



## VSE Expert Registration And Certification Schema

---

Unless otherwise specified, no part of this publication may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying and microfilm, without permission in writing from the Copyright Owner.

©upto25

# Contents

Page

1	Introduction.....	1
2	Registration and certification of VSE Experts.....	1
2.1	Introduction.....	1
2.2	VSE Expert grades .....	2
2.3	Applicant requirements .....	3
2.4	Application process .....	4
2.5	Register of VSE Experts .....	5
2.6	Renewal of Certification .....	6
2.7	Code of Conduct .....	6
2.8	Fees .....	7
2.9	Suspending, withdrawing or reducing the scope of certification .....	7
2.10	Use of certificates, logos and marks.....	7
2.11	Appeals against decisions on certification .....	7
2.12	Complaints.....	7
3	Accreditation of training providers/tutors .....	8
3.1	Introduction.....	8
3.2	Application .....	8
3.3	Tutors .....	9
3.4	Procedures and records .....	10
3.5	Certificates.....	10
3.6	Management review .....	11
3.7	Fees .....	11
3.8	Application.....	11
4	Accreditation of training courses .....	12
4.1	Introduction.....	12
4.2	Application .....	12
4.3	Course syllabus and duration.....	13
4.4	Delegate course materials.....	13
4.5	Course tests.....	13
4.6	VSE Expert practical implementation/deployment performance and evaluation.....	14
4.7	Examinations .....	14
4.8	Course location, language and facilities .....	15
4.9	Course publicity and advertising .....	15
4.10	Fees .....	16
4.11	Application .....	16
	Annex A : Course modules and Bloom's taxonomy of learning objectives .....	17
	Annex B FEES.....	19
B.1	FEE SCHEDULE.....	19
B.2	Fees .....	20
	Annex C Courses Syllabus.....	21
C.1	Course Elements .....	21
C.2	Auxiliary Competencies .....	24
	Annex D Certificate examples.....	26

## **1 Introduction**

This International VSE Registration and Certification Scheme (IVRCS) (the Scheme) provides for the

- a) Registration and certification of VSE Experts trained and qualified in the principles and practices of VSE profiles performed against the relevant international standards.
- b) Accreditation of training providers and training courses that provide the relevant education, knowledge and skills needed as a pre-requisite to registration and certification

## **2 Registration and certification of VSE Experts**

### **2.1 Introduction**

VSE Experts are registered with knowledge of different VSE profiles meeting the requirements

The criteria against which VSE Experts are evaluated reflect the skills, knowledge and experience that are required to be demonstrated by a VSE Expert during a VSE profile implementation or deployment.

The requisite VSE Expert competencies are reflected by the ability to:

- a) Uphold the principles of ethical conduct, fair presentation and due professional care by subscribing to a professional code of practice.
- b) Communicate both orally and in writing and to interact with management and technical staff at all levels.
- c) Work effectively in a team environment having knowledge of group facilitation and team building techniques.
- d) Keep up to date with knowledge of relevant international standards, VSE process profiles and professional practices
- e) Plan, organize and perform process implementation/deployment in accordance with the requirements of the relevant standards<sup>33</sup>
- f) Identify and understand the relevant organizational processes
- g) Accurately report implementation results and recommendations

The registration and certification of VSE Experts is intended for:

- a) Process practitioners that need the right knowledge and skills to implement process improvement e.g. consultants, quality personnel, process improvement teams, process owners.
- b) Internal process VSE Experts e.g. those who lead internal implementations usually for the purpose of internal process improvement.
- c) External 3rd party VSE Experts that either will provide consultancy support activities such as gap analysis, planning the implementation according to the context-profile, and ensure the quality of the process implementation or who will design and implement consultancy process improvement methods; who will design and develop training courses and materials; who will participate in national or international working groups to maintain 29110 ISO/IEC standard documents,

The Scheme has been developed in consultation with existing VSE profiles, training providers and other various interests and provides a harmonization route for registration and certification.

All applicants must have completed the relevant accredited training courses, have passed the relevant tests, evaluations and examinations, subscribe to a code of conduct and have relevant implementation experience that is verified.

## 2.2 VSE Expert grades

The Scheme allows for both the registration and certification of VSE Experts.

Registration and certification of VSE Experts is available, without restriction, to all applicants who satisfy the stated requirements.

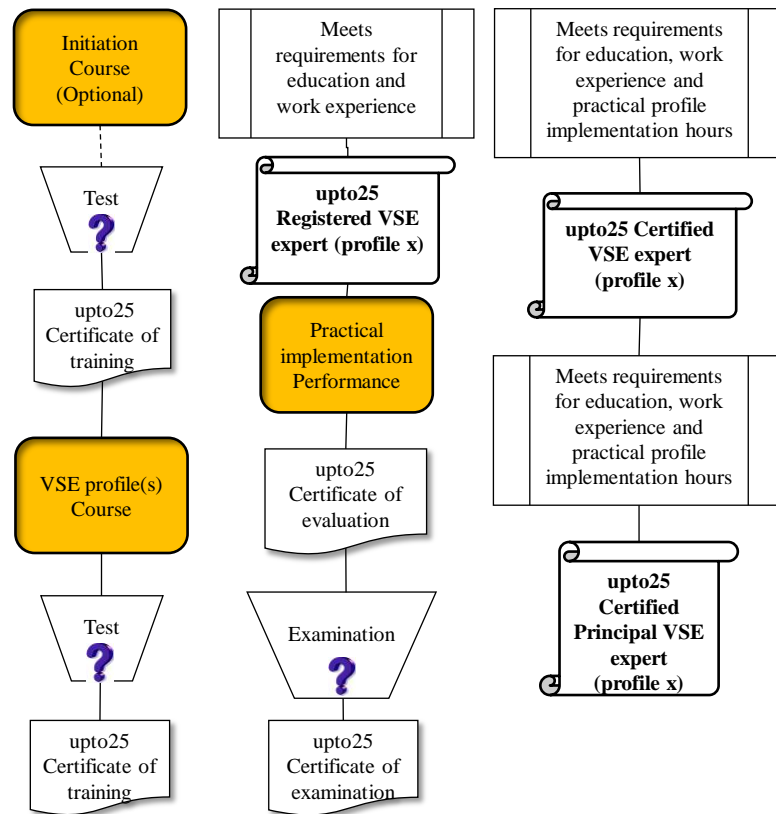
A VSE Expert (all grades) may be registered with reference to all profiles for which they have passed an associated VSE profile training course test.

