



European Council for Qualification and Certification of Stage and Event Technicians

Procedure handbook

Version 1.01

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European Council for Qualification and Certification of Stage and Event Technicians

Procedures

To ensure compliance with legislation, the articles of the organisation and the household rules, procedures are developed. The procedures describe how a specific activity has to be conducted and who is responsible.

These Procedures:

- Streamline the way the organisation works and ensure quality standards are met.
- Guarantee that candidates, members, assessment centres are treated equally
- Ensure compliance with EN ISO/IEC 17024
- Serve as guidelines to new and existing members and assessment centres
- Only deal with the functioning of the international organisation, but have priority on the procedures of the member organisation procedures.

Abbreviations

- GA: General assembly
- BoD: Board of Directors
- WG: ad hoc working group
- WGRD: Working group Research and Development
- WGQ: Working group Quality
- WGA: Working group Administration
- CA: case officer
- IA: international assessor
- AA: Accredited Assessor
- AUD: Auditing group
- MED: Mediator

Glossary

- The organisation: the ETTEC
- Occupational standard: the description of a set of competences forming a whole that can be certified.
- Procedure: the steps that need to be undertaken to come to a result, ensuring the quality standard the organisation sets for themselves, and defining the parties that are involved.
- Advice: written and underbuilt statement of suggestions about the best course of action to be taken.
- Consult: requesting the advice of an individual or a group of people.
- Notification: formally inform by agreed means

Legend schemes

GA	General Assembly
BoD	Board of Directors
WGRD	Working Group Research & Development
WGA	Working Group Administration and Management
WGQ	Working Group Quality
CO	Case Officer
IA	International Assessor
AUD	Auditing Committee
AA	Accredited Assessor
AA	Assessment Centre
MED	Mediator

Optional step

Obligatory step

1 Step nr.

MED Active party



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Development and acceptance of standards, assessment procedures and course material

Development and acceptance of occupational standards

Version 1.00, accepted by the BoD on April/8/2020 , accepted by the GA on .././.. , replaced by ... on .././..

A occupational standard is the description of a set of competences forming a whole that can be certified. The acceptance of an occupational standard is the first step in the development of a system of common recognition.

Step 1a request

To ensure the consistency of the recognition system, members need to request the acceptance of an occupational standard to the BoD. The BoD can grant motivated alterations to the procedure in case of course content developed within the organisation in the framework of projects.

Step 1b own initiative

The BoD or the GA can ask an ad hoc WG to develop an occupational standard.

Step 2 development

The WGRD will discuss with the requesting parties the content, taking in account possible overlap with other profiles, existing national certificates and the actual need for the occupational standard.

Step 3 consulting members

The WGRD consults with all members before advising the BoD.

Correction of obvious errors or spelling errors can be done without consultation, by acceptance by the BoD.

Step 4 advise

This results in an advice from WGRD to the BoD. The advice includes a motivation, agreement or comments of members and a description in an occupational standard.

The standard format includes:

- A description of the set of competences.
- A scope note including or excluding specific situations and adding specific requirements (for example the other certificates)
- The name, description, skills, underpinning knowledge and attitudes, and scope notes of each competence.
- The URI of the ESCO competence.
- A description of the appropriate assessment methods.

The language of the mother document of an occupational standard is English.

Where possible ESCO competences are used to guarantee the consistency.

For changes of an existing profile, the WGRD advises the BoD also about:

- The need for a new occupational standard, making the previous one outdated
- The concordance between the previous and new occupational standard. (In other words are the previous ones equal or is new assessment needed)

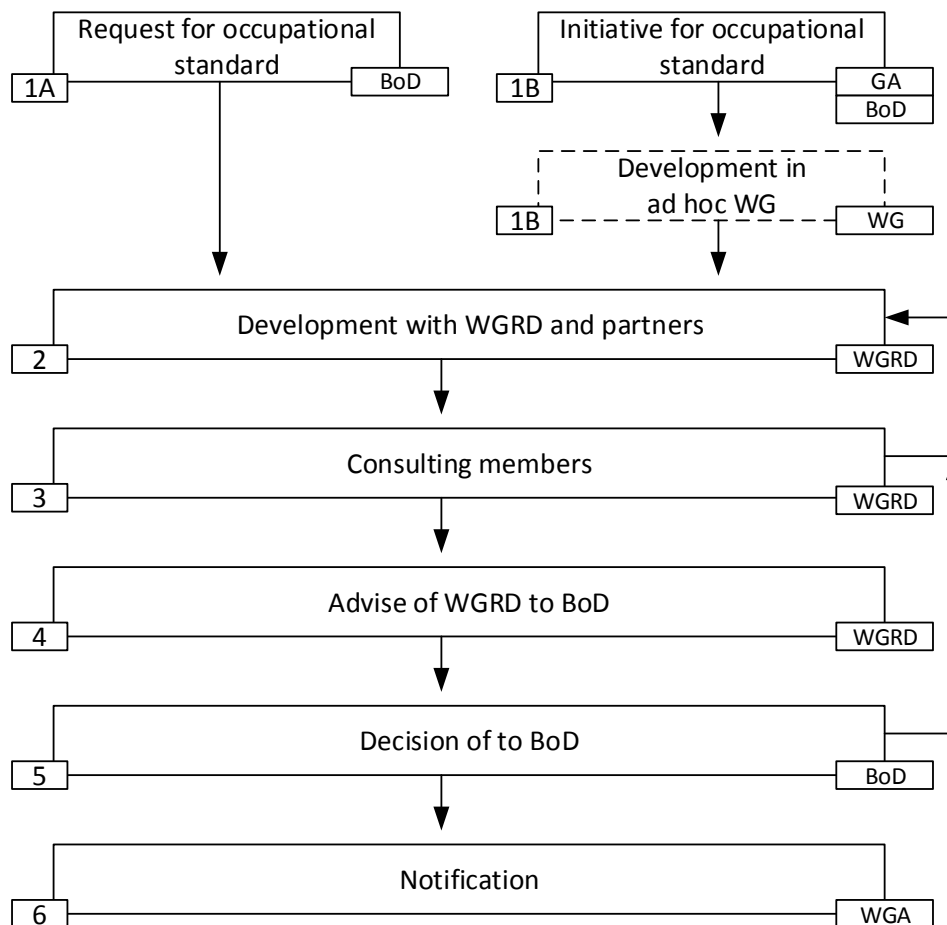
Step 5 acceptance by the BoD

Based on the advice the BoD decides to accept or refuse the occupational standard. The BoD can also ask to redevelop certain elements. (step 2)

Step 6 notification

If the BoD accepts the occupational standard, the members of the GA are notified and the profile is published in the list of accepted occupational standards. Outdated occupational standards are kept in the list with a remark about the new profile and the concordance.

Development and acceptance of occupational standards





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Acceptance of course material

Version 1.00, accepted by the BoD on .././.. , accepted by the GA on .././.. , replaced by ... on .././..

To ensure the quality and conformity of the course material published under the name of the organisation, all course material needs to be approved by the organisation.

The approval is needed for new course material, corrections and updates and translations. The course material can be made by the organisation as well as by external parties.

Step 1 request

External parties, members or WG wanting approval of translations, corrections, adaptations or new material apply to the BoD. The board decides whether an approval procedure is started. The BoD can grant motivated alterations to the procedure in case of course content developed within the organisation in the framework of projects.

