

Accredited Training Organization and Accredited Trainer SCHEME

ITIL®, PRINCE2®, MSP®, M_o_R®, MoP®, MoV®, P30®
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AXELOS.com

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Scope and Purpose of Document

The purpose of this document is to set out the SCHEME rules which apply to all Accredited Training Organizations (ATO) to become or remain accredited by an AXELOS accredited Examination Institute. It will be the ATO's obligation to ensure third party compliance of Affiliates and Brokers with the obligations contained in this Scheme Brochure.

The document outlines the roles and responsibilities of all formally recognised parties within the qualification scheme, as well as the overarching principles and guidelines of the Scheme.

Trademark acknowledgement statements

AXELOS Word Mark and symbology	Trade Mark Acknowledgement Statements
PRINCE2®	"PRINCE2® is a Registered Trade Mark of AXELOS Limited"
ITIL®	"ITIL® is a Registered Trade Mark of AXELOS Limited"
M_o_R®	"M_o_R® is a Registered Trade Mark of AXELOS Limited"
P3O®	"P3O® is a Registered Trade Mark of AXELOS Limited"
MSP®	"MSP® is a Registered Trade Mark of AXELOS Limited"
MoV®	"MoV® is a Registered Trade Mark of AXELOS Limited"
MoP®	"MoP® is a Registered Trade Mark of AXELOS Limited"
P3M3®	"P3M3® is a Registered Trade Mark of AXELOS Limited"

1. Overview

1.1. AXELOS

AXELOS is a joint venture company between Capita and the Cabinet Office which came into being on 1st July 2013. AXELOS was formed to enhance delivery of the Global Best Practice Portfolio accreditation and publishing services, including those products related to service, portfolio, project and programme management.

AXELOS owns the intellectual property rights in the Global Best Practice portfolio and will build on the existing business activities and develop products in new areas. The organization is intent on enhancing services and products to users through driving up quality, growth and innovation. A primary focus is on stimulating the growth of a vibrant, open international ecosystem of accredited training, consultancy and examination organizations.

Further information on AXELOS can be found on the AXELOS website <https://www.axelos.com>

1.2. What does 'Official SCHEME' mean?

The term "official SCHEME" refers to the rules documented in this and the Examination Institute (EI) SCHEME brochure for the administration of the qualification SCHEME to support the certification of individuals and third parties against specified AXELOS products.

This SCHEME has been reviewed alongside the new EI agreement, issued to EIs in September 2014. The revised SCHEME operates from 1st January 2015.

AXELOS has appointed several EIs who are responsible for the accreditation of their selected ATO's in accordance with the EI SCHEME Brochure. EIs that are part of the SCHEME are licensed and their details can be found on the AXELOS website.

This document outlines the roles of the ATOs within the SCHEME, the rules of the SCHEME, contact details and reference information for anyone wishing to check if a company is operating within the SCHEME.

AXELOS will provide marketing support to its accredited community through the Partner Programme.

2. Who is involved in the official SCHEME?

2.1 AXELOS: the Owner

AXELOS owns the intellectual property rights of the AXELOS products which underpin this SCHEME. This includes guidance, qualification, syllabuses, sample papers and examination question databanks. The AXELOS products include internationally recognised products, including ITIL® for IT Service Management and PRINCE2® for project management. See Annex A for details of the products included within this SCHEME.

AXELOS is committed to maintaining and improving the guidance and related qualification in the SCHEME. Areas for improvement in quality that affect ATO service delivery are identified in Annex B. Annex C indicates aspects related to growth and innovation.

To achieve improvements AXELOS will work with organizations internationally to develop and share business and practitioner guidance within a world-class best practice framework. In particular AXELOS is responsible for initiating the consultation and update process to the official publications library. When a product update is planned, representatives from the accredited community will be invited to review products to ensure they remain appropriate to support the education and (personal) certification needs of the SCHEME.

Further information can be found on the AXELOS website <https://www.axelos.com>

2.2 AXELOS: The Accreditor

AXELOS is “The Accreditor” for the products within the SCHEME and as such is responsible for the monitoring and promotion of the official SCHEME for EIs and training organizations. This includes surveillance of the EI approach to quality of delivery of the accredited training organizations.

The Accreditor:

- creates and maintains the qualifications SCHEME related to each of the products
- sets the standards and syllabuses throughout the market which any delivering EI must adhere to
- issues IP licenses to accredited organizations and recognised bodies (e.g. Affiliates) to enable delivery of training and examination services
- maintains a list of all licensed bodies and as appropriate, on receipt of a signed license and IP fee. Ensures these are listed on the AXELOS website
- accredits and monitors EI delivery to ensure these meet the SCHEME requirements, in particular the quality requirements. See Annex B for further details of quality improvements which are to be made during the life of the contract
- reserves the right to undertake spot checks on any of the bodies accredited by the EI or licensed within the SCHEME. These checks may include (but are not limited to) attendance at an exam centre or mystery shopper activity
- promotes awareness of the official SCHEME through a variety of international marketing activities, often in conjunction with the publisher, accredited organizations (e.g. EIs, ATOs and AEOs) and/or industry recognised international bodies
- enables the accredited community to make AXELOS aware of non-compliance of organizations whether accredited or not
- sets up and chairs the governance bodies e.g. Qualifications Advisory Board – see section 2.5
- may generate and/or accredit¹ materials to support the educational activities. Designated materials to be made available to accredited ATOs for use as part of accredited courseware
- AXELOS reserves the right to make changes to the SCHEME from time to time. EIs and accredited bodies will be notified of any changes and given a suitable period in which to implement them.

