

ISTQB Accreditation Process

General Release - Version 2.3

Date 21.04.2023

This document contains proprietary and confidential material of ISTQB®. Any unauthorized reproduction, use, or disclosure of this material, or any part thereof, is strictly prohibited. This document is solely for the use of ISTQB® Member Boards and authorized ISTQB® affiliates

Confidential

This document contains proprietary and confidential material of ISTQB®. Any unauthorized reproduction, use, or disclosure of this material, or any part thereof, is strictly prohibited. This document is solely for the use of ISTQB® Member Boards and authorized ISTQB® affiliates.

Document Control

Produced by	▪ Name of Agreed Authors
Reviewed by	▪ Reviewers Name
Released by	▪ Name of people responsible for release

History

<i>Version</i>	<i>Date</i>	<i>Author</i>	<i>Comments</i>	<i>Release Status</i>
1.20	02-03-2009	▪ Yaron Tsubery	▪ Modify the numbering of the release and change from draft to Release.	▪ Released
1.26	22-07-2010	▪ Armin Metzger	<ul style="list-style-type: none"> ▪ Add Trainer Accreditation (3.1.4) and Surveillance (3.4) ▪ Online training (3.1.5) ▪ Cross- accreditation ▪ Modifications based on comments of Working Party Processes' Tel Aviv meeting on June 18th and 19th 2010 	▪ Released
1.30	16-08-2012	▪ Tal Pe'er	▪ Comments received during RRR, held on August 3, 2012	▪ Released
1.32	31-10-2014	▪ Tal Pe'er	▪ Added services to be provided to accredited training providers, following Governance motion approved by the GA in London, July 2014	▪ Released
2.0	03-02-2015	▪ Tal Pe'er	▪ Re-written the process. Changes are kept in Track Changes	▪ Released March 2016
2.0.1	13-08-2019	<ul style="list-style-type: none"> ▪ Katalin Balla ▪ Filipe Nuno Carlos 	▪ Changed 3.4.1 and 3.4.2	▪ Draft 01

Version	Date	Author	Comments	Release Status
2.0.2	01-09-2019	<ul style="list-style-type: none"> Filipe Nuno Carlos 	<ul style="list-style-type: none"> Remove 3.4.1 change Put change of 3.4.2 as complementary information and not as a new rule (because the rule was already defined in previous chapter) Added rule, so when an accredited course provider no longer has at least one accredited training material (own or licensed), the Accreditation shall be withdrawn (Chapter 4.3) Added clarification to Section 3.8.3, to highlight that the Trainers shall hold the certificate She/he intend to teach 	<ul style="list-style-type: none"> Draft 02 (Motion23)
2.0.3	14-08-2019	<ul style="list-style-type: none"> Clive Bates Filipe Nuno Carlos 	<ul style="list-style-type: none"> 3.2.2. Accreditation Panel for specialist module is enough to have only one person holding the related certification. 	<ul style="list-style-type: none"> Proposed for Bangalore GA (Motion27)
2.1	03-11-2019	<ul style="list-style-type: none"> Szilard Szell 	<ul style="list-style-type: none"> Preparing file for Publishing after Bangalore GA vote. No content changes. Merging Motion 23 and Motion 27 process change proposals. 	<ul style="list-style-type: none"> Published
2.2	18-09-2020	<ul style="list-style-type: none"> Filipe Nuno Carlos 	<ul style="list-style-type: none"> Update some terminology to be aligned with Bylaws document, after review from Lawyer Office Update section 3.8 – a Member Board can publish the list of Trainers if there is an agreement to 	<ul style="list-style-type: none"> Release Candidate 01
2.2	19-09-2020	<ul style="list-style-type: none"> Filipe Nuno Carlos 	<ul style="list-style-type: none"> Updated “Accreditation Process Flowchart” to have some terms in capital letter (e.g., Accreditation Panel) 	<ul style="list-style-type: none"> Release Candidate 02
2.2	30-11-2020	<ul style="list-style-type: none"> Filipe Nuno Carlos 	<ul style="list-style-type: none"> Prepare document for Publishing after Autumn GA, on Oct 23rd 	<ul style="list-style-type: none"> Published
2.3	06-03-2022	<ul style="list-style-type: none"> Filipe Nuno Carlos 	<ul style="list-style-type: none"> 3.2. Accreditation Panel composition has changed 	<ul style="list-style-type: none"> Draft01
2.3	07-03-2022	<ul style="list-style-type: none"> Filipe Nuno Carlos 	<ul style="list-style-type: none"> Incorporated some simplifications after suggestions from Frances, Szilard and Tal Pe’er 	<ul style="list-style-type: none"> Draft02
2.3	03-04-2022	<ul style="list-style-type: none"> Szilard Szell 	<ul style="list-style-type: none"> Agreed at PMC WG meeting that Accreditation Panel shall consist of at least 2 members 	<ul style="list-style-type: none"> Draft03
2.3	07-04-2022	<ul style="list-style-type: none"> Filipe Nuno Carlos 	<ul style="list-style-type: none"> Clarification that conflict of interest applies to each Accreditation Panel member 	<ul style="list-style-type: none"> Draft04
2.3	17-08-2022	<ul style="list-style-type: none"> Szilard Szell, Filipe Nuno Carlos 	<ul style="list-style-type: none"> Re-consider the Accreditation Panel description to clarify meaning and to remove reference to skills as separate bullet point 	<ul style="list-style-type: none"> Draft05
2.3		<ul style="list-style-type: none"> PMC 	<ul style="list-style-type: none"> Clarified text on PMC meeting to be more precise, and set maximum requirements 	<ul style="list-style-type: none"> Draft06

