QUALIFICATION STANDARD

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METVET

JOINT HIGHER VET

COURSE IN THE METAL SECTOR

WP4 – Creation of Curriculum and Syllabus, Qualification standard, evaluation & certification (D. 4.7)

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ABOUT METVET

Metal, machinery and related trades workers are engaged in a range of skilled activities. Those workers need to understand work organization, and the specialist materials and tools to be used in their jobs, as well as of the nature and purpose the final product they are engaged in making.

According to Cedefop's European skills and jobs survey (ESJS), the **5 key skills** for metal, machinery and related trades workers are job-specific skills, problem solving, teamwork, learning and communication. These skills will support employees in this occupation to also tackle anticipated future skill challenges.

METVET project aims at a competence-based professional generic profile served as a basis for designing competence-based training programs. The underlying idea is that vocational education should enable trainees to acquire the competences needed in their future professions. While working as professionals, they should continue to develop competences in order to be able to react to and anticipate future developments in their work.

The project specifically aims at one hand designing, for **Aluminium & Metal Constructions technicians** including:

- a professional (qualification) profile & a core curriculum (EQF 5)
- a corresponding VET program, including innovative teaching methods
- **a qualification standard (according to ISO/IEC17024) for evaluation & certification.**

However, it is necessary to distinguish between situations where certification schemes for persons are justified and situations where other forms of qualification are more appropriate. The development of certification schemes for persons, in response to the ever increasing velocity of technological innovation and growing specialization of personnel, can compensate for variations in education and training and thus facilitate the global job market. Alternatives to certification can still be necessary in positions where public services, official or governmental operations are concerned.

This volume objective is to present the last of the METVET WP4 tasks, and more specifically the METVET Deliverables D4.3 “Qualification Standard for Aluminium & Metal Constructions technicians’ certification”.

The Project Partners

March 2020

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Qualification Standard

PURPOSE & SCOPE

1 PURPOSE AND SCOPE

As our world becomes more global, boundaries that have been historically defined by states, provinces or even countries are rapidly disappearing. Nowhere is this more evident than in the areas of professional certifications in many industries.

Rapid changes in technology, delivery systems and workforce mobility have increased the need for systems that promote the transnational use of qualified persons and services. Transnational standards that address the education and credentialing of personnel are a critical component of such systems.

Due to the positive impact of certification of persons on economic development, many countries are exploring how to design and implement formal certification systems. This may include designing in- country certification systems that are unique to country specific needs, adapting existing internationally recognized certification systems and/or encouraging international certification bodies to make certifications available to citizens within a country. This interest in developing systems is being driven by government as well as private sector interests, who often work in partnership.

The current document defines the principles and requirements for the Certification of "Aluminium & Metal Constructions Technicians" which are based on the requirements of the International Standard ISO/IEC 17024:2012. The stakeholders of professionals' certification may either adopt the guidelines of this document or adapt them, according to the requirements of their National Education System for learning outcomes and certification of qualifications acquired via non formal and informal learning pathways.

The purpose of this document is to provide to candidates and certified professionals all necessary information about their qualifications' certification procedure, define the "Aluminium & Metal Constructions Technicians" professional profile and describe in detail the examination mechanism for the Certification of the knowledge, the skills and the competencies of the specific professionals.

1.1 About ISO/IEC 17024:2012

Certification for persons is one means of providing assurance that the certified person meets the requirements of the certification scheme. Confidence in the respective certification schemes for persons is achieved by means of a globally accepted process of assessment and periodic re-assessments of the competence of certified persons.

However, it is necessary to distinguish between situations where certification schemes for persons are justified and situations where other forms of qualification are more appropriate. The development of certification schemes for persons, in response to the ever-increasing velocity of technological innovation and growing specialization of personnel, can compensate for variations in education and training and thus facilitate the global job market. Alternatives to certification can still be necessary in positions where public services, official or governmental operations are concerned.

