

## 1. Introduction

These scheme rules describe the requirements for the certification of an individual for the Cert-ain Certification Ltd. (CCL) Gas Diploma.

## 2. Scope

The scheme rules apply to the training, assessment and certification process.

The scheme shall assess an individual's competence to carry out gas and associated work activities safely. On successful completion of the Gas Diploma, applicants shall be eligible to undertake relevant assessments under the Nationally Accredited Certification Scheme for Individual Gas Fitting Operatives.

## 3. Impartiality

CCL is committed to ensuring the impartiality of the certification process. Impartial training and assessment shall be available to all applicants.

Applicants are invited to indicate any specific requirements that they wish to be taken into consideration at the time of application.

CCL shall take all reasonable steps to offer methods of training and assessment that provide for the needs of individuals with learning and physical difficulties without compromising the scheme standards.

## 4. Scheme

The CCL Gas Diploma is grouped into general work areas comprising of:

- Domestic natural gas safety and appliances;
- Non-domestic natural gas safety and appliances;
- Emergency service provider and meter installer.

The scheme knowledge and performance criteria is developed by the Standard Setting Function for Gas Safe Register.

## 5. Application

Applications shall be made on the application form which requires:

- The applicant name, address and National Insurance number;
- 2 passport sized photographs of the applicant.

Applicants shall also provide photographic evidence of their identity via a passport or driving licence.

## 6. Conduct of candidates

When attending the centre, individuals are required to conduct themselves in a suitable manner and adhere to the instructions given to them, particularly in relation to the requirement to work safely without endangering themselves or others.

Candidates undertaking training and assessment shall not release confidential examination materials or participate in any fraudulent test-taking practices e.g. colluding with other candidates, using mobile phones or unauthorised electronic aids, or unauthorised notes or reference materials.

Inappropriate conduct, physical or verbal abuse, any form of harassment or discrimination may result in termination of the assessment and the subsequent loss of any fees paid.

## 7. Training process

Candidates shall undertake theory and practical training at a CCL approved centre, the training will include all elements specified by the relevant IGEM/IG/1 training specification e.g. safety, legislation and standards, installation of pipework and fittings etc.

## 8. Evidence portfolio

Candidates are required to produce a portfolio of evidence of on-site gas work undertaken under the supervision of a suitably qualified Gas Safe registered operative.

The portfolio will include details of each 'job' undertaken and include supporting evidence e.g. photographs, job records, etc.

The contents of the evidence portfolio will be assessed for:

- Validity - relevancy to requirements of the scheme;
- Authenticity – the candidate's own work;
- Currency - the candidate has worked to current standards;
- Sufficiency - meeting the evidence requirements.

## 9. Assessment process

Individuals are required to demonstrate their competence by completing practical assessments in a realistic working environment and written assessments, normally based in a classroom environment. Where necessary, the individual may also be orally questioned by the assessor. (The pass-mark for the assessments is 100%).

## 10. Certification process

The assessment centre will normally inform individuals of the 'assessment recommendation' within 10 working days of the completion of their assessment(s).

The 'assessment recommendation' will be transmitted by the centre to CCL (Centres can only recommend certification; the final certification decision rests with CCL).

CCL will subsequently make the certification decision and endeavour to provide successful individuals with certification, normally within 20 working days of receipt of correctly completed documentation from the centre.

Although given in good faith, times quoted for the provision of the certification service are intended as estimates only, and are not to be treated as being part of the contractual agreement with the applicant.

Unless CCL has a specific formal arrangement with an applicant, certificates will be issued directly to the applicant. The certificate remains at all times the property of CCL.

Replacement or duplicate certificates can be obtained from CCL for a fee, paid in advance.

## 11. Certificate holder agreement

By completing and signing the application form, the candidate (certified person) shall agree:

- to declare to the centre manager or CCL, prior to the training and assessment taking place, any risks or conflicts of interest that may affect the impartiality of the training and assessment process;
- to comply with the relevant provisions of the scheme and with these scheme rules;
- to make claims regarding certification only with respect to the scope for which certification has been granted;
- not to use the certification in such a manner as to bring the certification body into disrepute, and not to make any statement regarding the certification which the certification body considers misleading or unauthorised;
- to discontinue the use of all claims to certification that contain any reference to the certification body or certification upon suspension or withdrawal of certification, and to return any certificates issued by the certification body;
- not to use the certificate in a misleading manner.

## 12. Suspension or withdrawal of certification

Where a certificate holder is deemed to be acting contrary to the scheme rules and requirements, CCL may at its discretion suspend or withdraw all or part of that certificate. Certificated individuals shall:

- Comply with the relevant provisions of the scheme;
- Not misuse the certificate;
- Not misuse the CCL trademark or logo;
- Show the certificate where required to do so;
- Pay the agreed certification fees.

Where CCL decides to suspend, or withdraw a certificate, it will write to the individual concerned advising that the certificate has been suspended or withdrawn and request its return.

Upon receiving written notification of the suspension or withdrawal of certification, the individual shall immediately:

- return to CCL appropriate certificates;
- cease carrying out work within the scope of certification that has been suspended or withdrawn;
- refrain from further promotion of the certification while it is suspended;
- refrain from use of all references to a certified status;
- resolve the issues that have resulted in the suspension, in a time established by CCL; and
- follow any other instructions included in the written notification.

Failure to resolve the issues that have resulted in the suspension, in a time established by the certification body, shall result in withdrawal of the certification or reduction of the scope of certification.

Individuals have the right of appeal to CCL as described in section 14 below.

## 13. Complaints

An individual may make a complaint to CCL about any aspect of their training, assessment and certification.

Complaints will be thoroughly investigated, reported, resolved and the results of any investigation will be communicated in writing to the complainant. Complaint procedures shall be in place at each assessment centre and at CCL and shall be made available to any individual, on request. The individual has the right of appeal against any decision reached by CCL (see section 14 below).

## 14. Appeals

Individuals have the right of appeal against any of the following:

- The recommendation made by the assessor;
- CCL's decision not to issue a certificate;
- CCL's decision to withdraw or suspend a certificate;
- The decision of a CCL complaint investigation.

The initial appeal must be made within 10 working days of notification of the decision.

The total cost of appeals by an individual shall be borne by them where the appeal, at any stage, is not upheld by CCL under these scheme rules.

Full details of the appeals procedure are available on request.

## 15. Publicity

Information about an individual's certification may be given by CCL and shall be limited to facts concerning the scope of certification.

Certification does not allow the use of CCL logos unless a formal agreement for such use is given.

## 16. Confidentiality

CCL shall hold an individual's details in accordance with data protection legislation.

CCL and its approved centres shall ensure that they and all their staff shall keep in full confidence all information of a private, confidential or secret nature. At no time shall such information be disclosed to any third party except as permitted within these scheme rules to enable the official parties to carry out their duties and obligations.

## 17. Fees

Centres shall collect the fees for certification/administration on behalf of CCL. The certification/administration fee applies to both successful and unsuccessful candidates.

An individual's assessment documentation shall not be processed by CCL until the payment has been made to the centre.

## 18. Contact details

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