



ITAlian Software Testing Qualifications Board Accreditation Process for Trainers

IDENTIFYING DATA

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ITA-STQB Association

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1. GOALS

To accredit a provider of training activities to produce training materials and deliver courses in accordance with the principles, techniques and methods described in the ISTQB and IQBBA Syllabi, according to rules specified by ITA-STQB.

2. NOMINATIONS

2.1. TYPES OF COURSES FOR WHICH YOU CAN BE ACCREDITED

The types of courses for which ITA-STQB certification is currently provided are as follows:

ISTQB (International Software Testing Qualifications Board) Scheme.

- Foundation Level (CTFL)
- Foundation level for Agile Tester Foundation certification (CTFL-AT)
- Advanced Level for Test Analyst Certification (CTAL-TA)
- Advanced Level for Test Manager Certification (CTAL-TM)
- Advanced Level for Technical Test Analyst Certification (CTAL-TTA)
- Foundation Level for Performance Testing Certification (CTFL-PT)
- Foundation level for Automotive Software Tester certification (CTFL-AuT)
- Foundation level for Mobile Application Testing certification (CTFL-MAT)
- Foundation level for Acceptance Testing certification (CTFL-AcT)
- Advanced level for Test Automation Engineer certification (CTAL-TAE)

IQBBA (International Qualification Board for Business Analysis) Scheme.

- Foundation Level (CFLBA)

From the time the ISTQB and IQBBA Syllabi translated into Italian related to additional certification levels for the ISTQB and IQBBA schemes, as well as for additional certification schemes, become available, ITA-STQB will activate the possibility of accreditation for these additional types of courses and will make this known through its website and by updating these regulations.

2.2. TYPES OF ACCREDITATION

The following types of accreditation are provided:

- Accreditation as a provider of training materials. In this case, the provider makes the materials that can be used in the courses, but is not involved in the delivery of the courses themselves.
- Accreditation as a course provider. In this case, the provider delivers the course, providing the lecturers and managing all logistical aspects of the course, using material made available only and exclusively by another accredited training material provider and therefore approved by ITA-STQB.
- Accreditation as a provider of training materials and as a course provider. In this case, the provider delivers the course, providing both faculty and training materials and managing all logistical aspects of the course.

Training materials produced by an accredited provider may be made available to third parties who are themselves accredited as course providers, according to direct agreements between the two providers.

3. BASIC PRINCIPLES FOR ACCREDITATION

An organization wishing to offer training accredited to ISTQB and/or IQBBA certification must submit a request for accreditation to ITA-STQB. In evaluating the application, ITA-STQB, through an Accreditation Committee, verifies that the applicant is able to:

- Offer training materials that conform to the syllabi related to the certification level covered by the courses (see 2.1)
- Have faculty with training experience and expertise in software testing and/or business analysis suitable to conduct the courses and ensure the necessary quality of the training offered
- Have suitable classrooms and equipment for course delivery

These are indispensable preconditions for applying for accreditation:

- ISTQB/IQBBA certification and in-depth knowledge of syllabi by proposed teachers
- The comprehensiveness of the training material in presenting the content of the syllabi
- Knowledge of these regulations.

3.1. ADEQUACY OF TRAINING MATERIALS

ITA-STQB must approve the training material and its authors before accredited courses in which this material is used begin.

Documentation to be evaluated by ITA-STQB should include the CV of the author(s) of the training material, which should highlight:

- i. At least 5 years of professional experience in the course subject area and software engineering
- ii. Obtaining the ITA-STQB certificate related to the scheme and level covered by the proposed training material

To obtain accreditation, the training materials must be produced in accordance with the guidelines in the following paragraphs.

3.1.1. Traceability and completeness

Training materials, to be accredited, must demonstrably cover all the learning objectives of the relevant syllabus. For this reason, it is necessary that each request for accreditation be accompanied by a matrix indicating the coverage of the training materials, presentations and supporting materials, with the learning objectives of the syllabus.

