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# EXIN Accreditation Guide

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## Accreditation Manual

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Edition 2019

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## Introduction

EXIN reflects the recognition and acknowledgement of quality. Organizations worldwide use our name to differentiate themselves from their competitors. EXIN feels responsible for the quality of the services offered by its partners.

The process that enables organizations to use our brand is accreditation. Accreditation covers all steps of “knowledge” through the organization of the partner; from the courseware used for trainings to the examination facilities. Training organizations, trainers, courseware, examination facilities and supervisors need to go through the accreditation process.

By becoming an EXIN Partner you have committed yourself to be an official part of the certification process of individuals. As an Exam Institute, EXIN is responsible for the certification process and its quality. The formal decision to grant a certificate to a person is our responsibility, but you play a crucial role in this process. You train the candidates, you deliver courseware material, you organize exam sessions, and you supervise them. All those activities demand discipline, professionalism and integrity. As partners, we exchange confidential documents such as exam papers and results.

The results of regular monitoring will be used to work on continual improvement from both sides.

This guide should act as a manual and provides you with information about what quality controls you need to have in place in order to obtain accreditation .

# 1. Types of accreditation and criteria

The following sub-sections describe the various types of accreditation that can be provided by EXIN.

## 1.1. Pre-Requisite for Accreditation

To make sure we draft an agreement with the correct legal entity, we request you to submit proof of your legal status as a pre-requisite to start the accreditation request(s).

### → Proof of Registration

Proof of the legal status of the company by means of evidence of a registration with the Chamber of Commerce or similar entity applicable to the country where the organization is located.

## 1.2. Base Accreditation

All EXIN Partners must first deliver the documents for the base accreditation. These consist of the Accreditation Agreement and a Quality Manual declaration.

The requirements for the Quality Manual are based on the principles of the ISO9001 certification. By submitting the declaration, an EXIN Partner shows that the organization has all necessary procedures in place to support its business and safeguard employees, customers, and candidates.

### → Quality Manual Declaration

The Quality Manual Declaration lists all requirements to be met when applying for the Base Accreditation with EXIN. By submitting this declaration, you guarantee that all pre-requisites are met.

### → Accreditation Agreement

Upload the signed accreditation agreement. This agreement is available from the EXIN online portal "MyLogin" after you receive the login details. The name on the accreditation agreement should match the name on the proof of registration.

## 1.3. Accredited Exam Organization (AEO)

EXIN Partners that want to organize EXIN exams can become Accredited Exam Organizations (AEOs). Hosting EXIN exams means that you must provide an ideal environment for the exam candidates while securing that the exam information is handled in a confidential manner.

### → AEO Declaration

Read and submit the Declaration for the EXIN AEO Accreditation. By submitting the declaration, you guarantee that all pre-requisites as listed in the document are met by your organization.

Requesting accreditation to become an AEO also requires you to accredit a Supervisor and an Order Person (Employee).

## 1.4. Accredited Training Organization (ATO)

EXIN Partners that want to provide training to their candidates must show the ability to provide suitable environments and manage all aspects of course registration, delivery, and review. This ranges from promoting the course, to hiring trainers and registering candidates.

### → ATO Declaration

Read and submit the declaration for the EXIN ATO Accreditation. By submitting the declaration, you guarantee that all pre-requisites as listed in the document are met by your organization.

## 1.5. Accredited Courseware for ATO

Organizations can develop training material to use during their own trainings (Accredited Training Organization or ATO).

Organizations that do not develop their own courseware, but purchase the accredited courseware from another ATO, can apply for accreditation as a Training Organization based on courseware from a third party.

To ensure the quality, all courses that an accredited organization develops and/or wishes to deliver, should be accredited. Where the successful completion of a particular course leads to the candidate being eligible to sit an examination, the content of the course participant material will have a strong correlation to the syllabus for the exam. The exam syllabus or preparation guide expresses the topics that will be tested in the exam, and the breadth and depth of knowledge expected for each topic.

Training organizations can decide how they wish to create a suitable course out of the mandatory topics. A course designer has to create a number of sessions that collectively will cover all the necessary learning points; building knowledge in a logical series of steps with appropriate consolidation activities which should ensure understanding by all course participants.

### → Training Material

All material handed to a course participant before, during, and after a course, and the materials used by the trainer, is considered Training Material.