¹ AXELOS expects to prepare some materials which an ATO may use to assist in building their courseware. These materials will require some amendment for use by the ATO (as a minimum to ensure they meet the ATO training style) and will need to be approved by the EI for the specific ATO before the material becomes operational.

2.3 Examination Institutes (EIs)

An Examination Institute (EI) is an organization accredited and licensed by AXELOS which is thereby permitted to operate the qualification SCHEME through a network of accredited or approved organizations or partners.

All organizations accredited and duly licensed by AXELOS as EIs will be audited in accordance with good industry practice and those additional rules or standards being specific to this SCHEME. These are documented in the EI SCHEME brochure.

In accordance with the agreement signed with AXELOS, EIs shall be authorized and licensed to undertake, internationally for the AXELOS products each EI has agreed to deliver, the following activities:

- accredit training organizations through the standards and mechanisms included within the SCHEME
- administer examinations provided by AXELOS through those appropriately licensed organizations they have accredited or approved using the standards and mechanisms included within the SCHEME.

EIs shall be appointed to the EI Operational Group². This appointment shall provide the EI with an opportunity to contribute to the decision-making processes which may result in changes to the SCHEME rules and requirements if ratified through the AXELOS Qualification Advisory Board.

2.4 Accredited Training Organizations (ATOs)

Accredited Training Organizations (ATOs) are organizations that have been assessed and approved by an accredited EI, and have been licensed by AXELOS to deliver accredited training courses (classroom or e-delivery) and administer examinations³ for delegates of those accredited courses.

An ATO is accredited to deliver its own training materials⁴ to delegates on the courses it runs directly, through electronic delivery or through its Affiliates. Aligned to this, exams must only be purchased from the accrediting EI to service the needs of the delegates of the ATOs own training delivery, which includes that training offered through its Affiliates.

An Accredited Training Organization (ATO) is an organization that has:

- submitted their Quality Management System (QMS), training materials and trainers for assessment by an EI
- successfully met the criteria as set out in this ATO SCHEME brochure and any additional requirements of the EI conducting the assessment
- paid the relevant IPR fee (to the EI)
- signed the AXELOS product IP licence and returned it to AXELOS. **Note:** the IP licence will be issued by AXELOS once notified by the EI that the minimum criteria are met and the fee has been paid. The licence signatory system may be on line in which case signing through that system may be accepted as 'returned to AXELOS'
- complies with the relevant SCHEME rules and IP guidelines
- agreed to undergo regular surveillance and monitoring, including monitoring of their licensed use of AXELOS intellectual property, to ensure they continue to meet the standards as verified during their initial accreditation assessment.

² All EIs from 01st January 2015 who are recognized as Strategic Partners will automatically have a seat on the QAB

³ See Annex B AXELOS is considering the relationship with ATOs and examination delivery and whether changes may need to be introduced as part of the drive for quality improvements

⁴ In the context "own training materials" are those materials the ATO presents for accreditation and can confirm it has the right to do so either because it has developed them directly or has the necessary permissions to use the material

- As part of their assessment by an EI an ATO must submit:
 - their QMS detailing their processes for the administration of training courses for the AXELOS products they deliver. Where appropriate this will also cover the delivery of examination sessions for the delegates trained on accredited courses
 - the course material for every course they utilize in training candidates in support of qualifications relevant to the AXELOS products
 - the trainers they require to be assessed in order for them to be approved to deliver the relevant accredited course using the ATO courseware. An accredited course requires an approved/accredited trainer. Each trainer must be 'put forward' by the ATO for assessment by the EI to be accredited as part of the ATO accredited team, whether they are within the Affiliate or the ATO.

An ATO may seek to engage the services of other third party organizations to support the marketing and delivery of accredited training. Section 2.4.1 discusses the different organizations that the ATO may work with. These third party organizations (Affiliates and Brokers) shall be subject to specific rules relating to their operation, including the monitoring and auditing of their activities by EIs, and shall be required to enter into a licence with AXELOS.

For further details on the role of an ATO, and their third party providers please refer to section 3 of this document.

ATOs should note that their accreditation may be at risk if they, or the third parties they work with, do not operate in accordance with the SCHEME rules.

2.4.1 ATO Third Party Relationships

In accordance with the SCHEME, ATOs are permitted to enter into third party agreements with other organizations to aid them in the marketing, promotion and growth of their organizations.

The two types of relationships which have been defined and are therefore permitted under the SCHEME rules are Affiliate and Broker (or Reseller).

2.4.1.1 ATO Affiliates

An Affiliate is a training organization that enters into a commercial arrangement with an ATO, to enable the ATO to work in different countries or in different regions of their own country, through a third party agreement. It is the ATO's responsibility to ensure the Affiliate operates in accordance with the SCHEME. This means that the ATO informs the EI that an Affiliate has been assigned so the EI can initiate the process so that AXELOS issues the IP licence to the Affiliate.

The normal basis of this arrangement is that the ATO will make their accredited material and approved trainers available to run training courses in the product for which they are accredited. They may also train individuals working for the Affiliate to the appropriate standard to become approved trainers. These trainers then need to meet the EI requirements, and be assessed by the EI, to be recognised under the SCHEME, as trainers for the ATO.

From the 1st January 2015, a time cap will be placed on the length of time that an organization is permitted to retain the status of an Affiliate. AXELOS license agreement with an Affiliate lasts for a period of one year, enabling Affiliates to test the market within that term. If an Affiliate signs up in the last three (3) months of the year (during the term) the Affiliate will be entitled to twelve (12) months in the following year, but not exceeding fifteen (15) months.

