



CERTIDoc Consortium

European System of certification of Information professionals

General Rules

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1 – Object and field of application

The present *General Rules* defines the rules which apply to the certification of Information professionals in accordance with the European reference frame of qualification levels, through certifier bodies approved by the CERTIDoc Consortium.

It deals with various occupations carried out in the field of Information: archivist, records manager, librarian, research assistant, cyberians, information-service managers, info-managers, supervisors, knowledge managers etc. and those under any other name.

2 - Definitions

2.1 Information services

A profession whose goal is finding (and knowing how to find) information for professional use, treating this information to increase the quality of its use, managing it, making it easily accessible and conveying it to those who need it, users or clients. It is the profession of librarians, information officers, archivists and environment monitors, among others.

2.2 Information professional

A person whose professional activity is dedicated to an occupation in information services, by applying the rules of the profession regardless of the institutional framework in which he/she works.

2.3 Competence

A set of skills necessary to perform a professional activity and the proficiency of required behaviour. The components are: knowledge, know-how and aptitudes. These are considered as proficient when put into practice effectively and validated.

2.4 Level of qualification

A person's place in reference to a scale of qualifications which separates the knowledge and the know-how of an occupation (or group of similar occupations) into different functions. The level of qualification takes into account the individual's competence (especially technical), the complexity of different responsibilities undertaken as well as his/her degree of autonomy, decisiveness and foresight.

2.5 Reference frame of competencies

Directory of competencies necessary to exercise a profession.

In the guide of competencies mentioned in §2.6, the latter are illustrated through examples of representative practices demonstrating competency at a specific level.

2.6 Euroguide LIS, 2004 edition (vol. 1 and 2)

Reference frame of skills within LIS, established on behalf of the ECIA and covering, in vol. 1, the competencies and aptitudes of European Information professionals, and in vol. 2, their levels of qualification.

2.7 CERTIDoc Consortium

Entity responsible for the development, management and quality of the European System of certification of Information professionals. The CERTIDoc Consortium is made up of approved certifier bodies.

2.8 Certifier body

Professional association or any registered legal corporate body setting up a mechanism for the certification of persons.

2.9 Approved certifier body

Professional body organized for setting up a certification procedure in accordance with the *General Rules* and approved by the CERTIDoc Consortium.

2.10 Certification candidate (certification candidate or applicant)

All professional candidates satisfying the prior conditions specified in the *General Rules* which permit the candidate to participate in the certification procedure.

2.11 Certification committee

Body commissioned by an approved certifier body to certify a candidate in view of the items provided by the latter, the outcome of the assessment and the opinion of the assessment jury.

2.12 Assessment jury

Group of assessors responsible for studying the elements of the candidate's dossier, for evaluating the self-assessment made by the candidate and the items furnished, for conducting an interview with the candidate and for notifying the Certification Committee of the result of the assessment.

2.13 European certificate of qualification level (assistant, technician, manager or expert) in information services

Document awarded to a candidate by the approved certifier body in view of the results of the assessment for conformity with the *Euroguide LIS*, edition 2004, approved by the CERTIDoc Consortium.

2.14 Eurocertificate holder, or European professional certified in information services

Individual holding a currently valid European certificate of qualification level in Information services.

2.15 Register of certificate holders

Original document registering European professionals holding the certificate in Information services from an approved certifier body. The list of information professionals holding a currently valid European certificate is made public.

3 - References

- ISO/CEI 17024 (2003): *Conformity Evaluation – General requirements for the certifier bodies dealing with certification of personnel*
- ECIA: *Euroguide LIS*. Vol. 1: *Competencies and aptitudes for European Information professionals*. 2nd entirely rev. ed. (2004). Vol. 2: *Levels of qualification for European Information professionals* (2004)
- CERTIDoc Consortium: *Accreditation of assessors and constitution of juries* (2004)
- CERTIDoc Consortium: *Evaluation Guide* (2004)

4 – General Points

4.1 – General rules

4.1.1 The present *General Rules* is established and approved by the members of the CERTIDoc consortium. This holds true for any possible revisions of the text and other associated rules.

4.1.2 The present *General Rules* will be the only text applied by the approved certifier bodies when issuing European certificates of levels of qualification in information services (for information professionals).

4.1.3 Any professional who wishes to obtain a European certificate of qualification level for information professionals must accept the *General Rules* valid at the moment of applying for certification with an approved certifier body.

4.1.4 The *General Rules* is public. The current versions of the *General Rules* can be consulted online at www.certidoc.net, or at the head offices of certifier bodies approved by the CERTIDoc Consortium and with professional associations associated with the CERTIDoc Consortium.

