



CANDIDATE HANDBOOK

PIPELINE ENGINEERING PRINCIPLES: CS_001F CERTIFICATION

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INTRODUCTION

Pipelines carrying gases and hazardous liquids are one of the safest forms of transportation; however, ‘human error’ is a contributing factor to some failures, and the training, testing, and qualification of pipeline employees is an important measure against failures caused by human error¹. Indeed, pipeline standards and regulations require pipeline staff to be both competent and qualified in all the tasks they perform.^{1,2}

The objective of this Pipeline Integrity Engineer certification program is the same as in the USA standard ASME B31Q [15]: ‘... to minimize the impact on safety and integrity of the pipeline due to human error that may result from an individual’s lack of knowledge, skills, or abilities during the performance of certain activities.

Certification

The purpose of a certification is to ensure that an individual performing a job has sufficient and demonstrable capabilities (competencies) to perform correctly all tasks required of that job.

Individuals with a certification in Pipeline Engineering Principles are able to describe pipeline-engineering principles, discuss best practices, and explain their bases. The program was designed for individuals working in pipeline integrity who either have a university degree from a recognized or accredited university or have four years of relevant work experience within the pipeline integrity field or have an engineering degree from a recognized or accredited university, or who has a professional engineering qualification (for example, PEng. or CEng).

CERTIVATION & the QPPI Certification Board

CERTIVATION GmbH is a privately held company located in Lingen, Germany. CERTIVATION GmbH believes that ensuring the proper authority and autonomy for the certification body is of utmost importance to the credibility and integrity of the certification program.

CERTIVATION GmbH, the certification body, has granted to the Qualification Panel for the Pipeline Industry (QPPI) an independent panel of qualified subject matter experts (SMEs), to the development of all elements of the certification scheme, including but not limited to the eligibility criteria, recertification requirements.

The QPPI certification board is responsible for overseeing the development of a credible Pipeline Integrity Engineer Certification Program and for ensuring the credentials meet high standards of ethical and professional practice for the industry.

¹ Anon., ‘Pipeline Personnel Qualification’, American Society of Mechanical Engineers. ASME B31Q-2016. 2016.

² Anon., ‘Pipeline Personnel Qualification’, American Society of Mechanical Engineers. ASME B31Q-2016. 2016. Anon., ‘Pipeline Transportation Systems for Liquids and Slurries’, ASME B31.4 - 2016, American Society of Mechanical Engineers. New York USA. 2016. Anon., ‘Gas Transmission and Distribution Piping Systems’, ASME B31.8 - 2016, American Society of Mechanical Engineers. New York USA. 2016. Anon., ‘Oil and gas pipeline systems’, CSA Z662-15, Canadian Standards Association. 2015. Anon., ‘Petroleum and natural gas industries - Pipeline transportation systems - Recommended practice for pipeline life extension’, Technical Specification. ISO/TS/12747. First edition. International Organization for Standardization. 2011. Anon., ‘Pipeline systems. Part 4: Steel pipelines on land and subsea pipelines – Code of practice for integrity management’, Published Document PD 8010-4:2012. British Standards Institution. 2012. Parfomak, P. W., ‘DOT’s Federal Pipeline Safety Program: Background and Key Issues for Congress’, Congressional Research Service. 7-5700. R44201. May 20, 2016. <https://fas.org/sgp/crs/misc/R44201.pdf>. Also, <http://dms.nts.gov/pubdms/>. Anon., ‘Pipeline Safety: Guidance on Training and Qualifications for the Integrity Management Program’, 49 CFR Part 192. Docket No. PHMSA–2016–0067. Federal Register. Vol. 82. No. 67. April 10, 2017. [http://www.viadata.com/rus32wdw/rus32.htm#t=RUS32%2FFederal_Register_Volume_82%2C_Number_67_\(Monday%2C_April_10%2C_2017\).htm](http://www.viadata.com/rus32wdw/rus32.htm#t=RUS32%2FFederal_Register_Volume_82%2C_Number_67_(Monday%2C_April_10%2C_2017).htm) <https://primis.phmsa.dot.gov/comm/glossary/index.htm#Integrity>

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Statement of Impartiality

CERTIVATION GmbH is committed to acting impartially in relation to its applicants, candidates, and certified persons. Certification decisions shall be made in accordance with policies and procedures. Policies and procedures affecting applicants, candidates, and certified persons shall be made public and shall fairly and accurately convey information about the certification program. CERTIVATION GmbH understands the threats to impartiality that include, but are not limited to, self-interest, activities from related bodies, and relationships of personnel, financial interests, favoritism, conflict of interest, familiarity, and intimidation. In upholding its commitment to maintain the highest level of impartiality and objectivity in its practices and decision-making,

Confidential Policy

CERTIVATION GmbH is committed to protecting confidential and/or proprietary information related to applicants, candidates, certificants and the examination development, maintenance, and administration process. The confidentiality policy applies to all CERTIVATION GmbH personnel, the QPPI Certification Board and committee members, contractors, and other individuals who are permitted have access to confidential information. Confidential information includes but is not limited to:

- Applicant and candidates records
- Examination development documentation (including JTA reports, technical reports, exam questions, answer keys, examination scores, etc.
- Disciplinary investigations and/ or actions

CERTIVATION GmbH personnel, the QPPI Certification Board and committee members shall keep confidential all applicants', candidates', and certified persons' information (including name, address, telephone numbers, and other confidential records) unless authorized for release by the applicant, candidate, or certified person.

CERTIVATION GmbH will only release confidential information when required by law and will notified the candidate/certificants to the extent, which is permitted by law.

Membership Requirement

CERTIVATION GmbH does not require membership in any other organization. Certification is open to all qualified candidates.

Training Requirement

Applicants are required to have 18 hours of training in the competency topic in which they are applying. Candidates are free to select any training they wish. Completion of any ROSEN Group's training courses will not provide any advantage over completion from any other training program.

Changes to Certification Scheme

CERTIVATION GmbH will provide due notice to certificants any changes made to the any of the Pipeline Integrity Engineer Personnel Certifications due to due to changes in internal requirements or in response to changes in the relevant standards or regulatory requirements.

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CERTIVATION GmbH will communicate the changes made in the certification schemes and inform all certificants of the changes within thirty-(30) days of such changes being approved by the QPPI Certification Board. Changes will also be publicized on the CERTIVATION GmbH website, and in the candidate handbook well in advance of the effective date of the changes, which will also be published.

Certificants will be required to demonstrate their competence of the new content. This verification will be done at recertification.

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CERTIFYING IN PIPELINE ENGINEERING PRINCIPLES

Applying for Certification



Eligibility Requirements

Individuals must meet the established eligibility requirements for the Pipeline Engineering Principle certification scheme established by the QPPI Certification Board, based upon education, training experience, knowledge and skills necessary as delineated in the results of the JTA analysis.

Education	Experience	Training	Mentoring
Engineering Degree from an accredited or recognized university	100 hours of experience or self-learning under the supervision of a line manager.	18 hours of formal or structured training 1 CEU = 10 hours of participation	36 hours of mentoring or guided learning under the guidance of a mentor.
A professional engineering qualification (for example, PEng. or CEng).			
University degree from an accredited university - any discipline			
In lieu of a degree, 4 years of relevant work experience within the pipeline integrity field			

Education

Applicants must meet one of the Education eligibility requirements.