The following table describes the VSE Expert grades and the criteria for registration and certification.

<p><b>Registered VSE Expert</b></p> <p>This is the entry <u>registration</u> grade, for the candidate who has successfully completed and passed the relevant tests for the Initiation and VSE Expert training course(s), who has the appropriate personal attributes, academic, professional, technical competencies and work experience for the VSE Expert grade, but lacks the required practical VSE process implementation experience for the VSE Expert classification for the grade.</p> <p>The Registered VSE Expert is available to participate as a VSE Expert as part of an implementation team, or coordinate an implementation project with the guide of a Certified VSE Expert</p>
<p><b>Certified VSE Expert</b></p> <p>This is the entry <u>certification</u> grade, for the candidate who has successfully completed and passed the relevant tests for the Initiation and VSE Expert training course(s), who has performed the practical implementation evaluation and passed the requisite examination, and who has the appropriate personal attributes, academic, professional, technical competencies and work experience for the VSE Expert grade, and has the required practical implementation experience for the VSE Expert classification for the grade.</p> <p>The Certified VSE Expert is available to participate as a VSE Expert as part of an implementation team or as a lead VSE Expert (internally in an organization or in a 3<sup>rd</sup> party consultancy).</p>
<p><b>Principal VSE Expert</b></p> <p>This is the certification grade for certified lead VSE Experts who wish to have their extensive implementation experience recognised or who wish to provide VSE Expert training courses or lead their Certified VSE Experts for the 3<sup>rd</sup> party consultancy services.</p>

Accompanying the registration or certification, the relevant VSE profiles for which the VSE Expert has received certificates of training will be listed. A fee is payable to update

registration or certification with additional certificates of training, examination or evaluation. The following chart shows the path to registration and certification of VSE Expert grades showing the needed training courses to be attended, the relevant tests, evaluations and examinations that need to be passed. The various training courses, tests and examinations can be combined into a single or multiple courses however they may be taken separately through a progressive programme.



## 2.3 Applicant requirements

Applicants for registration and certification must satisfactorily comply with the minimum requirements for education, training, work experience and VSE Expert experience for the relevant grade of certification. These minimum requirements are set out below.

### 2.3.1 Education

Applicants must have completed their secondary education, have a degree or equivalent professional qualification to become a registered or certified VSE Expert of any grade.

### 2.3.2 Training

Applicants must have successfully completed (with any test, examination or evaluation) the approved VSE Expert training course(s) relevant for the VSE Expert grade within the 3 years prior to application for registration or certification.

Two training courses are defined

- Initiation (based on the ISO/IEC 29110 family of standards)
- VSE Expert (based on the ISO/IEC 29110-4-x profile requirements) (this course is per profile: SW Basic profile, Organizational profile, Services basic profile, etc.)

All training courses shall meet the minimum recommended set of competencies as defined in Annex C for each course.

VSE Expert training shall include a practical profile implementation performance and evaluation which can be met either by a tutor led case study implementation by performance of a live implementation (minimum 12 hours) supervised by a Principal VSE Expert.

### 2.3.3 Work Experience

The minimum work experience shall be met according to the level of education and the VSE Expert grade.

	VSE Expert	Principal VSE Expert
Secondary education	4 years full time experience of which 2 years in relevant process context	6 years full time experience in a relevant process context
Degree or equivalent professional qualification	2 years full time experience of which 1 year in relevant process context	6 years full time experience in a relevant process context

### 2.3.4 Implementation Experience

The minimum implementation experience shall be met according to the VSE Expert grade and classification according to the table below.

Very Small Entities (VSE)	Certified VSE Expert	Principal VSE Expert
Minimum number of implementations	2	4
Minimum number of profile implementation hours	60	120
Minimum number of process instances implemented in each VSE. Note: it could be in two process implementation iterations	2	2
Minimum number of implementations performed as team leader	1	2

Note: Experience in similar related process models could be considered (e.g. for the ISO 29110 SW Basic profile implementation experience, ISO 12207 processes or CMMI implementation could be accounted; or for ISO 29110 Services basic profile, ISO 20000 processes implementation could be accounted; etc.).

## 2.4 Application process

Applicants must ensure that they fully meet the criteria for the registration or certification to the grade sought.

Initial application may be made for entry to any of the VSE Expert grades, depending on applicant's implementation experience.

Each applicant for certification shall be sponsored by his/her employer or by two other persons who have a business relationship with the applicant. Sponsors shall have evidence and / or personal knowledge of the information contained within the application that they can verify.

COPIES of certificates of training and examination and other relevant educational qualifications are to be supplied with the completed application.

Applications will only be accepted on the prescribed application form.

Processing the application usually takes about four weeks. However, the processing time depends significantly on the time required to verify the information submitted on the application form.

Processing follows the following steps:

- a) Submission of the application
- b) Administrative check
- c) Technical evaluation
- d) Certification award

#### **2.4.1 Submission of the application**

Participants who want to be certified in any of the VSE Expert grades shall submit the Application form marking up the exact grade of application together with the required details of education, training certificates, working experience and practical implementation experience when required.

#### **2.4.2 Administrative check**

All applications are first checked to ensure that all requested information has been submitted by the applicant.

A confirmation note (usually by email) is provided to the applicant together with a tracking number for reference.

#### **2.4.3 Technical evaluation**

Following the application check, an application is then evaluated by a reviewing officer who evaluates the information submitted against the certification criteria and performs verification of some or all of this information. At the conclusion of the technical evaluation, the reviewing officer will make a recommendation for certification to the Director of Certification.

Verification is an essential element supporting the credibility of the application process. The time needed for the process of verification varies dependent on the ability to contact employers and sponsors etc. to verify information.

#### **2.4.4 Certification award**

The Director of Certification makes the decision to award certification. The Director will write formally to each successful applicant with an offer of registration or certification to the appropriate grade.

The successful applicant will be issued with a digital certificate of registration or certification which can be printed at any time and also shared on Facebook, LinkedIn, Twitter and any other platforms. The digital certificate will have the relevant registered or certified VSE Expert, certified lead VSE Expert or certified principal VSE Expert logo.

NOTE: Whilst the digital certificates are being enabled, a temporary electronic certificate will be issued.