Step 2 consultation

In case of corrections, adaptations or new material, the WGRD consults all working members except for correction spelling mistakes and other obvious errors. The WGRD can consult external language experts in the field.

Step 3 advice

The WGRD and WGQ advise the Board of directors for acceptance of the course material. This advice is based on:

- For translations
 - Conformity with the latest version of English mother document, developers edition.
- For corrections and updates of the English mother tekst.
 - Conformity with legislation of the different countries and European legislation.
 - Conformity with sector standards.
 - Conformity with the assessment standards and procedures
- For new material
 - Conformity with the agreed occupational standard
 - Conformity with legislation of the different countries and European legislation.
 - Conformity with sector standards.
 - Conformity with the assessment standards and procedures

The WGRD will also advise the BoD about

- For translations
 - Need to update the country information in the English mother document
- For corrections and updates of the English mother tekst.
 - Need for updates in the other language versions.

Step 4 acceptance by the BoD

Based on the advice the BoD decides to accept or refuse the course material. The BoD can also ask to redevelop certain elements.

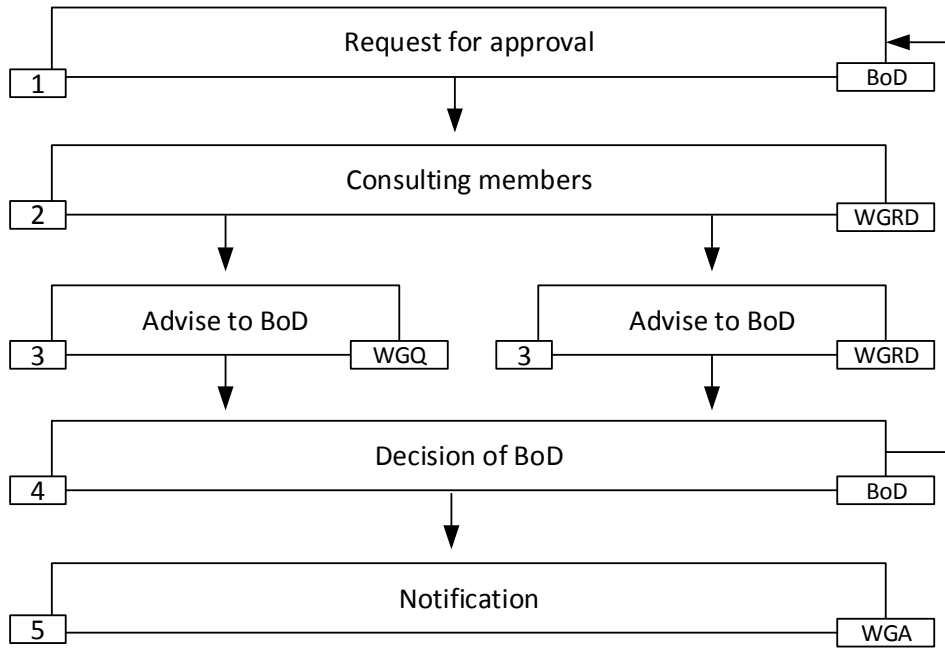
Step 5 notification

After agreement of the board, the members of the GA are notified and the documents are published on the website.



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Acceptance of Course material





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Development and acceptance of Assessment procedure

Version 1.00, accepted by the BoD on .././.. , accepted by the GA on .././.. , replaced by ... on .././..

To ensure the quality and conformity of the assessment procedures, all assessment procedures used need to be approved by the organisation. The approval is needed for new assessment procedures, alternatives to procedures, corrections and updates.

The assessment procedure is based on a accepted occupational standards and (eventually) accepted course material.

Step 1 request

Members that want to develop an assessment procedure can apply to the BoD. The BoD decides whether the development is started. The BoD can grant motivated alterations to the procedure in case of assessment procedures developed within the organisation in the framework of projects.

Step 2 creation of a ad hoc working group

An assessment procedure can be developed by one or more working members. They include the developers of the occupational standard and the course material in an ad hoc working group. The working group includes also representatives of the WGRD and WGQ.

All members are notified about the development of a new assessment procedure. Members that want can participate in the development.

Step 3 development

The ad hoc WG develops the assessment procedure according the accepted occupational standard, the assessment principles, the quality standards, and the sector standards.

During the development process, WGRD and WGQ are consulted on a regular base.

Step 4 testing

After development, the procedure is tested and if needed adapted.

Step 5 consultation

The tested version is presented to the working members for consultation.

Minor corrections of obvious errors or small adaptations can be accepted without consultation process.

Step 6 advise

The WGRD and WGQ advise the BoD for acceptance of the assessment procedure. This advice is based on:

- Conformity with the agreed occupational standard
- Conformity with the assessment principles
- Conformity with the quality standards
- Conformity with legislation of the different countries and European legislation.
- Conformity with sector standards.
- The test results
- The comments of working members

The WGRD will also advise the BoD about



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- The need for (adapting the) training for assessors

Step 7 acceptance by the BoD

Based on the advice the BoD decides to accept or refuse the assessment procedure.

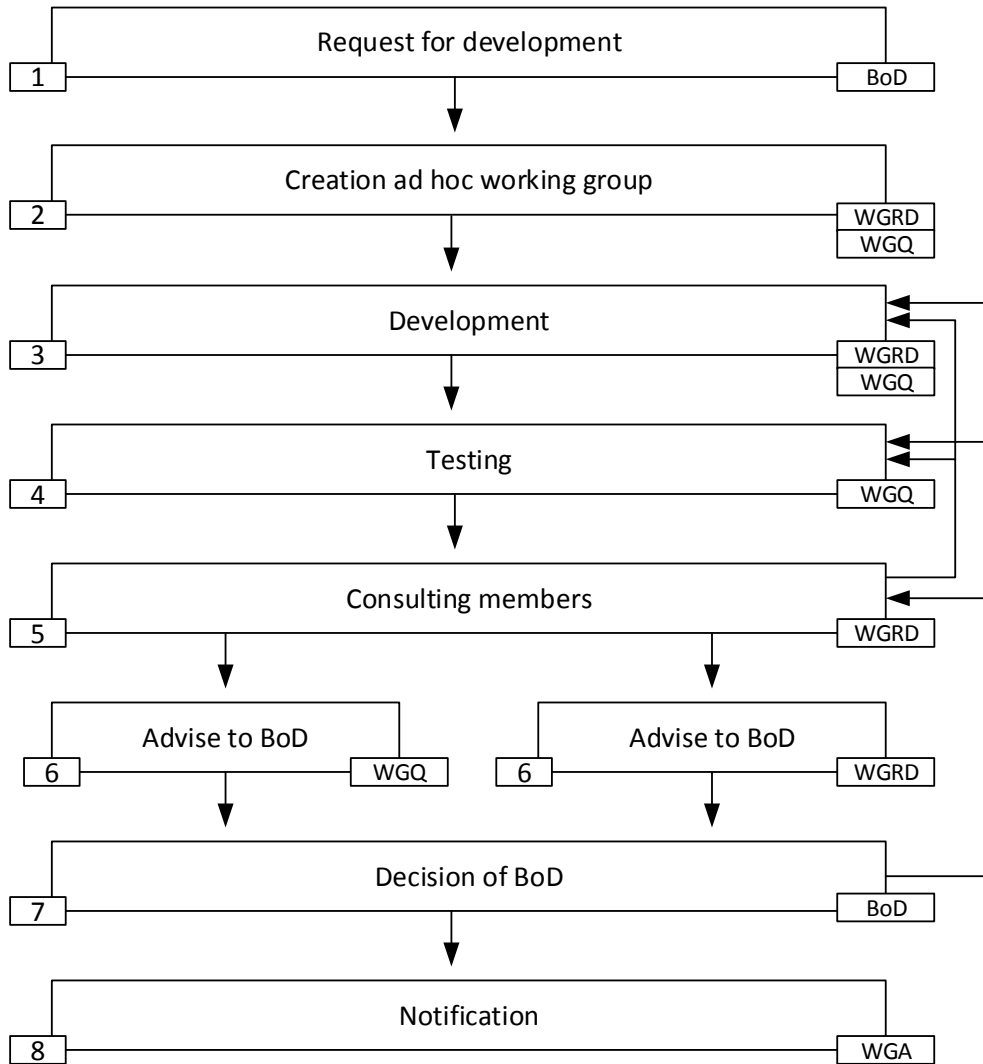
The BoD can ask for extra development, testing or consulting.