4.2 - Levels of qualification which may be certified

4.2.1 The levels of qualification and their characteristics are specified in the *Euroguide LIS, 2004, volume 2 (levels of qualification for European information professionals)* and are reiterated in the *Evaluation Guide* established by the CERTIDoc Consortium.

4.2.2 Four levels of professional qualification may be considered for European certification:

*Level 1: Information Assistant¹

*Level 2: Information Technician

*Level 3: Information Manager

*Level 4: Information Expert

¹ The appellation of levels may vary from one country to another. The board of equivalences, established by the CERTIDoc consortium and published online at www.certidoc.net, should be consulted for any differences.

Each of these four levels of qualification is distinguished from the others by the conjunction of two criteria:

- the increasingly constructive behaviour of a person in relation to the knowledge and know-how on which information systems and their methods rely; either the person is merely familiar with these, or he applies them or, better, he is capable of adapting them, increasing their value and creating further systems and methods;
- the more or less great degree of autonomy in the management of information.

4.3 – Approval of certifier bodies by the CERTIDoc Consortium

4.3.1 The CERTIDoc Consortium does not have formal legal status. Its organisation is described in § 6 of the present *General Rules*.

4.3.2 The CERTIDoc Consortium, as such, does not have direct responsibility for certification. Certificates are awarded by certifier bodies approved by the consortium.

4.3.3 Only the CERTIDoc Consortium, in a plenary meeting, is authorized to approve a certifier body wishing to award European certificates of qualification level for information professionals.

4.3.4 In order to be approved by the CERTIDoc Consortium and be therefore authorized to award European certificates of qualification level in information services, a certifier body must satisfy the following conditions:

- Demonstrate that the organisation and its functioning are in conformity with the requirements of ISO/CEI 17024 standard.
- Be aware of and formally accept the currently valid *General Rules* and other rules enacted by the CERTIDoc Consortium.
- Undertake to apply these rules
- Have personnel available who have the technical knowledge and experience necessary to perform the tasks of certification
- Have sufficient operational means to run the system of certification and to cover any associated responsibilities
- Have policies and procedures that differentiate the certification of people from any other activity
- Have detailed information available on the staff assigned to certification activities
- Apply a documented system of management and possess a system of document control.

4.3.5 The CERTIDoc Consortium reserves the possibility to take appropriate action to verify that the requirements are respected before accepting or refusing approval or, if need be, before withdrawing approval if it is suspected that requirements are not being met.

4.3.6 Approval is granted for a period of three years, renewable after the CERTIDoc Consortium examines the request from the certifier body and the evidence showing that the requirements have been met.

4.3.7 As soon as approval is officially granted by the CERTIDoc Consortium, the certifier body may state this in its documentation.

4.4 – Responsibilities of the approved certifier body

4.4.1 An approved certifier body formally accepts the documents used as a reference for the assessment of qualification levels within the framework of European certification of information professionals as well as the rules guiding their operation.

4.4.2 The approved certifier body agrees to adopt the European reference frame kept on by the CERTIDoc consortium to assess the candidates without modifying its contents. Nevertheless, the certifier body may produce complementary documents which may contain useful comments to help the candidates fill out the self-assessment file based on the European reference frame. If this body feels the need to modify the contents of the European reference frame, it should follow the procedures dictated by the CPSE for the preparation of new editions, and if possible, by consulting with the other members of the CERTIDoc Consortium (Cf § 18.1).

4.4.3 The certifier body is responsible for conducting the assessment of candidates that have applied to it for certification in accordance with the procedure described in § 8 of the present *General Rules*. Throughout the certification procedure, it must ensure that the requirements made by the CERTIDoc Consortium are respected.

4.4.4 The certifier body must publish the list of qualified assessors as well as the list of professionals that it has certified.

4.4.5 The certifier body ensures the confidentiality of the procedures as stated in § 16 of the *General Rules*, and makes sure that the activities of the body on which it depends do not jeopardize this confidentiality and its impartiality.

4.4.6 The legal responsibility of the certifier body is not implicated if one of the certificate holders does not respect the European reference frame.

5 - Characteristics of the European certificate

5.1 - Objet

The European certificate awarded by an approved certifier body, approved at a certain moment and for a certain period, testifies that the professional certificate holder has, at a certain defined level, the necessary qualifications to proficiently exercise his/her profession and to provide any services associated with the profession satisfactorily.

5.2 –Period of validity

The European certificate of qualification level in Information is approved for five years from the date on which it is obtained. At the end of the aforementioned period, the professional certificate holder can apply for its renewal in accordance with the procedure described in § 8.10 of the *General Rules*.

