

EXIN Accreditation Guide

Accreditation Manual

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Preface

An EXIN accreditation is not just a regular check of your courseware and organization. The EXIN proof of accreditation is recognized worldwide as the highest standard in information management exams and trainings.

We accredit training providers, courseware providers, examination centers, trainers and Supervisors to guarantee we've met the top grade set by the profession. And because we don't provide training ourselves, both commercial as not-for-profit organizations across the globe trust our objectivity.

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Introduction

EXIN reflects the recognition and acknowledgement of quality. Organizations worldwide use our name to differentiate themselves from their competitors. EXIN feels responsible for the quality of the services offered by its partners.

The process that enables organizations to use our brand is accreditation. Accreditation covers all steps of “knowledge” through the organization of the partner; from the courseware used for trainings to the examination facilities. In this way we ensure that candidates are properly prepared to take the exam and that our information assets are protected. Training organizations, trainers, courseware, examination facilities and supervisors need to go through the accreditation process.

By becoming an EXIN Partner you have committed yourself to be an official part of the certification process of individuals. EXIN as Exam Institute is responsible for the process and its quality. The formal decision to grant a certificate to a person is our responsibility - but you play a crucial role in the process. You train the candidates, you deliver courseware material, you organize exam sessions, you supervise them. All those activities demand discipline, professionalism and integrity. As partners, we exchange confidential documents such as exam papers and results.

Through accreditation EXIN commits itself to have content experts and trained auditors to assess your procedures, courseware material and employees participating in the process of certification. The results of regular monitoring will be used to work on a continual improvement from both sides.

This guide should act as a manual and provides you information about what documents you must submit in order to obtain accreditation and what the content of these documents should be.

Commitment to Quality

The main role of EXIN is validating the competences of others through a certification process. Therefore EXIN will show to their customers and related parties that the EXIN processes have been verified by a third independent party, to the highest possible standard. This means that EXIN will make every effort to assure and prove that the EXIN business processes are based on Quality, Integrity, and Credibility.

EXIN fully understands the importance of impartiality in carrying out its certification activities. EXIN's processes are defined and designed to assure the objectivity of its certification activities. EXIN is certified conform the international ISO 9001:2008 standard and operates according to the requirements of the international standards ISO 17024 and ISO 27001.

EXIN continuously monitors the quality of exams and accreditations, and has established formal procedures to collect, investigate, and resolve complaints and appeals. Any incident involving accidental or deliberate disclosure and/or loss of information regarding examinations (e.g. exam questions, candidate's details) needs to be reported to EXIN via an email to quality.security@exin.com. The incident shall be investigated and if necessarily followed up.

As a certification body for IT Professionals, EXIN can assure it will:

- Conduct well-planned and structured evaluations;
- Operate on an impartial, consistent, comparable and reliable manner;
- Use objective criteria for assessing and evaluating competences and grading;
- Mitigate conflict of interests;
- Frequently be reviewed and advised by an independent board;
- Protect personal data, intellectual property, and confidential information and handle this with the greatest care;
- Live up to the highest ethical standards, meaning: not to engage in any deceptive, misleading, illegal or unethical business practice, including but not limited to offering or accepting bribes or other means of obtaining undue or improper advantage.

To continue to meet the high demands EXIN has set itself, annual training sessions and contractually binding agreements have been set up for all EXIN employees and other related parties or persons, who are directly or indirectly part of the certification process.

1. Types of accreditation

The following sub-sections describe the various types of accreditation that can be requested from EXIN.

1.1 Base Accreditation

All EXIN Partners must first of all deliver the base accreditation documents including a description of the company, Quality Management System, and proof of registration with a legal entity.

The Quality Management System is based on the principles of the ISO9001 certification. An EXIN Partner can show that the organization has all necessary procedures in place to support its business and safeguard employees, customers, and candidates. It is considered of utmost importance by EXIN, because it forms the base of the audits we perform at the organization.

Sample documents are available in English and Chinese to create a description of the company and a Quality Management System.

1.2 Accredited Examination Center (AEC)

EXIN Partners that want to organize EXIN exams can become Accredited Examination Centers (AECs).

Hosting EXIN Exams means that you must provide an ideal environment to the candidates while securing that the exam information is handled in a confidential manner. Samples are available to give an insight in what demands need to be met for an AEC accreditation.

