



# CANDIDATE HANDBOOK

## PIPELINE DEFECT ASSESSMENT: CS\_020F 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 error<sup>1</sup>. Indeed, pipeline standards and regulations require pipeline staff to be both competent and qualified in all the tasks they perform.<sup>1,2</sup>

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 certified in Pipeline Defect Assessment can describe pipeline integrity and pipeline defect assessments (for all types of defects found in pipelines), and can summarize and give examples of fatigue assessment. 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.

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

<sup>2</sup> 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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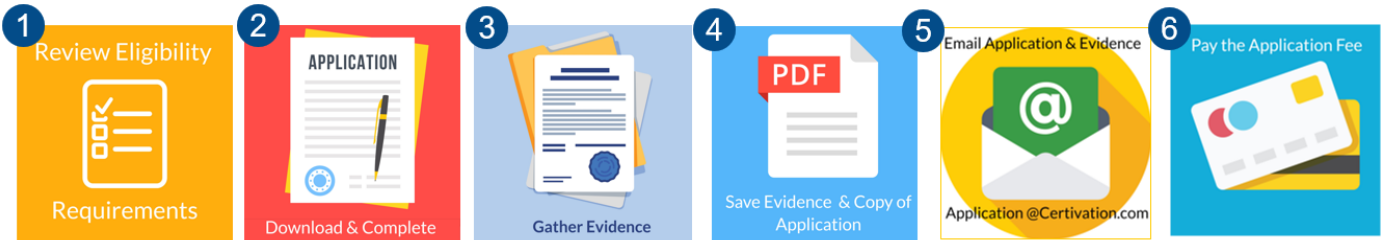
CERTivation GmbH will communicate the changes made in the certification schemes and inform all certificants of the changes within thirty-(30) days of such changes being approved by the QPPI Certification Board. Changes will also be publicized on the CERTivation GmbH website, and in the candidate handbook 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 DEFECT ASSESSMENT

### Applying for Certification



### Eligibility Requirements

Individuals must meet the established eligibility requirements for the Pipeline Defect Assessment 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\_CS020F** 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. Acceptable evidence of training 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\_CS020F** with their application.

## Certification Application

The certification application is available online to download from the [www.Certivation.com](http://www.Certivation.com) website.

The application for the Pipeline Defect Assessment: CS\_020F 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](mailto: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](mailto: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](mailto: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 8);
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 QPPI Certification Board and CERTivation GmbH, and are not required to return the materials;

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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 or QPPI Certification Board or any award by such QPPI Certification Board upon suspension or withdrawal of such certification, and to return all certificates issued by the QPPI Certification Board;
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
<b>B2</b>	<b>6.0</b>	<b>169-175</b>	<b>60-78</b>	<b>498-546</b>	<b>171-211</b>	<b>570-680</b>	<b>50-57</b>
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

## 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.

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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 appeals process for any applicant, candidate, or certified person with any adverse outcome of a decision. These decisions include the following:

- Denial of Eligibility
- Special Testing Accommodations Denial
- Recertification Application Denial

All appeals will be reviewed by the QPPI Certification Board and is responsible for making a recommendation to CERTivation GmbH certification management. The decision of CERTivation GmbH certification management will be final. The maximum number of appeals is one. No member of the QPPI Certification Board will communicate directly with the petitioner. All communication concerning the appeal will be made between the Certification Program Manager and the petitioner.

## 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.

In fulfilling its responsibility to provide applicants the right to appeal a decision to deny candidacy, the appeal is first reviewed by the QPPI Certification Board, who will make a recommendation to the CERTivation GmbH certification management. The CERTivation GmbH certification management will review the recommendation and evidence and make the final determination.