Version	Date	Author	Comments	Release Status
2.3		<ul style="list-style-type: none"> ▪ Cross_Functional Meeting 	<ul style="list-style-type: none"> ▪ Feedback from Xfunctional meeting is in comments and needs changes still on the document before sending change to Sarah. Seems we could not make an agreement on the handling of the skills, so proposal is to leave that part out, and bring the Panel related easiness already to Marrakesh 	<ul style="list-style-type: none"> ▪ Draft07
2.3	08-02-2023	<ul style="list-style-type: none"> ▪ PMC Meeting ▪ Filipe Nuno Carlos 	<ul style="list-style-type: none"> ▪ Change the Accreditation Panel requirements, simplifying some rules, so that all MBs can provide Accreditation without compromising the end quality of the Training Materials ▪ Change "Processes WG" to "Processes Management & Compliance WG" ▪ Change from "Accreditation Panel Members" to "Reviewers" to be consistent with Internal Rules ▪ Change Reference [3] to Internal Rules and remove reference [8] 	<ul style="list-style-type: none"> ▪ Draft08
2.3	09-02-2023	<ul style="list-style-type: none"> ▪ PMC Meeting ▪ Filipe Nuno Carlos 	<ul style="list-style-type: none"> ▪ Fine tuning some parts of text about Accreditation Panel ▪ Update Chapter 3.8 (Trainers) to be explicit that Trainer name is published in website only after permission 	<ul style="list-style-type: none"> ▪ Draft09
2.3	16-02-2023	<ul style="list-style-type: none"> ▪ PMC Meeting ▪ Filipe Nuno Carlos 	<ul style="list-style-type: none"> ▪ Inserted text associated to other independent motions: ▪ Remove point 3 in section 6.1 associated with sharing internal documents to ATPs ▪ Insert point 2.f) in section 3.3 to prevent complains if ISTQB® changes a Syllabus after a short period of time of the Accreditation 	<ul style="list-style-type: none"> ▪ Draft12
2.3	13-03-2023	<ul style="list-style-type: none"> ▪ Filipe Nuno Carlos ▪ Lawyers 	<ul style="list-style-type: none"> ▪ Provide consistency related to the use of the term "reviewer" and "Accreditation Panel member" ▪ Internal Rules will be updated accordingly 	<ul style="list-style-type: none"> ▪ Draft13
2.3	21-04-2023	<ul style="list-style-type: none"> ▪ Filipe Nuno Carlos 	<ul style="list-style-type: none"> ▪ Released version after Wroclaw GA approval 	<ul style="list-style-type: none"> ▪ Released

Table of Contents

1	General.....	6
	1.1 Purpose	6
	1.2 Scope.....	6
	1.3 References	6
	1.4 Document Responsibility	7
2	Accreditation Process Flowchart.....	8
3	The process of Accreditation	10
	3.1 Introduction	10
	3.2 Accreditation Panel.....	10
	3.3 Application	11
	3.4 Evaluation	13
	3.4.1 Evaluation of Training Material	13
	3.4.2 Evaluation of Training Provider	13
	3.5 Decision on Accreditation	14
	3.5.1 Rejection of Accreditation	14
	3.5.2 Approval of Accreditation.....	14
	3.6 Reaccreditation	15
	3.6.1 Rules for Reaccreditation	15
	3.7 Cross-accreditation	16
	3.8 Trainers	16
4	Surveillance and Change Management	17
	4.1 Change management.....	17
	4.2 Surveillance audits	17
	4.3 Withdrawal of Accreditation	18
5	Use of Accreditation and logos	19
6	Services provided to Accredited Training Providers	20
	6.1 Mandatory services.....	20
	6.2 Optional services.....	20

1 General

1.1 Purpose

This document contains instructions for issuing Accreditation and Cross-Accreditation proving that a Training Provider or a Training Material Owner fulfils the specified requirements.