3.1.2. Learning objectives

Learning objectives are identified for each section of the syllabi according to the following categories of cognitive levels:

- K1: The candidate is able to recognize and remember a term or concept, recall definitions;
- K2: The candidate is able to select reasons or explanations associated with the topic, and is able to summarize, differentiate, classify, and give examples of actions (e.g., compare terms), test concepts, test procedures (explaining the sequence of activities);
- K3: The candidate is able to select the correct application of a concept or technique, and apply it in the identified context. K3 is normally applicable to procedural knowledge. Creative actions such as evaluating a software application or creating a model for a given software are not covered;
- K4: (Advanced modules only) The candidate is able to break down information about a procedure or technique into more basic parts to enhance understanding, and is able to distinguish between facts and inferences. Typical application is to analyze a project, software or document situation and propose appropriate actions to solve a problem or task.

The following rules apply:

- i. All learning objectives in categories K2 and above (K3, K4) must include at least one example.
- ii. All learning objectives in categories K3 and K4 must include at least one practical exercise drawn from a realistic software or system example.
- iii. If the material is developed for use across multiple modules, the material itself must contain suitable and diverse exercises for each of the modules for which it will be used.

3.1.3. Module durations

For each module, each chapter and section must be covered for a suitable amount of time. For this reason, a time coverage matrix of each chapter and section of the syllabus is required for each request for accreditation.

3.1.4. Contents

Presentations, exercises and their solutions, as well as any other material supporting the courses must be consistent with the material contained in the reference syllabi. Material for Advanced level modules must be consistent with the Foundation level.

3.1.5. Glossary

For each term used, the training material must be consistent with the definition of the same term provided by the Glossary in the relevant syllabus version, or later versions.

3.1.6. Slides and notes

The number of slides should take into consideration an average time of 3 minutes per slide. The use of notes may be appropriate where the content of the slide requires it to enhance understanding and add value to the content of the syllabi. These additional notes should be provided as part of the material to be submitted for evaluation for accreditation. Any notes explaining the material contained in the slides may also be provided on a separate document.

3.1.7. Exercises and answers

In addition to referring to realistic cases, exercises should be accompanied by their solutions, which should indicate the section of the syllabus to which the exercise refers, where the topic is explained, or provide a direct explanation for each correct and incorrect answer.

3.1.8. Additional materials

If the lecturer intends to refer to additional material, such as texts that are not cited in the syllabi, the additional material must be submitted and evaluated during the accreditation process to ensure that there are no conflicts between the syllabi and the additional material.

3.2. ADEQUACY OF TEACHERS

ITA-STQB must approve all lecturers before accredited courses by these lecturers begin. Among the documentation to be evaluated by ITA-STQB must include the candidate lecturer's CV, which must highlight:

- i. at least 5 years of professional experience in software engineering and software testing (for accreditation under ISTQB) or business analysis (for accreditation under IQBBA);
- ii. Proven experience as a professional course instructor in software engineering and software testing (for accreditation under ISTQB) or business analysis (for accreditation under IQBBA);
- iii. obtaining the ITA-STQB certificate related to the level covered by the course for which the teacher is proposed.

ITA-STQB reserves the right to interview the teacher candidate by phone or through a personal interview.

3.3. ADEQUACY OF LOGISTICAL ASPECTS

An organization wishing to offer training accredited to ITA-STQB certification, as a course provider, must ensure the adequacy of logistical aspects related to the organization of the courses themselves, and in particular:

- i. The preparation of an annual calendar of courses to be communicated to ITA-STQB at least 60 days before the first scheduled course in the year. ITA-STQB will point out potential conflicts with other dates of courses already planned in the same area for which rescheduling is advisable; finally, it will publish the calendar on its website
- ii. The availability of accredited lecturers on the dates scheduled in the course calendar, avoiding any rescheduling of dates and locations, especially near deadlines, in order to minimize possible inconvenience to participants
- iii. The availability of training materials for course participants
- iv. The availability of the necessary tools for course registration through its website
- v. The correct and timely communication to members
- vi. The availability of teaching rooms suitable for optimal course delivery, avoiding any rescheduling of dates and locations, especially close to deadlines, in order to minimize possible inconvenience to participants
- vii. The availability of adequate facilities nearby for lunch and breaks during training sessions

In particular, with regard to item iv. the following is emphasized:

- The classrooms used for the courses should be adequate for the number of participants, as well as equipped with the necessary tools for projecting slides and performing the exercises
- The classrooms that may be used for examination sessions in the event that these are scheduled in conjunction with and at the end of the courses, should provide adequate space for candidates to perform the examination with the necessary concentration.