The QPPI Certification Board Committee may put forth the following recommendation based upon evidence presented:

- Grant the appeal and admit the applicant and allow the applicant to continue in the certification process or
- Deny the appeal

## Filing an Eligibility Appeal

1. Applicants completes the appeals form in its entirety including details on why they believe the denial was unjust within **fourteen (14) calendar days** from the date of the denial.
2. Save the document in a PDF format using the following naming format: Last\_First\_AP.pdf
3. Email the signed application to: [application@certivation.com](mailto:application@certivation.com) , attaching any additional evidence.
4. Applicants will receive an email acknowledging receipt of application within 5 days

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5. The appeal form and all evidence will be submitted to the QPPI Certification Board for review.
6. The QPPI Certification Board will render a decision on the appeal within twenty-one-(21) calendar days.
7. The QPPI Certification Board's recommendation will be sent to CERTivation GmbH certification management.
8. CERTivation GmbH certification management will render a final decision on the appeal within seven-(7) calendar days.
9. The applicant will be notified by email.

## 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.

Once the exam-sitting fee has been received, you will receive an email advising to create an account on the exam provider's website. Upon creating a new account, you will receive an email with further instructions and a link to login to your account and reset its password.

### Scheduling an Exam

You can select a date and time of day convenient for you. It is important that you set your local time zone in the Questionmark 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 Questionmark 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 Questionmark account.
2. Go to 'My Assessments' page in the Questionmark 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.

## 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

You must provide your own computer / laptop, which meet the following minimum requirements:

	<b>Windows</b>	<b>Mac</b>
Browser	Chrome with Proctorio Extension	Chrome with Proctorio Extension
Operating System	Windows 7+	macOS 10.11+
Processor	Intel Pentium or better	Intel
Free Disk Space	250 MB	250 MB
Free RAM	2 GB1	2 GB1
Upload Speed	0.092 Mbps - 0.244 Mbps2	
Microphone	Any Microphone, either internal or external	
Webcam	320x240 VGA resolution (minimum) internal or external	

Additionally, prior to taking the exam you will need to install Questionmark secure on your computer.

Also online proctoring uses Zoom for real-time communication. Zoom is a web-conferencing application, and you will be prompted to install or run it in the process of connecting with the proctor. It does not need to be installed ahead of time.

The following applications are prohibited and must be closed before you will be able to launch your exam.

- Outlook
- Skype for Business (Lync)
- GoToMeeting
- SnagIt.

## Admissions to the Exam

1. At the time of your appointment, log in to your test publisher's Questionmark portal.
2. Click My Assessments. Options available for an exam depend on status of the authorization and exam appointment. A launch link will be enabled on this page 15 minutes before your appointment.
3. Click Launch to initiate your exam appointment. The proctoring system will launch in a new window.
4. Next you will go through the authentication verification and test environment inspection. You will need to provide the identification documents by presenting a government issued photo ID. The name on the government issued photo ID must match the name on the application exactly. The proctor will expect you to use your webcam so they can inspect the security of your test-taking environment and can ensure the security and integrity of the exam.
5. The proctor enables the 'Next' button only after verifying your ID and environment. Click 'Next' to proceed to the candidate agreements.
6. You are required to consent to all the agreements, terms, and conditions of the exam.. After accepting all of the terms and conditions, click 'Next' to proceed.
7. The proctor will enable the launch link. Click 'Begin Exam' to start your exam. After clicking 'Begin exam', the exam lobby opens in new window.

## 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

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## Examination Administration Rules

- 1) No other person is allowed to enter the room while you are taking the proctored exam.
- 2) 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.
- 3) You must sit at a clean desk or table.
- 4) The desk or walls around you must not have any writing.
- 5) The room must be as quiet as possible. Sounds such as music or television are not permitted.
- 6) 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:
  - Books
  - Pens
  - Textbooks
  - Phones
  - Paper
  - Calculators
  - Notebooks
- 7) You are not allowed to use headphones, ear buds, or any other type of listening equipment.
- 8) You must not communicate with any other person by any means.
- 9) You must not use a phone for any reason.
- 10) You are not allowed to leave the room during the exam for any reason.
- 11) Ensure that you do not block the webcam for any reason.
- 12) 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.

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- 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](mailto: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 and QPPI Certification Board complies with all provisions of the Americans with Disabilities Act (42 USCG 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](mailto: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 was 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](mailto:application@certivation.com).