- 1) Applicants must have an engineering degree from a recognized or accredited university.
- 2) Applicants must have a professional engineering qualification; i.e. PE or CEng.
- 3) Applicants must have graduated from an accredited or recognized four-year university.
- 4) In lieu of a degree, 4 years of relevant work experience within the pipeline integrity field.

Mandatory acceptable evidence includes:

- A photocopy of transcripts or diploma certificates for any degrees earned or
- A photocopy of professional certifications acquired or

- A completed **EXPERIENCE IN LIEU OF DEGREE VERIFICATION AFFIDAVIT** form

Experience

Applicants are required to have **100** hours of experience in the competency topic in which they are applying. Experience is defined as work activity accomplished under the direction of qualified supervision, but excluding time spent in organized training programs, training and mentoring requirements.

The purpose of the experience certification affidavit form is to verify employment and experience of applicants applying for certification.

It is **mandatory** for applicants to submit the **EXPERIENCE VERIFICATION AFFIDAVIT_CS001F** with their application.

Training

Applicants are required to have **18** hours of Training in the competency topic in which they are applying. Training must have identified goals and objectives defined by a training department, or training provider. Examples include classroom instruction, web-based training, e-learning courses, workshops, seminars, webinars, in-house training, etc. 1 CEU = 10 hours of participation.

Mandatory acceptable evidence includes:

- Copies of training certificates or
- Letters of completion

All documentation must be in English or accompanied by an English translation.

Mentoring

Applicants are required to have **36** hours of documented mentoring (guided learning) under the guidance of a mentor.

A 'mentor' is a trusted adviser, with the necessary knowledge and wisdom to provide advice and guidance. He/she is a critical friend, or guide, who is responsible for overseeing the career and development of another person, outside the normal manager/subordinate relationship. Mentoring differs from coaching: coaching transfers knowledge, but it has a fixed agenda, related to a task, with a clear outcome, usually short term, and focused on a competency. Mentoring does not have a fixed agenda, it is related to the development of an individual, without a variable outcome, is long term, and focused on the individual. This means that mentoring can be a structured process, but does not need to be formal.

It is **mandatory** for applicants to submit the **MENTORING VERIFICATION AFFIDAVIT_CS001F** with their application.

Certification Application

The certification application is available online to download from the www.CERTIVATION.com website.

The application for the Pipeline Integrity: CS_001F certification contains eight sections.

- Section 1: Applicant Information
- Section 2: Special Testing Accommodations

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- Section 3: Certificate and Certificant Registry
- Section 4: Evidence of Eligibility
- Section 5: Refund Policy
- Section 6: Code of Conduct
- Section 7: Candidate Agreement and Statement of Acknowledgment
- Section 8: Payment Information

Applications must be filled out in its entirety and must include either a physical or electronic signature (see Signature / E-Signature Policy)

Submit completed applications with eligibility evidence to application@CERTIVATION.com.

Applications will not be reviewed without payment.

Section 1: Applicant Information

The contact information you provide will be used for all correspondence with the email address the main form of communication. The address may be either your personal address or business address. Your certificate will be mailed to this address.

If any of your contact information, e.g. name, mailing address, email address, and/or telephone number entered on application changes during the application process, applicants must send an email to application@CERTIVATION.com within 7 days of the change of information.

In addition, applicants must notify the CERTIVATION GmbH in case of a legal name change. Your legal name must match the name on the government-issued photo identification you will be presenting to the proctor in order to be admitted take the certification examination.

Section 2: Special Testing Accommodations

You must indicate on their application if they are planning on applying for a testing accommodation.

Section 3: Certificate and Certificant Registry

You must enter their name exactly how they wish it to appear on their certificate. This does not have to match their government issued ID.

You must opt in or opt out of the certificate registry.

Section 4: Evidence of Eligibility

You must acknowledge they understand that their application will NOT be approved until all required documentation is submitted.

Section 5: Refund Policy

Applicants must acknowledge they have read and understand the refund policy. If you have any questions, please contact CERTIVATION GmbH application@CERTIVATION.com

Section 6: Code of Conduct

Applicants are required to sign agreeing to abide by the Code of Conduct.

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A Code of Conduct establishes the basic ethical standards for the professional behavior of certificants. Although a Code of Conduct cannot include rules for every imaginable situation, it is designed to provide both appropriate ethical practice guidelines and enforceable standards.

As a condition of earning and maintaining certification, applicants for the Pipeline Integrity Engineer Certification scheme must agree to uphold and abide by the prescribed Code of Conduct.

- 1) Exercise a reasonable industry standard of care in the performance of professional duties.
- 2) Respect human rights
- 3) Hold paramount the health and safety of the public in the performance of professional duties.
- 4) Work in a manner consistent with all applicable laws and regulations; demonstrate integrity, honesty, and fairness in all activities; and strive for excellence in all matters of ethical conduct.
- 5) Act with integrity in any relationship that involves an employer or client and disclose fully to an affected employer or client any conflicts-of-interest resulting from business affiliations or personal interests.
- 6) Accept responsibility for maintaining the credential through recertification and continuously uphold the Code of Conduct.
- 7) Voluntarily and immediately report any felony convictions or other legal dispositions that would constitute violations of this Code of Conduct that have not already been disclosed, regardless of when they occurred, and report any conditions that prohibit fulfillment of duties as set forth in the competence requirements.

Section 7: Candidate Agreement & Statement of Acknowledgement

You must acknowledge and agrees to the provisions stated in the Candidate Agreement and Statement of Acknowledgment as follows:

- 1) the competence assessment and all related materials sent to the applicant/candidate are copyrighted and strictly confidential, and shall not be shared with any third party;
- 2) the applicant/candidate has seen and understands the relevant Competence Standard(s), contents, requirements, and criteria, and believes he/she meets these;
- 3) the applicant/candidate agrees to notify the CERTIVATION in a timely manner of changes concerning the information they have provided, including my current address and telephone number;
- 4) the applicant/candidate agrees to notify CERTIVATION without delay, of any matter that affects the individual's ability to continue to fulfil the Personnel Certification requirements once Personnel Certification is granted;
- 5) the applicant/candidate accepts and agrees with the assessment and its criterion (subject to item 10);
- 6) the applicant/candidate will act in a truthful and honest manner at all times and declares that all information and documentation he/she submits is correct and an honest record of his/her education, qualifications and experience;
- 7) the applicant/candidate will not participate in fraudulent test taking practices;
- 8) the applicant/candidate will submit all required information and documentation prior to any award or certification, and that all materials submitted become the property of CERTIVATION GmbH, and are not required to return the materials;

- 9) information related to the participation in this assessment may be used in an anonymous manner for research purposes only;
- 10) the applicant/candidate is aware of the grievance and appeal process, and will accept the final outcome of such process;
- 11) the applicant/candidate will comply with all applicable provisions of this assessment and any resulting certification scheme;
- 12) the applicant/candidate will immediately cease the use of all claims to the assessment or certification that contain any reference to the Assessment, CERTIVATION GmbH or any award by such CERTIVATION GmbH upon suspension or withdrawal of such certification, and to return all certificates issued by the CERTIVATION GmbH ;
- 13) the applicant/candidate will only make claims regarding this assessment only with respect to the scope for which the certification has been granted;
- 14) the applicant/candidate hereby releases, discharges and indemnifies CERTIVATION GmbH, QPPI Certification Board, ROSEN Swiss AG, all related ROSEN entities, its directors, officers, members, examiners, employees, attorneys, representatives and agents from any actions, suits, damages, claims or obligations arising out of or in connection with this application and the awarded competency or qualification. The applicant/candidate further agrees and understands that all decisions regarding competency or qualification award rest solely in the discretion of Body;
- 15) the applicant/candidate agrees not to use the use the certification in such a manner as to bring the certification body into disrepute, and not to make any statement regarding the certification which the certification board considers misleading or unauthorized;
- 16) the applicant/candidate agrees not to use the certificate in a misleading manner;
- 17) Information about applicants / candidates / certificants and their application status and examination results are considered confidential. Personal information submitted by the applicants / candidates / certificants with an application is considered confidential. Confidential information will not be released unless a signed release is provided or is required by law. When required by law, the applicants / candidates / certificants will be notify to the extent permitted by law.