The international Standard **ISO/IEC 17024:2012** *Conformity assessment – General requirements for bodies operating certification of persons*, provides a global benchmark for quality certification. During recent years, this standard, developed by the International Organization for Standardization (ISO), which represents members from 164 countries has changed the way certifications are offered and has harmonized expectations for what constitutes quality certifications throughout the world. This standard was developed by ISO based on the need for **public protection** by establishing that individuals have the required competencies to perform their job. Government agencies worldwide have recognized the standard as a critical requirement for Personnel Certification Bodies that offer certification in many industries including diverse and critical areas related to public health, environment, and national security.

The ISO/IEC 17024:2012 standard serves as the basis for the recognition of the certification bodies for persons and the certification schemes under which persons are certified, in order to facilitate their acceptance at the national and international levels.

Only the harmonization of the system for developing and maintaining certification schemes for persons can establish the environment for **mutual recognition** and the **global exchange** of personnel.

This International Standard specifies requirements which ensure that certification bodies for persons operating certification schemes for persons operate in a consistent, comparable and reliable manner. The requirements in this International Standard are considered to be general requirements for bodies providing certification of persons. Certification of persons can only occur when there is a certification scheme. The certification scheme is designed to supplement the requirements included in this International Standard and include those requirements that the market needs or desires, or those required by governments.

This International Standard can be used as a criteria document for accreditation or peer evaluation or designation by governmental authorities, scheme owners and others.

Qualification Standard

PROFESSIONAL PROFILE

2 PROFESSIONAL PROFILE

2.1 Introduction & Job description and key activities

The **Professional Profile** that this standard is based on is presented in the METVET's WP3 Deliverable, namely D3.3 Professional Profile, which is included in Volume WP3_PEDS_31012020. In this Profile, the conventional skills are included and upgraded targeting to EQF level 5, while new, namely green, skills have been added.

The specific occupation deals with the processing of metal architectural profile in order to manufacture and place/install in buildings windows and doors and other custom-made constructions from metal alloy for the energy performance, the exterior protection (burglar resistance) and appearance as well as the interior arrangement of a building. The scope of the specific occupation also includes the manufacture and placing of custom-made metal constructions, mainly out of ferrous metal, intended for architectural purposes in buildings.

This technician also maintains, fixes and replaces the Aluminium and Iron constructions according to energy saving, safety (Burglar resistance), protection, appearance and functionality needs of the building. On top of that the Aluminium and Metal Construction Technician executes supplementary mechanical works, constructs supplementary parts etc.

The occupation of the Aluminum and Metal Construction Technician strongly depends on the development of the Building Sector and has evolved historically from the traditional metal constructor occupation and the traditional wood carpenter occupation. With the advancement of the Aluminium building constructions supported by the enabling of delivering a wide range of colors from the powder coatings technology, have attracted the focus from the architectural engineers to apply such constructions in modern building. This provided the background for the development of the respective demand for the system designers to provide pertinent technical solutions for the architectures and the need for technician capable to construct such products and install them in the building.

With the more recent energy-saving regulations that are strongly related to products such as windows and doors, there is nowadays an increased demand for Aluminium and Metal Construction Technician, that are trained properly and are capable to support the meeting of the targets related to energy saving.

It is therefore clear that the evolution and the development of the occupation is strongly connected to the requirements and the needs of the Building Sector and on the provisions of novel materials with advanced properties.

The "Aluminium & Metal Constructions Technicians" process metal alloys and aluminum profiles in order to construct various structures for the improvement of the energy efficiency, the exterior appearance and the interior design of a building. They construct and apply metal elements, which do not concern the building's structural and static adequacy, like doors, windows, frames, facades, stairways, railings, shelters, arbors, supporting bars, etc. They provide the required maintenance, service and replacement of the metal and aluminum structures according to the building's energy, security, safety, design and functionality needs.

