

International Association of Outsourcing Professionals Certifications Enabled

IAOP's mission is simple — to improve the quality and consistency of outsourcing outcomes through the enhancement of outsourcing as a profession and as an industry. Key to achieving this mission is through its Outsourcing Professional Certification Framework™ (OPCF), which addresses the professional development and recognition needs of individuals who work across the global outsourcing industry in customer, provider and advisor organizations, with a goal of improving the capabilities of managing highly complex multi-company outsourcing and sourcing relationships.

IAOP's **Certified Outsourcing Professional® (COP)** family of certifications is for individuals responsible for the design, implementation, and management of outsourcing relationships. Within this family of designations individuals can specialize in selected industries, functions, processes, stages of the outsourcing life-cycle (strategy, deal design, transition, and governance), and in professional fields that directly support outsourcing programs such as finance, legal, business process analysis and others.

IAOP has launched a new certification family for specialists involved in the delivery of outsourced services — the **Certified Outsourcing Specialist™ (COS)** certifications. COS certifications aim to create a standardized job candidate evaluation procedure for the outsourcing industry and include certifications in transaction processing (COS-TP), human resources (COS-HR), finance & accounting (COS-F&A), among others.

To serve the entire outsourcing ecosystem and increase synergies among outsourcing service provider, customer and advisory companies and certifications within the OPCF, IAOP has introduced the **IAOP Certifications Enabled (ICE)** designation. The ICE designation will enable leading outsourcing service provider, customer and advisory companies to highlight their adoption of international best practices in hiring their workforce by endorsing IAOP certifications. This designation can help differentiate participating companies in the marketplace, and help promote awareness of the certification programs and encourage adoption across the industry.

For more information, please contact Pam O'Dell at pam.odell@iaop.org.



Benefits of ICE Designation:

- COP and COS certifications are reviewed and **approved by leading outsourcing customers** and endorsed by the membership of IAOP, including some of the largest global customers of outsourcing. The ICE designation will help outsourcing providers demonstrate to these customers that they are **hiring the highest quality workforce**. These certifications are also **approved by the US Department of Labor, Employment and Training** and included in their CareerOneStop program.
- By adopting some certifications in the COS family, companies can **save on testing expenses**. Usually candidates pay directly for these standardized tests, and thus hiring companies would reduce their expenses of creating and administering their own tests. Hiring companies can also use any of the COS certification databases to **find high quality employees**.
- The endorsement by ICE designated companies will promote the adoption of COP and COS certifications by individuals and organizations, **helping to create a standard of excellence** in the outsourcing ecosystem.
- ICE organizations will also be invited to participate in an IAOP steering committee around new certifications.
- IAOP Corporate Members who are ICE designated will be **provided with appropriate marketing opportunities**.
- IAOP periodically will publish reports of the number of IAOP certified workers in each of the top outsourcing destinations. These reports will help national associations reliably demonstrate the quality of their labor pool. This will **attract outsourcing customers** to their destination.

ICE Designation Process

An outsourcing service provider, customer or advisory firm may become designated at three different levels depending on their requirements and hiring standards. IAOP's Corporate & Professional Development team will work closely with human resources and other relevant departments of the company to help implement the ICE designation.

	<p>ICE Level 1:</p> <ul style="list-style-type: none"> a) Request one or more COP/COS certifications in the hiring process. Thus, any relevant job advertisements, postings, and application forms would contain the phrase: "include IAOP COP certification if available" or "include IAOP COS certifications and relevant score if available." b) Provide a faster hiring process for candidates with COP and/or COS certifications c) Where appropriate, post jobs on a special job board accessible to professionals with relevant COP and/or COS certifications
	<p>ICE Level 2 (all of the requirements of Level 1 plus the following):</p> <ul style="list-style-type: none"> a) Strongly recommend one or more COP/COS certifications in partner's hiring process. Thus, any relevant job advertisements, postings, and application forms would contain the phrase: "IAOP Certified Outsourcing Professional® (COP) and/or Certified Outsourcing Specialist™ (COS) certifications requested. Preference given to candidates with this designation." Provide preferential hiring decisions for candidates that meet other company requirements and possess the relevant IAOP certifications
	<p>ICE Level 3 (all of the requirements of Level 2 plus the following):</p> <ul style="list-style-type: none"> a) Require relevant COP or COS certifications in the hiring process except in exceptional cases. Thus, any relevant job advertisements, postings and applications would contain the phrase "IAOP Certified Outsourcing Professional® (COP) certifications required" and/or "IAOP Certified Outsourcing Specialist™ (COS) certifications and relevant scores required." b) Annually report the percentage of relevant workers who have certifications to IAOP

IAOP's certifications represent the highest level of professional accomplishment and are the industry's gold standard of excellence for customers, providers and advisors around the globe.

The following companies and organizations are just a small sample of the leading firms that have embraced IAOP's training and certification programs as a key element in their organization's program for exceptional outsourcing outcomes:

Accenture, Allstate, American Express, Ameriprise, Applied Materials, Avasant, Blue Cross Blue Shield, Capgemini, Capital One, CB Richard Ellis, Colliers, Convergys, Deutsche Bank, Diebold, Firstsource Solutions, Fuji Xerox, Hewlett Packard, Heineken Netherlands, Infosys, ISS, John Hancock, Johnson & Johnson, KellyOCG, Kirkland & Ellis, Kraft, Liberty Mutual, Long View Systems, Manulife, MDeC, NCR, Nike, Orange Business Services, Pfizer, PricewaterhouseCoopers, Procter & Gamble, Quint Wellington Redwood, Rogers Communications, SAB Miller, Oracle, Symantec, Unisys, US Department of Labor, VADS Berhad, Vodafone, Whirlpool, Wipro, Xerox, Zurich Financial Services.

The following organizations promote the ICE designation: