

# Become an SEI Partner: CERT/CC Product Suite: Procedures

This Web page documents the procedures to be followed by SEI Partners for the delivery of the CERT/CC Product Suite courses under applicable CERT/CC Product Suite License Agreements with Carnegie Mellon University Software Engineering Institute as described in the License Specifications. The contents of this Web page are included by reference in any CERT/CC Product Suite License Agreement.

For information on becoming an SEI Partner, please visit <http://www.sei.cmu.edu/partners/>.

## A. Qualification Process

### 1. Initial Qualification

#### i. [SEI-Authorized CERT/CC Instructors](#)

### 2. Sponsorship

#### i. Sponsorship Form

Agreement Partner shall provide confirmation of candidate sponsorship of instructors to the SEI by submitting the sponsorship form located at <http://www.sei.cmu.edu/partners/forms.html>.

#### ii. Changes

Agreement Partner shall notify the SEI within 30 days of the effective date if any SEI-Authorized Instructor's contact information changes.

Agreement Partner shall notify the SEI within 30 days of the effective date if any Authorization Candidate or SEI-Authorized Instructor leaves Agreement Partner's organization or sponsorship.

## B. Delivering CERT®/CC Product Suite Courses

### 1. General

#### i. Duplication, Distribution, and Updating of CERT/CC Product Suite

##### a. Accessing Materials from SEI

- SEI shall provide electronic access to CERT/CC Product Suite materials for a CERT/CC Product Suite course within 10 days of the effective date of an SEI-Authorized Instructor's authorization for such course.

### **b. 3rd Party Duplication**

Agreement Partner may make one paper copy of the student materials per student. Agreement Partner may engage a third party to reproduce the course materials as long as 1) the number of copies produced is limited to one copy of the materials per Course Participant, and 2) any copies produced are distributed exclusively to Course Participants.

### **c. Packaging of Materials**

Agreement Partner shall package SEI training in Agreement Partner-provided packaging with appropriate tabs and labeling.

### **d. Change Management**

SEI shall own and maintain all CERT/CC Product Suite materials. Agreement Partner and its instructors are encouraged to submit change requests to the SEI for review.

## **ii. Usage of Translated Materials**

The authoritative source of the CERT/CC Product Suite materials shall be that written in the English language. Unless an SEI-sanctioned translation of the CERT/CC Product Suite materials is made available by the SEI, Agreement Partner and SEI-Authorized Instructors are required to use the authoritative source in the delivery of the training and services for the CERT/CC Product Suite. Agreement Partner is not permitted to develop or distribute unofficial translations. If an SEI-sanctioned translation does not exist, an SEI-Authorized Instructor or an independent translator may orally translate the materials as long as the English language version of the SEI materials is distributed to Course Participants.

## **iii. SEI Support**

SEI support to Agreement Partner includes the following additional activities:

- Review Agreement Partner provided data and feedback as necessary.
- Phone and email support for SEI-Authorized Instructors
- Annual meeting with Agreement Partner at SEI location to review status and performance data, share experience, and recommend changes.
- Maintenance of CERT/CC Product Suite and distribution of updates
- Listing of Agreement Partner and its SEI-Authorized Instructors in the SEI Partner Directory
- Review of Agreement Partner's and SEI-Authorized Instructor's requests for changes to course materials.
- Ethics and Compliance program support

## **2. Conducting CERT/CC Product Suite Courses**

### **i. Class Size**

The recommended class size for the classroom delivery of each of the CERT®/CC Product Suite courses should be limited to a maximum of 30 students. The minimum suggested class size for the classroom delivery is 6 students.

### **ii. Course Delivery**

Distance learning use of the CERT/CC Product Suite is not allowed. SEI-Authorized CERT/CC instructors shall only use the CERT/CC Product Suite to teach the CERT/CC Product Suite courses via live classroom delivery on behalf of the Agreement Partner.

SEI-Authorized CERT/CC Instructors and Agreement Partner shall not deliver the CERT/CC Product Suite courses through teleconference, video conference, or other distance learning vehicles or make any other electronic distribution of the CERT/CC Product Suite without the prior written approval of the SEI.