5.3 - Conditions of validity

The validity of the European certificate of qualification level in Information is guaranteed for a period of five years except in the two following cases:

- a request for withdrawal from the Register of Certificate holders is expressed by the certificate holder as stipulated in article 12 of the present *General Rules*.
- a withdrawal decision is made by the approved certifier body within the framework of sanctions laid down in article 13 of the present *Rules*.

5.4 – Indications which must be shown on the certificate

5.4.1 The certificates are issued in the usual language of the certifier body.

5.4.2 The certificates awarded by the approved certifier bodies should include at least the following elements :

- the “CERTIDoc” logo must be attached to the heading “European System of certification of Information Professionals” (in the usual language of the certifying body and in English).
- the logo of the approved certifier body,
- the reference "European certificate of qualification levels (assistant, technician, manager or expert) in Information”.
- the name of the professional certificate holder and his/her date of birth,
- the date and the reference of the certification decision (or date of the Certification Committee meeting),
- reference to the fact that the certificate was awarded in conformity with the clauses of the present *General Rules* (specifically stating the edition),
- the expiry date of the certificate,
- the signature of the President of the Certification Committee.

6 - Organisation of the CERTIDoc consortium

6.1 The CERTIDoc Consortium is an informal grouping of certifier bodies which has the object of collectively developing and managing the European System of certification of information professionals.

6.2 The CERTIDoc Consortium is made up of certifier bodies of Information Professionals who officially adhere to the European System of Certification, established along the *General Rules* and, consequently, who undertake to put them into practice, respecting the *Rules* and participating in their development.

6.3 Except for the three certifier bodies which founded CERTIDoc, new members are appointed by co-optation. Every certifier body of Information professionals, affiliated or not to a professional association, may present an official application to the consortium for approval. This application should indicate the ways in which the certifier body meets the requirements stated in § 4.3 of these *Rules*.

6.4 The CERTIDoc Consortium is chaired, in rotation, by a representative from a member of the consortium. The President is elected by the other members of the consortium for a period of two years.

6.5 One member is also appointed by his peers as Secretary of the consortium for a renewable two-year period.

6.6 The CERTIDoc Consortium will meet as often as necessary to achieve its mission, either in a plenary meeting or in restricted working groups.

6.7 During its plenary sessions the CERTIDoc Consortium will carry out the following tasks :

- analysis of the present European and international context concerning a person's qualification or certification and the evolution of various occupations in Information,
- study of the possible development of the European System of certification of Information Professionals or adoption of the modifications undertaken,
- verification that the European System of certification of Information professionals is functioning correctly,
- adoption of measures to improve the system and its tools,
- approval of certifier bodies,
- determination of collective communication campaigns and possible procedures/actions involving public European authorities or other partners and related professions,
- consideration of complaints and possible redress of members of the consortium.

6.8 In the absence of external financing, the consortium's activity, which is basically coordination work, is financed by the funds belonging to its members. Each member is responsible for his/her travelling costs to meetings or reception costs, expenses of the secretariat or representation while he/she is responsible, costs of editing contributing documents or translation etc. However, payment of exceptional costs may be covered by a supplementary contribution from each member within the terms of a provisional budget which must be submitted to the management authorities of each member.

6.9 The CERTIDoc Consortium can set up advisory bodies including, for example, the "associated members" with the aim of clarifying certain development proposals or of promoting European certification in countries which do not have approved certifier bodies.

6.10 The CERTIDoc consortium establishes the rules it deems necessary for operating, especially those which concern decision-making.

7 – General Organisation of the approved certifier body

7.1 – Certification committee

7.1.1 The certification committee is the decision-making authority of each certifier body.

7.1.2 The constitution and operational rules of this authority (appointing the president and/or members, frequency of meetings, etc.) are officially recorded and made public by the certifier body.

7.1.3 The number of members is left to the discretion of the certifier body as is the method of designation. Nevertheless, appointments should be shared between colleges and therefore chosen in such a way as to represent the "interests involved in the certification procedure without the predominance of a sole interest group", as stipulated in the ISO/CEI 17024 standard. These would include professionals from different specialities, employers or recruiters from the public and private sectors, information service managers, teachers and instructors of information, and representatives from professional organisations.

7.1.4 A list of members organised by college shall be made public and kept up to date.

7.1.5 The Chairman of the Certification committee is delegated by the president of the certifier body the power to sign any document relative to the process of certification.