Section 8: Payment Information

Contains instructions on how to make a payment.

Minimum Language Recommendations

Applicants should have a minimum IELTS score of 6.0 before attempting to take any of the Pipeline Integrity Certification exams.

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CEFR	IELTS	Cambridge English Scale	TOEFL iBT	TOEFL PBT	TOEFL CBT	TOEIC	Global Scale of English
C2	9.0	209+	118-120	667-677	290-300	975-990	86-90
	8.5	205-208	115-117	653-663	281-287	955-970	83-85
	8.0	200-204	110-114	637-650	270-279	905-945	79-82
C1	7.5	191-199	102-109	610-633	254-267	835-900	73-78
	7.0	185-190	96-101	590-607	242-252	785-830	65-72
	6.5	176-184	79-95	548-588	212-241	685-780	58-64
B2	6.0	169-175	60-78	498-546	171-211	570-680	50-57
B1	5.5	160-168	46-59	453-496	133-169	450-560	42-49
	5.0	154-161	35-45	417-450	107-131	365-440	36-41
	4.5	147-153	32-34	400-413	97-103	345-355	29-35
A2	4.0	140-146	28-31	387-398	87-95	310-335	
	3.5		25-27	337-383	80-85	290-305	n/a
A1	3.0		21-24	353-373	67-77	265-280	n/a
	2.5	100-119	17-20	333-350	57-65	235-260	n/a

Figure 1. Minimum Language Recommendations

Verification of Applicant Eligibility Policy

CERTIVATION GmbH reserves the right to verify any and/or all information submitted with an application attested to by the applicant through phone interviews and authentication of transcripts or training certificates. Additionally, the CERTIVATION GmbH reserves the right to request further information or documentation from the applicant as needed.

Non-Discrimination Policy

CERTIVATION GmbH prohibits discrimination against its applicants, candidates, certified persons and employees on the bases of race, color, national origin, age, disability, sex, gender identity, religion, and where applicable, political beliefs, marital status, or sexual orientation

Signature / E-Signature Policy

CERTIVATION GmbH requires that the candidate fulfill the signature requirements of the e-signature/signatures according to the Pipeline Integrity Engineer Certification Program certification process.

CERTIVATION GmbH abides by the international standards of security procedures for e-signatures/ signatures as well as other regional identification practices.

Individuals who falsify e-signatures/signatures may be subjected to disciplinary action, cancellation of certification, and legal actions.

Application Submittal

Upon submittal of their application, applicants will be notified by email.

Applications and submitted documentation will go through two reviews: an initial review and a verification review. The initial review confirms the completeness of the application and receipt of all required eligibility documentation.

Applicants are notified within seven-(7) business days if their application is (1) complete and moving to verification review process. Applicants whose application is incomplete and/or any of the required documentation is missing, will be notified by email. The email will include the list of discrepancies and inform the applicant that they have **thirty-(30) days** to correct the discrepancies.

Failure to correct these discrepancies within the allotted time period will forfeit their application fee and be required to start the application process again which includes paying another application fee.

Appeals Policy

CERTIVATION GmbH is committed to a fair, impartial and timely appeals process. In fulfilling this commitment, no appeal is reviewed by the personnel involved in the adverse certification decisions. Quality Management of CERTIVATION GmbH is responsible for conducting a constructive, impartial review and to deliver a timely decision.

Adverse certification decisions include denial of eligibility for initial certification, denial of recertification, suspension of certification or revocation of certification, accusations of exam irregularities and/or special testing accommodations denial.

An individual wishing to appeal an adverse decision must submit the appeals form and any additional required documentation within **fourteen (14) calendar days** from the date of the denial.

Information submitted during the appeals process is considered confidential and shall be handled in accordance with the CERTIVATION GmbH's confidentiality policy.

Acknowledgement of receipt of the appeal is sent to the Appellant by email that confirms receipt of delivery within five-(5) days.

During the review process, additional documentation from the appellant may be requested.

Appellants are notified of the decision render within twenty-one (21) days from the appeal's submittal date. The decision of rendered shall be final. The maximum number of appeals is one.

The appeal policy, process and form is available to the public without request via the CERTIVATION GmbH website. [APPEALS](#)

Denial of Eligibility

Applicants, who submitted a completed application and notified that they do not meet the eligibility requirements, may appeal this decision. The denial of eligibility notification will contain the reason(s) why they do not meet the eligibility requirements.

Appealing Decision on Special Testing Accommodations

In the event that a test accommodation is denied in part or in full, candidates have the right to appeal the decision.

Candidates must submit the appeal form with a statement from the professional who has diagnosed the disability about why the denial would have negative impact on the applicant's ability to perform successfully on the examination. The documentation must:

- Be printed on the professional's letterhead
- Be signed and dated by the professional who diagnosed the condition

Appealing Exam Irregularities Determination

Individuals, who have been denied certification due to a determination of exam irregularities or cheating, may appeal this decision. Additionally candidates may also request to view the video evidence. The request must be made in writing and noted in the comment box on the appeals form.

Appealing Suspension or Revocation of Certification

Individuals whose certification has been suspended or withdrawn may appeal this decision. The reason(s) why you believe the suspense or withdrawal has been made in error need to be explained in detail on the appeals form.

EXAMINATION REGISTRATION

Once you are approved to take the certification exam, you will receive official notification of your eligibility and advise you to pay the exam-sitting fee. You have **thirty-(30) days** after official notification to pay the exam-sitting fee.

After the exam-sitting fee has been received, you will receive an email from TestReach inviting you to create an account in their testing portal.

Scheduling an Exam

The exam is offered four-(4) times a year; the first Wednesday of January, April, July and October at the following times³:

GMT (UK, Ireland)	GMT-6 (CST/CDT)	GMT-8 (PST/PDT)
8:00 AM	2:00 AM	12:00 AM
11:00 AM	5:00 AM	3:00 AM
15:00 AM	9:00 AM	7:00 AM
18:00 AM	12:00 PM	9:00 AM

It is **very important** that you set your local time zone in the TestReach portal before scheduling an appointment. Your appointment date-time will be set according to the time zone you have set in your account in the TestReach portal. Upon saving your appointment, you will receive an email confirming the appointment that includes further instructions.

You have **one (1) year** to schedule and take your exam from your official notification of eligibility. Failure to take the exam within that year, you will forfeit all fees paid.

