



CSME ATO Accreditation – Stage 1

Process Overview

Company Overview:

CSME has been providing the highest level of ITIL Certification Services to the US for the past seven years. And on March 2, 2009 we advanced that level of service by becoming a fully accredited ITIL Examination Institute. There are only eight in the entire world, and CSME is the only one of those eight based in the US, serving the US and the Americas.

CSME Accreditation Benefits:

- Three year accreditation terms
- Easy three step accreditation process
- Flexible exam delivery options (Paper, Computer, Virtual, Vouchers, Worldwide network of test delivery facilities)
- Comprehensive reporting sent after each exam session and on a quarterly basis
- Competitive pricing
- Exceptional customer service
- No late fees

Accreditation Process:

1. Stage 1

- a. Complete CSME ATO Application and Code of Conduct and return to CSME for review (**Appendix 1**)

2. Stage 2

- a. CSME ATO Accreditation Coordinator approves Application and Code of Conduct
- b. Applicant is sent Personnel Profile, Courseware Checklist, QMS Review for completion
- c. Applicant completes and returns forms to CSME for review

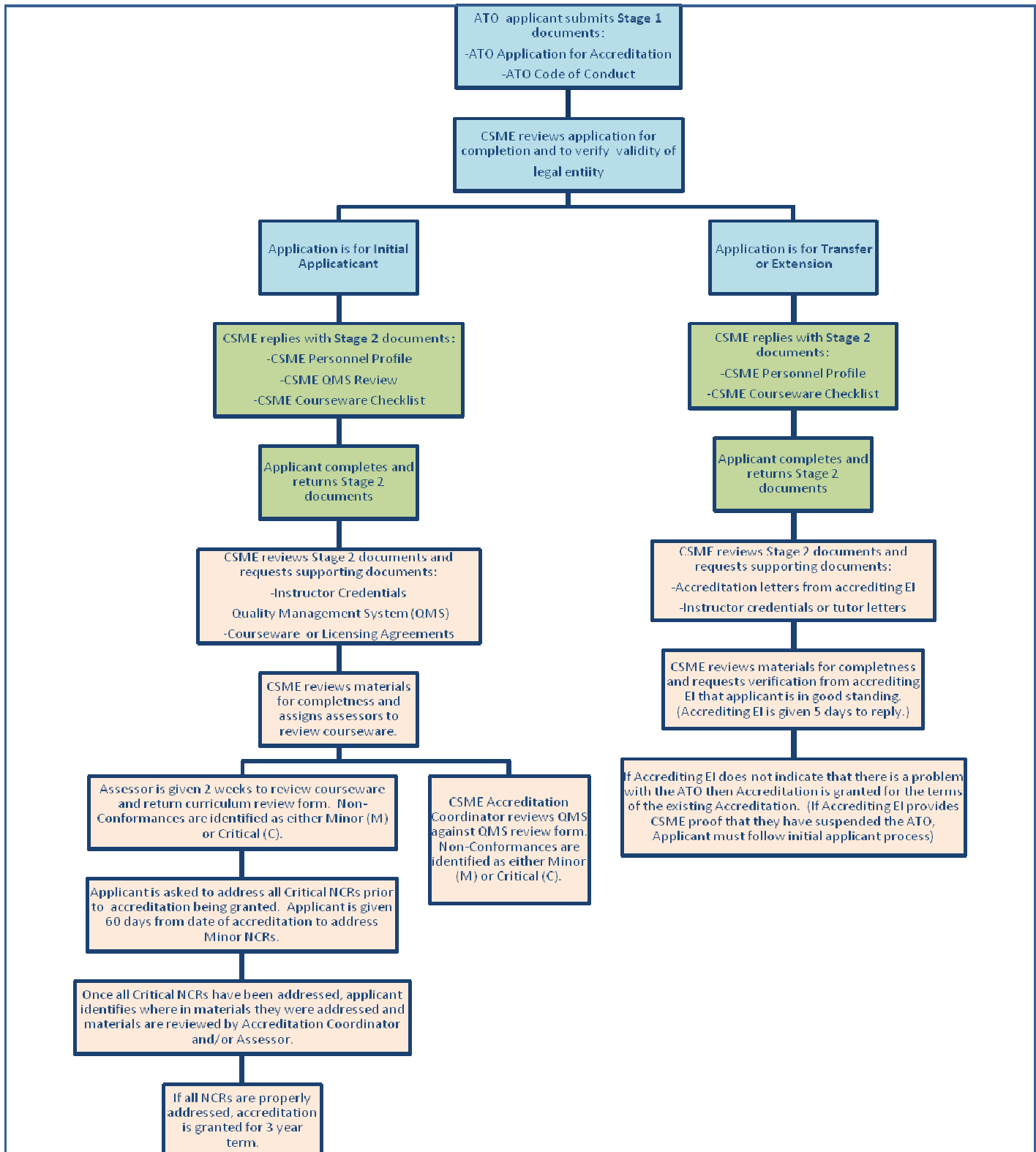
3. Stage 3

- a. CSME ATO Accreditation Coordinator reviews Stage 3 materials and determines best Accreditation route
- b. Applicant is given access to CSME's Secure ATO Area (CASA) and asked to upload their instructor certificates, QMS, and courseware or licensing agreements. At that time CSME will assign Assessors to review materials and provide applicant with feedback in real-time.

Once all materials are approved, applicant is updated that they are fully accredited and CSME schedules Kick-Off Call to introduce new ATO to CSME services. ATO is given access to CSME's website for ordering exams and vouchers for their candidates.



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Accreditation FAQ's

What are CSME's positions on all of rules regarding the competitive areas of the ITIL scheme operation"

- Rules for the accreditation of ATOs, trainers and course materials
 - ATO is required to provide support for it being an official legal entity
 - Instructors must possess the skills, experience and level of certifications required by the Official ITIL Scheme
 - Course Materials must meet the requirements defined by the respective course syllabus for each certification and must show that they meet the required number of contact hours
 - The procedures used to manage the training services must be confirmed to confirm with standards defined within the Official ITIL Scheme
 - Accreditation is a three-step process starting with the completion of an application and a code of conduct. The second step is the provisioning of all the materials needed for the Accreditation Audit: Course Materials, Personnel Profiles for all Instructors and copies of all certifications, and QMS (Quality Management System (aka Procedures)) for Training Services worksheet, all provided electronically through a secure upload to the ATO space in CSMEs ATO Secure Area (CASA).

- Fees for accreditation scheme and examinations
 - See pricing schedules

- Invigilation/Proctoring of examinations
 - All models of controlled proctoring are supported
 - The primary model preferred is for CSME to coordinate a proctor for the exam that the ATO is charged for.
 - ATOs may coordinate their own proctors if they like. There may still be an administrative charge for CSME to work with them and train them for each assignment, and they need to complete an agreement before they can do a proctoring assignment each time.