The basic activities of the "Aluminium & Metal Constructions Technician" are the following:

- **Preparation for the construction of the metal/aluminum structure**
  - Understand the project's requirements and suggests the best technical solution
  - Take the primary measurements for the construction
  - Select the appropriate materials and prepares the construction
  - Prepare the installation area
- **Construction of the metal/aluminum structure**
  - Select and orders the materials and all required accessories
  - Take the final measurements of the construction
  - Cut, process, planish and weld the metal parts and the aluminum profiles
  - Assemble and completes the structure

- **Delivery and installation of the metal/ aluminum structure**
  - Pack and transfer securely the structure
  - Install the structures and finish the construction
  - Demonstrate the functionality of the construction

2.2 Required knowledge, skills and competencies of the professional

2.2.1 Materials technology & applications in constructions

Knowledges

- Knowledge of Alloys & profiles, mechanical & technical properties, applications in constructions.

Skills

- Select appropriate materials.
- Apply proper alloy and profile for construction requirements.
- Select the best combination of materials & construction type according to building specifications and energy saving and efficiency.

Competencies

- Select and apply the right materials, profiles, accessories per typologies per case per client/project.

2.2.2 Production facilities and equipment

Knowledges

- Knowledge of new equipment technologies and modern production line.

Skills

- Use all types of equipment and manage personnel based on EU health and safety legislation.

Competencies

- Organize, control and direct personnel and equipment with minimal dead time.

2.2.3 Production of aluminum constructions

Knowledges

- Knowledge of materials, communication, production for architectural management and recycling.

Skills

- Apply production process - cutting, machining, assembling, controlling & packing.
- Renovate/upgrade old constructions.
- Manage recyclable materials.
- Communicate autonomously with interested parties.

Competencies

- Adapt the administrative and production process to the available resources.
- Identify customer needs and flexibility in solving problems arising from customers, employees, products and production processes.

2.2.4 Production of metal constructions

Knowledges

- Knowledge of materials, communication, production management & recycling.
- Production knowledge for architectural use or mixed with aluminum products & recycling.

Skills

- Apply the production process - cutting, machining, assembling, controlling & packing. Proper techniques for constructions intended for architectural use.
- Renovate/upgrade old constructions.
- Manage the recyclable materials correctly.
- Communicate autonomously with all interested parties

Competencies

- Adapt the administrative and production process to the available resources.

- Ability to choose the right combination of materials, metal, aluminum for joint or separate use depending on the construction type

2.2.5 Installation of constructions

Knowledges

- Knowledge of leveling, fastening, insulating and demonstration of products.
- Knowledge of good uninstallation and maintenance practices

Skills

- Apply techniques and materials for adequate waterproofing and insulation, compatible to the adjacent structural element, in order to minimize thermal loses/bridges.
- Communicate autonomously with all interested parties

Competencies

- Select and apply methods for installation pertinent to each building element, geographical area, type of residence etc.

Qualification Standard

HUMAN RESOURCES

3 HUMAN RESOURCES

3.1 Scheme's Technical Committee

As long as this certification scheme is active, a **Technical Committee** is supporting it. The members of Technical Committee have experience, knowledge, skills and capabilities of a higher level than those of the "Aluminium & Metal Constructions Technicians" and are also fully aware of the legislative and regulatory framework relative to this specific professional activity.

The Technical Committee consists of three members who are experienced engineers or experts of the relevant technical field. The Technical Committee is responsible for the validation of scheme's examination mechanism. Namely, the members have the obligation to evaluate and analyze the first examination results from a pilot phase and to decide if the examination mechanism needs improvement or revision. During the first examinations, if problems are identified such as candidates' complaints and/or objections regarding the wording or ambiguity or misleading texts on quizzes or unclear assessment criteria and/or ambiguous practical exams' stages then the members are obliged to reevaluate the content of examination mechanism and to decide if there is any need for improvement or revision. If so, the members rephrase the texts where necessary in order to be clear and unambiguous or clarify the criteria and/or the stages of practical examination. The validation of examination mechanism by the Technical Committee assures that the examination mechanism is valid, objective, reliable and suitable for use in future examinations.

As long as the certification scheme is active and certification exams are conducted periodically, the Organization must convene the members of the Technical Committee at least once a year to evaluate its performance and its examination mechanism.

