

Partnership Continuation Policy

Authorized Training Providers

Partner organizations and institutions functioning as Authorized Training Providers (ATP) of BCI are eligible for tenure-extension as well as expansion or modification of their geographic coverage assigned in their current ATP appointment agreement. This policy document enunciates the terms, conditions and process of extension and modification of ATP tenures and original territorial coverage.

A. Factors Impacting Extension of Tenure

BCI's decision for extending the tenure of and relationship with existing partner organizations is based on an analysis of the impact of the latter's business and operational performances in the past, and an assessment of their potential in the future. The following are the key factors impacting the tenure and relationship extension decisions related to authorized training providers.

A1. Volume of Certifications Sold Since Commencement of Partnership

The volume of certifications sold is determined by the number of Certification System Units (CSUs) procured by a partner from BCI. A CSU includes a certification exam preparation kit with books and exam voucher, and covers the costs of shipping the credential-packs of certified individuals. The certification sales volume is a reflector of the attractiveness of the partner's market as well as of the effectiveness of the partner's strategies and business management methods. The performance grid currently in force is presented in Table B1 in the next section, and all partnership continuation decisions are taken in accordance to the benchmarks/ norms stated in the table.

In the event, an ATP appears to have fallen short on the numbers mentioned in the grid B2 below, a commitment to meet the shortfall will be required to be made and CSUs in certain numbers will be required to be purchased in advance by the ATP to qualify for an extension.



The number of CSUs to be procured by an ATP will be advised by the BCI partnership management team after receiving the ATP's tenure extension request.

A2. Volume of Certifications Serviced Since Commencement of Partnership

The volume of certifications serviced by an authorized training provider is determined by the number of individuals/ trainees who registered for and took the BCI certification exams. The service volume is a reflector of the quality and effectiveness of the partner's operational and training delivery strategies and programs, and also of the quality of the ATP's trainers and training management system. The performance grid currently in force is presented in Table B2 in the next section, and all partnership continuation decisions are taken in accordance to the benchmarks/ norms stated in the table.

In the event, an ATP appears to have fallen short on the numbers mentioned in the grid B2 below, the ATP will require to submit a brief statement of reasons explaining the shortfall, and its plans to ensure a better performance in the future to qualify for an extension. The format for this statement is prescribed and available in the Tenure Extension Request form.

A3. Certifications Sales Potential

Certification sales potential of a BCI Authorized Training Provider is determined by the number of BCI Certification System Units (CSUs), the former is expected to or projected to order and procure. The certification sales potential is a reflector of the continuing attractiveness of the partner's market as well as of the overall business and market-coverage capability of the partner-organization. The performance grid currently in force is presented in Table B3 in the next section, and all partnership continuation decisions are taken in accordance to the benchmarks/ norms stated in the table.

A4. Industry Influence and Impact

Partnership continuation decisions also hinge on an assessment of an ATP's influence and impact in its territory as a provider of workforce development solutions. This is reflected by the ATP's current efforts and success in promoting and propagating a consciousness for certification-linked workforce and employability development among BPO and shared services companies; government stakeholders and educators/ institutions, as well as its efforts in



evangelizing BCI certifications as reliable, world-class qualifications for outsourcing/ business process/ shared services professionals.

The performance and future potential of a BCI Authorized Training Provider in this aspect is determined by an ATP' s relationships with all types of stakeholders in the outsourcing/ BPO industry ecosystem. It is reflected by the number of such organizations the ATP has been able to, or shows the potential and promise to connect with formally, and the nature of relationship established with them. Getting its trainees employed or externed in these organizations; engaging in government or industry projects; advising HR and industry regulators on matters related to BPO and shared services are some of the direct pointers of the nature of an ATP' s relationship with industry stakeholders and hence its influence and impact. The performance grid currently in force is presented in Table B4 in the next section, and all partnership continuation decisions are taken in accordance to these influence and impact markers and measures.

