



**UK Certification  
Applicant Information  
Scheme Rules  
Terms & Conditions**

**Qualifications &  
Certification for the  
Building Services Industry**

**Information for  
Applicants attending  
Approved Centres**



## General Terms & Conditions

These terms and conditions apply to all applicants attending a UK Certification Approved Centre. They form part of the contract between the Applicant, the Approved Centre and UK Certification.

By signing the application form, the Applicant confirms that they have read, understood and agree to comply with these terms and conditions.

Before assessment, Applicants must provide:

- All completed UK Certification approved application forms
- A recent passport-quality photograph
- Payment of the applicable fee
- All required prerequisite evidence, to the satisfaction of the Approved Centre

## Policy Statement

UK Certification and its Approved Centres shall operate impartially and make certification accessible to Applicants who meet the applicable scheme requirements. Access shall not be restricted by undue financial or other limiting conditions, including membership of an association or group, nor by procedures that unfairly impede or inhibit access to certification. This applies regardless of colour, nationality, ethnic origin, gender, marital status, religion, sexuality, political belief, disability or age. Preparatory training is not a prerequisite for final examination unless a scheme specifically requires it. Applicants should declare any special requirements at application. Each request will be considered individually and reasonable adjustments will be made where practicable for individuals with learning or physical difficulties.

## Certification & Registration

UK Certification issues certificates to Applicants who demonstrate competence against the relevant scheme criteria. Certificate conditions are printed on the reverse of each certificate.

Certification does not permit self-certification of notifiable work in participating regions unless the certificate holder is also registered with an appropriate Competent Person Scheme provider.

Certification does not guarantee acceptance onto any Competent Person Scheme. UK Certification accepts no responsibility for such applications.

## Validity & Expiry

Certificate validity conditions are stated on the certificate. Certificates show the examination outcome achieved at the Approved Centre. Applicants may be required to present the certificate to confirm the scope and details of the certified assessment.

## Fees

Certification fees are charged in accordance with the UK Certification charging policy. Fees are normally charged to the Approved Centre and included in the assessment fee quoted to the Applicant.

UK Certification may withhold certification where an Approved Centre has not paid fees due. In that event, the Applicant may be offered the option to pay the certification fee directly to UK Certification to release the certificate.

## Attendance & Examinations

Applicants must behave appropriately while attending an Approved Centre and follow all instructions, including requirements to work safely and avoid endangering themselves or others.

Examinations may include practical and/or theoretical elements. Applicants must arrive prepared for the assessment they are undertaking.

Applicants must not release confidential examination materials or participate in fraudulent or improper test-taking practices, including collusion, use of mobile phones, unauthorised electronic aids, notes or reference materials.

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

## Certification Process

The Approved Centre may advise Applicants of a provisional examination outcome. This remains subject to verification before records are submitted to UK Certification.

- The Approved Centre recommend certification; the final certification decision rests with UK Certification.
- UK Certification will aim to issue certification within 8 days of receiving complete and correct paperwork from the Approved Centre.
- Certificates remain the property of UK Certification at all times.
- Unless UK Certification has been formally notified of a specific alternative arrangement, certificates will be issued directly to the Applicant.

UK Certification may refuse to issue a certificate where relevant information indicates malpractice, maladministration or other concerns relating to an Applicant or Approved Centre. This may include information received from relevant third parties.

## Use of Logo's & Marks

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

## Disclosure of Information

UK Certification may confirm whether a certified person holds a current, valid certificate and the scope of that certification, unless disclosure is restricted by law.

Applicant personal information and examination results may be shared with the appropriate registrar as part of the certification process. Other information will not be disclosed without the Applicant's consent, unless required by law.

## Conditions of Certificate Issue

During the life of the certificate, the certificate holder must:

- Make claims regarding certification only for the scope for which certification has been granted.
- Not use certification in a way that may bring UK Certification into disrepute.
- Not make misleading or unauthorised statements about certification.
- Stop using all claims to certification that refer to UK Certification if certification is suspended or withdrawn and return any certificate issued by UK Certification when requested.

Failure to comply may result in certificate suspension, withdrawal or other appropriate action. Any proven act of negligence within the certified scope may result in certificate withdrawal.

## Suspension and/or Withdrawal of Certification

UK Certification maintains a documented process for suspending or withdrawing certification where necessary. The full process, including circumstances that may lead to suspension or withdrawal, is available on request.

## Complaints & Appeals

Applicants may raise a complaint with the Approved Centre attended or with UK Certification. Complaints will be investigated, resolved and responded to in writing. Complaint procedures are maintained by each Approved Centre and by UK Certification and are available without request.

Applicants have the right to appeal against decisions made by UK Certification. Full details of the appeals process are available without request.

## Express Certification

Applicants can opt for 'Express' certification for the payment of an additional administration fee to the Approved Centre. The Express certification process will provide a 3-working day turnaround from the completion of the final examination to the issue of the certificate (providing the information is complete and correct).

## 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.

## Alteration of Terms & Conditions

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



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