7.1.6 The Certification Committee has the following mission:

- follow-up of the correct functioning of the certification system (respect for the European *General Rules* and local procedures) , the internal operational rules and the quality system;
- proposals to the CERTIDoc Consortium for the development of the European system of certification, of the *General Rules* or of other rules or reference frames;

- determining the qualification levels which the body wishes to certify ;
- setting practical assessment methods within the framework of the rules set by the *General Rules* ;
- accreditation of assessors and constitution of juries ;
- follow-up of the evolution of certification of personnel and validation systems of professional experience, international or national standards, accreditation rules, professional reference frames ;
- proposal for communication campaigns and validation of the content of publicity relative to certification ;
- determining practical details (calendar, operation of the secretariat, drawing-up forms, content of information brochures, setting fees, etc.) ;
- follow-up of the certification budget,
- determining policy and practical decisions to discuss within the CERTIDoc consortium.

7.1.7 The certification committee can delegate study or operational tasks to one or several junior authorities (sub-commission or task force, for example). These tasks include consideration of admissibility of dossiers, constitution of assessment juries, supervision of respect for operational rules, document auditing, etc.

7.1.8 The Certification Committee designates the person or people who will represent the certifier body in the CERTIDoc consortium during its plenary as well as ad hoc meetings.

7.2 – Assessment juries

7.2.1 The approved certifier body will follow the rules for recruitment and accreditation of assessors as well as the rules for forming juries as established by the CERTIDoc Consortium. It shall keep an up-dated list of accredited assessors, as well as the items justifying their accreditation.

7.2.2 The certifier body will take measures (e.g. tutorials, training sessions, etc.) to ensure that the accredited assessors:

- know the terms and procedures of the CERTIDoc certification, and more particularly, the rules laid out in the present *General Rules*
- have in-depth knowledge of the competencies put into practice in the field of information,
- have theoretical knowledge and practical experience of assessing people in a professional context,
- have available the rules and guidelines drawn up by the CERTIDoc Consortium and any other documented instructions aimed at ensuring the coherence of assessments.

7.2.3 The accredited assessors undertake to comply with the rules defined by the certifier body including those relative to confidentiality and independence with regard to those assessed.

7.2.4 The Certification Committee will take the necessary measures to verify the fulfilment of the operation and assessment rules of the juries.

7.3 – Administrative Secretariat

7.3.1 Its mission is to help the Certification Committee and possible junior authorities by carrying out the everyday administrative tasks of the certification system concerned with requests for information, and with relationships with the candidates, the assessors and the certificate holders.

7.3.2 The staff in the administrative secretariat is responsible for document management including management of documentation of the quality system.

7.3.3 It verifies that the dossiers for certification are complete and must keep up to date the records specified in the certifier body's quality manual as well as the different operational procedures.

7.3.4 Although it may attend meetings in its capacity as secretary, its staff can, under no circumstances, be part of the Certification Committee or an assessment jury, nor can it take part in any decision making whatsoever.

7.3.5 The certifier body makes documented instructions available to this personnel.

7.3.6 This personnel must undertake to comply with the rules defined by the certifier body, in particular those rules relative to confidentiality and independence with regard to persons directly implicated in the certification..

7.4 – Quality Management

In order to ensure that certification activities are carried out correctly, the approved certifier body should set up a documented quality system. This quality system should be put into practice at every level of organisation and include measures for internal assessment and continuous improvements.

8 – Certification procedures

8.1 – Choice of the certifier body

8.1.1. Any professional exercising an occupation in Information (or, in case of the loss of this job, having exercised this occupation within the past year) and meeting the conditions for admissibility, whatever his/her nationality or place of work, can request an application for the European certification of qualification level in information. This request/demand is personal and voluntary.

8.1.2 Application for European certification can be made with any certifier body whatsoever as long as it is approved by the CERTIDoc Consortium and agreement has been reached between the two parties on the language for assessment. The list of approved certifier bodies can be consulted online at www.certidoc.net and with any of the principal information professional associations.

8.1.3 There may be organizational differences between certifier bodies (presentation of dossiers or forms, working language, the organisation's management rules, fees, etc.). Furthermore certifier bodies may, at a certain moment, only be able to award certificates for particular levels of qualification,

8.1.4 Applications for certification may not be made directly with the CERTIDoc Consortium

8.2 – Prior Information

8.2.1 The approved certifier body will make information brochures available for all professionals on the objectives of the European certification of qualification levels in Information and on the practical methods adopted by the certifier body. Information, including the content of these *General Rules*, will also be available online at the Web sites of the approved certifier body and the CERTIDoc Consortium.

