Approved Training Provider Manual

INTRODUCTION

To support the demand for quality training across a wide domain of topics and delivery modalities, ASTM established the Approved Training Provider Program (ATPP). The ASTM ATPP leverages a network of providers to design, develop, deliver and administer high-quality, relevant learning programs to promote proper understanding and application of ASTM standards and related content.

This Program Manual provides the requirements for participation in the program, including the development, presentation, measurement, and reporting of educational events.

ASTM ATPP Providers must comply with all applicable program requirements and practices contained within this Program Manual. Failure to comply will lead to suspension or revocation of Approved Provider status.

The ATPP Manual is maintained by the ASTM Training and OnDemand Solutions Department and undergoes periodic review and revision. ASTM Training will provide notice of revisions. Providers have 6 months to address any non-conformities. Questions of interpretation and meaning will be reviewed by ASTM staff.

GLOSSARY

ATPP
Approved Training Provider Program

ASTM APPROVED TRAINING PROVIDER
An organization that has met and continues to meet all of the requirements of the ASTM ATPP and has been approved by ASTM to provide training.

ASTM ATPP ADMINISTRATOR
An ASTM staff member who is responsible for the administration of training offered under the requirements of the ASTM ATPP. The ASTM ATPP Administrator is the liaison and point of contact for ASTM.

PROVIDER
An organization providing training and education programs.

PROVIDER TRAINING ADMINISTRATOR
A representative of the Provider who is responsible for ensuring the Provider organization adheres to ASTM ATPP requirements. The Provider Training Administrator is the liaison and point of contact on behalf of the Provider Organization.

SME
Subject Matter Expert

FORMS

CONFLICT OF INTEREST DISCLOSURE
A required form from individuals developing and/or delivering a course that identifies relevant conflicts that may impact the course.

COURSE PROMOTION FORM
A mandatory form that provides guidance on course description and promotion.

NEW COURSE PROPOSAL FORM
A form that must be completed by the Provider that contains information necessary for new course evaluation by ASTM ATPP staff and subject matter experts.

TRAINING UNIT PARTICIPANT FORM
A form that must be completed by Provider that contains a record of each participant who successfully completes a course for ASTM training units and the number of ASTM training units earned.

NEW COURSE PROPOSAL FORM
A form that must be completed by the Provider that contains information necessary for new course evaluation by ASTM ATPP staff and subject matter experts.

TRAINING UNIT PARTICIPANT FORM
A form that must be completed by Provider that contains a record of each participant who successfully completes a course for ASTM training units and the number of ASTM training units earned.

PROVIDER ORGANIZATION

The Provider will demonstrate that it has the organizational mandate and ability to properly develop, maintain and sustain training activities.

OVERVIEW
The Provider will have written internal policies that clearly show that the training and education group has the authority and structure to develop, maintain and sustain high quality and ethical training activities.

REQUIRED PRACTICES
1. The Provider must have an identifiable training group with assigned responsibility for administering training and education courses.

2. There is demonstrated stability and permanence to the organization and the training and education group.

3. The organization has sufficient fiscal, human, and physical resources to support the training and education group and program and its ongoing improvement.

4. The organization and its staff demonstrate high standards of professional conduct and respect the rights and worth of the individuals served.

5. The training and education group follow generally accepted training and education methodologies including but not limited to: identification of training needs, learning outcomes, personnel, learning environment and support, conflicts of interest and course quality review practices.

6. The training and education group has written adequate program policies, including the following concerning course fees and complaints:

   – refund of fees in the event Provider cancels or reschedules a program
   – refund of fees when a participant cancels
   – resolution of complaints from individuals not satisfied with the organization's

TRAINING SERVICES/PROGRAMS.
These policies must be clearly stated in promotional materials such as website descriptions of course programs.

7. The organization has a system in place to retain all information related to training course planning, registration and administration for a period of 7 years.

8. Policies must include verification of learner identity when replacement records are requested and how to ensure that the learner has agreed to the release of any information.

9. The permanent record may be maintained by the provider or a contracted service; however, the provider bears primary responsibility for maintenance and availability of permanent records.