B. Factors Impacting Modification of Geographic Coverage

BCI' s decision for extending or changing the territorial permissions for its ATPs is based on an analysis of the impact of the latter' s business and operational performances in the past in its existing markets, as well as of an analysis of the ATP' s potential for the new territories it plans to cover. The following are the key factors impacting the territorial and market coverage decisions related to authorized training providers.

B1. Volumes of Certifications Sold in Existing Markets

The certification sales volume achieved by an ATP in its existing market(s) is a reflector of its all-round capability to cover markets effectively, and hence its readiness to enter new territories. The following grid is currently in force and all coverage modification/ extension decisions are taken in accordance to these benchmarks/ norms. The following performance grid is currently in force and all territory modification/ expansion decisions are taken in accordance to these benchmarks/ norms.



Table B1- Past Performance - Certification Sales

	<i>Minimum Total Number of BCI Certifications to have been sold by a Partner to Qualify for extension of ATP Tenure/ Territorial Coverage*</i>					
	Last 1 Year	Last Two Years	Last 3 Years	Last 4 years	Last 5 Years	Last 10 Years
Platinum ATP	400-600	700-1000	1300-1500	1600-1800	1900-2400	~8000
Gold ATP	250-400	500-700	900-1000	1200-1500	1600-1800	~4000
Silver ATP	150-300	350-500	700-800	800-1000	1100-1300	~4000
Corporate ATP	150-200	250-300	350-500	600-700	800-1000	~4000
Institutional ATP/ ICOS	500-700	800-1000	1200-1500	1600-1800	1900-2200	~8000

**These numbers reflect an ATP's performance during its tenure as a BCI partner. Hence, if a Platinum ATP has a 3-year relationship with BCI, it must look at the numbers it has achieved in the last 1, 2 and 3 years (1300-1500). These targets are revised/ updated every year in consonance of global market trends and are usually marked to the markets that reflect the lowest growth rates and maximum volatility.*

In the event, an ATP appears to have fallen short on the numbers mentioned in the grid above, a commitment to meet the shortfall will be required to be made and CSUs in certain numbers will be required to be purchased in advance by the ATP to qualify for an extension. The number of CSUs to be procured by an ATP will be advised by the BCI partnership management team after receiving the ATP's tenure extension request.

B2. Volumes of Certifications Serviced in Existing Markets

The number of certifications serviced by an ATP in its existing market(s) is a reflector of its all-round capability to cover markets effectively, and hence its readiness to enter new territories. The following grid is currently in force and all coverage modification/ extension decisions are taken in accordance to these benchmarks/ norms. The following performance grid is currently in force and all territory modification/ expansion decisions are taken in accordance to these benchmarks/ norms.



Table B2- Past Performance - Certifications Serviced

	<i>Minimum Total Number of BCI Certifications to have been serviced by a Partner to Qualify for extension of ATP Tenure/ Territorial Coverage*</i>					
	Last 1 Year	Last Two Years	Last 3 Years	Last 4 years	Last 5 Years	Last 10 Years
Platinum ATP	250-350	450-600	600-750	800-900	900-1200	~5000
Gold ATP	175-250	300-400	450-500	600-750	800-900	~3000
Silver ATP	100-175	200-300	350-400	400-500	500-600	~2500
Corporate ATP	75-100	125-150	125-250	300-350	400-500	~2500
Institutional ATP/ ICOS	250-350	400-500	600-750	800-900	900-1100	~4000

**This grid indicates the prescribed minimum number of individuals registered for BCI certifications since the inception of the ATP's partnership with BCI, who should have finally taken their BCI certification exams. Hence, if an ATP has a 3-year relationship with BCI, it must look at the numbers of BCI-registered trainees who took the BCI certification exams in the last 1, 2 and 3 years. These targets are revised/ updated every year in consonance of global market trends and are usually marked to the markets that reflect the lowest growth rates and maximum volatility.*

B3. Certifications Sales Potential in Planned New Markets

Certification sales potential of a BCI Authorized Training Provider in planned new markets is determined by the number of BCI Certification System Units (CSUs), the former is expected to or projected to order and procure. The certification sales potential is a reflector of the attractiveness of the ATP's new market as well as of the overall business and market-coverage capability of the partner-organization. The following potential grid is currently in force and all territory modification/ expansion decisions are taken in accordance to these benchmarks/ norms.