## 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

The QPPI certification board in consultation with the psychometric expert and the testing center will review the appeal and determine if the request is possible and if the accommodation will risk the security of the exam. Applicants must submit an appeal request by submitting an appeal request with additional documentation as well as a copy of an associated prior accommodation request.

- Appeals must be filed within **fourteen (14) calendar days** from the date of the denial

In fulfilling its responsibility to provide applicants the right to appeal a decision to deny candidacy, the QPPI Certification Board will perform the following tasks:

- a) Review the applicant's statement of appeal and supporting documentation from the diagnosing healthcare professional.
- b) Review the statement from the Certification Program Manager concerning the special accommodations previously offered to the applicant.
- c) Consult with psychometric experts and legal counsel (as required) request and review information concerning the feasibility of providing the requested accommodations.
- d) Make a recommendation to the CERTivation GmbH certification management within twenty-one (21) days.

The QPPI Certification Board Committee may put forth the following recommendation based upon evidence presented:

- Grant the appeal and provide the special accommodations as requested.
- Grant the appeal and offer alternative special accommodations.
- Deny the appeal.

## Appealing a Testing Accommodation Denial

1. Applicants complete the appeals form in its entirety including details on why they believe the denial was unjust within **fourteen (14) calendar days** from the date of the denial.
2. Save the document in a PDF format using the following naming format: Last\_First\_AP.pdf
3. Email the signed application to: [application@certivation.com](mailto:application@certivation.com), attaching any additional evidence.
4. Applicants will receive an email acknowledging receipt of application within 5 days
5. The appeal form and all evidence will be submitted to the QPPI Certification Board for review.
6. The QPPI Certification Board will make a recommendation to the CERTivation GmbH certification management within twenty-one (21) days
7. The QPPI Certification Board's recommendation will be sent to CERTivation GmbH certification management.
8. CERTivation GmbH certification management will render a final decision on the appeal within seven-(7) calendar days.
9. The applicant will be notified by email.

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## PREPARING FOR THE EXAM

The Pipeline Defect Assessment 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 Defect Assessment certification follows the specifications set forth in the exam blueprint in accordance with the weights and numbers of items defined for each task. 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.

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.

Blueprint for Competency Exam: Pipeline Defect Assessment	Weight	Items
Material properties (with a detailed focus on fracture toughness).	12.5%	5
Fracture mechanisms (brittle, transitional, ductile), and fracture mechanics approaches (including J integral and crack tip opening displacement).	12.5%	5
Assessment of corrosion using ASME B31G, assessment of cracks using API 579/BS 7910, and assessment of mechanical damage.	12.5%	5
Pipeline failure causes (including external interference, external forces, corrosion, fatigue, ground movement, sabotage, theft, human error (including over-pressure, over-temperature), spanning, hydrodynamic loads, buckling, and thermal stressing).	15.0%	6
Effect of hydrotesting on defect behavior.	12.5%	5
Commercial, corporate, political, and sabotage threats to pipelines and facilities.	10.0%	4

Case studies in pipeline failures, modes, and mechanisms.	12.5%	5
Corrosion growth and fatigue crack growth models.	12.5%	5

## 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\_012A: Pipeline Repair - Is aware of the generic repair methods for metal loss, dents, cracks and leaks, and forms of structural damage, and understands how the repair functions.
2. CS\_020A: Pipeline Defect Assessment - Is aware of pipeline defect assessments methods (for all common types of defects found in pipelines) and fatigue assessment, with a basic understanding of fracture mechanics.
3. CS\_030A: Stress Analysis - Is aware of stress analysis and methods.
4. CS\_032A: Fracture Mechanics - Is aware of the history of fracture mechanics its principles, models (elastic, elastic-plastic, and plastic), and the differing models and assessment methods.
5. CS\_033A: Failure Analysis -Is aware of failure analysis, including the metallurgy, fractography, mechanical properties, and stress analysis involved in a failure investigation.
6. CS\_042A: Failure Modes and Mechanisms - Understands failure modes (collapse, buckling, etc.) and failure mechanisms (corrosion, fatigue, etc.).
7. CS\_048A: Pipeline Defects - Is aware of the different types of defects that can appear in pipelines, their causes, and the threats they pose to the pipeline.
8. CS\_050A: Crack Management - Is aware of the different types of cracks and crack-like defects that can occur in pipelines, and there effect and consequences, and how they are detected and mitigated.