Requesting accreditation to become AEC also requires you to accredit a Supervisor and an Order Person (Employee).

1.3 Accredited Training Provider (ATP)

EXIN Partners that want to provide training to their candidates must show the ability to provide suitable environments and manage all aspects of course registration, delivery, and review. This ranges from promoting the course, to hiring trainers and registering candidates. Also the room where training is provided, either at the organization or on location needs to be described or a standard for these rooms must be created. The candidates must also have the possibility to deliver feedback about the course they followed.

If the course is delivered via **E-learning**, no location is needed, but the quality of the online environment will be assessed.

1.4 Accredited Courseware for ATP & ACP

Organizations can either develop training material to use in their own trainings (Accredited Training Provider or ATP) or with the intent to sell the material to organizations who do not have the means to develop the material themselves (Accredited Courseware Provider or ACP).

Organizations that do not develop their own courseware but purchase the accredited courseware from an ACP can apply for accreditation as a Training Provider based upon the accredited courseware from a **3rd party**.

To ensure the quality, all courses that an accredited organization develops and/or wishes to deliver, should be accredited. Where the successful completion of a particular course leads to the candidate being eligible to sit an examination, the content of the course participant material will have a strong correlation to the syllabus for the exam. The exam syllabus or preparation guide expresses the topics that will be tested in the exam, and the breadth and depth of knowledge expected for each topic.

Training organizations can decide how they wish to create a suitable course out of the mandatory topics. A course designer has to create a number of sessions that collectively will cover all the necessary learning points; building knowledge in a logical series of steps with appropriate consolidation activities which should ensure understanding by all course participants meeting the target audience description.

1.5 Accredited Trainer

To be able to teach accredited courses that comply with the exam entry requirements it is necessary for the trainer to be accredited. In order to provide individuals with the status of an Accredited Trainer, EXIN will assess whether this trainer is sufficiently qualified to deliver such courses according to the requirements defined by EXIN or the examination authority. A resume and the proper certificates need to be submitted to EXIN.

Freelance Trainers

It is possible to become accredited as a Freelance Trainer with EXIN. This means that the trainer will be registered as a trainer directly with EXIN. The Freelance Trainer can then be added as a trainer by an EXIN Accredited Training Provider. It is not possible to provide training without being added by an Accredited Training Provider. The accreditation process for a Freelance Trainer can be requested directly at EXIN and follows the same requirements for an Accredited Trainer employed by an ATP.

1.6 Accredited Employee and Accredited Supervisor

To safeguard the quality and integrity of the exams, only Accredited Employees (AE) and Accredited Supervisors (AS) are allowed access to the exam materials. Exam sessions must always take place under the supervision of an Accredited Supervisor.

The Accredited Examination Center needs to request accreditation for at least one employee and at least one Supervisor.

The non-disclosure agreement affirms that the individual will be responsible for following EXIN and AEC defined requirements to ensure the integrity of the examination at all times.

1.7 University Accreditation

An official state university or college can request accreditation as AEC and/or ATP. If registration papers stating the legal status of the university are sent to EXIN, it is considered proof that the university has necessary means to provide quality trainings and host exams. There is no need to provide AEC- or ATP base accreditation documents, since a government approved educational institute is already subject to periodical inspection.

1.8 Adding Other Locations to Your Accreditation

Additional offices

As a head office who is accredited by EXIN, it is possible to add local offices to your organization. Additional offices may be added only upon request by the head office. The head office is responsible for all activities of the additional offices. Non-conformities discovered at the additional office(s) will be communicated to the head office, and may reflect on the accreditation status of the head office and any additional office(s).

Affiliates

It is also possible to add third party organizations to the accreditation; those are affiliates. As carrier of the main accreditation the parent is responsible for the activities offered by the affiliates under its name. The parent is also responsible for non-conformities discovered at affiliates. Procedures must be submitted how the affiliate will be informed of all changes regarding accreditation and to make sure they meet all EXIN requirements.

During an audit visit procedures to ensure that the office or affiliate have the same standard as the parent company will be checked. The office or affiliate is also subject to regular checks and auditing.

From the 1st of January 2015, a time cap of one year will be placed on the length of time that an organization is permitted to retain the status of an Affiliate. This is only applicable for Affiliates that offer products from the Global Best Practice portfolio of AXELOS Limited. (*Note: Early 2015, AXELOS will consult with its licensed affiliates regarding this matter.*) The ATO Scheme Brochure states that your organization cannot be registered as an Affiliate for delivery of ITIL at the same time as being accredited as an ATP for ITIL or for any other GBM product for that matter.