The Training Material must contain, but is not limited to:

- All topics addressed in the exam syllabus to the correct level and breadth;
- Material to prepare the candidate for the exam (sample exam & syllabus);
- Appropriate trademark and copyright statements (if applicable).

**Note:** Where the course leads to an open book examination, ATOs must either:

- provide the book as part of the course or ensure that the candidate has access to the book during the examination, or;
- ensure that the candidate knows where to obtain a copy of the book.

### E-learning:

The E-learning environment should contain clear instructions on how it is used and must contain all necessary material to prepare the candidate for the exam as described above. The courseware utilizes a good mixture of text, graphics, and/or audio facilities. There are mechanisms within the software package to consolidate learning points and test understanding. The course participant material should also contain information on how a trainer can be reached in case of questions and the expected response time.

### **Third party material**

An ATO intending to use material licensed from another accredited organization should submit a contract signed by both parties stating that the accredited course material will be used.

There are different courseware and resell requirements for DMI and EXIN ITAMorg IT Asset Management.

## **1.6. Accredited Trainer**

To be allowed to teach accredited courses that comply with the exam entry requirements it is necessary for the trainer to be accredited. In order to provide individuals with the status of an Accredited Trainer, EXIN will assess whether this trainer is sufficiently qualified to deliver such courses according to the requirements defined by EXIN. In Appendix 1, you can find the requirements per exam module. For all EXIN qualifications, the trainer must hold the certificate for the course that they wish to teach, together with additional requirements which vary by certification

### **Freelance Trainers**

It is possible to become accredited as a Freelance Trainer with EXIN. This means that the trainer will be registered as a trainer directly with EXIN. The Freelance Trainer can then be added as a trainer by an EXIN Accredited Training Organization. It is not possible to provide training without association to an Accredited Training Organization. The accreditation process for a Freelance Trainer can be requested directly at EXIN and follows the same requirements for an Accredited Trainer employed by an ATO.

#### **→ Trainer Module(s)**

Read and submit per module the Declaration for the EXIN Trainer Module Accreditation. By submitting the declaration, you guarantee that all pre-requisites as listed in the document are met by your trainer.

## **1.7. Accredited Employee and Accredited Supervisor**

To safeguard the quality and integrity of the exams, only Accredited Employees (AE) and Accredited Supervisors (AS) are allowed access to the exam materials. Exam sessions must always take place under the supervision of an Accredited Supervisor.

The Accredited Exam Organization needs to request accreditation for at least one Employee and at least one Supervisor. The non-disclosure agreement affirms that the individual will be responsible for following EXIN and AEO defined requirements to ensure the integrity of the examination at all times.

#### **→ Non-Disclosure Agreement**

Non-Disclosure Agreement: The Order Person and/ or the Exam Supervisor knows the relevant procedures for ordering exams and exam sessions and treats all information regarding exams as confidential. Additional information can be found in the Supervisor Guide that is available for download in the online portal MyLogin.

#### **→ Check of an Official Photo ID**

Copy of an Official Photo ID (e.g., national ID card/passport, driver's license, military card, employer identification card) needs to be checked prior to requesting this accreditation. You will be asked to declare that you performed this check.

## 1.8. University Accreditation

An official state university or college can request accreditation as AEO and/or ATO. If registration papers stating the legal status of the university are sent to EXIN, it is considered proof that the university has the necessary means to provide quality trainings and host exams.

There is no need to provide AEO or ATO base accreditation documents, since a government-approved educational institute is already subject to periodical inspection.

## 1.9. Adding Other Locations to Your Accreditation

### Additional offices

As a head office that is accredited by EXIN, it is possible to add local offices to your organization. Additional offices may be added only upon request by the head office.

The head office is responsible for all activities of the additional offices. Non-conformities discovered at the additional office(s) will be communicated to the head office, and may reflect on the accreditation status of the head office and any additional office(s).

#### → EXIN Agreement

Upload the signed Office Agreement. This agreement is created by EXIN after setting up the Office account in MyLogin. The agreement should be signed by the responsible person from the office and head office.

### Affiliates

It is also possible to add third party organizations to the accreditation; those are affiliates. As carrier of the main accreditation the parent is responsible for the activities offered by the affiliates under its name. The parent is also responsible for non-conformities discovered at its affiliates.

#### → Affiliate Agreement

An agreement between the parent company and the affiliate, signed by both parties, that confirms the parent/affiliate partnership.