 - Instructors may also perform the role of a proctor, but they too must sign an agreement with CSME, must follow the strict process of opening the sealed envelope of exams in front of the student and securing the help of one of the students to provide control over the collection and resealing of the exams after the exam is completed, and attest to such in writing. There is still a fee from CSME for this to cover the administrative costs of working with these extra controls for classes that are less than 16 for Foundation and 8 for all others.

- Issue and timing of results
 - For paper based exams the results are issued in all cases within 3 -5 business days of the exam date, with over 85% of the results within 3 days.
 - For online exams the results are issued within 2 days. Many are provided at the end of the exam, but for Intermediate exams the results are reviewed manually before being released to the student, with this manual step being completed within two days.
 - Essay exams (V2 Managers only) results take up to 6 weeks to be sent out to the students.



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- Issue and timing of certificates
 - As long as a complete and correct address has been provided through the student registration process the certificates are mailed within 10 days of the exam date. Arrival time depends on the destination address
 - The use of CSMEs Advanced Examination System (AES) to complete the student registration prior to the exam allows for a vastly improved level of accuracy in addresses to ensure the certificates arrive properly.

- Appeals and Complaints process
 - Students and ATOs may appeal to CSME if they are unhappy with the nature of the exam or the conditions for the exam. For the former CSME will collect the information on the issue raised and brings it to the attention of the Examination Panel and the Accreditor. For issues with the conditions of the exam CSME will resolve these directly with the student. If the student or the ATO do not like CSMEs resolution they need to raise the issue with the Accreditor.
 - Should a candidate be dissatisfied by the processing or result of an appeal or complaint they make through their EI, they have the right to escalate this to OGC's Official Accreditor, The APM Group Ltd.
 - Candidates who wish to escalate a concern to the Official Accreditor should contact APM Group for further details.
 - If necessary, APM Group may take the appeal or complaint to the ITIL Qualifications Board for consideration and resolution. In this instance APM Group will submit the issue or complaint at the next meeting of the ITIL Qualifications Board and ensure feedback is provided in a timely fashion after the meeting.
 - Complaints can be raised through a call to anyone at CSME or through an email to info@csme.us.
 - Complaints are logged and reviewed by the CSME team members and assigned in order to complete the response in a manner that meets the with the satisfaction of the person raising the complaint. We do not guarantee that we can resolve every complaint as we have standards that we will up hold, but we are committed to finding a practical solution wherever possible that keeps our customers and our customers customers happy. For us it is not about whether the customer is right or wrong, it is always about the customer being happy. We have been able to be very successful at this for over seven years.