This process has been developed so that all Member Boards within the ISTQB® perform equivalent Accreditation activities.

1.2 Scope

This document defines processes applicable to all Accreditations as defined by the ISTQB®. All Member Boards are required to follow these processes.

This document indicates additional material that may be used by the Member Boards, such as guidelines, forms, formal letters, and procedure flowcharts. Each Member Board is responsible for creating and maintaining local versions of additional material as needed.

Additions to the process and criteria are permitted and will be under the Member Board's responsibility. No degradation or deletion of parts of this process will be permitted but suggestions for improvements and modifications may be presented to the ISTQB® Processes Management & Compliance WG.

Text in greyed boxes throughout the process contains general notes or examples. It is not part of the process

All definitions of terms are maintained by the Processes Glossary (see [7]).

1.3 References

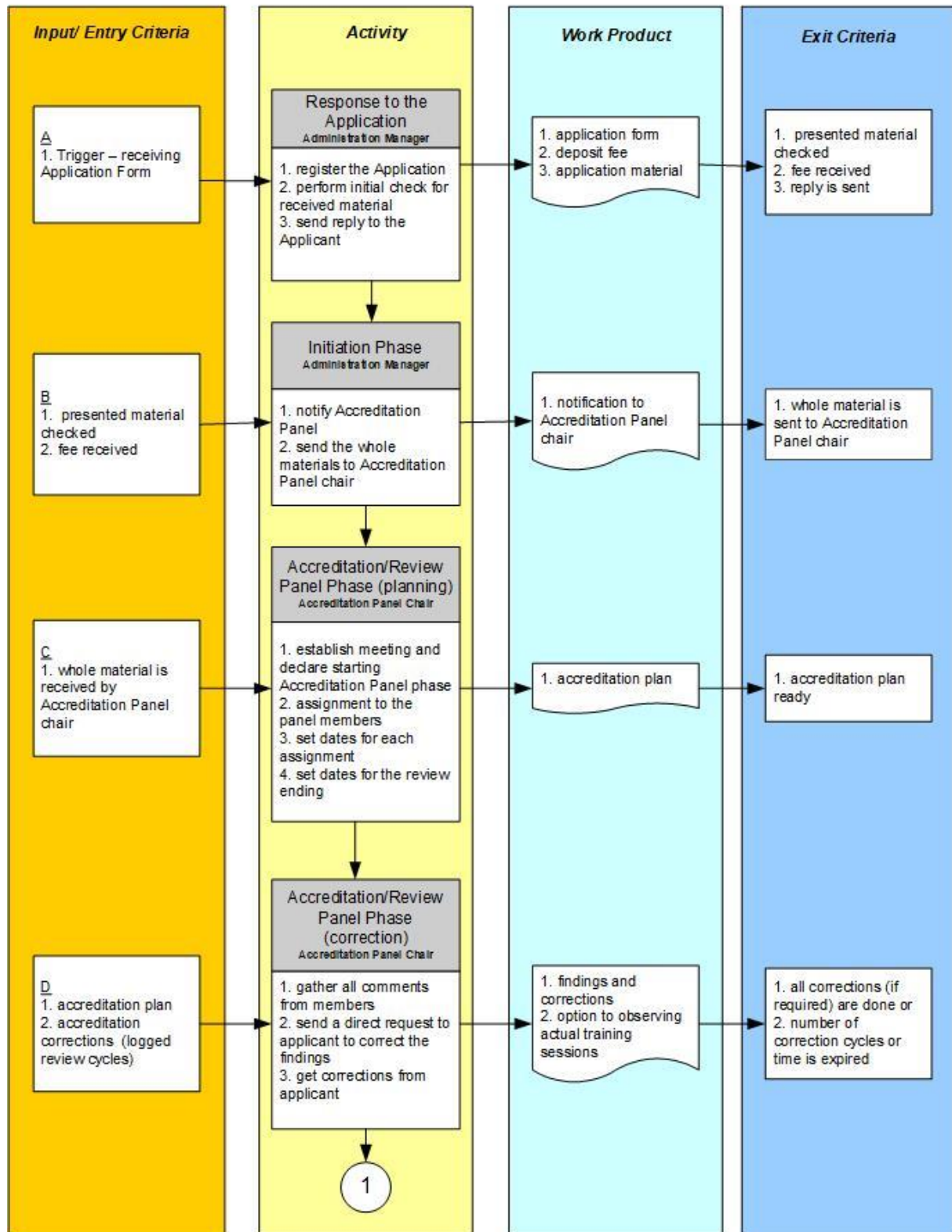
- [1] Accreditation_Procedure_Flowchart_V2.3a – Accreditation procedure workflows.
- [2] Accreditation Guidelines
- [3] ISTQB® Internal Rules.
- [4] Accreditation_Approval_Letter_Example_Template_V2.0.doc – example template for a letter to be sent to an applicant upon Accreditation approval.
- [5] Accreditation_Rejection_Letter_Example_Template_V2.0.doc – example template for a letter to be sent to an applicant upon Accreditation rejection.
- [6] Accreditation_Application_Form_Example_Template_V2.0.doc – example template for Accreditation submission form.