3.4. ACCEPTANCE OF THE RULES

As a precondition for any type of accreditation, stakeholders are required to accept:

- i. This accreditation regulation in its entirety and the ability of ITA-STQB to amend the regulation in the future at its sole discretion;
- ii. The use of accreditation for only those areas for which it was issued by ITA-STQB;
- iii. the use of accreditation exclusively for ISTQB and/or IQBBA certification, i.e., complying with the conditions for the use of the accredited trainer logo and the proper management of rights of use and representation;
- iv. To sign an agreement whereby they adhere to the relevant provisions of accreditation;
- v. to declare their own to the accreditation only with regard to the area (language, level, level module) for which the accreditation was granted;
- vi. not to use the accreditation in such a way as to discredit ITA-STQB and not to make statements about the accreditation that ITA-STQB may consider misleading or unauthorized;
- vii. to discontinue any statement and promotion of its accreditation and any reference to ITA-STQB or the referenced schemes (ISTQB and/or IQBBA) in case of suspension or revocation of

accreditation and to return all accreditation-related documentation issued by ITA-STQB where applicable;

- viii. Not to use accreditation in a misleading way;
- ix. Not to use accreditation to promote a competing certification scheme.

4. ACCREDITATION PROCESS

4.1. STEPS IN THE ACCREDITATION PROCESS

4.1.1. Preliminary inquiry

For any preliminary inquiries, and in particular to find out about accreditation fees, you can send an email to:

ITA-STQB

ITALian Software Testing Qualifications Board

E-mail: marketing@ita-stqb.org

4.1.2. Formal application

The Society/Body wishing to be accredited for ITA-STQB training must make payment of the accreditation application fee, which is non-refundable and is one-time only for the first application, in a manner and rate to be requested from ITA-STQB (see 4.1.1), submit an accreditation application form, available at www.ita-stqb.org or by requesting it via email at marketing@ita-stqb.org, and provide the necessary documentation.

4.1.3. Provision of documentation required for accreditation

The accreditation request form should be used for all requests for:

- first accreditation
- re-accreditation (see ch. 6)
- Re-evaluation of training materials (see ch. 5)
- modification of accredited teachers (see ch. 7)

The table below shows which documents must be submitted for the application for initial accreditation. The documents to be attached in other cases are indicated in the respective chapters of these regulations.

The two columns to the right indicate which documents to attach depending on whether the request for accreditation is submitted as a provider of training materials or as a course provider. If the request is submitted for both types of accreditation, the entire list of documents must be submitted:

Documents to be attached to the application form for first-time accreditation	Accreditation as a provider of training materials	Accreditation as a course provider
Profile of the requesting Company/Entity (including at least information on the size of the organization, experience in professional training activities and particularly in software testing and engineering, business areas other than training in which the Company/Entity operates)	☐	☐

CV of the author of the training material	☐	
Detailed coverage matrix between the training material and the relevant syllabus from which the complete coverage of the syllabus can be derived. Indicate <u>the syllabus version</u> , chapters, topics, practices, exact location in the training material	☐	
Guiding duration of each topic contained in the training material		☐
Agreement to supply training material with another accredited Company/Body <u>only in case</u> the Company/Body applying for accreditation as a course provider does not own the training material used. This agreement is mandatory in the case of application for accreditation as a course provider in the absence of simultaneous accreditation as a provider of training materials		☐
Course material including any notes accompanying the slides and any supporting material (texts provided in support, references to documents and Internet sites, tutorials) to be provided in electronic form (PDF), except for any supplementary texts of which a copy must be provided	☐	
Description of the training activities carried out by the applicant Company/Body in the 3 years prior to the date of application for accreditation		☐
Copy of ISTQB/IQBBA certificate held by teachers		☐
CVs of faculty members (If available, but <u>optional</u> , videos of training activities conducted by faculty members are welcome to accompany them)		☐
Information about the spaces you intend to use for courses. Please provide as detailed information as possible, preferably with photos, even if you intend to use third-party spaces		☐
Evidence of the configuration management system used for document management and its versions	☐	☐
Receipt for the payment of the fee for the application for accreditation according to the rate stipulated in the rules in force at the time of the application	☐	☐

