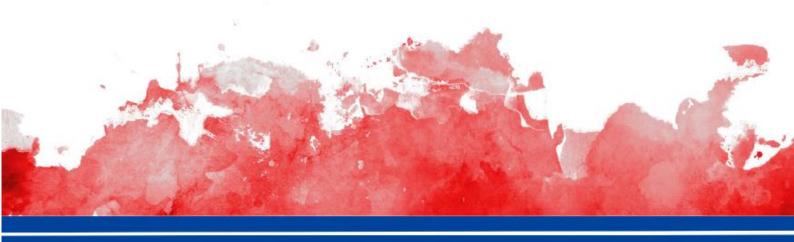# e-eupa

Certification for Administration Personnel

Validation of Formal, non-formal, and informal learning for administration personnel through asynchronous electronic learning and online assessment

RESULT [2]: TWO CERTIFICATION SCHEMES

Coordinated by

MMC Mediterranean Management Centre

Result Lead

Partners Participating

Program:		Erasmus+
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Activity:		2.3. FINALISATION OF THE SCHEME

e-eupa Certification for Administration Personnel

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1. Introduction

The Certification Scheme for persons as Administration Personnel at Levels 2, 3, 4 and 5 of EQF, is intended for the certification of persons that want to grant a certification as Administration Personnel.

This Certification Scheme contains principles, requirements, criteria, and the process for the certification of persons as Administration Personnel at all four levels of EQF. Every person that fulfills the criteria of the EQF Level as described in the current scheme can apply for the certification and after passing the assessment can get certified.

All candidates will be assessed to verify that they have all knowledge, skills and competences needed to award the e - EUPA qualification at any level that will in fact be a qualification certifying that the administration personnel have gained the competences developed by the asynchronous electronic learning.

The present Certification Scheme has been developed as an outcome of the e – EUPA project by Cyprus Certification Company (CCC) with the consultation of the other Consortium partners.

1.1 About ISO 17024/2012

ISO/IEC 17024:2012 is an international standard developed jointly by the International Organization for Standardization (ISO) and the International Electrotechnical Commission. This International Standard has been developed with the objective of achieving and promoting a globally accepted benchmark for organizations operating certification of persons.

Certification for persons is one means of providing assurance that the certified person meets the requirements of the certification scheme. Confidence in the respective certification schemes for persons is achieved by means of a globally accepted process of assessment and periodic re-assessments of the competence of certified persons.

ISO/IEC 17024:2012 can serve as the basis for the recognition of the certification bodies for persons and the certification schemes under which persons are certified, to facilitate their acceptance at the national and international levels. Only the harmonization of the system for developing and maintaining certification schemes for persons can establish the environment for mutual recognition, and ISO/IEC 17024:2012 specifies requirements which ensure that

certification bodies for persons operating certification schemes for persons operate in a consistent, comparable, and reliable manner.

The requirements in ISO/IEC 17024:2012 are general requirements for bodies providing certification of persons. Certification of persons can only occur when there is a certification scheme. The certification scheme is designed to supplement the requirements included in ISO/IEC 17024:2012 and includes those requirements that the labour market needs or desires, or that are required by governments.

1.2 The eEUPA certification Scheme

This document builds on the requirements of ISO/IEC 17024:2012 and presents the technical requirements and processes to be implemented to support the certification of knowledge and skills of individuals for the four different certification levels in the Circular Innovation sector.

This certification scheme has been developed by CCC in cooperation with all eEUPA project partners.

2.   Terms and Definitions

For the purpose of this document, the following terms and definitions apply.

Applicant

person who has submitted an application to be admitted into the certification process

Certificate

An official document, issued by an awarding body, which records the achievements of an individual following a standard assessment procedure.

Certification (of knowledge, skills and competences)

The process of formally validating knowledge, know-how and/or skills and competences acquired by an individual, following a standard assessment procedure. Certificates or diplomas are issued by accredited awarding bodies.

Competence

The proven ability to use knowledge, skills and personal, social and/or methodological abilities, in work or study situations and in professional and personal development.

Examiner

person competent to conduct and score an examination, where the examination requires professional judgement.

Invigilator

person authorized by the certification body who administers or supervises an examination but does not evaluate the competence of the candidate.

Knowledge

The outcome of the assimilation of information through learning. Knowledge is the body of facts, principles, feelings, experiences, theories, and practices that is related to a field of work or study of a person.