Step 8 notification

After agreement of the BoD, the members of the GA are notified and the assessment procedure is added to the list of accepted procedures.

(Assessment procedures are not made public)

Development and Acceptance of Assessment procedure





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Acceptance of existing certificates

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To ensure the conformity of existing national or international certificates and qualifications with occupational standards developed by the organisation, the certificates need to be accepted by the organisation.

The acceptance is based on the conformity of the content of the certificate with an accepted occupational standard and the conformity of the assessment method with the assessment principles.

Step 1 request

The acceptance can be requested to the BoD in writing by members of the organisation or by external organisations.

Step 2 consult

The BoD will consult the members about other certificates that could fit the profile. The members provide all needed information about these certificates to the BoD. If possible, the BoD will bundle the certificates that could match the profile in order to minimise the workload and to maximise the exchangeability between countries.

Step 3 advise

The WGRD advises the BoD for each certificate on the conformity with the profile. This advice includes:

- Conformity of the existing certificate
- Extra competences in the certificate (to be noted in the conformity statement)

The WGQ advises the BoD for each certificate on the conformity with the assessment principles and procedures.

- Guarantee of objectivity, independence, neutrality of assessment
- Guarantee of fair treatment and privacy
- Quality of the procedures

Step 4 consult

The BoD sends out a proposal of decision to the members for consultancy.

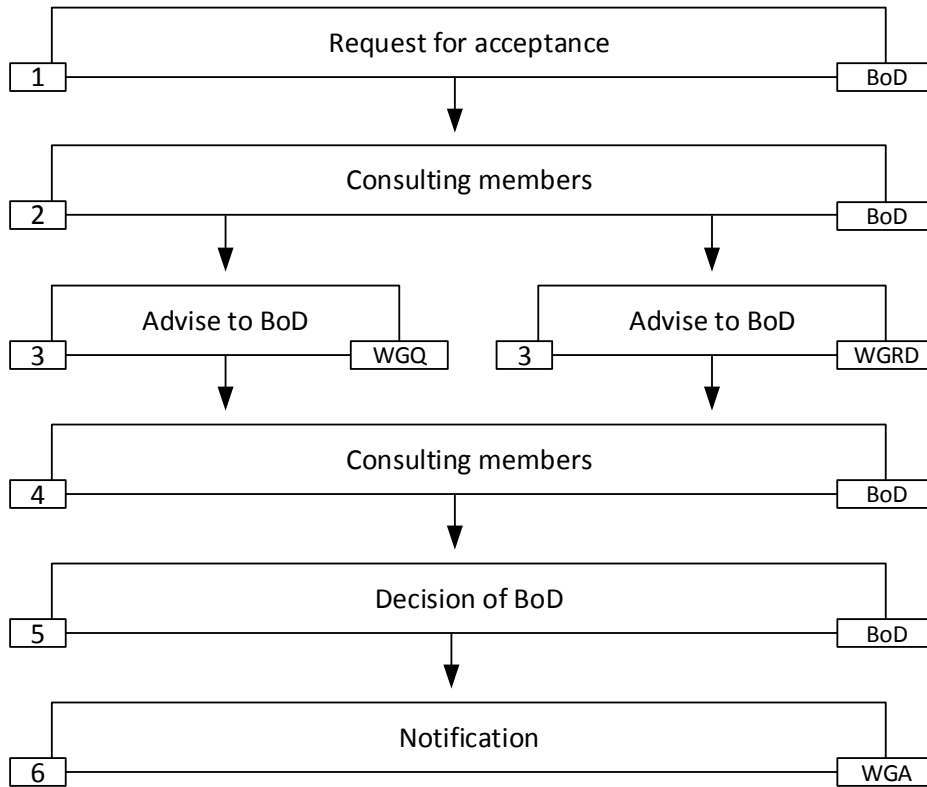
Step 5 acceptance by the BoD

After this consultation, the BoD takes a final decision.

Step 6 notification

The BoD notifies the members of the GA and the certificate is added to the list of accepted certificates.

Acceptance of Existing certificates





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Certification

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Certification and re-certification

Certification is the process to deliver a certificate to the holder based on previous assessment by an accredited assessment centre. Re-certification is the process to deliver a renewal of an expired certificate.

The holder receives a physical card with his name, picture and access codes to the web application that holds his/her certificates.

Step 1 information

At the end of a successful assessment procedure the assessment centre provides following information to the organisation:

- Name of the holder
- Date and place of birth*
- Address*
- E-mail address*
- Picture *
- Member number
- Profile that is assessed
- Reference to the expired certificate **
- Date of the assessment
- Copy of the assessment files
- Name of the assessors

* only for a first certificate

** only for re-certification

Step 2 verification

The organisation verifies the technical validity of the information

Step 3a creation of a new safety profile (in case of a first certificate)

The organisation creates a safety profile for the new holder

The organisation includes the assessment result to the profile

The organisation creates a safety card and sends it to the holder

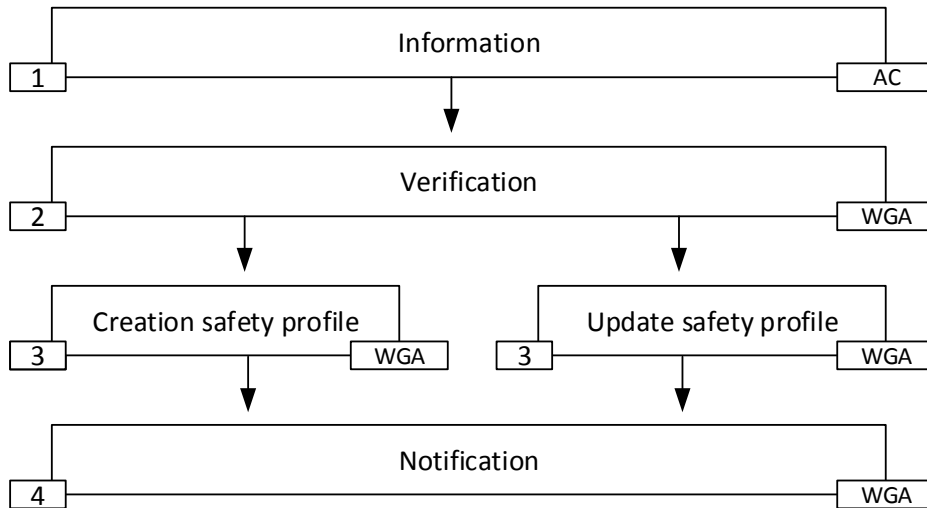
Step 3b updating of the safety profile (in case a first certificate already exists)

The organisation includes the assessment result to the existing safety profile

Step 4 notification

The organisation notifies the assessment centre and the holder of the update.

