



# ISTQB® Partner Program

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## Partner Information Sheet

Version 13

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# Table of Contents

1	Introduction .....	2
1.1	Notes .....	2
2	Partner Program Benefits for Partners .....	2
3	Eligible Organizations .....	3
4	Partnership Levels .....	3
5	ISTQB® Partner Program Points System .....	4
5.1	Examples .....	5
5.1.1	Silver Partnership .....	5
5.1.2	Gold Partnership .....	5
5.1.3	Platinum Partnership .....	6
6	Partner Program Validity .....	6
7	Partner Program Logos .....	7
8	ISTQB® Partner Program Processes .....	8
8.1	Applying for the program .....	8
8.2	Renewal of the Partnership .....	8
8.3	Global Partnership Process .....	9
9	Supporting Templates .....	10
10	ISTQB® Partner Program Fees .....	11
10.1	Fees types .....	11
10.2	Registration fee .....	11
10.3	Partnership fee .....	11
10.4	Upgrading in the middle of the period .....	12

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## 1 INTRODUCTION

The **ISTQB® Partner Program** recognises organisations with a demonstrated commitment to software testing certifications. It is in the ISTQB® best interests to further develop the relationship with such companies, providing a partnership scheme to further develop the co-operation with a win-win approach.

The Program comprises four levels of partnerships (Silver, Gold, Platinum and Global) and the partnership level of an organisation is determined through the number of certification points it has accumulated, as described in this document.

### 1.1 Notes

This document includes the main rules defined concerning the ISTQB® Partner Program. ISTQB® reserves the rights of changing the rules of the Partner Program with a notice period of six months.

## 2 PARTNER PROGRAM BENEFITS FOR PARTNERS

The main benefits that the ISTQB® Partner Program offers are:

- ★ Permission to use the ISTQB® Partnership Program **LOGO** (and other allowed marketing material) on company's website and other marketing material
- ★ Recognition of the organisation's testing professionalism, both in the local and international market
- ★ Official **RECOGNITION Letter**, indicating identity/location, validity and level
- ★ Listing of the organisation in **ISTQB® WEBSITE**;
- ★ Listing of the organisation on the National ISTQB® Member Board or Exam Provider websites
- ★ Special privileges in relation to ISTQB® related events and conferences
- ★ Eligibility to receive the alpha version of new ISTQB® Syllabi with the opportunity to contribute to their review
- ★ Honorary membership of the exclusive "ISTQB® Partner Forum" which will allow Partners to receive news on the ISTQB® Roadmap.
- ★ Local benefits from National ISTQB® Member Boards and/or Exam Providers

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### **3 ELIGIBLE ORGANIZATIONS**

Organisations may be eligible to become ISTQB® Partners if they have employees or external consultants working for them who provided services for more than 70% of their time and have passed ISTQB® certification exams. This applies equally to training providers.

Note that the Program is applicable only to legal entities within an organisation and that the partnership registration is managed by the National ISTQB® Member Board or by an Exam Provider involved in the delivery of ISTQB® Exams.

An organisation will apply for partnership in a country where it has a legal entity and, if successful, its partnership will be publicised on the ISTQB® website, and include details such as company name, and country. The Partner may also choose to publicise its Partnership status elsewhere, with a link back to the official ISTQB® website. The Member Board or an Exam Provider may also provide to the Partner a contract issued at the time of Partnership finalization between Member Board/Exam Provider and new partner or an offer followed by a purchase order, made in accordance with the local laws.

### **4 PARTNERSHIP LEVELS**

ISTQB® partners will be eligible for a level of partnership that is based on the number of certification points they have accumulated.

The Program levels and the necessary certification points are:

- ★ Silver - 5 certification points
- ★ Gold - 14 certification points
- ★ Platinum - 30 certification points
- ★ Global (see below)

For the Gold and Platinum levels, there is also a required minimum number of Advanced Level Certificates:

- ★ Gold – 1 Advanced Level Certificate
- ★ Platinum – 3 Advanced Level Certificates

To achieve the Global Partner level, an organization must have a minimum of 2 locations with Gold Partner status and 1 location with Platinum Partner status. In addition, the locations must be spread across at least 2 countries.

Each level, when achieved, results in:

- an *ISTQB® Partner Program Acceptance Letter*
- an *ISTQB® Partner Program Recognition*
- a contract
- Logo guidelines and applicable logo to be used on the partner’s website as other marketing material

These documents are valid for that year and are sent by the Member Board or Exam Provider or, for the Global Level only, by ISTQB®.

## 5 ISTQB® PARTNER PROGRAM POINTS SYSTEM

Partnership points are accumulated based on the ISTQB® certifications that staff hold. The points that are allocated depend on the certification level, as follows:

- ★ Foundation Level certification – 1 point
- ★ Foundation Level Extensions certification – 1 point
- ★ Advanced Level certification – 3 additional points per module of the ISTQB® Advanced Level (CTAL-TM, CTAL-TA, CTAL-TTA)
- ★ Expert Level certification – 5 additional points per module of the ISTQB® Expert Level

The points for the organization are added up to determine its partnership level.

