

**GENERAL  
REGULATION  
FOR THE  
CERTIFICATION  
OF PERSONS  
For the company**

**«iCert SA»**

according to the standard

**ELOT EN ISO/IEC  
17024:2012**

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# 1. Introduction

This document is the General Regulation for the Certification Persons of the "Personnel Certification Body iCert SA", which lists the general principles and information that have been developed in order to regulate the issues related to assessing and certifying knowledge of skills / abilities of individuals. The manner of conducting the certification of persons, the process of issuing Certificates, the obligations of iCert SA, as well as of the candidates for certification are presented.

The General Regulation for the Certification of Persons is addressed to the candidates for certification, but also to any interested party and is publicly available.

The certification by iCert SA in any of the Certification Schemes of the PCB does not replace the possible Professional Practice License issued by the state, nor does it imply the granting of professional rights.

## 1.1. Modifications - Revisions

TABLE OF REVISIONS				
Version	Date	Chapter	Paragraph	Description
1	30-11-2020	-	-	Original Edition
2	28-01-2021	1	-	Modification
3	01-04-2021	3, 7	-	Modification
4	08-04-2021	7	-	Modification
5	20-12-2021	7,13, 15	-	Modification
6	21-09-2022	3, 10	-	Modification

## 2. Object of interest

ICERT SA (Headquarters: Veranzerou 1, Athens, PC: 10677, Tax Identification Number: 801459109, Tax Office: ATHENS FAE, Tel: 210 3306086) adopts the present Certification Regulation to regulate the procedure of person certification. The overall management and issuance of the certificate is done in accordance with the requirements of the international standard for the certification of persons ISO EN 17024 as well as the ESYD.

The iCert SA certificate confirms the individual's compliance with recorded requirements, specifications and procedures.

## 3. Terms - Abbreviations - Definitions

The abbreviations found here are as follows:

1. **ESYD:** Hellenic Accreditation System
2. **EA:** European Accreditation
3. **PCB:** Personnel Certification Body

The following definitions are interpreted according to the content of the concepts given by ISO/IEC 17024.

- **Candidate:** the person who meets certain prerequisites (this differentiates him from the "applicant"), which allows him to participate in the certification process.
- **Certification process:** all activities through which iCert SA determines whether an individual meets specific competency requirements, including application, assessment, certification decision, surveillance and re-certification, as well as the use of certificates and logos.

- **Personnel Certification Scheme:** Competence and other requirements, which concern specific categories of professionals and specialized people, for whom the same special procedures, standards and regulations apply.
- **Competence:** Proven ability/competency to apply knowledge and/or skills by the candidate to achieve the desired result, as defined in the certification scheme.
- **Assessment:** process, through which the satisfaction of the requirements of the scheme is assessed for each person, which leads to the decision of certification or not.
- **Examination:** mechanism, which is part of the evaluation, which measures the candidate's ability, either through one or more means eg orally, in writing, in practice or through observation, as defined in the figure.
- **Examiner:** person capable of conducting and grading an examination when the examination requires professional judgment.
- **Invigilator:** a person authorized by the certification body who manages or supervises an examination but does not assess the candidate's competence.
- **Qualification:** documented characteristics of education, training and work experience (concerns staff of the PCB).
- **Impartiality Committee:** group consisting of representatives of groups or organizations affected by the performance of the certified person or the activity of the PCB. The committee must represent fairly and objectively the interests of all stakeholders related, involved or benefiting from the existence of the scheme, without overriding a specific interest. Indicatively, an interested party can be considered a public authority, a chamber, a trade union, industry representatives - employers, civil protection organizations / consumer association, academic association, research institute, certified professionals, etc., who have a primary and direct interest in the efficient operation and success of the purpose of the certification scheme.
- **Scheme Owner or Owner:** standardization body, public authority, organization, chamber

or professional association, etc., which is responsible for the development and maintenance of the scheme (ie it directly involves, manages and benefits from its operation), which it provides to the appropriate PCBs. The owner of the scheme can also be the PCB itself.