Certification an re-certification





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Withdrawal of certificates

Certificates can be withdrawal in cases of:

- Fraud
- Behaviour against the set standards in the professional standard.

Step 1 request

The request to withdraw a certificate is addressed to the BoD.

The BoD can also start a procedure on its own initiative.

The request is noted in the appeals and complaints register.

Step 2 decision of suspension

In cases of fraud or serious and repeated inflicts the BoD can temporary suspend the certificate awaiting the procedure.

Step 3 inform

The BoD will immediately inform the holder of the certificate within a week about:

- the complaint
- the possibility of mediation
- his/her rights and duties.
- the procedure
- the suspension

The organisation updates the certificate register.

Step 4 investigate

The BoD appoints a case officer to investigate the complaint.

The case officer hears the holder of the certificate. This can be done face to face, in writing or by any electronic means.

The case officer can hear the requestor of the withdrawal, the mediator, experts and all other parties involved.

Step 5 advise

The case officer advises the BoD on the case.

Step 6 decide

The BoD takes a decision and withdraws the certificate.

Step 7 notification

The decision is noted in the appeals and complaints register

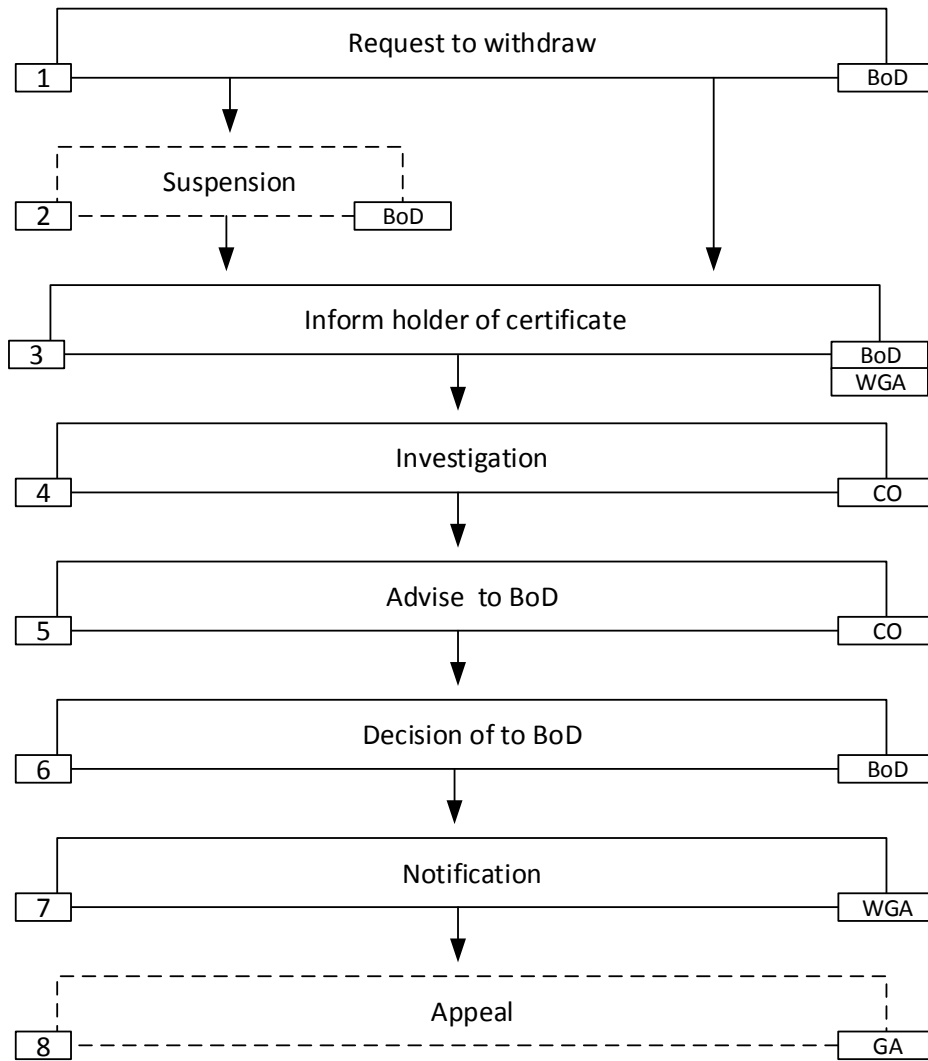
The BoD informs the holder of the certificate about the decision

The organisation updates the certificate register.

Step 8 Appeal

The holder of the certificate can appeal the decision of the BoD to the GA.

Withdrawal of certificates





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Accreditation of assessors

Version 1.00, accepted by the BoD on .././.. , accepted by the GA on .././.. , replaced by ... on .././..

The accreditation of an assessor is granted by the organisation. The accreditation gives the holder the authority to assess candidates for all accredited assessment centres.

Standard procedure

Step 1: request

To be accredited the candidate sends a request to the BoD.

Step 2 Verification

The BoD verifies if the candidate

- Is member of the organisation
- Has followed training according the assessor occupational standard or has an accepted existing certificate.
- Has a certificate of the profiles/competences to assess
- Has followed a training on ETTEC (and local) procedures
- Has signed the code of conduct

Step 3 granting role of candidate assessor

The BoD grants the assessor the role of candidate assessor.

Step 4 assessment of the assessor

The assessor conducts 5 assessments with an experienced assessor.

The assessor is assessed in a real life situation by an international assessor, appointed by the BoD.