Qualifications framework

A qualifications framework is an instrument for the development and classification of qualifications according to a set of criteria for levels of learning achieved. This set of criteria may be implicit in the qualifications' descriptors themselves or made explicit in the form of a set of level descriptors. The scope of frameworks may be comprehensive of all learning achievement and pathways or may be confined to a particular sector, for example initial education, adult education and training or an occupational area. Some frameworks may have more design elements and a tighter structure than others; some may have a legal basis whereas others represent a consensus of views of social partners. All qualifications frameworks, however, establish a basis for improving the quality, accessibility, linkages and public or labor market recognition of qualifications within a country and internationally.

3. Normative references

The normative references to be considered for this Certification Scheme are:

- **ISO/IEC 17024:2012**: Conformity assessment — General requirements for bodies operating certification of persons
- **Qualification Framework** – the qualification framework developed within the e- EUPA project.
- **Assessment tools** – documents developed within the e-EUPA project for the assessment of persons' knowledge, skills, and competences at each Unit of Level.

4. Scope

This Certification Scheme for the certification of persons as Administration Personnel at EQF Levels 2, 3, 4 and 5 describes all procedures apply for obtaining, assessing, granting, maintaining, and withdrawing Certification of persons in accordance with the requirements of the Standard CYS EN ISO/IEC 17024: 2012 and other requirements defined by CCC's internal procedures.

The Certification Scheme refers to any individual who wants to demonstrate knowledge and ability as administration personnel of EQF Level 2, 3, 4 or 5 through certification.

More specifically, the Certification Scheme contains guidance and information for candidates to be certified and certified persons for the following:

- the application and the process of assessing the persons for obtaining the Administration Personnel certification.
- The criteria to be met for initial certification as Administration Personnel for each EQF level.
- the criteria for renewing certification and re-certification as Administration Personnel for each EQF level.
- the obligations of CCC for the Evaluation, Grant, Use, Maintenance, Suspension and Withdrawing of Certification.
- the obligations of certified persons.

Certification is granted for different periods for each EQF Level, and the recertification process is described in this Regulation.

5. Description of the certification

The certified persons of each different level will be able to perform tasks as described in the Qualification framework for each Level. They will be able to demonstrate their knowledge and ability as Administration Personnel, as described in the e-EUPA project through certification.

The above certification is not a professional qualification.

6. Impartiality, Independence, and Integrity

Cyprus Certification Company ensures impartiality and confidentiality for its clients, at all levels of its operation. The Independent Certification Council (ICC.), the Certification Committee, its examiners as well as all personnel, are responsible for the management of documents, data and any information that comes to their knowledge or is in their possession during their collaboration with Cyprus Certification Company, as strictly confidential.

Specifically:

- Cyprus Certification Company handles all client documents in its possession in absolute confidence. All information and contents of documents and/or electronic data that may come to the knowledge of Cyprus Certification Company and/or its inspectors remain completely confidential.

- All Cyprus Certification Company's inspectors and personnel operate strictly within Cyprus Certification Company's procedures and are bound by a Code of Conduct.

- Through a "Risk Analysis - Safeguarding Impartiality" all activities and involvement of Cyprus Certification Company's persons have been evaluated and conclusions and specific provisions on discretion and confidentiality issues have been drawn.

- Client-related information may be shared with other entities, such as the accreditation body in a way that does not compromise confidentiality. In such cases the client will be notified.

In case legal disclosure of information to a third party is required, Cyprus Certification Company shall inform the client accordingly.

7.1 Committees

The Administration Personnel Certification Scheme Committee was established for the development of this Certification Scheme, which is responsible for developing and maintaining the Scheme.

Also, to ensure CCC's operation in an objective and non-discriminatory manner and in accordance with the relevant requirements of CYS EN ISO 17024:2012, the following Committees have been established:

- Certification Committee

- Independent Certification Council

7.1.1 Administration Personnel Certification Scheme Committee

The Certification Scheme Committee consists of all members of the Consortium of e-EUPA Project as described in Section 5.

The members of this Committee are responsible for the development, maintenance, and revision of the Certification Scheme as appropriate. They represent fairly and objectively all interests of the interested parties - members of the consortium, that are related, involved or benefit from the existence of the Certification Scheme.

7.1.2 Certification Committee

In order to ensure an objective and non-discriminatory operation, according with the relevant requirements of CYS EN ISO 17024: 2012, a Certification Committee is established by CCC.