AXELOS will consult with its licensed Affiliates and their responsible ATOs (beginning in Quarter 1 2015) to explore suitable additional considerations and structures that may be required, as a result of the above changes, to enable the services, delivered by our Affiliates under this scheme to be able to continue beyond 2015.

2.4.1.2 Brokers/resellers

A Broker is an organization that enters into a commercial agreement with an ATO to advertise, sell and/or schedule courses on behalf of the ATO. AXELOS must be notified of these organizations so that they can be monitored to ensure they comply with the IP guidelines.

2.5 AXELOS Qualifications Advisory Board

The Qualifications Advisory Board (QAB) exists to enable AXELOS to manage the qualification SCHEME with the major focus being on individuals achieving the specific qualification status. Members of the Qualifications Board are invited to consider matters fairly, objectively and unbiased from commercial influences.

At its discretion, AXELOS will invite parties to become members of the QAB. Representation will be invited from specific interested parties within the community from around the world, and shall include, though is not limited to; representatives from AXELOS, the AXELOS Examination Panel (i.e. Chief or senior examiners), Strategic Partner EIs, the ATO community, professional bodies, user groups and the AXELOS publisher.

The AXELOS QAB operates in accordance with terms of reference and all members will be required to sign a non-disclosure agreement before they can participate.

2.5.1 AXELOS ATO Working Group

The AXELOS ATO Working Group exists to enable AXELOS to consult with the accredited training community to support the operation of the Official SCHEME, with the major focus being on working together to improve processes and to develop a closer partner relationship with the wider community.

ATOs who have registered with AXELOS for the Partner Scheme will be appointed to the group through a nomination process through the Partner portal. AXELOS will consider all nominations and issue invitations as it feels appropriate to ensure adequate representation for each geographical region.

Unless specifically confirmed, with the exception of AXELOS, individual organizations will have single membership to the group and will retain their seat for a period of two years. Group members can request additional representation for specific agenda items, and if agreed by the chair, these representatives can join for the duration of the specific agenda item.

Members of the AXELOS ATO Working Group are invited to consider matters of operational and business concerns in support of the QAB.

The AXELOS ATO Working Group operates in accordance with terms of reference and all members will be required to sign a non-disclosure agreement before they can participate.

2.6 EI Third Party Relationships (for examination delivery)

EIs are permitted to appoint third party organizations to conduct specific operational support and delivery activities, in line with set terms and conditions.

The following sections briefly outline these permitted relationships (from a SCHEME perspective). Further details on the EI requirements in this regard can be found in the EI SCHEME brochure.

2.6.1 Approved Examination Organizations (AEO)

An Approved Examination Organization (AEO) is any organization approved by an EI and duly licensed by AXELOS which provides examinations, but does not provide training or education services. Where an individual organization is separately accredited as an AEO and ATO they must be able to demonstrate sufficient separation of functions, personnel and branding to provide confidence that the AEO and ATO activities are operated independently.

Under the basis of this arrangement, the AEO will provide a physical testing location for exams to be taken, which must be supervised by invigilators/proctors who have been approved, or provided, by the EI, in accordance with the EIs QMS.

An AEO is **permitted** to offer the following services to an EI **only**:-

- candidate examination scheduling and registration
- marketing or promotion of examinations offered on behalf of the EI
- examination administration, ensuring appropriate supervision by an EI approved proctor/invigilator
- return of examination papers in the permitted formats (electronic or paper based as confirmed by an EI), and candidate details to the EI for processing.

2.6.2 Operational Hub (OH)

An Operational Hub (OH) is any third party entity or organization appointed by an EI which has been licensed by AXELOS to deliver the following services on behalf of an EI, using appropriate procedures and systems as defined within the EI's QMS.

An OH **shall be permitted to perform the following only**:

- operational Customer contact
- coordination of the ATO accreditation and surveillance process, using assessors approved by the EI only
- distribution of examination papers supplied by the EI to ATOs, AEOs and ATO Affiliates (if directed to do so by the EI) in the permitted formats (electronic or paper based as confirmed by the EI)
- collection of the examination scripts from examination locations for processing by the Operational Hub and return to the EI for processing
- directly run public examination sessions
- marking of examination papers
- distribution of certificates supplied by the EI to candidates who have succeeded in an examination.

An OH should not be confused with an EI's International or Overseas offices which are wholly owned subsidiary offices of an EI operating in that country.

2.6.3 Computer-Based Testing and Assessment Agents (CBTA)

A Computer-Based Testing and Assessment Agent (CBTA) is any third party organization, operating under a commercial agreement with an EI appointed to deliver examinations via computer-based testing and assessment methods, to remote computer-based testing locations and duly licensed by AXELOS.

Further details of CBTAs can be found in the EI SCHEME brochure.

3. Becoming an Accredited Training Organization

3.1 What can an ATO do?

An ATO is permitted to conduct the following activities:

- run a schedule of accredited training courses leading to a qualification for those courses which have been accredited and approved by an EI
- use AXELOS Trade Marks and IP relating to the AXELOS portfolio under the guidelines as issued by AXELOS in support of this SCHEME or as set out in an IP license from AXELOS
- reproduce the text and diagrams from the core publications to supplement their approved training material under the license from AXELOS.
- order⁵ examinations from their approved EI in accordance with the guidance issued to them following the completion of an accredited training course. An ATO can only order examinations:
 - from their accrediting EI for candidates on one of their accredited courses, or accredited courses run through their Affiliate, where the ATO and/or Affiliate have been licensed by AXELOS for the delivery to their clients
 - where exams are for use through an Affiliate, the exams purchased must be from an EIs which recognizes the Affiliate through their ATO, as operating within the SCHEME
 - where an ATO uses vouchers from an EI they need to ensure these are registered in accordance with EI rules so that suitable accounting takes place.
- confirm to the EI they have approved an organization as an Affiliate to support their marketing and delivery activities. Such appointments can only be made after the appropriate checks have been made to ensure the organization can meet the requirements of the Affiliate within the SCHEME
- appoint Brokers to support marketing and delivery activities
- contribute to AXELOS' ATO Working Group to support the QAB (see section 2.5)
- use agreed logos and statements to promote themselves as an accredited body under this SCHEME for delivery of specific products (e.g. PRINCE2).