Rescheduling Exams

Candidates can reschedule an exam appointment before its start date and time. There is no penalty for rescheduling, and a rescheduled appointment does not count as an attempt.

- 1) Login into your TestReach account.
- 2) Go to 'My Assessments' page in the TestReach portal.
- 3) Cancel your existing appointment.
- 4) Schedule a new exam appointment.

No-Shows

If a candidate fails to take an exam on the schedule day and time, they will lose their exam-sitting fee and will be required to repay the fee in order to take the exam.

³ Not all time zones are listed.

EXAM ADMINISTRATION

The purpose of examinations is to confirm that individuals can perform the duties and responsibilities to an adequate degree of competence. All exams are developed partnership with a psychometric consultant in keeping with generally accepted psychometric and educational testing principles.

Exam Administration Policy

CERTIVATION GmbH is committed to ensuring the examination process is fair and valid for all candidates.

As such, they will provide the following:

- Procure examination administration services from an outsourced service provider who shall ensure that examinations are safeguarded and secure;
- Exams will be administered in a standardized manner using trained proctors, who are connected to the candidate by video, audio, remote screen share and instant messaging during the entire exam
- Candidates are provided with a standardized test administration experience that complies with all policies and procedures related to exam administration
- Review any candidate feedback concerning test administrations, including information about test site proctors and experience

Exam Site / Equipment Requirements

Examinations are only offered as a computer based assessment online with a live invigilator.

Candidates must provide their own computer / laptop meeting the following minimum requirements:

- A laptop or computer running Windows 7+ or Mac OS 10.8+
- Intel Core i3 (or equivalent) and 4GB RAM
- A working webcam
- A working microphone and speakers
- Good continuous internet speed of 516kbps or higher
- A screen size of at least 13" and a resolution of 1024 x 768 is recommended.
- Mobile phones, tablets, Chromebook or Surface Pro are not allowed.

Prior to taking the certificants must install the TestReach Candidate App and carry out a short system check, which ensures their computer complies with the minimum requirements. The systems check consists of the following:

- Step 1: Checking the Webcam
- Step 2: Microphone Check – Candidates must talk
- Step 3: Speaker Check

Candidates are encouraged to review the [TestReach Protocol](#) Document for important information exam admission authentication process and procedures.

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Real-time Remote Invigilation

At exam time, you are connected to a proctor over the internet, who will oversee your test. The connection will be via video, audio and remote screen share. The proctor can see, hear and see the screen of your computer during the entire time, and everything is recorded and, if required, can be reviewed later.

Exam Administration Irregularities

The exams administered for the pipeline integrity engineer certification program are intended to be delivered under standardized conditions. If the invigilator /proctor observe any irregularities during the exam, CERTIVATION GmbH will review the report and the video recording evidence to determine whether action is warranted. Testing irregularities include, but are not limited to: (1) evidence of prohibited behavior on test day, (2) evidence that a test taker may have falsified his or her identity, (3) impersonation.

If CERTIVATION GmbH determines, in its sole discretion that the candidate has undertaken or participated in any action that compromises the integrity and confidentiality of an exam or certification program, or an exam Irregularity has been identified in connection with the exam; CERTIVATION GmbH will determine which actions should be taken and **all decisions are final**.

Actions may include, but are not limited to:

- 1) dismiss that person on test day and void the person's answer document,
- 2) void or cancel the person's score;
- 3) may revoke any and all certifications you may have earned and ban you from earning future certifications or;
- 4) determine that the scores were not affected by the irregularity and take no action.

Examination Administration Rules

- a) No other person is allowed to enter the room while you are taking the proctored exam.
- b) The lighting in the room must be bright enough to be considered "daylight" quality. Overhead lighting is preferred. If overhead lighting is not available, the source of light must not be behind you.
- c) You must sit at a clean desk or table.
- d) The desk or walls around you must not have any writing.
- e) The room must be as quiet as possible. Sounds such as music or television are not permitted.
- f) The following items must not be on your desk or used during your proctored exam, unless posted rules for the exam specifically permit these materials:

a. Books	d. Calculators	g. Phones
b. Paper	e. Textbooks	
c. Pens	f. Notebooks	
- g) You are not allowed to use headphones, ear buds, or any other type of listening equipment.
- h) You must not communicate with any other person by any means.
- i) You must not use a phone for any reason.
- j) You are not allowed to leave the room during the exam for any reason.
- k) Ensure that you do not block the webcam for any reason.

- l) You may not move around during the examination period – i.e. no wandering around the room. You need to remain in the webcam viewing area at all times.

Sample Infringement Guidelines

Minor Infringements

A Minor Infringement is one that is deemed a low-level exception. Minor Infringements may not compromise the test and can be rectified immediately however all minor infringements are logged.

- Leaning out of view of the camera.
- Blocking the computer camera.
- Commencing hand movements that could be interpreted as sign language.
- Glancing at other areas of the room that the supervisor cannot see (in this instance prior to raising an infringement the supervisor will query the candidate and ask the candidate to pan the room and in particular that area to check)
- Behaving in an unsuitable manner to the supervisor.

Major Infringements

A Major Infringement is one that is deemed a medium level exception. One that does not compromise the test and one that is rectified quite quickly with the candidate during the test.

- Accessing (or trying to access) another site / document when online
- Referring to any material – if there are no resources allowed.
- Not removing objects that are deemed interactive such as smart watches.
- Not agreeing or responding to the validation questions asked by the Proctor.

Blocker Infringements

A Blocker Infringement is one that is deemed a high-level exception. One that compromises the test and causes the test to be terminated. Supervisors will warn the candidates in advance. .

- Leaving the test centre area for ANY reason.
- Communication of any sort with a third party discussing anything about the exam.
- Mobile phones are not to be used in the testing area at all once the exam has commenced.

The supervisor alerts the candidate that an action has been recorded. The supervisor will then log all the exceptional actions and inform the client via an actions log.

Actions taken if an infringement occurs:

- There is an actions log available to the supervisor, which will log any infringement made (including any notes written by the supervisor) and be timed and dated automatically.
- If the supervisor notices any suspicious activity the supervisor will update the feedback log to indicate that an exception has occurred and detail the activity in question.
- A recording of the exam will also be taken to provide supporting evidence

EXAM RESULTS

Candidates' results are will be made aware if they pass or fail the exam immediately following the online exam. However, the results will be considered provisional until the testing center has confirmed no suspicious activity took place during the examination.

Only after confirmation from the testing center will certification be awarded.

RETAKE AN EXAM

Candidates have three-(3) attempts to pass any of the Pipeline Integrity Exams, which includes the individual competency standard exams. Candidates who do not achieve a passing score on their first attempt must wait ninety-(90) days before retaking the exam. Candidates who do not achieve a passing score on their second attempt, the candidate must wait one-(1) year from the date of their last attempt before retaking the exam.

Candidates requesting to retake an exam do so by:

- 1) Complete the 'Application for Retaking an Examination' form in its entirety
- 2) Save the document in a PDF format using the following naming format: Last_First_RR.pdf
- 3) Email the signed application to: application@CERTIVATION.com.

Candidates are notified within 7 days if their application is approved. At that time, you will be advised to pay the retesting fee.

NOTE: Candidates, who received testing accommodations on previous certification exam(s), will receive the same accommodation previously provided. However if additional testing accommodations are required, certificants must follow the requirements for requesting testing accommodations as First-Time Applicants.

