

QMP-F08 Issue 02.23	Examination Regulations for Quality Specialists
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The wording in these general examination regulations is limited to the masculine form. Not because we do not want or respect female candidates or other identities – quite the opposite – but for practical reasons of readability. This measure was decided by the female leaders of the program committee, who are counting on the understanding of our female candidates, who are warmly welcomed. Thank you!

Created by: Thomas Behrends	Tested and approved: Program Committee See minutes of the 65th meeting of the Program Committee on February 6, 2023
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1 Scope of validity

These examination regulations apply to all certification procedures for personnel conducted by the TÜV certification bodies that are members of the Program Committee for Quality Specialists. This is done within the framework of recognized courses in cooperation with recognized examination centers.

Quality specialists: QF, QB, QM, QA, IQA

These examination regulations apply to both in-person and online examinations.

2 General

Acceptable procedures for conducting online examinations include live proctoring and record-and-review.

The candidate is authenticated by his participation and the presentation of the officially recognized photo ID in person or via camera to the examiner/invigilator or using a comparable recognized procedure.

Online examinations are conducted using appropriate digital/online tools. Any parallel communication and research possibilities, as well as copying processes in the background, are prevented by technical and/or organizational measures.

The candidate needs a PC/laptop with a sufficiently large screen, camera, microphone and speakers. The use of multiple screens is not permitted. The use of other electronic devices (e.g. tablets, smartphones, etc.) is not permitted unless explicitly required by the examination procedure. The examination tools used determine the details.

Note: Without a separate agreement between the certification body/examination center and the candidate, in which data protection concerns in particular are taken into account, no video and/or image recordings of the candidate are made by the certification bodies/examination center/examiner/invigilator. Only the examiner/invigilator can look at the ID card.

3 Examiner (or other personnel approved in the certification process, in the meaning of DIN EN ISO/IEC 17024 - 6.2.3.1)

Invigilator (DIN EN ISO/IEC 17024 3.11):

MC examinations are taken by designated invigilators and the result is assessed using the slide with the solutions.

Examiner (DIN EN ISO/IEC 17024 3.10):

Examinations with open tasks, which require expert assessment, are taken by examiners appointed for the qualification area and the result is assessed by means of the sample solution.

The oral examinations are conducted by a board of examiners consisting of a chairperson and an assessor.

The Certification Body for Persons is responsible for appointing these persons.

4 Implementation

Each candidate must authenticate themselves in accordance with paragraph 2. The authentication must be verified no later than at the time of the certification decision (record-and-review procedure).

For online examinations, the candidate shows his workstation to the examiner/invigilator by panning the camera to ensure that no unauthorized aids are used. If necessary, the process can be repeated during the examination.

The candidate is informed of the timings for the examination at the briefing prior to the start of the examination.

At the beginning of the in-person examination, the candidate fills in the corresponding fields of the individual report (cover sheet of the examination).

All information provided by the candidate in the examination documents must be clearly formulated and legible. Ambiguities and illegibility are at the expense of the candidate. In particular, this applies to the subsequent change to the marking of solutions.

The (in-person) examination rooms must be sufficiently large and there must be enough tables and chairs available. It must be ensured that it is not possible for the exam subjects to look at each other's answers (sufficient distance to the person in front and to neighbors) and that they do not disturb each other.

For oral and practical qualification examinations, sufficient rooms must be available to hold the qualification examination.

A candidate must be alone in the room during the online examination, they must not leave the room, their face must be continuously visible in the examiner's/invigilator's camera, and the candidate must also be capable of being heard.

The browser is to be used in full screen mode and must be released to the examiner/invigilator for inspection when requested.

The candidate may only use the aids specified in the examination regulations or is not allowed to use any aids.

Questions of understanding from the candidate on individual examination tasks are permitted and may be answered by the examiner/invigilator.

As soon as the candidate accepts the examination documents in person or enters the password for online examinations and starts, it is deemed that the candidate has "taken" the examination.

In special cases of impairment (physical, cognitive, etc.) of a candidate, an individual case decision regarding the adaptation of the general conditions of the examination can be made on a candidate-specific basis upon prior application to the certification body, if appropriate medical evidence is provided for the impairment.

By signing the individual report or entering the password and starting the examination, the candidate confirms that the examiner/invigilator has informed him of the examination rules and that he has had the opportunity to ask questions in advance. The candidate assures that he will not appropriate or disclose any confidential examination materials (photographing, filming, or copying examination questions, etc.), attempt to cheat, or participate in any attempts to cheat. He accepts the rules of the certification body including these "General Examination Regulations" with his signature on the cover sheet of the individual report or by entering the password in the examination tool.

