



REGULATION FOR THE CERTIFICATION OF PERSONNEL IN CHARGE OF NON-DESTRUCTIVE TESTS

RG02

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1. PURPOSE AND SCOPE OF APPLICATION

- 1.1 This Regulation establishes the principles, criteria and methods for the management of activities relating to the certification of personnel assigned to non-destructive tests in the industrial sector (with the exclusion of any application in the field of medicine) according to the requirements of the UNI EN ISO/IEC 9712 standard.
- 1.2 In the case of activities relating to the certification of personnel assigned to non-destructive tests according to different standards than those reported in § 1.1, please refer to the annexes dedicated to this Regulation.
- 1.3 The requirements of the applicable rules referred to in paragraph 2 apply.
- 1.4 This Regulation applies to the control methods indicated in paragraph 3.
- 1.5 Access to certification is guaranteed to anyone who requests it as long as they meet the requirements set out in this Regulation.
- 1.6 This Regulation is configured as a single contractual document between the Certification Body and the applicant without prejudice to the part of the economic offer.
- 1.7 The Regulations are supervised by the TEC Eurolab Impartiality Committee, within which the parties interested in certification are represented.
- 1.8 This Regulation is made available to the public on an ongoing basis, in the current revision, through publication on the TEC Eurolab website. Any significant changes made to this Regulation, which impact on existing contractual agreements and/or certification processes will in all cases be communicated by the Body to the interested parties promptly and in writing.
- 1.9 For matters not provided for in this Regulation, the general conditions of sale attached to the economic offer governing the contract between the applicant and TEC Eurolab apply.
- 1.10 **Attachments** - The following attachments are part and applicable to this regulation:
 - **Annex A - Exam Conducting**
 - **Annex B - Limited And Special Applications**
 - **Annex C1 - Application for Level 1 and 2 Certification**
 - **Annex C2 - Application for Renewal**
 - **Annex C3 - Application for Recertification**
 - **Annex C5 - Application for Level 3 Certification**
 - **Annex C6 - Application for Level 3 Recertification**
 - **Annex C7 - Application for PED Approval**
 - **Annex C8 - Application for MF Certification**
 - **Annex C9 - Application for MF Renewal**
 - **Annex C12 - Application for Level 3 MF Recertification**
 - **Annex C13 - Application for Lev 1-2 ASNT Certification**
 - **Annex PED - PED Certification**
 - **Annex MF - Railway Maintenance Certification**
 - **Annex ASNT - ASNT Certification**

Each attachment is applicable for the parts of interest.

In particular, annexes B, PED, ASNT and MF regulate the requirements of limited and particular applications, for the certification of personnel in the PED, ASNT field and for the certification of personnel in the railway maintenance field.

Where the term "Application" is present, it means the application for admission to the process (for certification, renewal, recertification, extension or level 3 certification).

2. REFERENCES

The references below in the latest edition available and in force apply:

UNI EN ISO 9712	Non-destructive tests - Qualification and certification of personnel assigned to non-destructive tests
UNI CEI EN ISO/IEC 17024	General requirements for bodies that perform certification of persons

ISO/TR 25107	Non-destructive testing- Guidelines for NDT training syllabuses
2014/68/UE Directive	Directive on the harmonization of the laws of the Member States relating to the making available on the market of pressure equipment
ANSF 2018 Guidelines	ANSF document - Guidelines for the qualification of personnel assigned to non-destructive testing (CDN) in railway maintenance
Other applicable documents:	
RG-01	ACCREDIA Regulations - Regulations for the accreditation of Certification and Inspection Bodies - General Part
RG-01-02	Regulations for the accreditation of Personnel Certification Bodies
MQ	TEC Eurolab Quality Manual, Section 8
PG32	Internal management procedure "Management of the NDT Examination Center"
PG33	Internal management procedure "Management of External NDT Examination Center"

For the terminology reported in this regulation, the information contained in UNI EN ISO 9000, UNI EN ISO 9712, UNI EN ISO/IEC 17024 in the latest editions available and in force applies. Further reading support is given in the next paragraph.

2.1 READING SUPPORT

Applicant - Person who has applied to be admitted to the certification process.

Candidate - Applicant who meets the specified requirements and has been admitted to the certification process.

Certification Requirements - Specified set of requirements including scheme requirements to be met in order to issue or maintain certification.

