Quality Management System appendix  
质量管理体系  
附录

Organization name (version 0.1)

机构名称（0.1版）

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# Instructions on how to use this DOCUMENT 文档使用指南

**附录的用途**

QMS附录是基于课程认证要求，必须完整填写并提交以证明机构的合规性。

QMS附录可以作为：

- 机构现有QMS文件的附录，可参考现有的流程或描述新流程以满足当前QMS文件里未涉及的要求。

- 或者作为独立的QMS文件。

**Purpose of the QMS Appendix**

The QMS appendix is based on the Accreditation Requirement and must be completed and submitted to show compliance.

The QMS appendix can be used:

- as appendix to your current QMS; it is possible to refer to existing procedures or to describe new procedures to address requirements that may not be covered by the existing QMS.

- or as a stand-alone QMS.

**合规审批**

合规审批可能包含从课程认证协议，政策或要求中摘取的要求，但出于某些原因，这些要求可能不需要有具体的流程来解决，但是组织机构必须确认他们理解并将执行这些要求。

**Compliance approval**

Compliance approval covers requirements that may be extracted from the Accreditation Agreement, Policy or Requirements. They may not need to be addressed by a procedure for several reasons however, the Organization must confirm that they are understood and will be applied.

**程序**

参考现有的程序请完成“现有程序表”；描述新程序请完成“新程序表”。新程序必须是命令式的描述。请注意，使用需求用语来描述新程序远远不够，每一个程序必须是现有的程序或一个新的程序。

**Procedures**

It is possible to either refer to an existing procedure by completing the “existing procedure table” or to describe a new procedure in the “new procedure table”. New procedures must imperatively be described. Note that using the requirement wording to describe a new procedure is not sufficient. Each procedure MUST be either an existing procedure or a new procedure.

**记录管理和支持文档**

所有程序的支持文档都必须提交。“使用/提交的记录模版/系统”支持文档指明了在认证期间内需要保留的记录类型。支持文档可以是模版，表格，清单，甚至是截屏，并且可用来满足某些需求。The Open Group提供了一些可能或必须提交模版，如果适用于该组织的质量管理体系，则可将其作为组织自身的模版进行提交。在课程认证评估期间以及认证通过之后的3年内，组织可能被要求提供这些记录。

**Records Management and Supporting Documents**

All documents used to support the procedures must be submitted. The “record template / system used / submitted” supporting documents indicate the types of records that are expected to be kept during the accreditation period. Supporting documents are expected to be templates, forms, lists or even screen shots and may be used to address several requirements. The Open Group shares templates that may or must be submitted by the organization as its own if appropriately integrated to the Quality Management System. These records will be required during the re-accreditation assessment, 3 years after Accreditation was granted.

**范例**

*要求：*AR 3.1-1 组织机构必须保证并声明他们所提供的所有授权培训课程在任何时候都符合本文件中规定的课程认证要求，尤其是每个课程包含了所有要求的学习要点。

（要求编号参数：AR 表示 Accreditation Requirement （课程认证要求）/ AP 表示 Accreditation Policy （课程认证政策）. Section number （章节编号）表示Requirement position（相关要求在文件中的位置））

<课程认证要求指导> 组织管理应确认其所有权并提供用于维护合规性的手段。

**Example**

*Requirement:* AR 3.1-1 The Organization must warrant and represent that all ATCs they offer shall at all times meet the Accreditation Requirements documented herein, and in particular that each course covers all of the required learning outcomes.

(Requirement number configuration: AR – Accreditation Requirement / AP – Accreditation Policy. Section number-Requirement position)

<guidance on the Accreditation Requirement> The Organization Management should confirm its ownership and make the means available for compliance to be maintained.

|  |  |  |
| --- | --- | --- |
| Procedure name  程序名称 | Document name  文档名称 | Reference in Document  文件参考 |
| Your current QMS already covers this procedure; please complete this table  如您现有的QMS已包含该程序，请完成该表格 | <Name of the document submitted containing this procedure >  提交的包含该程序的文件名 |  |
| Comment  备注 |  | |
| Record template / system used / submitted  使用/提交的记录模版/系统 | <name of the template included to the submission>  <name of the system used; screen shot included to the submission>  (Templates may be imposed by The Open Group or suggestions may be made)  <提交的模版名称>  <使用的系统名称；提交的屏幕截图>  （The Open Group可能提供的模版或者提出的建议） | |

