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Issue	Revision	Prepared	Reviewed	Approved
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1 Introduction

This procedure describes the measures implemented to control the processes leading to the issue of personnel certification (based upon impartial competence assessments), which is intended to ensure that the processes conform to the applicable requirements listed under references.

2 Abbreviations and Definitions

Generic abbreviations and definitions are listed in the quality manual. In addition, the following specific abbreviations and definitions apply.

AQB	Authorized Qualifying Body
ATO	Approved Training Organization
CB	Certification Body
ISO9712	Scheme for Personnel Certification in Non-Destructive Testing

Certification

All activities by which a Certification Body establishes that a person fulfils certification requirements, including application, examination, decision on certification, recertification, and use of certificates / logos / marks

Requirements

Set of specified requirements including scheme requirements to be fulfilled in order to establish or maintain certification.

3 References

ISO 9001:2015 Quality management systems – Requirements

ISO 9000:2015 Quality management systems – Fundamentals and vocabulary

PCM-01 Personnel Certification manual for the qualification and certification of NDT
Personnel in accordance with the requirements of BS EN ISO 9712

PC-09 Requirements for Authorized Qualifying Bodies (AQB)

PC-08 Specification for Approved Training Organizations

4. Responsibility and authority

4.1.1 The Certification Body and its Scheme Committee (see C_ToR-01) is responsible for ensuring, inter alia, that

4.1.2 the specific assessment methods and mechanisms as defined in the certification scheme requirements and this procedure are correctly implemented;

4.1.3 when there is a change in the certification scheme requiring additional assessment, the Certification Body documents and makes public the specific methods and mechanisms required to verify that each certified person complies with the changed requirements;

NOTE: Recertification may be used to achieve this verification.

- 4.1.4 assessments are planned and structured in a manner which ensures that the requirements of the scheme are objectively and systematically verified with documented evidence to confirm the competence of the candidate;
- 4.1.5 methods for assessing candidates ensure that each examination is fair, valid and reliable;
- 4.1.6 the scheme accommodates, within reason and where the integrity of the assessment is not violated, special needs as required by national regulation(s) – e.g., for the condition known as *dyslexia*;
- 4.1.7 where the Certification Body takes into account work performed by another body, it shall obtain appropriate reports, data, and records to demonstrate that the results are equivalent and that they conform with the requirements established within the certification scheme.
- 4.1.8 Examinations assess competence based on and consistent with the requirements of the scheme, by written, oral, practical, observational or other reliable and objective means;
- 4.1.9 the design of examinations ensures the comparability of results of each single examination, both in content and difficulty, including the validity of fail/pass scores;
- 4.1.10 the Certification Body and its AQB monitor the performance and fairness of examinations and the reliability of examination results;
- 4.1.11 where deficiencies are found, corrective actions shall be taken in conformance with QP05.
- 4.1.12 the Certification Body ensures through periodic assessment and surveillance activities (PC09 refers) that its AQB implements procedures to ensure a consistent examination administration;
- 4.1.13 conditions for administering examinations are documented in PC09 and PCM01 ;
- 4.1.14 when test equipment is used in the examination process, the equipment is properly verified and/or calibrated where appropriate;

5 The Certification Process

5.1 Publications (Transparency)

- 5.1.1 The Organisation makes public (in, at the present time, PCM01) all of the prerequisites (training, physical requirements, experience, and examination content) to be satisfied before the award of certification, as well as the validity and conditions for maintaining and extending certification, as well as, should it become necessary, the procedure for suspension, revocation or withdrawal of certification.
- 5.1.1 The Organisation also maintains a database and publishes a list of certificate holders including the scope and validity of their certification.
- 5.1.2 It is a condition of certification that applicants agree to the proper use of data in accordance with applicable laws and regulations, and this is made clear in a publicly available document (F-171 Code of Ethics).
- 5.1.3 The Organisation recognises the vital importance of conducting assessments and certification in an impartial manner, and a document is provided for staff and committees to give written undertakings from concerning confidentiality and impartiality (F177).An Impartiality Statement, based upon QP15, is available to public access without request.

5.2 Applications

- 5.2.1 Upon receipt of an initial examination enquiry the applicant shall be provided with an overview of the certification process in accordance with the certification scheme. The overview shall include the requirements for assessment and certification, the available scope of certification, the applicants' rights, the duties of a certified person and the applicable fees.
- 5.2.2 Upon receipt of a formal Application for Examination (initial, retest, supplementary or recertification– F177&F178), the application shall be reviewed to confirm that the applicant complies with the applicable requirements (PCM01)of the certification scheme.