### **iii. Altering CERT/CC Product Suite Materials**

Agreement Partner may alter the CERT/CC Product Suite materials only to make minor grammatical corrections or to change spelling to accommodate regional style (such as changing “center” to “centre”). Except for minor grammatical corrections and regional style accommodations, no other changes to CERT/CC Product Suite materials are allowed without prior written consent from the SEI.

Agreement Partner may add supplementary, Agreement Partner-provided, material clearly designated as such. Supplementary material shall not a) be used to replace SEI-supplied material or b) contain the SEI logo and/or copyright notices.

All SEI-originated instructional materials (printed or otherwise) that are distributed to students, clients, prospects, and others, must incorporate

1. the SEI logo,
2. the Carnegie Mellon University copyright notice (“Copyright © 20\_\_ by Carnegie Mellon University”), and
3. any related Carnegie Mellon University service or trade marks.

No other markings that would distinguish such materials from the same items provided by the SEI itself are permitted.

### **iv. Certificates**

Agreement Partner shall provide course completion certificates to the Course Participants who successfully complete the CERT/CC Product Suite courses provided by Agreement Partner.

SEI shall make available Carnegie Mellon University continuing education units to Agreement Partner's Course Participants who successfully complete CERT/CC Product Suite courses.

## **C. Data Submission Requirements**

### **1. Attendee Lists**

Within 30 days of the completion of any course delivered under this Agreement, Agreement Partner shall (i) ensure that SEI-Authorized CERT/CC Instructors submit to SEI the attendee list on the SEI-provided attendee list template.

Course attendee lists shall include the identification, as required by the SEI, of each Course Participant trained by Agreement Partner, whether or not Course Participant successfully completed the course. If any Course Participant has requested that his or her identity not be released to SEI, Agreement Partner shall report the attendee as "Anonymous Attendee" (enter first name as "Anonymous" and last name as "Attendee") in the required attendee lists and shall inform the attendee that the attendee will not receive pre-requisite credit, continuing education units, or any other benefits normally provided by SEI to Course Participant. If an individual elects to be entered as an "Anonymous Attendee", the Agreement Partner shall inform the individual that he or she will be:

- unable to retroactively elect to provide their personal information and receive credit, and
- Ineligible to participate in any further Authorization Candidate training.

SEI will invoice Agreement Partner for fees based on the attendee lists submitted.

### **2. Course Evaluations**

Within 30 days of the completion of a course offering, Agreement Partner shall transmit completed course evaluation forms to the SEI via email, express mail or U.S. Mail.

### **3. Data Submission Points of Contact**

Agreement Partner shall submit completed course evaluation forms to:

Stacie Blakley

SEI

4500 Fifth Avenue

Pittsburgh, PA 15213

Facsimile: (412) 268-5758

## **D. Quality Assurance**

## **1. SEI-Authorized CERT/CC Instructor Audit Program**

The SEI will conduct random audits of a percentage of submitted SEI-Authorized CERT/CC Instructor renewal logs each year. This will ensure that the quality of on-going professional activities submitted continues to meet program requirements.

## **2. Remediation**

The SEI reserves the right to require remedial work for Authorization Candidates pursuing authorization at either the training courses or the observation/mentoring stage. Any remedial work for candidates assigned by the SEI must be satisfactorily completed within 3 months unless otherwise stipulated by the SEI. Any additional SEI support for remedial work will be billed in accordance with the fee schedule.

## **3. Review and Audit for Course Delivery**

Student evaluation forms will be reviewed to ensure the quality of course delivery. The SEI may perform random reviews of Agreement Partner-delivered courses at the discretion of the SEI, including on-site reviews of courses in progress. The SEI shall notify the Agreement Partner if an on-site review will be performed and schedule with the Agreement Partner a time for such review to occur. Agreement Partner shall not be responsible for any expenses incurred by SEI in performing the review. After an on-site review, the SEI shall provide a written evaluation to Agreement Partner, which may include an action and mitigation plan. The SEI may perform subsequent random reviews as necessary.

## **5. Customer Satisfaction Survey**

SEI reserves the right to conduct follow up surveys of Course Participants who have attended Agreement Partner-delivered offerings of the CERT/CC Product Suite courses.

## **6. Ethics and Compliance Training**

SEI Partners are required to successfully complete Ethics and Compliance Training as provided by SEI Partner Network Ethics and Compliance Office.