Additionally, candidates who did not previously did not receive special testing accommodations can apply for accommodations during the application process

SPECIAL TESTING ACCOMMODATIONS

The purpose of test accommodations is to provide all candidates with full access to the test. However, test accommodations are not a guarantee of improved performance or test completion. CERTIVATION GmbH will provide reasonable and appropriate test accommodations to individuals with documented disabilities who demonstrate a need for test accommodations. Test accommodations may include things such as:

- Extra testing time
- Reader
- Scribe

Test accommodations are individualized and considered on a case-by-case basis. Consequently, no single type of test accommodation (e.g. extra time) would necessarily be appropriate for all individuals with disabilities. Simply demonstrating that an individual meets diagnostic criteria for a particular disorder does not mean that the person is automatically entitled to test accommodations.

CERTIVATION GmbH complies with all provisions of the Americans with Disabilities Act (42 USC Section 12101, et seq.) and Title VII of the Civil Rights Act, as amended (42 U.S.C.2000e, et seq.), to accommodate candidates who, because of a disability, need special arrangements to enable them to take an examination.

Applying for Special Testing Accommodations

Applicants requesting accommodations may do so by

- 1) Indication on their application if they will be requesting special testing accommodations
- 2) Submit the completed Special Testing Accommodation application.
- 3) Save the document in a PDF format using the following naming format: Last_First_TA.pdf
- 4) Email the signed application to: application@CERTIVATION.com.

Applicants are notified within 7 days if their application is either complete and in the review process or incomplete. The review process is typically 14 business days, however if additional information is required, the process could take longer. The application review will have one of the following outcomes:

- The accommodation is provided as requested.
- The request for accommodations is denied.

Applicants, whose request for special testing accommodations has been approved, are notified of the decision by email and advised to pay the exam fee. The certification office will notify the testing center of the approved accommodations after the exam fee payment has been processed.

Accommodation Denials

Applicants, whose special testing accommodations were denied are notified by email and advised they have the right to appeal the decision.

Applicants, who do not wish to appeal the decision and would like to take the exam without any special testing accommodations must send notification in writing to application@CERTIVATION.com.

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PREPARING FOR THE EXAM

The Pipeline Engineering Principles exam was designed to assess the knowledge, skills and abilities required by an individual performing the duties within the scope of the certification scheme.

The exams for the Pipeline Integrity Engineer Certification program follow the specifications set forth in the exam blueprint in accordance with the weights and numbers of items defined for each task.

The QPPI Certification Board selected qualified Subject Matter Experts (SMEs) to write, review and revise the test questions under the guidance of a psychometric consultant. SMEs were selected based on their demonstrated expertise and have been working in the field of pipeline integrity, or a similar field, at any level within their organization, and have more than 10 years' experience.

Periodic job analysis studies are conducted to identify and validate the knowledge and skills measured by the exam on an ongoing basis. For each certification, a national job analysis study will be conducted periodically to ensure that the exam's Body of Knowledge specific to each certification remains relevant and current.

Examination Content Outline

The certification exam for the Pipeline Engineering Principles certification follows the specifications set forth in the exam blueprint in accordance with the weights and numbers of items defined for each task. (See Table 1) Subject matter experts (SMEs) have written, reviewed and revised the test questions under the guidance of a psychometric consultant.

- All questions are only offered in English.
- You will have one-(1) hour to complete the exam.
- The exam contains forty-(40) multiple-choice questions.

Please note that questions from the various content areas will be mixed throughout the examination. The questions will **NOT** be presented in content area order on the examination.

Recommended Learning

Individuals need some technical knowledge before commencing this certification program, particularly if an individual is new to, or inexperienced in, pipeline integrity. Each certification scheme contains a list of recommended awareness level competencies (knowledge and skills) which cover basic terminologies, principles, and practices in pipeline integrity competencies.

This list of awareness level competencies can assist in understanding the foundation level competency prior to assessment. These competencies are only a recommendation but are **NOT** required.

- 1) CS_001A: Pipeline Engineering Principles - Has knowledge of pipeline engineering principles, good practices in pipeline engineering, and is aware of their bases.
- 2) CS_008A: Pipeline Hydraulics - Understands hydraulic principles, and is aware of different phases, flows, equations of state, head losses, flow assurance, wax and hydrate formation, and the differences between compressible and incompressible fluids in a pipeline.

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- 3) CS_009A: Pipeline Risk Management - Is aware of risk management methods and standards
- 4) CS_018A: Onshore Pipeline Construction or Subsea Pipeline Construction - Is aware of pipeline construction methods.
- 5) CS_030A: Stress Analysis - Is aware of stress analysis and methods.
- 6) CS_035A: Pipeline Testing - Is aware of pipeline pressure testing.
- 7) CS_036A: Onshore Pipeline Routing or CS037A: Subsea Pipeline Routing - Is aware of pipeline routing.

Blueprint for Competency Exam: Pipeline Engineering Principles	Weight	Items
Pipeline economics and pipeline safety statistics.	10.00%	4
Pipeline standards, including their bases and development, linkage to Regulations, key content, purposes, location classification, high consequence areas, design factors, and inherent safety.	12.50%	5
Line pipe manufacture, types, standards, and choice of coatings.	12.50%	5
Fluid flow, fluid phases.	10.00%	4
Material properties including strength, ductility, toughness, weldability, and metal fatigue.	12.50%	5
Practical aspects of pipeline routing, and the pipeline construction process.	10.00%	4
Pipeline operation, including control rooms, control systems, and leak detection.	10.00%	4
Calculation of stresses on pipelines, including principal stresses, thermal stresses, and equivalent stresses.	10.00%	4
Practical aspects of pipeline integrity management, including risk assessment and management, pressure testing, in-line inspection, and pipeline repair.	12.50%	5
Emergency preparedness, emergency response, site investigation.	10.00%	4

Table 1. Blueprint for CS001F

AWARDING CERTIFICATION

Only individuals, who meet a combination of education, experience, training and mentoring requirements as well as demonstrated their knowledge by successfully passing a certification exam as well as to agreeing to abide by the provisions stated in the Candidate Agreement & Statement of Acknowledgment and Code of Conduct will be awarded certification.

At the end of the exam, candidates are notified immediately after submitting their exam computer-generated preliminary passed or failed score is issued. The results are considered provisional until the testing center has confirmed no suspicious activity took place during the examination. It is only after confirmation of no exam irregularities have taken place will the certification be awarded.

The certification office will notify candidates via email within five-(5) days following the exam of their award. Certificants will receive their certificate in the mail within 4 to 6 weeks.

Certificates

Individuals awarded certification are mailed a certificate.

Those individuals who exceeded the minimum required score by 10% to 19% are awarded a certification with Merit and those who exceed the minimum required score by at least 20% are awarded a certification with distinction.

Certification Registry

The Certification Registry is an online up-to-date record of individuals who have earned a certification and those who have chosen to keep it active. No personal contact information, such as email, physical address, or phone number, will be included in the registry.

Certificants can opt out of the having their name published in the online registry during the application process. Stakeholders may contact us either in writing or by phone to verify if a certificants credentials are current. No other information will be provided.

No personal contact information, such as email, physical address, or phone number, will be included in the registry. Inclusion in the registry is voluntary. If you have an active certification and choose not to be listed in the certification registry, your information will not be included.