In Annex D the sample certificates can be found.

### **2.5 Register of VSE Experts**

The Scheme will maintain a list of registered and certified VSE Experts subject to the individual applicant's approval to release the data.

## **2.6 Renewal of Certification**

All VSE Experts are required to renew certification every three years. The renewal of certification is dependent on several criteria:

- a) Maintaining implementation experience
- b) Declaration of any complaints
- c) Acting in compliance with the code of conduct

The implementation experience required for renewal of certification is the same as for initial application (i.e. starting by 0 practical assessment hours intended to be collected within the next 3 years before renewal).

For renewal of certification, all implementation logs are required to be submitted at the end of the certification period. VSE Experts should not submit this information until requested to do so by the Scheme administrator.

## **2.7 Code of Conduct**

By signing the application declaration the applicant agrees to abide by the Code of Conduct and shall:

- a) Exercise honesty, objectivity, and diligence in the performance of their duties and responsibilities.
- b) Exhibit loyalty in all matters pertaining to the affairs of their organization or to whomever they may be rendering a service. However, they shall not knowingly be party to any illegal or improper activity.
- c) Not engage in acts or activities that are discreditable to their profession or their organization.
- d) Refrain from entering any activity that may be in conflict with the interest of their organization or would prejudice their ability to carry out objectively their duties and responsibilities.
- e) Not accept anything of value from an employee, client, customer, supplier, or business associate of their organization that would impair or be presumed to impair their professional judgment and integrity.
- f) Undertake only those services that they can reasonably expect to complete with professional competence.
- g) Be prudent in the use of information acquired in the course of their duties. They shall not use confidential information for any personal gain nor in any manner that would be contrary to law or detrimental to the welfare of their organization.
- h) Reveal all material facts known to them that, if not revealed, could either distort reports of operation under review or conceal unlawful practices.
- i) Continually strive for improvement in their proficiency, and in the effectiveness and quality of their service.
- j) In the practice of their profession, shall be ever mindful of their obligation to maintain the high standards of competence, morality, and dignity promulgated by this code of ethics.



- k) Maintain and improve their professional competency through continuing education.
- l) Cooperate in the development and interchange of knowledge for mutual professional benefit.
- m) Maintain high personal standards of moral responsibility, character, and business integrity.
- n) Not act in any way that would prejudice the reputation of the upto25 and the VSE Expert Scheme and to cooperate fully with any enquiry in the event of any alleged breach in this code

## **2.8 Fees**

There are several types of fees payable:

- First application for registration as a VSE Expert
- First application for certification as a VSE Expert or principal VSE Expert (three years)
- Renewal application for registration or certification as a VSE Expert or principal VSE Expert (three years)
- Re-grading (inspection of experience logs and examination records)

Fees are detailed in the prescribed fee schedule.

NOTE: Applicants may apply for first application for registration as a VSE Expert for one year free of charge, thereafter the renewal fee is applicable for three years.

## **2.9 Suspending, withdrawing or reducing the scope of certification**

The certification at current certified qualification level, e.g. Certified VSE Expert can be withdrawn by the upto25 Board if the VSE Expert violates the code of conduct or if it is required in order to protect the interests of upto25 and its schema.

## **2.10 Use of certificates, logos and marks**

Until you receive a message from upto25 that your certification has been granted and published in the upto25 website, you should not:

- Publically announce your certification in the press, on websites nor any form of written communication.
- Use your certification in response to a request for proposal or personal resume.

## **2.11 Appeals against decisions on certification**

Any appeals against decisions on certification results should be sent by email to <mailto:upto25@upto25.net>. You should expect an immediate email confirming that the appeal has been received in no more that 24 hours, and a response to your appeal in no more than 15 days.

## **2.12 Complaints**

Any complaint about the certification process should be sent by email to xxxxxxxxxxxxxxxxxxxxxxxxx. You should expect an immediate email confirming that the complaint has been received.

### **3 Accreditation of training providers/tutors**

#### **3.1 Introduction**

An accredited training provider may deliver an accredited training course.

The available training courses comprise:

- Initiation (related to the ISO/IEC 29110-x-y family of standards and the framework and requirements of all VSE profiles)
- VSE Expert (based on one specific ISO/IEC 29110-x-y profile(s))

Each course is accompanied by a multiple choice questions test.

As part of the criteria to become a Certified VSE Expert or Principal VSE Expert, the VSE Expert course is to be accompanied by a passed examination and a passed evaluation of a practical implementation performance (either being a tutor case led or a real VSE Expert implementation)

Criteria for the accreditation of training courses are provided separately in chapter 4.

A training provider may seek authorisation to provide another organisation's authorised training course.

A training provider shall not be authorised, or maintain its accreditation, unless it presents, and continues to present, accredited training course(s). Presentation of courses however may be by the training provider itself or through affiliates, whether franchise holders, licensees or subcontractors, as applicable.

Each authorised training provider shall provide, in writing, details of any affiliates that it authorizes to present accredited courses on its behalf. Such notification shall be in advance of any course presentations by these providers. The Scheme reserves the right not to accept as authorised any presentation of a course which is provided by, with or through any provider about which it had not received information prior to the presentation.

The Scheme reserves the right to amend these criteria and/or any of the course specific criteria, as may be required from time to time. Training providers shall implement such changes within three months of notification, unless instructed otherwise in writing.

#### **3.2 Application**

A training provider seeking to become an accredited provider of authorised training courses shall submit an application to the Scheme administration.

This application shall be accompanied by the following documentation and information:

- a) Details of affiliations with any other providers involved in the presentation of authorised courses, whether as licensees, franchise holders or subcontractors. Training providers shall ensure that the list of affiliates provided is updated and reissued to maintain currency.
- b) A list of all tutors to be involved in the presentation of authorised courses, together with an outline CV (one page) for each tutor, their VSE Expert registration and certification status and brief details of experience in profiles implementations, provision of training, and specialist sectors if relevant. The list shall indicate whether the tutor is a lead or support tutor. The list of tutors shall be updated and revisions submitted as they occur so that the currency of the list held is maintained. Information is also required on training and/or familiarization on course material for tutors for initial course presentations.

As part of the authorisation process this documentation shall be subject to a rigorous 'desktop' review process to determine conformance with the criteria.