Level 1 - A level 1 certified operator in one or more industry sectors of a given non-destructive test method is qualified to perform operations in the certified method based on written instructions and under the supervision of level 2 or level 3 personnel. Must be able to adjust equipment, perform tests, record and classify results against written criteria, and report on results. Level 1 personnel should not be responsible for choosing the test method or technique to be used, nor for evaluating the test results.

Level 2 - A level 2 certified operator in one or more industry sectors of a given non-destructive test method is qualified to perform and conduct tests in the certified method according to established procedures. Level 2 certified personnel in one or more industry sectors of a given non-destructive test method are qualified to perform and conduct tests in the certified method according to established procedures. Must be able to choose the technique for the test method to be used, define the limits of application of the test method for which the level 2 person is qualified, understand the NDT standards and specifications and translate them into practical test instructions suitable to actual working conditions, adjust and calibrate the equipment, carry out and supervise tests, interpret and evaluate the results according to the standards, codes or specifications to be met, draw up written test instructions for qualified level 1 personnel, carry out and supervise all the tasks specific to a level 1, train or guide level 1 personnel, organize the results of a non-destructive test and draw up the related report.

Level 3 - A Level 3 Certified Operator has demonstrated the necessary competence to perform and direct non-destructive testing activities for which you are certified. A level 3 certified person can therefore take full responsibility for a test laboratory or examination center and its staff, establish and validate NDT instructions and procedures, interpret standards, codes, specifications and procedures, establish particular methods of test, procedures and NDT instructions to be used, and to execute and supervise all the tasks of a level 1 and a level 2. In addition, the level 3 personnel have demonstrated: the competence to evaluate and interpret the results in relation to the standards and to existing codes and specifications; sufficient practical knowledge of materials, manufacturing and production technologies, in order to be able to choose NDT methods, establish NDT techniques, and collaborate in defining acceptance criteria when there is no general knowledge of other NDT methods; the ability to guide staff below level 3.

3. CONTROL METHODS AND INDUSTRIAL SECTORS

3.1 Control Method - The certification of personnel assigned to non-destructive tests refers to the following control methods:

- AT Acoustic Emission
- ET Induced Currents
- TT Infrared Thermography
- LT Leak Test
- MT Magnetoscopic Examination
- PT Penetrant Liquids
- RT X-Ray Examination
- ST Strain Gauge Tests
- UT Ultrasound Examination
- VT Visual Examination

3.2 Application Sectors (of Product)

- c Jets
- f Forgings
- w Welded Products
- t Pipes and pipes, including flat products for the manufacture of welded pipes
- wp Processed Products
- P Composite Materials

3.3 Application Sectors (Industrial) - Sectors that include a number of product sectors including all or some defined products or materials (ferrous or non-ferrous, metallic or non-metallic materials such as ceramics, plastics or composites):

- Manufacture of metals;
 - Pre-service and in-service testing of equipment, systems and structures;
- Certification in the industrial sector implies certification in the individual sectors of which it is composed.

4. REQUIREMENTS FOR CERTIFICATION

The minimum requirements to access the certification are reported in UNI EN ISO 9712 and concern:

- visual suitability (4.1)
- the training achieved (4.2)
- industrial experience (4.3)

For qualification, the applicant must demonstrate compliance with the requirements relating to training and visual suitability; before certification, the applicant must demonstrate that he/she possesses the requirements relating to industrial experience.

4.1 Visual suitability - The applicant must demonstrate that they have a satisfactory visual capacity assessed by an ophthalmologist, an optometrist or other qualified person in the medical profession or by certified level 3 personnel according to UNI EN ISO 9712.

The result must be reported on a certificate dated no earlier than 12 months.

The requirements to be met are as follows:

- near vision, at least in one eye, with or without corrective means, which allows at least the reading of the number 1 of the Jaeger scale, or Times Roman N 4.5, or other equivalent, at a distance of not less than 30 cm;
- color vision sufficient to allow the candidate to distinguish and differentiate the contrast between colors with reference to the method for which certification is requested.

