**ATC forms and templates**

***Purpose*:**  To provide supporting documentation templates for Training Organizations to keep records as per The Open Group's accreditation requirements.

***How to use it***:These documents become part of the Organization's Quality Management system; it is the Organization's responsibility to keep them up to date.

The Organization's Quality Management System should refer to these documents.

It is recommended to adapt them to the Organization’s best practices:

- Document name and version number.

- Some templates may be customized

- The scope of some documents may be broaden to meet the Organization's needs.

Records must be kept for a minimum of 6 years.

Please take the time to study each template or form prior to using the documents.

**Quarterly voucher report**

The Organization must provide a quarterly statement of vouchers purchased by the Organization and its Affiliates, showing the voucher number, attendee name, country, date of course attendance, and any other particulars as the Certification Authority may reasonably require. It contains information that is required to be reported quarterly to The Open Group. This template may not be amended.

**Complaint records**

It should contain information related to each complaint received but also information showing that the Organization does apply continual improvement. It might be required to define what a "complaint" is. It might also be interesting to include feedback of "in satisfaction" from candidates even if not officially raised as a complaint." This template may be customized.

**Survey form**

The categories (Services, Venue, Facilities, Material and Trainer) are a minimum requirement. The questions within each category are suggestions only and we encourage these be changed as long as they are proven to be relevant to the continual improvement of the Organization. This template may be customized.

**Survey summary**

The summary should enable the Organization to compile survey results, analyse them and take action where required. An area has been added for the trainer to record comments that were made during the training but were not shared via a survey form.

Please note that the current categories and questions are automatically extracted from the Survey form. A change in a question will be automatically reflected in the summary, however, additional questions need to be added manually. This template may be customized.

**ATC Proctor/Trainer list**

The Organization must maintain a list of all of its own and its Affiliates’ trainers, including names, contact details, training qualifications, and certification status, and must make this list available to The Open Group promptly upon request. This also includes proctors, when applicable. This template may not be amended.

**References:**

All Training Course Accreditation documents are displayed on <http://certification.opengroup.org/training-course-accreditation-docs> or <http://opengroup.org/certifications/accreditation>