Brokers/ Resellers

A Broker/ Reseller is an organization that enters into a commercial agreement with an ATP to advertise, sell and/or schedule courses on the behalf of the ATP for courses within Global Best Practice portfolio e.g., ITIL®, PRINCE2®. EXIN should be notified of these organizations so that they can be monitored to ensure they comply with the IP guidelines.

2. Accreditation criteria

For each accreditation entity, the submission will be evaluated by the following criteria:

2.1 Base Accreditation

General Description of the Company

- B.1 The general description of the company will provide an impression of the size and goals of the organization. It provides an outline for the scope of the Quality Management System. The number of employees, the different departments, the management structure and the target audience and/or mission of the company should be included.

Quality Management System

- B.2 There is a suitably documented and operational Quality Management System in place. An ISO9001 certificate is also accepted as proof of a suitable Quality Management System. Policies and procedures should be defined to cover, as a minimum, Human Resources Procedures, Data Protection, Security, Internal Audit and Management Review, Continual Improvements, Complaint Handling (including Appeals) and Document Control, including version numbers and a change log for all accreditation documents is mandatory to monitor the changes in submitted material.

The level of detail within the documentation should be appropriate for the size and complexity of the organization.

Proof of Registration

- B.3 A proof that the company is registered at the Chamber of Commerce or similar entity applicable to the country where the organization is located.

Accreditation Agreement

- B.4 Upload the signed accreditation agreement. This agreement is available from the EXIN online portal "MyLogin" after you received the log in details. The name on the accreditation agreement should match the name on the proof of registration.

2.2 Accredited Examination Center

Description Exam Location

- E.1 Any room to be used for hosting exams must allow for the candidates to be situated reasonably far apart or in self-contained cubicles.

They also need to be equipped with a clock visible to all candidates. There should be adequate lighting; reasonable temperature and air circulation conditions.

Marketing and Promotional Material

- E.2 An example of a brochure, flyer or website (link or screenshot) that promotes the offered exams. Correct use of exam descriptions, copyright regulations and trademarks/logos as described in the IP Guidelines is mandatory.

Intake and Registration Procedure

- E.3 The procedure that describes the way candidates can register and pay for exams. Also pre-requisites, if applicable, must be checked upon registration. A description of how and how long the data is stored is mandatory. EXIN requires you to store this data for a period of at least three years, so that the evidence may be checked during one of our triennial audits. Candidates must be informed about all examination details as described in the preparation guide or exam syllabus.

Exam Session Procedure

- E.4 Facilities must exist that allow for exam papers to be stored securely. Procedures must define how exam papers are to be handled before, during, and after the exam sitting, to ensure their integrity and speedy return to EXIN. If the shredding declaration is used, a scanner and shredding machine or service must be present and a log must be maintained.

Supervisors must be aware of their responsibility. They must know the content of the Supervisor Guide and fulfill their duty honestly and responsibly. The Supervisor Guide is available for downloading at the online portal MyLogin.

IT/ Infrastructure Facilities

- E.5 Where exams will be taken on-line, the IT infrastructure must be compatible to EXIN's examination software QuestionMark Perception. This includes the internet software, security settings, printing and contingency. More information about the current recommended settings and software can be found under the sample button next to the upload section in MyLogin.

2.3 Accredited Training Provider

Description Course Location

- T.1 If the organization has premises of their own, plans and photos of the facilities can be provided in combination with information about room layout, equipment, break rooms, etc.

If the organization intends to utilize public venues such as hotels and conference centers, the suitability criteria used for assessing such venues should be provided. This could be in the form of a checklist that marks off all requirements for a training room.

All rooms must be large enough to accommodate the course participants in a manner that facilitates effective learning.

For **E-learning** courses the online environment used to deliver the training will be checked. Guidelines of each type of e-learning are available at the end of this document (see appendix 3).

Marketing and Promotional Material

- T.2 An example of a brochure, flyer or website (link or screenshot) that promotes the offered courses. It should also clearly describe the target audience and have the correct course description. The material must conform trademark and copyright rules as described in the IP Guidelines.