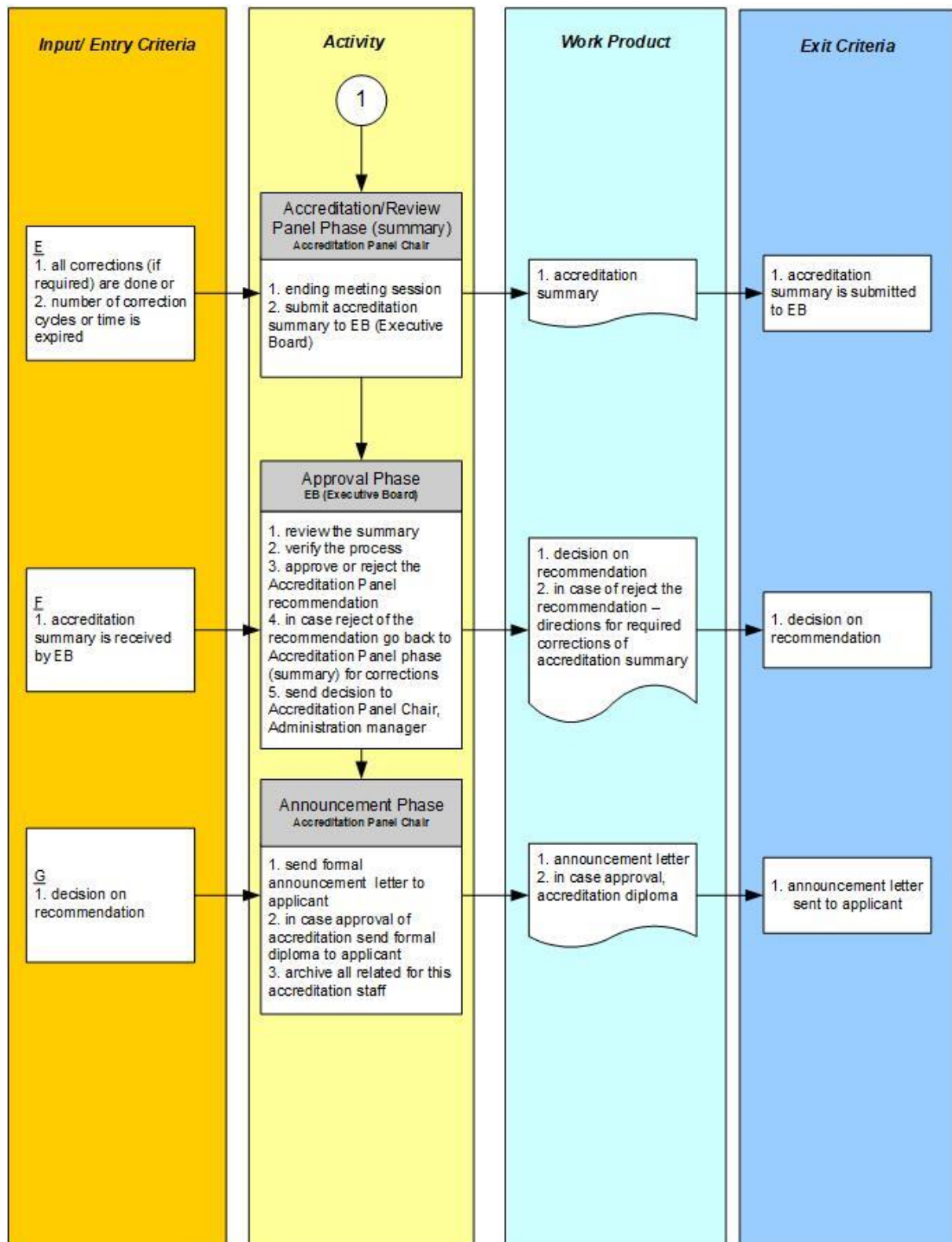
[7] ISTQB Process Glossary.doc – A document which includes all the terms that are used in all of the process's documents.