或 <删除不适用的表格>

OR <delete the table that is not applicable>

|  |  |
| --- | --- |
| Procedure name  程序名称 | <describe here the procedure you added to cover this requirement>  <在此描述增加的满足该需求的程序> |
| Record template / system used / submitted  使用/提交的记录模版/系统 | <name of the template included to the submission>  <name of the system used; screen shot included to the submission>  (Templates may be imposed by The Open Group or suggestions may be made)  <提交的模版名称>  <使用的系统名称；提交的屏幕截图>  （The Open Group可能提供的模版或者提出的建议） |

# Change log 变更记录

|  |  |  |  |
| --- | --- | --- | --- |
| Version number  版本号 | Change  变更内容 | Author  变更人 | Approved by  批复人 |
|  |  |  |  |
|  |  |  |  |

# Compliance approval合规审批

组织必须保证对所提供课程负责并确认其合规性，以下请负责人签字。

The Organization must warrant that it will take responsibility and ensure compliance of the course is met at all times. This part must be approved and signed by the person accountable.

|  |  |  |
| --- | --- | --- |
| Requirement  要求 | | Read and approved by (name/initials)  阅读并批复（名/姓） |
| AR 2.3-2 All aspects of course administration, delivery, and maintenance must be covered by a documented quality system.  AR 2.3-2 所有课程管理，交付，维护的各方面必须在一个归档的质量体系中体现。 | |  |
| AR 3.1-1 The Organization must warrant and represent that all ATCs they offer shall at all times meet the Accreditation Requirements documented herein, and in particular that each course covers all of the required learning outcomes.  AR 3.1-1组织机构必须保证并声明他们所提供的所有授权培训课程在任何时候都符合本文件中规定的课程认证要求，尤其是每个课程包含了所有要求的学习要点。 | |  |
| AR 2.3-3 The Organization’s quality system must include procedures to ensure that these Accreditation Requirements continue to be met for as long as the ATC is offered.  AR 2.3-3 组织的质量体系必须包括确保这些认证要求在提供ATC的前提下继续得到满足的程序。 | |  |
| AR 2.3-11 The general management of the Organization must be responsible for the quality of ATC delivery, whether by the ATC Provider itself or by any Affiliates and all aspects of ATC operation and management.  AR 2.3-11 组织的总管理人员必须对ATC课程的交付质量负责。 | |  |
| AR 2.3-12 The Organization must designate an ATC Manager for each ATC who is responsible for the operation, quality, and integrity of the ATC. If the ATC Manager role for a given ATC is distributed among several people, the Organization must nominate one person as ATC Manager for the purposes of accreditation.  AR 2.3-12组织必须为每个ATC课程指定一个ATC课程经理，负责ATC的运作、质量和完整性。如果某个ATC课程的管理人员分布在几个人之间，那么组织必须为指定一人作为ATC经理负责课程认证事宜。 | |  |
| AR 2.4-1 The Organization and its Affiliates must not disclose any information about their Candidates’ examination results to anyone other than the Certification Authority.  AR 2.4-1组织机构不得向处发证机构以外的任何人披露其学员考试结果的任何信息。 | |  |
| AR 2.4-2 The Organization and its Affiliates must not disclose the identity of any ATC attendees to anyone other than the Certification Authority and a company that paid the course fee for an attendee, if applicable.  AR 2.4-2 组织及其附属机构不得向除发证机构及支付学员课程费用的公司（如果适用的话）以外的任何人披露任何ATC学员的身份。 | |  |
| AR 3.1-1 Whenever The Open Group updates or makes a maintenance release or other update of a Standard covered by the Program and/or the Conformance Requirements, the Organization must update all affected courses to align with the new version of the Standard and/or the Conformance Requirements within six (6) months of release of the revised documents by The Open Group.  AR 3.1-1每当The Open Group对项目以及/或者合规要求涵盖的标准进行更新或版本维护或其他更新，组织必须在修订的文件发布后的6个月之内将可能受影响的课程更新到与新版本的标准以及/或者合规要求同步。 | |  |
| AR 2.5-2 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.  AR 2.5-2组织必须提供所购买的考试券的季度报告，体现考试券代码，学员姓名，国家，上课日期，以及发证机构可能要求的其他事项。 | |  |
| AR 6.1 The Organization must notify The Open Group of any material changes to the Organization’s identity, ownership, or location within 30 days.  AR 6.1 组织必须在30天之内通知The Open Group任何有关组织身份，所有者或地点等相关材料变更的事宜。 | |  |
| AR 6.2 The Organization must at all times keep the information in their Conformance Declaration correct and up-to-date.  AR 6.2组织必须始终保持其合规声明中的信息正确和更新。 | |  |
| AR 6.4 The Organization must ensure that registration of any new Affiliate is requested from the Certification Authority and completed (including being listed on the register of Accredited Training Courses) prior to the Affiliate offering or delivering an ATC.  AR 6.4本组织必须确保任何新附属机构都必须在发证机构进行登记。并在附属机构提供或交付ATC课程之前完成登记（包括在授权培训课程名单上列出）。 | |  |
| **Date**  **日期** | **Role**  **职位** | **Signature**  **签字** |