The Certification Committee is responsible for the final approval of the persons to be certified as Administration Personnel at EQF Levels 2,3, 4 or 5.

It also involves individuals with specialization and experience in the areas of activity of CCC and the Administration Personnel Certification Scheme. The members of the Committee are independent of the process of evaluating the persons to be certified as described in Section 8.

Any person that has been involved in the assessment of persons cannot be nominated as a member of the Certification Committee.

When deemed necessary, the Committee may use additional experts for the evaluation of specialized topics.

The impartiality of the Committee in terms of its evaluation and decision-making process must be always safeguarded through its composition.

The members of all Committees must adhere to the principles of confidentiality and to this end they must all sign a Confidentiality Agreement. A confidentiality declaration will be signed by all Committee members.

7.1.3 Independent Certification Council (ICC)

The Independent Certification Council (ICC) of **Cyprus Certification Company** was established by a decision of the Board of Directors of Cyprus Certification Company and it operates in accordance with the Operations Regulation of the Independent Certification Council (ICC)**.**

The Independent Certification Council (ICC) notwithstanding the:
- evaluation of the proper administration of the awarded Certificates
- the examination of objections and appeals against Cyprus Certification Company,

also has an advisory role towards the Board of Directors of Cyprus Certification Company on the following topics:
- Policy and Certification Regulations
- Issues of impartiality and objectivity
- Ensuring the uninterrupted access of all interested parties to the services of Cyprus Certification Company

The Independent Certification Council (ICC) ensures impartiality regarding decision-making, through the equivalent representation of the interested parties, in its composition, without any of the parties or interests involved being dominant.

The members of the Independent Certification Council (ICC) have knowledge, experience, and broad scientific training in Cyprus Certification Company's sites of activity.

7.   Certification Process

8.1 Prerequisites for initial Certification

For the initial certification, there are no prerequisites specified for the applicants at any EQF Level, just recommended qualifications for each EQF level which if applicable, the individual will be easier to get certified.

The proposed qualifications are listed in Table 1.

EQF Level	English Language	Age	Academic Qualifications (equivalent to NQF for each country)
2	NA	16	Completion of secondary school or EQF Level 2
3	Level A2	18	Completion of Lyceum school or EQF Level 3 or professional school
4	Level B1	18	Equivalent of EQF level 4 or 3 years of working experience
5	Level B1	18	3-year German Dual System or 2-year College Diploma or equivalent of Level 4

Table 1: Recommended qualifications for candidates of each EQF Level

8.2 Submission of application

Every person that is interested in certification as Administration personnel he/she may apply using CCC' LMS platform.

To begin the application process, the candidate needs to first create an account in the LMS. The information regarding where and how the account can be created, shall be provided to the applicant with the rest of the information when the activation of the certification scheme and the examination period is published.

The applicant must provide all personal information during the application process and, by accepting the relevant fields, affirms compliance with this regulation and all pertinent procedures.

In addition, the applicant uploads electronic proof of identity.

The application form includes the following information and data for each applicant:

- Name, surname, Father's name (optional), date of birth (optional), address, Telephone Number, Email, tax identification number (optional), special requests and contact details of the candidate (optional).

Any application for Certification that does not satisfy CCC's requirements will be denied.

As mentioned above, the Certification Committee or any person responsible for the assessment undertakes the evaluation of the existence of the prerequisites based on the specified requirements of the certification scheme.

The applicant has the option of submitting new documents through a new application before the exams are held and up until the deadline for submitting applications in order to be reconsidered for the examination.

After the evaluation of completeness and approval of the application by the Committee, each candidate can find personal information, the unique candidate number, and the exam in which they desire to participate in their personal account.

8.3 Evaluation of application

The evaluation process includes a review of documentation which is submitted by the applicant in support of his application. The review is intended to determine the applicant's competence through verification.

CCC examines all the information contained in the application and the accompanying documentation and, if necessary, it seeks additional information or clarifications.

8.4 Assessment procedure

The assessment of the candidates will be done using assessment tools that will be developed within the e-EUPA project for each EQF level and CCC's internal procedures.

The duration of the assessment for each Level depends on the number of questions per level and it is determined in the assessment tool.

Once a participant successfully completes the assessment for all units in the EQF level, and a total grade of 60% they will be able to get certified on the level.