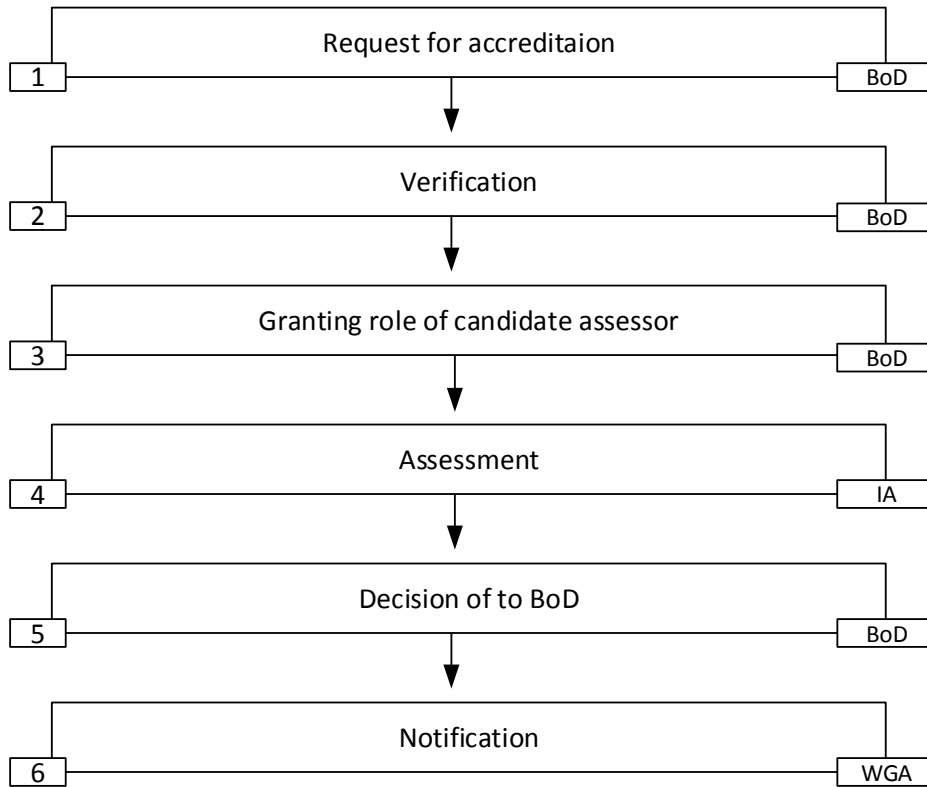
Step 5 accreditation

Based on the results of the assessment, the BoD accredits the assessor

Step 6 Notification

The organisation adds the assessor to the list of accredited assessors.

Accreditation of assessors



Procedure additional authority

This procedure applies for assessors that are already accredited for one or more assessment procedures but want to be accredited for additional procedures.

Step1 request

To grant additional assessment authority, the assessor sends a request to the BoD including proof that he/she:

- Has followed training on procedures needed for the specific assessment.
- Has a certificate of the profiles/competences to assess.
- Has performed 5 assessments with an experienced assessor.

Step 2 Verification

The BoD verifies the evidence.

The BoD can request for assessment by an international assessor as additional evidence (see step 4 normal procedure).

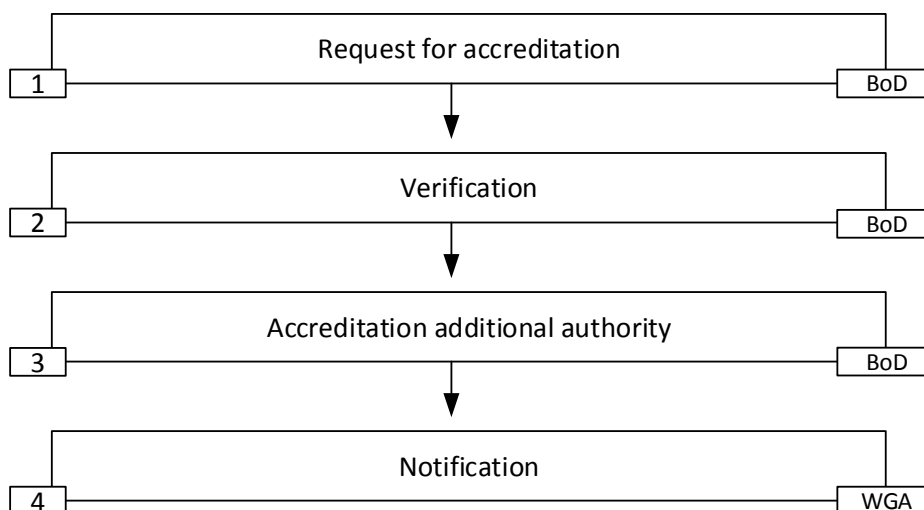
Step 3 accreditation

Based on the evidence, the BoD accredits the assessor additional authority.

Step 4 Notification

The organisation updates the information on additional authority the assessor to the list of accredited assessors.

Accreditation of additional authority of assessors





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Audit of an accredited assessor

Version 1.00, accepted by the BoD on .././.. , accepted by the GA on .././.. , replaced by ... on .././..

To ensure the quality and validity of the delivered certificates, every accredited assessor must meet the same high standards. To ensure this, the organisation audits all elements that influence the quality on a regular base.

Every accredited assessor is audited one year after the first accreditation. If the accreditation is positive, the assessor is audited every five years.

If an audit is not satisfying, if there are indications of changing conduct, or if complaints are made, the BoD can decide

- to have an extra audit
- to re-audit more frequently.
- to start a withdrawal procedure

Step 1 Notification of audit

The BoD notifies the Assessor a month in advance of a upcoming audit.

The BoD notifies the Assessment Centres that used the Assessors services a month in advance of a upcoming audit.

The BoD decides the composition of an Auditing Committee, including expertise from the Quality and R&D working group.

Step 2 Presenting documentation

The Assessor presents all documentation requested by the Auditing Committee

The Assessment Centres that used the Assessors services present all documentation requested by the Auditing Committee

Step 3 Paper Audit

The Auditing Committee verifies the documentation send by the Assessor and the Assessment Centres

The Auditing Committee can discuss online with the Assessor and the Assessment Centres

Step 3b On-site audit

If needed, the Auditing Committee can decide to conduct an on-site audit.

This is mainly to verify the performance of the assessment.

Step 4 Report to BoD

The Auditing Committee presents its report to the Bod.

The BoD takes note of the audit report

The BoD includes the result of the audit in their future actions.

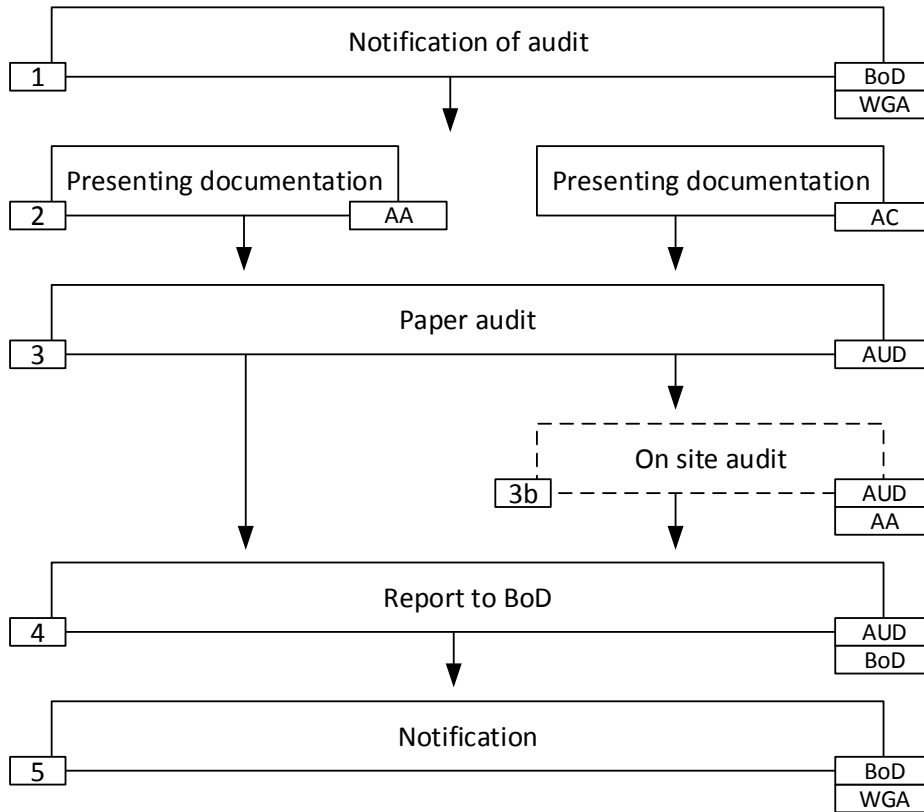
Step 5 Notification

The BoD notifies the Assessor of the final audit report.