Accreditation is valid for three years, and shall be renewed triennially subject to the following:

- a) Payment of all outstanding invoices
- b) Submission of course statistics
- c) Submission of updated tutor listing
- d) Submission of updated affiliates listing
- e) No breach of the Scheme criteria

The Scheme reserves the right to suspend, withdraw or cancel the authorisation of a training provider for any reason including:

- a) Non-payment of fees
- b) Sustained or serious breach of the Scheme criteria
- c) Bringing the Scheme into disrepute

All information, correspondence and documentation relating to the application for authorisation by the training provider shall be regarded as strictly confidential.

The Scheme, including activities associated with the authorisation of training providers providing accredited VSE Expert training, is governed in accordance with Spanish Law.

### **3.3 Tutors**

Training providers shall have procedures for the selection and training of all tutors involved in the presentation of accredited courses to ensure consistency of presentation between courses. These procedures shall, as a minimum, cover the following activities:

- a) Initial selection criteria,
- b) Training in presentation techniques and general course management,
- c) Regular review of performance from consideration of feedback information from course delegates (i.e. course participants)

All tutors shall be experienced in the principles, practices and subject matter of the courses they present, and be capable of imparting their knowledge to course delegates and developing the skills of delegates.

This experience shall normally include, for each course a tutor presents:

- a) Participation either as a delegate or observer on a complete presentation of the training provider's course, to ensure familiarity not only with the content but also the specific format and style of presentation of the course,
- b) Participation as a support tutor for a minimum of one course, or other suitable induction training, to the satisfaction of the training provider's management,
- c) Participation as an acting lead tutor (for lead tutors), under the supervision of another lead tutor, for a minimum of one presentation of the training provider's course, to the satisfaction of the training provider's management.

In the case of a new course, of which there have not been any previous presentations, the training provider shall have documented evidence of the training provided to the tutors before the initial presentation(s).

The following experience prerequisites are required by a lead tutor to deliver the following available training courses:

- a) Initiation – no specific prerequisites.
- b) VSE Expert course – current certification as a Principal VSE Expert relevant to the VSE profile included in the accredited training course.

In exceptional circumstances, a tutor who does not currently have such certification status (where required) but who can provide evidence, acceptable to the Scheme, of current practical experience, may be designated a lead tutor.

Special tutor qualifications and experience may be required for the presentation of sector-specific VSE Expert courses.

### 3.4 Procedures and records

The training provider shall develop and maintain documented procedures for the effective administration and presentation of their accredited training course(s). Records shall be maintained for at least three years to demonstrate conformance to the Scheme requirements. Records shall be available for review as required.

For each course delivery, records shall be maintained that include:

- a) Venue, dates, related advertisement and promotional literature,
- b) Names of designated tutors, any additional tutors, trainee tutors and observers,
- c) Names and affiliations of delegates attending the course,
- d) Completed course evaluation survey results.

### 3.5 Certificates

Delegates who have attended a course and successfully passed the test shall be presented with a 'Certificate of Training' optionally indicating the test score. A test may be taken up to three times. A 'Certificate of Participation' may optionally be issued by the training provider for a delegate who has attended a course and not taken a test or not successfully passed a test.

Delegates who have satisfactorily performed the practical implementation performance may optionally be presented with a 'Certificate of Evaluation' issued by the training provider (for tutor led case study profile implementation) or the Principal VSE Expert (for live implementation supervised by a Principal VSE Expert) if the delegate will take a prescribed examination at a later date.

Delegates who have performed and successfully passed a prescribed examination shall be presented with a 'Certificate of Examination' optionally indicating the examination score. The examination may only be taken following a satisfactory practical implementation performance and evaluation. An examination may be taken up to three times.

A Certificate of Training or Certificate of Examination is valid for three years for the purpose of meeting the training requirements for VSE Expert certification.

A Certificate of Training shall reference the applicable training course(s) e.g.

- a) ISO/IEC 29110 Initiation course
- b) [xxxxx] VSE Expert course

where

[xxxxx] is the referenced VSE profile e.g. ISO/IEC 29110-4-1 or ISO/IEC 29110-4-3, etc.

A single Certificate of Training may be issued referencing several applicable training courses.

Where a Certificate of Participation is issued (not having passed the due test) it shall include similar information to a Certificate of Training.

A Certificate of Evaluation shall reference the applicable evaluation performed

- a) Practical implementation performance

The Certificate of Evaluation shall additionally reference the applicable VSE profile used during the implementation performance.

A Certificate of Examination shall reference the applicable VSE Expert Training course e.g

- a) ISO/IEC 29110-4-x VSE Expert course

A combined Certificate of Evaluation and Examination may be issued containing the referenced information e.g.

- a) [xxxxx] VSE Expert course

### **3.6 Management review**

Each accredited training provider shall conduct, at least annually, management reviews of its administrative procedures and of the design and content of the accredited course(s) and their delivery and shall implement and/or effect such changes or modifications as are necessary to reflect changes in implementation practice, standards and Scheme criteria, and to improve generally the quality and effectiveness of the organization and the content and presentation of its accredited course(s) and its customer satisfaction levels.

The management review shall consider:

- a) Tutor feedback from course presentations,
- b) Changes to the course documentation, tutor notes, presentation materials,
- c) Evaluation of tutor performance and future training needs,
- d) Complaints and appeals.

Records of management reviews shall be retained for at least three years.

### **3.7 Fees**

There are several types of fees payable:

- Initial application fee (only once, the first time requesting for any registration),
- First or renewal accreditation fee (three years),
- Authorization of authorised training providers,
- Test and examination fees (payable by training provider or delegate),
- Added proctoring fee for online remote testing and examinations (payable by delegate).

Fees are detailed in the prescribed fee schedule.

### **3.8 Application**

Applications and correspondence shall be sent to the Director of Certification.

## **4 Accreditation of training courses**

### **4.1 Introduction**

To satisfy the training requirements for registration and certification as a VSE Expert, applicants shall have successfully completed a training course, which has been accredited as being in compliance with these criteria, within the three years prior to making application.

These criteria specify the requirements for training courses including the knowledge and skills to be covered during the course. It is mandatory that training courses are designed and delivered in accordance with these criteria, although training providers may exercise flexibility in the inclusion of additional material, and in the structure and selection of specific training methods used during the course.

An accredited training provider may deliver an accredited training course. Criteria for the accreditation of training providers are provided in a separate document and require a separate application.