10. A permanent record is an official cumulative record or file issued by the Approved Provider that documents an individual's participation in the Approved Provider's continuing education activities. This individual record should include:

– Provider name and address
– Learner name and contact information (address, email, or phone)
– Activity title
– Type of activity (e.g., workshop, online course, self-study)
– Start and completion date(s) of the activity
– Number of ASTM Training Units awarded
– gnstructor(s) name(s) and credentials
– Assessment scores, if applicable.

11. The provider must maintain a record of all complaints (resolved and unresolved) filed against the provider.

PROVIDER ADMINISTRATION OF ATPP REQUIREMENTS

The Provider ensures that the ATPP requirements and practices are followed.

OVERVIEW

The Provider will have written policies that ensure that training courses continually meet the ASTM ATPP training requirements.

There should be designated personnel who have authority to administer and coordinate an organized schedule of training courses.

The organization will identify a Provider Training Administrator who will act as liaison/contact person between the Provider organization and the ASTM ATPP Administrator. The Provider Training Administrator is responsible for ensuring that all ATPP requirements and practices are followed.

REQUIRED PRACTICES

1. Provider has written policies that cover the process that ensures adherence to the ATPP's requirements, including deadlines for submission of reports, forms, participant credit, etc.

2. The review process, authority, and responsibility for adherence to ATPP requirements is conducted by an individual who understands the ATPP requirements.

3. The review process incorporates the latest ATPP requirements, policies, practices, and guidelines.

IDENTIFICATION OF TRAINING NEEDS

The Provider ensures that training and education courses are planned in response to identified training needs.

OVERVIEW

The Provider will have a demonstrated process for identifying training needs based on performance gap analysis. Gaps can result from a variety of factors including new or revised regulations, standards, processes, etc.

While each individual training course does not require a separate needs assessment, there must be a demonstrated rationale and plan for each course where the needs have been established by some assessment method.

REQUIRED PRACTICES

1. The Provider has a process for identifying and updating learner needs.

2. Each training course topic and its content originate from identified needs.

3. The Provider defines the potential participants for each training course and should specify the target audience and any prerequisites in all promotional efforts.

LEARNING OUTCOMES

The Provider has written statements of intended learning outcomes (e.g., cognitive or behavioral objectives) that are based on identified needs for each training course.

OVERVIEW

The Provider must list course learning outcomes that indicate cognitive, behavioral and affective performance objectives. Learning outcomes must be clear, targeted to job tasks and measurable. Learning outcomes must be provided in web course description or other promotional materials about the course.

REQUIRED PRACTICES

1. **Learning Outcomes:** The Provider must have written learning outcomes for each training course that reflect what learners will be able to demonstrate. Outcomes must reflect the following:

   – define the knowledge, skills, and/or attitudes that the learner should be able to demonstrate following the training.
   – be clear, concise, measurable, and observable (when applicable).
   – be based on identified needs.
   – are limited and reasonable.

2. **Notification:** Learners are informed of intended learning outcomes

PERSONNEL

The Provider ensures that qualified individuals are directly involved in determining the training course's purpose, developing learning outcomes, and planning and conducting each course.

OVERVIEW

The Provider ensures that decisions about course planning and development are made by individuals who:

– are subject matter experts
– understand the course purpose and learning outcomes
– have knowledge and skill in instructional methodologies and learning processes, and
– have the ability to communicate with participants at an appropriate level.
– The Provider ensures that training courses are not for promoting products or services. Where conflicts of interest are involved, a Conflict-of-Interest Disclosure is required.

REQUIRED PRACTICES

1. **Qualified Personnel:** the Provider ensures that individuals involved in program development and instruction are qualified by their education and/or experience.

2. **Course and Training Expertise:** expertise in course content and instructional methodologies is used in developing courses.

3. **Use of Learning Outcomes:** individuals involved in program planning understand and use learning outcomes in program planning and development.

4. **Personnel Assessment:** a mechanism is in place to assess development and instructional personnel regarding meeting learning outcomes and learner expectations.

5. **Standards of Conduct:** personnel demonstrate a high standard of professional conduct and will not discriminate against participants on the basis of gender, age, socioeconomic or ethnic background, sexual orientation, or disability.