- **End user:** the person or persons who, in order to make a decision, rely on the information provided in the certificate held by the certified person, or who make use of the certified ability of the certified person. More specifically, the end user can be the client of the certified himself or an employer, who in order to assign a job or to hire / collaborate with a professional also relies on his certification of competence.
- **Recognition of the Personnel Certification Scheme or Recognition:** approval of the scheme by the ESYD, so that it can then be applied by accredited or under accreditation PCBs, to whom it is provided by the owner. In the event that the owner is identified with the PCB, then the recognition occurs upon the accreditation of the PCB for the scheme in question.

#### **4. Risk Management**

iCert SA in order to ensure the best possible, stable and impartial provision of certification services, has identified risks and vulnerabilities that may affect it both in terms of independence and impartiality and in physical and digital level. For all the risks identified iCert SA has taken appropriate measures in order to reduce them and which are evaluated annually.

#### **5. Independence - Impartiality - Confidentiality - Transparency**

iCert SA operates as an independent Personnel Certification Body. It takes all appropriate measures to ensure its absolute and lasting independence, the impartial judgment of the

certified and the transparency of the process while taking measures to ensure the confidentiality of the data of applicants, candidates and certified persons and other sensitive information.

Specifically:

ICert SA, its executives, supervisors or examiners are not involved in any way with the training or education of those concerned, to ensure the independence and impartiality of the certification process.

All iCert SA executives and external partners must sign the Confidentiality Agreement to ensure both the integrity of the process and the confidentiality of the Body's information. In addition, the above persons with the signature of the above undertake the obligation to immediately inform the Body in case of conflict of interest in their capacity or an attempt to approach and exert pressure (of any nature from a third party) but also in the case of intentionally or unintentionally leaked data and information, as well as for any issue that could jeopardize the proper functioning of the PCB, as well as the impartiality, objectivity, seriousness and transparency of the certification processes.

The selection of the topics to be examined is done through a software, thus excluding the human factor and ensuring the objectivity, impartiality and equal treatment of candidates in the certification examination process.

The certification of persons is done without discrimination to any candidate, natural person, who meets the certification criteria as they are defined in the Special Certification Regulations of Persons of the certification schemes. The management of applications for participation in the certification is done in a transparent and inviolable way and for this reason criteria are preferred that can be evaluated with YES / NO and not vaguely with justification.

The decision to certify a candidate according to the certification scheme examined is taken by the Certification Decision Officer, thus validating the grading process, while in case of any

objection to a rejection decision, the process of objections and complaints is activated. The Certification Decision Officer is not involved in the process of training or examining candidates for certification.

The Management of iCert SA undertakes the commitment for independence and impartiality of the certification services.

## **6. Criteria for Participation in the Exams**

To participate in the certification exams organized by iCert SA, each candidate must complete the "Application for participation in a Certification Scheme" and send it to the Person Certification department of the Institution. Along with the application, the interested party will send the supporting documents mentioned in the application and prove that all the conditions for participation in the certification exams are met. The application form is available electronically from the official website of the Body but also from the secretariat of the Agency at the address Veranzerou 1, Athens. The Secretariat will explain and discuss with the interested party the special requirements mentioned in the Special Regulation of the Scheme that interests the applicant as well as will take care of the resolution of any questions in relation to the Scheme.

The application is examined by the Quality Manager and if the conditions are not met, then the interested party is informed within ten (10) days in writing of the reasons for the rejection of his request. The interested party has the opportunity to file an objection against the rejection decision within ten (10) days. This is followed by the examination of the objection by the Impartiality Committee and the final decision for rejection or acceptance of the application within ten (10) days with simultaneous notification of the interested party by phone and in any case in writing or electronically. If the applicant meets all the requirements for the exam, then he / she will be informed via email with instructions for the next steps.



## 7. Exams

The certification exams of natural persons are scheduled per certification scheme or for a set of certification schemes (eg on an annual or semiannual basis), depending on the participations (approved applications of interested parties). The examination program is approved by the Administration. When the date is decided, as well as the time and place of the exams, then the Secretariat informs the candidate in any appropriate way and asks him, at least one week before the date of the exams to pay the fees for his participation.

The exams can be conducted either automatically through the examination system of iCert (exams.icert.gr) with the physical presence of the candidates to be certified, or remotely with the online monitoring of the candidates.