Only the complete availability of the required documentation may allow a favorable opinion for accreditation. The requesting Society/Body should send the accreditation request form and all materials indicated on the form, as listed in the table above, in electronic format via e-mail with acknowledgement of receipt to: **info@ita-stqb.org**

The receipt of payment of the fee for the request for accreditation must be attached to the request. If this fee is not paid, the request for accreditation will not be considered and will be considered forfeited 2 months after receipt.

4.1.4. Evaluation of the request for accreditation

Upon receipt of the application for accreditation and the attached material ITA-STQB makes an initial check of the completeness of the submitted material and the payment of the required fee and, if necessary, requests missing documents and information. The application is processed only when all necessary documentation is made available by the entity to be accredited and when the payment is found to be in order, in which case ITA-STQB sends receipt of acceptance of the application for accreditation.

The request for accreditation is taken over by an Accreditation Committee of which ITA-STQB Board members or members of the ITA-STQB Scientific Committee may be members. Participation in the Accreditation Committee that presents situations of possible conflict of interest will be excluded.

The evaluation process by ITA-STQB will take no longer than 3 months from the date the request is accepted, excluding any time for obtaining additional or missing material.

During the evaluation period by the Accreditation Committee, ITA-STQB reserves the right to:

- Request clarifications and/or additional material useful for completing the assessment.
- Request changes to the training material, which must be resubmitted to the committee for final review. The maximum number of correction cycles is 2 and the duration of each cycle must not exceed 3 weeks.

4.1.5. Communication of the outcome of the request for accreditation

The decision at the end of the accreditation process is made by the Board of ITA-STQB based on the guidance of the Accreditation Committee. The decision is notified to the applicant by e-mail (with acknowledgement of receipt setting). In case of a negative outcome with the notification, the reasons are given. The same person may submit a new application after 6 months from the receipt of the previous negative evaluation.

If successful, the accredited Society/Body must make payment of the annual fee for accreditation, which is proportional to the number of course types for which accreditation is desired, with terms and rates to be requested from ITA-STQB (see 4.1.1).

4.1.6. Issuance of Certificates of Accreditation

After receiving the payment of the annual accreditation fee ITA-STQB will send by e-mail the Certificate of Accreditation within 30 calendar days after notification. Receipt of the Certificate of Accreditation enables the activities for which the accreditation was granted.

4.1.7. Publication of accreditation

The list of accredited individuals by name will be posted at www.ita-stqb.org.

4.1.8. Duration of the accreditation period and annual renewal

The duration of the accreditation period is one year and in any case expires on December 31 of the year of validity. Accreditation will be automatically renewed with a date of January 1 and is valid until December 31 of the same year. An invoice for annual renewal fees will be issued by October 31 of the year of validity, with payment terms at 30 days fmdf.

Failure to pay the annual fee will result in revocation of accreditation and termination of all activities as an ITA-STQB accredited training provider.

In the event that the training provider intends to terminate its accreditation for one or more courses for which it is accredited, it must give notice of termination by September 30 of the year of validity in the manner indicated in Section 4.1.10 - Termination Methods.

ITA-STQB reserves the right where necessary to request new documentation or changes on the material used from the accredited body.

4.1.9. Revocation of accreditation

Accreditation is revoked by ITA-STQB when:

- i. payment of the annual fee is not made by the accredited person;

- ii. the re-evaluation procedure is not initiated by the person concerned in cases where it is required (see Ch. 5 - Re-evaluation of training materials);
- iii. the required documentation is not provided by the subject during the accreditation period (see Section 4.1.8 - Duration of Accreditation Period and Annual Renewal);
- iv. the cases provided for in Chapters 8 (Copyright Violation) and 9 (Surveillance) occur that result in the revocation of accreditation.