The assessment will be made synchronously either as an online assessment or in class with live invigilation.

For each unit of Levels 2, 3, 4 and 5, the assessment will consist of a number of questions that will be used per Unit. Specifically, for Units that contain less than 3 Los, 1 open-ended question with short answer and 2 close questions (multiple-choice, true/false, matching, and/or drag and drop question) will be used and for Units that contain 4 to 6 LOs, 2 open-ended questions with short answer and 4 close end questions (multiple-choice, true/false, matching, and/or drag and drop question) will be used.

Depending on the number of LOs of the unit, the assessment platform developer needs to select/set the following number of questions:

The all learning outcomes there will be a pool of questions from which at each assessment, the assessment questions will be selected randomly.

At the unit level for a candidate to be successfully assessed, he / she must receive correct answers to 60% of the questions.

If one of the candidates does not pass one part of the exams successfully then he will have to take the exam again. In that case, the candidates will have to submit a new application.

8.5 Decision for Certification

The final decision on certification will be taken by the Certification Committee, which is independent from the process of assessing individuals as described in Section 8.4. If the Certification Committee's decision is positive, a Certificate is issued. All certificates bear the signature of the CCC Manager.

The Certification Committee is responsible for assessing the registration and examination procedure and validating the certification decision.

The Certification Committee must evaluate the following at a minimum:

-       That the participant(s) is/are included in the participant list incorporated in the 'Results Report'.

- That the Pass/Fail results for every candidate is recorded in the 'Results Report' for every part of the examination.

- That the examination personnel have signed the required non-disclosure agreements and have declared no conflicts of interest exist.

- That the examination personnel confirm the registration for the examination, completion of candidate information, documentation of participation requirements, candidate acceptance declarations, and application approval.

If all the above have been verified, the Certification Committee reaches their decisions and documents them appropriately. If the decision to issue a certificate is positive, the authorized person handling the examination platform prepares the "Certificate Terms of Use" contract, which is issued to the candidate. Certificates are emailed to the Certified Person.

If the decision is negative following evaluation by the Certification Committee, it is recorded in the "Results Report" and then the person handling the platform notifies the candidate in writing.

8.6 Granting of certificates.

The certificate belongs exclusively to the individual to whom it was awarded and only to the certification for which it was evaluated.

The validity of certificates varies for each EQF level, and it is as follows:

i. EQF Level 2 – may be maintained indefinitely on satisfactory.
ii. EQF Level 3 and 4 – 3 years
iii. EQF Level 5 – 5 years

All documents issued by CCC and forming part of the certification process are the property of CCC.

Certified persons have the obligation to submit their certificates to CCC at any time they are requested, and they should not use them for misleading purposes.

Information about the certified persons is recorded in the CCC's Register of Certified Persons as Administration Personnel and can be made public to any interested party upon request.

8.7 Recertification

The certified persons of EQF levels 3, 4 and 5 must periodically re-certify their knowledge. The period between the initial certification and the recertification varies for each EQF Level as described in Section 8.5.

For recertification, each certified person should submit to the CCC an application with information related to his / her certification. The assessment will be made using the Assessment tool as described in Section 8.3. and according to CCC's internal procedures.

8.8 Suspending and withdrawing certification.

CCC retains the right to suspend and withdraw the certificates of certified persons as Administration Personnel at EQF Levels 2, 3, 4 and 5, who do not continue to comply with certification criteria.

The decision to suspension / withdraw the Certification from a certified person is taken by the Certification Committee following the recommendation of Organization's Manager.

Indicatively, the following suspension / withdrawing reasons are listed:

- false or misleading information was given by the person at the application.

- misleading use of the certificate

- failure to comply with the certified person's obligations under this Regulation.

- complaint with respect to the certified person

- person's request to discontinue the use of the awarded certificate.

- non-fulfillment of the financial obligations of the certified person to CCC regarding the certification process

8. Certification validities

After the completion of the assessment process, the Certification Committee shall validate the above and issue a Certificate for each EQF Level.

9.1 Issue and award of certificates

The validity of the certificates differs for each EQF level.

EQF Level 2 - the certificate that will be awarded will not have an expiry date and it will remain valid unless changes are made and in this case the procedure for certification.

EQF Level 3 – 3 years

EQF Level 4 – 3 years

EQF Level 5 – 5years

9. Personnel involved in the certification activities.

10.1 Requirements for examiners

Examiners shall meet the requirements of the certification body. The selection and approval processes shall ensure that examiners fulfil the examiner's profile as described below.

