

Operator Skills Training and Testing

Issue:

Amend the Registrar Accreditation Agreement (RAA) to require operator skills training and testing for all ICANN-accredited Registrars.

Background:

The registrar business is a specialized business that requires specialized knowledge and skills to operate effectively and in compliance with RAA requirements. Currently there is no established process to assess whether registrars have the requisite skills necessary to successfully operate their businesses and consistently perform to a standard upon which registrants can rely. The accreditation process deals with qualifications, but not the specific skills of the registrar personnel. Over the years, ICANN has observed that registrars have developed a myriad of business models and management processes. However, some registrars appear to operate their businesses more efficiently and effectively than others and experience fewer RAA compliance problems. Operator skills training and testing for newly accredited registrar operators, as well as for experienced registrar operators, designed to provide critical information and operational skills, as well as test competence, would more than likely improve operator performance, result in the establishment of consistent operational practices and improve overall compliance with RAA requirements.

Statement of Problem:

There are approximately 900 ICANN-accredited registrars operating with various levels of competence, skill, education and experience. Registrants have no way of knowing if a registrar has the necessary skills and training to providing the services promised in a registration agreement. By requiring operator skills training and testing in the RAA, all registrars will possess common skills which will enable them to perform in compliance with RAA requirements and effectively provide the services promised in a registration agreement.

Potential Outcomes:

- Compulsory training and testing could establish a common standard of registrar operator performance upon which registrants can rely
- Compulsory training and testing could result in fewer registrar failures
- Compulsory training and testing could become an added expense for registrar operators