#### → EXIN Agreement

Upload the signed Agreement. This agreement is created by EXIN after setting up the Affiliate account in MyLogin. The agreement should be signed by the responsible person from the Affiliate and the parent company.

#### → Affiliate Procedures

Procedures must be submitted about how the affiliate will be informed of all changes regarding accreditation and to make sure they meet all EXIN requirements.

### Brokers/ Resellers

A Broker/ Reseller is an organization that enters into a commercial agreement with an ATO to advertise, sell and/or schedule courses on behalf of the ATO.

## 2. Accreditation Process



### 1) Getting started

After reaching an agreement with an EXIN sales representative, the accreditation contact person of your organization will receive access to EXIN's online portal MyLogin. The web address for MyLogin is [mylogin.exin.nl](https://mylogin.exin.nl).

The Accreditation Department will set up your account details and will open up an accreditation request. The accreditation request shows all necessary documents that need to be uploaded.

The start date of the accreditation agreement is also the anniversary date of your accreditation, which means the first invoice will be sent. The first invoice will be calculated pro-rata until the end of the year. The annual accreditation invoice will always be sent at the start of the new calendar year.

### 2) First Check

After you have uploaded all material (each item must be filled), the items need to be checked by an EXIN accreditation employee. To request this first check, you must send the material to EXIN by clicking on the button: Next Step. The accreditation employee will check if all necessary information is included in the document.

#### **Incomplete - Return to partner**

If items or information is missing or incorrect, the request will be returned with comments of what needs to be improved.

### 3) Accreditation granted

If the documentation is complete, the accreditation will be granted. The accreditation contact person will receive an e-mail with the confirmation of accreditation, and, if applicable, the certificates.

## 3. Additional Information on the Accreditation Process

### Request an Accreditation

The accreditation contact person can request new accreditations in MyLogin. An accreditation can be requested for a new module, a trainer, supervisors, and employees. After saving the application, you can immediately start uploading the requested material. A new Supervisor can also be added while ordering exams. The order person can choose the option: "Quick Add Supervisor".

The mandatory documents for courses, like preparation guides and sample exams, can be downloaded from EXIN's PartnerNet which is a website created for EXIN Partners. It contains information about exams and news about EXIN programs. Login details will be provided to partners. For some EXIN modules, a body of knowledge (BOK) and/or basic training material (BTM) is available.

The basic training material can be adapted to create a course and consists of all required content. The BOK and/or BTM can be sent to you upon request and is available without any additional costs for EXIN Partners.

### Termination of an accreditation

In case you wish to terminate a person accreditation (AT, AS or AE), this can be done all year round in writing.

Other accreditation components like offices, affiliates, and course modules can be terminated annually in writing, up to one week prior to the anniversary date.

The confirmation of the termination of this accreditation needs to be sent to the accreditation department one week prior to the anniversary date in order to process the request.

### End of accreditation

If you want to terminate the Accreditation Agreement you must submit a written notice at least 3 months before the anniversary date of your agreement as laid down in the Accreditation Agreement.

If your accreditation was granted based upon a third party agreement and the third party's agreement is no longer valid or the third party's accreditation has been withdrawn, your accreditations will end automatically. We can help you find another partner; please contact us in time to avoid losing your accreditation.

The courses EXIN offers accreditation for may vary and are to the sole discretion of EXIN. If you have been accredited for a course, but EXIN no longer offers exams and/or accreditation for this course you will be informed with a 3 months' notice prior to the change. The accreditation fee for the remaining period will be invoiced. Accreditation fees already paid will be refunded on a pro rata basis.

Accreditation can be withdrawn if you have not followed up on a non-conformity resulting from an audit, assessment, or other way of monitoring within two months.

Accreditation can be immediately withdrawn if your organization is proven guilty of fraud or if your organization does not comply with the financial obligations as specified in the agreement with EXIN.

## 4. Maintenance Procedures

In this section, the activities are described which need to be performed to maintain the accreditation. It elaborates on changes, audit visits, and non-conformities discovered during the accreditation period.