3.2 What can an ATO not do?

An ATO is not permitted to:

- claim their accreditation is beyond the scope as awarded by their EI or multiple EIs if they hold concurrent accreditations
- significantly amend or change their approved QMS without first having this reviewed and signed off by their awarding EI(s)
- act in any manner which would bring the market, their EI and / or AXELOS into disrepute
- create their own, or amend the official syllabuses
- create their own, retain or amend the official examination papers issued to them by their EI
- act in any manner that contravenes their contract with their EI
- act in any manner that contravenes their IP license from AXELOS

⁵Should ATOs no longer be allowed to administer exams directly, processes will need to be put in place so candidate details are appropriately handed to exam centres – particularly where participation in an accredited

- sub-license or grant any rights associated with the use of AXELOS Trade Marks, copyright or other related Intellectual Property. This includes the appointment of any partner organizations to use any Intellectual Property (including Trade Mark words and/or Logos) to market, sell or distribute the ATOs training courses or exams. The appointment of any such partner must be within the rules authorized by the ATOs, EIs and AXELOS
- reproduce core material of any commercial product for resale or redistribution, that may only reuse IP or copyright in the creation of, and in the direct support of, their official, accredited, training courses
- republish or distribute content for profit without an appropriate license from AXELOS
- offer examination services (including ordering examinations) for anyone other than for candidates they or their Affiliates have put through an accredited course.
- take over responsibilities from an EI, such as the:
 - creation of exam papers
 - accreditation of training organizations or Affiliates to deliver specific training
 - development of programmes leading to particular qualifications or perform supporting accreditation activities on behalf of the EI
 - marking of exam papers or provision of provisional or final results⁶
 - selling examinations to candidates directly, independently of an accredited training service (unless as a separately Approved Examination Organization (AEO)).

An ATO may not operate as an EI, Operational Hub or Computer Based Testing Agent. If the appropriate protections are in place a single organization may operate as an ATO and AEO. In addition an ATO cannot be registered as an Affiliate for delivery of any product for which it is already accredited as an ATO.

3.3 What conditions do ATOs have to meet?

An organization will need to be able to show documented evidence to an accredited EI that they can satisfy a set of criteria which includes, but is not limited, to the following:

- an organization management structure, governance structure, legal status and financial viability (including financial probity)
- an organization quality control system including management review, internal audit, appeals and complaints procedures
- a course quality control system including any delegate acceptance criteria (including candidate identification checks where required)
- a course enrolment system and pre-course processing information
- logistical organization systems and procedures
- a document control system
- an administration staff training and appraisal system
- submit names of proposed trainers (who will need to meet the acceptance criteria set by the EI)

⁶ PPM ATOs are currently permitted to provide provisional marks for PPM Foundation exams, where the course includes foundation and practitioner examinations. Once AXELOS, in conjunction with EIs and the QAB, confirms alternative processes this will no longer be an option. AXELOS will provide notice of such a change

- a full set of training material which covers the product syllabus for the qualification for which they are seeking accreditation
- must notify their EI and AXELOS (where appropriate) of third parties they intend to use as Affiliates and brokers. This will enable appropriate licenses to be provided as well as support any infringement investigations
- must provide evidence they are able to provide the candidate data to the EI in the required format.

Minimum requirements for accreditation of ATOs are as laid out in this document. Each EI may set additional requirements that an ATO must meet in order to apply for accreditation in addition to the specific rules as outlined within this document. It is recommended that ATOs contact their accrediting EI for further clarification on the requirements that they will be expected to meet.

3.4 How can an organization apply to become an ATO?

An organization wishing to become an ATO may apply to any approved EI. They will be able to consider the fees and specific requirements from the EI and, should they feel they meet them, proceed with the application in accordance with the EI's processes.

3.4.1 Can an ATO be recognised by multiple EIs?

Within the SCHEME it is possible for an ATO to choose to work with more than one EI. It will be up to the ATO to confirm the basis of their arrangements (e.g. may be focused on territory or subject matter).

Each EI will have specific arrangements for accrediting training organizations which the ATO will need to adhere to. Where the EI's QMS does not formally cover "cross recognition" then AXELOS expects the EI to undertake a full assessment as if the ATO only worked for them.

3.4.2 Training Organizations with existing accreditation at end of a calendar year

Those organizations recognized within the AXELOS SCHEME are listed on the AXELOS websites. Existing accreditation of training organizations at the end of a calendar year is dependent upon the training organization meeting the EI requirements, paying the IP fee to the EI and then signing an AXELOS IP licence.

AXELOS will issue the relevant IP licence to the ATO provided that the EI has notified AXELOS that the ATO has been appointed. Additionally the ATO must also confirm their Affiliates and brokers to the EI so these can also be registered / licensed as required under the SCHEME.

Should the SCHEME requirements not be met and / or the IP licence fee not be settled in the appropriate timeframe then AXELOS will deem the ATO accreditation to have lapsed. In this event the ATO will be removed from the website listings and must cease to offer accredited courses. Any EI they were working with will also need to ensure they update their records to show that the accreditation has lapsed and that an appropriate exit management plan is in place to support the outgoing ATO's third parties.