8.2.2 Information can also be requested by telephone from the approved certifier body in order to find out about the chances of an application's acceptability at a certain level of qualification as well as the financial conditions and dates for submitting the dossiers.

8.3 – Conditions for Admissibility

8.3.1 All candidatures must be presented for a determined level of qualification.

8.3.2. All candidatures must satisfy the following conditions for admissibility :

- **have reached** a determined level of cultural and intellectual preparation generally demonstrated by **the possession of an academic, general or professional diploma**. The following are required:

- for level 1 (Assistant), a diploma of completion of secondary studies
- for other levels, a diploma in higher education

A candidate who does not have this diploma but who has reached an equivalent level by other means must be able to justify this.

- **have acquired basic knowledge (terminology, rules of the trade) in the different fields of Information** (as detailed in the *Euroguide LIS*), which can be proved with a professional diploma in Information recognized by the public authorities (listed in a national certification registry, for example) or approved by a national professional association. In the absence of a professional diploma, the candidate must have taken a library, documentation or archives course of at least 200 hours or a coherent group of several professional courses related to the different fields in the *Euroguide LIS*.
- **justify practical professional experience** of at least three years in the field of Information for the lower levels (assistant, technician, manager) and of at least five year for the expert level of which **two years should be at the level requested**. This experience must prove that the candidate has the capacity to integrate into an organisation and adapt to a given work environment. He/she should also demonstrate the capacity to put into practice the knowledge acquired during training. The certificates and supporting documents provided should state the position and length of work, the type and size of the company, the documentary structure, the type of position or positions occupied, tasks carried out, responsibilities held and results obtained.
- **demonstrate their attention to up-dating** their professional knowledge (plan for **continuous professional development**) in particular by following up on continuing education programmes which involve attending courses within or outside the company, computer assisted training units, distance learning... or also unstructured or self-taught learning.

- **carry out self-assessment of their qualification level**, by filling-in the self-assessment file sent or made available by the certifier body.

8.4 – Composition of the candidate’s dossier

8.4.1 Any Information professional interested in the European certification of qualification level in Information, in light of this information, can request a « candidate’s dossier » as well as a copy of the *General Rules* through the secretariat of the certifier body that he/she has chosen. The candidate’s submission of the duly completed dossier and supporting documents (as stipulated in § 8.4.2) begins the certification procedure itself. (Cf § 17 “Certification Costs”).

8.4.2 Whichever approved certifier body, the "candidate’s dossier" must contain at least the following items :

- Folder with administrative details and the administrative follow-up of the dossier ; recommendations for preparing the dossier,
- Records of professional career,
- Self-assessment file.

Taking into account the indications given in the dossier and in the *General Rules*, the candidates must fill in the necessary information and collect the items of supporting evidence requested (certificates or diplomas, examples of personal work, etc.) The candidate is also required to enclose :

- a letter of motivation followed by a description of his/her professional project,
- the agreement to comply with the provisions in the present *General Rules*, in particular, anything relating to the provision of information which may be useful for the assessors and concerning the use of the certificate once it is obtained, as well as the agreement to respect the professional ethics.

8.4.3 Once this has been carried out, he/she shall submit the dossier and the required documents to the secretariat of the approved certifier body which, in turn, gives written acknowledgement of receipt, checks for completeness and provides information on the provisional calendar for the stages of the certification.

8.5 – Assessment of items in the dossiers

8.5.1. Once the secretariat of the certifier body considers the dossier to be complete, it is sent to the assessment jury set up by the Certification Committee.

8.5.2. The assessment jury appraises the candidacy at the level applied for by examining the evidence and comments presented for each field of the *Euroguide LIS*. The jury may find it necessary, in view of the evidence or comments presented, to modify the position stated by the applicant, to request further evidence from the applicant or even make the candidate take a specific test if it considers it necessary to check any particular skill for which the evidence provided is insufficient.

8.5.3. A mark (from 0 to 4) is given for each field presented in the self-assessment file which depends on the level of competence attained in that field. The modalities for the calculation of marks are described in the *Evaluation Guide*.

8.5.4. If the marks obtained by the applicant are equal to or higher than the minimum marks required for the requested level, the candidate is then called to an interview. On the contrary, if the marks are not obtained, the candidate is notified of the marks given by the jury and its comments. If he/she so wishes, the candidate can accept to undergo an interview for a lower level of certification than that originally requested. If not, he/she must wait six months before presenting any supplementary information to the dossier providing proof of an improvement in skills. In this case, the request for certification is once again examined by the jury.

8.6 – Interview

8.6.1 – Once admissibility is established, the candidate is called for an interview with the assessment jury.