- Data Protection Policy
 - All of our ATO and student data is fully protected, backed up by our IT partners, and protected against unauthorized access through a minimum of two-factor authentication in all of our systems. We will never sell or share our student information with any outside parties.

- Discrimination Policy
 - CSME is an equal opportunity employer and advancer of careers. CSME does not discriminate in any way possible, and operates in full compliance with all discrimination laws in all the countries we deliver services.

What are the responsibilities of an Exam Institute?

Independent auditors appointed by APM GROUP in accordance with the principles of international best practice standards will audit all organizations approved by APM GROUP as EIs. If the systems used by the applicant organizations are found to be in line with these guidelines, they will be granted permission to administer the official scheme for ITIL accreditation and



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qualifications and will also be offered a place on the Qualifications Board.

Under the contracts signed with APM Group, EIs are not permitted to complete any of the following activities:

- Amend approved ITIL syllabuses
- Develop their own ITIL qualifications
- Develop products which may be perceived by the market as competition to those within the official ITIL scheme
- Offer training or consulting in ITIL in competition with those organizations they approve to do this
- Make any amendments to the pass mark agreed by the Qualification Board Authorize the use of intellectual property and/or issue trademark licenses to their approved organizations directly
- Outsource the running of their ITIL activities to any third party, except where delivery agents are appointed and have been agreed with the Official Accreditor
- Sub-license or grant any rights associated with the use of OGC Trade Marks, Crown copyright or other ITIL related intellectual property

Under the contracts signed with APM Group, EIs are allowed to complete the following activities:

- Approve training organizations through the standards and mechanisms audited and agreed by APM Group
- Administer examinations via those organizations they have approved using the standards and mechanisms agreed by APM Group.
- Any EI can operate internationally.

What is an Accredited Training Organization?

An Accredited Training Organization (ATO) is a legal entity that has completed a review (audit) by a Certification Scheme Owner, and has been approved to promote and deliver the training required to obtain access to the related certification. The ATO term is defined by some but not all Certification Scheme Owners. CSME will use this term generically to refer to all organizations accredited by CSME.

What is Accreditation?

Accreditation is a distinction awarded those professional training companies that demonstrate excellence in their training material, internal quality systems and trainer qualifications. The process of accrediting training companies, who are known as Accredited Training Organizations (ATO) is designed to ensure quality and compliance with industry standards and best practices approach as they relate to each certification (e.g. ITIL)



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What are the different types of Accreditation?

Accredited Training Organization (ATO) and their Affiliates. For more information on the different types of Accreditation and features and benefits of each, please contact accreditation@csme.us.

All of the ATOs that are accredited through CSME are also accredited to license their course materials; therefore we do not have a separate accreditation for content providers. This does not mean that an ATO has to license their materials. CSME notes on its website those that have made their materials available for licensing.

What are the benefits of Accreditation?

Accreditation affirms to the marketplace that you adhere to the standards required of the certifications you offer, and that you provide a confirmed quality training service that has been evaluated against best practices and deemed by independent parties to meet or exceed those best practice standards.

Additional benefits of Accreditation with CSME are:

- No term limit on accreditation (most provide 3 years) as long as in good standing
- Easy three step accreditation process
- Flexible exam delivery options (Paper, Computer, Virtual, Vouchers, Worldwide network)
- Comprehensive reporting sent after each exam session and on a quarterly basis
- Competitive pricing
- Exceptional customer service
- No late or expediting fees
- No cancelation fees (for group exams)

Is Accreditation mandatory?