Table B3- Potential - Certification Sales & Service

	<i>Minimum Total Number of BCI Certifications to be sold in future years by a Partner to Qualify for extension of ATP Tenure/ Territorial Coverage*</i>					
	Next 1 Year	Next Two Years	Next 3 Years	Next 4 years	Next 5 Years	Next 10 Years
Platinum ATP	500-700	900-1200	1300-1500	1600-1800	1900-2400	~8000
Gold ATP	350-500	600-800	900-1000	1200-1500	1600-1800	~4000
Silver ATP	200-350	400-600	700-800	800-1000	1100-1300	~4000
Corporate ATP	150-200	250-300	350-500	600-700	800-1000	~4000
Institutional ATP/ ICOS	500-700	800-1000	1200-1500	1600-1800	1900-2200	~8000

**These numbers indicate tentatively an ATP's future performance targets during its tenure as a BCI partner. Hence, a Platinum ATP must be ready to sell 500-700 certifications in the next one year. These targets are revised/ updated every year in consonance of global market trends and are usually marked to the markets that reflect the lowest growth rates and maximum volatility.*



B4. Potential for Industry Influence and Impact in Planned New Markets

Territory extension decisions hinge on a projection of an ATP’s influence and impact in the markets it plans to enter and operate as a provider of workforce development solutions. This is reflected by the ATP’s current relationships as well as the strategies and plans it has for promoting and propagating a consciousness for certification-linked workforce and employability development among BPO and shared services companies; government stakeholders and educators/ institutions, as well as its efforts in evangelizing BCI certifications as reliable, world-class qualifications for outsourcing/ business process/ shared services professionals. The following grid is currently in force and all territory modification/ expansion decisions are taken in accordance to these benchmarks/ norms.

Table B4- Future Potential - Industry Impact & Influence

	<i>Minimum Number of Relationships with organizations since start of partnership</i>			<i>Minimum Number of Trainees benefitting from relationships since start of partnership</i>	
	For-profit	Government	Projects	Jobs	Internships
Platinum ATP	30	4	2	250-350	250-350
Gold ATP	20	2	-	175-250	175-250
Silver ATP	10	1	-	100-175	100-175
Corporate ATP					
Institutional ATP/ ICOS	5	2	-	250-350	250-350

**These numbers reflect the influence and impact of ATP's relationships in the industry during its tenure as a BCI partner. These targets are revised/ updated every year in consonance of global market trends and are usually marked to the markets that reflect the lowest growth rates and maximum volatility.*

C. Process for Extension/ Modification of Tenure & Coverage

Authorized Training Providers must apply in a prescribed format to request for extension of tenure or modification of territorial coverage.

C1. Applying for Tenure Extension

The Tenure Extension request form is available on the BCI official website, or it can be requested by writing to partnership@bci.org. One of the global teams of the worldwide BCI service provider CredForce will assist in the process in accordance to the norms stipulated above.



In the event, an ATP appears to have fallen short on the numbers of certifications sold as prescribed in the norms, a commitment to meet the shortfall will be required to be made and CSUs in certain numbers will be required to be purchased in advance by the ATP to qualify for an extension. The number of CSUs to be procured by an ATP will be advised by the BCI partnership management team after receiving the ATP’s Tenure Extension Request form-BC-PTF1. A copy of the form may be found as an annexure to the print/ pdf version of this policy document. The screengrab of this form is reproduced below.