The BoD notifies the members of the audit report.

The audit report is added to the Assessors documentation.

Audit of Assessor





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Procedure withdrawing of accreditation of assessors

In case of complaints or behaviour that conflicts with the organisations goals, principles or procedures, or if the assessor no longer complies with the conditions to be a assessor, the BoD can temporary or permanently withdraw the accreditation (or specific authorities) of an assessor.

Step 1 request

The request to withdraw an accreditation or a specific authority of an assessor is addressed to the BoD.

The BoD can also start a procedure on its own initiative.

The request is noted in the appeals and complaints register.

Step 2 temporary withdrawal

In case the complaints or behaviour include actions that can damage the organisation, or if the assessor no longer complies with the conditions to be a assessor, the BoD can temporary withdraw the accreditation of an assessor.

Step 3 inform

The assessor is notified immediately of

- the complaint
- the possibility of mediation
- his/her rights and duties.
- the procedure.
- The temporary withdrawal

The organisation updates the accreditation register.

Step 4 investigate

The BoD appoints a case officer to investigate the complaint.

This is done in writing, accompanied by a motivation and all evidence available.

The case officer hears all parties. This can be done face to face, in writing or by any electronic means.

The case officer can ask advise of the WGQ or WGRD about technical interpretations.

The mediator sends his findings to the BoD.

Step 5 advise

The case officer advises the BoD on the case.

Step 6 BoD decision

The BoD decides based on the findings of the case officer.

The person involved has the right to be heard by the BoD.

The BoD can decide

- To suspend the case
- To warn the person involved
- To permanently withdraw the accreditation of an assessor.

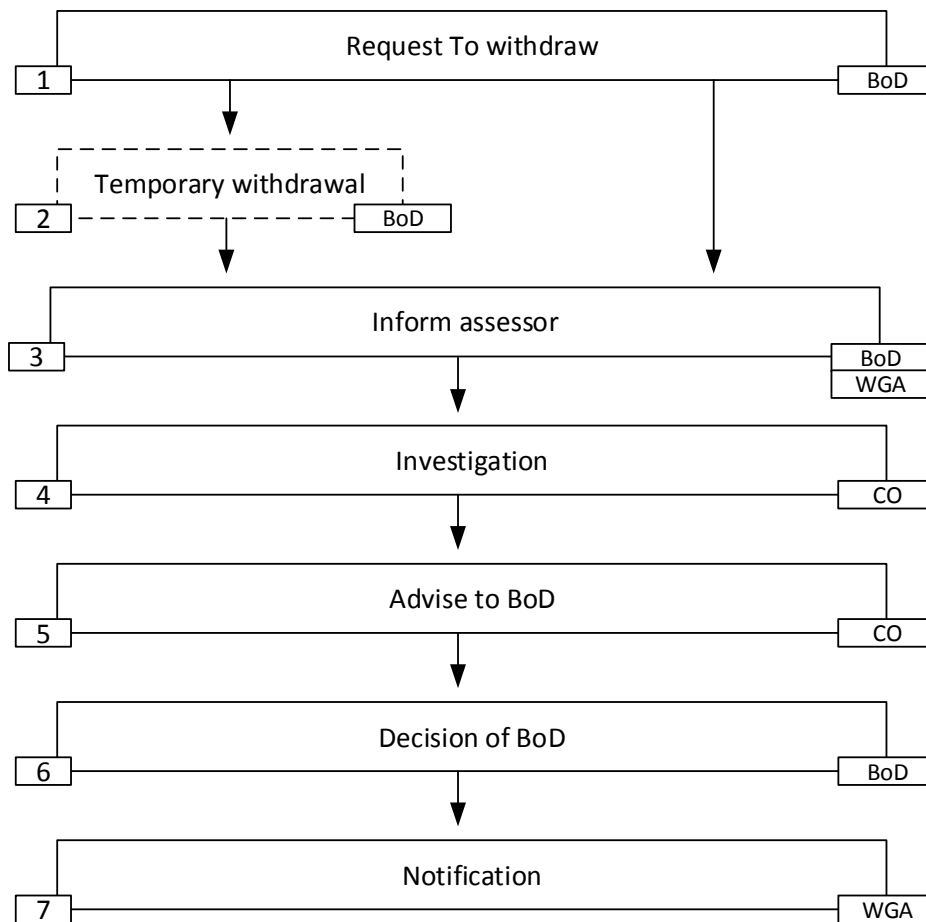
Step 7 notification

The decision is noted in the appeals and complaints register

The BoD informs the assessor about the decision

The members of the GA are notified.
 The assessor has 14 days to appeal to the GA
 If no appeal, the accreditation register is updated.

Withdrawal of accreditation assessor



Procedure international assessor

An international assessor is assessing "candidate assessors" in function of the assessment skills. In contrary with the other assessors, he/she works directly for the organisation. International assessors are appointed by a decision of the BoD, based on their experience, understanding of the procedures and assessment skills.

Exceptions



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The BoD can grant exceptions or alterations to the procedures for starting assessment procedures or starting centres, where no experienced assessor or assessment practice is available. The exceptions are limited in time until the situation is regulated.



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Code of conduct

Version 1.00, accepted by the BoD on .././.. , accepted by the GA on .././.. , replaced by ... on .././..

The code of conduct reflects the ethical code to be signed and followed by all assessors. The Code of conduct includes following text:

As a assessor I am bound to this code of conduct guaranteeing a fair and objective assessment and a professional relation with the candidate,

I will:

- Assess competencies according to a method that meets all the criteria stated.
- Assess in objective and neutral (especially gender and culture neutral) manner, and provide advice to the applicant.
- Keep a professional distance towards the candidate.
- Avoid any actions that could lead to inappropriate behaviour

To protect the privacy of the candidate I will:

- Use the highest standards of ethics regarding the protection of privacy.
- Ensure the confidentiality of the data collected is not compromised and act in accordance with the rules and principles of privacy protection.
- Treat all information of the applicant strictly confidentially and keep some restraint not to go deeper in the privacy of the applicant than is necessary.
- Not contact, convey or communicate with third parties (organizations, natural persons, employers) under any circumstances without the consent of the candidate.
- Respect the European General Data Protection Regulation

I understand that after the service has been completed, confidentiality obligation continues to exist.

To ensure my independence and avoid discrimination I will:

- Use the highest standards of ethics regarding the protection from discrimination.
- not be guided by the interests or needs of my own organization or other organizations.
- never have been the instructor or colleague of the applicant.

To ensure the quality of the service I will:

- follow strictly the procedures of the organisation
- ensure the requirements of the EN ISO/IEC 17024 standard are met

Signed

Name - date



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Accreditation of assessment centres

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To ensure the quality and validity of the delivered certificates, every assessment centre must meet the same high standards. To ensure this, the organisation verifies all elements that influence the quality before accrediting an assessment centre.