1.4 Document Responsibility

General responsibility of this document is under the ISTQB® Processes Management & Compliance WG.

2 Accreditation Process Flowchart





3 The process of Accreditation

3.1 Introduction

Accreditation as an Accredited Training Provider (ATP) and/or Training Material Owner allows that natural person or legal entity to promote the fact that their Training Material aligns to the ISTQB® Certification scheme. The goal of this process is to support ISTQB® Member Boards to give Accreditation to legal entities or natural persons interested in becoming accredited.

3.2 Accreditation Panel

1. For any Accreditation, the Member Board shall assign an Accreditation Panel, specific for each accreditation application.
2. The Accreditation Panel shall have a minimum of 2 reviewers, who will review the Training Material and the Training Provider capabilities (legal entity or natural person capabilities).
3. All reviewers (the "**Accreditation Panel members**") shall have an NDA signed with the ISTQB® Member Board.
4. The Accreditation Panel members shall satisfy additional requirements. There is no need that a single Accreditation Panel member satisfies all requirements, but all Accreditation Panel members, as a group, shall satisfy the following criteria:
 - a) Be proficient in the Training Material language. It is recommended that at least one Accreditation Panel member is a "native speaker" with the language of the submitted material.
 - b) Hold ISTQB® Foundation Level certification as a minimum. It is recommended to hold the certificate for the specific certification being accredited, but it is not mandatory.
 - c) Have relevant experience in software testing.
5. Syllabus Product teams may recommend additional criteria (e.g. years of experience) for Accreditation Panel members but the conditions of this process shall take precedence to ensure that the Member Boards can practically establish an Accreditation Panel.
6. Members of the Accreditation Panel having a conflict of interest (e.g., a commercial interest in the applicant) shall not be involved in the evaluation.

3.3 Application

1. The Member Board shall provide a detailed description of the Accreditation procedure (including fees and timeline), appropriate to each ISTQB® Certification module.

Where the Member Board has an agency arrangement whereby applications are managed by a third party, then the third party may be responsible for providing the detailed descriptions. The Agent shall only manage the applications. The Accreditation itself can only be done by an ISTQB® Member Board.

Information regarding the Accreditation procedure can be provided in the following ways, but not only:

- Information may be provided on the Member Board's website, including forms to fill or download.
- Provide a contact point where people can ask for and receive information, such as the Accreditation procedure, application form, rules for Accreditation, the applicants' rights, and the duties of an accredited legal entity or natural person, including directions of the Use of Accreditation and Logos (see chapter 5, page 19). This description may be based on the Accreditation guidelines (see reference [2]).

2. The application shall be sent to the Member Board or its authorized Agent, signed by an authorized representative of the legal entity or natural person seeking Accreditation. All applications shall include at least the following:
 - a) Type of Accreditation requested, whether as a Training Material Owner, a Training Provider, or both;
(a Training Provider applying for the first time, may apply with its own new Training Material and thus apply for both Accreditations, or apply with a course already accredited by the Member Board or by another Member Board. See below item 4, page 12)
 - b) A statement that the applicant agrees to comply with the rules for Accreditation and to supply any information needed for the evaluation;
 - c) Organization / company profile, if the applicant is a legal entity;
 - d) Contact information of individuals authorized to represent the legal entity and to supply needed information;
 - e) A statement that the applicant is liable for complying with local laws including, but not limited to, IPR and Copyright Laws, Data Protection Laws, Health and Safety Laws and general trading company laws, rules and regulations.

- f) It is recommended to inform the applicant that ISTQB®, at its sole discretion, may change, withdraw, or update the syllabus for the certification being accredited at any time. Neither the Board nor ISTQB® will be responsible for any costs for the development of materials, sales, marketing, and promotion in connection with certification now accredited.
3. The Training Material submitted by an applicant Training Material Owner for evaluation shall include at least the following:
- a) The certification module the Accreditation is requested for;
 - b) The language of the Training Material;
 - c) Course agenda showing details of topics and their duration (specific to version of course);
 - d) Coverage matrix against the relevant ISTQB® syllabus showing exact content in the Training Material that addresses each item in the syllabus (specific to version of course);
 - e) Complete Training Material. This includes all handouts and supplements (like books) provided to students as well as Trainer's electronic presentation with any notes (in order to ensure that the right messages are going to be given when the course is running);

The Training Material and Trainer notes should give an added value to the students and shall not just repeat the syllabus.

- f) When the Training Provider supplies students with copies of recommended Training Material like books, in place or in addition to student notes, then a copy of the book shall be supplied to assist the Member Board in the Accreditation Process;
 - g) Clear evidence that all K-levels (cognitive levels) and Learning Objectives have associated exercises and examples according to the respective syllabus which the attendee must complete during the course, as defined in the Accreditation guidelines for the specific syllabus.
The exercises shall include the solution for discussion.
4. The Training Material submitted by an applicant Training Provider for evaluation shall include at least the following:
- a) Identification of accredited Training Material to be used (if the Training Material has been accredited with another Member Board, this proof may be an e-mail reference to the accrediting Member Board of the Training Material);

- b) Documentation of agreement (such as licensing) with Training Material Owner, if other than applicant;
 - c) List of Trainers;
 - d) Attestation that the Trainer(s) hold the certification which they intend to teach and meet any other required qualification standards as defined by the syllabus and the accrediting Member Board.
5. In case the application is for Accreditation of both classroom training and e-learning, then any information provided with the application shall state explicitly, to which exact variant (classroom or e-learning) of a course it refers to.

3.4 Evaluation

Once the application is received, it shall be reviewed for completeness. Deficiencies shall be identified and communicated to the applicant.

Once all the required items received, acknowledgement shall be sent to the applicant and the evaluation may start.

3.4.1 Evaluation of Training Material

1. The Training Material submitted at item 3 of chapter 3.3 (see page 12) shall be evaluated to ensure it covers the corresponding syllabus regarding content, timing, K-Levels and Learning Objectives as defined in the syllabus.
2. Comments and feedback shall be sent to the applicant for correction and another cycle of review shall be done once the comments are fixed (or explained).
3. The Accreditation Panel may ask for clarifications or supplemental material.

The review is done for the Training Material conformance to the syllabus. It is recommended that the review should not include language, typos, the look of the slides, etc. though Accreditation Panel members can give a general recommendation to the Training Provider that they do a spelling/grammar check. In case of accrediting an E-Learning course, the tool used, and the usability issues should not be reviewed.

3.4.2 Evaluation of Training Provider

1. The Accreditation Panel shall review the Training Material provided in item 2 and 4 of chapter 3.3 (see pages 11 and 12) to ensure the applicant can provide training services.

A Training Provider must have at least one accredited training course that is either self-developed or licensed from third parties.

3.5 Decision on Accreditation

The decision on the Accreditation of an applicant shall be made by the Accreditation Panel solely on the basis of the information gathered during the Accreditation Process.

3.5.1 Rejection of Accreditation

1. In case the Accreditation was rejected, the Accreditation Panel shall provide the applicant with detailed explanation for its rejection. The Member Board shall allow the applicant to appeal this decision on the basis of factual errors in the evaluation. A request for re-evaluation may be submitted with revised Training Material.

3.5.2 Approval of Accreditation

1. If Accreditation is granted, formal documentation shall be signed by an authorized representative of the Member Board. The Member Board shall maintain sole ownership of the documentation. This documentation shall be in the official ISTQB® format and contain, as a minimum, the following information:
 - a) The name of the accredited legal entity or natural person;
 - b) A unique Accreditation number;
 - c) The type of Accreditation (Training Material Owner / Training Provider);
 - d) The names and/or logos of both the ISTQB® and/or the Member Board (in case the Member Board doesn't have logo, then use only the ISTQB® logo);
 - e) The certification module the Accreditation is given for;
 - f) A reference to the version of the syllabus, on which the Accreditation is based;
 - g) The effective date of Accreditation and date of expiration (as defined by the ISTQB® for each level);
 - h) The language of the Training Material.
2. The confirmation of Accreditation containing details of the Accredited Training Provider shall be sent to ISTQB® and published on the list of accredited Training Material Owners and Training Providers.

3.6 Reaccreditation

1. Reaccreditation may be triggered by the following events:
 - a) Accreditation period has expired
 - b) ISTQB® release an updated or a new version of a syllabus
2. The Member Board shall provide sufficient notification to the ATP about the need for Reaccreditation (see change management in chapter 4, page 17).
3. The ATP shall apply for Reaccreditation and provide documentation of the changes done to the material. The changes shall be reviewed by the Accreditation Panel and a decision on Accreditation shall be made and communicated to the ATP.

3.6.1 Rules for Reaccreditation

This part of the process shall be implemented by ISTQB® syllabi work groups (WG).

1. Upon a release of a new version or updated syllabus, the syllabi WG shall present an analysis of the changes. Each changed Learning Objective (LO) will be classified to their impact to examination questions as follows:
 - **IMPACT:** the changes have an impact on at least one exam question. For example: K-level changes, new or changed content.
 - **NO IMPACT:** the changes have no impact on exam questions. For example: spelling, wording, readability etc.
2. Based on the above, the level of Accreditation will be defined as follows:
 - **FULL:** required if more than 20% of the LOs are classified with IMPACT. In this case the Reaccreditation will follow the Accreditation Process for a new Accreditation.
 - **PARTIAL:** required if more than 5% and less than or equal to 20% of the LOs are classified with IMPACT. In this case the ATP will provide all Training Materials affected by the changes, as well as the updated coverage matrix provided for the initial Accreditation.
 - **NONE:** no Reaccreditation is required is less than or equal to 5% of the LOs are classified with IMPACT. In this case the ATP shall submit a letter of confirmation stating it has reviewed the Training Material and has done the needed changes.

It is recommended that in case of syllabus changes, the Training Provider will not be charged for the Reaccreditation. Fees may be charged for the evaluation work.

3.7 Cross-accreditation

1. ISTQB® policy is that Accreditations are valid all across ISTQB®. Cross-accreditation occurs in the following situations:
 - a) A Training Provider wants to offer its services in a country/region other than that of the Member Board that accredited that Training Provider. This is relevant when the Training Provider wants to cooperate with the local Member Board and be registered by the Member Board as a Training Provider (for example, on the Member Board's website).
 - b) A local Training Provider wants to be accredited with the Training Material that was accredited by another Member Board.
2. The Cross-accreditation is valid for the certification level, syllabus, and language of the original Accreditation.
3. The application for Accreditation shall be sent to the Member Board. The application shall indicate that the Training Provider / Training Material are accredited and will include a proof of the original Accreditation.
4. The Member Board shall validate the Accreditation certificate, and if genuine then the Member Board shall accept the Cross-accreditation.
5. Upon approval, the Member Board shall issue an Accreditation document similar to that in item 1 of chapter 3.5.2.
6. Any issues subsequently found with the accredited documentation shall be taken up with the original accredited Member Board and not with the relevant Training Provider.

3.8 Trainers

1. A Trainer has to register with at least one Member Board. The Trainer needs to register separately for every level and module and for the language he/she wants to train (e.g. Foundation Level, Advanced Test Manager, Advanced Test Analyst...). The Member Board will issue written registration information to the Trainer. On request the Trainer must show this confirmation and all Member Boards must accept it without asking for further proof of qualification.
2. Each Member Board or its Agent shall keep and maintain an up-to-date list of registered Trainers. The list of registered Trainers shall be kept confidential, unless the ATP and the Member Board agree to publish them (see chapter 6.2, page 20) and only with the prior permission of the Trainer.
3. The Trainer shall hold the certificate that she/he intends to teach.

4 Surveillance and Change Management

4.1 Change management

1. Training Material Owners and Training Providers shall comply with any changes in regulations regarding Accreditation rules, rules for certificates a Trainer holds, rules for the examination or the Training Material (syllabi, examination questions or sample questions).
2. The Member Board shall give Training Material Owners and Training Providers at least six months, or the required timeline published in any release guidelines which ISTQB® issues, to respond to significant changes in regulations or the syllabus (see chapter 3.6 for Reaccreditation, page 15). Failure to comply with changes shall lead to withdrawal of Accreditation with no Accreditation fee return.

4.2 Surveillance audits

1. A Member Board may audit the ATP. Audits may be triggered by, but not limited to, the following:
 - a) Exam pass rates of the ATP are deemed to be too low or too high
 - b) Periodic audit initiated by the Member Board.
2. The Member Board shall publish the process for holding an audit.
3. It is recommended the Member Board shall notify the accredited training prior to the audit and inform about the content of the audit. Audit should include (but are not limited to):
 - a) Trainer's qualifications (make sure the Trainer holds the right certifications)
 - b) Whether the Training Material corresponds to the material accredited by the Member Board.