# Course management and operations 课程管理及运营

## Candidate registration 学员报名

AR 2.3-1 组织必须有有效的流程管理学员报名，学员信息，讲师筛选，学员及讲师分配。

AR 2.3-1 The Organization must operate effective procedures for the registration and identification of candidates, for the selection of trainers, and for the allocation of Candidates and trainers to scheduled course events.

|  |  |  |
| --- | --- | --- |
| Candidate registration  学员报名 | Document name  文件名称 | Reference in Document  文件参考 |
|  |  |  |
| Comment  备注 |  | |
| Record template / system used  使用的记录模版/系统 | <registration form…>  <报名表等文件名…> | |

OR

|  |  |
| --- | --- |
| Candidate registration  学员报名 | <New procedure description请描述学员报名流程> |
| Record template / system used  使用的记录模版/系统 | <registration form…>  <报名表…> |

## Allocation of candidates and trainers 学员及讲师分配

AR 2.3-1组织必须有有效的流程管理学员报名，学员信息，讲师筛选，学员及讲师分配。

AR 2.3-1 The Organization must operate effective procedures for the registration and identification of candidates, for the selection of trainers, and for the allocation of Candidates and trainers to scheduled course events.

|  |  |  |
| --- | --- | --- |
| Candidates and trainers’ allocation to scheduled course events  根据预定课程安排学员和讲师 | Document name  文件名称 | Reference in Document  参考文件 |
|  |  |  |
| Comment  备注 |  | |
| Record template / system used  使用的记录模版/系统 |  | |

或者

OR

|  |  |
| --- | --- |
| Candidates and trainers’ allocation to scheduled course events  根据预定课程安排学员和讲师 | <New procedure description 描述学员讲师分配流程 > |
| Record template / system used  使用的记录模版/系统 |  |

## Candidate numbers and resources 学员人数和资源

根据AP 1.2-2 （课程认证政策1.2-2） 学员人数必须与资源相匹配。

质量体系文件应当规定讲师人数，场地大小，及其他相关因素与学员人数相匹配，确保课程的交付质量。

Based on AP 1.2-2 Candidate numbers are matched to the resources available.

The quality system documentation should stipulate how the Organization will make sure that the number of trainers, the size of the venue, and other related factors will be adapted to the number of delegates to ensure the quality of the course delivery.

|  |  |  |
| --- | --- | --- |
| Candidate numbers and resources  学员人数和资源 | Document name  文件名称 | Reference in Document  文件参考 |
|  |  |  |
| Comment  备注 |  | |

或者

OR

|  |  |
| --- | --- |
| Candidate numbers and resources  学员人数和资源 | Minimum number of candidates per course / trainer – Maximum number of candidates per course / trainer  每位讲师每堂课容纳学员最低人数-每位讲师每堂课容纳学员最高人数 |

## Candidate information 学员信息

根据 AP 1.2-1（课程认证政策1.2-1） 关于每门课程对学员的知识和经验的要求，在报名前应对其或其雇主给予充分的指导。

组织应提供市场营销材料或网页地址以便审查员查看。

AP 1.2-1 Sufficient guidance is available to Candidates and their employers, before enrollment, on what level of prior knowledge and experience is expected for each course.

The Organization should either submit its marketing materials for assessment and/or provide a web address where the assessor may view them.

|  |  |
| --- | --- |
| Submitted  提交 | URL / <document name>  网址/市场材料文件名 |

## Confirmation of course attendance 课程出席确认

根据AR 2.4-3 （课程认证要求2.4-3） 组织应向学员提供书面课程出席确认。

组织应提交书面确认的复本进行认证，并在认证期间须应发证机构要求随时提供。

AR 2.4-3 The Organization and its Affiliates may provide their ATC attendees with written confirmation of course attendance.