### Changes that need to be approved before implementation

The following changes should always be sent to EXIN for approval. The accredited organization needs to send any changed documents along with a brief summary of the changes.

| Change   | Need to Provide                      | Timeline feedback |
|--|--------------------------------------|-------------------|
| Change of ownership                                  | Contact EXIN to define documentation | Two weeks         |
| Changes in the trainers delivering training courses. | Name of trainer                      | Two weeks         |

### Changes that need to be reported directly (independent of accreditation status)

The following changes should be reported to EXIN within thirty days, along with a brief summary of the changes. No approval is required before implementation:

- Changes in contact person
- Changes in address details
- Third party agreements ended

### Other changes

EXIN will decide how to deal with any other changes in addition to the ones described above.

### Website audit

EXIN Partners can be audited by means of a website audit. The objective of this audit is to check if our partners live up to the accreditation requirements on their websites, especially regarding the use of the correct usages of the copyright and trademarks.

Items that will be checked are: correct mentioning of the copyright and trademarks, correct usage of the accreditation logos, courses and products mentioned on the website.

### Incidental audit

All EXIN Partners can be audited following feedback from course participants, exam results or fraud claims. EXIN will inform the EXIN Partner at least one month in advance. The incidental audit might be performed not only at the head quarter of the EXIN Partner, but also at offices and or affiliates of that EXIN Partner. The EXIN Partner is expected to offer complete cooperation during all audits. The fees for the audits are charged to the partner (for the costs involved, please refer to the pricelist).

### Non-conformities

In the event that a non-conformity is discovered during the term of accreditation, EXIN will reconsider the status of the accreditation. In case a major non-conformity is discovered, the accreditation might be withdrawn based on the severity of the non-conformity. In case

one or more minor non-conformities are discovered, the accredited organization needs to resolve the non-conformities within two months. Depending on the nature of the non-conformity, an audit visit could be performed as well. If the revisions are satisfactory, the accredited organization maintains its accreditation. If the revisions are not satisfactory, the accreditation may be withdrawn.

### **Maintenance throughout the market**

EXIN assesses the market both on a pro-active and re-active basis (e.g. upon suggestions from accredited parties). In case of unauthorized (publications for) activities, EXIN will warn this organization or person to stop this.

### **About the Auditors**

EXIN accreditation audits are performed by independent, third party auditors, who are often experts in their area. Through this role they have the opportunity to stay up-to-date with developments in IT and the IT market. Auditors are considered to be the independent general experts that can be assigned to assess procedures and/or course materials, including conducting on-site audits (visits).

They are also experts in the field of specific modules. Their language skills are very important to make sure our Partners can apply for accreditation in their local language. All auditors are members of the EXIN Professionals Group (EPG).

# Appendix

## Appendix 1 – Trainer Requirements

| Course   |   |
|--|---|
| <b>EXIN Modules</b>  |   |
| Hold the appropriate certificate for the course you would like to teach and have enough experience as a trainer. |   |
| <b>EXIN CCC Big Data</b>   |   |
| EXIN CCC Big Data Foundation   | Hold the certificate and passed the exam with a 75% pass rate.  |
| <b>EXIN CCC Cloud Computing</b>  |   |
| EXIN CCC Cloud Technology Associate  | Hold the certificate and passed the exam with a 75% pass rate.  |
| EXIN CCC Professional Cloud Administrator  |   |
| EXIN CCC Professional Cloud Developer  |   |
| EXIN CCC Professional Cloud Service Manager  |   |
| EXIN CCC Professional Cloud Security Manager   |   |
| EXIN CCC Professional Cloud Solution Architect   |   |
| EXIN CCC Cloud Virtualization Essentials   |   |
| <b>EXIN BCS</b>  |   |
| EXIN BCS Business Analysis   | Hold the certificate for the course you would like to teach.  |
| EXIN BCS Business Change   |   |
| EXIN BCS Commercial Awareness  |   |
| <b>LITA Lean IT</b>  |   |
| LITA Lean IT Foundation  | Hold the certificate and passed the exam with a 75% pass rate.  |
| LITA Lean IT Kaizen  | Hold the LITA Lean IT Foundation certificate + hold the LITA Lean IT Kaizen certificate and passed the exam with a 75% pass rate.     |
| LITA Lean IT Leadership  | Hold the LITA Lean IT Foundation certificate + hold the LITA Lean IT Leadership certificate and passed the exam with a 75% pass rate. |
| <b>EPI CITx programs Lean IT</b>   |   |
| EPI CITS   | Hold the EPI CITS trainer certificate (with a 60% pass rate)  |
| EPI CIP  | Hold the EPI CIP trainer certificate (with a 60% pass rate)   |