As of the date of receipt of the notification of revocation of accreditation, the entity is required to cease all activities for which accreditation is sought. Revocation does not entitle the person to any refund of accreditation fees already paid.

4.1.10. Method of cancellation

The accredited entity may send termination of its accreditation via PEC to the address:

associazioneitastqb@legalmail.it

and at the address

info@ita-stqb.org

Or by registered mail with return receipt to:

ITA-STQB Association

9 Brozzoni Street

25125 Brescia (BS)

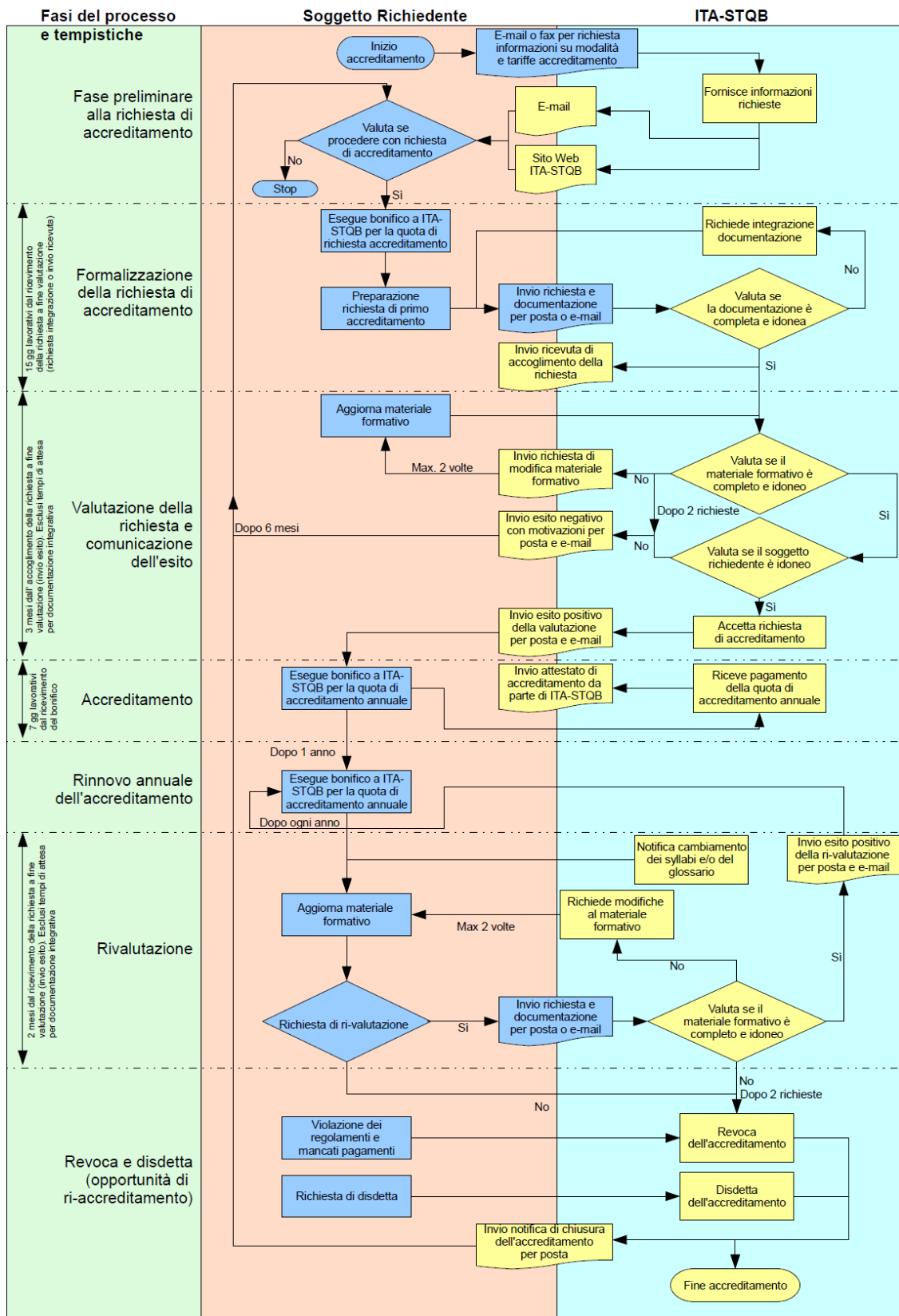
and at the address

info@ita-stqb.org

Within 10 working days of receipt ITA-STQB will remove it from the list of accredited subjects. As of this date, the subject is required to cease all activities for which accreditation is sought. The termination does not entitle to any refund of the accreditation fees already paid.