The certification registry will only include the following information:

- Certification holder's first and last name
- Country of residence
- Certification Type
- Certificate ID

CERTIVATION MARKS, LOGOS & CERTIFICATES

Usage of Marks, Logos & Certificates

CERTIVATION GmbH is the owner of the mark(s) and the certificate and provides individuals who have met the eligibility requirements and have successfully passed the certification exam with a certificate suitable for framing and a digital seal. Certificants must comply with the following policy. The certificate holder must contact CERTIVATION GmbH in case of questions regarding the use of the certification mark in accordance with the rules

Authorized Persons

Use of the Pipeline Integrity Engineer Certification Program marks and logos is limited to those persons who have been granted the certification by CERTIVATION GmbH and who satisfy all maintenance and recertification requirements established by the QPPI Certification Board. Use of the mark and logo by individuals who have not been granted and maintained the certification is expressly prohibited.

Non-Assignability & Non-Transferable

Permission to use the certification mark is limited to the certified person, and shall not be transferred to, assigned to, or otherwise used by any other individual, organization, or entity.

Acceptable Usage

CERTIVATION GmbH permits the use of certification marks (certificate and seal/logo) exclusively in direct connection with the certified scope of application. It may be used on websites, information and advertising material. The certified organization is allowed to advertise with the following marks during the period of validity of the certification:

- Seal/logo;
- Certificate. The certificate may be used for external presentation as a PDF document.

Certification marks (certificate and seal/logo) of CERTIVATION GmbH may not be passed on to customers of the certified organization for use. The certificant may use the certification certificates issued by CERTIVATION GmbH only in their entirety and not in extracts or modified.

The certification mark may only be shown in the standard size and design. Standard size and design can be provided by CERTIVATION GmbH upon request. The size and colors of the certification mark may not be changed. The certification mark must always be shown in its entirety.

The user of the mark must comply with the requirements of CERTIVATION GmbH when referring to his certification status in communication media.

CERTIVATION GmbH requires its certificants not to make or permit misleading statements regarding its certification. This includes that the certified organization does not use or permit the use of the certification documents or parts thereof in a misleading manner.

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The use of the mark is limited to the scope of the certification. This requires:

- Mention of the certification standard applied;
- The presentation in connection with the certified scope and avoid misleading reference to non-certified areas, activities, sites, products or services;
- The mention of the certification body.

The certification mark may not be used on test reports, calibration certificates or certificates. The marks may not be used on products or product packaging, nor may they be used in any other way that could be interpreted as marking product conformity. CERTIVATION GmbH requires all certificants not to use the CERTIVATION GmbH certification in a manner that brings CERTIVATION GmbH and/or the certification system into disrepute.

The certificate holder must contact CERTIVATION GmbH in case of questions regarding the use of the certification mark in accordance with the rules.

All advertising materials must be modified accordingly if the scope or validity of the certification has been changed. In the event of suspension or withdrawal of certification, the instructions of CERTIVATION GmbH must be complied with and, if necessary (e.g. in the event of withdrawal or expiry), the use of all advertising material containing references to certification status must be terminated immediately.

CERTIVATION GmbH remains the owner of the mark(s) and the certificate.

Suspension or Revocation of Permission to Use Mark Or Logo

The mark or logo may not be used in any manner that could bring the CERTIVATION GmbH into disrepute or in any way be considered misleading or unauthorized. The mark or logo may not be used in any manner that would imply an invalid connection between CERTIVATION GmbH and the certified person's business. This includes any use of the mark or logo that the public might construe as an endorsement, approval, or sponsorship by the CERTIVATION GmbH of a certified person's business or any product or service thereof.

The right to use the marks automatically expires when the validity of the certification expires. The right to use the mark also expires after suspension or withdrawal of certification. In such cases, the user of the mark may no longer use any existing documents, records, etc., bearing the marks from the date of expiry.

Actions by CERTIVATION GmbH to suspend or revoke use of the certification mark shall be communicated in writing to the person whose privileges are being suspended or revoked and to all other persons affected by the decision. CERTIVATION GmbH may also publicize its actions on its website and any other of its publications. Should any person continue use of CERTIVATION GmbH's mark or logo after notice of suspension or revocation, CERTIVATION GmbH shall seek full equitable and/or legal remedies through a court of competent jurisdiction.

Amendments to the Regulation on the Use of Signs

CERTIVATION GmbH shall inform the user of the mark without delay of any changes to the regulations governing the use of the mark.

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RECERTIFICATION

Recertification Policy

Recertification is an essential part of an accredited certification process. Standards, technologies, methodologies, and regulations change with time, and the recertification requirement is designed to ensure certificants are keeping up to date with those changes. Recertification demonstrates a commitment to maintain competency.

The Pipeline Integrity Engineer Certification and certification in individual competencies are valid for five-(5) years from date of issue. Recertification requires certified person to sit for and pass the certification examination again.

Eligibility Requirements

Only certificants whose certification has not been suspended or withdrawn are eligible for recertification. Certificants, who are certified in Pipeline Engineering Principles, are required to retake the competency exam in which they were certified as well as pay the recertification fee.

Additionally, applicants must reaffirm their commitment to abide by the Code of Ethics and Candidate Agreement & Statement of Acknowledgement.

Applying for Recertification



Candidates requesting to retake an exam do so by:

- 1) Download the recertification application from the www.CERTIVATION.com website.
- 2) Complete the 'Application for Retaking an Examination' form in its entirety
- 3) Save the document in a PDF format using the following naming format: Last_First_RA.pdf
- 4) Email the signed application to: application@CERTIVATION.com.
- 5) Pay the recertification fee.

Applicants are notified within 7 days if their application is approved. At that time, you will be advised to pay the exam fee.

Applications must be filled out in its entirety and must include either a physical or electronic signature (see Signature / E-Signature Policy)

Submit completed applications with eligibility evidence to application@CERTIVATION.com.

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Special Testing Accommodations

Certificants, who received testing accommodations on previous certification exams, will receive the same accommodation previously provided. However if additional testing accommodations are required, certificants must follow the requirements for requesting testing accommodations as First-Time Applicants.

Additionally, certificants who did not previously did not receive special testing accommodations can apply for accommodations during the application process

FEES & REFUNDS

Fees & Refund Policy

- CERTIVATION reserves the right to assess fees for all services connected to the Pipeline Integrity Certification program. This includes applications, examinations, recertification, and duplicate certificates.
- Fees are subject to change and it is the applicant / candidate's responsibility to submit the current fee for any aspect of the certification. All fees shall be published in the candidate's handbook.
- Application fees are non-refundable, candidates are encouraged to review the eligibility requirements prior to applying.
- Applicants whose applications are incomplete and fail to correct any and all discrepancies within thirty-(30) days of notification, forfeits their application fee.
- Candidates arriving thirty-(30) minutes after the scheduled start exam time will be considered absent and will forfeit their exam fee.
- Candidates who are a no show, forfeits their exam fee.
- Candidates who fail to take their exam within the one-(1) year timeframe, which begins at the time of payment for the exam, forfeits all fees paid.
- Refunds are not granted to candidates who forfeit or fail the examination; this includes candidates who cannot produce the required identification for exam admittance. Under these circumstances candidates will be considered absent, will forfeit the full examination fee, and will be required to repay the examination fee.
- Refunds and partial refunds for examination fees are granted at the discretion of the Certification Manager for extenuating circumstances only.