## Appendix 2 – Course Requirements

| Course   | Contact hours |  | Group size |         |
|--|---------------|--|------------|---------|
|  | minimum       |  | minimum    | maximum |
| <b>EXIN Agile Scrum</b>  |               |  |            |         |
| EXIN Agile Scrum Foundation  | 15            |  | 1          | 25      |
| EXIN Agile Scrum Master  | 16            |  | 1          | 16      |
| EXIN Agile Scrum Product Owner                                     | 16            |  | 1          | 16      |
| <b>EXIN Application Management with reference to ASL</b>           |               |  |            |         |
| EXIN Application Management Foundation                             | 15            |  | 1          | 25      |
| <b>EXIN BCS</b>  |               |  |            |         |
| EXIN BCS Business Analysis   | 18            |  | 1          | 25      |
| EXIN BCS Business Change   | 21            |  | 1          | 25      |
| EXIN BCS Commercial Awareness                                      | 14            |  | 1          | 25      |
| <b>EXIN Business Continuity Management</b>                         |               |  |            |         |
| EXIN Business Continuity Management Foundation                     | 24            |  | 1          | 25      |
| <b>EXIN Business Information Management with reference to BiSL</b> |               |  |            |         |
| EXIN Business Information Management Foundation                    | 15            |  | 1          | 25      |
| <b>EXIN CCC Big Data</b>   |               |  |            |         |
| EXIN CCC Big Data Foundation                                       | 15            |  | 1          | 25      |
| <b>EXIN Cloud</b>  |               |  |            |         |
| EXIN Cloud Computing Foundation                                    | 15            |  | 1          | 25      |
| EXIN Cloud Technologies Advanced                                   | 24            |  | 1          | 16      |
| <b>EXIN CCC Cloud Computing</b>                                    |               |  |            |         |
| EXIN CCC Cloud Technology Associate                                | 15            |  | 1          | 25      |
| EXIN CCC Professional Cloud Administrator                          | 24            |  | 1          | 16      |
| EXIN CCC Professional Cloud Developer                              | 24            |  | 1          | 16      |
| EXIN CCC Professional Cloud Service Manager                        | 24            |  | 1          | 16      |
| EXIN CCC Professional Cloud Security Manager                       | 24            |  | 1          | 16      |
| EXIN CCC Professional Cloud Solution Architect                     | 24            |  | 1          | 16      |
| EXIN CCC Cloud Virtualization Essentials                           | 15            |  | 1          | 25      |
| <b>EXIN Certification in OpenStack Software</b>                    |               |  |            |         |
| EXIN Foundation Certificate in OpenStack Software                  | 21            |  | 1          | 15      |
| EXIN Specialist Certificate in OpenStack Software Neutron          | 14            |  | 1          | 12      |
| <b>EXIN Cyber &amp; IT Security</b>                                |               |  |            |         |
| EXIN Cyber & IT Security   | 24            |  | 1          | 25      |
| <b>EXIN DevOps</b>   |               |  |            |         |
| EXIN DevOps Professional   | 16            |  | 1          | 25      |
| EXIN DevOps Master   | 16            |  | 1          | 16      |
| <b>EXIN Ethical Hacking</b>  |               |  |            |         |
| Ethical Hacking Foundation   | 16            |  | 1          | 12      |
| <b>EXIN Green IT</b>   |               |  |            |         |
| GREEN IT Citizen   | 4             |  | 1          | 25      |
| GREEN IT Foundation  | 15            |  | 1          | 25      |
| <b>Lean IT Association</b>   |               |  |            |         |
| Lean IT Foundation   | 15            |  | 1          | 25      |
| Lean IT Kaizen   | 21            |  | 1          | 16      |
| Lean IT Leadership   | 21            |  | 1          | 16      |
| <b>EXIN Information Security based on ISO/IEC 27002</b>            |               |  |            |         |
| Information Security Foundation                                    | 15            |  | 1          | 25      |
| Information Security Management Professional                       | 16            |  | 1          | 16      |
| Information Security Management Expert                             | N/A           |  | 1          | 8       |
| <b>EXIN IT Asset Management</b>                                    |               |  |            |         |
| IT Asset Management Foundation                                     | 15            |  | 1          | 25      |
| Software Asset Management Specialist                               | 24            |  | 1          | 16      |

