

Document Title: TIA QuEST Forum Master Trainer Qualification	Document No.: QFP-014
Owner: Training Sub-team	Revision: 2
Approved by: Oversight Working Group	Effective Date: 2022-06-01

1. POLICY

It is TIA QuEST Forum’s policy to ensure the competency of authorized training providers to deliver TL 9000 training courses accurately, provide mentoring and support to Master Trainers and ensure that sanctioned training provider services are aligned with TIA QuEST Forum objectives.

2. PURPOSE

The purpose of the procedure is to describe the process used by TIA QuEST Forum to qualify Master Trainers.

3. DEFINITIONS

Sanctioned TL 9000 training courses / material – Training required by the Oversight Working Group that is intellectual property owned and licensed by TIA QuEST Forum.

Authorized Training Provider – Training providers selected by TIA QuEST Forum in accordance with the TIA QuEST Forum Authorized Training Provider process.

Master Trainer (MT) – Lead trainers in TIA QuEST Forum authorized training provider organizations qualified by the TIA QuEST Forum to teach sanctioned TL 9000 courses and qualify instructors in their organizations for each course.

Supervisory Master Trainers (SMT) – Master Trainers certified by the TIA QuEST Forum to qualify authorized training provider Master Trainers. May also function as Master Trainers within their organizations.

Candidate Master Trainer (CMT) – A trainer from a TIA QuEST Forum authorized training provider seeking qualification as a Master Trainer.

4. SCOPE

The scope of the procedure covers the process to qualify Candidate Master Trainers (CMTs), and the requirements to remain a Master Trainer. This procedure applies to SMTs, CMTs, MTs, Authorized Training Providers, and the TIA QuEST Forum Training Team. The procedure encompasses all TIA QuEST Forum sanctioned training courses. TIA QuEST Forum approved courses are not included.

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5. RESPONSIBILITIES

Table A – Roles and Responsibilities

The following table describes responsibilities for assigned tasks within the procedure.

Area	Responsibility
Maintain at least one TL 9000 qualified Master Trainer. Provide candidates for Master Trainer qualification.	Authorized Training Providers
Act as coaches and mentors to qualified Master Trainers, providing 48 hour email response to MT requests for assistance. Administer CMT exams. Qualify CMTs.	Supervisory Master Trainers
Meet qualification requirements for MT, act as lead TL 9000 trainers in authorized training provider organizations, and qualify instructors in their organizations to teach each sanctioned TL 9000 course.	Master Trainers
Selects SMTs to oversee the CMT qualification process.	Training Team
Review and approve the CMT qualification process.	Training Team

6. REFERENCES

Master Training Exam and Master Trainer Qualification Form TIA
 QuEST Forum Individual Certification Criteria

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7. PROCEDURE

7.1 Supervisory Master Trainer Qualification Criteria

7.1.1 Initial Criteria for Qualification:

- Shall be certified TL 9000 Expert.
- Shall have achieved Master Trainer status.
- Shall have acted as an instructor for the sanctioned TL 9000 auditor course.
- Shall be evaluated and approved to have satisfactory qualification by the TIA QuEST Forum Training Team.

7.1.2 Criteria to Maintain Qualification:

- Shall maintain membership in TIA QuEST Forum Work Groups (Oversight and IGQ); may opt to participate on the Training Team.
- Maintain certified TL 9000 Expert status.

7.2 Master Trainer Qualification Criteria

7.2.1 Initial Criteria for Qualification:

- Should have Information & Communication Technology (ICT) industry experience, or the equivalent as judged by the TIA QuEST Forum Training Team.
- Shall submit his or her academic credentials and resume to the TIA QuEST Forum Training Team for review and approval.
- Shall be fluent in English or have another method of communicating with SMT.
- Shall complete the 3 step CMT process in sequential step order. Shall successfully pass an oral exam on TL 9000 details after step one and a formal critique after step 3.
- Step 3 is an observation of delivery of a TL 9000 sanctioned course. This step can be waived based upon prior objective evidence supporting TL 9000 training competency.
- Shall have previously conducted the TIA QuEST Forum TL 9000 auditing course for an authorized training provider.

7.2.2 Criteria to Maintain Qualification:

- Shall actively participate in TIA QuEST Forum activities (Working Groups, Regional Hubs, etc.), at least virtually.
- Should instruct the TIA QuEST Forum TL 9000 Auditing course annually, opportunities permitting.

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7.3 Candidate Master Trainer Qualification Process

The CMT qualification process involves three separate steps. Step 2 is an oral exam with a SMT. Step 3 is delivery of the sanctioned TL 9000 Auditing course under the supervision of a SMT. The use of multiple SMTs is encouraged for Steps 2 and 3 whenever possible. Where a single SMT is used, the CMT will have an opportunity to agree to the SMT to avoid a conflict of interest.

7.3.1 Step 1

The CMT must successfully complete the following training with an existing TIA QuEST Forum authorized training provider:

- TL 9000 Quality Management Systems Auditing course
- TL 9000 eLearning Measurements and Requirements courses or the instructor-led equivalent
- All delta training issued after the above training was completed

Validation of successful completion is done via receipt of the applicable course completion certificates by the TIA QuEST Forum Training Team.

7.3.2 Step 2

Upon completion of the required courses, the CMT is scheduled for an oral examination of TL 9000 with one or more SMTs. Step 2 is followed by either a recommendation for progression of the CMT to Step 3 or a repeat of Step 2. The SMT(s) may halt the oral examination in progress if the CMT has not demonstrated competency to a level sufficient to be able to successfully complete the oral exam.

CMTs may repeat Step 2 once. If the oral exam is completed virtually, the CMT is required to use a webcam coupled with audio. Speakerphones or mobile phones are not to be used during the oral examination due to less than optimal sound quality with these devices.

7.3.3 Step 3

One or two CMTs present (or co-present) the sanctioned TL 9000 Auditing course (no more than 20 students) under the supervision of one or more SMTs. The SMT provides on-going verbal critique on the CMT's course delivery. Upon course conclusion the CMT grades the student exams with SMT review. Following completion of Step 3, the SMT provides a written evaluation of course delivery strengths and areas for improvement and recommendation for either qualification of the CMT or a repeat of Step 3. CMTs may repeat Step 3 once.

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Should translators be necessary for step 2 or 3, they will be provided by the Authorized Training Provider organization. Translators shall be independent of the Authorized Training Provider organization.

NOTE: This step can be waived based upon prior objective evidence supporting TL 9000 training competency.

8. RECORDS

Records generated by this procedure are: Master Training Exam and Master Trainer Qualification Records. Records shall be kept on behalf of OSWG by the TIA QuEST Forum Administrator.

9. REVISION HISTORY

Latest Date Reviewed (Version update not required if document not revised):

Change to Revision	Description/DCR Number	Effective Date	Name
1	Conversion of QFP-014	2019-05-09	Training Sub-team
2	Conversion back to QFP-014	2022-06-01	Training Sub-team