During these meetings, Committee members are examining the certification scheme's performance and are studying all the facts and data of implemented examinations during the previous year, like complaints and candidates' assessments, examiners' and invigilators' performance, resources' appropriateness, appeals over examination

results, any leak from the examination mechanism, results regarding the cooperation with examination centers, etc. In addition, they are reviewing the existing examination mechanism for any improvement, if needed. Having examined all information and data, the members may take specific decisions and actions requiring modification and updating of the examination mechanism, if needed. The annual evaluation of the certification scheme and its examination mechanism by Technical Committee members assures that the certification scheme remains consistently valid, objective and reliable.

According to the aforementioned, the Technical Committee is responsible to support, decide on and coordinate all matters and actions that concern the development, the implementation and the verification of the examination mechanism of the scheme, while the Persons Certification Body or similar Organization for training and/or certification is responsible for its proper implementation, its monitoring, its control and review as well as its smooth operation and maintenance.

3.2 Examiners

The **examiners** can be professionals of the same specialty as the candidates with more than five years experience or experts or engineers who hold a university degree on a sector related to building constructions. Another criterion for their selection as examiners is to have no relationship with the candidates either as tutors on relevant training programs or as acquainted.

Examiners are responsible for the preparation, the organizing, the implementation, the coordination and the supervision of the theoretical and practical examinations. More specifically, they are responsible to ensure the smooth and secure conduct of the theoretical and practical examination as well as the integrity of the examination result, to invigilate the candidates during the examination, to assess and decide on the examination result either positive or negative, to complete the required documents of the scheme for the completion of the theoretical and practical examination, to inform the candidates about the examination results and to suggest the award of the certificates for those they had positive results to the Organization which organized the exams.

3.3 Invigilators

The **invigilators** are not required to have specific qualifications. The invigilator may be administrative staff member of the Organization conducting the examinations. During the examination, the invigilators ensure the allocation of the candidate in the examination center/ facilities, the check of identification of each candidate, according to corresponding legal documents, the registration of any absences, the distribution of forms and documents of the examination mechanism, the candidates' facilitation on the online examination by providing usernames and passwords to each one, if needed, the onsite observation/ invigilation of the candidates examined, the prevention of any candidates' fraudulent behaviors and actions during the examination, the application of any disciplinary actions, if required, the collection of the examination evidence and the completed documents and forms of the scheme, deal with and solve in cooperation with the examination center's representative any problems that may arise etc.

Qualification Standard

EXAMINATION MECHANISM

4 EXAMINATION MECHANISM

4.1 General

Examination mechanisms are designed to assess candidates' qualifications based on, and consistent with, the profession, by any reliable and objective mean as written, oral and/or practical exams, observation etc. The examination requirements must ensure the comparability of results of each single examination, both in content and difficulty, including the validity of fail/ pass decisions.

The examination mechanism includes a method which can assess and verify that the candidate possesses the knowledge, skills and abilities that have been described by certification scheme requirements, either acquired by work experience or non formal learning outcomes.

METVET's examination mechanism aims to evaluate if the candidate is aware of and able to apply in specific cases, the knowledge, skills and competencies required for his profession as an "Aluminium & Metal Constructions Technician". **The examination mechanism consists of theoretical and practical examination**, so as to identify individuals who achieve the predetermined level of competency and to confirm whether a candidate has exhibited a proficiency level at or above the minimum competency level. Simply put, did the candidate achieve a pass or fail on the certification examination or even simpler, is the candidate certified.

The examination is conducted by any Organization either partner or interested party in recognized examination centers, across all European countries. Prior to the day of examination, a responsible person from the examination center has the obligation to reaffirm the appropriateness, suitability and competence of required equipment, resources and infrastructure, as well as the application of necessary health and safety measures. In case any problem arises, he has the obligation to resolve it fully, before the examination conductance.

During the theoretical and practical examination, the participants are being supervised by an invigilator and examiner, accordingly, recognized by the Organization.