| <b>EXIN IT Management Principles</b>   |    |   |     |
|--|----|---|-----|
| IT Management Principles   | 7  | 1 | N/A |
| <b>EXIN IT Service Management based on ISO/IEC 20000</b>                           |    |   |     |
| EXIN Foundation in IT Service Management   | 15 | 1 | 25  |
| EXIN Foundation Bridge in IT Service Management Foundation                         | 7  | 1 | 25  |
| EXIN Specialist in IT Service Management based on ISO/IEC 20000                    | 21 | 1 | 16  |
| EXIN Expert in IT Service Management based on ISO/IEC 20000                        | 35 | 1 | 16  |
| EXIN Master in IT Service Management based on ISO/IEC 20000                        | 28 | 4 | 8   |
| Internal Auditor in IT Service Management based on ISO/IEC 20000                   | 21 | 1 | 16  |
| <b>EXIN Privacy &amp; Data Protection</b>  |    |   |     |
| EXIN Privacy & Data Protection Foundation  | 15 | 1 | 25  |
| EXIN Privacy & Data Protection Practitioner  | 21 | 1 | 16  |
| <b>EXIN Secure Programming</b>   |    |   |     |
| EXIN Secure Programming Foundation   | 15 | 1 | 15  |
| <b>EXIN The Foundation Series</b>  |    |   |     |
| Foundation   | 15 | 1 | 25  |
| Professional (if Practical Assignments are done at work, mon contact hours are 28) | 36 | 6 | 16  |
| <b>EXIN BCS SIAM™</b>  |    |   |     |
| EXIN BCS SIAM™ Foundation  | 15 | 1 | 25  |
| EXIN BCS SIAM™ Professional  | 21 | 1 | 16  |
| <b>TMap NEXT®</b>  |    |   |     |
| TMap NEXT® Test Engineer   | 22 | 1 | 25  |
| TMap® Suite Test Engineer  | 22 | 1 | 25  |
| TMap Suite Test Master   | 22 | 1 | 16  |
| <b>TPI NEXT®</b>   |    |   |     |
| TPI NEXT® Foundation   | 22 | 1 | 25  |
| <b>VeriSM™</b>   |    |   |     |
| VeriSM™ Foundation   | 14 | 1 | 25  |
| VeriSM™ Essentials   | 7  | 1 | 25  |
| VeriSM™ Plus   | 7  | 1 | 25  |
| <b>Microsoft Operations Framework (MOF®)</b>                                       |    |   |     |
| Microsoft Operations Framework Foundation  | 15 | 1 | 25  |

### Appendix 3 E-Learning Guidelines

|  | On distance learning: combination of classroom training live followed on screen  |              | Recorded training with a mentor in the room  |   | Recorded training with e-mentor   | Full e-learning: training material online, e-mentor   |
|--|--|--------------|--|---|---|---|
| <b>Delivery type</b>                   | Online live  |              | Online (not live)  | Offline   | Online (not live)   | Online (not live)   |
| <b>Log on required</b>                 | Students log on individually   |              | Log on by group, or<br>Log on individually   | No need to log on   | Students log on individually  | Students log on individually  |
| <b>Instructor required</b>             | Instructor lead online (remote)  |              | Instructor recorded  |   | Instructor recorded   | No instructor, no instructor recorded   |
|  |  |              | A mentor as an assistant in the room to conduct exercises or answer questions  |   | An e-mentor as an assistant answers questions via email or phone  | An e-mentor as an assistant answers questions via email or phone  |
| <b>Group or individually</b>           | In a group   |              | In a group   |   | Individually  | Individually  |
| <b>Student's location</b>              | Physical room  | Virtual room | Physical room  |   | Not in a room (ex: from home)   | Not in a room (ex: from home)   |
| <b>Material's location</b>             | Training material online/and paper   |              | Training material online/and paper   | Training material offline/and paper   | Training material online/and paper  | Training material online/and paper  |
| <b>How to get the student material</b> | Training material downloaded from the internet, or training material (paper) sent by post or training material only accessible from the internet |              | Training material downloaded from the internet, or training material (paper) sent by post or training material only accessible from the internet | Training material downloaded from the internet or training material (CD/paper) sent by post | Training material downloaded from the internet, training material (paper) sent by post or training material only accessible from the internet | Training material downloaded from the internet, training material (paper) sent by post or training material only accessible from the internet |

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