Becoming a CISI Accredited Training Partner

Guidance on applying for accreditation

Thank you for your interest in becoming a CISI Accredited Training Partner. This guide contains all the information you need to know about the process and the approval criteria. If you require support with your application, please email accreditation@cisi.org

Introduction

The CISI's accreditation process is a key feature of its quality assurance. The purpose of accreditation is to enable training partners to demonstrate that they can deliver quality training and support for all candidates who sit CISI's exams.

Principles of Accreditation

1. **There are certain mandatory requirements which include, but are not limited to:**

   - The organisation ensures that all training and study materials go through a rigorous quality assurance process.
   - At least one member of the partner's permanent staff must be a member (either Affiliate, ACSI, Chartered MCSI or Chartered FCSI) of the CISI.
   - All tutors are suitably qualified and experienced in their respective subject areas.
   - All tutors are registered with CISI and have a CISI Customer number
   - The organisation maintains policies and procedures to ensure it effective delivery of training.

2. **The completed application form and supporting documents will enable the CISI to make a preliminary decision as to whether:**

   - tutoring and learning resources are appropriate;
   - there is support at senior level in the potential Accredited Training Partner;
   - there are clear policies and procedures that apply across the organisation.

3. **The final outcome of the accreditation process will result in either:**

   A. Approval
      - Accreditation will be valid for three years, with a monitoring review of all new Training Partners undertaken after the first 12 months;
      - All Training Partners will be required to renew their accreditation once every three years;
      - Training Partners may be subject to a midterm monitoring review.

B. Rejection
- In the case of an application being rejected, CISI will provide detailed reasons;
- If the applicant wishes the CISI to reconsider its decision, it must provide additional evidence that did not form part of the original application;
- If the decision to reject the application is upheld there will be no right of appeal.
- In the event that the application form contains omissions, every effort will be made to work collaboratively and in partnership with the partner to enable the requirements to be met.

4. **The accreditation process is strictly confidential. Documents will be held securely within the CISI.**

5. **Successful completion of the accreditation process entitles the partner to formal accreditation based on the following conditions being satisfied:**

- the partner completes renewal and monitoring reviews successfully;
- candidate attainment and feedback continue to be satisfactory overall;
- tutors attending and sitting CISI examinations comply with examination regulations;
- the partner works co-operatively with the CISI in the resolution of any problems and complaints;
- the partner maintains satisfactory records.

6. **Existing Partners wishing to expand the range of qualifications or jurisdictions in which they are accredited or change the tutors who train for them may apply to do so by completing a *New Exam, Tutor and Jurisdiction Application Form.***

Fees

If your application to become an Accredited Training Partner is successful, a fee of £1,000 will be payable at time of acceptance.

How to apply

To apply to become an Accredited Training Partner please complete the ATP Application Form and submit supporting documentation to accreditation@cisi.org. Please note all documentation must be submitted in English.

The following information is detailed in the application form and must be provided in support of your application. Failure to include any piece of required information will result in your application being returned.

If you have any questions about the application process, please contact accreditation@cisi.org.

Requirement	Guidance
Quality Assurance Policies & Procedures	This should include, but is not limited to, how you ensure that teaching materials are fit for purpose.

	CISI will look for a clear policy statement with regard to continuous improvement and why quality assurance is important. Policies and procedures should apply to all staff, whether employed by the organisation on a permanent or freelance basis, and should be reviewed and updated regularly.
Students are prepared thoroughly for their examinations.	This should include, but is not limited to, evidence of plans of homework assignments, revision tasks, and mock exams. Email access to tutors and revision plans.
Staff CISI membership details	This should include the names, customer number grades of membership and membership numbers for any staff who are already CISI members. If you do not yet have staff who are CISI members, you will need to have at least one employee become a CISI member for your application to proceed.
All tutors are suitably qualified and experienced in their respective subject areas	Full CVs for each tutor. CVs should include, as a minimum, details of all relevant work experience, qualifications achieved (including the CISI qualification(s) for which the tutor will be preparing students), professional memberships, examples of CPD activities undertaken.
All tutors registered in MyCISI	Every tutor will be required to register for a free CISI account and provide the accreditation team with their associated customer number.
Contingency plans	You should be prepared for events that may impact courses, including tutor illness or unexpected absence, venue unavailability, and problems during course delivery. This should include, but is not limited to, business continuity plans, tutor cover plans and reserve classrooms or online platforms.
Tutor monitoring and appraisal policies and procedures	This should include, but is not limited to, how you manage staff performance and ensure currency of subject knowledge.
How your staff maintain currency/ remain up to date	This could include, but is not limited to, your staff's Continuing Professional Development (CPD) policy and/or opportunities available to staff to ensure currency of subject knowledge.
Keeping staff and students up to date with any changes relating to CISI exams	You should include evidence of how students are informed of changes.
Course evaluation policy and procedures	This should include, but is not limited to, methods used to evaluate each course and each tutor. CISI will expect to see a clear commitment to continuous improvement, and details of how the information captured is used to make improvements for the benefit of candidates.
Customer Service Statement	This should include, but is not limited to, why the organisation is committed to delivering excellent customer service and should give details of service standards.
Complaints' policy and procedures	This should include, but is not limited to, how you deal with complaints about courses and/or tutors. It should include timescales for response, method of responding, escalation and appeals procedures, and methods of redress if required.

Data Protection and Cyber Security Arrangements	This should detail the technical and organisational measures you have in place to protect the personal data of your candidates. As well as a statement confirming that any data breaches will be reported to the CISI.