3.4.3 ATO Exit Management

The exit management plan in the IP licence sets out the main activities for the orderly exit of an ATO from the SCHEME. This includes an obligation to ensure Affiliates also exit the SCHEME in an orderly manner.

The purpose of the activities is primarily to ensure all matters related to the IP are suitably addressed and any obligations fulfilled in a timely manner.

Section 9 of the licence covers consequences of termination or expiry.

Subsections from the ATO Licence requirements:

Subsection 9 from ATO licence	Description
“The licence granted under clause 2 shall terminate immediately”	As soon as notification is received, the ATO must stop delivering courses related to the SCHEME
You shall if so requested by Us, execute an assignment in favour of Us (or such other person as We may direct) of (i) any and all goodwill in the Trade Marks as may have accrued to You by reason of the use of the Trade Marks or by Your being connected with the Trade Marks in the course of trade and/or (ii) all such rights (if any) as may have accrued to You in relation to the Trade Marks by reason of such use”	Any outstanding payments due to AXELOS as a result of the activities under the licence must be paid to AXELOS
“You shall not later than 5 Working Days from the date of termination or expiry provide any outstanding reports required by Us or Your Examination Institute in accordance with Clause 10”	Submit outstanding reports within the timeframe stated. Reports can be to both or either AXELOS or the EI
“You shall not later than 5 working days from the date of termination or expiry remove or destroy the Trade Marks and/or Copyright Material from all and any materials comprising or used in connection with the Products in Your possession, custody or control;”	An ATO is not permitted to use the Trade Marks or copyrights on any training, marketing or any material making reference to the SCHEME
“use reasonable endeavours to notify persons in possession of a copy of the Product that has not yet been supplied to an end-user”	An ATO must ensure that partners are made aware of the termination and limitations of the material in their possession
“You shall promptly but not later than 6 weeks from the date of termination or expiry cause the Trade Marks and the Copyright Material to be removed or obliterated from all and any materials comprising or used”	An ATO must ensure that all reference to the AXELOS IP is removed ensuring their association with AXELOS is terminated within 6 weeks
“Subject to the provisions of this Clause 9 You shall do nothing after the expiry or termination of this Licence Agreement which might lead any person to believe that You are still licensed to use the Trade Marks or Copyright Material or are in any other way connected with Us”	A training organization is prohibited from offering or be seen to be offering the services that of a licensed ATO following the termination

3.4.4 Associate Trainer arrangements

Within the SCHEME it is possible for a trainer to work with multiple ATOs though the focus is on the ATO to ensure the trainer meets their quality requirements. An ATO may use associate trainers who are not sponsored by them, in this case the associate trainer must:

- be an approved trainer for the product they are due to train in

- confirm their contract with their sponsoring ATO does not prohibit them working for other ATOs⁷
- have successfully undergone trainer familiarization training with the with whom they will be working
- have their familiarization recorded (registered) by the EI of the ATO with whom they will be working

3.5 ATO Third Party Relationships

Under the SCHEME, ATOs are permitted to enter into third party agreements with other organizations to aid them in the marketing, promotion and growth of their organization.

AXELOS has defined two types of relationship which are permitted under the SCHEME, i.e. Affiliate and Broker (or Reseller) relationships. Where an ATO works with bodies under these categories then the ATO must have documented procedures as part of their QMS covering the assurance and monitoring of their partner organization(s) and provide such documentation to the accrediting EI in accordance with their reporting requirements.

The ATO is also responsible for confirming these appointments to the EI so that any fees/licensing requirements can be met.

3.5.1 ATO Affiliates

3.5.1.1 What is an Affiliate?

An Affiliate is a training organization which enters into a commercial arrangement with an ATO, to enable that ATO to work in different countries or in different regions of their own country, through a third party agreement.

The basis of this arrangement is that the ATO will make its accredited material and approved trainers available to run training courses in the product for which they are accredited.

Note: From the 1st January 2015, a time cap will be placed on the length of time that an organization is permitted to retain the status of an Affiliate. AXELOS license agreement with an Affiliate lasts for a period of one year, enabling Affiliates to test the market within that term. If an Affiliate signs up in the last 3 (three) months of the year (during the term), the Affiliate will be entitled to 12 (twelve) months in the following year, but not exceeding 15 (fifteen) months.

AXELOS will consult with its licensed Affiliates and their responsible ATOs (beginning in Quarter 1 2015) to explore suitable additional considerations and structures that may be required, as a result of the above changes, to enable the services, delivered by our Affiliates under this scheme to be able to continue beyond 2015.

3.5.1.2 What rules apply to Affiliates?

Under the SCHEME, the following rules apply to Affiliates:-

- Affiliates must use training material provided by their ATO partner, as approved by their EI
- Affiliates must be licensed by AXELOS and adhere to the relevant IP guidelines before they can offer the related training course

⁷ Note, some Examiners are recognised as associate trainers and do not have a sponsoring ATO, this continues to be acceptable as long as the familiarization and training delivery elements meet the EI assessment.