4.2. FLOWCHART OF THE ACCREDITATION PROCESS AND ITS TIMING

The flow chart of the accreditation process is shown below. The left side shows the maximum duration of the activities in charge of ITA-STQB.



5. RE-EVALUATION OF TRAINING MATERIALS

Re-evaluation is required at the request and responsibility of the accredited entity in the following cases:

- i. Adjustment of training materials and course content after the release of new or updated versions of the syllabi and glossary. ITA-STQB notifies the accredited entity of the change in syllabi and/or glossary. ITA-STQB notifies the accredited entity when the syllabi and/or glossary have been changed. In this case, the re-evaluation is mandatory and the accredited party normally has 4 months to issue the new version of the material to be re-evaluated. In some cases, the maximum time limit for adapting the training material and submitting it for re-evaluation is set by the General Assembly of the reference body (ISTQB or IQBBA) and may be different from the usual 4 months. In such a case, ITA-STQB shall inform the accredited entity of the new deadlines upon the expiration of which ITA-STQB reserves the right, after appropriate notices, to revoke the accreditation, without any refund.
- ii. Variations of the training material for improvements decided by the accredited entity whenever this may lead to significant evolutions of the material (to a maximum extent of 1 per year).
- iii. Variation in material used by a course provider when that provider makes use of accredited third-party material (to a maximum extent of 1 per year).
- iv. Significant change in the accreditation regulations, following decisions to this effect by ISTQB, IQBBA and ITA-STQB. In this case, reassessment is mandatory. ITA-STQB previously notifies the accredited entity of the change in the accreditation regulation and what the new requirements are, and the accredited entity normally has 4 months to submit what is required for reassessment.

To request reevaluation, an accreditation request form is required, available at www.ita-stqb.org or can be obtained by emailing marketing@ita-stqb.org, which should be sent to ITA-STQB along with the material to be evaluated, namely:

Documents to be attached to the accreditation request form for re-evaluation of training materials	Accreditation as a provider of training materials	Accreditation as a course provider
CV of the author of the training material	☐	
Detailed coverage matrix between the training material and the relevant syllabus from which the complete coverage of the syllabus can be derived. Indicate <u>the syllabus version</u> , chapters, topics, practices, exact location in the training material	☐	
Guiding duration of each topic contained in the training material		☐
Course material including any notes accompanying the slides and any supporting material (texts provided in support, references to documents and Internet sites, tutorials) to be provided in electronic form (PDF), except for any supplementary texts of which a copy must be provided	☐	

The re-evaluation process by ITA-STQB will last no longer than 2 months from the date of notification of receipt of the material to be re-evaluated. During the reevaluation period, an already accredited entity may continue to deliver courses unless explicit notice of suspension is given by ITA-STQB. Re-evaluation is included in the annual accreditation fee and does not require additional fees.

6. RE-ACCREDITATION

Re-accreditation is required at the request and responsibility of the accredited entity in the following cases:

- i. When a request for accreditation is not accepted. In such a case, the new application can be submitted after 6 months from the closing of the previous one.

ii. When an accreditation has been revoked.