8.6.2 – The purpose of this interview is to assess the professional and personal capacities of the candidate and his/her aptitude in carrying out the functions which could be entrusted to a certificate holder at this level. It should enable him/her to elucidate aspects which may not show up as clearly in the written application.

8.6.3 – The jury has complete freedom to direct the interview and look into the candidate’s competencies. However, it is recommended that the jury relies on the *Evaluation Guide* established by the CERTIDoc Consortium in order to ensure coherence between juries.

8.6.4. At the end of the interview the juries fills in an assessment sheet and records its resolution.

8.7 – Decision of the Certification Committee

8.7.1- The jury notifies the Certification Committee of its deliberation, which then decides whether or not to certify the candidate at a certain level in view of the proposal justified by the assessment jury.. The decision is recorded in the Committee's report.

8.7.2 – If the decision is positive the secretariat then issues the certificate and registers the new certificate holder in the European Register of Information certificate holders.

8.7.3 – The certificate is signed by the President of the Certification Committee of the certifier body. It is awarded to the new certificate holder after all costs have been paid. (Cf § 17 Certification costs)

8.7.4 – Award of a certificate is refused when the Certification Committee considers that the items provided by the candidate for the level requested differ substantially from the requirements to be satisfied at that level. This judgement may be based on the following facts:

- negative opinion of the jury;
- insufficient evidence ;
- failure to comply with the *General Rules*.

The candidate is informed of the reasons for this refusal in accordance with the information given by the jury.

8.8 – Preservation of items of supporting evidence

8.8.1 When the items of supporting evidence are original documents they are returned to the interested party following the certification procedure and after registering them (list or copy of the first page or summary) in the certificate holder's dossier.

8.8.2 While the certificate is valid the certificate holder is required to preserve the original items of supporting evidence which have been returned following the certification procedure. He/she must make them available to the certifier body whenever requested to do so.

8.9 – Supervision during the period of validity

8.9.1 Every year, the certifier body will send each certificate holder a follow-up questionnaire in order to find out about modifications in the administrative and professional situation of the certificate holder and to check that the certificate holder still satisfies the conditions required to continue holding the certificate.

8.9.2 If necessary, the certificate holder can be called by the Certification Committee to explain the way in which he exercises his professional activity.

8.9.3. The approved certifier body reserves the right to carry out checks or examinations of the use of the certificate at any time during the period of validity.

8.10 – Renewal

The certificate is awarded for a period of five years. When this five year period has expired, all certificate holders receive written notification offering them three possibilities:

- either they can request a simple renewal of the certification already obtained for a further period of five years. In this case, a simplified application dossier must be presented containing:
 - a completed self-assessment file of competencies based on the *Euroguide LIS*.
 - a summary of his/her professional career during the five previous years,
 - the exact description of the last position held, indicating tasks carried out,
 - evidence of regularly up-dating professional skills (plan for continuous professional development),
 - if relevant, examples of document products or personal research carried out recently.

This dossier is then submitted to the assessment jury, who give their decision after examination of the written items and a possible interview of the candidate.

- or they can request a certificate at a higher level. The certificate holder must then fill in a new complete dossier. He is authorized to reuse items from his previous dossier if these items are still relevant (for example, copies of diplomas).
- or they can relinquish their certificate. This step must be made in writing. The certificate holder is then removed from the Register of certificate holders. He/she must agree to make no mention of this capacity of certificate holder

from then on. If there is no written reply, the person will automatically be struck off the Register three months after notification was sent.

9 – Specific cases - Exceptions

9.1 A candidate whose official application for certification was not accepted by the Certification Committee can present a new application backed by new supporting evidence after a minimum delay of six months. No-one can present more than three applications for the same level of certification (except for cases of renewal).

9.2 A candidate who is refused certification cannot present his candidature to another certifier body approved by the CERTIDoc Consortium before a period of six months.

9.3 A candidate who does not have the general or professional diplomas required for a given level but who has reached an equivalent level by another means must write out and present, on paper, an exception request, supported by written justifications of his experience.

10 – Commissioning – Recognition Agreements

10.1 The European certificates awarded by one of the certifier bodies approved by the CERTIDoc Consortium are deemed to be equivalent to those awarded at the same qualification level by other approved certifier bodies.

10.2 The CERTIDoc Consortium has the authority to decide on possible future recognition agreements with other certification systems, and it will deal with each situation case by case.

11 – Information on certificate holders

11.1 The approved certifier body, together with the other members of the CERTIDoc Consortium, is responsible for the promotion of the European System of certification.