A copy of the written confirmation should be submitted for accreditation and can be requested at any time thereafter by the Certification Authority for verification during the accreditation period.

|  |  |
| --- | --- |
| Submitted  提交 | <Written confirmation of course completion template name >  <课程结业书面证明模版文件名> |

## Examination fees and reporting 考试费用及报告

根据AR 2.5-1 （课程认证要求 2.5-1），组织在正式开课前必须为学员提前向发证机构购买考试券。

质量体系文件应当明确说明：

-如何及时购买考试券

-如何分发考试券给学员

培训课程的市场营销材料中必须明确指出培训费用包含了考试券费用。

AR 2.5-1 In advance of delivery of each ATC and for each course attendee, the Organization or its Affiliate(s) must buy an appropriate examination voucher from the Certification Authority, or its designated supplier of examination vouchers.

The quality system documentation should clearly state:

- How vouchers will be purchased in time

- How they will be distributed to all delegates

The training course marketing information should clearly state that the voucher is included in the training fee.

If the Organization uses Affiliates, the quality system documentation must indicate whether the Organization or its Affiliates will be responsible for buying examination vouchers for instances of the ATC which are delivered by Affiliates.

|  |  |  |
| --- | --- | --- |
| Examination vouchers  考试券 | Document name  文件名 | Reference in Document  参考文件 |
|  |  |  |
| Comment  备注 |  | |

或者

OR

|  |  |
| --- | --- |
| Examination vouchers  考试券 | <New procedure description >  <新程序描述> |
| Record template / System used  使用的记录模版/系统 |  |

## Course Evaluation 课程评估

3.3-1每次授权课程结束后，组织必须对学员进行问卷调查，调查内容包括场地、设施、材料、流程及讲师。

质量体系文件应当包含用于收集数据，分析结果，生成适当纠正措施的流程。调查结果的记录须保留至少18个月，并在发证机构检查需要的时候提供。

3.3-1 Every time an ATC is delivered, directly by the ATC Provider or by an Affiliate, the Organization must ensure that a survey of the Candidates is conducted that covers venue, facilities, materials, procedures, and trainer(s).

The quality system documentation should cover the process used to collect data, analyze results, and generate corrective action as appropriate. Records of the survey results must be available to the Certification Authority for inspection on request for up to18 months after completion.

|  |  |  |
| --- | --- | --- |
| Course evaluation  课程评价 | Document name  文件名称 | Reference in Document  参考文件 |
|  |  |  |
| Comment  备注 |  | |
| Record template / system used  使用的模版和系统 | <Survey template >  <调查模版> | |

OR

|  |  |
| --- | --- |
| Course evaluation  课程评价 | <New procedure description >  <描述课程评估流程> |
| Record template / system used  使用的记录模版/系统 | <Survey template >  <调查模版> |

3.3-2 保存英文版的问卷调查的总结记录，在需要的时候应The Open Group的要求进行提交。

如果问卷以非英语的形式展开，那么质量体系文档中必须指明如何确保翻译的准确性。总结记录应包含针对反馈的问题已作出的改进事项。

3.3-2 Summary records of these surveys must be made available to The Open Group on request in English.

If the surveys are done in a language other than English, the quality system documentation should cover the process used to ensure the accuracy of any translation required. Summary records are expected to show which improvements have been implemented based on the feedback collected.

|  |  |  |
| --- | --- | --- |
| Course evaluation summary  课程评估总结 | Document name  文件名称 | Reference in Document  参考文件 |
|  |  |  |
| Comment  备注 |  | |
| Record template / system used  使用的记录模版/系统 | <Survey summary template >  <问卷调查总结模版> | |

或者

OR

|  |  |
| --- | --- |
| Course evaluation summary  课程评估总结 | <New procedure description >  <请描述评估总结流程> |
| Record template / system used  使用的记录模版/系统 | <Survey summary template >  <问卷总结模版> |

# Quality management 质量管理

## Quality monitoring 质量监督

基于AR 2.3-5 组织的质量体系必须包含一个积极的内部审计程序，自我监督以保证持续符合课程认证要求，组织的归档质量体系持续并正确的得到实施。通过该套内部审计发现的任何不合规现象都应进行正式的记录，跟踪和解决。

组织机构应当具备质量监督流程，定期核实与培训交付相关的流程是否符合规定。组织可以通过检查流程的执行，并维护相关记录，来及时发现问题并作出改正，避免再次发生。

Based on AR 2.3-5 The Organization’s quality system must include an active internal audit program to self-police that the Accreditation Requirements are being continuously met and that the Organization’s documented quality system is being continuously and correctly implemented. Any non-compliance identified by this internal audit must be formally recorded, followed up, and cleared.