Standard procedure

Step 1 request for accreditation

The candidate assessment centre applies for an accreditation to the BoD.

Assessment centres are working members, because they participate in the responsibility of delivering certificates. To be able to apply, the centre has to be a member and has to apply for working membership.

Both applications can run parallel.

Step 2 prepare verification

The candidate assessment centre prepares the verification of all requirements. The organisation provides standard documents and procedures that can be adapted to the local situation. The centre can ask support of the WGRD and WGQ to develop the details of the different requirements.

The candidate assessment centre has;

- A code of conduct signed by all workers that are in contact with candidates, assessors or information about them.
- An insurance covering the activities of assessors and candidates.

The candidate assessment centre has procedures in place for:

- Information, subscription and guidance of candidates including a guideline/brochure for candidates
- special needs of candidates
- risk assessment procedure for the assessment activities
- the organisation of the assessment
- guaranteeing independence and objectivity of the assessment
- Internal quality control
- Appeal and complaints
- safeguarding of privacy and data protection
- administrative procedures between the organisation and the assessment centre

All evidence is send to the BoD that will ask verification and advice to the WGRD and WGQ

Step 3 advise to BoD

The WGRD and WGQ

- verify all documents
- Advise the BoD



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Step 4 decision

The BoD decides if all elements are present to accredit the assessment centre

Step 5 notification and comments

The BoD notifies all members if the verification is positive.

Members can comment to the BoD.

Based on the comments, the BoD can reconsider its decision.

Step 6 agreement

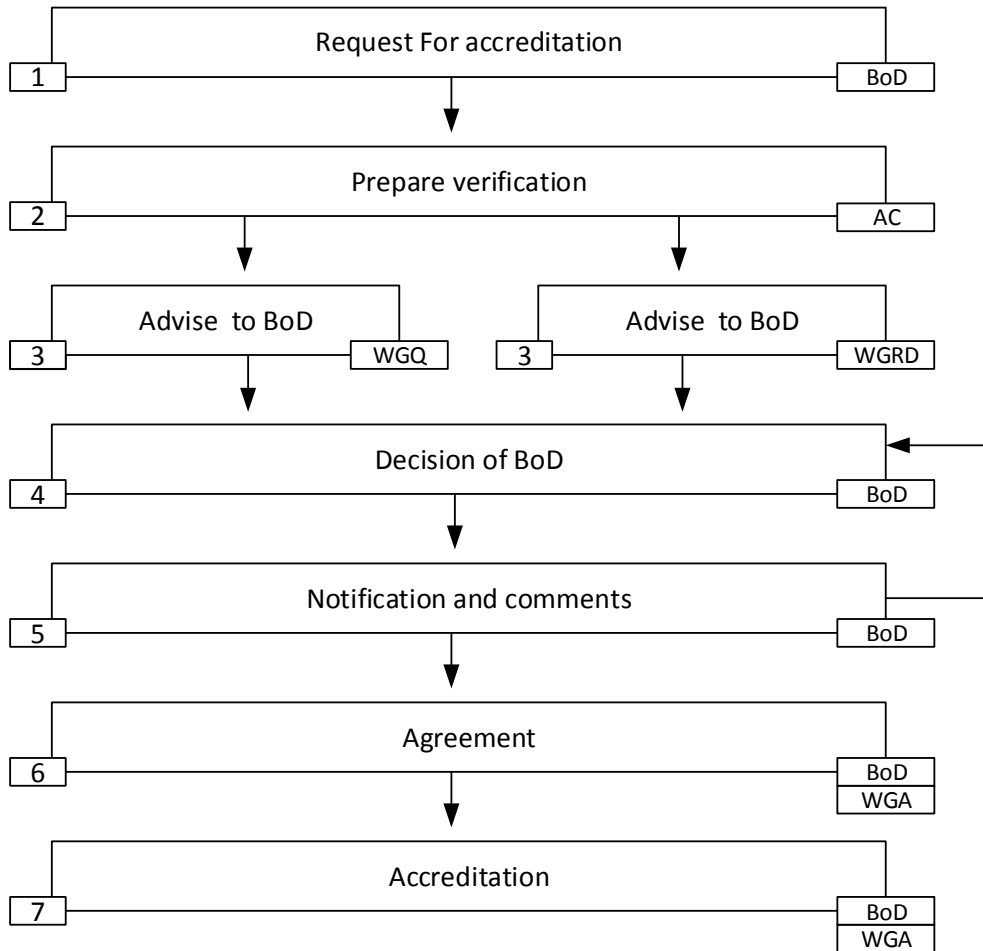
The BoD draws up an agreement with the candidate assessment centre which includes the candidate agrees with:

- Agreement to sign off all certificates of other centres (past, present and future) as their own.
- Agreement with the administrative procedures for the delivery of certificates
- Agreement with the fees for services set in the household rules
- Agreement to allow external quality control of the organisation as well as the assessment activities
- Agreement with the international appeal and complaints procedure and to accept the outcomes
- Ensure social law is respected according national regulations

Step 7 accreditation

The BoD accredits the candidate assessment centre, notifies the members and adds the assessment centre to the list of accredited assessment centres.

Accreditation of Assessment centre





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Audit of an accredited assessment centre

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To ensure the quality and validity of the delivered certificates, every accredited assessment centre must meet the same high standards. To ensure this, the organisation audits all elements that influence the quality on a regular base.

Every accredited assessment centre is audited one year after the first accreditation. If the accreditation is positive, the assessment centre is audited every five years.

If an audit is not satisfying, if there are indications of changing conduct, or if complaints are made, the BoD can decide

- to have an extra audit
- to re-audit more frequently.
- to start a withdrawal procedure

Step 1 Notification of audit

The BoD notifies the Assessment Centre an month in advance of a upcoming audit.

The BoD decides the composition of an Auditing Committee, including expertise from the Quality and R&D working group.

Step 2 Presenting documentation

The assessment centre presents all documentation requested by the Auditing Committee

Step 3 Paper Audit

The Auditing Committee verifies the documentation send by the Assessment Centre

The Auditing Committee can discuss online with the Assessment Centre

Step 3b On-site audit

If needed, the Auditing Committee can decide to conduct an on-site audit.

This is mainly to verify the physical circumstances of the assessment.

Step 4 Report to BoD

The Auditing Committee presents its report to the Bod.

The BoD takes note of the audit report

The BoD includes the result of the audit in their future actions.