Fee Descriptions

Application Fee

Application fees are the **NON-REFUNDABLE** fees paid for the processing, review, and data management for each certification application. This required when the application is submitted.

Application fees must be paid every time you apply to any of the certifications available except when applying for the Certified Pipeline Integrity Engineer certification.

If your application is incomplete and not corrected within thirty-(30) days of notification, you will **FORFEIT** your application fee and will be required to repay the application to restart the application process.

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Exam Sitting Fee

Exam-sitting fees are the non-refundable fees paid to take the certification exam.

You must pay the exam-sitting fee within **thirty-(30) days** of acceptance into the program and must schedule your exam within the **one-(1) year** of paying the exam-sitting fee. Failure to do so, you will **FORFEIT** all fees paid.

Retesting Fee

If you fail your first attempt, you are allowed to retake the exam for a total of three-(3) attempts. For each attempt you are required to pay the exam-sitting fee. See **Retaking an exam**

Recertification Fee

In order to maintain active certification status, you must apply for renewal of certification to the Certification Committee every five (5) years. Refer to the candidate handbook for recertification process.

Certificate Replacement

If you lose or damage your certificate and wish to replace the certificate, you will incur a certificate replace fee. To order a replacement certificate, send an email to Feedback@CERTIVATION.com with the following information:

- Legal Name
- Name on certificate
- Date of Award (month / year)

A staff member will contact you and provide further instructions.

COMPLAINT POLICY

A complaint is a formal request for resolution of an issue related to CERTIVATION's certification activities or to a certified person's behaviors.

In order to maintain the credibility of the Pipeline Integrity Engineer Certification scheme, CERTIVATION GmbH has adopted procedures to allow individuals and/or entities to file complaints for but not limited to the following:

- Misuse or misrepresentation of certification(s);
- Unethical behavior of certificants, candidates or applicants to the Pipeline Integrity Engineer Certification program;
- The examination invigilators/ the testing center.
- CERTIVATION GmbH or related bodies

CERTIVATION GmbH certification management is responsible for reviewing, determining the validity and rendering a decision for complaints against certificants. Quality Management of CERTIVATION GmbH handles all other complaints.

All complaints must be submitted in writing using the complaint form completed in its entirety.

Information submitted during the complaint and investigation process is considered confidential and shall be handled in accordance with the CERTIVATION GmbH's confidentiality policy.

Individuals and/or entities who bring forth complaints are not entitled to any relief or damages by virtue of this process, although they shall receive notice of the actions taken.

The complaint form, policy and process is available to the public without request via the CERTIVATION GmbH website and in the candidate handbook.

The complaint process and complaint form can be found on the CERTIVATION Website. [COMPLAINTS](#)

Misconduct & Disciplinary Actions Policy

CERTIVATION GmbH has the authority to suspend, reduce and/or withdrawal certification from certificants. Additionally CERTIVATION GmbH shall ensure any issues about certificants' practice and conduct are fairly and reasonably investigated and determined, and protect the public against unprofessional and unethical conduct by certified persons.

General causes for suspension or withdrawal include, but are not limited to fraud, deceit, failure to follow the policies and procedures of the Pipeline Integrity Certification program, including submission of inaccurate data to obtain and/or maintain certification.

Specific examples of violations that are grounds for certification suspension and withdrawal include:

- Falsifying information or misrepresentation on an initial or recertification Pipeline Integrity Engineer Certification program application.
- Releasing confidential examination materials or participate in fraudulent test-taking practices.
- Conviction of a felony under federal or state law.
- Misusing or misrepresenting the certification mark or logo.
- Violation of the Code of Conduct.
- Violation of established personnel certification policies, rules and requirements

IMPORTANT DEADLINES

DESCRIPTION	DEADLINE
Change of contact information during application process	7 days
Application Discrepancies Correct any discrepancies or missing information	30 days
Exam-Sitting Fee Pay after official notification of approval	30 days
Schedule Exam From the day of exam-sitting fee payment	1 year
Appeal File any appeal after denial	14 days



Protocol Document for Remote Invigilated Exams

CERTIVATION GmbH

Created:
Version 1.3

<i>Confidentiality:</i> Public	<i>Revision date:</i> 19-May-2021	<i>Title of the document:</i> Candidate Handbook-CS001F	Page 32 of 32
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Candidate Exam Checklist for Remote Invigilated Exams

Please ensure that you read this document thoroughly. It is your responsibility to ensure you understand, are familiar with and adhere to the regulations and protocols herein. Failure to comply with any of the procedures outlined in this document may result in your exam being terminated / results not being issued.

1. Computer requirements:
 - Laptop / computer with 4GB of ram (no chrome books, tablets or surface pro)
 - A Windows v7.0+ or Mac10.8+ operating systems
 - Intel Core i3 (or equivalent) and 4GB RAM
 - A working webcam that can be used to scan the room, microphone and speakers
 - Internet connectivity with continuous internet speed of a minimum of 516kbps
2. Before your exam please ensure that you have downloaded the TestReach application (as per your enrolment email)
3. Make sure you have completed the webcam check and confirmed your exam slot **at least 3 days in advance of exam day**. Candidates who do not complete this process 3 days in advance will be considered a no-show and will not be able to sit their exam.
4. Make sure that you have completed the Test Tutorial
5. You must ensure that you have your TestReach user information with you – user ID and password.
6. Do not forget your signed Photo ID – either passport or driving license only
7. You must not be interrupted throughout your exam. Please make sure your room / space is private and well lit.
8. You will be asked to scan the room for a 360° view using your monitor / webcam.

9. Ensure that your computer area is free of all clutter and unauthorised materials.
10. Your mobile phone should be turned off and put out of reach once you are connected with your supervisor.
11. If you are in a room with others sitting your exams please ensure that you have headphones in order to hear the supervisor.
12. Please do not have a second monitor on your desk or within reach.
13. The only authorised items allowed for this exam are water / drinks, a single page and pen which must be shown to the camera.
14. You may not move around the test site – i.e. no wandering around the room. You need to remain in the webcam viewing area at all times.
15. Ensure that you do not block the webcam for any reason.
16. No smart watches are allowed. You will be asked to show your wrists to the supervisor.
17. There are **NO** Comfort Breaks allowed during this exam.
18. Please behave in a suitable manner towards the Supervisor, comply with any procedural requests, and respond to all validation questions.

***Note: If you have any difficulties with regard to logging on for your exam please contact:**

+353 (1) 699 1385 / +44 (0)20 34758685 / +1 (833) 202 2819

support@testreach.com

<https://www.testreach.com/candidate-support.html>

For information on the availability of our service see:

<https://status.testreach.com>

Validation Protocol for Candidates

Introduction

The below information describes the validation protocol and the steps that trained invigilators will take to verify the identity of the candidate and to ensure that the candidate's test environment is secure – this is for your information and to know what to expect.

Prior to Exam

There is a three-step process for preparing for exam day. Candidates must confirm or book their exam **3 days in advance of exam day**. Candidates who do not complete this process 3 days in advance will be considered a no-show and will not be able to sit their exam.