The Organization must have procedures in place to monitor quality. The Organization should verify the compliance of its processes related to the training delivery on a regular basis. This can be achieved by verifying that procedures are applied and records are maintained. Regular verification allows the Organization to identify issues in a timely manner and prevent their re-occurrence.

|  |  |  |
| --- | --- | --- |
| Quality monitoring procedure  质量监测程序 | Document name  文件名称 | Reference in Document  参考文件 |
|  |  |  |
| Comment  备注 |  | |
| Record template / system used  使用的记录模版/系统 | <internal audit reports – quality monitoring meeting reports – evaluation meeting reports…>  < 内部审计报告- 质量监测会议报告-评估会议报告等> | |

或者

OR

|  |  |
| --- | --- |
| Quality monitoring  质量监测 | <New procedure description 请描述质量监督流程 > |
| Record template / system used  使用的记录模版/系统 | <internal audit reports – quality monitoring meeting reports – evaluation meeting reports… >  <内部审计报告-质量监督会议报告，评估会议报告等> |

## QMS change control QMS 变更管理

AR 2.3-8 质量体系文档必须具备有效的变更管理流程。

变更流程的说明应包含变更审批人的姓名。质量管理体系应包含变更记录以体现所有相关的信息。

AR 2.3-8 The documentation of the quality system must be under effective change control.

The process for making changes should be described including the name of the person(s) who must approve the changes. The Quality Management System must contain a change log showing all relevant information.

|  |  |  |
| --- | --- | --- |
| QMS change control  QMS变更控制 | Document name  文件名称 | Reference in Document  文件参考 |
|  |  |  |
| Comment  备注 |  | |
| Record template / system used  使用的记录模版/系统 |  | |

或者

OR

|  |  |
| --- | --- |
| QMS change control  QMS变更控制 | <New procedure description >  <新程序描述 > |
| Record template / system used  使用的记录模版/系统 | <Appendix QMS change log in this document >  <本文档的QMS变更记录附录> |

## Customer complaints 客户投诉

AR 2.3-10 组织机构必须具备有效的响应程序以处理客户投诉。

请注意区别于课程问卷调查。课程问卷调查是在课程结束后及时进行的，而客户投诉可以发生在整个课程中的任一阶段（如课程报名），并且不一定是针对某个具体课程提出的。

请明确说明针对客户投诉采取的措施、应用的解决方案及执行的条件，以及最终实行的措施（如重新安排，取消，退款等）

请保存投诉记录，记录内容包括：投诉人姓名，联系方式，投诉详情，接收日期，解决方案及完成日期。请保存个人投诉记录，并在The Open Group要求时进行提供。

如果学员向The Open Group反应投诉未处理，将被视为违规行为，认证可能被吊销。

AR 2.3-10 The Organization must operate an effective and responsive procedure for handling customer complaints.

(Note that this is a distinct activity separate from course surveys, which are done at or shortly after the end of the course. Unlike course surveys, customer complaints may occur at any point in a course lifecycle (e.g., during registration) and may not relate to a specific course.

A procedure should clearly state which steps are taken, which resolutions are applied and under which conditions. Procedures subject to be applied should be submitted (e.g. rescheduling, cancellation, refund).

A complaint log should be maintained including: complainant name, contact information, complaint description, date of receipt, resolution and date of closure. Individual complaint records should be kept and made available on The Open Group request.

Unsolved complaints filed by candidates with The Open Group are considered as non-compliant to this requirement, putting the Accreditation at risk.)

|  |  |  |
| --- | --- | --- |
| Complaint management  投诉管理 | Document name  文件名称 | Reference in Document  参考文件 |
|  |  |  |
| Comment  备注 |  | |
| Record template / system used  使用的记录模版/系统 | <complaint log – complaint overview – complaint review summary…>  <投诉记录 – 投诉概述 – 投诉回顾总结> | |

OR

|  |  |
| --- | --- |
| Complaint management  投诉管理 | <New procedure description >  <新程序描述 > |
|  |  |
| Record template / system used  使用的记录模版/系统 | <complaint log – complaint overview – complaint review summary…>>  <投诉记录– 投诉概述– 投诉回顾总结…>> |
|  |  |

# Course material management 课程材料管理

## Course material compliance 课程材料合规性

根据AR 3.1-2 组织必须证明培训课程中涵盖所有学习知识要点。

在线交付：任何在线交付的课程必须在认证鉴定期间在线提供给The Open Group审查员进行在线查看。

Based on AR 3.1-2 The Organization must provide proof that all applicable learning outcomes are covered in the training course.