Form BCI-PTF1 - ATP Tenure Extension Request						
Name of the ATP organization as appearing in the BCI appointment letter						
Category of ATP (Platinum/ Gold/ Silver/ Corporate/ Institutional/ ICOS)						
Country(ies) of Operation						
Number of Years of Tenure Extension Desired						
Name of the Head of the ATP organization						
Name of the person filling out this Extension Request form						
Date of Tenure Extension Request						
Date of Appointment as ATP						
Date of Expiry of ATP tenure						
Number of BCI Certification kits procured*	Last 1 Year	Last Two Years	Last 3 Years	Last 4 years	Last 5 Years	Last 10 Years
<small>*These numbers reflect an ATP's performance during its tenure as a BCI partner. Hence, if a Platinum ATP has a 3-year relationship with BCI, it must look at the numbers it has achieved in the last 1, 2 and 3 years.</small>						
Number of Certifications serviced*	Last 1 Year	Last Two Years	Last 3 Years	Last 4 years	Last 5 Years	Last 10 Years
<small>*These numbers reflect the number of individuals registered for BCI certifications since the inception of the ATP's partnership with BCI, who should have finally taken their BCI certification exams. Hence, if an ATP has a 3-year relationship with BCI, it must look at the numbers of BCI-registered trainees who took the BCI certification exams in the last 1, 2 and 3 years.</small>						
Declaration by the Applicant ATP						
<small>On behalf of my organization under the authority vested into me by its board, I declare that we have read the BCI policy regarding ATP tenure extension, and agree that all decisions in this regard will be taken in accordance to the performance and potential norms stated therein. I understand and assure on behalf of my organization, that we will comply with the advise shared by BCI to complete all the requirements for securing the extension of our organization's tenure as an Authorized Training Provider of BCI.</small>						
Signature						

C2. Applying for Territorial Coverage Modification

The Territorial Coverage request form is available on the BCI official website, or it can be requested by writing to partnership@bci.org. One of the global teams of the worldwide BCI service provider CredForce will assist in the process in accordance to the norms stipulated above.



In the event, an ATP appears to have fallen short on the number of certifications serviced as prescribed in the norms, ATP will require to submit a brief statement of reasons explaining the shortfall, and its plans to ensure a better performance in the future to qualify for an extension. The format for this statement is prescribed and available in the Territorial Coverage Extension Request form – **BC-PTF2**. A copy of the form may be found as an annexure to the print/ pdf version of this policy document. The screengrab of this form is reproduced below.

Form BCI-PTF2 - ATP Territorial Coverage Change Request						
Name of the ATP organization as appearing in the BCI appointment letter						
Category of ATP (Platinum/ Gold/ Silver/ Corporate/ Institutional/ ICOS)						
Country(ies) of Operation						
New Country(ies) proposed for inclusion in the ATP territorial coverage						
Name of the Head of the ATP organization						
Name of the person filling out this Extension Request form						
Date of Tenure Extension Request						
Date of Appointment as ATP						
Date of Expiry of ATP tenure						
Number of BCI Certification kits procured*	Last 1 Year	Last Two Years	Last 3 Years	Last 4 years	Last 5 Years	Last 10 Years
<small>*These numbers reflect an ATP's performance during its tenure as a BCI partner. Hence, if a Platinum ATP has a 3-year relationship with BCI, it must look at the numbers it has achieved in the last 1, 2 and 3 years.</small>						
Number of Certifications serviced*	Last 1 Year	Last Two Years	Last 3 Years	Last 4 years	Last 5 Years	Last 10 Years
<small>*These numbers reflect the number of individuals registered for BCI certifications since the inception of the ATP's partnership with BCI, who should have finally taken their BCI certification exams. Hence, if an ATP has a 3-year relationship with BCI, it must look at the numbers of BCI-registered trainees who took the BCI certification exams in the last 1, 2 and 3 years.</small>						
Declaration by the Applicant ATP						
<small>On behalf of my organization under the authority vested into me by its board, I declare that we have read the BCI policy regarding ATP territorial coverage modification, and agree that all decisions in this regard will be taken in accordance to the performance and potential norms stated therein. I understand and assure on behalf of my organization, that we will comply with the advise shared by BCI to complete all the requirements for securing a change of our organization's territorial coverage from what we currently do as an authorized Training Provider of BCI.</small>						
Signature						

All active ATP organizations are required to apply for tenure extension at least 30 days in advance of the date of expiry of their active tenure. Application can be made online in some geographies, or an email can be written to partners@bci.org to get a pdf copy of the form, which can be filled out and submitted through email.