Intake Procedure Trainers

- T.3 The organization should have defined policies and procedures for resourcing their courses. These should cover the recruitment and induction of staff, either as permanent employees or as freelance trainers, and demonstrate how suitable candidates are evaluated to ensure compliance with requirements, what induction is performed to familiarize the joiner with the organization's material and procedures on how performance is evaluated and improvements initiated.

Intake and Registration Procedure

- T.4 There is a registration procedure that ensures that course participants are aware of the course details and, where necessary, checks that prerequisites are met. A description of how and how long the data is stored is mandatory. EXIN requires you to store this data for a period of at least three years, so that the evidence may be checked during one of our triennial audits.

Procedure Group Size

- T.5 There are procedures to ensure that the minimum and maximum numbers of course participants are satisfied and that related trainer capacity is managed. It should contain information on how the number of course participants is managed when exceeding the maximum amount and how a trainer is chosen for a course.

In case of **E-learning**, evidence must be provided how the number of candidates and their progress is managed.

Evaluation Form

- T.6 Course participant satisfaction
The organization should enable the course participants to give their evaluation of the training, course material and the trainer. These evaluations should be kept and used to implement improvements.

2.4 Accredited Courseware (ATP & ACP)

Trainer material

- C.1 The trainer material clearly describes how the event is intended to be run and how the course materials are intended to be used to support this.

It should have an hour to hour schedule and teaching guidelines explaining how the course is to be run. It also contains additional notes to the presentation. Solutions/marking guidelines for exercises, assignments, and sample exams should be added if applicable. A copy of the presentation material is not sufficient.

E-learning:

In case the course is delivered as E-learning course, the trainer manual should also contain information on how a trainer/mentor can be reached in case of questions and the expected response time in case of questions.

Course participant material

C.2 The material for course participants contains a lesson plan, necessary content as described in the course syllabus or preparation guide. Assignments to balance theory and practice and material to prepare the candidate for the exam (sample exam, syllabus/preparation guide) are highly recommended. EXIN requires a course to be more than just slides. For some courses a practical assignment is part of the exam pre-requisites.

The course participants material must contain:

- Description of course objectives;
- A basic course schedule;
- All topics addressed in the relevant exam syllabus to the correct level and breadth;
- All appropriate trademark and copyright statements;
- A clear structure to offer a quality learning experience.

E-learning:

In case the course is delivered as E-learning course, a log in to the E-learning environment must be delivered to EXIN. The E-learning environment should contain clear instructions on how the course is used and must contain all necessary material to prepare the candidate for the exam as described above. The courseware utilizes a good mixture of text, graphics, and/or audio facilities. There are mechanisms within the software package to consolidate learning points and test understanding.

Presentation material

C.3 The presentation material should be delivered in a readable format like PowerPoint or PDF. The content must contain:

- Description of course objectives;
- A basic course schedule; (if not already provided in the Course participant material)
- All topics addressed in the relevant exam syllabus to the correct level and breadth;
- All appropriate trademark and copyright statements;
- A clear structure to offer a quality learning experience.

All courseware developed should be strictly in accordance with appropriate trade mark and copyrights statements, if applicable for that product.

3rd party material

An ATP intending to use material licensed from another accredited organization should submit a contract signed by both parties that the course material can be used. An organization may still need to submit courseware depending upon how closely they intend to follow the design of the used material.

For example, the ATP may choose to develop different exercises or provide different or additional handouts. If using the package absolutely as designed, then the contract between the Accredited Training Provider and Accredited Courseware Provider needs to be delivered to EXIN.

2.5 Accredited Trainer

Trainer Base

I.1 Curriculum Vitae

- The trainer holds the relevant qualifications prescribed for teaching a particular course. (see appendix 1)
- The trainer has suitable practical experience as a trainer (at least 10 days)
- The trainer has suitable practical experience in the area covered by the course.
- At least 2 references must be provided and might be checked against the information in the cv.

I.2 Copy of an Official Photo ID (*e.g., national ID card/passport, driving license, military card, employer identification card*)

Trainer Module(s)

I.3 For all EXIN and BMP qualifications, the trainer must hold the certificate for the course that they wish to teach, together with additional requirements which vary by certification. See appendix 1, for a complete overview of the requirements.

2.6 Accredited Supervisor

S.1 Non-Disclosure Agreement: The Exam Supervisor knows the relevant procedures for exam sessions and acts accordingly. Information can be found in the Supervisor Guide available for downloading at the online portal MyLogin.