4.2 Training achieved - The applicant must possess the necessary knowledge to carry out the required tasks to the extent and extent related to the level for which he is certified. Knowledge must be general basic relating to notions of mathematics and physics, the behavior of materials, production technologies and defects, and general and specific relating to the test method, codes and standards that regulate their application. As a guide to these requirements, the training plans provided for in the technical document ISO/TR 25107 "Non-destructive testing-Guidelines for NDT training syllabuses" must be used. The applicant must therefore undergo a training period which, in order to be recognized and accepted by the TEC Eurolab Certification Body, must be carried out under the guidance and responsibility of a level 3 certified person in the method for which he intends to obtain certification and have the minimum duration indicated in the following two tables. Furthermore, it must contemplate the topics indicated in the TEC Eurolab document "Minimum Knowledge Required for Qualification and Certification of Personnel assigned to non-destructive testing" referred to in the internal system procedure PG32 Annex 1, distributed by the secretariat of the Certification Body at the request of the candidate. It is understood that the training hours must be both theoretical and practical.

Level 1, 2, 3 Minimum Training Times [h]			
Method	Level 1	Level 2	Level 3
	UNI EN 9712	UNI EN 9712	UNI EN 9712
AT	40	64	48
ET	40	48	48
LT-B Pressure method	24	32	32
LT-C Tracer gas method	24	40	40
MT	16	24	32
PT	16	24	24
ST	16	24	20
TT	40	80	40
RT	40	80	40
UT	40	80	40
VT	16	24	24

For the RT method, training hours do not include radiation safety hours.

Direct access to level 3 requires the total hours indicated in the table "Minimum Training Times for Levels 1, 2, 3 [h]" for levels 1, 2 and 3. Direct access to level 2 involves the sum of training times for levels 1 and 2.

The duration of training times for all levels can be reduced by up to 50% after approval by the certifying body in cases where already certified applicants require certification in other methods and if the training program has common arguments for both methods, or if the applicant has completed at least two (2) years of undergraduate engineering studies or equivalent technical faculties.

For levels 1 and 2 in the case of limited applications (see Annex B to this regulation) the duration of the training can be reduced by 50%.

For direct access to level 2 RT, if the certification is limited to film interpretation and only one product sector, the minimum training required is 56 hours.

The TEC Eurolab Certification Body recognizes training courses provided by other subjects if they meet the aforementioned requirements, reserving the right to verify the structure of the courses, the topics covered and the professional requirements of the teachers.

4.3 Industrial experience - With regard to levels 1, 2 and 3, they must meet the minimum requirements set out in the table below:

Minimum Times of Industrial Experience			
Method	Months of Experience		
	Level 1	Level 2	Level 3
AT, ET, LT, RT, UT, TT	3	9	18
MT, PT, ST, VT	1	3	12

Note: the industrial experience is based on a 40-hour work week

If an applicant submits an application for certification in multiple methods, the industrial experience must be the sum of the experiences in each method. Direct access to level 2 involves the sum of the experience times for levels 1 and 2 without any possibility of reduction.

In the event that part of the industrial experience in the method is acquired after having successfully passed the qualification exam, the exam results remain valid for two (2) years (period within which the candidate must complete the iter taken).

Documented proof of experience must be confirmed by the employer and submitted to the Certification Body. Only after verifying the completion of the minimum required experience the Certification Body will issue the certification with validity from the moment in which all the requirements have been met. The industrial experience must be practical and repetitive, aimed at expanding the knowledge on the different techniques and refine the ability and the capacity of judgment; the applicant for certification must provide documented evidence that the experience was acquired under the supervision of an expert.

Direct access to level 3 involves the sum of the experience times for levels 1, 2 and 3 without the possibility of reduction. For level 3 the times refer to applicants in possession of a high school secondary school diploma with a technical address (minimum) or at least 2 years of an engineering or scientific faculty degree course; if the applicant does not have such schooling, the times in the table "Minimum Training Times for Levels 1, 2, 3 [h]" must be doubled.

Possibility of reduction - The total reduction of industrial experience cannot in any case exceed 50% and must be approved by the TEC Eurolab Body. In evaluating the possible reduction of the required industrial experience, TEC Eurolab must take into account the following elements:

- 1) The quality of experience can be variable and skills can be more assimilated in a job where experience is concentrated and has a high degree of relevance with the required certification.
- 2) If experience is gained simultaneously in two or more methods of superficial non-destructive testing (MT, PT or VT), the experience gained in the application of one of these methods can be complementary to the experience gained in the others.
- 3) Experience in a sector of a non-destructive control method for which you already have certification can be complementary to experience in a different sector of the same method.
- 4) The level and quality of the candidate's education must also be considered, particularly for level 3 candidates.

Experience gained simultaneously in one or more methods can be recognized with a reduction of the total experience required as follows:

- A) 2 test methods with 25% reduction of the total time required.
- B) 3 test methods with 33% reduction of the total time required.
- C) 4 test methods or more with 50% reduction of the total time required.

