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the wording in these general examination regulations is limited to the masculine spelling. this is not because we do not wish or respect female candidates or other identities - quite the contrary - but for practical reasons of readability. this measure was decided upon by the female members of the program committee, who are counting on the understanding of our welcome female candidates.
thank you very much!

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Reviewed and approved: Program Committee

See minutes of the 60th meeting of the Program Committee on 01.09.2022.

1 scope

these examination regulations apply to the accredited certification procedure SHE personnel, which is carried out by the TÜV certification bodies:

- TÜV NORD CERT GmbH
- TÜV Rheinland Akademie GmbH
- TÜV Thüringen e.V.
- TÜV SÜD Akademie GmbH

is carried out. this takes place within the framework of recognized training courses in cooperation with recognized examination centers.

SHE personnel: SCC-operating employees and managers.

these examination regulations apply to both presence and online examinations.

2 general

permissible procedures for conducting online examinations are, for example, the live proctoring procedure.

the legitimation of the candidate takes place through his participation and the presentation of the officially recognized photo ID in presence or via camera to the examiner/supervisor or a comparable recognized procedure.

online examinations are conducted using suitable digital/online tools.

any parallel communication and research possibilities as well as copying processes in the background are prevented by technical and/or organizational measures.

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

note: without a separate agreement between the certification body/examination center and the candidate, in which data protection concerns in particular are taken into account, no video and/or image recordings of the candidate are made by the certification bodies/examination centers/examiners/supervisors. only the examiner/supervisor has access to the ID card.

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

supervisor (DIN EN ISO/IEC 17024 3.11):

mc examinations (SCC-MA, SCC-FK) are accepted by designated supervisors as well as the result is assessed by means of the solution foil.

examiners (DIN EN ISO/IEC 17024 3.10):

examinations with open tasks, which require a competent assessment, are carried out by examiners appointed for the qualification area and the result is assessed by means of the sample solution.

the appointment is made by the person certification body.

4 implementation

each candidate must legitimize himself according to paragraph 2. The verification of the legitimation must have taken place at the latest at the time of the certification decision.

in the case of online examinations, the candidate shows the examiner/supervisor his/her workstation by waving the camera to ensure that no unauthorized aids are used. If necessary, the process can be repeated during the examination.

the time schedule of the examination is made known to the candidate during the briefing before the start of the examination.

at the beginning of the presence examination, the candidate fills in the corresponding fields of the individual report (cover sheet of the examination).

all information provided by the candidate in the examination documents must be clearly formulated and legible. ambiguities and illegibility are at the candidate's expense. this applies in particular to subsequent changes to the marking of solutions.

the examination rooms (presence) must be sufficiently large and there must be enough tables and chairs available. it must be ensured that it is not possible for the examination participants to look at each other's results (sufficient distance to the person in front and to the person behind) that they do not disturb each other.

a candidate must be alone in the room during the online examination, must not leave the room, the face must be continuously visible via the examiner's/supervisor's camera and the candidate must also be audible.

the browser must be used in full screen mode and must be released for viewing by the examiner/supervisor upon request.

the candidate is not allowed to use any aids.

comprehension questions from the candidate on individual examination tasks are permitted and may be answered by the examiner.

as soon as the candidate accepts the examination documents in presence or, in the case of online examinations, enters the password and starts, the examination is assessed as "taken".

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

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

5 exam interruption

if the candidate wants to leave the place assigned to him/her during the processing of the presence examination documents, he/she must indicate this to the examiner/supervisor. several candidates may not leave the examination room at the same time.

if the candidate wishes to interrupt the examination while processing the online examination documents, he/she must end the examination. the examination is then finished and cannot be continued. The examiner/supervisor decides on exceptions; these are documented.

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

6 withdrawal from the exam

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

if a candidate withdraws from the exam during the exam, the exam is considered failed.

7 deception or attempted deception

a candidate who uses outside help or unauthorized aids, who attempts to deceive, helps other candidates or provides unauthorized help will be excluded from the examination by the examiner/supervisor. In the event of exclusion, the examination is deemed to have been failed. If the deception was detected during the review, the examination is also considered failed.

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

the certification office reserves the right to exclude a candidate who has attempted or carried out cheating from further examinations of the certification office/examination center.

8 Confidentiality

all examination documents are to be treated confidentially by the candidate. It is not permitted to appropriate and/or pass on the examination documents. this also applies to copying, photographing, filming or scanning the examination documents. examination documents and examination tasks are and remain the property of the certification body. even if the examination is cancelled, the examination documents must be returned in full.

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

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

9 termination of the exam

during or at the end of the maximum processing time, the candidate hands in his/her presence examination documents and records in full to the examiner/supervisor.

the candidate can terminate the online examination or-dinally during or at the end of the maximum processing time. the exam tools used regulate the details.

10 determination of the exam results

the examiner/supervisor evaluates the result of the exam. In the case of online examinations, the evaluation can be carried out automatically by the corresponding tool.

after the exam documents evaluated by the examiner/supervisor have been received by the certification body/examination center, they are randomly subjected to a second review.

in the case of online examinations, a preliminary announcement of results can be made by the tool. the certification body/examination center notifies the candidate of his/her verified examination result promptly after the examination, but no later than six weeks after the examination.

if the test is passed and all the evidence is available, the certificate is the official test certificate.

the examination grades pass or fail are awarded.

11 repeat the exam

a SHE exam can be repeated as often as desired.

the repeat examination is not conducted with the same set of examination questions as in the previous examinations.

the application must be made within one year (12 months). exceptions require the approval of the person certification body.

dates for repeat examinations are set by the certification body in consultation with the examination center and the training provider according to requirements.

12 inspection of the exam

only the candidate who has failed the exam will be allowed to inspect the exam he/she has taken within 12 months upon request and acceptance of the following conditions:

- the inspection shall be made by the candidate personally (and not by third parties) and only for the examination taken by him/her.
- inspection shall only take place in the presence of an examiner/supervisor authorized by the certification body. The certification body may provide online facilities for exam inspection.
- notes and recordings are only permitted for face-to-face views, but remain with the examination documents. no notes may be taken during online views.
- inspection of the sample solution is not mandatory, the correction must be meaningful.
- the time for inspection is limited to 20 minutes per examination.
- reasonable fees may be charged for organized inspection.

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

13 certificate usage

the certificate may only be used in the form provided. it may not be used only in part or in excerpts. changes to the certificate may not be made. the certificate may not be used in a misleading manner.

14 exam fees

each examination is subject to a fee.

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

15 Archiving

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