4.2 Prerequisites for applicants

All applicants wishing to participate in the scheme's examination mechanism must be adults or at least eighteen (18) years old who hold a diploma of EQF Level 4 on a sector related to building constructions, according to their National Education System, and less than six months of experience.

Furthermore, as an extra prerequisite, the applicants who want to participate in the examination mechanism must have attended the course for "Aluminum & Metal Constructions Technicians" developed during MET VET project with curriculum which contains 203 hours of theory and 812 hours of practice.

If the applicants have more than five (5) years of working experience in the field of Aluminum & Metal constructions which can be proved with any legal document then these individuals can participate directly in the scheme's examination mechanism without the necessity of MET VET's course attendance.

The Organization which will organize the relevant course and certification has the responsibility to receive and review all candidates' applications and relevant evidence. The responsible person has to review the filled application and the supporting documents of each candidate for their accuracy and their completeness.

In case there is any problem, e.g. the submitted documents do not satisfy the prerequisites of the scheme "Aluminium & Metal Constructions Technicians" then the candidate is informed properly, prior to the examination, in order to proceed to the necessary actions. The approved candidates are informed in detail for the next stages of the certification process, such as the time and place of the examination.

4.3 Theoretical examination

The theoretical examination is conducted in recognized examination centers equipped with PCs connected to internet and via an electronic platform or in written. At the beginning of the examination an examiner is present to resolve any possible query from the candidates while during the exam the participants are being supervised by an invigilator.

The theoretical examination consists of a quiz with fifty (**50**) multiple choice **questions** (with a sole correct answer), of graded difficulty, selected randomly from the Examination Questions Bank, and has a duration of one hour (60 minutes).

The Questions Bank includes approximately 300 different multiple choice questions for evaluating the qualifications depicted in the aforementioned paragraph 2.2 concerning "Required knowledge, skills and competencies of professionals".

For each quiz, the questions' selection ratio with regards to difficulty is twenty (20) lower difficulty questions, twenty (20) medium difficulty questions and ten (10) high difficulty questions, whereas the questions' selection ration with reagards to knowledge mentioned in the above paragraphs 2.2.1 concerning "Materials technology & applications in construction", 2.2.2 concerning "Production facilities and equipment", 2.2.3 concerning "Production of aluminum constructions", 2.2.4 concerning "Production of metal constuctions" and 2.2.5 concerning "Installation of constructions" is ten – 10 – (4 lower difficulty questions, 4 medium difficulty questions and 2 high difficulty questions), ten – 10 – (4 lower difficulty questions, 4 medium difficulty questions and 2 high difficulty questions), twenty – 20 – (8 lower difficulty questions, 8 medium difficulty questions and 4 high difficulty questions), five – 5 – (2 lower difficulty questions, 2 medium difficulty questions and 1 high difficulty questions) and five – 5 – (2 lower difficulty questions, 2 medium difficulty questions and 1 high difficulty questions), respectively.

The **pass mark** for the quiz **is 60%** and 30 correct answers.

If the theoretical examination is conducted via an electronic platform, then due to the random selection of the quiz questions, each candidate's quiz might have different set of questions, though all candidates' quizzes are comparable and of same difficulty. In case of written exams, all candidates are examined on the same difficulty quiz.

If the exams are conducted via electronic platform, then as soon as, each candidate completes his quiz, he is informed immediately about his final result either positive or negative. In case of written exams, the candidates must wait for the issuance of their final results by the Organization.

4.4 Practical examination

The practical examination is conducted by the Organization in recognized examination centers. The centers are equipped with the necessary equipment, resources and infrastructure and have applied the necessary health and safety measures.

All candidates are being asked to complete **a defined practice scenario**, with specific implementation stages and assessment criteria per stage, under job working conditions, using material, equipment, drawings, Personal Protective Equipment (P.P.E.) etc. within approximately two (2) hours. The specific practice scenario has as purpose to evaluate the candidates' qualifications and if these are comforming with the ones mentioned in the above paragraph 2.2 concerning "Required knowledge, skills and competencies of professional".