- Affiliates can only use AXELOS IP for the material that it has been sub-licensed to use. In advertising it must clearly state that they are an Affiliate of the ATO who holds the accreditation
- Affiliates must market courses in the name of the ATO (e.g. as delivered by the ATO or by stating the course is run in association with the ATO)
- Affiliates must work in accordance with the QMS of the ATO, which has been approved by the EI. In cases where they do not use this then their QMS must be approved by the EI (who will confirm the consistency of the ATO approach - or detail how any inconsistencies are being dealt with)
- all trainers working on behalf of the Affiliate must be assessed by the EI which has accredited the ATO as if they were trainers working for the ATO
- Affiliates will be subject to spot checking and audit by the EI, and AXELOS, in the same way that the ATO would be subject to audit
- Affiliates must only use the “Licensed Affiliate” mark and must not use the “Accredited by” (EI) mark which is for use by ATOs only.
- the Affiliate logo will only be provided to Affiliates once the IP licence has been signed and returned to AXELOS and the fee paid and the Affiliate has been signed off by the EI
- Affiliates must sign a licence for the use of associated IP directly with AXELOS
- Affiliates must work within the limitations of the SCHEME as described by the ATO and in all other ways as determined by this SCHEME brochure and the contract between the ATO and their EI
- Affiliates must adhere to all AXELOS guidance regarding the correct use of IP and Trade Marks as outlined within the license issued to the Affiliate by AXELOS. The Affiliate’s ATO is responsible for ensuring that the Affiliate complies with these guidelines
- the ATO has a responsibility to ensure that the Affiliate adheres to all requirements of their accrediting EI and the SCHEME. The ATO and the Affiliate may incur sanctions from the EI, or AXELOS, where this is not the case depending on where the non-conformity lies. In particular the ATO is responsible for ensuring that an Affiliate who leaves the SCHEME adheres to the exit requirements in relation to the use and destruction of AXELOS IP
- each EI can determine the method they use to process examination orders from Affiliates
- AXELOS expects orders to be made by the ATO on behalf of the Affiliate, but acknowledges that the (physical) exam papers may be delivered directly to the Affiliate. The EI processes will confirm any checks and constraints they make in this regard
- before an Affiliate is provided with examinations directly from an EI, the EI must be provided with details of the scope of products offered by the Affiliate through their agreement with the ATO
- the EI will confirm that the Affiliate is not already registered with AXELOS as an ATO for the product they are delivering as part of their arrangement with this ATO
- EIs must report all Affiliates to AXELOS for licensing purposes
- reports must be provided as often as the ATO reports to the EI and AXELOS unless otherwise notified.

3.5.2 ATO Brokers (Reseller)

3.5.2.1 What is a Broker (Reseller)?

A Broker is an organization which enters into a commercial agreement with an ATO to advertise, sell and/or schedule courses on behalf of the ATO. The rules below relate to those services offered in relation to the AXELOS accredited courses that the ATO is accredited to run.

3.5.2.2 What rules apply to Brokers (Reseller)?

Under the SCHEME, the following rules apply to Brokers:-

- ATOs must ensure that their Brokers / Resellers include the following statement when advertising courses on behalf of the ATO (together with the appropriate IP acknowledgement statement): “Accredited (COURSE NAME) training is provided by (NAME OF ATO), accredited by (NAME OF EI) Examination Institute”.
- Brokers / Resellers must adhere to AXELOS guidance on the correct and permitted reuse of IP and Trade Marks. This guidance must be provided to the Brokers / Resellers by the ATO
- The ATO will be responsible for ensuring that the Brokers / Resellers comply Brokers / Resellers must not:
 - contract/employ trainers
 - license, develop or purchase course materials
 - provide or claim to provide training
 - provide or claim to provide examinations directly
 - order examination papers from an EI or ATO/Affiliate
 - Brokers / Resellers will not be issued with an IP re-use license by AXELOS and therefore cannot reproduce any IP other than the word mark, which must be correctly acknowledged in line with the IP guidance provided to the ATO
 - Brokers / Resellers are permitted to use material from the syllabuses but are not permitted to use sample examination papers or questions to promote ATO courses.

4 Criteria for Delivery of Accredited Training Courses and Accredited Trainers

The following information outlines the basic requirements for accredited trainers and ATOs delivering training at all levels of the current official accredited training program.

4.1 Minimum requirements for trainer application

In order to be accredited as a trainer, each applicant must:-

- hold the AXELOS Certification in the subject they intend to train
- have a minimum of 3 years⁸ practical experience in the subject
- demonstrate the ability to manage, run and deliver training courses
- have a minimum of 10 days experience delivering classroom based training (this could be as “trainer under instruction”):
 - this may include delivering AXELOS courses with an accredited trainer present
 - where the experience is not from an AXELOS product, the applicant trainer must have delivered material in a related subject for the minimum period to demonstrate competence as a trainer. Their subject knowledge will then be assessed by the EI. Course delivery will be monitored in the classroom, including checking feedback from delegates. If there is a problem in the classroom the assessor may stop the course if a suitable alternative trainer cannot be assigned
 - meet the qualification specific Trainer criteria detailed in annexes D and E.

4.2 Minimum requirements for course delivery

In order for a course to be deemed accredited it must:

- be provided by an ATO, or an Affiliate
- use accredited courseware (classroom or distance learning) of the ATO. This may be material created by the ATO or offered under licence from a courseware provider and potentially amended to ensure that it is correctly branded for the ATO and meets the IP rules of the SCHEME
- be delivered by an accredited trainer, or where a trainer is ‘under instruction’ the course must be run in the presence of an accredited trainer or EI assessor
- be held in an appropriate venue
- meet the SCHEME criteria for delegate class size and trainer/delegate ratios (where these exist)
- provide all delegates with access to the official manual for courses leading to an open book exam (e.g. PRINCE2 practitioner).

Note: Where the course leads to an open book examination ATOs must either:

- provide a manual as part of the course or ensure that the candidate has access to a manual during the examination or
- ensure that the candidate knows where to obtain a copy of the manual.