In all cases the applicant, for each of the methods and sectors for which certification is requested, must have an experience equal to at least half the time required and must never be less than one month in duration. If the certification is for limited applications, the industrial experience time can be at least half the time required but must never be less than one month in duration.

Applicants can replace, up to a maximum of 50%, the duration of the experience with a practical training course. The experience will be calculated by multiplying the duration of the course by five. In this case, the previously provided reduction cannot be combined.

The course should be conducted on practical solutions to recurring test problems and should focus on analyzing samples with known defects.

5. METHOD OF CERTIFICATION

To obtain certification, the applicant who meets the requirements described in the previous paragraph must pass an exam as a candidate at the TEC Eurolab Examination Center upon presentation of a specific certification application. The conduct of the examination is governed by the requirements set out in Annex A to the regulation. The TEC Eurolab Decision Making Body will decide on the results of the examination carried out and will decide whether or not to certify.

6. INITIAL CERTIFICATION

The applicant for certification must send the following to the TEC Eurolab Certification Body according to the requirements for certification:

- application for certification drawn up on the appropriate forms of the Certification Body (Annex C1, C5, C8, C13);
- document certifying the training provided;
- declaration of experience;
- document certifying visual suitability;
- a passport-size photograph identified on the back or digitally authenticated (with a valid identity document attached).

See further details in attachment A "Exam Conducting", §A.3.

7. QUALIFICATION CERTIFICATE

The stages of the certification process are:

1. Verification of the requirements and documentation submitted by the Candidate, including acceptance of the economic offer and of this certification regulation;
2. In case of negative result, the application will be rejected giving the candidate the reasons in writing; in the event of a positive re-examination, the candidate will be sent the scheduled date for the examination and the composition of the examination commission at least 5 days in advance of the examination session. The candidate will have the right of refusal in the event of conflicts of interest by submitting a formal request for replacement of each refused examiner, supported by justified and written reasons, within 3 working days of the body's communication. In cases of urgency on the part of the client, for which it is not possible to comply with the above deadlines, the candidate is in any case guaranteed the right to refuse the appointed examination commission.
3. Conduct and evaluation of the exam.
4. Resolution on the issue of certification.
5. Issue of the certificate and relative plastic card.
6. Registration in the specific register (see chap. 14).

The staff of the Accreditation Body has the right to participate in the ongoing examination activities, as part of the checks carried out on the accredited body TEC Eurolab. In case of participation in the examination of personnel of the Accreditation Body, the candidates concerned will be informed in advance by the Body for correctness.

After the qualification exam has been carried out, the file is forwarded to the TEC Eurolab Decision Making Body for the issue of certification. The Decision Making Body evaluates the candidate's requirements, the documentation relating to the exam taken and the opinion of the Examination Commission. If the assessment is positive and the Decision Making Body approves the certification, TEC Eurolab issues a numbered and signed certificate and a card with equivalent contents, showing:

- the name and surname of the candidate;
- the date of issue of the certificate;
- the personal identification number of the certificate/license;
- the expiry date of the certificate/license;
- the level and method, with the sector (s) concerned;
- any limitations or particular applications;

- the logo of the Certification Body;
- the logo of the Accreditation Body if applicable with references to the Accreditation of the Certification Body;
- signature of the certified person;
- a photograph of the candidate (on the license);
- the protection system against tampering attempts (dry stamp, lamination or equivalent systems);
- the signature (in the case of the certificate) of the Director of the TEC Eurolab Certification.

The TEC Eurolab Certification Body issues the certification.

In the event that the experience is gained after passing the exam, the certificate is issued only after the achievement of the prescribed requirements; however, the exam results remain valid for two (2) years. In case of theft, loss or destruction, the holder can obtain a duplicate of the certificate bearing the same numbering as the original. Each certificate and each license are registered in the database of the Certification Body. In the case of counterfeiting or fraud attempts, the validity of the certification is proven only if the name of the certified person and its certificate/license number are present in the databases of the Certification Body.

8. VALIDITY OF THE CERTIFICATION

With the issue of the certificate and the corresponding card, the TEC Eurolab Certification Body certifies the person's qualification but does not grant any authorization to operate.