Examiners are individuals responsible for assessing learner's achievements and for the grading of an exam in case the examination paper contains open questions. Based on the design of this certification scheme, examiners are only responsible for the development of the questions of the exam.

The examiners shall have the following minimum competency:

- at least 2 years of working experience in middle management or
- have knowledge of office administration procedures - a minimum of 5 years of secretarial work.
- hold a university degree.

- have at least 2 years of teaching experience; knowledge of synchronous and asynchronous teaching methods and technics
- able to apply the examination procedures and documents as developed by the Consortium.
- have knowledge of the Certification Scheme.
- have competence in the field to be examined.
- have been trained in the assessment tools as developed by e-EUPA project.
- are fluent, both in writing and orally, in the language of the examination.

If an examiner has a potential conflict of interest in the examination of a candidate, CCC shall take the necessary measures to ensure that the confidentiality and impartiality of the examination are not compromised. These measures shall be duly recorded.

Persons that will cooperate with CCC from each country and who will have the responsibility to apply the examination procedures cannot act also as trainers of **e-EUPA** training materials.

All examiners shall be bound by non-disclosure agreements for the entire duration of their engagement and for a period of 5 years after the termination of the engagement.

10.2 Requirements for invigilators

As defined within ISO 29996:2021 (Education and learning services — Vocabulary), an Invigilator is the authorized person who administers or supervises an assessment, ensuring fair and proper conduct of examinations.

Invigilators shall be involved in the certification mechanism process to ensure that the confidentiality, integrity, and impartiality of the examination is not compromised. The invigilators are not required to have specific qualifications. The invigilator may be an administrative staff member of any partner of the e-EUPA project.

During the examination, the invigilators will verify the identity of the candidates based on relevant documents, supervise the applicants to ensure compliance with the examination procedure, closely work with persons responsible for the examination to resolve any issues

that may arise during the examination, prevent fraud involving the behaviors and actions of candidates during the examinations, complete the necessary paperwork (if applicable), etc.

If an invigilator has a potential conflict of interest in the examination of a candidate, CCC shall undertake the necessary measures to ensure that the confidentiality and impartiality of the examination are not compromised. These measures shall be duly recorded.

All invigilators shall be bound by non-disclosure agreements for the entire duration of their engagement and for a period of 5 years after the termination of the engagement.

10.3 Requirements for other personnel involved in the assessment.

Some of the supporting activities in relation to the operation of the certification mechanisms may be assigned to outsourced partners (e.g., the support of the online platform). In such cases, CCC has a formal agreement with a clear scope and definition of responsibilities for the third parties. To the extent that such parties may have access to the examination content, the agreement shall include also a non-disclosure clause bounding the organization to confidentiality for the entire duration of their engagement and for a period of 5 years after the termination of the engagement.

10. Register of Certified Persons (RCP)

CCC maintains a Register of Certified Persons as Administration personnel of all four different EQF Levels, 2, 3, 4 and 5, which includes the name of the certified person, the scope of the certification, the date of issue and validity.

11. Objections - Appeals

An interested party (applicant, candidate, examinee, certified professional, employer, third party, etc.) may wish to challenge the results of an examination at any stage of the examination process.

In this case, the interested party has the option of submitting its request digitally e.g via email to CCC Within 30 calendar days, the responsible person on behalf of CCC will investigate the request, take corrective action if necessary, and notify the complainant in a digital manner.

The effective resolution of complaints and appeals is an important means of protecting CCC and interested parties from errors, omissions or inappropriate behaviors.

12. Modifications – Revisions of the current Regulation

This Certification Regulation may be revised, in whole or in part, only by decision of the Administration Personnel Certification Scheme Committee.

Any revisions shall be communicated to the certified persons, setting the time / period for their adaptation to the new requirements. In case of disagreement with the above-mentioned changes, the individual may request in writing to terminate the certification.

13.   Closing Remarks

The document provides information on what the eEUPA certification scheme covers in terms of tasks, skills and knowledge. It outlines the different bodies and roles involved in the certification process and comprehensively describes the examination mechanism and the system of rules, procedure and management for carrying out certification. Finally, the document presents how the basic principles of the certification scheme are fulfilled.

The various requirements described within this document shall be implemented when the certification scheme is activated and will remain active as long as the scheme is operational.