The output of the work is examined by a recognized examiner who decides if the results are successful and if the grade of a candidate is equal or over 60 out of 100 points. If yes, the candidate may complete the certification process, otherwise he has to repeat the practical examination. In this case, the candidate retains the result of the theoretical examination for future use, as long as the examination mechanism remains the same.

4.5 Grading

The result of a candidate is considered **positive if** he has **completed successfully** both **theoretical and practical** examination, otherwise the result is considered as negative. The responsible for the examination mechanism Organization, announces the final results within 30 calendar days from the examination date, for both successful and unsuccessful candidates.

If a candidate disagrees with his final result then he has the opportunity to submit his objection within five (5) working days from the date of his result's announcement, according to Organization's procedures. The Organization is obliged to investigate the objection and to reply to the individual concerned within specfic timeframe (see below

paragraph 6.3 concerning “Objections, complaints and appeals”) about the decision on the objection raised.

There is no limitation for the participation in the examination mechanism. Those interested may participate as many times as they wish, until they succeed and get certified.

Qualification Standard

CERTIFICATION

5 CERTIFICATION

5.1 Issue and award of Certificate

After examination's completion and participants grading, the data of each participant are reviewed by Persons Certification Body or other similar Organization. The decision for the award of the Certificate is taken by Persons Certification Body or other similar Organization, based on the decision of the examiner.

All participants who have successfully completed the examination mechanism receive, within 30 calendar days from the day of the examination, a Certificate of qualifications' conformity **valid** for five (**5**) **years**. During the validity of the Certificate, the certified professional commits to the terms signed during the application process, and also to the Code of Ethics of the Scheme.

5.2 Certificate's maintenance

During the five (5) years of validity of the Certificate, the certified professionals shall comply with their commitments and with the Code of Ethics of the Scheme.

5.3 Suspension and withdrawal of the Certificate

The suspension of the Certificate is temporary and has six months duration. The Persons Certification Body or other similar Organization has the right to suspend the Certificate of a professional, in case there is an objective proof that he does not comply with his/her commitments and with the Code of Ethics of the Scheme. The certified professional is informed in written for the identified problems. In case the problems are not solved within a short time, then the Certificate is suspended for six months. If after the six months period, the problems have still not been solved, then the Organization withdraws the Certificate. In case of a withdrawal, the professional has no longer the right to participate to another examination of this Scheme.

Moreover, the Persons Certification Body or other similar Organization has the right to suspend temporarily the Certificate of a professional, in case it receives a complaint about his professional competence by a consumer or an employer or another interested party. In this case, when the investigation of the complaint is over, the Persons Certification Body or other recognized Organization acts in accordance with the results. Specifically, if there is proof that the professional has violated his commitments or the Code of Ethics of the Scheme, the Certificate is withdrawn. Otherwise, the suspension is lifted and the Certificate becomes valid again.

5.4 Recertification

If the professional wishes to continue his Certification after the five (5) years of the Certificate's validity, then three months before the expiry of the Certificate, he is obliged to send a new application to the responsible Organization in order to declare his will.

The Organization which will organize the examination mechanism reviews the application for recertification and the professional shall participate once more in the examination, according to the valid mechanism of the scheme.

After the positive completion of the examination mechanism, the certificate is reissued with the same registration number, the date of the initial certification, the date of the recertification and the new 5-year validity duration.

5.5 Personnel Certification Bodies and Accreditation

The certification process for personnel can be conducted worldwide by private or public accredited Organizations (Personnel Certification Bodies), according to International Standard ISO/IEC 17024 issued by ISO (International Organization for Standardization). The certification facilitates the recognition and the acceptance of certified persons in the national and international labour market.

The International Standards are documents that set requirements and give world-class specifications for products, services and systems, to ensure quality, safety and

efficiency. The ISO standards are worldwide recognized and facilitate international trade.

