of the TL 9000 Handbooks.

## 3. Organization Eligibility

Organizations that wish to become QuEST Forum Authorized Training Providers will meet the following requirements:

- Must be incorporated, chartered or otherwise recognized as a legal business entity, and
- Have been in business for at least two (2) years and operating under the conditions described in the application for at least six (6) months, and
- Have a well-defined organizational structure in which the authority and responsibility for administering education and/or training activities, courses, or programs is assigned to a particular unit, and
- Must be ISO 9001 registered to the current version, or meet appropriate Training Provider certification requirements and provide evidence thereof to the QuEST Forum, and
- If not a QuEST Forum Member, shall commit to join the QuEST Forum as a Liaison Member and actively participate in the QuEST Forum Oversight Work Group, and

Document Title: QuEST Forum Authorized Training Provider Application Process	Document No.: QFP-025
Owner: Training Sub-team	Version: 3.0
Approved by: Oversight Work Group	Effective Date: 2015-08-10

- Is willing to commit to have at least one (1) instructor complete the QuEST Forum Master Trainer Process, and
- Can provide required supporting documentation with the application.

NOTE: If the organization is a Certification Body (CB) or related to a CB that has provided management system consulting services and/or paid private training to a particular client, the organization may not conduct certification services for that client, nor may they supply auditors for a period of two years after the services were provided (refer to [Code of Practice for TL 9000 Certification Bodies](#), latest version). Any policies established by the organization's Accreditation Body (AB) supersede this if they are more stringent.

#### 4. Application Submission

Interested training providers may download the application at <http://tl9000.org/training/providers.html> or contact the QuEST Forum at [information@questforum.org](mailto:information@questforum.org).

The application must be completed in its entirety and submitted along with all required supporting documentation to:

QuEST Forum  
1255 West 15th Street, Suite 800  
Plano, TX, 75075 USA  
Main Phone: +1-972-423-7360

#### 5. Application Review Process

When an application is submitted to QuEST Forum, an initial check is made to ensure all necessary information is included and the application is then sent to the QuEST Forum Training Sub-Team for evaluation. Only members of the Training Sub-Team who are not associated with training providers or employees of the applicant will participate in the application review process. If the candidate ATP is related to a CB, the reviewer should not be from a company that is a client of the CB or be associated with the CB itself. The Training Sub-Team reviews the application and determines whether the applicant meets the criteria to become an Authorized Training Provider.

If the application is not complete, QuEST Forum contacts the training provider and requests the additional information. If the necessary information is not provided in a timely manner, the application is returned to the applicant.

##### ***Typical Timeline***

Review by the Training Sub-Team typically takes about 60 days from receipt of the application from QuEST Forum staff. Should the Training Sub-Team have any questions about the application, they will ask QuEST Forum staff to contact the applicant.

##### ***QuEST Forum Staff Role in the Application Process***

QuEST Forum staff are the official point of contact with the applicant during the process. Should the applicant have questions while the application is in process, QuEST Forum staff should be the only ones contacted.

Document Title: QuEST Forum Authorized Training Provider Application Process	Document No.: QFP-025
Owner: Training Sub-team	Version: 3.0
Approved by: Oversight Work Group	Effective Date: 2015-08-10

### ***Recommendation Decision***

Once the Training Sub-Team completes the review of the application and accompanying supporting documentation submitted and determines the applicant meets all required criteria, application is accepted and the applicant becomes a QuEST Forum Authorized Training Provider. Full authorization and ability to provide QuEST Forum Sanctioned Training Courses occurs after the applicant completes the Master Trainer Qualification process and an agreement is executed with QuEST Forum.

If the application is rejected then QuEST Forum staff informs the applicant of the decision and reason for the decision. The applicant may appeal the decision (refer to Section 7 of this document).

## **6. Actions for New Authorized Training Providers**

### ***Master Trainer Qualification***

After the applicant is accepted as a QuEST Forum Authorized Training Provider, the organization is notified by QuEST Forum staff and sent a copy of the Master Trainer Qualification Process. The new Authorized Training Provider must identify at least one (1) instructor to be qualified as a Master Trainer. The QuEST Forum Training Sub-Team will work with the Training Provider throughout the Master Trainer Qualification Process. It is recommended that the Master Trainer Qualification Process be completed within one year of notification by QuEST Forum. If a Supervisory Master Trainer is employed by the applicant, this fulfills the Master Trainer requirement.

If the training provider does not successfully complete the Master Trainer Qualification Process, QuEST Forum staff contacts the organization to determine if they still wish to complete the process. If the organization does not wish to complete the Master Trainer Qualification Process, the QuEST Forum Chief Operating Officer, Oversight Work Group and Regional Leadership are notified and the application process is terminated.