11.2 The list of professional certificate holders in Information whose certificates are still in effect, is public. It can be consulted online at www.certidoc.net and on the sites of the approved certifier bodies. This list can be supplied to anyone who requests one from an approved certifier body. The announcement of new certificate holders and those struck off the Register is published in the ordinary publications of the approved certifier bodies. This information is taken from the *Register of certificate holders* and the reports of the Certification Committee.

11.3 The following data is made public:

- surname and first name of the certificate holder,
- level of qualification at which the certificate was awarded
- certifier body
- date of issue of the European certificate (or of its renewal)
- expiry date of validity

11.4 The approved certifier body is under the obligation to comply with the requirements of currently valid national or European rules relating to access to personal data (for example, declaration of the file to the authorities, notification of the register to the authorities, right of the person concerned to check data or the right not to be mentioned).

12 – Use of the European certificate

12.1 The professional certificate holder may:

- display and reproduce the European certificate and issue copies of it to third parties, on the condition that the content and lay out are wholly respected,
- state in all documents concerning him/her (Curriculum vitae, biographic notes, headings...) that he/she is “a holder of the European certificate (qualification level assistant, technician, manager or expert).....in Information” awarded by ..., member of the CERTIDoc Consortium”

12.2 If the certification is annulled for any reason whatsoever (expiry of the period of validity, cancellation notified by the approved certifier body), the professional certificate holder should immediately make sure that any mention of the European certificate in the documents he/she produces or diffuses is stopped and he/she should destroy the stocks of materials on which mention of this certificate appears.

12.3 The professional certificate holder is responsible for making sure that any mention of the certificate and its validity are correct in documents issued by third parties connected to him.

12.4 If his/her situation has changed since the certificate was obtained and he/she no longer satisfies the conditions required to keep the certificate or for any other reason which may concern him/her, the certificate holder may request that the approved certifier body remove him/her from the *Register of certificate holders*.

12.5 The professional certificate holder officially undertakes

- to comply with the provisions in the above clauses,
- not to use the certification in a way that could be prejudicial to the reputation of the certifier body or to the CERTIDoc Consortium,
- not to use the certificate in a deceitful way,
- to notify the approved certifier body of any significant change in his/her professional situation (for example: major change of occupation, loss of occupation).
- to inform the approved certifier body of any complaint made by a third party concerning the quality of the service rendered under the responsibility of the certificate holder.
- to reply to inspection enquiries.

13 - Sanctions

13.1 In case of a serious professional offence (as defined through regulation) or in the case of professional deficiencies (as laid down in social jurisprudence) which is brought to the attention of the certifier body or to a member of the CERTIDoc Consortium, the approved certifier body which has awarded the certificate may be required to initiate an enquiry procedure into the situation and to decide on the most appropriate sanctions.

13.2 Furthermore, the following situations are considered to be cases of fraudulent or abusive use:

- alteration of the complete heading shown on the certificate issued by the certifier body (for example, absence of the level of qualification, the date of certification or the name of the certifier body) ;
- mention of the certificate after the date of validity or the date of withdrawal;
- highlighting references to the certificate in such a way as to lead to confusion between the professional certificate holder and the company for which he/she works;
- highlighting a level of qualification which is not in accordance with the one stated on the certificate;

13.3 As soon as it becomes aware of a serious professional offence or the abusive or fraudulent use of the certificate, the approved certifier body will present the case to the Certification Committee which then initiates an enquiry involving the different parties. Once the evidence has been gathered, the Committee will call the interested party for a last hearing and then takes a decision.

13.4 In cases considered less serious, the certifier body may find it necessary to request that the professional certificate holder take the corrective measures necessary to return to normal use. If these measures have not been put into practice within the deadline set by the approved certifier body, the certification will be withdrawn from the professional concerned. For the most cases, the Certification Committee can immediately order the cancellation of the certificate previously awarded to the interested party. It will then inform other parties of this situation including the other certifier bodies belonging to the CERTIDoc Consortium. The *Register of certificate holders* is also informed.

13.5 Use of references to the European certificate by a person who has never been awarded a certificate or who can no longer be certified is considered to be fraud; the person in question can be legally prosecuted.

14 – Appeal or redress procedure

14.1 In cases of material error or irregularities in the procedure, any concerned party may lodge a written appeal before the Certification Committee within one month. To be acceptable, all objections must be sent by registered post.

14.2 Every objection is first examined by the Appeals Committee which is made up of three members chosen by the Certification Committee from among its members. The appellant is informed of the composition of the Appeals Committee. He/she has the possibility of contesting this composition within three weeks. However, the new composition which follows cannot be contested. In this meeting both the appellant and the president of the jury have the right to be heard privately. Each participant is given two week's prior notice of the time and place for the meeting.