Initial Certification - The first certification issued has a maximum validity period of five (5) years. Reasons for revocation of the certification are:

- 1) A significant interruption in the application of the method for which the person is certified. For the calculation of the interruption, vacation periods, absences due to illness or for training of less than one month are not taken into account.
- 2) A clear violation of the rules of professional behavior.
- 3) A physical inability to perform their task based on the examination of visual acuity, performed annually.
- 4) Failure to pass the recertification exam.
- 5) The employer has the task of verifying the visual acuity and continuity of work without significant interruptions of the certified persons.

If the certification is revoked for the reasons expressed in 1) and 2), the candidate will have to take a recertification exam to regain the qualification.

Renewal of certification - The certification can be renewed for a further period of five (5) years, upon natural expiry, and subsequently every ten (10) years upon presentation to TEC Eurolab of the renewal application completed on the appropriate renewal application form (Annex C2) and also of:

- 1) A written report certifying the candidate's visual suitability for the previous twelve (12) months.
- 2) Documentation certifying the candidate's working continuity in the method subject to certification.
- 3) A passport-size photograph identified on the back or digitally authenticated (with a valid identity document attached).
- 4) Evidence of expired or expiring certification.

See further details in attachment A "Exam Conducting", §A.3.

The application (Annex C2, C9) must be submitted by the applicant for renewal before the expiry of the certificate to the TEC Eurolab certification body which carries out a documentary assessment of what has been received. In the event of a positive documentary evaluation, the Certification Body will issue a new certificate and a new card valid for five (5) years. The renewal certificate will have a new, unique numbering marked by the suffix -R to indicate that it is a renewal.

In the event of a negative result, the application will be rejected. Exceptionally, the Certification Body can also accept renewal applications that are received within but no later than 12 months from the expiry of the license.

Beyond 12 months no further exceptions are granted, the candidate will have to take a recertification exam.

Recertification - At the end of each second period of validity, and subsequently every ten (10) years, the certification can be extended for a new period of five (5) years by means of a recertification which takes place in the manner described in the following points.

The person requesting recertification for a particular method must meet the conditions already foreseen for the renewal and must pass a practical exam at an Examination Center approved by TEC Eurolab.

The applicant for recertification must send a request for recertification to the Certification Body by completing the appropriate forms attached to this Regulation in its entirety (Annex C3, C6, C9).

Requests must be accompanied by the following documents:

- certificate of physical suitability certifying the passing of the last annual examination of visual acuity, issued within the previous 12 months;
- declaration from the employer certifying the continuity of work for the last five years;
- a passport-size photograph identified on the back or digitally authenticated (with a valid identity document attached).
- evidence of the expired or expiring certification.

See further details in attachment A "Exam Conducting", §A.3.

The completeness of the documentation is checked by TEC Eurolab which will inform the candidate of any shortcomings.

The exam consists of theoretical written tests and practical tests. For the practical execution of the exam for levels 1 and 2, specimens appropriate to the scope of the certification will be used and for level 2 the preparation of a written instruction suitable for use by level 1 personnel will be required. For levels 3, as a practical part, the drafting of a technical procedure will be required. The exam is considered passed with the achievement of a minimum score of seventy percent (70%) for each sample examined and for operational instruction. If the minimum required score is not achieved in one of the parts, the candidate is granted a repetition of the entire recertification exam no earlier than seven (7) days and no later than six (6) months.

In case of failure to pass the only test granted, the certificate does not have to be renewed and, to regain certification for that level, sector and method, the candidate must request a new certification. After passing the exam, the candidate will receive a certificate of qualification and a license with a new identification number containing the suffix -RC to indicate that it is a recertification.

It is the responsibility of the certified person to initiate the recertification process by making a request to the Certification Body. Requests received by the body after more than twelve (12) months from the expiry of the certification must be rejected and the candidate must take a complete general, specific and practical exam.

Validity of Certification for Levels 3 - Recertification provides for the possession of the requisites required for renewal (described above) and, at the choice of the candidate, A) passing a written exam, or B) achieving a minimum score (system a credits), as required by the reference standards. In the case of a written exam, the conduct of the exam is governed by the specific annexes to the regulation referred to in paragraph 1.

For the credit system, on the other hand, the calculation is carried out for the various non-destructive testing activities indicated in the "Scoring Criteria" table in the period of the five (5) years preceding the recertification. The limits allowed are on the maximum number of points that can be acquired in each year, and in each activity over the five (5) years, to ensure a uniform distribution of the activities. To be admitted to recertification:

- a) a minimum of seventy (70) points accrued in the five (5) year validity period of the certificate;
- b) a maximum of twenty five (25) points per year are accepted.

In addition to the application for recertification, the candidate must provide proof of compliance with the criteria of the "Scoring Criteria" prospectus, as follows:

- agenda and list of participants for meetings from Item 1 to 4;
- a brief research and development report for Item 5;
- references on technical and scientific publications for Item 5;
- a summary of the training provided for Item 6;
- for each certificate, evidence of work activities per year for Item 7.

Scoring Criteria				
Item	Activity	Points for each item	Maximum points per year per item	Maximum points per 5 year period per item
1	Member of an NDT company, attending seminars, conferences and/or courses on NDT and related technologies	1	3	8a
2.1	Participation in national or international training committees	1	3	8a
2.2	Chairmanship of standardization committees	1	3	8ab
3.1	Participation in sessions of other NDT committees	1	3	8a
3.2	Chairmanship of sessions of committees of other NDTs	1	3	8ab
4.1	Participation in sessions of linked NDT working groups	1	5	15a
4.2	Chairmanship of related NDT working groups	1	5	15ab
5.1	Contributions or technical/scientific publications for related NDTs	3	6	20cd
5.2	Related NDT research publications	3	6	15cd
5.3	Research activities in NDT	3	6	15cd
6	Technical NDT instructor (for 2h) and/or NDT examiner	1	10	30d
7	Professional activity	-	-	-
7.1	Within NDT services, NDT course center, examination services or NDT engineering services	10	10	40d
7.2	Relations with customer disputes	1	5	15d
7.3	Used in NDT applications	1	5	15d

Note: (a) maximum 20 points for points from 1 to 4; (b) points for both presidency and participation; (c) if there is more than one author, the lead author must define the points for the other authors; (d) maximum points for each item from 5 to 6: 30 and 7: 50.

9. EXTENSION OF VALIDITY TO ANOTHER SECTOR

Level 1 and 2 certifications can be extended to another area of application of the same method. The person who requests, for a given method, the extension to another sector of application, must satisfy the conditions already foreseen for the renewal and must pass a specific exam and a practical exam at an Examination Center approved by TEC Eurolab.

The applicant for the extension must send a request for extension to another sector for a specific method to the chosen Examination Center by completing the appropriate forms attached to this Regulation (Annex C1) in its entirety. The request must contain the following data:

- name and surname of the candidate;
- place and date of birth;
- place of residence and telephone number;
- number of a valid identification document;
- current occupation;
- method, sectors and level for which it is already certified;
- certificate number and/or license reference;
- sector for which it requests the extension;
- acceptance of this regulation.

The following documents must be attached to the request:

- certificate of physical suitability certifying the passing of the last annual examination of visual acuity;
- declaration from the employer certifying the continuity of work;
- a passport-size photograph identified on the back or digitally authenticated (with a valid identity document attached).

The completeness of the documentation is checked by TEC Eurolab which will inform the candidate of any shortcomings.

10. CERTIFICATION ISSUED BY OTHER BODIES

The renewal of the certification and/or the recertification can also take place on the basis of a certification issued by other Accredited Bodies of clear national and international value: in this case, in addition to what is indicated respectively in the paragraphs "Renewal of Certification" and "Recertification", the candidate must also present the original of the expiring certificate.

11. DUTIES AND RIGHTS OF CERTIFICATION HOLDERS

The person certified by TEC Eurolab must:

- A) Undertake to respect the rules of professional behavior for the personnel assigned to non-destructive tests.
- B) Promptly notify the Certification Body of any modification or variation occurred after the issue of the certificate that could in some way invalidate its validity and favor the verifications carried out by TEC Eurolab itself.
- C) Inform TEC Eurolab in case of changes in the telephone numbers and/or @mail.
- D) Keep a record of complaints and appeals received from its customers.
- E) Provide a copy of the certificate upon request and operate within the limits of the certification application field.

The issued certification cannot be used in such a way as to cause damage and discredit to the Certification Body.

The holders of the certification cannot make any declaration regarding the certification that could be considered misleading or unauthorized. In particular, the holders of the certification must undertake to immediately stop using the certificates and licenses issued by TEC Eurolab in the event of suspension or revocation of the certification, undertaking to return the original copy of the certificate/license.

