

QuEST Forum Authorized Training Provider Application



Company Name:	Please ensure that you have read the Authorized Training Provider Application Process document prior to completing the application.
In which Region(s) will your organization provide training:	
<input type="checkbox"/> Africa <input type="checkbox"/> Asia List countries:	<input type="checkbox"/> Europe List countries:
<input type="checkbox"/> North America <input type="checkbox"/> South America List countries:	
Please note: Authorized Training Providers are expected to teach <i>all instructor-led</i> courses listed on http://tl9000.org/training/courses.html	
Authorized Training Providers are required to participate in the QuEST Forum Oversight Work Group and the Training Sub-team. Please describe your company's current or planned involvement in QuEST Forum work groups, sub-teams, conferences and activities: Attach additional information as necessary.	

Please provide the potential TL 9000 Instructional Staff information in the table below. Indicate at least one instructor who will complete the QuEST Forum Master Trainer process. (Please place a * or otherwise indicate)

Instructor Name	Years of Instruction Experience	Technical Background (include language skills)	Education (Sanctioned TL 9000 courses....)	Industry Experience in Telecom & Quality Standards
				Attach instructor resume

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Please provide the following Administrative Information in the table below:

Number of Employees	
Number of Support Staff (non-instructional) directly related to training	
Number of Offices in Region	
List Office Addresses	
List any Management System Standard Registrations (ISO 9001, TL 9000, ISO 14001, ...)	
List any Training Provider Certification Requirements	
List any Partnerships or Joint Ventures, if applicable	
List of Countries Supported with Training Services	
List Public Course Venues/Locations, what language was course presented?	
Number of Public Courses and their locations Conducted in the Last Year	

Please list the courses you currently conduct, especially any that are Telecom or Quality standards related, and any corresponding Accreditation in the table below. Attach additional information if necessary:

Course Name	Accreditation

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Please provide the following Financial/Business Information in the table below:

	Previous Year -1	Previous Year	Current Year
Total Annual Company Revenues (all offices) for the past 3 years			
Provide your Standard & Poor's Rating (if applicable) for the past 3 years			
Provide your Dunn & Bradstreet Rating (if applicable) for the past 3 years			
Other Financial Ratings (if applicable) for the past 3 years			

Please provide hard copy or electronic versions of the items below along with this completed form. Failure to provide all of the following in addition to complete responses to the above sections may delay processing time.

1. Your organization's process/procedure for internal Train the Trainer.
2. An example of training course materials, ISO 9001 or TL 9000 related.
3. Training customer satisfaction data or statistics on instructors identified as potential TL 9000 Instructional Staff taken from the last five (5) Quality Management System or Telecom-related courses instructed.
4. Any related procedures associated with the collection of data and the use of data for instructor improvement.
5. Your procedures for trainer re-evaluation/re-assessment.
6. Your process for delivering web-based training.

Are you formally affiliated with a quality management system Certification Body? Yes No

If yes, please provide details on how any potential conflict of interest would be avoided:

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Review Checklist – Have you included all the following information?

- Instructor Resumes/CVs
- Process/procedure for Train-the-Trainer
- Example of training course materials
- Training customer satisfaction data or statistics on instructors
- Procedures associated with collection of data
- Procedures for trainer re-evaluation
- Process for delivering web-based training

Name:	Title:
Date:	Signature

Submit Application to:

QuEST Forum
101 E. Park Blvd. Ste. 220
Plano, TX 75074 USA

Email: information@questforum.org
Phone: +1 972.423.7360
Fax: +1 972.423.7389

QuEST Forum Use Only
QuEST Forum received:
Forwarded to OSWG:
OSWG reviewed:
QuEST Forum notified applicant: