



ISTQB® Partner Program

Information Sheet and Guidelines

Version 3.1

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1 INTRODUCTION

The **ISTQB® Partner Program** recognizes organizations that show commitment to software testing certifications.

It is in the ISTQB®'s best interest to intensify the relationship with such organizations, providing a partnership scheme to further develop the co-operation with a win-win approach. This document includes general regulations concerning the ISTQB® Partner Program.

The Program comprises four levels of partnerships: three local ones (called Silver, Gold, and Platinum) and the Global level. For local partnerships, the level of partnership an organization can obtain is determined based on an accumulation of Certification Points, as described in this document.

2 BENEFITS OF JOINING IN THE PARTNER PROGRAM

Organizations participating in the ISTQB® Partner Program receive valuable benefits:

- ★ Permission to use the ISTQB® Partner Program **Logo** on the Partner's website, and other marketing material.
- ★ Official **Recognition** through ISTQB® as the world's leading software test qualification standard organization, of the Partner's **Investments** made in the **Certification of testing resources** indicating identity, location and level.
- ★ Recognition of the Partner's **TESTING EXPERTISE** in the local and international market.
- ★ Eligibility to receive the **Beta versions** of new **ISTQB® Syllabi** with the opportunity to contribute to their review.
- ★ Listing the Partner on the **ISTQB® Website**.
- ★ Listing the Partner on the National **ISTQB® Member Board's or Exam Provider's local websites**, through whom the Partnership was obtained.
- ★ Special privileges in relation to ISTQB® related **events and conferences** e.g. the **ISTQB® Conference Network** w/w.
- ★ Linking the Partner to the local testing scene as it is cultivated and maintained by the Selling Body
- ★ **Local benefits** that may be provided by National ISTQB® Member Boards and/or Exam Providers.
- ★ **Discounts** for renewing an existing partnership.
- ★ **Linking** your investments in ISEB certification to the ISTQB® Certified Tester scheme.

3 DETERMINING ELIGIBILITY: CERTIFICATION POINTS

Organizations, business units or training partners are eligible to become ISTQB® Partners if they employ a sufficient number of ISTQB® or ISEB certified staff. External consultants can be added to this count if they work for the company for 70% or more of the company’s standard full working hours for a minimum of 8 consecutive months, during the validity period of the partnership.

Each certification yields a defined number of certification points:

- ★ Foundation Level and Specialist stream* certifications – 1 point
- ★ Advanced Level or from Specialist stream (CT-TAE, CT-SEC) certifications – 3 points
- ★ Expert Level certifications – 5 points

Any certificate that is held in any of these levels yields the same number of points regardless of the stream or this individual module.

A certificate that is issued without taking an exam that is linked to it does not yield an extra amount of points (examples are the “Full Advanced Level” that may be issued if all three Advanced Level Core Modules were acquired or a certificate on overall Test Process Improvement in Expert Level if both its parts have been completed).

The points for the organization are added up to determine the partnership level for which it is eligible.

ISEB certifications convert to ISTQB® certifications as follows:

CONVERSION RULES	ISTQB® Foundation	ISTQB® Advanced TM	ISTQB® Advanced TA	ISTQB® Advanced TTA
ISEB Foundation (from 1 st April 2008)	X			
ISEB Test Management Practitioner (from 1 st April 2008)		X		
ISEB Test Analysis Practitioner (from 1 st April 2008)			X	

4 DETERMINING ELIGIBILITY: PARTNERSHIP LEVELS

The available levels require the following achievements:

- ★ Silver - 5 certification points
- ★ Gold - 14 certification points
- a minimum of 1 Advanced Level certificate
- ★ Platinum - 30 certification points
- a minimum of 3 Advanced Level certificates
- ★ Global - 2 locations with Gold Partner status
- 1 location with Platinum Partner status
- these need to be spread across at least 2 different countries.

4.1 Examples

4.1.1 Silver Partnership

Example 1: A company has 5 test professionals with Foundation certifications. The certification points will be calculated as follows:

5 with Foundation: $5 \times 1 = 5$ points

Total number = 5 points

The company is eligible for the ISTQB® Partner Program Silver level

Example 2: A company has 1 test professional with Advanced Test Manager certification and 1 test professional with Foundation certification. The certification points will be calculated as follows:

Person 1: 1 Foundation = 1 point

Person 2: 1 Foundation = 1 point + 1 Advanced: =3 points

Total points: $1+1+3 = 5$ points

The company is eligible for the ISTQB® Partner Program Silver level

4.1.2 Gold Partnership

Example 3: A company has a team of 8 test professionals: 6 testers with Foundation certification and 2 testers with advanced Test Analyst certification. The certification points will be calculated as follows:

6 with Foundation: $6 \times 1 = 6$

2 with Advanced TA: 2×1 (for Foundation) + 2×3 (for Advanced) = 8 points

Total number of points for the company = 14 certification points

The company is eligible for the ISTQB® Partner Program Gold level.

Example 4: A company has 14 test professionals with Foundation certifications:

14 with Foundation: $14 \times 1 = 14$

Total number of certification points = 14

Although the number of points reaches the threshold, the company is not eligible for the ISTQB® Partner Program Gold level since it is necessary to have at least one person with Advanced Level Certificates.

Therefore, the company is eligible only for ISTQB® Partner Program Silver level.

4.1.3 Platinum Partnership:

Example 5: A company has 15 test professionals, 10 with Foundation certifications, 3 with advanced Test Analyst certification and 2 with Test Manager certification:

10 with Foundation: $10 \times 1 = 10$

3 with 3×1 (for Foundation) + Advanced TA: 3×3 (for Advanced) = 12

2 with 2×1 (for Foundation) + Advanced TM: 2×3 (for Advanced) = 8

Total number of certification points = 30

The company is eligible for the ISTQB® Partner Program Platinum level.

Example 6: A company has 16 test professionals, 10 with Foundation, 2 with advanced Test Analyst certification, 2 with Test Manager certification and 2 with Technical Test Analyst certification:

10 with Foundation: $10 \times 1 = 10$

2 with 2×1 (for Foundation) + Advanced TA: 2×3 (for Advanced) = 8

2 with 2×1 (for Foundation) + Advanced TM: 2×3 (for Advanced) = 8

2 with 2×1 (for Foundation) + Advanced TTA: 2×3 (for Advanced) = 8

Total number of certification points = 34 – The company is eligible for the ISTQB® Partner Program Platinum

5 HOW TO APPLY

An organization may apply for partnership in any country in which it has a legal representation. Usually the point of contact and selling body will be the National ISTQB® Member Board or a Provider of ISTQB® exams. If the respective region is not covered by an Exam Provider or Member Board, the organization may apply with the ISTQB® directly (see <http://partner.istqb.org/> or contact partner_program@istqb.org).

The Member Board or Exam Provider handling the partnership will provide the agreement (a contract or an offer followed by a purchase order) forming the legal basis of the partnership, according to local laws.

After the application was successfully processed, the partnership, including details such as company name, and country, will be published on the ISTQB® website and on the homepages of the Member Board or Exam Provider according to their regulations. The Partner may also choose to publish its partnership status, with a link to the official ISTQB® website.

6 VALIDITY, UPGRADE AND PREMATURE TERMINATION

One ISTQB® partnership period is one year.

The Partner can apply for upgrading the partnership at any time during the validity period. If the Partner is evaluated eligible for a higher level:

- It may purchase the next year's upgraded partnership with the new applicable fee
- It will be advertised as upgraded directly after the respective money has been received by ISTQB® treasury.

A Partner may wish to terminate the partnership during the validity period. In this case the organization needs to contact the Member Board or Exam Provider with whom the Partner Program is managed, requesting the cancellation of the partnership.

As the ISTQB is eager to improve their services all the time we will try to understand be very grateful to learn and strive to mitigate the reasons for the decision not to proceed with a partnership!

Please note that no fees will be refunded for terminations.

7 PARTNER PROGRAM DOCUMENTS AND LOGOS

A Partner will receive the following documents:

- ★ an *ISTQB® Partner Program Recognition Certificate*
- ★ an *ISTQB® Partner Program Logo* and guidelines for its usage on the Partner's websites and on other marketing material.

These documents are valid during the validity period of the partnership and are sent by to the Partner by the Selling Body.

The logos for the various ISTQB® Partnership levels are:



8 THE ISTQB® PARTNER PROGRAM PROCESS

8.1 Applying for a local Partnership Level – Silver, Gold, Platinum

To apply, please find the *ISTQB® Partner Program Application/Renewal Form* on the page: <http://partner.istqb.org/rules/download.html> complete it and submit it to your local Member Board or Exam Provider. If there is no Member Board or Exam Provider covering your region, please send the form to the ISTQB® Partner Program Manager at partner_program@istqb.org.

Upon receiving the *Application Form*, the addressed ISTQB®-representative (Member Board, Exam Provider or Partner Program Manager of the ISTQB®) will then act as your Selling Body for this partnership and check your eligibility. If any information was missing your Selling Body will help you retrieve it.

Once the Check was successful and you have agreed on the Level you wish to obtain your Selling Body will provide you with an Invoice on the applicable fee (You can find more information on fees in chap. 9 “ISTQB® Partner Program Fees”).

You can then confirm the partnership, by paying the required fee.

Upon receiving the payment, the Your Selling Body will confirm the partnership by sending the respective documentation (see chap. 7 “Partner Program Documents and Logos”). The new status will then be forwarded to the Partner Program manager for display on the ISTQB® website. It will also be displayed on the Selling Body’s homepage according to their regulations.

8.2 Renewal of Partnership – Silver, Gold, Platinum

As per default partnerships are established and re-established on an annual basis. Renewals can be purchased at any time. Selling Bodies are encouraged to remind the Partner about an expiring partnership as of 2 months before the end of the last validity period.