S.2 Copy of an Official Photo ID (*e.g., national ID card/passport, driving license, military card, employer identification card*)

2.7 Accredited Employee

O.1 Non-Disclosure Agreement: The Order Person knows the relevant procedures for ordering exams and treats all information regarding exams as confidential.

2.8 Office

EXIN Agreement

F.3 Upload the signed Office Agreement. Signed by responsible person of the Office.

2.9 Affiliate

Affiliate Agreement

F.1 An agreement between the parent company and the affiliate, signed by both parties, that confirms the parent/affiliate partnership.

Affiliate Procedure

F.2 A checklist or procedure that shows how changes in accreditation are communicated to the affiliate, how training material is exchanged, how affiliate trainers are instructed by the parent and how the quality of the affiliate is checked by the parent.

EXIN Agreement

F.3 Upload the signed Agreement. This agreement is created by EXIN after setting up the Affiliate account in MyLogin. The agreement should be signed by the responsible person from the Affiliate.

3. The Accreditation Process

Getting Started

After reaching an agreement with an EXIN sales manager, the accreditation contact person of your organization will receive access to EXIN's online portal MyLogin. The web address for MyLogin is "mylogin.exin.nl".

The Accreditation Department will set up your account details and will open up an accreditation request. The accreditation request shows all necessary documents that need to be uploaded. For each item within the accreditation request three documents can be uploaded. Multiple files can be combined, using a file compression application. (rar/.zip/.7z) Each file is limited to 30mb in size. Larger files cannot be uploaded. Please contact the Accreditation Department if it is not possible to upload material.

First Check

After you have submitted all material (each item must be filled), the items need to be checked by an accreditation employee at EXIN. To request this first check, you must send the material to EXIN by clicking on the button: Return to EXIN. The date you passed the first check will also be the anniversary date of your accreditation. The first invoice will be sent. The annual accreditation invoice will always be sent on this date.

Return to EXIN

The accreditation employee will check if all necessary information is included in the document. If items or information is missing, the request will be sent back with comments of what needs to be improved. If all information is included, the accreditation employee will send the documents to an independent auditor. If you have not submitted any material after four months, EXIN will contact you. In case of no response, the accreditation process will be cancelled.

Temporary Accreditation

If AEC documents pass the first check, a three month temporary accreditation will be granted. For ATP material the temporary accreditation will be granted for three months, if the organization has already been granted accreditation for at least one module with the same teaching method (classroom based or e-learning). Temporary accreditation will not be granted for ACP accreditation requests.

Assessment by an Auditor

Whereas the documents were only checked for completeness by an EXIN accreditation employee, the auditor will assess the content of the materials. Within three weeks, the auditor will return his report to EXIN and will have commented on each requirement of the accreditation.

The requirement item can either be classified as OK, which means that the quality of the material was according to standard, or an item can be classified as a non-conformity. The three different types of non-conformities can be found below.

Table 1, Types of non-conformities

Non-Conformity	Description	Consequence
Observation	An improvement is recommended	Improvements will be checked during the next web audit or audit visit.
Minor	The requirement has not been fully met: The finding is non-systemic and has an isolated occurrence.	Improvements need to be sent within 3 months; the implementation will be checked during an assessment of documents.
Major	There is no awareness about the requirement or about a need to follow a certain procedure. The security, integrity, and confidentiality of information (courseware, exams, results) is at risk. Material is missing or is not according to the required standards.	The procedure is missing or not in place. The partner will be asked to take immediate action. (max. within two months)

The Accreditation Department will share the results with the EXIN Partner. If there are no major observations, the accreditation will be granted. An official letter, a certificate and, if available, a wall plaque will be sent. For minor non-conformities a new audit will be opened under “audits” in MyLogin to upload updated material. If there is at least one major non-conformity, the accreditation will be deferred and updated material needs to be submitted and checked again by the auditor.

About the Auditors

EXIN accreditation audits are performed by independent, third party auditors, often experts in their area. Through this role they have the opportunity to stay up-to-date with developments in IT and the IT market. Auditors are considered to be the independent general experts that can be assigned to assess procedures and/or course materials, including conducting on-site audits (visits).

They are also experts in the field of specific modules. Their language skills are very important to make sure our Partners can apply for accreditation in their local language. All auditors are members of the EXIN Professionals Group (EPG).