The competence of Personnel Certification Bodies to provide evaluation for professionals' qualifications is assessed regularly on voluntary basis by the National Accreditation Bodies, which are appointed by each member state, according to the requirements of article 4 of European Regulation (EC) No 765/2008 of 9 July 2008. The article 4 requires each member state to appoint a single National Accreditation Body as ESYD (Hellenic Accreditation System) in Greece which is supervised by the Minister of Economy and Development, DAkkS (Deutsche Akkreditierungsstelle GmbH) in Germany, ACCREDIA (Italian Accreditation Body) in Italy, BELAC in Belgium etc. The National Accreditation Bodies, among other activities, have the responsibility to evaluate whether a local Personnel Certification Body has the competence to provide its services, according to ISO/IEC 17024. After the positive results of a Personnel Certification Body's assessment, according to ISO/IEC 17024, then a relevant accreditation certificate is issued by National Accreditation Body.

National Accreditation Bodies in Europe and worldwide have signed a Multilateral Agreement, European Accreditation Multilateral Agreement (EA MLA) and International Accreditation Forum Multilateral Agreement (IAF MLA), accordingly, for the mutual worldwide recognition by all other signatories of the certificates issued by an accredited Personnel Certification Body. Thus, the signing members are recognizing and are accepting the equivalence of the Accreditation System of each signatory as well as the reliability of the certificates issued by an accredited Personnel Certification Body. Finally, the qualifications' suitability of a certified person is recognizable and acceptable not only in Europe but also all over the world.

Qualification Standard

PRINCIPLES

6 PRINCIPLES

6.1 Code of conduct

The Certified professional, shall comply with the following during the execution of his duties:

- Act according to the code of conduct of his specific profession.
- Act fairly, professionally and ethically.
- Undertake professional obligations for which he is certified.
- Not use his certification for a specialty other than the one specified by the Certification Scheme for which he is certified.
- Not undertake professional obligations that he has not the ability or technical competence or authorization to implement.
- With his professional judgment, he shall not jeopardize the human life or its safety, not damage any property and not cause unreasonable environmental pollution.

- Not undermine in any way, directly or indirectly, the reputation or the reliability of another certified professional.
- Update constantly his professional knowledge, skills and abilities.
- Inform all interested parties for any change that might affect his ability to comply with his obligations and the requirements of the Scheme
- Cooperate fully in the investigation of any complaint that relates to possible violation of his commitments and of the Code of Conduct.

6.2 Confidentiality

The personal data of applicants and certified professionals remain confidential throughout the whole Certification process (from receiving the application until the issue of the certificate and its maintenance).

According to the requirements of ISO/IEC 17024 Standard and paragraph (§) 7.2, the Certification Body shall, upon request, provide information about the validity and the scope of the Certificates issued. In case the Persons Certification Body or other similar Organization is legally forced to reveal any confidential information, then the person interested will be informed

6.3 Objections, complaints and appeals

At any stage of the examination process, an interested party, (candidate, examinee, certified professional, employer, third party etc), may wish to question its results. In this case, the interested party has the option to submit its request to the Organization responsible for the examinations. The latter is obliged to investigate the request, to implement corrective actions, if needed, and communicate them to the complainant, within 30 calendar days.

The effective resolution of complaints and appeals is an important means of protection for the certification body and interested parties against errors, omissions or unreasonable behavior.

ISO/IEC 17024:2012 Definitions

Complaint: Information by the interested parties citing the deviation of process and demanding for a clarification of the deviation or its corrective action

Appeal: Request by applicant/candidate or certified person for reconsideration of any decision made by the personnel certification body related to her/his desired personnel certification status.

METVET

PARTNERS

Joint Venture Networking

Sivitanidios School

Est. 2006
IME GSEVEE
Small Enterprises Institute
of GSEVEE

IFB

EOPPEP
NATIONAL ORGANISATION FOR THE CERTIFICATION
OF QUALIFICATIONS & VOCATIONAL GUIDANCE

ENAIP NET

EVTA
European Vocational Training Association

TÜV
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