5.3 Assessment (qualification examination)

- 5.3.1 Assessment are conducted at AQB in accordance with PC09 and PCM01

5.4 Decision on certification

- 5.4.1 The information gathered during the certification process shall be reported on an examination results notice (FP-106), and shall be sufficient:
- 5.4.1.1 for the Certification Body to make a decision on certification;
- 5.4.1.2 to ensure traceability in the event, for example, of an appeal or a complaint.
- 5.4.2 Decisions for granting, maintaining, recertification, extending, reducing, suspending or withdrawing certification shall never be outsourced.
- 5.4.3 The Certification Body shall confine its decision on certification to those matters specifically related to the requirements of the certification scheme (PCM01).
- 5.4.4 The decision on certification of a candidate shall be made solely by the Certification Body on the basis of the information gathered during the certification process and provided by AQB on form.
- 5.4.5 The person(s), who make(s) a certification decision, shall have a level of knowledge and experience with the certification process to determine whether the certification requirements have been met. Persons who make the decision on certification shall not have participated in the examination or training of the candidate.
- 5.4.6 Certification shall not be granted until all requirements for certification are fulfilled.
- 5.4.7 The Certification Body shall provide an electronic or hard copy certificate, which is designed to reduce the risk of forgery, to all certified persons. The certificate shall be authorized by a responsible person of the Certification Body, which shall maintain sole ownership of the certificates. The certificate will be allocated with specific number, and the mechanism of the unique identification number as detailed below:

The first two digit represent the country code followed by running 6digit serial number

If candidate does more than one method/level the complete details will represent in a single certificate

5.5 Suspending, withdrawing or reducing the scope of certification

- 5.5.1 The Certification Body has a policy and documented procedure(s) for suspension or withdrawal of the certification or reduction of the scope of certification, which specify the subsequent actions by the Certification Body.
- 5.5.1 The Certification Body has enforceable arrangements with the certified person to ensure that in case of withdrawal of certification the certified person refrains from use of all references to a certified status, and from further promotion of their certification (Code of Conduct: F171).
- 5.5.2 Failure to resolve the issues that have resulted in the suspension in a time established by the Certification Body shall result in withdrawal of the certification or reduction of the scope of certification.

5.6 Recertification

- 5.6.1 The Certification Body has documented procedure(s) for recertification in accordance with the certification scheme requirements (PCM01).
- 5.6.2 The recertification process confirms continued competence of the certified person and ongoing compliance with current scheme requirements by the certified person during recertification activities.
- 5.6.3 The recertification period is based upon the scheme requirements, which are in compliance with specified standards (ISO 9712). The rationale for the recertification period takes into account the following:
- 5.6.3.1 regulatory requirements;
- 5.6.3.2 changes to normative documents;
- 5.6.3.3 changes in the relevant scheme requirements;

- 5.6.3.4 the nature and maturity of the industry in which the certified person is working;
- 5.6.3.5 the risks of incompetent persons working in the industry;
- 5.6.3.6 ongoing changes in technology, and requirements for certified persons;
- 5.6.3.7 requirements of stakeholders;
- 5.6.3.8 the frequency and content of surveillance activities.
- 5.6.4 In accordance with the certification scheme, recertification by the Certification Body involves:
 - 5.6.4.1 confirmation of continuing satisfactory work and work experience record;
 - 5.6.4.2 assessment of knowledge and physical capability in relation to the competence concerned.
- 5.6.5 The recertification activities are adequate to ensure that there is impartial assessment to confirm the continuing competence of the certified person.

5.7 Use of logos and marks

A Personnel Certification Body does not provide for the use of its certification mark or logo. The Management System Certification body publishes requirements for the use of its logo(s). Document ref PC-31 refers.

5.8 Appeals against decisions on certification

- 5.8.1 The Certification Body has policies and procedures that ensure that all appeals are dealt with in a constructive, impartial and timely manner.
- 5.8.2 The internal procedure covering the appeals-handling process is detailed in QP14, while public information on complaints and appeals is published as F187A to F187E.

5.9 Complaints

- 5.9.1 The Certification Body has a documented process to receive, evaluate and make decisions on complaints.
- 5.9.2 The internal procedure covering the complaints-handling process is detailed in QP15, while public information on complaints and appeals is published as F187 to F187E

6 Essential Records

Records are compiled and maintained to provide objective evidence of the effective implementation of the procedures detailed herein. Records retention policy is described in QP02.

7 Records

- F-187A Complaints against a certificate holder**
- F-187B Complaints against an ATO**
- F-187C Complaints against the CB**
- F-187D Complaints against a certification process**
- F-187E Complaints against failure to certificate**