Request an Accreditation

New accreditations can also be requested in MyLogin by the accreditation contact person of your organization. By choosing this option the accreditation process for new modules, Trainers, Supervisors and Employees can be started. After saving the application, you can immediately start uploading the requested material. A new Supervisor or Employee can also be added while ordering exams. You can then choose the option: "Quick Add Supervisor".

The mandatory documents for courses, like preparation guides and sample exams, can be downloaded from EXIN's PartnerNet. A website created for EXIN Partners with information about exams and news about EXIN programs. Login details will be provided upon request. For some EXIN modules, a body of knowledge (BOK) and/or basic training material (BTM) is available. This material can be adapted to create a course and consists of approximately 70% of the required content. The BOK and/or BTM can be sent to you upon request and is available without any additional costs for EXIN Partners.

Audit

On a regular base EXIN will ask you to update your material or send new material, if the requirements for an accreditation have changed. By choosing "audits" in the MyLogin menu, you can find the requests for new or updated material. Also in case of minor non-conformities following an auditor report, the updated material needs to be submitted here.

Audit Visits

Circa 3 months after the organization received the initial accreditation, the company will either be visited by an auditor or an auditor will perform a web audit using a webcam over the internet. The auditor will go through the documented procedures and will check if these have been implemented correctly. A re-accreditation audit visit or web audit will be conducted every 3 years.

Termination of an accreditation

In case you wish to terminate a person accreditation (AT, AS or AE), this can be done all year round in writing, a credit note will be sent. This credit note will cover the period from the date the accreditation department was informed about the termination (this can also be a date in the future) until the next invoice date.

Other accreditation components like offices, affiliates, course modules etc. can be terminated annually in writing, up to one week prior to the anniversary date (next invoice date).

The confirmation of the termination of this accreditation need to be sent to the accreditation department one week prior to the anniversary date in order to process the request.

Note: IPR Licenses can be terminated upon request all year round but will not be credited.

End of accreditation

If you want to terminate the Accreditation Agreement you must submit a written notice at least 3 months before the anniversary date of your agreement as laid down in the Accreditation Agreement.

If your accreditation was granted based upon a third party agreement and the third party's agreement is no longer valid or such third party's accreditation has been withdrawn, your accreditations will end automatically. We can help you find another partner; please contact us in time to avoid losing your accreditation.

The courses EXIN offers accreditation for, may vary and are to the sole discretion of EXIN. If you have been accredited for a course, but EXIN no longer offers exams and/or accreditation for this course you will be informed with a 3 months' notice prior to the change. The accreditation fee for the remaining period will be invoiced. Accreditation fees already paid will be refunded on a pro rata basis.

Accreditation can be withdrawn if you have not followed up on a non-conformity resulting from an audit, assessment or other way of monitoring within one month.

Accreditation can be immediately withdrawn if your organization is proven guilty of fraud or if your organization does not comply to the financial obligations as specified in the agreement with EXIN.

4. Maintenance procedures

In this section, the activities are described which need to be performed to maintain the accreditation. It elaborates on changes, audit visits, and non-conformities discovered during the accreditation period.

Changes that need to be approved before implementation

The following changes should always be sent to EXIN for approval. The Accredited organization needs to send any changed documents along with a brief summary of the changes.

Change	Need to Provide	Timeline feedback
Change of ownership	Contact EXIN to define documentation	Two weeks
Changes in the course content	Courseware	Two weeks
Changes in the course duration	Course Program	Two weeks
Changes in the trainers delivering training courses.	Name of trainer	Two weeks

Changes that need to be reported directly (independent of accreditation status)

The following changes should be reported to EXIN within thirty days, along with a brief summary of the changes. No approval is required before implementation:

- Changes in contact person
- Changes in address details
- Third party agreements between ACPs and ATPs ended

Non-reportable changes

The following changes do not have to be reported to EXIN:

- Changes in the spelling or grammar in the material
- Changes in the lay-out of the material

Other changes

EXIN will decide how to deal with any other changes in addition to the ones described above.

Website audit

Every year all EXIN Partners will be audited by means of a website audit. The objective of this audit is to check if our partners live up to the accreditation requirements on their websites, especially regarding the use of the correct usages of the copyright and trademarks. Items that will be checked are: correct mentioning of the copyright and trademarks, correct usage of the accreditation logos, courses and products mentioned on the website.

Audit visit

All EXIN Partners will be audited on a regular basis at least once every three years. These refresh audits might also take place at one of the EXIN Partner's offices or affiliates. These regular audit visits will take a maximum of half a day. EXIN will inform the EXIN Partner at least one month in advance. Besides these regular audit visits, incidental audits can take place. These incidental audit visits might be performed not only at the head quarter of the EXIN Partner, but also at offices and or affiliates of that EXIN Partner. The EXIN Partner is expected to offer complete cooperation in all audit visits. The fees for the audits are included in the EXIN Base Accreditation fee.

Non-conformities

In the event that any non-conformity is discovered during the term of accreditation, EXIN will reconsider the status of the accreditation. In case a major non-conformity is discovered, the accreditation might be withdrawn based on the severity of the non-conformity. In case one or more minor non-conformity is/are discovered, the Accredited organization needs to improve within two months. Revisions of the documentation or procedures need to be sent to EXIN for approval. Depending on the nature of the non-conformity, an audit visit will be performed as well. If the revisions are satisfactory, the Accredited organization maintains its accreditation. If the revisions are not satisfactory, the accreditation can be withdrawn.

Maintenance throughout the market

EXIN assesses the market both on a pro-active and re-active basis (e.g. upon suggestions from accredited parties). In case of unauthorized (publications for) activities, EXIN will warn this organization or person to stop this.

5. Appendices

Appendix 1 – Trainer Requirements

Course	
EXIN Modules	
Hold the appropriate certificate for the course you would like to teach and experience as trainer.	
ITIL®	
ITIL® Foundation	Hold the ITIL Foundation certificate + hold an additional 7 ITIL credits when teaching in the following languages: English, Brazilian Portuguese, Danish, German, Japanese and Spanish.
ITIL® Intermediate: Service Capability	Hold the certificate + ITIL Expert Certificate
ITIL® Intermediate: Service Lifecycle	Hold the certificate + ITIL Expert Certificate
ITIL® Managing Across the Lifecycle	Hold ITIL MALC certificate + ITIL Expert Certificate
PRINCE2®	
PRINCE2® Foundation	Hold the PRINCE2 Practitioner certificate + have 3 years project management experience.
PRINCE2® Practitioner	
PRINCE2® Practitioner Re-Registration	
MSP®	
MSP® Foundation	Hold the MSP Practitioner certificate + 3 years' experience
MSP® Practitioner	Hold the MSP Advance Practitioner certificate + have 3 years programme management experience.
MSP® Practitioner Re-Registration	
MSP® Advanced Practitioner	
MSP® Advanced Practitioner Re-Registration	
M_o_R®	
M_o_R® Foundation	Hold the M_o_R Practitioner certificate + have 3 years risk management experience.
M_o_R® Practitioner	
M_o_R® Practitioner Re-Registration	
MoP®	
MoP® Foundation	Hold the MoP Practitioner certificate + have 3 years portfolio management experience.
MoP® Practitioner	
MoV®	
MoV® Foundation	Hold the MoV Practitioner certificate + have 3 years value management experience.
MoV® Practitioner	
P3O®	
P3O® Foundation	Hold the P3O Practitioner certificate + 3 years project, portfolio and programme management experience.
P3O® Practitioner	
P3O® Practitioner Re-Registration	

Appendix 2 – Course Requirements

Course	Contact hours	Group size	
	minimum	minimum	maximum
EXIN Agile Scrum			
EXIN Agile Scrum Foundation	15	1	25
EXIN Application Management with reference to ASL			
EXIN Application Management Foundation	15	1	25
EXIN Business Information Management with reference to BiSL			
EXIN Business Information Management Foundation	15	1	25
EXIN Cloud			
EXIN Cloud Computing Foundation	15	1	25
EXIN Cloud Technologies Advanced	21	1	16
EXIN Certification in OpenStack Software			
EXIN Foundation Certificate in OpenStack Software	21	1	25
EXIN Green IT			
GREEN IT Citizen	4	1	25
GREEN IT Foundation	15	1	25
EXIN Lean IT			
EXIN Lean IT Foundation	15	1	25
EXIN Information Security based on ISO/IEC 27002			
Information Security Foundation	15	1	25
Information Security Management Advanced	16	1	16
Information Security Management Expert	N/A	1	8
EXIN IT Management Principles			
IT Management Principles	N/A	1	N/A
EXIN IT Service Management based on ISO/IEC 20000			
IT Service Management Foundation	15	1	25
IT Service Management Foundation Bridge	7	1	25
Associate in IT Service Management	36	1	16
Associate Bridge in IT Service Management	21	1	16
Auditor in IT Service Management	21	1	16
Consultant/Manager in IT Service Management	16	6	16
Executive Consultant/Manager in IT Service Management	20	4	8
<i>The executive seminar consists of two sessions, two days each, separated in time by at least 3 months.</i>			
EXIN Secure Programming			
EXIN Secure Programming Foundation	15	1	15
<i>Dutch customers can apply for accreditation as of June 2015.</i>			
EXIN Tracks			
Foundation	15	1	25
Professional	36	6	16
<i>If Practical Assignments are carried out in the work environment, the minimum number of contact hours is 28.</i>			