More than one accredited training provider (or affiliate) may provide courses using a single accredited training course if, for instance, the training provider has licensed the accredited course.

### **4.2 Application**

An organization seeking accreditation of a VSE Expert training course shall submit an application to the Scheme.

This application shall be accompanied by the following documentation:

- a) Course syllabus,
- b) Course module description,
- c) Course programme and schedule,
- d) Course exercises and accompanying notes,
- e) Course test questions (at least three sets),
- f) Course examination (at least three sets) where relevant,
- g) Course notes for delegates including 'handouts',
- h) Tutor notes including presentation material, suitably referenced, with relevant teaching points highlighted,
- i) Tutor and delegate briefing materials,
- j) Venue requirements (where relevant).

Accreditation is valid for three years, and shall be renewed triennially subject to the following:

- a) Payment of all outstanding invoices,
- b) Submission of modified or new tests and/or examination papers,
- c) Submission of updated course materials,
- d) No breach of the Scheme criteria.

The Scheme reserves the right to suspend, withdraw or cancel the accreditation of a VSE Expert training course for any reason including:

- a) Non-payment of fees,
- b) Sustained or serious breach of the Scheme criteria,

- c) Bringing the Scheme into disrepute.

As part of the accreditation process the documentation shall be subject to rigorous 'desktop' review to determine compliance with the accreditation criteria.

When the documentation is considered satisfactory the applicant shall be advised of the next step.

### **4.3 Course syllabus and duration**

Delegates will need to demonstrate acceptable knowledge, learning and performance in all of the content of the course syllabus.

The training course syllabus shall be defined as a collection of training modules.

For each training module covering the syllabus, the following shall be specified:

- a) Module ID and name,
- b) Module learning objectives,
- c) Module type (see Annex A),
- d) Module cognitive Level of Learning (using Bloom's taxonomy – see Annex A),
- e) Module recommended duration (in hours or minutes),
- f) Deliverables required from delegates for practical sessions.

A course syllabus shall include, as a minimum, the content of exemplar course training syllabus that is maintained by the Scheme and made separately available (see Annex C).

The Director of Certification shall be notified in writing of any significant changes in course content or presentations.

Annex C provides the general scope of the current training course portfolio.

### **4.4 Delegate course materials**

At the beginning of the course, the course provider shall provide the delegates with a description of the learning objectives, course format, course programme and delegate evaluation criteria.

Training Providers shall ensure that delegates are provided with, or have access to, purchased or licensed copies of all standards relevant to a course.

On completion of the course delegates shall be required to complete a course evaluation, which shall include an opportunity to comment on the knowledge, ability and performance of the course tutors, the course material and the facilities.

### **4.5 Course tests**

Each course shall have a designated test which consists of a number of multiple choice questions to be answered. The pass mark shall be 65%. A delegate may repeat a different test up to three times.

All tests will be taken online (currently through Classmarker).

Each test will typically have 10 multiple choice or true/false questions.

If the Initiation and VSE Expert courses are taken together a single combined test may be provided.

#### **4.6 VSE Expert practical implementation/deployment performance and evaluation**

The VSE Expert practical implementation performance and evaluation can be met either by a tutor led case study implementation or by supervised live implementation by a Lead VSE Expert (minimum 8 hours) .

The entry point for the practical implementation exercise is a predetermined scoped VSE in terms of profiles to be implemented. The outcome of the practical exercise is a gap analysis of the processes within the determined process profile with the list of findings (for practice gaps) and potential improvement plan and checkpoints for conformance for the profile improvement implementations. The practical exercise shall consider as a minimum the Software basic profile processes to be implemented.

Where a tutor is leading a case study implementation performed with a group of delegates at the same time in a face to face context (i.e. not remotely), then a single tutor may not tutor more than 12 delegates, and may not tutor more than 4 deployment teams in parallel. Where the number of delegates is greater than 12, the case study implementation shall be run with two or more designated tutors. At least one tutor shall satisfy the requirements for a lead tutor. Additional resources or trainee tutors may be used for specific activities however the two tutors remain responsible for the entire course presentation.

Where a supervised live implementation is performed, the implementation team (excluding the lead VSE Expert supervising) shall not exceed 4 persons per exercise.

The delegate must receive a satisfactory evaluation report from the tutor or Principal VSE Expert.

The VSE Expert course examination is to be successfully passed after the practical implementation performance and evaluation

#### **4.7 Examinations**

Examination papers and solutions shall be maintained, distributed, retrieved and translated in conditions of strictest security. Copies of examination papers, solutions or completed scripts shall not be supplied to any delegate or any other third party.

Each accredited training course and/or training provider shall maintain submit a minimum of three approved examination papers. Where a course is to be conducted in a language other than that of the course materials, either directly or by simultaneous or sequential translation, a certified translation of the examination paper and solutions may be produced in that language. Such certified translations shall be obtained at the expense of the accredited training course and/or training provider.

The examination shall be of minimum one hour duration using an approved examination paper. An examination paper shall contain 3 questions requiring one page text answers testing the practical implementation of knowledge gained (typically 30 marks)

The preferred method for examination taking is through online proctored service (for example Classmarker and RPNOW), however during the enablement period the examination can be taken in the classroom at the end of a practical deployment course with the training provider acting as proctor.

The training provider or remote proctor is responsible for ensuring, through effective invigilation throughout the full duration of the examination, and that delegates are not provided the opportunities to copy, collude or otherwise cheat during examinations.

Reference material that may be allowed during an examination is limited to a copy of the appropriate standards, the course notes provided by the training provider and any personal notes made by the delegate during a course.



Delegates, whose first language is not in the language in which a course is presented and/or examined, may be permitted additional time, not exceeding 15 minutes, to complete the examination. They may also have an appropriate two-language dictionary. Delegates suffering from any disabilities may also be permitted additional time not exceeding 15 minutes.

Immediately following delivery of an examination, the training provider shall provide two tutors to mark the free text and/or essay type questions in the approved examination paper according to the approved examination marking scheme.

One tutor shall mark the examinations and a second shall check the examinations for marking accuracy.

Delegates who fail the written examination, shall be allowed to re-take an examination under the following conditions:

- a) Delegates shall not retake the previously failed examination paper
- b) Delegates may not retake an examination when the period following the failed initial examination exceeds 12 months

A Certificate of Examination is valid for three years from the date of the examination for meeting the training requirements for VSE Expert certification.