6. **Conflicts of Interest:** the Provider ensures that conflicts of interest are disclosed to learners.

LEARNING ENVIRONMENT AND SUPPORT

The Provider ensures that training facilities, materials, and equipment are appropriate to achieve the purpose and learning outcomes of each course.

OVERVIEW

The Provider should use facilities, materials, and equipment that are relevant to achieve the goals and learning outcomes of the course. The Provider should endeavor to provide appropriate support for when using learning formats such as self-study, eLearning instruction, and distance learning with multimedia.

Promotional activities, such as exhibits, commercial presentations, and printed or digital advertisements, must not be in the same physical or virtual location where the training course is conducted.

REQUIRED PRACTICES

1. The facilities are appropriate to the content and method of delivery of the course and should enhance learning.

2. Resources, materials and equipment are available to support learning to achieve the course's learning outcomes.

3. If a product or service is required or recommended to participate in a course, this must be communicated to the learner prior to registration.

CONTENT AND METHODOLOGY

The Provider ensures that content and instructional methodologies are consistent with course learning outcomes, are appropriate for learning, and permit opportunities for learners to participate and receive feedback.

OVERVIEW

The Provider follows recognized instructional methodologies that support course learning outcomes. Content is kept up to date and is organized in a logical manner.

Effective ASTM standards training, and education often requires the use of equipment and apparatus. Therefore, it is appropriate that Providers offer instruction in the theory, procedures, operation and/or calibration of such equipment and apparatus. The sale or marketing of these products and any concomitant services in the instructional portion of the training course is prohibited.

REQUIRED PRACTICES

1. **Outcome Focus:** The course's content and methodologies are directly related to learning outcomes. The content and learning outcomes should be related to the appropriate subject matter. Promotion of products and services should not influence the development and delivery of the course content.

2. **Products and Services:** Course content that includes reference to products and services must focus on technical and professional education, not product or service promotion. Selling or marketing specific products or services during the instructional portion of a course is prohibited in courses offered for ASTM training units.

3. **Logical Structure:** The content is organized in a logical manner.

4. **Current and Appropriate:** All content as well as supplemental learning materials (multimedia, handouts, etc.) are current and appropriate for the course.

5. **Duration:** The training course is of sufficient duration to achieve the stated learning outcomes.

6. **Learner Reinforcement:** Learner interaction, instructor feedback, and/or reinforcement of learned knowledge and skills are used to reinforce learning.

7. **Methodologies:** Varied instructional methodologies are used to accommodate various learning styles.

8. **IP:** Provider has established policies and procedures to address intellectual property rights.

9. **Review:** The Provider has policies and procedures to review course content for quality, currency, and effectiveness in assisting learners to achieve learning outcomes.

CONFLICTS OF INTEREST

The Provider must focus their courses on training and professional education, not product or service promotion. Conflicts of interest in training arise when financial and/or nonfinancial considerations, relevant to the course content, compromise or have the potential to compromise professional judgment.

OVERVIEW

The Provider must have a process to resolve and disclose conflicts of interest. The process must include the management and disclosure of financial and in-kind support of training courses. Where exhibits and advertising are associated with training courses, the provider must have policies in place to ensure there are no conflicts of interest.

REQUIRED PRACTICES

Subject Matter Focus

1. The Provider must ensure that training course content and the presentation focuses on the subject matter material. Attempts to persuade organizations and individuals involved in planning, implementing, or evaluating the course to favor, recommend, purchase, use, or promote a particular product, equipment, apparatus, or service are not permitted.

2. The Provider must ensure that the sale or promotion of products or services are not the focus of training course content and related materials. Product and service promotion should not influence the learning outcomes or course content.

3. Product/Service Courses: Providers who offer courses about products or services or jointly plan courses with an organization that has products or services must provide information in a scholarly manner regarding:
   – theoretical aspects related to the product or service and/ or
   – the details of operation.

Conflict of Interest Process

The Provider must have a written process in place to (1) identify relevant conflicts of interest, (2) determine if the existence of those conflicts of interest disqualifies an individual from being involved in the course planning and delivery, and (3) disclose conflicts of interest to learners.