D. Carryovers & Performance Incentives

Authorized Training Providers who have exceeded the prescribed numbers during their tenure not only qualify for extension of their tenure and/ or modification of their territorial coverage, they also earn carryover benefits and performance discounts in their future CSU orders.

D1. Carryover Benefits

Carryover benefit is calculated as the difference between the prescribed target number and the actual numbers achieved by an ATP. The difference is awarded to an ATP as a Carryover Credit for the next year. Hence, if an ATP overperforms by selling or servicing 50 certifications over and above the prescribed target in a particular year, for the next year, it will be awarded a Carryover Credit equal to a certain multiple of 50, and which will add to the next year's performance of the ATP. Carryover Credit helps an ATP in case the next year there is a shortfall in actual performance. The carryover benefits are not transferable or tradable among different ATP organizations as of now. The following grid summarizes the Carryover benefits. The final decisions regarding carryover benefits are taken after analysis of the Tenure Extension and Territorial Coverage request forms.

Table D1- Performance Incentives - Carryover Credits

<i>Number of Certifications sold in excess of assigned/ prescribed target</i>	<i>Carryover Credit for the Next Two Calendar Years*</i>	
Less than 25	10	The sales performance in the next two years will increase by 10 units
50-100 certifications	0.25X	If 100 CSUs were sold, 0.25X100=25 csus will add to the next 2 year sales
101-150 certifications	0.50X	If 150 CSUs were sold, 0.50X150=75 csus will add to the next 2 year sales
151-200 certifications	0.75X	If 200 CSUs were sold, 0.75X200=150 csus will add to the next 2 year sales
201-300 certifications	1.00X	If 300 CSUs were sold, 1.0X300=300 csus will add to the next 2 year sales
Above 300 certifications	1.25X	If 400 CSUs were sold, 1.25X400=500 csus will add to the next 2 year sales

**Carryover Credits are only numbers to be added to the sales performance of the next two years - usually equally divided. Carryover credit is NOT equal to Certification Kits to be provided FREE to an ATP. For example, if an ATP received a Carryover Credit of 100 units for its last year's performance, it implies that its actual sales performance in the next year of, say 400 will now increase by 100 and become 500. This Credit may make the ATP eligible for higher Performance Discounts next year, and also help it, in case the sales next year dip.*

D2. Performance Discounts

Performance Discounts awarded to ATPs help reduce the price of CSUs ordered in future. They are awarded as incentives to ATPs who sell or service more than the prescribed numbers.



Hence, if an ATP overperforms by selling or servicing 50 certifications over and above the prescribed target in a particular year, for the next year, it will be awarded a certain Performance Discount on the purchase value of its next order of CSUs.

The following grid summarizes the performance discounts. The final decisions regarding performance discounts are taken after analysis of the Tenure Extension and Territorial Coverage request forms. The performance discount benefits are not transferable or tradable among different ATP organizations as of now.

Table D2- Performance Incentives - Performance Discounts		
Number of Certifications sold in excess of assigned/ prescribed target	%age Performance Discount given on Market Price of Certifications/ CSUs*	
Less than 25	10	For the next order of certifications, the ATP will pay only 90% of the total value or USD 7500, whichever is higher.
50-100 certifications	15	For the next order of certifications, the ATP will pay only 85% of the total value or USD 12,500, whichever is higher.
101-150 certifications	20	For the next order of certifications, the ATP will pay only 80% of the total value or USD 15,000, whichever is higher.
151-200 certifications	25	For the next order of certifications, the ATP will pay only 75% of the total value or USD 20,000, whichever is higher.
201-300 certifications	30	For the next order of certifications, the ATP will pay only 70% of the total value or USD 25,000, whichever is higher.
Above 300 certifications	40	For the next order of certifications, the ATP will pay only 60% of the total value or USD 35,000, whichever is higher.

