



UK Certification

Qualifications & Certification for the Building Services Industry

**Applicant
Information &
Scheme Rules**



1. General Terms and Conditions:

The terms and conditions shown below apply to applicants wishing to attend a UK Certification Approved Centre and form part of the contract between the Candidate/Learner, the Approved Centre and Certification Body. By signing the application form, the applicant agrees to abide by these terms and conditions.

Operatives are deemed to be those who wish to be assessed/have been assessed at a UK Certification Approved Centre.

Operatives are required to meet the following requirements before they will be entitled to assessment:

- Completion and submission of all necessary UK Certification approved application forms
- A recent passport quality photograph
- Payment of the appropriate fee
- Submission of the necessary pre-requisite evidence (to the satisfaction of the Approved Centre)

2. Policy Statement:

It is the policy of UK Certification that any impartial examination shall be open to any and all individuals, meeting the Scheme entry requirements regardless of race, colour, creed, nationality, ethnic origin, gender, marital status, religion, sexuality, political belief, ability or age. Preparatory training is not a pre-requisite for final examination.

Candidates/Learner's are invited to indicate any additional needs that they wish to be taken into consideration at the time of application. Each declared situation will be considered on an individual basis. UK Certification will take all reasonable steps to offer methods that provide for the needs of individuals with learning and physical difficulties.

3. Certification and Registration:

UK Certification issues certificates to Candidates/Learner's whom demonstrate competence against the relevant criteria in the specified certification area. Certificate Conditions are printed on the reverse side of all certificates.

By signing the candidate declaration sections of UK Certification forms, you are agreeing that:

- UK Certification may transfer your personal and qualification information collected during the certification process to the relevant scheme authority.
- That you shall not release confidential examination materials or participate in any fraudulent test-taking practices.

4. Validity and Expiry:

Validity conditions are stated on the certificate. Certificates issued will show the assessments undertaken per attendance at an Approved Centre. Please note that they will not show a cumulative history of all assessments undertaken. Candidates/Learner's will be required to present the certificate to confirm the details of the certified assessment.

5. Fees

Certification fees will be charged as stated in UK Certification charging policy. Certificate fees are normally charged to the Approved Centre attended and the cost will therefore be included in the fee quoted by the Approved Centre. Please note - UK Certification reserves the right to withhold certification where an Approved Centre has not paid fees due. In the unlikely event of this situation occurring, the candidate will be offered the opportunity to pay a certification fee to UK Certification. The Candidate/Learner would then need to recover the amount paid from the centre they attended.

6. Attendance/Examination/Equipment:

Attendance is required at an Approved Centre (or other approved venue) in order to qualify for certification. Examinations may include both practical and theoretical elements and applicants must be appropriately prepared for this. Approved Centre staff will confirm the format of the examination. Candidates/Learner's are expected to observe strict confidentiality regarding the examination, UK Certification, its Approved Centre's and Schemes. Candidates/Learner's must comply with the instructions of the Approved Centre staff during the application and examination process. The Approved Centre reserves the right to suspend/cancel an examination if they have concerns over breaches of Confidentiality, Safety or the General conduct of a Candidate/Learner. There is no requirement for a Candidate/Learner to undertake pre-assessment training, but this may be dependant on the scheme applied (for example), a Candidate is extending the scope of their certification into a new/different work area.

7. Examination Outcome:

The Approved Centre will indicate to Candidates/Learner's the provisional outcome of their examination. This result will still be subject to verification, following which, records will be transmitted to UK Certification. The Approved Centre may only recommend Certification, the final decision rests with UK Certification.

8. Certification Process:

UK Certification will endeavour to provide successful Individuals with Certification within 8 working days of receipt of correctly completed paperwork from the Approved Centre.

Certificates issued contain the following details: scope of the Certification; Individuals full name; certificate number; national insurance number; date of birth; a description of each assessment; the expiry date of the certification; the certificate holders signature (scheme dependant); and a clear warning statement that the certificate is only valid when presented on original paper. The certificate remains at all times the property of UK Certification.

Unless UK Certification has been formally notified via specific formal arrangement, certificates will be issued directly to the applicant.

9. Use of Logo's and Marks:

The reproduction of any logo appearing on the certificate is not permitted

10. Disclosure of Information:

UK Certification will confirm whether a Candidate/Learner holds a current, valid certificate and the scope of the certification, except where the law requires such information not to be disclosed. Candidates/Learner's personal information and examination results will be sent to the appropriate registrar as part of the certification process. Details other than this will not be disclosed without the consent of the Certified person.

11. Conditions of Certificate Issue:

During the life of your certificate you are bound by the conditions of issue detailed below and as printed on the certificate reverse:

- You will only make claims regarding certification with respect to the scope for which certification has been granted.
- You will not use the certification in such a manner as to bring UK Certification into disrepute, and will not make any statement regarding the certification, which UK Certification may consider misleading or unauthorised.
- You will discontinue the use of all claims to certification that contains any reference to UK Certification upon suspension or withdrawal of certification, and will return any certificates issued by UK Certification.
- You will not use the certificate in a misleading manner.

Failure to comply with the requirements may result in certificate suspension or withdrawal, or other appropriate actions. Any proven act of negligence within your scope of certification will result in certificate withdrawal.

12. Suspension and/or Withdrawal of Certification:

A documented procedure is in place to manage the suspension or withdrawal of a certificate, should that action prove necessary. The full process and a list of circumstances that could lead to the suspension or withdrawal of a certificate is available on request.

13. Complaints and Appeals:

Individuals may make a complaint concerning any scheme to the Approved Centre attended or to UK Certification. Complaints will be investigated, reported, resolved and the results of any investigation will be communicated in writing to the individual. Complaint procedures shall be in place at each Approved Centre and UK Certification, and shall be made available to any individual on request. The Individual has the right of appeal against any decision reached by UK Certification. Full details of the relevant processes will be provided on request.

14. Non-Receipt of Certificates:

You are required to notify UK Certification within three months in the event of non-receipt of your certificate. A replacement certificate fee will apply if notification of non-receipt is received outside of this timescale.

15. Alteration of Terms and Conditions:

UK Certification reserves the right to alter and update these conditions.

16. Contact Details:

UK Certification
Unit 5, Station Close, Westover Trading Estate
Langport, Somerset, TA10 9RB

Tel : 01458 252757

Email: info@ukcertification.co.uk



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