The Scheme shall maintain the VSE Expert examination paper models in the English language (and potentially in some other languages) for VSE Expert courses based on deliveries using the INTRSA/ARCS examples (or other relevant model).

All examination papers should maintain the overall structure of the exemplar examination papers outlined above. If submitted for approval, an examination marking scheme shall also be submitted for approval.

#### **4.8 Course location, language and facilities**

All courses are subject to the same criteria irrespective of the country or the medium in which they are delivered.

Where translators are used in course delivery, the course duration shall be extended as required to meet the course learning objectives.

All course physical training venues shall have adequate support facilities including the provision of appropriate training equipment. When teamwork is involved, suitable rooms or areas shall be arranged such that discussions by one team are not overheard or disturbed by those of other teams, or by anyone else.

#### **4.9 Course publicity and advertising**

Where a course is advertised or promoted as an accredited course, the name of course provider (or affiliate) and their accreditation reference number shall be clearly stated together with the course accreditation reference number.

An accredited course shall make it clear that successful completion of the course only satisfies partial requirements (the training requirements) needed for application to VSE Expert grades, so that delegates and potential delegates are not led to conclude, from the wording of any literature relating to the course, or otherwise, that successful completion of the course automatically entitles them to certification as a VSE Expert.

Where a course is residential, publicity material shall clearly indicate the inclusion or otherwise of the costs of accommodation in the advertised fee.

#### **4.10 Fees**

There are several types of fees payable:

- Initial application fee
- Tri-Annual accreditation fee

Fees are detailed in the prescribed fee schedule.

#### **4.11 Application**

Applications and correspondence shall be sent to the Director of Certification.

## Annex A: Course modules and Bloom's taxonomy of learning objectives

The Module type shall be referenced as one or more of:

- 1) Instructor presentation (IP) – given by tutor
- 2) Delegate presentation (DP) – given by delegate
- 3) Discussions (DI) – exchanging of ideas and experiences amongst delegates and coached by tutor
- 4) Role play (RP) –simulation of real world examples by exercises performed by delegates
- 5) Working groups (WG) – group work performed by delegates
- 6) Exercises (EXER) – work done by delegate on his/her own
- 7) Test (TEST) – formal multiple choice test questions
- 8) Examination (EXAM) – formal case examinations

The Module Cognitive Levels of Learning shall reference Bloom's taxonomy of learning objectives as defined below:

Level	Category or 'level'	Behaviour descriptions	Examples of activity to be trained, or demonstration and evidence to be measured	'Key words' (verbs which describe the activity to be trained or measured at each level)
1	<b>Knowledge</b>	recall or recognise information	multiple-choice test, recount facts or statistics, recall a process, rules, definitions; quote law or procedure	arrange, define, describe, label, list, memorise, recognise, relate, reproduce, select, state
2	<b>Comprehension</b>	understand meaning, re-state data in one's own words, interpret, extrapolate, translate	explain or interpret meaning from a given scenario or statement, suggest treatment, reaction or solution to given problem, create examples or metaphors	explain, reiterate, reword, critique, classify, summarise, illustrate, translate, review, report, discuss, re-write, estimate, interpret, theorise, paraphrase, reference, example
3	<b>Application</b>	use or apply knowledge, put theory into practice, use knowledge in response to real	put a theory into practical effect, demonstrate, solve a problem, manage an	use, apply, discover, manage, execute, solve, produce, implement, construct, change, prepare,

		circumstances	activity	conduct, perform, react, respond, role-play
4	<b>Analysis</b>	interpret elements, organizational principles, structure, construction, internal relationships; quality, reliability of individual components	identify constituent parts and functions of a process or concept, or de-construct a methodology or process, making qualitative assessment of elements, relationships, values and effects; measure requirements or needs	analyse, break down, catalogue, compare, quantify, measure, test, examine, experiment, relate, graph, diagram, plot, extrapolate, value, divide
5	<b>Synthesis (create/build)</b>	develop new unique structures, systems, models, approaches, ideas; creative thinking, operations	develop plans or procedures, design solutions, integrate methods, resources, ideas, parts; create teams or new approaches, write protocols or contingencies	develop, plan, build, create, design, organise, revise, formulate, propose, establish, assemble, integrate, re-arrange, modify
6	<b>Evaluation</b>	assess effectiveness of whole concepts, in relation to values, outputs, efficacy, viability; critical thinking, strategic comparison and review; judgement relating to external criteria	review strategic options or plans in terms of efficacy, return on investment or cost-effectiveness, practicability; assess sustainability; perform a SWOT analysis in relation to alternatives; produce a financial justification for a proposition or venture, calculate the effects of a plan or strategy; perform a detailed and costed risk analysis with recommendations and justifications	review, justify, assess, present a case for, defend, report on, investigate, direct, appraise, argue, project-manage

## **Annex B FEES**

### **B.1 FEE SCHEDULE**

Fees are established annually and apply for the following 12 calendar months.

The Scheme aims to ensure that certification is easily available to all VSE Experts world-wide at an affordable price.

The fee structure will be adjusted to take account of the economic and market conditions of different countries so that all VSE Experts and organizations can benefit from certification.

Four bands are defined (bands A, B, C and D).

The fee schedule for Band A for calendar years 2018/19 is defined below:

- Band B rates are 20% discount on Band A
- Band C rates are 30% discount on Band A
- Band X rates are 40% discount on Band A
- Band D rates are 60% discount on Band A

#### **B.1.1 Band A**

Australia, Austria, Bahrain, Belgium, Bermuda, British Virgin Islands, Brunei, Canada, Cayman Islands, Denmark, Falkland Islands, Finland, France, Germany, Gibraltar, Guernsey, Hong Kong, Iceland, Ireland, Isle of Man, Jersey, Kuwait, Liechtenstein, Luxembourg, Macau, Monaco, Netherlands, Norway, Qatar, San Marino, Oman, Saudi Arabia, Singapore, Sweden, Switzerland, United Arab Emirates, Taiwan, United Kingdom, United States