Appendix 2 – Course Requirements

Course	Contact hours		Group size	
	minimum		minimum	maximum
TMap NEXT®				
TMap NEXT® Test Engineer	22		1	25
TMap NEXT® Test Manager	22		1	16
TPI NEXT®				
TPI NEXT® Foundation	22		1	25
Microsoft Operations Framework (MOF®)				
Microsoft Operations Framework Foundation	15		1	25
ITIL®: IT Infrastructure Library				
		<i>Recommended</i>		
ITIL® Foundation	18		1	25
ITIL® Intermediate: Service Capability	30		1	18
ITIL® Intermediate: Service Lifecycle	21		1	18
ITIL® Managing Across the Lifecycle	30		1	18
<i>If the group size is larger than 18, a 2nd trainer should be available.</i>				
PRINCE2®: Projects in Controlled Environments				
		<i>Recommended</i>		
PRINCE2® Foundation	18		1	25
PRINCE2® Practitioner	25		1	18
PRINCE2® Practitioner Re-Registration	12		1	18
MSP®: Managing Successful Programmes				
		<i>Recommended</i>		
MSP® Foundation	18		1	25
MSP® Practitioner	25		1	18
MSP® Practitioner Re-Registration	12		1	18
MSP® Advanced Practitioner	30		1	18
MSP® Advanced Practitioner Re-Registration	15		1	18
M_o_R®: Management of Risk				
		<i>Recommended</i>		
M_o_R® Foundation	18		1	25
M_o_R® Practitioner	25		1	18
M_o_R® Practitioner Re-Registration	12		1	18
MoP®: Management of Portfolios				
		<i>Recommended</i>		
MoP® Foundation	18		1	25
MoP® Practitioner	25		1	18
MoV®: Management of Value				
		<i>Recommended</i>		
MoV® Foundation	18		1	25
MoV® Practitioner	25		1	18
P3O®: Portfolio, Programme and Project Offices				
		<i>Recommended</i>		
P3O® Foundation	18		1	25
P3O® Practitioner	25		1	18
P3O® Practitioner Re-Registration	12		1	18

Appendix 3 E-Learning Guidelines

	On distance learning: combination of classroom training live followed on screen		Recorded training with a mentor in the room		Recorded training with e-mentor	Full e-learning: training material online, e-mentor
Delivery type	Online live		Online (not live)	Offline	Online (not live)	Online (not live)
Log on required	Students log on individually		Log on by group, or Log on individually	No need to log on	Students log on individually	Students log on individually
Instructor required	Instructor lead online (remote)		Instructor recorded		Instructor recorded	No instructor, no instructor recorded
			A mentor as an assistant in the room to conduct exercises or answer questions		An e-mentor as an assistant answers questions via email or phone	An e-mentor as an assistant answers questions via email or phone
Group or individually	In a group		In a group		Individually	Individually
Student's location	Physical room	Virtual room	Physical room		Not in a room (ex: from home)	Not in a room (ex: from home)
Material's location	Training material online/and paper		Training material online/and paper	Training material offline/and paper	Training material online/and paper	Training material online/and paper
How to get the student material	Training material downloaded from the internet, or training material (paper) sent by post or training material only accessible from the internet		Training material downloaded from the internet, or training material (paper) sent by post or training material only accessible from the internet	Training material downloaded from the internet or training material (CD/paper) sent by post	Training material downloaded from the internet, training material (paper) sent by post or training material only accessible from the internet	Training material downloaded from the internet, training material (paper) sent by post or training material only accessible from the internet

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