### ***Contractual Agreement with QuEST Forum***

On completion of the Master Trainer Qualification Process, QuEST Forum staff initiates an agreement to be signed by the organization and QuEST Forum. On execution of the agreement, QuEST Forum staff sends the new training provider a welcome letter which includes the link to download Sanctioned training materials from the Filestore. The QuEST Forum website is also updated with the training provider's information. The ATP must provide QuEST Forum the name and contact information of the primary contact for QuEST Forum communication.

If the training provider is affiliated with a Certification Body, the appropriate Accreditation Body is also notified of the organization becoming a QuEST Forum Authorized Training Provider.

### ***Reporting Requirements***

At the end of each calendar quarter or upon request by QuEST Forum, the training provider will submit course delivery information including:

1. Number of QuEST sanctioned courses conducted
2. Number of attendees
3. Course revenue

Document Title: QuEST Forum Authorized Training Provider Application Process	Document No.: QFP-025
Owner: Training Sub-team	Version: 3.0
Approved by: Oversight Work Group	Effective Date: 2015-08-10

4. Royalty fee(s)
5. Number of students passing courses with exam
6. Copies of all evaluation forms or surveys (or a summary)
7. Number of CANCELLED QuEST Forum courses
8. Reason(s) class was cancelled
9. Upcoming class information

## 7. Appeals Process

An applicant that is not deemed by QuEST Forum to meet the requirements to become an Authorized Training Provider may appeal the decision. Any request for reconsideration must be made in writing to QuEST Forum within 30 days of being notified of non-selection. The right to request reconsideration shall be waived if the request is not made within the 30-day period.

The applicant must provide evidence that:

- QuEST Forum committed an error or violated its procedures;
- QuEST Forum made an oversight in its decision-making process; or
- Matters have arisen in the activity, course, or program since the application submission or the QuEST Forum decision that might indicate current compliance with the criteria.

QuEST Forum forwards any appeal requests received to the Training Sub-Team for review. If the appeal is granted, the Training Sub-Team communicates the decision to the QuEST Forum Oversight Work Group and the process continues with Section 6 above.

If the appeal is denied, the Training Sub-Team communicates the decision to the QuEST Forum Oversight Work Group and Regional Leadership.

## 8. Maintenance of Authorized Training Provider Status

To maintain status as a QuEST Forum Authorized Training Provider, the following requirements must be met:

- Maintain ISO 9001 certification to the current version, or meet appropriate Training Provider certification requirements and provide evidence thereof to the QuEST Forum, and
- Maintain membership in the QuEST Forum as a Liaison Member, and
- Actively participate in the QuEST Forum Oversight Work Group and Training Team, and
- Maintain a minimum of one (1) instructor qualified as a QuEST Forum Master Trainer, and
- Send royalty payments to the QuEST Forum as applicable, and
- Submit training statistics to the QuEST Forum as required.

## 9. Termination of Authorized Training Provider Status

In the event an organization fails to meet the above requirements to maintain Authorized Training Provider status, this status will be terminated in accordance with the agreement between the training provider and QuEST Forum.

Document Title: QuEST Forum Authorized Training Provider Application Process	Document No.: QFP-025
Owner: Training Sub-team	Version: 3.0
Approved by: Oversight Work Group	Effective Date: 2015-08-10

Upon notification by QuEST Forum, the training provider will delete all electronic copies of TL 9000 sanctioned training material, destroy all printed copies, and remove all references to TL 9000 sanctioned training courses from the company's website and other marketing materials. QuEST Forum will remove the training provider from the list of Authorized Training Providers on the TL 9000 website. Note: Any qualified Master Trainers employed by the training provider will be removed from the list maintained on the QuEST Forum website, unless they subsequently join another Authorized Training Provider.

## 10. Reference Documentation

[QuEST Forum Authorized Training Provider Application Form](#)  
[Master Trainer Qualification Process](#)  
[Code of Practice for TL 9000 Certification Bodies](#)

Document Title: QuEST Forum Authorized Training Provider Application Process	Document No.: QFP-025
Owner: Training Sub-team	Version: 3.0
Approved by: Oversight Work Group	Effective Date: 2015-08-10

## 11. Revision History

Change to Revision	Description/DCR Number	Date	Name
1.0	Initial release	2011-10-17	Marion Bize
2.0	Add provision for utilizing Supervisory Master Trainer and termination of training provider status. Added Revision History and QFP header.	2013-03-08	Marion Bize
3.0	Updates to clarify process. Added details of reporting requirements.	2015-08-10	Marion Bize