1. Download the TestReach application
 2. Complete the system check
 3. Confirm or book your exam
- Candidates will receive an email with login details from TestReach with the subject "TestReach New Account". If you cannot find this email, please check your spam folder. Please ensure that you have your user ID and password with you on the day of your exam.
 - All candidates are advised to take "Test Tutorial", which guides you through taking an exam on TestReach. We suggest that you go through this tutorial by clicking "Enter" so that you can familiarise yourself with the exam canvas. You can use this tutorial multiple times and your answers will not be recorded.
 - All exams need to be booked or confirmed 3 days in advance.
 - Candidates are also advised to be in their chosen exam location 20 to 30 minutes before their scheduled exam start time in order to login, enter exam and go through the system checks. 15 minutes before exam, the "connect" option will activate, and candidates can click on this to commence the pre- validation process.

Note: Candidates will be permitted to commence the exam up to 30 minutes after the scheduled start time. The duration of their exam remains the same. If a candidate has not connected within 30 minutes, their exam will expire and they will not be able to do the exam.

Day of Exam:

- Ensure that you arrive at your venue 20- 30 min before your exam start time.
- Login into TestReach using your User ID and Password.

It is advised that all candidates enter exam 15 minutes before start time in order to allow the candidate to go through pre - validation process with their Supervisor.

- Select “Connect to Supervisor”. Please note that the connection to the Supervisor may not be immediate but that the Supervisor is aware that you are ready to start your exam.
- Once you are connected, Supervisor can immediately see: the candidate’s desktop / screen, a ‘chat box’ for any Instant messages between the supervisor and candidate and a live audio / video of the candidate via webcam.
- Supervisor will advise candidate of pre-validation process before they begin their exam via audio.

Authentication / Validation Process

There is a list of steps taken to verify a candidate’s identification and secondly that the testing area is secure.

- a. The supervisor will ask you to show your photo ID to the camera. This ID should either be an in - date passport or driving license, with photograph and signature.
- b. The candidate will be asked to pan their monitor / camera around the room to get a 360° view – the supervisor will need to make sure that the candidate pans the whole area. This is to ensure that:
 - There is no second monitor / computer visible in the room
 - Any phone visible has been put out of reach
 - There are no notes / wall boards with information on them
- c. The candidate will also be asked to scan their desk (including any shelves under the desk) – this is to make sure that there are no phones, books, post-its etc. nearby. As there are no resources allowed for this exam other than water / drink the test area should be clear.

- d. If the supervisor observes any unauthorised items, they will request that the candidate removes them from the testing area.

No-Shows

There is no requirement to contact a candidate on the day of the exam if they are a no show.

There is no additional fee for a no show, but the exam charge will apply.

Monitoring Protocol

1. During the exam the supervisor is required to monitor the candidate via webcam. The supervisor is also able to monitor audio feedback to ensure that there are no verbal answers or communication from any outside source. The supervisor will be able to:
 - see the candidate via webcam and see the candidate's screen
 - use a chat box to communicate to the candidate
 - hear the candidate and all times and talk with them when required.
2. When monitoring the exam, the supervisor will watch the screen at all times. They will check for: Eye movement / Head movement / Hand movement / Talking or mouthing or other indications of external communication
3. If the supervisor notices any of the above behaviours they will send the candidate an Instant message or talk to them asking them to refrain from the behaviour e.g. "please keep your eyes on the screen", "please keep within view of the webcam", "there is no talking allowed – thank you", etc.
4. If the supervisor is required to log an infringement, the supervisor will click on the Log Infringement button. The supervisor will click on the appropriate infringement described and then on the 'Take Action' button.
5. By clicking the 'Take Action' button this will record the exceptional activity onto the 'Actions Log' and will automatically send a message to the candidate saying an exception has occurred. The candidate MUST click OK to this in order to resume their exam. – This can be seen by the supervisor on the screen share.
6. Please see the Infringement Protocols for specific Major / Minor Infringements.

7. It is at the client's discretion to decide if the test should be allowed or not or what post-exam action to take where any major infringements are recorded.
8. There are 2 automatic time warnings given – one with 30 mins to go before the end of the exam and one with 5 minutes to go.

Sample Infringement Guidelines

Minor Infringements

A Minor Infringement is one that is deemed a low-level exception. Minor Infringements may not compromise the test and can be rectified immediately however all minor infringements are logged.

- Leaning out of view of the camera.
- Blocking the computer camera.
- Commencing hand movements that could be interpreted as sign language.
- Glancing at other areas of the room that the supervisor cannot see (in this instance prior to raising an infringement the supervisor will query the candidate and ask the candidate to pan the room and in particular that area to check)
- Behaving in an unsuitable manner to the supervisor.

Major Infringements

A Major Infringement is one that is deemed a medium level exception. One that does not compromise the test and one that is rectified quite quickly with the candidate during the test.

- Accessing (or trying to access) another site / document when online
- Referring to any material – if there are no resources allowed.
- Not removing objects that are deemed interactive such as smart watches.
- Not agreeing or responding to the validation questions asked by the Supervisor.

Blocker Infringements

A Blocker Infringement is one that is deemed a high level exception. One that compromises the test and causes the test to be terminated. Supervisors will warn the candidates in advance.

- Leaving the test centre area for ANY reason.

- Communication of any sort with a third party.
- Mobile phones are not to be used in the testing area at all once the exam has commenced.

The supervisor is to alert the candidate that an action has been recorded. The supervisor will then log all the exceptional actions and inform the client via an actions log.

Actions taken if an infringement occurs:

- There is an actions log available to the supervisor which will log any infringement made (including any notes written by the supervisor) and be timed and dated automatically.
- If the supervisor notices any suspicious activity the supervisor will update the feedback log to indicate that an exception has occurred and detail the activity in question.
- A recording of the exam will also be taken to provide supporting evidence.

Candidate Issues on Exam Day

Minor Incidents

It is the candidate's responsibility to ensure their computer:

- is in good order
- has sufficient memory
- has up-to-date software, drivers etc
- has good internet connection speeds
- is plugged into a power source so you have enough power for the duration of the exam
- all apps running in the background are closed in case it impedes with the progress of the exam

If the candidate's equipment fails on exam day then there is limited troubleshooting steps that the TestReach support team can work through.

Candidate experiences poor internet connection at the time of their exam.

A candidate may have their exam resumed up to a maximum of 3 times. After this they will be asked to contact their examining body to rebook their exam.

Candidate experiences an issue local to their device i.e. issues with their webcam, sound card, graphics card etc.

Our customer support team will spend up to a maximum of 15 mins on an in-bound telephone helping the candidate to resolve issues local to their device.

At this point, the customer support team will end the call and advise the candidate to contact the examining body to rebook their exam.

This is to ensure that our customer support team have the required availability to provide a high level of support to all candidates taking an exam at that time.

Candidate is late

Candidate is late for their exam or experiences issues logging onto the TestReach app.

If a candidate calls the customer support line within 30 mins of their exam start time, the customer support team will help the candidate to resolve the issue.

If a candidate calls after 30 mins, they will be advised to contact the examining body to rebook their exam.

Major or Critical Incidents

In the very unlikely event that the TestReach service has a major or critical incident, candidates should go to <https://status.testreach.com>

This website will keep you up to date on any actions you should take and when we expect the service to resume.

In the event of a disruption to our service, our support lines would see naturally see a spike in activity and it is unlikely that you will be able to speak to an agent. The <https://status.testreach.com> page is our main and sole source of communication to candidates during this time.