#### **B.1.2 Band B**

Andorra, Antigua and Barbuda, Aruba, Bahamas, Chile, Croatia, Cyprus, Equatorial Guinea, Faroe Islands, French Polynesia, Gabon, Greece, Greenland, Guam, Israel, Italy, Japan, Kazakhstan, Malaysia, Malta, New Caledonia, New Zealand, Panama, Portugal, Puerto Rico, Romania, Saint Kitts and Nevis, Saint Pierre and Miquelon, Seychelles, Slovakia, Slovenia, Spain, The Bahamas, Trinidad and Tobago, Turks and Caicos Islands, Uruguay, US Virgin Islands

#### **B.1.3 Band C**

Albania, Algeria, American Samoa, Angola, Anguilla, Argentina, Armenia, Ascension and Tristan da Cunha, Azerbaijan, Barbados, Belarus, Belize, Bhutan, Bolivia, Bosnia and Herzegovina, Botswana, Brazil, Bulgaria, Cape Verde, China, Colombia, Congo Rep., Cook Islands, Costa Rica, Cuba, Curaçao, Czech Republic, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Estonia, Fiji, Georgia, Grenada, Guatemala, Guyana, Hungary, India, Indonesia, Iran, Iraq, Jamaica, Jordan, Kosovo, Latvia, Lebanon, Libya, Lithuania, Macedonia, Maldives, Mauritius, Mexico, Mongolia, Montenegro, Montserrat, Morocco, Namibia, Nigeria, Northern Mariana Islands, Palau, Paraguay, Peru, Philippines, Poland, Russia, Saint Helena, Saint Lucia, Saint Martin, Saint Vincent and the Grenadines, Samoa, Serbia, South Africa, South Korea, Sri Lanka,

Suriname, Swaziland, Thailand, Tunisia, Turkey, Turkmenistan, Ukraine, Venezuela, Vietnam, West B and Gaza

#### B.1.4 Band D

Afghanistan, Bangladesh, Benin, Burkina Faso, Burma, Burundi, Cambodia, Cameroon, Central African Republic, Chad, Comoros, Congo Dem. Rep., Côte d'Ivoire, Djibouti, Eritrea, Ethiopia, Gambia, Ghana, Guinea, Guinea-Bissau, Haiti, Honduras, Kenya, Kiribati, Kyrgyzstan, Laos, Lesotho, Liberia, Madagascar, Malawi, Mali, Marshall Islands, Mauritania, Micronesia, Moldova, Mozambique, Nauru, Nepal, Nicaragua, Niger, Niue, North Korea, Pakistan, Papua New Guinea, Rwanda, São Tomé and Príncipe, Senegal, Sierra Leone, Solomon Islands, Somalia, South Sudan, State of Palestine, Sudan, Syria, Tajikistan, Tanzania, Timor-Leste, Togo, Tokelau, Tonga, Tuvalu, Uganda, Uzbekistan, Vanuatu, Wallis and Futuna, Western Sahara, Yemen, Zambia, Zimbabwe

## B.2 Fees

All fees are in EURO (€), excluding the applicable VAT (where applicable)

	Duration	Fee
First Application <sup>1</sup> or Renewal for : Registered VSE Expert Certified VSE Expert and Principal VSE Expert	3 years	250,-
Request to add VSE profile training certificate to Registration/Certification		50,-
Initiation course Test (payable by delegate)		50,-
VSE profile course Test (payable by delegate)		50,-
VSE Expert course Exam (payable by delegate)		100,-
Added proctoring fee for online remote testing and examinations (payable by delegate)		50,-
Pre-paid package (10) of tests		250,-
Pre-paid package (10) of exams		500,-
Training Provider Accreditation	1 year	500,-
Training Instructor Accreditation	3 years	450,-
Training Course Materials		500,
Training Course Materials License	Per course delegate	150,-
Pre-paid package (10) of Training Course Materials License	Per 10 course delegates	1000,-

---

<sup>1</sup> Only to clarify that this First application fee is to be paid if the application is successful. Nevertheless, in the worst case, if the application is not successful, and only Registered VSE Expert is OK, the applicant might stay for the 1 year free certificate in order to re-apply for the Certified VSE Expert ONLY if the x practical implementation hours are possible in 1 year.

Instead, fees for exams and tests are always to be paid being or not successful

## Annex C Courses Syllabus

### C.1 Course Elements

The document defines three training course elements

- Initiation
- VSE Expert
- Practical implementation performance

#### C.1.1 Initiation

Module name	Learning objectives	Duration	Module type	Module cognitive Level of Learning
General principles of VSE profiles	<p>Understand the key terminology.</p> <p>What is a VSE profile and how it is used?</p> <p>What are the origins of VSE profiles?</p> <p>What is the history and timeline of the development of ISO/IEC 29110?</p>	1,5h	IP, RP	1
VSE profiles standards and guides	<p>What are the key components of the ISO/IEC 29110 standards framework?</p> <p>What are the content and relationships of the documents that comprise ISO/IEC 29110 family?</p> <p>What is the relationship of ISO/IEC 29110 to other key standards including management standards?</p> <p>What is the generic framework for the performance of a VSE profile implementation?</p> <p>What are the typical contexts of use?</p>	1,5h	IP	1, 2
General processes in the different profiles	<p>Understand the concept of a process and how it is defined.</p> <p>Reference published (or planned) process profiles (including those within the scope of ISO/IEC JTC1/SC7, and both public domain and proprietary models).</p>	1h	IP	1, 2

Module name	Learning objectives	Duration	Module type	Module cognitive Level of Learning
Introduction to improvement projects	Overall improvement cycle and different improvement levels.	1h	IP	1, 2
General roles and responsibilities during an implementation	<p>Understand the different roles and responsibilities in a VSE profile implementation.</p> <p>Understand and describe the role of the VSE Expert.</p> <p>Understand VSE Expert competence.</p>	1h	IP	1
Test	<p>10 Multiple choice or true/false test questions.</p> <p>The test is an integral part of the course element, but may be taken on a separate timeline.</p>	2h	TEST	6

### C.1.2 VSE Expert

A VSE Expert course will be associated with a single process profile course.