14.3 The Appeals Committee must make a decision in the two weeks following the meeting.

14.4 In the case of a procedural irregularity committed by an approved certifier body which may be seriously detrimental to the candidate or to a professional certificate holder, this person may inform the CERTIDoc Consortium. The CERTIDoc Consortium will then take the necessary measures for gathering information to deliberate on the situation.

14.5 The CERTIDoc Consortium may also withdraw approval from an approved certifier body, after the certifier body has presented its arguments and after hearing the opinion of its members in a plenary meeting, if this certifier body has failed to respect the General rules or other operational rules enacted by the CERTIDoc Consortium.

15 – Language

15.1 The language used concerns, on the one hand, the presentation documents of the European certification system, the reference frames and the *General Rules*, the dossiers and forms sent to the candidate, the items provided by the candidate, the references mentioned on the European certificate and, on the other hand, oral interaction and more specifically, the interview conducted by members of the jury.

15.2 The certifier body approved by the CERTIDoc Consortium must operate in at least one of the European Union languages and must make this known to the potential candidates. In particular, the certifier body must specify the language in which the items of the dossier can be presented.

15.3 If there is no approved certifier body offering certification in the candidate's language, he/she can negotiate an agreement with the approved certifier body of his/her choice in which they decide that a particular section of the items listed above is in his/her own language (the interview for example).

16 – Confidentiality

16.1 Those who send mail to the approved certifier body during the certification procedure must write "confidential" on the envelope.

16.2 Everyone intervening in the approved certifier body, whether employees or volunteers, including members of the Certification Committee and the assessors, is bound by professional confidentiality. These people must also guarantee the protection of documents which are entrusted to them against diffusion, material destruction, falsification and illegal appropriation.

16.3 Any decision relating to the candidates and professional certificate holders are confidential except for those whose publication is described in § 10. Measures will be taken to limit access to the certification dossiers.

16.4 The approved certifier body can show parts of the dossiers or complete dossiers to the accreditation authorities, to other approved certifier bodies and members of CERTIDoc Consortium or to other certifier bodies with which there is a mutual recognition agreement of certificates or with which such an agreement is planned.

16.5 The candidates accept, if need be, the presence of representatives from accreditation or certification bodies during the assessment interview.

17 – Certification costs

17.1 Certification costs payable from the candidate to the approved certifier body consist of two items:

- costs relating to the administrative processing of the candidature,
- the costs relating to the jury's assessment.

17.2 The amount of these costs is set and made public each year by the approved certifier body.

17.3 The candidate assumes the costs relating to the preparation of the supporting documents, sending the dossier and travel costs to attend the interview.

18 – Modification of reference frame and rules for assessment

18.1 Assessment of the level of qualification of Information professionals is based on the *Euroguide LIS*, 2004 edition, which is updated by the Standing Committee for Euroguide Follow-up (SCEF) to monitor the both professional and technological developments of the profession. This reference frame (in volume 2) also defines the levels of qualification. The CERTIDoc consortium decides the version of the *Euroguide LIS* that will be the reference for the certification process. The approved certifier bodies are responsible for informing the applicants.

18.2 Given the evolution of the *Euroguide LIS* or the possible publication of other reference frames, it is up to the members of the CERTIDoc consortium to officially approve a possible change in the version of reference frame used or the adoption of another reference frame. This holds true also for that which concerns the methods for assessment or the marking system. In all these cases, the CERTIDoc consortium should examine the effects on the certificate holders, decide on the schedule for putting them into practice, determine if there is an equivalence between the old basis for assessment and the new one, and adopt possible transitory measures in case of an imbalance between the old and the new situation.

18.3 It is the responsibility of each approved certifier body to maintain membership in the CERTIDoc Consortium or not depending on whether or not it adopts the changes approved by the CERTIDoc Consortium.

18.4 In general, the approved certifier body will not require the certificate holder to comply with the new reference frame until the standard term for renewing his/her certificate comes. However, specific conditions may be proposed to the professional certificate holders who would like to obtain a new certificate based on the new reference frame, replacing the previous one before the deadline for renewal has come.

19 – Transitory Period

When a certifier body proposes that information professionals change from their own certification system to the European CERTIDoc system, it is the responsibility of the approved certifier body to draw up and publicise the measures taken so that professionals who are already certificate holders in the particular system can gain the new European certification after the specific certification system has been abandoned.

Annexe : Schema of the certification procedure