For each topic of examination, at least three different tests are automatically created in a random way (through a specific algorithm) through the question pool, so that on the one hand the continuity of the exams is not affected and on the other hand the repetition of specific topics is prevented. Each test is exported in 2 different versions, so that the same series of questions is not repeated.

The questions are categorized into Easy, Medium, Difficult and divided by thematic unit of the examined material, as it is presented in the Special Regulations. The tests are renewed every 6 months, while it is prevented, through the management system of the institution, that the same test is repeated in the same candidate in case of re-examination.

As examiners or invigilators are determined associates of iCert SA who know the management system of examinations and will follow and faithfully apply the examination process. The Certification Officer is responsible for the timely selection of invigilators or, if required, of the Examiners and their substitutes per certification scheme, who sign the declaration of non-conflict of interest. If they consider that there may be a conflict of interest, they shall state this in writing to the Impartiality Committee, which shall decide on the same

day and with reasons on their participation or replacement.

All the participants in the examinations, are informed of their results and receive a certificate at the end of the test. If the candidate fails the exam, he / she can repeat the exam on the next scheduled date if he/she requests to the Secretariat in order to be informed about the exact time of the exam and to reserve his/her position. There is a provision through the exam management system, so that there is no repetition of the same topics and of the same test for the same candidate. In any case, an examinee who is dissatisfied with the result can submit a written objection within ten (10) days. This is followed by the examination of the objection by the Impartiality Committee and the final decision for rejection or acceptance of the application within ten (10) days with simultaneous notification of the interested party by phone and in any case in writing (via e-mail).

## **8. Evaluation and Certificates**

The grading is carried out either automatically by the relevant electronic system of PCB, or by the approved examiners/graders, as they have been defined depending on the certification scheme and only in the case mentioned in the Special Regulation of each specialty. The examiners/graders, have no knowledge of the personal data of the participating candidates, except for their participation code. The results of the examinations are validated by the Certification Decision Manager. The decision to certify a candidate according to the certification scheme examined is taken by the Certification Decision Officer, thus validating the grading process. Certification decisions are signed by him. A relevant Certificate is issued for all successful candidates, depending on the certification scheme in which they participated. The Certificate is the property of PCB, and the successful candidate is only allowed to use it, for as long as it is valid. The Certificate contains all the provisions of the standard ISO 17024: 2012, while it does not replace the license to practice the profession

when provided by a competent state authority and does not imply the granting of professional rights.

The certificate is delivered to the certified person by hand or to a third party, as long as it has an authorization from him/her, or is sent via e-mail.

The terms and conditions for maintaining the validity of the Certificate are clearly described in the respective Special Certification Regulations of Persons of the scheme in which the certified person has been examined, about whom he has been informed during the application process for certification.

## **9. Obligations of Candidates**

The Candidate for certification signs during his Application for Participation in the Certification Scheme, the Commitment Declaration of the interested party (hereinafter "Declaration") of iCert SA.

The Obligations of the candidate to be certified are analyzed in detail in the above declaration and for any relevant question before signing the Declaration, it can be addressed in writing or orally to the Secretariat which at its discretion will either refer its question to the appropriate Head of Institution or will resolve it on the spot.

In any case, with the signing of the Declaration the Candidate is bound by all the conditions without exception and in case of non-compliance iCert SA reserves the right to exercise against him any legal right granted to it by the said violation.

## **10. Obligations of Certified Persons**

The certified person, in order to maintain his certification, must comply with the terms of the Scheme, and immediately inform the Body in case of a complaint from a third party in relation to his certified services or in case he cannot maintain the ability for which he/she was certified.

If for any reason the person's certification is revoked, he must immediately stop using his certificate and invoke that certification or use his certificate which immediately loses its validity. He is required to return the original certificate to the Body and to destroy any copies in his possession.

The certified person assumes full responsibility for any complaints regarding the use of his / her certificate. The certificate of the Body is strictly personal and non-transferable while it has a unique number which is related exclusively to the certified person.

The certified person is obliged, if he so wishes, to proceed before the expiration of his certificate, with a request for re-certification, in accordance with the provisions of the Special Regulation for the Certification of Persons of the Group in which he has been certified.

The organization documents the conditions for the use of certificates, logos, and marks and stipulates that the use of the iCert logo by the certified person is not permitted. The iCert certificate provides information about the terms of use of the Certificate.

The P.C.B. binds the certified person to comply the following:

- to comply with the requirements of the Certification Scheme for which certification is requested,
- to make claims regarding the certification in relation only to the scope for which it is certified
- to use the certification properly, without bringing the CBP into disrepute and without making statements about the certification, which are considered by the CBP to be misleading or impermissible,
- in the event of revocation or suspension of certification, to return any certificate issued by

the CBP and to discontinue any claim related to the certification that contains any reference to the CBP or to the certification;

- not to use the certificate awarded to him in a misleading manner to any interested party.

The candidate's commitment to the aforementioned is shown through the application for certification, which the candidate completes and signs.

## **11. Obligations of the Institution**

ICert SA, as a Certification Body, is committed to maintaining the confidentiality of all personal data which it collects in order to provide certification to the candidate. Furthermore, the Institution fully complies with the legislation on protection of personal data and takes all appropriate technical and organizational measures to achieve this purpose.

The Institution issues a Certificate only in case of success of the candidate in the relevant examination and in accordance with the terms and conditions mentioned in this General Regulation and the corresponding Special Regulation for the Certification of Persons of the certification scheme.

ICert SA must notify all certified persons in a timely manner and in writing of significant changes in the certification process.

## **12. Maintaining a Certification**

In order to maintain the Certificate, the certified person must comply with all the terms and conditions of the General Regulation for the Certification of Persons and the Special Regulation for the Certification of Persons that concerns the specific certification that he wishes.

### **13. Suspension and Revocation of a Certificate**

Suspension of a certificate is equivalent to a temporary ban on the use of the certificate when the Institution notices a violation by the certified person and requests its removal. If the violation is not removed then the President revokes the certificate, ie its final withdrawal and deletion from the records. Certificate revocation is made only in the event that its unethical use is confirmed.

In particular, Certificate revocation is indicative of when:

- It is found that the examination procedure was not followed correctly or false or fake information was used.

- Proved non-compliance with the rules of use of the Certificate or the code of conduct.
- The holder of the certificate uses it in a way that is contrary to the principles of the Institution.
- The holder disseminates false information in relation to his certification (scope, content, etc.)
- The holder violates the principle of confidentiality.
- There are drastic developments in legal and regulatory requirements or technology and changes in requirements for certified persons.

## **14. Modification of the Certification Scheme**

Modifying the Certification Scheme means reducing or extending the scope of the Certification Scheme. Certificates are not subject to extension of the certification scope. Extension of certification of a natural person means obtaining another certificate in a different subject. Modification of a scheme is possible only if it is allowed by the Special Regulation of the Certification Scheme and under the conditions defined by it.

## **15. Scheme Supervision Committee**

For each certification specialty and for as long as it is active, a corresponding Supervisory Committee is formed, consisting of appropriate experts and associates of the Organization, internal or external, who have appropriate knowledge, abilities and skills.

The Supervisory Committee has the responsibility to support the development, the creation and the validation of the examination mechanism of the specialty.

Prior to the finalization of the examination mechanism and in order to ensure its suitability for the certification of professionals / individuals, the specialty must be validated. Interested

candidates are identified, who agree to participate in the pilot implementation of the specialty exams, in order to check their validity, reliability and objectivity. The Supervisory Committee evaluates the results of the examinations, any identified findings and observations and proposes any necessary corrective actions in order to finalize the examination system and to validate the specialty.

Every two years or whenever necessary, the Supervisory Committee is convened in order to review the examination mechanism as well as to update the examination bank if it needs updating. The members of the Committee are presented with the analysis of the statistical processing of data and information of the implemented exams, candidates' complaints, any objections to the exam results, any leaks of exam questions, results of exam centers, etc. During the meeting, decisions and actions may be taken that improve both the certification specialty and the pool of questions. Where necessary, these include possible actions to maintain the certification of already certified professionals.

## **16. Subcontractors**

The Institution signs a Private Agreement with each person who provides subcontracting work related to the certification of persons, which covers, among other issues, issues of confidentiality, impartiality and protection of personal data. In the subcontracting relationship, iCert SA:

- Takes full responsibility for the services provided by the subcontractor
- Ensures through followed procedures the adequacy and compliance of its subcontractors with the provisions of the international standard ISO 17024: 2012 for the certification of persons but also with the Regulation (EU) 2016/679 for personal data
- Evaluates annually the performance of all its partners / subcontractors

## **17. Personal Data Protection**



iCert SA collects personal data of (a) applicants, candidates and certified persons, collectively called interested parties (b) permanent staff, as well as (c) associates.

More specifically: (a) From the applicants are collected the personal data for the realization of the evaluation for their examination as well as personal data of economic nature for the issuance of a receipt or invoice (article 6 (1b) GDPR). Special categories of personal data may also be collected as part of a discount through a European program to support vulnerable groups, in which case the data and evidence required by the program sponsor will be requested (Article 9 (1b) GDPR). Their contact details are also collected for the purpose of communicating with them regarding the examination and then for issues related to the certification but also for the promotion of similar services in case they are interested (article 9 (1a) GDPR). From the candidates their answers are processed, while from the certified ones iCert SA keeps the file with their certificates, the years of certification, the payments, the revocations or suspensions, etc. Only the Secretariat, the Accounting Office and the Certification Decision Manager have full access to the data of the interested parties. The Supervisors, the Administration and the Impartiality Committee have access only to this data which is justified by their responsibilities. The Institution takes measures for the protection and security of personal data that it collects and keeps and is able to satisfy the requests of the persons for exercising the rights provided to them by the GDPR while ensuring that any processing of data complies with all GDPR Principles. The Institution has adopted a Personal Data Protection System that maintains and processes and its staff is well trained and has explicitly committed to comply with the responsibilities and obligations arising from it.

(b) The Institution collects all personal data of its employees in accordance with the provisions of labor law for the proper performance of the employment relationship (article 6 (1 c)) as well as social security law (article 9 (1 b)). Therefore, it collects all the necessary data for the hiring, payroll, calculation of bonuses, licensing and dismissal of an employee. At the same time, the Organization, based on the pursuit of its legal interest for the smooth

operation of its business (article 6 (1 f)) processes its personnel data in order to monitor the arrival and departure time of employees, their training and evaluation. The Institution complies with the requirements of the GDPR for the protection of personal data especially in relation to work as it is important for the purpose pursued by the Processing Officer to be proportional to the respect for the rights and freedoms of employees, as it is a relationship of power. This kind of processing is not based on the consent of the employees as it could not be considered valid but, it always tries to be constantly informed about the legislation, case law, Instructions and Opinions issued by the Personal Data Protection Authority (PDPA) and the European Data Protection Board (EDPB), in order to make sound decisions and comply with the GDPR while processing employee data.

(c) In relation to the "partners" of the Institution, the term refers to natural and / or legal persons with whom iCert SA cooperates. All the Partners of the Institution, sign a private agreement of confidentiality and protection of personal data, although the Company is very strict with the classification of the information and therefore its Partners remain on a "need-to-know" basis. Furthermore, if the Partner is a natural person, the Institution collects the personal data that are necessary for the signing of the contract between them, as well as data for the issuance of an invoice and bank account number for depositing money. iCert SA does not carry out any processing other than the aforementioned purposes and the data are stored in files which are kept naturally in the Accounting Office and electronically on a disk with limited access. The Institution commits to take all necessary measures for the protection and security of personal data and that any processing of them is in accordance with current legislation and the requirements and obligations set by it. It will monitor changes, additions, revisions in legislation and case law, constantly taking the necessary and appropriate technical and organizational measures on a case-by-case basis, to ensure the continuity of the data protection and security system it applies.

## **18. Civil Liability**

iCert SA provides civil liability coverage for the certification services provided for the entire accreditation period, but the certified person and his employer are responsible for any damage that may occur during the performance of his certified services.

## **19. Certification Fees**

The Certification fees are communicated to the candidates after contacting the secretariat of the Institution and expressing interest for participation in the certification scheme exams. The fees must have been paid no later than the date of the candidate's examination.

## **20. Copyright**

The present General Regulation for the Certification of Persons belongs to iCert SA and its reproduction by third parties or any other unauthorized use is prohibited. Actions such as those described above will be considered a violation of its copyright and it reserves the right to exercise all the rights provided to by law.