For renewing the partnership, the Partner will submit an update of the *ISTQB® Partner Program Application/Renewal Form* to the ISTQB®-representative, who has handled the previous partnership recognition.

Minimum updates to the Application File are:

- Changes to the information on the Partner, if any. Especially to any of the details (company name, contact details, street address etc.) that are published on the ISTQB’s, or the Selling Body’s web sites. Or that are necessary for invoicing.
- Changes to the number of certificates per certification level, if any
- Changes to the desired level of the partnership if applicable
- Desired new expiration date
- Changes to the logo of the Partner, if applicable

The options of renewal (possible Upgrades or downgrades) are confirmed by the Selling Body. If applicable, failure to eligibility and ways to rectify this circumstance will be communicated.

The new validity period starts after the end of the previous period and after the required fee was received. It is confirmed by an updated set of Partnership documents according to chap. 7 and by continued display of the partnership information on the homepages of the Member Board or Exam Provider according to their regulations as well as on the website of the ISTQB®.

8.3 Upgrade of Partnership – Gold, Platinum

A company may want to upgrade to a higher level of partnership. In that case the process remains the same. The eligibility check will evaluate the company against the requirements for the new level.

The Partner can apply for upgrading the partnership at any time during the validity period of an ongoing partnership. If the Partner is evaluated eligible for a higher level, they may purchase the next year's upgraded partnership with the new applicable fee, and will be advertised as upgraded directly after the respective money has been received by the Selling Body.

8.4 Failing an Eligibility Check

If after submitting the application document no agreement can be reached about the conditions of the partnership, the Applicant can quit the process, by communicating its decision to the Selling Body.

As the ISTQB is eager to improve their services all the time we will try to understand be very grateful to learn and strive to mitigate the reasons for the decision not to proceed with a partnership!

8.5 Applying for Global Partnership Level

There are two paths to apply for a Global Partnership, from which the applicant can choose.

8.5.1 The Regular Path

This process applies to organizations that have several different subsidiaries, who are already maintaining ISTQB Partner Program partnerships. If one such organization wishes to establish a global partnership based on the existing partnerships, they can contact one of the Selling Bodies that they are already maintaining a partnership with, or the ISTQB Partner Program Manager, and ask them to guide them through the process.

All validity periods of local partnerships, that are used as a basis for a global partnership need to be aligned with each other within the first three months after establishing the global partnership. The Selling Body of a global partnership will

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guide the Global Partner through this process. The Partner Program Manager will support this process.

8.5.2 The Direct Path

This path was introduced as a speed-up process for Global Partners on Regular Path and for companies, who have not maintained any (or not sufficient) Local Partnerships, before. Through this process, they can manage all four partnerships that are necessary to build a global partnership (three local ones and the global partnership) through one single business transaction with one Selling Body as the only contact.

8.5.3 Characteristics

The main differences between the two paths are:

Item	Regular Path	Direct Path
Managing the global partnership from ISTQB-Side and contact for questions and invoicing	Four different contracts and invoices with up to four different points of contact between the ISTQB and the Partner	On point of contact on each side and one contract
Base for request of Global partnership	Proof of existing partnerships (Gold/Platinum) and filled in application form	filled in application form, only
Contents of submitted order form	Information about existing partnerships (Selling Body, the Partner's subsidiaries, and the levels)	Information about acquired certification points for all required Partnerships (Gold; Platinum) in the Partner's different subsidiaries.
Eligibility check is performed on	Validity of the existing partnerships; alignment of partnership durations may have to be performed	Certification point count. All required partnerships and global partnership are issued in one go.
Invoicing and Fees	In four different invoices. Fees are identical	In one invoice. Fees are identical

9 ISTQB® PARTNER PROGRAM FEES

Partnership fees shall be paid at the start of each validity period.

When renewing a Partnership, fees are reduced by 30% the following year as loyalty discount to the applicant. This applies to all partnership levels.

9.1 Fees Issued by Member Boards or Exam Providers

The partnership fees for Silver, Gold, and Platinum partnerships are issued by the Selling Body and are adjusted to the cost structure of the Partner's local market by being linked to the cost of a foundation exam, multiplied by a factor that depends on the partnership level (Note: This may be a fictional price that should suit the local market. It will not need to reflect special agreements between any one Exam Provider and a specific organization):

- ★ Silver: cost per year corresponds to **two** foundation exams.
- ★ Gold cost per year corresponds to **four** foundation exams.
- ★ Platinum cost per year corresponds to **eight** foundation exams.

For more information refer to your Selling Body.

9.2 Global Partnership Fees

For a Global Partnership there is an annual flat fee of **2,000 EUR** on top of the fees for the underlying three local partnerships.

10 UPDATES TO THESE REGULATIONS

ISTQB® reserves the right to change these regulations with a notice period of six months.