⁸ Any existing trainer will continue to hold their trainer status as long as they maintain their credentials. In particular, up to December 2013, the trainer requirement for PPM trainers was 2 years’ experience and a specific pass mark in the practitioner exam. As AXELOS will not hold that examination information we are increasing the experience required to counter the inability to check the detailed examination mark information. Any existing PPM trainer will continue to hold their trainer status as long as they maintain their credentials.

Where exams are bundled with the training course, the ATO must order exams through their accrediting EI and must:

- ensure that there is a suitably qualified invigilator/proctor⁹
- ensure the room is set up as an exam centre
- comply with the requirements of the EI in terms of the delivery, collation and return of exam papers and all related materials
- ensure candidate pre-requisites are met and recorded prior to the appropriate examinations.

Note:

- where candidates are taking distance learning courses, the ATO should ensure that the candidate is issued with a voucher for the examination to be taken with a suitable examination centre
- where exams are NOT bundled with the training course the ATO should ensure the candidate is informed of the options available to sit the examination.

⁹A trainer may be a 'qualified invigilator'.

5 Glossary of Terms and Acronyms

AXELOS	The (Official) Accreditor	A function of AXELOS as The Official Accreditor for the AXELOS qualification and accreditation SCHEME and specific licensing activities
AEO	Approved Examination Organization	A third party organization which is approved by an EI to hold examination sittings only, via approved mechanism within an Els QMS or Quality material
AO	Accredited Organization	Is the collective term for an organization within the AXELOS accreditation scheme (i.e. Els, ATOs, AEO, Affiliates, Brokers)
Affiliate	Affiliate	A third party training organization which enters into a commercial arrangement with an ATO, is recognised by their accrediting EI and is licensed by AXELOS to offer training.
ATO	Accredited Training Organization	An organization accredited by an EI and licensed by AXELOS to run training courses leading to AXELOS qualifications.
Broker	Broker or Reseller	A third party organization which enters into a commercial agreement with an ATO to advertise, sell and/or schedule courses on the behalf of the ATO.
CBTA	Computer-Based Testing and Assessment Agent	A third party organization which provides online examination delivery services to an EI to remote computer- based testing locations.
EI	Examination Institute	An organization accredited and licensed by AXELOS to administer the assessment of ATOs and delivery of examinations to the market place.
OH	Operational Hub	A third party organization appointed by an EI to support examination delivery services which has been authorised and licensed by AXELOS.
Partner Programme	Partner Programme	AXELOS marketing support service designed to give the accredited community the best possible help, advice and support across AXELOS product suites.
QAB	Qualifications Advisory Board	A board convened and chaired by AXELOS that includes representation from all interested parties including, but not limited to representatives of AXELOS, Els, ATOs, professional bodies, user groups and the examination panel. The QAB is responsible for providing advice on the standards for certification and examination schemes.
QMS	Quality Management Systems	The documented Quality approach of an organization including details of the organization's processes, procedures and policies. There may be an associated quality manual
Third Party	Third Party	A third party organization appointed by an EI to administer examinations provided by the EI directly to candidates.

Annex A: Products that can be offered by an ATO under this SCHEME

An EI must be able to offer examinations/qualifications in the available languages as provided by AXELOS and offered under the Qualifications SCHEME. These materials may be updated from time to time as directed by AXELOS.

The following list covers those examinations currently considered to be part of the SCHEME. Some accredited EIs may choose not to offer all exams in all languages. In that case they will clearly identify on their website which qualification/language combinations they do offer as well as the distribution channels through which these are available.

ATOs can choose how many of the qualifications they wish to support with accredited training as well as the languages in which they deliver the training. In some cases examinations will not be available in all languages, but ATOs can help promote the approach by teaching in the local language. Where candidates take an exam in a different language they can be given additional time (max 25% extra, e.g. for a one hour exam allowance is 15 minutes extra, on a three hour exam there is an additional 45 minutes).

Note:

- Some of the listed qualifications do not carry a need for accredited training (e.g. re-registrations)
- Re-registration examinations passed lead to a new practitioner certificate being awarded with a revised renewal date.

A.1 AXELOS examinations

ITIL

- ITIL Foundation Certificate in IT Service Management
- ITIL Intermediate Certificates:
 - Service strategy
 - Service design
 - Service transition
 - Service operation
 - Continual service improvement
 - Service offerings and agreements
 - Release, control and validation
 - Operational support and analysis
 - Planning, protection and optimization
- ITIL Managing Across the Lifecycle leading to the ITIL Expert Certificate

PRINCE2

- PRINCE2 Foundation certificate in project management
- PRINCE2 Practitioner certificate
- PRINCE2 re-registration
- PRINCE2 Professional (assessment centre run by an ATO)

MSP

- MSP Foundation certificate in programme management
- MSP Practitioner certificate
- MSP Advanced Practitioner certificate
- MSP re-registration

M_o_R

- M_o_R Foundation certificate in risk management
- M_o_R Practitioner certificate
- M_o_R re-registration

MoP

- MoP Foundation certificate in portfolio management
- MoP Practitioner certificate

MoV

- MoV Foundation certificate in value management
- MoV Practitioner certificate

P3O

- P3O Foundation certificate in portfolio, programme and project offices
- P3O Practitioner certificate
- P3O re-registration

Note: AXELOS will provide updates to exam materials to EIs as frequently as deemed necessary to maintain the integrity of the exam delivery. For those materials that impact training delivery (syllabus and sample papers) AXELOS will aim an update no more than twice annually per product. AXELOS reserves the right to provide additional updates where serious quality issues or security breaches need rapid resolution.

Annex B: Driving quality improvements

AXELOS is committed to driving up quality across the whole delivery of qualification and education services to support the official SCHEME. Where appropriate, timelines will be associated with these improvements as AXELOS gains further understanding of the implementation aspects that will bring benefit to candidates as well as additional protection of intellectual property. AXELOS expects to make some progress on all the areas during the EI contract period.