A Society/Body wishing to re-accredit for ITA-STQB training must submit an accreditation request form, available at www.ita-stqb.org or by requesting it via email at marketing@ita-stqb.org, and provide the following documentation:

Documents to be attached to the accreditation application form for re-accreditation	Accreditation as a provider of training materials	Accreditation as a course provider
Profile of the requesting Society/Body (updates from what was reported at the time of the first request for accreditation)	☐	☐
CV of the author of the training material	☐	
Detailed coverage matrix between the training material and the relevant syllabus from which the complete coverage of the syllabus can be derived. Indicate <u>the syllabus version</u> , chapters, topics, practices, exact location in the training material	☐	
Guiding duration of each topic contained in the training material		☐
Agreement to supply training material with another accredited Company/Body <u>only in case</u> the Company/Body applying for accreditation as a course provider does not own the training material used. This agreement is mandatory in the case of application for accreditation as a course provider in the absence of simultaneous accreditation as a provider of training materials		☐
Course material including any notes accompanying the slides and any supporting material (texts provided in support, references to documents and Internet sites, tutorials) to be provided in electronic form (PDF), except for any supplementary texts of which a copy must be provided	☐	
Description of the training activities carried out by the applicant Company/Body in the 3 years preceding the date of the request for accreditation		☐
Copy of ISTQB/IQBBA certificate held by teachers		☐
CVs of teachers		☐
Information about the spaces you intend to use for courses. Please provide as detailed information as possible, preferably with photos, even if you intend to use third-party spaces		☐
Evidence of the configuration management system used for document management and its versions	☐	☐
Receipt for the payment of the fee for the re-accreditation request according to the rate stipulated in the rules in force at the time of the request	☐	☐

The re-accreditation process by ITA-STQB will take no longer than 3 months from the date of notification of receipt of the re-accreditation request.

If successful, the re-accredited Society/Body must make payment of the annual accreditation fee, which is proportional to the number of course types for which it wishes to be accredited, with terms and rates to be requested from ITA-STQB (see 4.1.1).

Please note: If at annual renewal, as well as re-accreditation, you also apply for first accreditation for a new level/module, you must concurrently apply for first accreditation by applying the relevant fee.

7. MODIFICATION OF ACCREDITED LECTURERS

In case an accredited entity needs to change its faculty in charge of ITA-STQB courses, it must immediately notify ITA-STQB, notifying the required documentation for new faculty (ISTQB/IQBBA Certificates and CVs) and wait for approval by ITA-STQB.

The request should be made in the following cases:

- i. When a new teacher must be credited
- ii. When you want to accredit for a higher level a teacher who is already accredited
- iii. When a teacher's training activity has ended.

It is necessary to use the Accreditation Request Form, available at www.ita-stqb.org or by requesting it via email at marketing@ita-stqb.org, which should be sent to ITA-STQB along with all information about the new faculty members to be accredited, namely:

Documents to be attached to the accreditation request form for modification of accredited teachers	Accreditation as a provider of training materials	Accreditation as a course provider
Copy of ISTQB/IQBBA certificate held by teachers		☐
CVs of faculty members (If available, but <u>optional</u> , videos of training activities conducted by faculty members are welcome to accompany them)		☐

If it is to report names no longer serving as accredited faculty, simply indicate the names in the appropriate spaces on the request form. The evaluation process by ITA-STQB will take no longer than 1 month from the date of notification of receipt of the request for modification of accredited lecturers. The change of accredited faculty members is included in the annual accreditation fee and does not require additional fees.

8. OBLIGATIONS ON THE ACCREDITED PROVIDER

8.1. MAINTAINING AND UPDATING THE MATERIAL

It is the obligation of each accredited entity to maintain the integrity of the training material by using a suitable configuration management system for document management and its versions.

Accredited entities are required to accept any changes in the contents of the syllabi and glossary and adjust the training material and course contents within 6 months. At the end of the 6 months, accredited subjects will be required to notify the adjustments made by submitting the revisions for re-evaluation within the timeframe specified by ITA-STQB (see Ch. 5 - Re-evaluation of training materials), failing which ITA-STQB reserves the right to revoke the accreditation without any refund

Accredited entities are also required to notify ITA-STQB of any updates to the material made at the initiative of the accredited entity itself. Only if the update involves substantial changes in structure and content must the training material undergo reassessment (Ch. 5).