For the testers who hold ISEB Certifications, the following conversion rules apply:

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

## 5.1 Examples

### 5.1.1 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 professionals with Advanced Test Manager certification and 1 test professionals with Foundation certification. The certification points will be calculated as follows:

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

1 with Advanced TM :  $1 \times 3$  (for Advanced) +  $1 \times 1$  (for Foundation) = 4 points

*Total points = 5 points*

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

### 5.1.2 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:  $2 \times 3$  (for Advanced TA) +  $2 \times 1$  (for Foundation) = 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.

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### 5.1.3 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 Advanced TA:  $3 \times 3$  (for Advanced) +  $3 \times 1$  (for Foundation) = 12

2 with Advanced TM:  $2 \times 3$  (for Advanced) +  $2 \times 1$  (for Foundation) = 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 Advanced TA:  $2 \times 3$  (for Advanced) +  $2 \times 1$  for Foundation = 8

2 with Advanced TM:  $2 \times 3$  (for Advanced) +  $2 \times 1$  (for Foundation) = 8

2 with Advanced TTA:  $2 \times 3$  (for Advanced) +  $2 \times 1$  (for Foundation) = 8

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

## 6 PARTNER PROGRAM VALIDITY

ISTQB® Partner Program is valid for one year. When renewing their partnership, organisations will receive a Loyalty Discount of 30% on the Partner fees.

Organisations can request that their partnership level is upgraded before the end of the one year period. Assuming they are eligible for that level:

- The Partner will pay only the difference between the previous level and the new level (see Partner Fees); and
- The one-year validity period will re-start from when the upgrade occurs.

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

The Member Board or Exam Provider will process the request, update the ISTQB® website and Partner Program Database and advise the ISTQB® Partner

# ISTQB® Partner Program

## Partner Information Sheet



Program Chair about the change and the reasons behind it. Please note that no fees will be refunded for the terminations.

Other benefits like the website logo, etc. will be updated accordingly (upgraded logo, appropriate mention of level on website, etc.).

## 7 PARTNER PROGRAM LOGOS

The ISTQB® Partner Program allows its partners to use the partnership program *logo* on their website and other marketing material. The logos for the various ISTQB® Partnership levels are reported hereafter:





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## **8 ISTQB® PARTNER PROGRAM PROCESSES**

In the following an excerpt of ISTQB® Partner Program processes is provided.

### **8.1 Applying for the program**

The applicant shall fill out an *ISTQB® Partner Program Application/Renewal Form* and submit it to the local Member Board or Exam Provider for eligibility check, paying a registration fee within one month. In order to do that the company shall send the local Member Board or Exam Provider a list of all certified testers that are working for them with the identification of their certificates (number, issuing Board, level), together with the application form.

The local Member Board or Exam Provider, upon receiving the *Application Form* and the payment of the registration fee, sends a *ISTQB® Partner Program Confirmation Letter* and then checks the application form details and the eligibility. If the partnership is applicable, it sends to the applicant an *ISTQB® Partner Program Eligibility notice*, which includes the approved partnership level and the fee matching that level.

If the applicant wants to continue with the Partnership process, it must pay the required fee within a month; otherwise, it shall notify the local Member Board or Exam Provider about its decision.

Upon receiving the payment, the local Member Board or Exam Provider will send the *ISTQB® Partner Program Acceptance Letter*, *ISTQB® Partner Program Recognition* and a contract; it will also update its own web site and request ISTQB® to change the global website accordingly. The local Member Board or Exam Provider will have to report to ISTQB® immediately about the Partnerships, while the money-wise will be reported quarterly.

### **8.2 Renewal of the Partnership**

The Partner Program has an annual validity; 2 months before the end of the period, the partnership can be renewed and the one-year validity period starts again.

However, if a company wants to upgrade its level, it can apply for the renewal before the end of the one-year period; when a company wants to renew the partnership, it is required to pay the Registration fee within one month and send an *ISTQB® Partner Program Application/Renewal Form* with renewal information, to the local Member Board or the Exam Provider for being re-evaluated for eligibility.

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In order to do that the company shall send the local Member Board or Exam Provider an updated list of all certified testers working for the applicant.

The local Member Board or Exam Provider, upon receiving the Application Form and the payment of the registration fee, sends a *ISTQB® Partner Program Confirmation Letter* and checks the Application Form details and the eligibility of that company for the asked partner level. If approved, it will send to the company

an *ISTQB® Partner Program Eligibility notice* which includes the approved partnership level and the fee matching that level.

If the company wants to continue with the Partnership process, it must pay the required fee within a month; otherwise, it has to notify the local Member Board or Exam Provider about its decision.

