

Authorized Training Provider Application Process

**TIA QuEST Training Sub-Team
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This document describes the process and provides guidance to organizations that wish to become Authorized Training Providers for the TIA QuEST Forum.

1. Introduction

The TIA QuEST Forum developed the Authorized Training Provider Application Guide and process for organizations interested in attaining TIA QuEST Forum Authorized Training Provider status. This guide provides a general overview of the organization and Authorized Training Provider program and also guides prospective applicants through the eligibility requirements and application process. The goal of TIA QuEST Forum's Authorized Training Provider program is to establish a standard set of criteria by which Training Providers become authorized to deliver TIA QuEST Forum Sanctioned Training Courses.

2. Purpose and Benefit of TIA QuEST Forum Authorized Training Provider Status

QuEST Forum (now TIA QuEST Forum) was formed in 1998 to improve global telecommunications quality and promote industry-wide performance excellence. Through the implementation of a common set of quality requirements, the collaborative activities of its global workgroups, an emphasis on industry best practices, and the delivery of a leading-edge measurement system, TIA QuEST Forum advances the quality, reliability, and performance of telecom products and services around the world.

TIA QuEST Forum provides comprehensive instructor-led and web-based training courses on a range of topics, geared to all levels of TL 9000 adoption and implementation. The curricula and materials for these training courses are developed and approved by the TIA QuEST Forum to ensure that participants receive current, accurate information on the industry-accepted interpretations of the TL 9000 Requirements and Measurements Handbooks. These copyrighted courses are only available via the TIA QuEST Forum on-line training facility and through TIA QuEST Forum Authorized Training Providers.

TIA QuEST Forum is a global organization, and in support of its vision and mission it is TIA QuEST Forum's goal to have Authorized Training Providers located in the various global regions.

Becoming a TIA QuEST Forum Authorized Training Provider allows an organization to present these instructor-led and web-based training courses to its clients, as well as display the TIA QuEST Forum logo on its website and training materials. Authorized Training Providers also have the opportunity to be involved with TIA QuEST Forum activities including regional Best Practices conferences and development of the TL 9000 Handbooks.

3. Organization Eligibility

Organizations that wish to become TIA QuEST Forum Authorized Training Providers will meet the following requirements:

- Must be incorporated, chartered or otherwise recognized as a legal business entity, and
- Have been in business for at least two (2) years and operating under the conditions described in the application for at least six (6) months, and
- Have a well-defined organizational structure in which the authority and responsibility for administering education and/or training activities, courses, or programs is assigned to a particular unit, and

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- Must be ISO 9001 registered to the current version, or meet appropriate Training Provider certification requirements and provide evidence thereof to the TIA QuEST Forum, and
- If not a TIA QuEST Forum Member, shall commit to join the TIA QuEST Forum as a Liaison Member and actively participate in the TIA QuEST Forum Oversight Work Group, and
- Is willing to commit to have at least one (1) instructor complete the TIA QuEST Forum Master Trainer Process, and
- Can provide required supporting documentation with the application.

4. Application Submission

Interested training providers may download the application at <https://tl9000.org/training/providers.html%20> or contact the TIA QuEST Forum at contact@tl9000.org.

The application must be completed in its entirety and submitted along with all required supporting documentation to contact@tl9000.org.

5. Application Review Process

When an application is submitted to TIA QuEST Forum, an initial check is made to ensure all necessary information is included and the application is then sent to the TIA QuEST Forum Training Sub-Team for evaluation. Only members of the Training Sub-Team who are not associated with training providers will participate in the application review process. The Training Sub-Team reviews the application and determines whether the applicant meets the criteria to become an Authorized Training Provider.

If the application is not complete, TIA QuEST Forum contacts the training provider and requests the additional information. If the necessary information is not provided in a timely manner, the application is returned to the applicant.

Typical Timeline

Review by the Training Sub-Team typically takes about 60 days from receipt of the application from TIA QuEST Forum staff. Should the Training Sub-Team have any questions about the application, they will ask TIA QuEST Forum staff to contact the applicant.

TIA QuEST Forum Staff Role in the Application Process

TIA QuEST Forum staff are the official point of contact with the applicant during the process. Should the applicant have questions while the application is in process, TIA QuEST Forum staff should be the only ones contacted.

Recommendation Decision

Once the Training Sub-Team completes the review of the application and accompanying supporting documentation submitted and determines the applicant meets all required criteria, application is accepted, and the applicant becomes a TIA QuEST Forum Authorized Training Provider. Full authorization and ability to provide TIA QuEST Forum Sanctioned Training Courses occurs after the applicant completes the Master Trainer Qualification process.