1. The Provider must document that each individual developing and/or delivering course content has disclosed, prior to and during course planning, all existing and relevant financial and nonfinancial relationships.

2. The Provider must have a process to identify relevant financial and nonfinancial relationships that have developed after course planning and prior to course delivery.

3. Any individual involved in developing and/or delivering course content who refuses to disclose relevant financial and nonfinancial relationships will be disqualified and cannot have control of, or responsibility for, the planning, management, presentation, or evaluation of the training course.

4. The Provider must have a process to determine whether relevant conflicts of interest disqualify the individual from participation in course planning and/or delivery or if the conflicts may be resolved through disclosure.

5. The Provider must have a process for disclosing relevant conflicts of interest for all instructional personnel.

6. The Provider must ensure that instructional personnel disclosure is available to potential registrants in promotional efforts and at the start of the course.

7. The Provider must ensure that the following information is disclosed to learners:
   – The name of the instructional personnel
   – Relevant financial relationship(s): Listing the name of the organization and the type of financial relationship; and/or
   – Relevant nonfinancial relationship(s): Listing the name of the organization and the type of nonfinancial relationship.

3rd Party Financial/In-Kind Disclosure
The Provider must manage and disclose all financial and in-kind support given by other organizations that is used to pay all or part of the costs of the training course.

1. The Provider must make all decisions regarding the allocation and disbursement of funds received from other organizations.

2. The Provider must be able to produce accurate and detailed written documentation of:
    – Names of organizations that provided financial and/or in-kind support
    – Dollar amount received from each organization
    – Monetary value and description of in-kind support received
    – How the money and in-kind support were used.

3. As a condition of receiving financial and in-kind support, a Provider is not required to accept advice or services from contributing organizations concerning planners, instructional personnel, learners, course content, planning, implementation, or evaluation.

4. If payment for planners and instructional personnel is involved, it must come directly from the Provider or cooperative party (or parties) involved in course content development, not from the other organization(s) providing financial or in-kind support for the training course.

5. The Provider may use financial or in-kind support received from other organizations to pay for travel, lodging and other expenses for learners. The Provider must manage the disbursement of this assistance.

6. The names of other organizations contributing financial and in-kind support must be disclosed to learners prior to the beginning of the training course.

Exhibits and Advertisements
The Provider must appropriately manage exhibits and advertisements associated with a training course.

1. Upon provider status approval, ATPP's are authorized to use the ASTM Approved Provider Logo, Digital Credential (badge), and ATPP statement for approved educational events. . *unauthorized use of Approved Provider branding will result in immediate removal from the program.

2. The Provider controls decision making over placement of exhibits and advertisements and the time and place of social events or meetings.

3. Promotional activities, such as exhibits, commercial presentations, and printed or digital advertisements, are prohibited in the physical or virtual location where training courses are conducted. Likewise, promotional activities are prohibited as part of the instructional portion of training courses. For example:

    – **Live, face-to-face training courses:** display or distribution of advertisements and promotional materials is prohibited in the instructional space where the training course is conducted.
    – **Print-based training courses:** advertisement and promotional materials are prohibited within the pages of the training content. Advertisements and promotional materials may face the first or last pages of printed training content.
    – **Web/computer-based training courses:** advertisements and promotional materials are prohibited within the body of the course.
    – **Recorded training courses:** advertisements and promotional materials are prohibited within the body of the training course. "Commercial breaks" are prohibited.

4. Providers must ensure that products, equipment, or apparatus used in conducting the course are not sold or marketed as part of the instructional portion of the training course.

5. Print or digital information distributed about the training course that is not directly related to the transfer of education to the learner, such as schedules and content descriptions, may include product, service, or organizational promotion or product-specific advertisements.

6. Print or digital course descriptions, promotional materials or advertisements must adhere to the following requirements:

    – The word free may be used when advertising a course that has no registration fee.
    – If course registration is free, but the purchase of an item related to the course is required to participate in the course — for example, a book or an apparatus — this must be disclosed to the learner prior to their registering for the course.

NEW COURSE PROPOSALS

The Provider must complete the New Course Proposal process for the initiation of all new training and education courses to be considered for inclusion in the ASTM ATPP.