Online delivery: courses with any online delivery aspect or option must be made available to The Open Group assessors online for the duration of the assessment.

|  |  |
| --- | --- |
| Course material compliance  课程材料合规性 | The training course material checklist should be populated and included in the accreditation package. It should be up to date and can be required at all times for validation by the Certification Authority.  课程认证包中应包含完整的培训课程材料清单，该清单应及时更新，并应发证机构的要求可随时提供。 |
| Submitted  提交 | <Training course material checklist name/version>  <培训课程材料清单名称/版本> |

## Course material version control 课程材料版本管理

AR 3.1-3 所有的课程材料必须进行版本管理。

组织应确保讲师获得最新的课程材料。应保留变更记录。该材料的版本应随任何变化进行更新。所使用的许可材料也必须在版本管理之下，特别是当组织对通用的幻灯片进行任何修改时，因为添加幻灯片或内容会影响学习要点的映射，需要进行相应地更新。版本管理流程应该包含批准变更的人的姓名。

AR 3.1-3 All course material must be kept under version control.

The Organization should ensure that the trainer and the delegates receive the most recent course material. A change log should be kept. The version of the material should be updated with any change. Licensed material used must also be kept under version control, in particular when the Organization makes modifications of any kind to the generic slides, as adding slides or content influences the learning outcome mapping that will need to be updated accordingly. The version control process should include the name of the person(s) who must approve the changes.

|  |  |  |
| --- | --- | --- |
| Course material version control  课程材料版本管理 | Document name  文件名称 | Reference in Document  参考文件 |
|  |  |  |
| Comment  备注 |  | |
| Record template / system used  使用的记录模版/系统 | <Training course material change log>  <培训课程材料变更记录> | |

OR 或者

|  |  |
| --- | --- |
| Course material version control  课程材料版本管理 | <New procedure description>  <新程序描述> |
| Record template / system used  使用的记录模版/系统 | <Training course material change log>  <培训课程材料变更记录> |

## Course material change 课程材料变更

AR 6.3 组织机构如果对课程内容作出变更，该变更可能影响课程如何满足适用的课程认证要求时，那么该机构应在变更后的30天之内通知The Open Group，并清楚指出该变化。

AR 6.3 The Organization must notify The Open Group of any material changes to course content that could impact how the course meets the applicable Accreditation Requirements within 30 days of the change being made, with the changes being clearly identified.

|  |  |  |
| --- | --- | --- |
| Course material change notification to the Certification Authority  向发证机构发送课程材料变更通知 | Document name  文件名称 | Reference in Document  参考文件 |
|  |  |  |
| Comment  备注 |  | |

OR 或者

|  |  |
| --- | --- |
| Course material change notification to the Certification Authority  向发证机构发送课程材料变更通知 | <New procedure description>  <新程序描述> |

# Trainer management 讲师管理

## Trainer certification 讲师认证

AR 3.2-1 所有在ATC课程交付中使用的讲师必须事先获得该课程项目指定的认证级别或以上级别的认证。

组织应该记录每一个讲师的认证级别，记录并保留相关认证的证明。

AR 3.2-1 All trainers used in the delivery of ATCs must themselves be certified within the Program at or above the level specified in the Program Configuration document.

The Organization should document the level of certification for each trainer and should keep records proving the certification.

|  |  |
| --- | --- |
| Trainer certification  讲师认证 | <New procedure description>  <新程序描述> |
| Submitted  提交 | <Certificates ID on trainer list>  <讲师名单包含证书编号> |

## Trainer experience 讲师经验

AR 3.2-2 在ATC课程交付中所使用的所有讲师必须满足以下条件中至少一项：

* 在其所在领域得到认可的相关的培训资格。（两个例子是：IT培训机构的认证，以及The Open Group认证IT专家（Open CITS）认证， 客户焦点领域的技术培训认证）
* 一年的相关培训经验
* 接受过满足以下条件的入职培训：
* 在正式的入职项目开始之前，个人必须获得适当级别的认证。
* 入职项目必须包含相应机制以保证该个人有能力以令人满意的方式交付培训课程。
* 入职项目必须包含条款，让个人讲师在另一名有经验的ATC讲师的监督下授课至少两节课。在课程结束后通过监督讲师的报告及学员的反馈表（必须包含与监督讲师区别的个人相关的反馈条款）来决定该个人讲师是否可继续进行下一阶段的培训。
* 入职项目必须确保在监督下讲师授课的任何一部分培训内容的整体质量。

讲师入职记录须保留这些记录。

AR 3.2-2 All trainers used in the delivery of ATCs must have one of the following:

* A relevant training qualification that has recognition in the geography in which it was obtained. (two examples are: certification from the Institute of IT Training, and The Open Group Certified IT Specialist (Open CITS) Certification with Technical Training as the Client Focus Area)
* One (1) year of relevant training experience
* Have undertaken an induction program that meets the following criteria:
* The individual must be certified in the Program at the appropriate level before the start of the formal induction program.
* The induction program must include a mechanism to ensure that the individual is capable of delivering a training course in a satisfactory manner.
* The induction program must include provision for the individual to deliver at least two (2) training courses under the supervision of an experienced ATC trainer. At the end of each training course, the decision on whether the individual is suitable to proceed to the next phase of training must be based on a report from the supervising trainer and feedback forms from attendees on the course, which must include provision for feedback on the individual concerned separate from the supervising trainer.
* The induction program must ensure the overall quality of the ATC when a trainer under supervision delivers any part of the training.

Trainer induction records need to retain this record.

|  |  |  |
| --- | --- | --- |
| Trainer selection and induction  讲师筛选及入职 | Document name  文件名称 | Reference in Document  参考文件 |
|  |  |  |
| Comment  备注 |  | |
| Record template / system used  使用的记录模版/系统 |  | |

OR 或者

|  |  |
| --- | --- |
| Trainer selection and induction  讲师筛选及入职 | All trainers used in the delivery of ATCs must have one of the following:  <please remove what is not applicable to your procedure>   * A relevant training qualification that has recognition in the geography in which it was obtained. (two examples are: certification from the Institute of IT Training, and The Open Group Certified IT Specialist (Open CITS) Certification with Technical Training as the Client Focus Area) * One (1) year of relevant training experience * Have undertaken an induction program that meets the following criteria: * The individual must be certified in the Program at the appropriate level before the start of the formal induction program. * The induction program must include a mechanism to ensure that the individual is capable of delivering a training course in a satisfactory manner. * The induction program must include provision for the individual to deliver at least two (2) training courses under the supervision of an experienced ATC trainer. At the end of each training course, the decision on whether the individual is suitable to proceed to the next phase of training must be based on a report from the supervising trainer and feedback forms from attendees on the course, which must include provision for feedback on the individual concerned separate from the supervising trainer. * The induction program must ensure the overall quality of the ATC when a trainer under supervision delivers any part of the training.   在ATC课程交付中所使用的所有讲师必须满足以下条件中至少一项：   * 在其所在领域得到认可的相关的培训资格。（两个例子是：IT培训机构的认证，以及The Open Group认证IT专家（Open CITS）认证， 客户焦点领域的技术培训认证） * 一年的相关培训经验 * 接受过满足以下条件的入职培训： * 在正式的入职项目开始之前，个人必须获得适当级别的认证。 * 入职项目必须包含相应机制以保证该个人有能力以令人满意的方式交付培训课程。 * 入职项目必须包含条款，让个人讲师在另一名有经验的ATC讲师的监督下授课至少两节课。在课程结束后通过监督讲师的报告及学员的反馈表（必须包含与监督讲师区别的个人相关的反馈条款）来决定该个人讲师是否可继续进行下一阶段的培训。 * 入职项目必须确保在监督下讲师授课的任何一部分培训内容的整体质量。 |
| Record template / system used  使用的记录模版/系统 | <Trainer selection & induction log – TTT report – training delivery observation report…>  <讲师筛选 & 入职记录 - TTT 报告 – 培训交付观察报告> |

## Trainer topic knowledge 讲师主题知识

AR 3.2-3 ATC课程使用的所有讲师必须有足够的主题经验和知识，以便能够以清晰易懂的方式交付课程。

AR 3.2-3 All trainers used in the delivery of ATCs must have sufficient experience in and knowledge of the topic to be able to deliver the course in a clear and concise manner.

|  |  |  |
| --- | --- | --- |
| Trainer topic knowledge  讲师主题知识 | Document name  文件名称 | Reference in Document  参考文件 |
|  |  |  |
| Comment  备注 |  | |
| Record template / system used  使用的记录模版/系统 |  | |

或者

OR

|  |  |
| --- | --- |
| Trainer topic knowledge  讲师主题知识 | <New procedure description>  <新流程描述> |
| Submitted  提交 | < Trainer experience records (e.g. resume)>  <讲师经验记录（如简历）> |

## Trainer performance 讲师表现

AR 3.2-4 组织必须确保在ATC课程交付中使用的所有讲师表现良好。

讲师评估表/报告须保留这些记录

AR 3.2-4 The Organization must ensure the proper performance of all trainers used in the delivery of their ATCs, including any trainers used by Affiliates.

