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| Document Title: QuEST Forum Master Trainer Qualification | Document No.: QPF-014 |
| Owner Training Sub-team | Revision: 4 |
| Approved by: Oversight Work Group | Effective Date: 2011-08-31 |

1. POLICY

It is QuEST Forum’s policy to ensure the competency of authorized training providers to deliver TL 9000 training courses accurately, provide mentoring and support to Master Trainers and ensure that sanctioned training provider services are aligned with QuEST Forum objectives.

2. PURPOSE

The purpose of the procedure is to describe the process used by QuEST Forum to qualify Master Trainers.

3. DEFINITIONS

Sanctioned TL 9000 training courses / material – Training required by the Oversight Work Group that is intellectual property owned and licensed by QuEST Forum.

Authorized Training Provider – Training providers selected by QuEST Forum in accordance with the QuEST Forum Authorized Training Provider process.

Master Trainer (MT) – Lead trainers in QuEST Forum authorized training provider organizations qualified by the QuEST Forum to teach sanctioned TL 9000 courses, and qualify instructors in their organizations for each course.

Supervisory Master Trainers (SMT) – Master Trainers certified by the QuEST Forum to qualify authorized training provider Master Trainers.

Candidate Master Trainer (CMT) – A trainer from a QuEST Forum authorized training provider seeking qualification as a Master Trainer.

4. SCOPE

The scope of the procedure covers the process to qualify Candidate Master Trainers (CMTs), and the requirements to remain a Master Trainer. This procedure applies to SMTs, CMTs, MTs, authorized training providers, and the QuEST Forum Training Team. The procedure encompasses all QuEST Forum sanctioned training courses. QuEST Forum approved courses are not included.

5. RESPONSIBILITIES

Table A – Roles and Responsibilities

The following table describes responsibilities for assigned tasks within the procedure.

| Area | Responsibility |
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| Maintain at least one TL 9000 qualified Master Trainer. Provide candidates for Master Trainer qualification. | Authorized Training Providers |

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| Act as coaches and mentors to qualified Master Trainers, providing 48 hour email response to MT requests for assistance. Administer CMT exams. Qualify CMTs. | Supervisory Master Trainers |
| Meet qualification requirements for MT, act as lead TL 9000 trainers in authorized training provider organizations, and qualify instructors in their organizations to teach each sanctioned TL 9000 course. | Master Trainers |
| Selects SMTs to oversee the CMT qualification process. | Training Team |
| Review and approve the CMT qualification process. | Training Team |

6. REFERENCES

Master Training Exam and Master Trainer Qualification Form
 QuEST Forum Individual Certification Criteria

7. PROCEDURE

7.1 Supervisory Master Trainer Qualification Criteria

7.1.1 Initial Criteria for Qualification:

- Shall be certified TL 9000 Expert.
- Shall have achieved Master Trainer status.
- Shall have acted as an instructor for the sanctioned TL 9000 auditor course.
- Shall be evaluated and approved to have satisfactory qualification by the QUEST Forum Training Team.

7.1.2 Criteria to Maintain Qualification:

- Shall maintain membership in QuEST Forum Work Groups (Oversight and IGQ); may opt to participate on the Training Team.
- Maintain certified TL 9000 Expert status.

7.2 Master Trainer Qualification Criteria

7.2.1 Initial Criteria for Qualification:

- Should have telecom industry experience, or the equivalent as judged by the QuEST Forum Training Team.
- Shall submit his or her academic credentials and resume to the QuEST Forum Training Team for review and approval.
- Shall be fluent in English or have another method of communicating with SMT.

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- Shall complete the 3 step CMT process in sequential step order. Shall successfully pass an oral exam on TL 9000 details after step one and a formal critique after step 3.
- Step 3 is an observation of delivery of a TL 9000 sanctioned course. This step can be waived based upon prior objective evidence supporting TL 9000 training competency.
- Shall have previously conducted the QuEST Forum TL 9000 auditing course for an authorized training provider.

7.2.2 Criteria to Maintain Qualification:

- Shall maintain membership in QuEST Forum Work Groups (at least virtually).
- Shall instruct the QuEST Forum TL 9000 Auditing course at a minimum annually.

7.3 Candidate Master Trainer Qualification Process

The CMT qualification process involves three separate steps. Step 2 is an oral exam with a SMT and Step 3 is delivery of the sanctioned TL 9000 Auditing course under the supervision of a SMT. The use of multiple SMTs is encouraged for Steps 2 and 3 whenever possible. Where a single SMT is used, the CMT will have an opportunity to agree to the SMT to avoid a conflict of interest.

7.3.1 Step 1

The CMT must successfully complete the following training with an existing QuEST Forum authorized training provider:

- TL 9000 Quality Management Systems Auditing course
- TL 9000 eLearning Measurements and Requirements courses or the instructor-led equivalent
- All delta training issued after the above training was completed

Validation of successful completion is done via receipt of the applicable course completion certificates by the QuEST Forum Training Team.

7.3.2 Step 2

Upon completion of the required courses, the CMT is scheduled for an oral examination of TL 9000 with one or more SMTs. Step 2 is followed by either a recommendation for progression of the CMT to Step 3 or a repeat of Step 2. The SMT(s) may halt the oral examination in progress if the CMT has not demonstrated competency to a level sufficient to be able to successfully complete the oral exam.

CMTs may repeat Step 2 once. If the oral exam is completed virtually, the CMT is required to use a webcam coupled with audio.

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7.3.3 Step 3

One or two CMTs present (or co-present) the sanctioned TL 9000 Auditing course (no more than 20 students) under the supervision of one or more SMTs. The SMT provides on-going verbal critique on the CMT's course delivery. Upon course conclusion the CMT grades the student exams with SMT review. Following completion of Step 3, the SMT provides a written evaluation of course delivery strengths and areas for improvement and recommendation for either qualification of the CMT or a repeat of Step 3. CMTs may repeat Step 3 once.

Should translators be necessary for step 2 or 3, they will be provided by the authorized training provider organization.

NOTE: This step can be waived based upon prior objective evidence supporting TL 9000 training competency.

8. RECORDS

Records generated by this procedure are: Master Training Exam and Master Trainer Qualification Records. Records shall be kept on behalf of OSWG by the QuEST Forum Administrator.

9. REVISION HISTORY

| Change to Revision | Description/DCR Number | Effective Date | Name |
|--------------------|---|----------------|--------------|
| Original | | NA | Diane Faglon |
| 2 | | 2010-03-03 | Diane Faglon |
| 3 | Removed TL 9000 Implementation Course; updated process to allow use of translator and virtual completion of oral exam | 2011-04-13 | Marion Bize |
| 4 | Added provision to utilize multiple SMTs for CMT qualification and halt oral exam in progress | 2011-08-31 | Marion Bize |