If the application is rejected, then TIA QuEST Forum staff informs the applicant of the decision and reason for the decision. The applicant may appeal the decision (refer to Section 7 of this document).

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6. Actions for New Authorized Training Providers

Master Trainer Qualification

After the applicant becomes a TIA QuEST Forum Authorized Training Provider, the organization is notified by TIA QuEST Forum staff and sent a copy of the Master Trainer Qualification Process. The new Authorized Training Provider must identify at least one (1) instructor to be qualified as a Master Trainer. The TIA QuEST Forum Training Sub-Team will work with the Training Provider throughout the Master Trainer Qualification Process. It is recommended that the Master Trainer Qualification Process be completed within one year of notification by TIA QuEST Forum. If a Supervisory Master Trainer is employed by the applicant, this fulfills the Master Trainer requirement.

If the training provider does not successfully complete the Master Trainer Qualification Process, TIA QuEST Forum staff contacts the organization to determine if they still wish to complete the process. If the organization does not wish to complete the Master Trainer Qualification Process, the TIA QuEST Forum Chief Operating Officer, Oversight Work Group and Regional Leadership are notified and the application process is terminated.

Contractual Agreement with TIA QuEST Forum

On completion of the Master Trainer Qualification Process, TIA QuEST Forum staff initiates an agreement to be signed by the organization and TIA QuEST Forum. On execution of the agreement, TIA QuEST Forum staff sends the new training provider the Sanctioned training materials and updates the TIA QuEST Forum website with the new training provider's information.

If the training provider is affiliated with a Certification Body, the appropriate Accreditation Body is also notified of the organization becoming a TIA QuEST Forum Authorized Training Provider.

7. Appeals Process

An applicant that is not deemed by TIA QuEST Forum to meet the requirements of becoming an Authorized Training Provider may appeal the decision. Any request for reconsideration must be made in writing to TIA QuEST Forum within 30 days of being notified of non-selection. The right to request reconsideration shall be waived if the request is not made within the 30-day period.

The applicant must provide evidence that:

- TIA QuEST Forum committed an error or violated its procedures;
- TIA QuEST Forum made an oversight in its decision-making process; or
- Matters have arisen in the activity, course, or program since the application submission or the TIA QuEST Forum decision that might indicate current compliance with the criteria.

TIA QuEST Forum forwards any appeal requests received to the Training Sub-Team for review. If the appeal is granted, the Training Sub-Team communicates the decision to the TIA QuEST Forum Oversight Work Group and the process continues with Section 6 above.

If the appeal is denied, the Training Sub-Team communicates the decision to the TIA QuEST Forum Oversight Work Group and Regional Leadership.

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8. Maintenance of Authorized Training Provider Status

To maintain status as a TIA QuEST Forum Authorized Training Provider, the following requirements must be met:

- Maintain ISO 9001 certification to the current version, or meet appropriate Training Provider certification requirements and provide evidence thereof to the TIA QuEST Forum, and
- Maintain membership in the TIA QuEST Forum as a Liaison Member, and
- Actively participate in the TIA QuEST Forum Oversight Work Group and Training Team, and
- Maintain a minimum of one (1) instructor qualified as a TIA QuEST Forum Master Trainer, and
- Send royalty payments to the TIA QuEST Forum as applicable, and
- Submit training statistics to the TIA QuEST Forum as required.

9. Termination of Authorized Training Provider Status

In the event an organization fails to meet the above requirements to maintain Authorized Training Provider status, this status will be terminated in accordance with the agreement between the training provider and TIA QuEST Forum.

Upon notification by TIA QuEST Forum, the training provider will delete all electronic copies of TL 9000 sanctioned training material, destroy all printed copies, and remove all references to TL 9000 sanctioned training courses from the company's website and other marketing materials. TIA QuEST Forum will remove the training provider from the list of Authorized Training Providers on the TL 9000 website. Note: Any qualified Master Trainers employed by the training provider will be removed from the list maintained on the TIA QuEST Forum website, unless they subsequently join another Authorized Training Provider.

10. Reference Documentation

[TIA QuEST Forum Authorized Training Provider Application Form](#)
[Master Trainer Qualification Process](#)
[Code of Practice for TL 9000 Certification Bodies](#)

11. Revision History

Revision	Date	Reason for Revision
1.0	2019-05-09	Conversion of QFP-025
2.0	2022-05-02	Conversion back to QFP-025