Areas which ATOs are expected to improve, or support implementation of improvements, include:

- all exam candidate identities to be thoroughly checked before they sit an exam. Default is through provisions of formal photographic identification e.g. National ID card/passport, driving licence, military card, employer identification card. Where the candidate legitimately does not possess such identification then 2 forms of documented evidence of identification/address must be sought
- additional clarity on the checks on pre-requisites before a candidate sits an exam - in particular, examination and training elements should be confirmed before a candidate sits an exam rather than withholding results until checks can be completed
- ensure messages are accurately passed to an ATOs third party, in a timely manner
- Submit trainers for evaluation by the EI on their ability to deliver the specific training course using the accredited ATO courseware
- ATO adherence to the IP re-use rules to be more consistent so EIs will be scrutinizing this element more closely; includes ensuring the accredited materials are only used in accordance with the SCHEME (i.e. not separately issued through commercial channels without appropriate IP licenses)
- Providing feedback to AXELOS on areas that can be improved as well as quality failings within the marketplace
- Grey training - where an ATO believes this is happening is required to provide AXELOS with details so this can be investigated. AXELOS anticipates setting up a portal to enable this to be a totally secure system
- AXELOS will issue updates no more than 2 per year for a given product. Specifically this material covers updates to syllabuses and sample papers. Once released by AXELOS, through EIs, ATOs will be expected to make the changes to their materials in an agreed timeframe (expected to be 3 to 6 months and will be confirmed on a case by case basis). Additional consideration also needs to be given (and confirmed) concerning the release of translated materials.
- AXELOS will explore “universal recognition of ATOs” and how this might be implemented to support improvements in quality.

Annex C: Growth and innovation

AXELOS is committed to driving growth and innovation in the delivery of the SCHEME and ensuring it remains relevant to individuals and organizations.

To support growth AXELOS will undertake joint marketing with accredited bodies.

AXELOS will endeavor to balance the quality and security elements appropriately when developing or changing processes to enable innovations to be implemented.

C.1 the Global Partner Programme

AXELOS Partner Programme is an initiative of the Sales and Marketing team that comes with the AXELOS badge of quality.

AXELOS accredited organizations can register online and in doing so organizations are recognized as a Certified Partner. The Global Partner Programme offers access to a members only library of sales and marketing support documents, information and additional resources.

Further information on the Global Partner Programme and registration can be found on the website: <https://partners.axelos.com/home>

Annex D: ITIL Trainer Requirements

All trainers must be subjected to an assessment by the EI to ensure the high standard of the training course is maintained.

ITIL Foundation Certificate in IT service management Trainer Requirements

- The ITIL Expert Qualification is not mandatory to deliver this training course, although it is recommended.

All new trainers must meet the following criteria:	<p>Hold the current ITIL Foundation Certificate - includes foundation + bridge (2 credits)</p> <p>Hold a minimum of an additional seven credits from ITIL Intermediate qualifications</p> <p>Meet the EI delivery requirements</p> <p>Note re non-English delivery: Trainers must hold a minimum of 9 credits through ITIL qualifications (Foundation, Intermediate or ITIL Expert) within six months of launch of exams in the language in which they intend to deliver ITIL training.</p> <p>Where the qualifications have existed in the language for more than six months then the Trainer needs to meet the nine credit requirement to become accredited in delivery in that language.</p>
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ITIL Intermediate Module Certificate Trainer Requirements

Trainer Requirements	<p>Trainers must hold the ITIL Expert Certificate and the certificate for the intermediate module they wish to teach</p> <p>Meet the EI delivery requirements</p>
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ITIL Managing Across the Lifecycle (MALC) Trainer Requirements

Trainer Requirements	<p>Trainers must hold the ITIL Expert Certificate (i.e. M A L C qualification)</p> <p>Meet the EI delivery requirements</p>
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Applicable Exemptions for Trainers

Trainers, sponsored by their ATO, where attendance at a training course is mandatory have the option of not attending a training course for ITIL Intermediate examinations (i.e. are able to take the exam via an EI directly). This requirement may be subject to change as AXELOS look to ensure high quality delivery of training.

Annex E: PPM Trainer Requirements

All new trainers will be subjected to an assessment by the EI related to their delivery of the training course using the specific training materials of the ATO.

PRINCE2 Trainer Requirements

Foundation/Practitioner	Must hold PRINCE2 Practitioner Have three years project management experience
PRINCE2 Professional Assessor	Must hold PRINCE2 Professional

MSP Trainer Requirements

Foundation level	Must hold MSP Practitioner Have three years programme management experience
Practitioner/Advanced Practitioner	Must hold MSP Advanced Practitioner Have three years programme management

MoP Trainer Requirements

Foundation/Practitioner	Must hold MoP Practitioner Have three years portfolio management experience
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M_o_R Trainer Requirements

Foundation/Practitioner	Must hold M_o_R Practitioner Have three years risk management experience
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MoV Trainer Requirements

Foundation/Practitioner	Must hold MoV Practitioner Have three years value management experience
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P3O Trainer Requirements

Foundation/Practitioner	Must hold P3O Practitioner Have three years relevant experience across portfolio, programme and project management
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Note:

- Trainers approved in 2013 will continue to be approved as they would have been approved on two years' experience, they will have added to this during the time they are accredited as trainers.
- PPM ATOs and trainers are expected to be able to run Foundation and Practitioner courses for all products they are accredited to deliver. Additionally for MSP the ability to run the Advanced Practitioner course is an advantage but not mandatory.