Modules	Objectives of each Module	Duration (4 days)	Type of Module	Module cognitive Level of Learning
Module 0: Standards and history	Explain the base documents (standards) that are used as the basis to implement the specific process profile scope of the course.	2h	IP	1
Module 1: Process improvement:		6h		
Module 1.1: Introduction: Improvement levels: Project vs organization. Improvement Project roles, Improvement steps (continuous improvement cycle in a project), expected results	<p>Understand the different roles and responsibilities in a VSE profile implementation.</p> <p>Understand what is an improvement process.</p> <p>Understand the continuous improvement cycle.</p>	1h	IP	1
Module 1.2: Improvement plan: identification of improvement	Understand how to derive and define an improvement plan	2h	IP, DI	1, 3



Modules	Objectives of each Module	Duration (4 days)	Type of Module	Module cognitive Level of Learning
actions, preparation and detail of the improvement plan				
Module 1.3: Improvement actions (examples and case study)	Details of different improvement actions and examples of their implementation	1h + 2h exercises	IP, DI	1, 3
Module 2: Processes and SW basic profile		16h		
Module 2.1: General: Roles in any SW development project, processes and their relationship, expected results	Introduction of the SW basic profile, its processes, their relationships Introduction of the roles for the implementation of the VSE Basic profile software processes	2h	IP	1
Module 2.2: Project management: steps, tools and examples	Obtain a more detailed understanding of the PM process specification. Obtain a more detailed understanding of the process implementation	4h + 2h exercises	IP, DI	1, 3
Module 2.3: Software implementation: steps, tools and examples	Obtain a more detailed understanding of the SI process specification. Obtain a more detailed understanding of the process implementation	6h + 2h exercises	IP, DI	1, 3
Module 3: Gap analysis y improvement check	Gap analysis and actions identification. Evaluation and measurement of effectiveness of the improvements Processes assessment and capability levels Introduction to conformity assessments and certification	4h + 2h exercises	IP	1, 3
Module 4: VSE Expert registration and certification	Understand and describe the role of the VSE Expert and how to get accredited Understand VSE Expert competence.	1h	IP	1
Exam	Three short practical profile implementation scenarios to include: <ul style="list-style-type: none"> <li>checklist preparation gathering information around the profile to be implemented / improvement.</li> <li>Improvement recommendations and plan.</li> <li>Profile implementation results and effectiveness evaluation.</li> </ul> The examination is an integral part of	2h	EXAM	6

Modules	Objectives of each Module	Duration (4 days)	Type of Module	Module cognitive Level of Learning
	the course element, but may be taken on a separate timeline following performance of the practical implementation.			

### C.1.3 Practical implementation performance

Modules	Objectives of each Module	Duration (8h)	Type of Module	Module cognitive Level of Learning
Practical implementation	<p>Perform a simulated implementation or live implementation of minimum two processes using at least the SW basic profile.</p> <p>Face different role players involved in an implementation.</p> <p>Activities in performing an implementation to include gap analysis, evaluating weaknesses, preparation of process profile, SWOT analysis, identification of potential improvement opportunities and results presentation and feedback.</p> <p>The entry point for the implementation is a predetermined improvement plan.</p> <p>Where a supervised live implementation is performed, the team (excluding the Principal VSE Expert supervising) shall not exceed 4 persons.</p> <p>The practical implementation is an integral part of the course element, but may be taken on a separate timeline following the course element theory.</p>	6h	RP	3, 6
Evaluation	Evaluation of practical implementation performance by lead tutor/VSE Expert consultant.	2h	EVAL	9

## C.2 Auxiliary Competencies

Competencies are the skills, knowledge, and personal attributes that enable effective performance. The competencies defined for VSE Expert training are those pertaining only to knowledge and skills.

The following provides a set of auxiliary personal attributes listed by competency categories which training providers may find useful to reference in training materials.

<b>Administration</b> *Change management *Conflict management *Employee involvement *Risk management *Problem solving	<b>Leadership</b> *Influence skills *Decision making *Facilitation *Project management *Meeting management *Team building *Time management
<b>Communication and feedback</b> *Interpersonal skills *Interviewing *Listening *Observation *Presentations *Teaching *Record keeping *Report writing	<b>Knowledge of the business</b> *Supplier management *Supporting activities

## Annex D Certificate examples



Figure 1. Front page of the certificate example issued by Softwcare SL authorised training provider by upto25

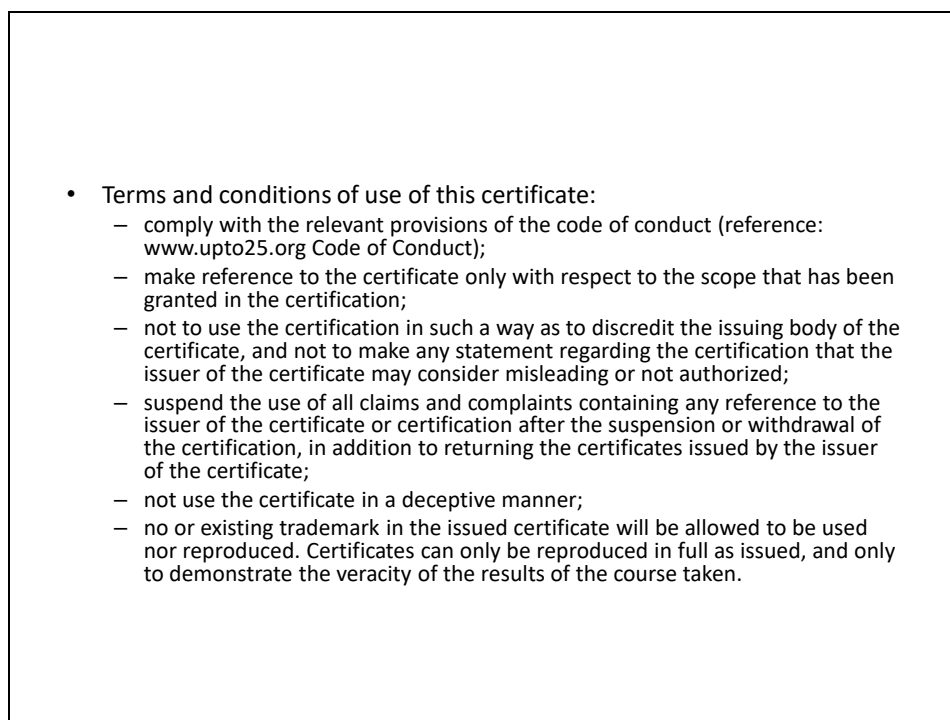


Figure 1. Reverse page

## Revision History

Version	Section	Change summary
0.1 2018-05-24		Initial draft
1.0 2018-10-08	all	Issue 1 for review