

Certified Outsourcing Specialist-Transaction Processing (COS-TP)

While IAOP's **Certified Outsourcing Professional® (COP) program** is targeted for business leaders and operational management involved in the outsourcing industry, the Certified Outsourcing Specialist family of designations is geared towards individuals involved in the delivery of outsourced services. Although the primary intention is to serve the need of the provider community, certifications in this family may be created to meet customer and advisor needs as well.

Benefits of COS-TP Certification

The COS-TP test (www.IAOP-COS.com) is a standardized, web-based multiple choice question test that evaluates the candidates knowledge areas and skills of human resources domain oriented tasks. COS-TP tests are powered by technology from BeyondCore Inc. (www.beyondcore.com). BeyondCore technology has been leveraged by Fortune 500, S&P 500 firms and Top 10 BPO service providers on four continents. COS-TP testing is based on advanced methodologies pioneered by BeyondCore as well as student research conducted at the Harvard Business School and Stanford University.

What will be learned from a COS-TP test?

A COS-TP has the skills necessary to accurately and quickly perform common tasks in the Transaction Processing industry.

Certification Requirements

The test is an online web-based aptitude data entry test that evaluates operator productivity (speed) and output quality (accuracy) for data entry oriented tasks. It consists of a series of thirty or more pages of forms with the data entered by hand, and where the operator must type the handwritten information into the blank form provided. Each page represents a transaction process and is timed. When completed, a report is generated that shows accuracy both at the field level and at the transaction level, and productivity (speed at which the transactions are processed). The report also presents error patterns showing the distribution of errors across different types of fields, and error details consisting of a list of specific errors made by the operator during the test. The report also shows statistical estimate of long-term accuracy and productivity for this operator. Based on where the operator falls in terms of relative aptitude ranges, they are scored within preset ranges and then given ratings of Bronze, Silver or Gold certification.

- Gold: Average speed is better than 60 seconds and average field-level error rate is better than 0.25% (approximately 2-3 errors allowed in 30 test transactions).
- Silver: Either a) Average speed is between 60 to 90 seconds and average field-level error rate is better than 0.25% (approximately 2-3 errors allowed in 30 test transactions) or b) Average speed is better than 60 seconds and average field-level error rate is between 0.25% to 0.5%.
- Bronze: Average speed is better than 120 seconds and average field-level error rate is better than 1%.

Please note that these ranges may be changed over time.

COS-TP certification helps the various constituents of the outsourcing ecosystem.

Individual Employee: COS-TP helps workers demonstrate their skills via a reliable standardized test. This will allow them to distinguish

themselves from other workers in the job market and help them establish their qualifications during the hiring process. In addition, COS-TP certification will help workers connect with companies looking to hire the most skilled employees.

Outsourcing Service Providers: Most service providers use some form of proprietary test when hiring data entry and BPO service delivery workers. Imagine a world where every college or university came up with their own entrance examinations. Such an environment certainly wouldn't be very efficient. That is why most colleges and universities leverage standardized tests. COS-TP is the equivalent of these college/university entrance tests for the operator hiring process. COS-TP saves hiring organizations money while improving their hiring decision process:

- With COS-TP certification, hiring organizations can save time and money versus creating and administering their own tests.
- COS-TP tests reflect the knowledge and experience of IAOP members, consisting of customers, providers and advisors.
- COS-TP tests are regularly updated based on lessons learned from tests administered around the world.
- COS-TP test database allows employers to compare a particular candidate against all other candidates who have taken the test, rather than just a small pool of candidates currently being interviewed.

Outsourcing Customers: Customers are justifiably concerned about the quality of workers who execute their outsourced business processes. In some cases, outsourcing customers take extraordinary measures, such as personally evaluating a service provider's operators and retaining veto rights on who can work on their business process. With IAOP's COS-TP certification outsourcing customers can simply set an acceptable range of COS-TP scores and empower their service providers to appropriately manage the process. Outsourcing customers may also contribute to the content of the COS-TP tests to ensure that their key interests are addressed in the testing process.

National Associations: Outsourcing is a truly global industry. Several national outsourcing associations and outsourcing promotion agencies are members or partners of IAOP. To attract outsourcing customers and promote the growth of the local outsourcing industry, these organizations need a reliable way to demonstrate the size and quality of their labor pool. Unfortunately, in most markets, labor quality and specific skills such as English language proficiency vary widely. IAOP periodically will publish reports of the number of COS-TP certified workers in each of the top outsourcing destinations. These reports will help national associations reliably demonstrate the quality of their labor pool.

Pricing: Certification tests are \$40 USD each. Candidates and companies may purchase certification tests directly at www.iaop-cos.com. IAOP Corporate members receive 50 of any COS family of certifications tests per year free. For bulk discount pricing and questions, contact sales @ iaop.org.