

Certification Body for Persons – Review – Appeal and Complaint Process



Examination Institute

Review of exam papers

Candidates, who have not passed the exam, may request to view their examination within 12 months of receipt of the result by submitting a written request to the Certification Body for Persons. Examinations may only be reviewed one at a time and candidates will be invigilated. The participant is given the opportunity to compare his answer sheet with the solution matrix and the questionnaire. During the review of the exam paper, no questions regarding the content of the examination evaluation can be answered. Recording, transcribing or otherwise reproducing the examination papers is expressly prohibited. An organized review shall be subject to a fee. If the candidate files a separate application for review of the exam papers, a net rate of 100,00 EUR (119,00 EUR including VAT) or 120,00 CHF for Switzerland will be charged per exam and billed upon submission of the application. The exam papers can be reviewed for a maximum period of 20 minutes per exam. The review can only be requested for the last exam taken.

Trainers and other third parties may not review the examination.

Please address the application for the review to: akd.zert@tuvsud.com or to the postal address listed below.

The Certification Body for Persons may refuse the requested inspection only in case of important reasons. In this case, the important reasons must be explained to the applicant in writing or in text form.

Appeal process

The candidate may appeal (for a charge) against the examination result either after the review of the exam paper or without having done so. The appeal must be done one day after the examination at the earliest and four weeks after establishment of the reasons for appeal at the latest. The rate amounts to 150,00 EUR net (178,50 EUR including VAT) or 180,00 CHF for Switzerland per exam module and billed upon application.

The reasons for appeal must always be described and accompanied by specific references. Therefore please use the “Appeal Process Application Form”.

The Certification Body for Persons of TÜV SÜD Academy will initiate technical review of the appeal by technical experts appointed for this purpose or forward the appeal to the party holding the rights to the respective examination system. Following completion of the appeal process, the complainant will receive a written decision from the Certification Body for Persons of TÜV SÜD Academy.

If the appeal process is decided in favour of the complainant, the rate charged for the appeal process will be reimbursed.

Complaint process

Further complaints, which are not related to the examination results, can be submitted by email or writing. The Certification Body for Persons of TÜV SÜD Academy will check the responsibility for this complaint and will act accordingly.

Appeals and complaints must be addressed to:

TÜV SÜD Akademie GmbH
Certification Body for Persons
Westendstrasse 160
80339 Munich, Germany or
emailed to akd.zert@tuvsud.com