## 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. Replacement certificates are available for a fee.

### 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 Defect Assessment, 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](http://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](mailto: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](mailto: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

## 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.

In fulfilling its responsibility to provide applicants the right to appeal a decision to deny candidacy, the appeal is first reviewed by the QPPI Certification Board, who will make a recommendation to the CERTivation GmbH certification management. The CERTivation GmbH certification management will review the recommendation and evidence and make the final determination.

The QPPI Certification Board Committee may put forth the following recommendation based upon evidence presented:

- Grant the appeal and admit the applicant and allow the applicant to continue in the certification process or
- Deny the appeal

## Filing an Eligibility Appeal

1. Applicants completes the appeals form in its entirety including details on why they believe the denial was unjust within **fourteen (14) calendar days** from the date of the denial.
2. Save the document in a PDF format using the following naming format: Last\_First\_AP.pdf
3. Email the signed application to: [application@certivation.com](mailto:application@certivation.com) , attaching any additional evidence.
4. Applicants will receive an email acknowledging receipt of application within 5 days
5. The appeal form and all evidence will be submitted to the QPPI Certification Board for review.
6. The QPPI Certification Board will render a decision on the appeal within twenty-one-(21) calendar days.
7. The QPPI Certification Board's recommendation will be sent to CERTivation GmbH certification management.
8. CERTivation GmbH certification management will render a final decision on the appeal within seven-(7) calendar days.
9. The applicant will be notified by email.

## FEES & REFUND

### Fees & Refund Policy

CERTivation and the QPPI Certification Board 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](mailto: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.

## COMPLAINTS

### Complaint Policy

A complaint is a formal request for resolution of an issue related to the certification program.

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.

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

CERTIVATION GmbH certification management is responsible for reviewing, determining the validity and rendering a decision for every complaint. Information submitted during the complaint and investigation process is considered confidential and will 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 will receive notice of the actions taken.

### Filing a Complaint

1. Complainants must complete the complaint form in its entirety, available on the CERTivation website.
2. Email the complaint form to: to [feedback@certivation.com](mailto:feedback@certivation.com) with any evidence.
3. Complaints will an email acknowledging receipt of complaint within seven-(7) days
4. Upon receipt of a complaint, the Program Certification Manager shall notify the CERTIVATION GmbH certification management.
5. The CERTIVATION GmbH certification management will perform a preliminary review the complaint and any evidence brought forth to determine the validity of the complaint. The complainant is notified within seven (7) days if their complaint is valid and actionable.
6. If the complaint is determine valid, Quality Management of CERTIVATION GmbH will initiate a formal review to investigate the complaint or circumstances in order to clarify, expand, or corroborate the information provided by the complainant. The handling of the complaint and communication to the complainant must not be any employee of CERTivation GmbH who is the subject of the complaint.
7. When a complaint is brought against certificants, candidates or applicants to the Pipeline Integrity Engineer Certification program, the individual whose conduct has been called into question is notified by certified mail. The notification includes the allegations against the individual and their right to present a defense in writing within ten (10) days of the receipt of the initial notification.
8. The result of the processed complaint will be communicated to the complainant and, if necessary, to the parties involved by the responsible employee, usually within two working weeks. However, due to

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the complexity of complaints against certificants, candidates or applicants to the Pipeline Integrity Engineer Certification program, decisions may take up to thirty-(30) calendar days from the initial receipt of the complaint.

The individual, who is the subject of the complaint and the complainant will be notified of the decision within thirty (30) calendar days from the initial receipt of the complaint by registered mail.

9. If necessary, the complainant will also be informed about the progress during the mentioned period.

## 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