Upon receiving the payment, the local Member Board or Exam Provider will send the *ISTQB® Partner Program Acceptance Letter*, *ISTQB® Partner Program Recognition* and a contract; it will also update its own website and ISTQB® website. The local Member Board or Exam Provider will have to report to ISTQB® immediately about the Partnerships, while the money-wise will be reported quarterly.

Notes: A company may want to renew the partnership, but with a higher level of partnership. In that case the process remains the same; the eligibility check will evaluate the company against a higher level threshold (or other relevant terms as well), and the fee that will be required from the company to pay will be specified on the *ISTQB® Partner Program Eligibility notice*.

During both the first application and the renewal, a company may require a certain level, but be eligible for a lower level. In that case, that company, after having received the *ISTQB® Partner Program Eligibility Notice*, can decide to quit the process, communicating its decision to the local Member Board or Exam Provider.

### **8.3 Global Partnership Process**

The processes described above, are similar when applying for the Global partnership level. The main differences are:

- 1) The Partnership is managed by the reference Member Board or Exam Provider that a company decided, called “Selling Member Board/Exam Provider”

- 2) The company has to provide on the application form or renewal form some more details, as for instance the details of the company's different Business Units that are already partners with at least 2 Gold and 1 Platinum partnerships, in two separate countries.
- 3) The eligibility check will verify the partnership validity of the 3 locations.
- 4) There is an additional flat fee for a Global Partner that must be paid to the reference Member Board or Exam Provider

Global Partners will receive plaques (as many as the number of Business Units which have contributed to reach that Global Partnership), on top of a *ISTQB® Partner Program Recognition*, and an additional logo, and will be allowed to use them as marketing collateral.

## 9 SUPPORTING TEMPLATES

ISTQB® has defined the following templates to support the Partner Program:

- 1) ISTQB® Partner Program Application/Renewal Form**
  - filled by the applicant when it wants to apply for the first time or renew its partnership
- 2) ISTQB® Partner Program Confirmation Letter**
  - sent when company application was received successfully together with registration fee payment, for eligibility check is OK
- 3) ISTQB® Partner Program Eligibility Notice**
  - sent when application forms were received, registration fee payment was done, and eligibility rules check was performed and is OK. It includes partnership fee notice and partnership level announcement to the potential Partner
- 4) ISTQB® Partner Program Decline Application Letter**
  - sent when company application did not meet eligibility rules (eligibility is not OK) or did not pay the fees
- 5) ISTQB® Partner Program Acceptance Letter**
  - sent when applicant was accepted as a Partner after meeting all eligibility rules and payment terms
- 6) ISTQB® Partner Program Recognition /Plaque**
  - sent when applicant was accepted as a Partner after meeting all eligibility rules and payment terms

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## 10 ISTQB® PARTNER PROGRAM FEES

### 10.1 Fees types

There are two types of fees in the ISTQB® Partner Program:

- Registration Fee
- Partnership Fee

Registration and partnership fees are annual and shall be paid when applying for the first time to the Partner Program, and for every renewal or upgrade of a Partnership level.

### 10.2 Registration fee

Registration fee is a nonrefundable fee set to the amount of 100 Euro (a flat fee worldwide). The money is aimed to cover :

- ISTQB® - administration of information in the website, in the Partner Program DB, production & distribution of plaque (Platinum and Global partners), etc.
- Member Board/Exam Provider – evaluation and checking of eligibility, administration of information in the website, production and distribution of recognition letter, etc.

### 10.3 Partnership fee

The Partnership fee (based on foundation examination fee) differs according to the Partnership Level:

**Silver** – The cost per year corresponding to two (2) Foundation exams by the Member Board or Exam Provider with whom the Partnership Program is managed;

**Gold** – The cost per year corresponding to four (4) Foundation exams by the Member Board or Exam Provider with whom the Partnership Program is managed;

**Platinum** – The cost per year corresponding to eight (8) Foundation exams by the Member Board or Exam Provider with whom the Partnership Program is managed;

**Global** – additional flat fee of 2,000 Euro per year.

If there are various prices in a region, the Member Board will pick one of the exam fee prices as reference.

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The amount of the fee is the same at any level for the first year: starting from the second consecutive year, Partners that renew their application for the next coming year and onwards will receive a **Loyalty Discount of 30% on the Partnership fee**. The discount will also be given to Partners that are renewing and upgrading at the same time.

#### **10.4 Upgrading in the middle of the period**

When a Partner would like to upgrade to a higher Partnership level in the middle of a period, and meets the eligibility requirements, it will not be asked to pay the entire fee, but only the difference. The proration of payment is calculated by the Member Board/Exam Provider, and the remaining part of the fee will be deduced from the higher level Partnership fee.

*Example:*

Partner X paid 100 Euro to be Silver Partner. After 9 month, they would like to upgrade. Let's say, the Gold Partnership fee is 200 Euro. So, the 9 months proration payment is calculated to be 75 Euro, so the remaining 25 Euro are deduced from the new fee – 200 Euro – and the customer needs to pay only 175 Euro on their Gold Partnership fee.