Trainer evaluation form/report need to retain this record.

|  |  |  |
| --- | --- | --- |
| Trainer performance measurement and maintenance  讲师表现评估及维护 | Document name  文件名称 | Reference in Document  参考文件 |
|  |  |  |
| Comment  备注 |  | |
| Record template / system used  使用的记录模版/系统 |  | |

或者

OR

|  |  |
| --- | --- |
| Trainer performance measurement and maintenance  讲师表现评估及维护 | <New procedure description>  <新程序描述> |
| Record template / system used  使用的记录模版/系统 | <Trainer performance evaluation report/log - TTT report/log>  <讲师表现评估报告/记录 - TTT 报告/记录 > |

## Trainer list 讲师名单

AR 3.2-5 组织必须维护其讲师名单，包括姓名，联系信息，培训资质，认证状态，并在The Open Group要求的情况下及时提供。

AR 3.2-5 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.

|  |  |
| --- | --- |
| Trainer list  讲师名单 | <New procedure description>  <新程序描述> |
| Submitted  提交 | < The trainer list template is made available by the Certification Authority>  <发证机构可提供讲师名单模版> |

## Trainer registration 讲师登记

AP 7.3 ATC课程的所有讲师均必须在发证机构进行登记。ATC课程经理必须将新的讲师及其资质告知发证机构，并在使用新讲师进行ATC授课之前获得发证机构的批准。

AP 7.3 All trainers who deliver the ATC must be registered with the Certification Authority at all times.

The ATC Manager must notify the Certification Authority of all new trainers and their qualifications. The

Certification Authority must grant approval before such new trainers may deliver an ATC.

|  |  |  |
| --- | --- | --- |
| Trainer registration  讲师登记 | Document name  文件名称 | Reference in Document  参考文件 |
|  |  |  |
| Comment  备注 |  | |

或者

OR

|  |  |
| --- | --- |
| New trainer registration  新讲师登记 | < New procedure description>  <新流程描述> |

# Affiliate and broker management 以下部分不适用于中国区培训机构

## Affiliate Management

AR 2.3-7 If the Organization chooses to partner with one or more Affiliates, the quality system must include procedures to ensure that the Accreditation Requirements continue to be met when the ATC is delivered by an Affiliate.

The Quality Management System should clearly state how the Organization ensures that the Affiliates can reproduce all procedures around delivery of the ATC.

|  |  |  |
| --- | --- | --- |
| Affiliate management | Document name | Reference in Document |
|  |  |  |
| Comment |  | |
| Record template / system used | < written instructions - internal audit reports – web site checks reports…> | |

OR

|  |  |
| --- | --- |
| Affiliate management | < New procedure description> |
| Record template / system used | < written instructions - internal audit reports – web site checks reports…> |

## Affiliate trademark compliance

AP 8.1-1 ATC Providers are at all times responsible for their Affiliates’ compliance with the trademark usage guidelines in the Accreditation Trademark License Agreement with respect to promotional material for their ATC.

The quality system documentation should describe how the Organization will instruct and police its Affiliates with respect to trademark usage.

|  |  |  |
| --- | --- | --- |
| Affiliate trademark compliance | Document name | Reference in Document |
|  |  |  |
| Comment |  | |
| Record template / system used | < written instructions - internal audit reports – web site checks reports…> | |

OR

|  |  |
| --- | --- |
| Affiliate trademark compliance | < New procedure description> |
| Record template / system used | < written instructions - internal audit reports – web site checks reports…> |

## Brokers trademark compliance

AR 8.2-1 ATC Providers are at all times responsible for their Brokers’ compliance with the trademark usage guidelines in the Accreditation Trademark License Agreement with respect to promotional material for their ATC.

The quality system documentation should describe how the Organization will instruct and police its Brokers with respect to trademark usage. Internal audit report should retain this record.

|  |  |  |
| --- | --- | --- |
| Broker trademark compliance | Document name | Reference in Document |
|  |  |  |
| Comment |  | |
| Record template / system used | < written instructions - internal audit reports – web site checks reports…> | |

OR

|  |  |
| --- | --- |
| Broker trademark compliance | < New procedure description> |
| Record template / system used | < written instructions - internal audit reports – web site checks reports…> |

# Reference documents 参考文档

Accreditation Policy and Accreditation Requirements available on http://www.opengroup.org/certifications/accreditation/submit-new