It is recommended that at least 90% of the Training Material is not changed to meet these criteria.
 - c) Whether topics taught during a course are covered in the required depth and adequate time.
4. Audits should include on site visit to a course. In case the Training Provider does not run public courses, then it shall provide the Member Board with the means to run the audit and conduct them at client sites.

The audit is a tool to help keep the good name of ISTQB® and to help the ATP with keeping the quality of the courses.

5. In case the exams are done using an Exam Provider, the Exam Provider shall notify the Member Board about the change in the exam pass rate.

6. The Member Board shall give the ATP the result of the audit and may request immediate corrective actions as a condition of retaining the Accreditation. All notifications shall be done in writing.

Examples for findings in audit include use of a Trainer who has lost certification, substitution of Trainers with insufficient qualification, deletion of required topics from the Training Material, inadequate time devoted to required topics, Trainers failing to include exercises for K3 and above Learning Objectives, failing to provide in-class time for exercises and discussion of their solutions or misleading claims regarding the courses.

7. Failure to correct the findings of an audit may result in withdrawal of the Accreditation with no Accreditation fee return.

4.3 Withdrawal of Accreditation

1. A withdrawal of Accreditation may be considered in the following events:
 - a) A breach of the rules of the Member Board, or any other ISTQB® examination, Certifications or Accreditation rules, and/or
 - b) The integrity of the Member Board or ISTQB® has been affected, and/or
 - c) The terms of usage of logo have been infringed (see chapter 5, page 19)
2. If an ATP no longer has at least one Training Material (self-developed or licensed) Accreditation, then the Training Provider Accreditation shall be withdrawn.
3. In case one of the above cases has been identified a warning shall be issued in written form with clear statement of the nature and the severity of the breach.
4. If an ATP has been given repeated warnings (suggested are 3 warnings, but depending on the individual instance the Member Board may decide how many warnings are appropriate), the Member Board has the right to withdraw Accreditation, at the Member Board's own discretion, for a period of 3 to 6 months. The Member Board has the right to withdraw Accreditation permanently, if the breach of the ISTQB's rules is found to have been severe, or if the integrity of the Member Board has been found to have been affected severely and knowingly by the Training Provider.

5 Use of Accreditation and logos

1. The Member Board shall document the conditions for use of an Accreditation logo and shall appropriately manage the rights for usage and representation.
2. The Member Board shall require that a legal entity or natural person, as a condition for Accreditation, sign an agreement
 - a) to comply with the relevant provisions of the Accreditation,
 - b) to make claims regarding Accreditation only with respect to the scope (language, level, level module) for which Accreditation has been granted,
 - c) not to use the Accreditation in such a manner as to bring the Member Board into disrepute, and not to make any statement regarding the Accreditation which the Member Board may consider misleading or unauthorized,
 - d) to discontinue the use of all claims to Accreditation that contains any reference to the Member Board or Accreditation upon suspension or withdrawal of Accreditation, and to return any Accreditation documentation issued by the Member Board, and
 - e) not to use the Accreditation in a misleading manner,
 - f) not to use the Accreditation to promote a competing certification program.

6 Services provided to Accredited Training Providers

Member Boards shall only promote and support ATPs. The following services shall only be offered to ATPs.

6.1 Mandatory services

1. Training Provider name, contact details and the qualification(s) the legal entity or natural person is accredited to deliver shall be listed on ISTQB® website
2. Provide the legal entity or natural person with appropriate ISTQB® Training Provider logos and logo usage guidelines
3. Training Provider name, contact details and the qualification(s) the legal entity or natural person is accredited to teach listed on the Member Board website (if available)

6.2 Optional services

1. Name of Trainer and the qualification(s) he/she is accredited to teach listed on the Member Board website
2. Promotion of the courses schedule on the Member Board's website
3. Onsite examinations on request, either as part of a training course or as an individual exam
4. Inviting the legal entity or natural person to participate in special Training Provider update meetings hosted by the Member Board or its representatives
5. Nominating a person working for or directly supporting an ATP to be involved with Working Groups or other trusted positions in ISTQB®
6. Invite a person working for or directly supporting an ATP to participate in the Member Board's technical advisory groups or Working groups.
7. Discount on examination fee