

General Examination Regulations

For certification procedures of the Certification body of persons of TÜV NORD CERT GmbH

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The wording in these General Examination Regulations is restricted to the masculine spelling. This is not because we do not want or respect female candidates or other identities - quite the contrary - but for practical reasons of readability. This measure was decided by the female responsible persons of the Personnel Certification Body, who rely on the understanding of our welcome female candidates. Thank you very much.

1. Scope

These examination regulations apply to all non-accredited certification procedures carried out by the Certification body of persons of TÜV NORD CERT GmbH. This is done within the framework of recognised courses in cooperation with recognised examination centres.

These examination regulations apply to both face-to-face and online examinations.

2. General

Permissible procedures for conducting online examinations are, for example, the live-proctoring procedure and the record-and-review procedure.

The legitimization of the candidate takes place through his/her participation and the presentation of the officially recognised photo ID in presence or via camera to the examiner/invigilator or a comparable recognised procedure.

Online examinations are conducted via suitable digital/online tools. Any parallel communication and research possibilities as well as copying processes in the background are prevented by technical and/or organisational measures.

The candidate needs a PC/laptop with a sufficiently large screen, camera, microphone and speakers. The use of multiple screens is not permitted. The use of other electronic devices (e.g. tablets, smartphones, etc.) is not permitted unless explicitly required by the examination procedure. The exam tools used regulate the details.

Note: Without a separate agreement between the certification body/examination centre and the candidate, in which data protection concerns in particular are taken into account, no video and/or image recordings of the candidate are made by the certification bodies/examination centre/examiner/invigilator. Only the examiner/invigilator has access to the ID card.

3. Examiner

(or other personnel approved in the certification process, as defined in DIN EN ISO/IEC 17024 - 6.2.3.1)

Invigilator (DIN EN ISO/IEC 17024 3.11):

MC examinations are accepted by designated invigilators and the result is assessed by means of the solution slide.

Examiner (DIN EN ISO/IEC 17024 3.10):

Examinations with open tasks requiring expert assessment are taken by examiners appointed for the qualification area and the result is assessed by means of the sample solution.

The oral examinations are conducted by an examining board consisting of a chairperson and an assessor.

The appointment is made by the personnel certification body.

4. Execution

Each candidate must legitimise him/herself in accordance with paragraph 2. The verification of the legitimisation must have taken place at the latest at the time of the certification decision (record-and-review procedure).

In the case of online examinations, the candidate shows the examiner/invigilator his/her workplace by panning the camera to ensure that no unauthorised aids are used. If necessary, the procedure can be repeated during the examination.

The timing of the examination will be made known to the candidate at the briefing prior to the start of the examination.

At the start of the face-to-face examination, the candidate fills in the relevant fields of the individual report (cover sheet of the examination).

All information provided by the candidate in the examination papers must be clearly formulated and legible. Ambiguities and illegibility are at the candidate's expense. This applies in particular to subsequent changes in the marking of solutions.

The examination rooms (presence) must be sufficiently large and there must be enough tables and chairs available. It must be ensured that it is not possible for examination candidates to look at each other's results (sufficient distance to the person in front and neighbours) and that they do not disturb each other.

For oral and practical qualification examinations, sufficient premises must be available for holding the qualification examination.

A candidate must be alone in the room during the online examination, must not leave the room, the face must be continuously visible via the examiner's/invigilator's camera and the candidate must also be audible.

The browser must be used in full screen mode and must be released for viewing by the examiner/invigilator when requested.

The candidate may only use the aids specified in the examination regulations or may not use any aids.

Questions of comprehension by the candidate on individual examination tasks are permitted and may be answered by the examiner/invigilator.

As soon as the candidate has accepted the examination papers in presence or, in the case of online examinations, enters the password and starts, the examination is marked as "taken".

In special cases of impairment (physical, cognitive, etc.) of a candidate, an individual case decision regarding the adaptation of the framework conditions of the examination can be made on a candidate-specific basis upon prior application to the certification office, if appropriate medical evidence is provided for the impairment.

By signing the individual report or entering the password and starting the examination, the candidate confirms that the examiner/invigilator has informed him/her of the examination rules and that he/she has had the opportunity to ask questions in advance. The candidate affirms that he/she will not appropriate and pass on any confidential examination documents (photographing, filming or copying examination questions, etc.), attempt to cheat or participate in any attempts to cheat. He accepts the rules of the certification body including these "General Examination Regulations" with his signature on the cover sheet of the individual report or the entry of the password in the examination tool.

5. Examination interruption

If the candidate wishes to leave his/her assigned seat during the processing of the presence examination papers, he/she must indicate this to the examiner/invigilator. Only one candidate at a time may leave the room.