In order to be registered with and supported by the Certification Owners you must be accredited. There are Exam Institutes that have created open channels for students to get access to exams so don't let any of them tell you that Accreditation is mandatory to be able to get exams. Accreditation is mandatory to be an official Training Company for a specific Certification. (aka Accredited Training Organization or ATO). Accreditation comes with access to the Certification Owners personnel, all the Certification Intellectual Property, and the inside track on where the Certifications are going. Certification Schemes depend on Accredited Training being delivered by qualified companies. Accreditation is mandatory for the Certification Scheme to be valid and relevant.



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What are the requirements for Accreditation?

In its most basic form there are four key requirements for accreditation:

1. Courseware
2. Instructors
3. Legal Entity
4. Procedures

The courseware can be developed by you or licensed from a company that has already been accredited.

The Instructors must have the required level of training and experience for each of the certifications they will be providing instruction. (See the Official Trainer Criteria for Delivery of ITIL[®] Accredited Training Courses and Accredited ITIL[®] Trainers.)

The company must be a properly established legal entity, in that individuals cannot be supported or accredited.

The procedures must demonstrate the company's ability to properly operate as a training company; promoting to users, securing all resources to deliver, registering students, keeping materials current, and delivering the training.

For more details please email the Accreditation Team at accreditation@csme.us.

What is the cost of Accreditation?

If you are already accredited by another Examination Institute there is no cost to have CSME recognize that Accreditation, just a few administrative steps to be completed.

For a training company just getting started the cost for accreditation can be as little as \$750, depending if you have your own course materials or if you are licensing already Accredited course materials, and other factors surrounding your instructors, legal entity, and procedures.

How long does Accreditation take?

After receiving the required documents, you can receive your accreditation within as little as five (5) days.



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Most first time accreditations will take from two to four weeks, based on all materials being properly received and properly completed on the start date. Your CSME ATO Accreditation coordinator will be readily available to offer personal assistance in the process of submitting your materials.

When does Accreditation expire?

CSME uses a perpetual surveillance model so that your Accreditation does not expire as long as you continue to be found in good standing through our surveillance measurers. The only time there is an additional cost for Accreditation is if CSME finds issues through surveillance that requires us to conduct a site visit. The ATO will pay for the full cost of these site visits.

Why do I need to be under surveillance?

In order to continually confirm that quality training is being delivered to protect the integrity of the Certification Scheme CSME has elected to conduct surveillance in the form of results reviews for every exam, and then analyze a number of factors not limited to result trends, student feedback, issues logs, and surveys.

Surveillance is done in real-time to insure that any issue is identified immediately and corrected as soon as is reasonably possible.

The cost of surveillance is a cost born by CSME as it is part of our mission to keep protect the integrity of the Certification Schemes.

What is the process for handling Complaints, Appeals, and Disputes?

In support of our ATO community any and all complaints can be presented to anyone at CSME but are best raised with either the Operations Manager or the Accreditation Manager depending on the nature of the occurrence. CSME will record the issue in our Issues Log and work through it to the satisfaction of all involved.

If any party is not happy with the resolution they may contact the CSME Managing Director to ask for a reevaluation. If the resolve through this process is not to their satisfaction then they will be provided a contact with an official member of the Certification Scheme Owner.



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Appendix 1:

Please type all of your information in the following two forms and send signed copies via email to accreditations@csme.us or by fax to 877-242-7808.

CSME ATO Application

Organization Name	
Contact Name	
Street # and Address	
City	
State	
Zip Code	
Phone Number	
Fax Number	
Website Address	
Legal Entity Type	
Federal EIN	
Date Founded	
Number of Full Time Employees currently	
Number of Part Time Employees currently	



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Number of Contractors currently under contract	
If Publically Traded Company Last Fiscal Year Sales	
Accreditation Type being applied for:	<input type="checkbox"/> Initial \$250 Application Fee <input type="checkbox"/> TXeXT (Transfer or Extension) \$0 Application Fee
Years of Training Experience	
Percentage of current business that is training	
Target Date to become a CSME ATO	
Number of Students expected in each of first three years after accreditation	1. 2. 3.

By completing this form and signing it you understand that you are agreeing to the following:

(a) Business Practices. You agree that you will conduct all business in your capacity as an ATO in a manner that

- (i) does not in any way adversely impact CSME’s reputation;
- (ii) avoids deceptive, misleading, or unethical practices;
- (iii) avoids making any representations, warranties, or guarantees to customers on behalf of CSME that are not contained in Official CSME literature;
- (iv) complies with all applicable U.S. governmental laws and regulations; and
- (v) complies with copyright and other intellectual property and proprietary rights protections for CSME owned and license products, as defined by the IPR owner. Including sublicensing, material reproduction, sales and distribution of copyrighted materials.

(b) Training Practices. You agree that you will conduct all training in your capacity as an ATO in a manner that



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(i) only utilizes course material which has been approved by CSME, keep materials up to date and in compliance with syllabus changes, present all material changes to course materials to CSME on or before implementing them (adjust as required when requested), fully communicate expectations of students that take the course including hours of course delivery, and total hours to invest, and the exam requirements;

(ii) only utilizes accredited personnel to deliver approved courseware, provide annual evidence of delivery personnel personal development in subject areas, and training skills, fully communicate changes to course requirements to all personnel, ensure that personnel profile changes are communicated in writing to CSME timely;

(iii) involves delivery scenarios that are always within stated ratios of students to instructors;

(iv) ensures that all CSME invoices are paid within 30 days of the exam delivery date

(c) Trademark Restrictions. Nothing in this Agreement authorizes you to use any trademarks, service marks, or logos except as expressly permitted by the IPR owners.

We understand that CSME has the right to suspend or remove our Accreditation if we do not adequately comply with this code of conduct, and/or produce examination results that are consistently problematically lower than average.

Printed Name of ATO Representative _____

Title _____

Training Provider Legal Name _____

Signature _____ Date _____



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CSME Code of Conduct for ATO's

_____, as a CSME ATO agree to the following:

(a) Business Practices. You agree that you will conduct all business in your capacity as an ATO in a manner that

- (i) does not in any way adversely impact CSME's reputation;
- (ii) avoids deceptive, misleading, or unethical practices;
- (iii) avoids making any representations, warranties, or guarantees to customers on behalf of CSME that are not contained in Official CSME literature;
- (iv) complies with all applicable U.S. governmental laws and regulations; and
- (v) complies with copyright and other intellectual property and proprietary rights protections for CSME owned and license products, as defined by the IP owner. Including sublicensing, material reproduction, sales and distribution of copyrighted materials.
- (vi) while allowing for the use of Selling Partners in the conduct of ATO's business, does so with clear contractual restrictions that permits them from using any and all trademarks and copyright materials only as received from the ATO, without any changes or alterations of any sort.

(b) Training Practices. You agree that you will conduct all training in your capacity as an ATO in a manner that

- (i) only utilizes course material which has been approved by CSME, keep materials up to date and in compliance with syllabus changes, present all material changes to course materials to CSME on or before implementing them (adjust as required when requested), fully communicate expectations of students that take the course including hours of course delivery, and total hours to invest, and the exam requirements;
- (ii) only utilizes accredited personnel to deliver approved courseware, provide annual evidence of delivery personnel personal development in subject areas, and training skills, fully communicate changes to course requirements to all personnel, ensure that personnel profile changes are communicated in writing to CSME timely;
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(d). Conditions of ATO Selling Partner Appointment

- Terms of ATO Selling Partner appointment must include the following:-
- All activities on ITIL undertaken by the selling partner must be on the direct behalf of the ATO and branded as such
- No Selling Partner will be permitted to have their logo appear on any ATO ITIL course materials, or any other promotional / marketing material
- ATO Selling Partners are subject to ATO audit of all promotional materials associated with the promotion and marketing of ITIL, as part of the ATO Audit by CSME
- ATOs are only permitted to enter into agreements with selling partners once they have completed a signed agreement with the Selling Partner that clearly calls out the provisions of operation above, and ensures that the Selling Partner enters into such intellectual property licenses and confidentiality agreements as the Certification Scheme Manager (ex APMG as the ITIL Official Accreditor) or Owner (ex OGC) may require.
- A copy of all such agreements between the ATO and the Selling Partner will be sent to CSME upon request as part of a CSME audit of the ATO.
- Affiliates must work in accordance with the Quality Management System that the ATO uses and has been approved by the EI. In cases where they do not use this then their Quality Management System will have to be provided for review and accredited by the EI
- Affiliates must use the related ATO training material as accredited by the EI
- All Trainers working on behalf of the affiliate must be assessed and accredited by the EI to the same standard as the Trainers working for the ATO

We understand that CSME has the right to suspend or remove our Accreditation if we do not adequately comply with this code of conduct, and/or produce examination results that are consistently problematically lower than average.

Printed Name of ATO Representative _____

Title _____

Training Provider Legal Name _____

Signature _____ Date _____