8.2. NON-INFRINGEMENT OF COPYRIGHT

ITA-STQB cannot guarantee that course providers do not violate copyrights. If an organization can prove that an entity accredited by ITA-STQB or in the process of accreditation has infringed copyrights, ITA-STQB will reject the application for accreditation or revoke the existing accreditation against the entity at fault, which will have to make a new application, pay a new accreditation fee, and submit new training materials. In any case, ITA-STQB shall not be involved in any capacity in any dispute regarding copyright violations by accredited or accrediting entities.

8.3. WAYS OF USING ACCREDITATION

It is the obligation of each accredited entity to use accreditation within the required types of accreditation, so a provider of only training materials is not allowed to deliver courses and vice versa. Accreditation must also be applied only within the scope of the ISTQB/IQBBA levels and modules for which it was obtained. Therefore, wanting to give an example, a person accredited as a provider of courses for Foundation and Advanced Test Manager certification cannot deliver courses for Advanced Test Analyst certification.

8.4. COMMUNICATION OF FACULTY CHANGE

It is the obligation of any entity accredited as a course provider to update ITA-STQB with each change in faculty. In fact, lecturers are approved at the time of evaluation of each application for accreditation, and the appropriate profile of lecturers is a key component of accreditation. ITA-STQB therefore requires that any subsequent change of lecturers be notified and submitted for evaluation, as outlined in Sections 3.2 and 7. In this way, ITA-STQB intends to help ensure the high level of training offered by accredited providers. The use of faculty not approved by ITA-STQB is subject to revocation of accreditation.

8.5. METHODS OF PUBLISHING CALENDARS

Course calendars must be submitted on the sites of the accredited institutions, a list of which is available at www.ita-stqb.org. All dates and any related changes and the place where the courses are held must be simultaneously communicated to ITA-STQB, which reserves the right to keep an updated calendar on its website.

8.6. METHODS OF COURSE ENROLLMENT

Enrollment methods and timelines must be submitted on the sites of accredited institutions, a list of which can be found at www.ita-stqb.org.

8.7. AGREEMENTS WITH ITA-STQB FOR CONDUCTING EXAMINATIONS

Concurrently with the establishment of the course calendar, the provider must agree with ITA-STQB on the date, time and place of the relevant examinations, which are to be held at the end of the course if possible. All exam dates are published by ITA-STQB on its website www.ita-stqb.org. Any changes in dates and the place where the courses are held must therefore be immediately reported to ITA-STQB to ensure that the examinations are conducted correctly and that any changes are promptly communicated

to those enrolled. Non-compliance with these guidelines that causes disruption, organizational problems and inconvenience to the enrollees will be subject to revocation of accreditation.

8.8. COLLECTION AND AVAILABILITY COURSE EVALUATION

It is the obligation of each accredited entity to ensure the collection of course evaluation forms completed by participants. The provider must also make itself available to transmit upon request of ITA-STQB the evaluation forms of the courses conducted in the last 6 months or statistics on the results found. However, ITA-STQB reserves the right to promote evaluation surveys of courses provided by accredited entities.

9. SURVEILLANCE

Accredited subjects are required to accept any audits that ITA-STQB may conduct against accredited subjects during the accreditation period, as well as the possible presence of its representatives during course sessions to view the progress of the courses.

The ITA-STQB Board, if there is no corrective action after its own reports, reserves the right to block or revoke the accreditation of entities that:

- i. use teachers who are not accredited or who have expired certification;
- ii. Use training materials that have not been approved or modified in content without re-evaluation by ITA-STQB;
- iii. use accreditation under certification programs other than ISTQB/IQBBA or for the promotion of these programs;
- iv. provide inaccurate information regarding the courses, their duration, dates and locations, or do not allow the regular conduct of examinations at the same time as the courses;
- v. deliver courses associated with ISTQB/IQBBA certification in the absence of accreditation, prior to the completion of the regular re-accreditation process, or during any suspension of accreditation.

Any request for corrective action or revocation or suspension of accreditation shall be in writing.

The ITA-STQB Board reserves the right to revoke the accreditation of individuals whose activities may undermine the reputation and credibility of ITA-STQB, ISTQB and IQBBA. In such cases and as a result of any activities performed without proper accreditation, ITA-STQB reserves the right to consider legal action.

For more information please send an e-mail to: marketing@ita-stqb.org