OVERVIEW
The Provider provides the ASTM ATPP Administrator with all the required information, documentation, samples, examples, lesson plans and personnel credentials necessary for evaluation. The Provider must make training personnel available for interview by ASTM subject matter experts.

REQUIRED PRACTICES
New Course Proposal
The Provider must complete the ASTM New Course Proposal Form. The form must be provided to ASTM ATPP Administrator a minimum of 45 days (approximately 6 weeks) prior to a proposed training event. This form includes, but is not limited to, the following:

– Course Name
– Course Type: Lecture, hands-on, eLearning, webinar, hybrid
– Length
– Target Audience
– Market Need/Rationale
– Lesson Plan
– Learning Outcomes
– Requirements for Completion
– Learning Assessment
– ASTM Standards
– Multimedia/Equipment/Apparatus Needs
– Course Exercises
– Classroom Facilities
– Standards Training: If the proposal is for training on specific ASTM standards, then proposal must include coverage of scope, significance and use, terminology, sampling, procedure, calculation, reporting.
– Location and Dates of Training
– Training Instructor Names, CVs and Contact Information

Course Materials
The Provider must provide ASTM ATPP Administrator with a complete copy of the course materials, such as slides, multimedia, workbook, eLearning files, etc. for ASTM Subject Matter Expert (SME) review a minimum of 6 weeks in advance of a training event.

Instructor Interview
The Provider must make all instructors available for ASTM SME interviews. Such interviews can be conducted over the phone. All interviews must be completed before commencement of training.

TRAINING UNITS

The Provider has an established procedure to identify participants who meet requirements for satisfactory completion of the course and who are qualified to earn ASTM training units. There is also a system for maintaining permanent participant records for a period of at least 7 years.

Course Promotion Form
If a course is accepted, the Provider must complete the Course Promotion Form which provides course description, location(s), attendee titles, scope, learning outcomes, course agenda by day, fee, training units, included materials (including standards and other documents), instructor names and bios, and how learning will be assessed. It also includes recommended target market lists for digital promotion.

OVERVIEW
The Provider Training Administrator verifies and reports that each participant has (or has not) met the specified requirements for satisfactory completion of the course and is (or is not) eligible to be awarded ASTM training units. Only learners who successfully complete a program or course are awarded ASTM training units.

This information, verified by the Provider Training Administrator, is reported to the ATPP Administrator.

The Provider is expected to retain a record of each participant who successfully completes a course for ASTM training units and the number of ASTM training units earned. The record may be copies of the ASTM Training Unit Participant Forms (originals are submitted to ASTM), attendance rosters, typed or handwritten lists, or other documentation developed by the Provider to maintain the names of participants earning ASTM training units and the number of training units to be awarded.

Records must be maintained for a minimum of 7 years from the completion date of the course offering.

REQUIRED PRACTICES
Recognized Training Unit Measures
The Provider uses internationally recognized quantitative measures, such as the Continuing Education Unit (CEU) and/or Professional Development Hours (PDH), to record learner participation.

Training Unit Calculation
The Provider has a process for calculating the number of ASTM Training Units available for each course. For example, sixty minutes or 1 clock hour is equal to 0.1 ASTM CEU. Ten clock hours equal one (1.0) ASTM CEU. Increments of less than an hour are rounded down to the nearest half-hour or hour when computing the total number of units for a course.

In courses in which the method of educational delivery does not lend itself to easy translation to contact hours, the method of assigning credits should be described, and the Provider must justify the method of determining the number of ASTM training units for that course. The ATPP reserves the right to evaluate and determine the appropriateness of the number of ASTM training units offered.

Notification
If a Provider-initiated course is to be offered for ASTM training units, the Provider shall submit course and offering registration to the ATPP that arrives no less than 45 days (approximately 6 weeks) before the starting date of the first offering of the course. Subsequent offerings of the course must be registered no less than 5 business days prior to the start date of the offering.

Course Description
The course description included on the course and offering registration should include the key learning outcomes for the course.

Promotion
The primary promotional materials for courses offered for ASTM training units must include the ASTM ATPP Logo and a required ASTM training unit sentence that indicates the

number of ASTM training units to be offered for successful completion of the course and the instructional level and content area of the course. The ATPP Logo identifies the Provider as Approved to offer ASTM training units.