5 Interrupting examinations

If the candidate wishes to leave the seat assigned to him during the processing of the in-person examination materials, he must indicate this to the examiner/invigilator. Only one candidate at a time is allowed to leave the room.

If the candidate wants to interrupt the examination while processing the online examination documents, he must stop the examination. The examination is then terminated and cannot be continued. The examiner/invigilator decides on exceptions; these are documented.

If the candidate's network connection is interrupted or the software crashes, for reasons beyond the control of the certification body/examination center, the examination is considered to have ended at that point and the result achieved up to that point applies.

6 Withdrawal from the examination

If a candidate withdraws from the examination before the start of the examination (handing over the examination documents or entering the password), the examination is considered not to have been taken.

If a candidate withdraws during the examination, the examination is considered failed.

7 Cheating or attempted cheating

A candidate who uses outside help or unauthorized aids, who attempts to cheat, helps other candidates, or provides unauthorized help will be excluded from the examination by the examiner/invigilator. In the case of exclusion, the examination is considered failed. If the cheating was detected during the review, the examination is also considered failed.

If a candidate does not comply with the examination regulations for conducting the examination (for confirmation see point 4), this will be assessed as an attempt to cheat. The examination is considered failed.

The certification body reserves the right to exclude a candidate who has attempted to cheat or has cheated from further examinations of the certification body/examination center.

8 Confidentiality

All examination documents are to be treated as confidential by the candidate. It is not permitted to appropriate and/or pass on the examination documents. This also applies to copying, photographing, filming or scanning the examination documents. Examination documents and examination tasks are and remain the property of the certification body. The examination documents must also be returned in full if the examination is canceled.

Recording of oral examinations/online examinations with any type of recording device, etc. by the candidate is prohibited. Violations will be reported as copyright infringement and prosecuted accordingly under criminal and civil law (for confirmation see point 4).

The certification body reserves the right to exclude a candidate who does not comply with these rules from further examinations of the certification body/examination center.

9 Termination of the examination

The candidate hands in his in-person examination documents and recordings in full to the examiner/invigilator during or at the end of the maximum processing time.

The candidate can terminate the online examination properly during or at the end of the maximum processing time. The examination tools used determine the details.

10 Determination of the examination results

The examiners/invigilators evaluate the result of the examination. For online examinations, the evaluation can be performed automatically by the corresponding tool.

After receipt of the examination documents evaluated by the examiner/invigilator at the certification body/examination center, they are subjected to a second random review.

For online examinations, a preliminary announcement of the result can be made by the tool. The candidate will be notified of his verified examination result by the certification body/examination center promptly after the examination, but no later than six weeks after the examination.

If the examination is passed and all the evidence is provided, the certificate is the official examination notice.

The examination is graded a pass or fail.

11 Repeating the examination

In the event of failure, a candidate may retake the quality specialist examination no more than twice without retraining. Only the part (written, oral or practical part if applicable) that was not passed must be repeated.

The retake examination will not use the same set of examination questions as in the previous examinations.

The application must be made within one year (12 months). Exceptions require the approval of the Certification Body for Persons.

Dates for repeat examinations are set by the certification body in consultation with the examination center and the training provider as required.

12 Review of the examination

Only a candidate who has failed his examination will be allowed to review the examination he has taken within 12 months upon request and acceptance of the following conditions:

- The review is carried out by the candidate personally (and not by third parties) and only for the examination he has taken.
- The review will only take place in the presence of an examiner/invigilator authorized by the certification body. The certification body may offer online options for examination review.
- Notes and recordings are only allowed during classroom sessions, but remain with the examination materials.
No notes may be taken when viewing examinations online.
- Review of the sample solution is not mandatory, the correction must be meaningful.
- The time for review is limited to 20 minutes per examination.
- Reasonable fees may be charged for organized review.

Failure to comply with one or more of the above conditions or other behavior that impedes the proper conduct of the review will result in immediate termination of the review, combined with exclusion from further examinations at the Certification Body for Persons.

13 Certificate usage

The certificate may only be used in the form provided. It may not be used in part or in excerpts. Changes to the certificate may not be made. The certificate may not be used in a misleading manner.

14 Examination fees

Every examination is subject to a fee.

The amount of the examination fees can be found in the current documents of the certification body.

15 Archiving

The examination documents are archived in the certification body/examination center at least until the end of the term of the certificate. Electronic archiving is permitted.