**Unless specified in a separate communication to an ATP, all Performance Discounts are valid only for one calendar year after their award. In countries where BCI online ordering is functional, the discounts are automatically applied at the checkout stage of the online order form. In countries/cases where ordering is done through emails, the discounts are applied manually.*



Form BCI-PTF1 - ATP Tenure Extension Request

Name of the ATP organization as appearing in the BCI appointment letter

Category of ATP (Platinum/ Gold/ Silver/ Corporate/ Institutional/ ICOS)

Country(ies) of Current ATP Operation

Number of Years of Tenure Extension desired

Name of the Head of the ATP organization

Name of the person filling out this Extension Request form

Date of Tenure Extension Request

Date of Appointment as ATP

Date of Expiry of ATP tenure

Number of BCI Certification kits procured* Last 01 Year Last 2 Years Last 3 Years Last 4 years Last 5 Years Last 10 Years

**These numbers reflect an ATP's performance during its tenure as a BCI partner. Hence, if a Platinum ATP has a 3-year relationship with BCI, it must look at the numbers it has achieved in the last 1, 2 and 3 years.*

Number of Certifications serviced* Last 01 Year Last 2 Years Last 3 Years Last 4 years Last 5 Years Last 10 Years

**These numbers reflect the number of individuals registered for BCI certifications since the inception of the ATP's partnership with BCI, who should have finally taken their BCI certification exams. Hence, if an ATP has a 3-year relationship with BCI, it must look at the numbers of BCI-registered trainees who took the BCI certification exams in the last 1, 2 and 3 years.*

Declaration by the Applicant ATP

On behalf of my organization under the authority vested into me by its board, I declare that we have read the BCI policy regarding ATP tenure extension, and agree that all decisions in this regard will be taken in accordance to the performance and potential norms stated therein. I understand and assure on behalf of my organization, that we will comply with the advise shared by BCI to complete all the requirements for securing the extention of our organisation's tenure as an Authorized Training Provider of BCI.

Signature



Form BCI-PTF2 - ATP Territorial Coverage Change Request

Name of the ATP organization as appearing in the BCI appointment letter

Category of ATP (Platinum/ Gold/ Silver/ Corporate/ Institutional/ ICOS)

Country(ies) of Current ATP Operation

New country(ies) being requested

Name of the Head of the ATP organization

Name of the person filling out this Extension Request form

Date of Tenure Extension Request

Date of Appointment as ATP

Date of Expiry of ATP tenure

Number of BCI Certification kits procured* Last 01 Year Last 2 Years Last 3 Years Last 4 years Last 5 Years Last 10 Years

**These numbers reflect an ATP's performance during its tenure as a BCI partner. Hence, if a Platinum ATP has a 3-year relationship with BCI, it must look at the numbers it has achieved in the last 1, 2 and 3 years.*

Number of Certifications serviced* Last 01 Year Last 2 Years Last 3 Years Last 4 years Last 5 Years Last 10 Years

**These numbers reflect the number of individuals registered for BCI certifications since the inception of the ATP's partnership with BCI, who should have finally taken their BCI certification exams. Hence, if an ATP has a 3-year relationship with BCI, it must look at the numbers of BCI-registered trainees who took the BCI certification exams in the last 1, 2 and 3 years.*

Declaration by the Applicant ATP

On behalf of my organization under the authority vested into me by its board, I declare that we have read the BCI policy on ATP territorial coverage modification, and agree that all decisions in this regard will be taken in accordance to the performance and potential norms stated therein. I understand and assure on behalf of my organization, that we will comply with the advise shared by BCI to complete all the requirements for securing the desired change in territorial coverage as a BCI Authorized Training Provider.

Signature