Verification

The Provider has a systematic process for verifying attendance and identifying individuals who satisfactorily complete a course and are eligible to earn ASTM training units.

If earning ASTM training units is dependent on participant attendance, the Provider has an appropriate system in place to track and monitor participant attendance, especially with large conferences and conventions. For programs such as conventions and large conferences, the Provider has a system to track, calculate, and offer variable credit to participants who do not attend the entire course.

Information Collection System

The Provider has a system in place to disseminate and collect information required on the ASTM Training Unit Participant forms during training events.

Training Unit Participant Form Submission

The Provider will verify and submit all ASTM Training Unit Participant Forms for receipt by the ATPP no more than 45 days after the completion date of the training event..

Recordkeeping

The Provider has a permanent record-keeping system for retaining participants' names and ASTM training units earned for a minimum of 7 years from the completion date of the course offering.

– The Provider has a system to ensure the privacy and security of participants' records.
– The Provider may not offer ASTM training units retroactively.

REQUIREMENTS FOR SATISFACTORY COMPLETION

The Provider ensures that satisfactory completion requirements are established for each course. These requirements are based on the learning outcomes. Participants should be informed of the requirements before participating in the course.

OVERVIEW

The Provider will have established satisfactory completion requirements before the beginning of the course. Requirements may be based on demonstrated learning, a predetermined level of attendance, or a combination of performance and attendance. Requirements for performance levels should be based on the learning outcomes. When participant attendance is used to determine satisfactory completion, attendance requirements should be documented on rosters, sign-in sheets, or some other reliable documentation method.

Participants should be informed of requirements in advance and should know that only those who meet those requirements will earn ASTM training units.

REQUIRED PRACTICES

1. Satisfactory completion requirements are established for each planned course.

2. Satisfactory completion requirements are based on the course's learning outcomes.

3. Participants are informed of the satisfactory completion requirements before the course.

4. Special attention is given to verifying satisfactory completion for participants in large conferences and conventions with multiple sessions.

5. Learners are notified if they have not met satisfactory completion requirements (e.g., learner will not be recommended for ASTM training units).

ASSESSMENT OF LEARNING OUTCOMES

The Provider ensures that achievement of the course's learning outcomes is assessed using procedures established during the course's planning.

OVERVIEW

The Provider will have established procedures to assess learning outcomes achievement. These assessments may be made during and at the conclusion of the course.

Learning assessments may take diverse forms, such as a self-assessment questionnaire, performance demonstrations, written or oral examinations, a question-and-answer session, written reports, completion of a project, etc.

REQUIRED PRACTICES

1. Learning assessment procedures are established during course planning.
2. Learning assessment procedures measure intended learning outcomes achieved.
3. Participants are informed in advance when formal learning assessment procedures are to be used to determine satisfactory completion of the course and/or the earning of ASTM training units.

PROGRAM EVALUATION

The Provider ensures that in the planning stage of the training course, an evaluation process is established to examine various aspects of the course, such as the needs assessment, logistical and instructional planning, selection and preparation of instructors, course implementation, and extent to which intended learning outcomes are achieved.

OVERVIEW

The Provider will have a process to measure the quality of the program, and instruction. Program evaluations should be designed to capture specific information that will allow Providers to make continuous improvements in their offerings.

The Program evaluation process should provide assessment of such questions as:

– Was the needs analysis appropriate to the target audience?
– Were the learning outcomes appropriate to the educational needs of the learners?
– Did the course's content appropriately support the learning outcomes? How could the content be improved or enhanced?
– Based on course assessments, did the learning experience and the instructional methods used result in achievement of the learning outcomes?
– Were conflicts of interest and commercial support managed in a way that fostered transparency and openness?

REQUIRED PRACTICES

1. Program evaluation procedures are established during course planning.
2. Each course is evaluated (for large scale events with multiple components, such as conventions, program evaluations are not required for each component within the course).
3. Program evaluation results are incorporated into program improvements.

ASTM INTERNATIONAL

ADVANCING STANDARDS
TRANSFORMING MARKETS