If the candidate wishes to interrupt the examination during the processing of the online examination documents, he/she must end the examination. The examination is then finished and cannot be continued. The examiner/invigilator decides on exceptions; these are documented.

If the candidate's network connection is interrupted or the software crashes for reasons beyond the control of the certification office/examination centre, the examination is deemed to have ended at this point and the result achieved up to that point applies.

6. Resignation from the exam

If a candidate withdraws from the examination before the start of the examination (handing over of the examination documents or entry of the password), the examination is deemed not to have been taken.

If a candidate withdraws from the examination during the examination, the examination is considered failed.

7. Deception or attempted deception

A candidate who uses outside help or unauthorised aids, who attempts to deceive, helps other candidates or provides unauthorised help will be excluded from the examination by the examiner/invigilator. In the event of exclusion, the examination is deemed to have been failed. If the deception was detected during the review, the examination is also deemed to have been failed.

If a candidate does not comply with the examination regulations for the conduct of the examination (confirmation see point 4), this will be assessed as an attempt at cheating. The examination is deemed to have been failed.

The certification office reserves the right to exclude a candidate who has attempted or carried out cheating from further examinations of the certification office/examination centre.

8. Confidentiality

All examination papers are to be treated confidentially by the candidate. It is not permitted to appropriate and/or pass on the examination papers. This also applies to copying, photographing, filming or scanning the examination papers. Examination papers and examination tasks are and remain the property of the certification office. The examination papers must also be returned in full if the examination is cancelled.

Recording of oral examinations/online examinations with any type of recording device etc. by the candidate is prohibited. Violations will be reported as copyright infringement and prosecuted accordingly under criminal and civil law (for confirmation see point 4).

The certification office reserves the right to exclude a candidate who does not comply with these rules from further examinations of the certification office/examination centre.

9. Completion of the exam

The candidate hands in his/her attendance examination papers and records in full to the examiner/invigilator during or at the end of the maximum processing time.

The candidate can exit the online examination properly during or at the end of the maximum processing time. The examination tools used regulate the details.

10. Determination of the results

The examiner/invigilator evaluates the result of the examination. For online examinations, the evaluation can be done automatically by the corresponding tool.

After receipt of the examination documents evaluated by the examiner/invigilator in the certification body/examination centre, they are randomly subjected to a second review.

In the case of online examinations, a provisional result announcement may be made by the tool. The certification body/examination centre notifies the candidate of his/her verified examination result promptly after the examination, but no later than six weeks after the examination.

If the candidate has passed the examination and all the supporting documents are available, the certificate is the official notification of the examination.

The examination marks "passed" or "failed" are awarded.

11. Repetition of an exam

In case of failure, a candidate may repeat the examination without retraining a maximum of two times. Only the part (written, oral or practical, if applicable) that was not passed has to be repeated.

The retake examination shall not be conducted with the same set of examination questions as in the previous examinations.

The application must be made within one year (12 months). Exceptions require the approval of the person certification body.

Dates for repeat examinations are set by the certification body in consultation with the examination centre and the training provider according to need.

12. Inspection of an exam

Only a candidate who has failed his examination shall be allowed access to the examination he has taken within 12 months, on request and subject to acceptance of the following conditions:

- The inspection shall be made by the candidate personally (and not by third parties) and only for the examination taken by him/her.
- Inspection shall only take place in the presence of an examiner/invigilator authorised by the certification body. The certification office may offer online facilities for exam inspection.
- Notes and recordings are only permitted for face-to-face inspections, but remain with the examination documents.
- No notes may be taken during online views.
- Inspection of the sample solution is not compulsory, the correction must be meaningful.
- The time for inspection is limited to 20 minutes per examination.
- Reasonable fees may be charged for organised inspection.

Failure to comply with one or more of the above-mentioned conditions or other behaviour which impedes the proper conduct of the inspection will result in the immediate termination of the inspection, combined with exclusion from further examinations at the certification office for personnel.

13. Certificate usage

The certificate may only be used in the form provided. It may not be used only in part or in extracts. Changes to the certificate may not be made. The certificate may not be used in a misleading manner.

14. Exam fees

Each exam is subject to a charge.

The amount of the examination fees can be found in the current documents.

15. Archiving

The examination documents are archived in the certification office/examination centre at least until the end of the certificate period. Electronic archiving is permissible.

The completed examinations are archived at the certification body/examination center for at least 3 years.

The results of the examination and other documentation relating to the examination are archived electronically at the certification body/examination center for at least 10 years.

Documents relating to the certification of persons are archived in the certification body/examination center for at least 3 years after the certification has expired. Electronic archiving is permitted.

The documents are destroyed the following year after the archiving period has expired.

16. Applicable documents

Guideline for the Certification Scheme of Persons

[Fee schedule for examinations \(TÜV\)](#)

[Request to view the examination](#)

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