The holders of the certification can advertise the achievement of the same as long as the correct references are given (number of the certificate, any industrial sectors, etc.). Inappropriate uses of the certification, certificates and trademarks or logos contained therein may be punished with sanctions which may also include the suspension or revocation of the certification.

In no case is unauthorized use of the TEC Eurolab logo allowed and in no case is the use and use of the ACCREDIA Accreditation Body logo allowed.

12. SURVEILLANCE AND REVOCATION OF THE CERTIFICATION

If there are violations of the rules of professional behavior, incorrect use of certificates/licenses or non-fulfillment of payment of the foreseen charges, TEC Eurolab can revoke the certification by applying the appropriate procedure.

13. DOCUMENTATION

All the documentation relating to the certification activity is kept by TEC Eurolab in conditions of confidentiality and security, in an organic way and in such a way as to facilitate its retrieval and in accordance with the provisions of the applicable system procedures.

The retention period of the aforementioned documentation is ten (10) years from the decay of the certification.

14. LIST OF CERTIFIED PERSONS

TEC Eurolab keeps up to date a list of certified persons, classified by level, test method and industrial sector, with details of the certifications granted or revoked.

In the event that doubts arise regarding certificates/licenses held by certified personnel, the validity of the certification is proven by the presence in the TEC Eurolab databases of the name of the certified person and the number of the certificate/license assigned, including validity of the same.

15. CONFIDENTIALITY

TEC Eurolab guarantees the confidentiality at all levels of its organization regarding the information obtained during the certification activities.

16. ECONOMIC CONDITIONS

Prices - Each candidate who makes a request for certification is sent an economic offer aligned with the Prices List. The candidate who intends to proceed with the certification must accept the offer in writing or send an acceptance order as defined in the applicable system procedures. Subsequent changes to the contract must be accepted in writing by the customer. The candidate has the right to renounce the certification without consequences by giving written notice to TEC Eurolab within one month of acceptance of the economic offer and at least ten (10) days before the start date of the examination session. The submission of the completed and signed application for certification, renewal and recertification is valid both as an assignment and as acceptance of the economic conditions specified in the offer sent.

Payment conditions - The amounts relating to the activities related to the certification must be paid to TEC Eurolab in the manner and within the time limits established in the specific commercial offer sent to the candidates. Failure to comply with the aforementioned obligations entails the sending by TEC Eurolab of a letter of formal notice and therefore the sanction of revocation of the certification.

17. COMPLAINTS, APPEALS AND LITIGATION

Complaints - Certified personnel or other parties can lodge a complaint - verbal or written - about problems that occurred during the certification procedure, such as delays in carrying out the various phases, behavior contrary to professional ethics by the examiners or in any case of the operational structure of the Certification Body. TEC Eurolab examines the complaint and within two (2) working days communicating its opinion on what has been forwarded. For the management of complaints, TEC Eurolab applies the internal system procedure applicable in the latest revision available (PG04)

Claims - Claims against the decisions of the Certification Body with an exposition of their dissent and the reasons that led to the submission of a refund can be made by the certified person or in the certification phase. In the event that the process has been concluded, the person awaiting certification judgment must lodge an appeal within thirty (30) days from the communication of the decision. TEC Eurolab, through the Director of Certification, instructs the Impartiality Committee representing the parties having an interest in personnel certification activities, to examine the claim, as well as any dispute arising between the parties not necessarily attributable to the application or interpretation of this regulation.

The Impartiality Committee intervenes specifically on aspects relating to the management of impartiality, typically not possessing detailed technical skills. In all cases, the staff involved in the management of the claim must not have been involved in the activities that are the subject of the claim itself.

In the event of a further claim against the decisions taken by the Impartiality Committee, the candidate has the right to request the convening of an extraordinary commission constituted as follows: a member of the Impartiality Committee, a member of the Committee/Deliberation Body, a member of the Examination Commission and an external commissioner who did not take part in the assessment which is the subject of the appeal. The Commission may or may not accept the claim, however giving reasons for its decision. At the end of the Commission's work, the documentation is sent to the TEC Eurolab Board of Directors for the definitive review and ratification of the Commission's decision, which is brought to the attention of the Company/candidate, by means of an AR letter, within ninety (90) days from the relative date of receipt of the claim. The costs related to the claim are borne by the Company/candidate as reported in the Commercial Offer, except in the case of acceptance of the appeal.

Jurisdiction - Any dispute relating to the results of the claim is the exclusive competence of the Judicial Authority of the Court of Modena (MO).