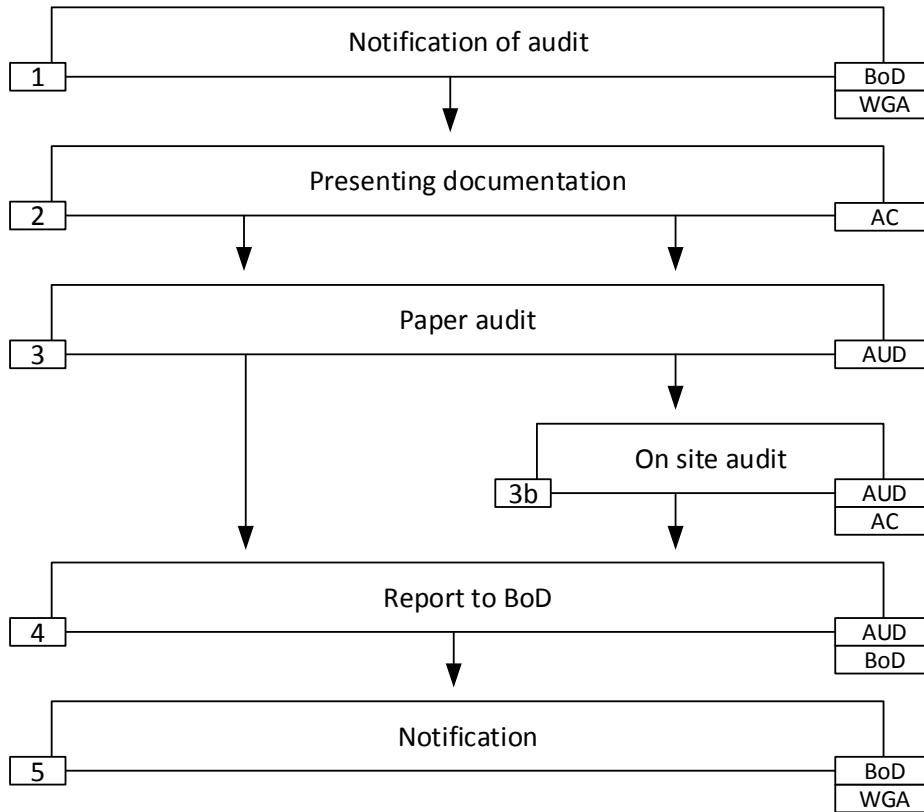
Step 5 Notification

The BoD notifies the Assessment Centre of the final audit report.

The BoD notifies the members of the audit report.

The audit report is added to the Assessment Centre documentation.

Audit of Assessment centre





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Procedure withdrawal of accreditation

In case of complaints or behaviour that conflicts with the organisations goals, principles or procedures, or if the assessment centre no longer complies with the conditions to be an assessment centre, the BoD can temporary or permanently withdraw the accreditation.

Step 1 request

The request to withdraw the accreditation of an assessment centre is addressed to the BoD. The BoD can also start a procedure on its own initiative. The request is noted in the appeals and complaints register.

Step 2 temporary withdrawal

In case the complaints or behaviour include actions that can damage the organisation, or if the assessment centre no longer complies with the conditions to be a assessment centre, the BoD can temporary withdraw the accreditation of an assessment centre.

Step 3 inform

The assessment centre is informed immediately about:

- the complaint
- the possibility of mediation
- their rights and duties.
- the procedure
- the temporary withdrawal (if needed)

The organisation updates the accreditation register if needed.

Step 4 appointment case officer

The BoD appoints a case officer, that is acceptable for both parties if possible. The BoD sends the case to the case officer. This is done in writing, accompanied by a motivation and all evidence available.

Step 5 hearing

The case officer hears all parties. This can be done face to face, in writing or by any electronic means. The case officer can ask advise of the WGQ or WGRD about technical interpretations. The case officer tries to find a solution in consensus between the parties. The case officer formalises the consensus or non-consensus in a consensus note, including all evidence and motivation given by the parties. The case officer informs the BoD.

Step 6 BoD decision

The BoD decides based on the information of the case officer. The assessment centre involved has the right to be heard by the BoD. The BoD can decide:

- To suspend the case
- To warn the assessment centre involved
- To send the case to the GA.

Step 7 GA decision

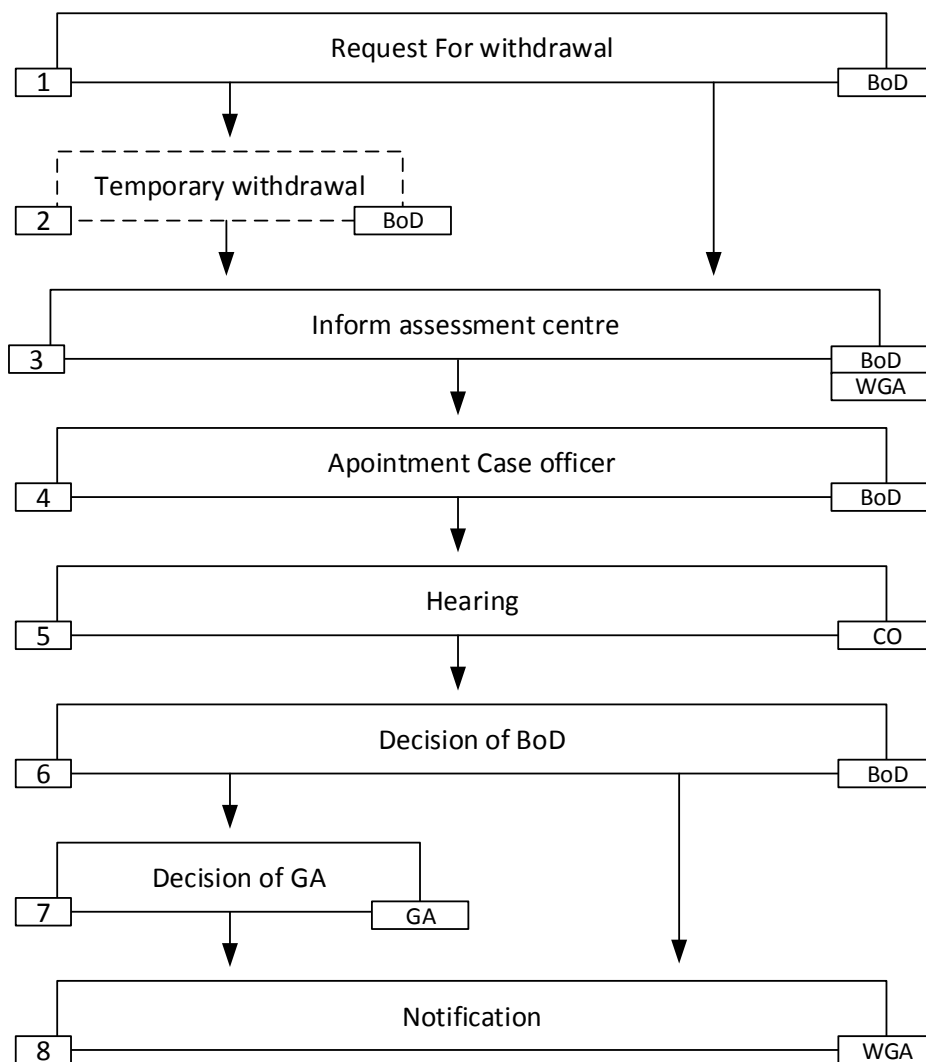
The GA is advised by the BoD.

The assessment centre has the right to be heard by the GA.
 The GA decides on the permanent withdrawal of the accreditation.

Step 8 Notification

The consensus notes and decisions are noted in the appeals and complaints register.
 The accreditation register is updated if needed.

Withdrawal of accreditation assessment centre



Exceptions

The BoD can grant exceptions or alterations to the procedures in the start-up phase of the organisation.
 The exceptions are limited in time until the situation is regulated.



European Council for Qualification and Certification of Stage and Event Technicians



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International appeal and complaints procedure

Version 1.00, accepted by the BoD on .././.. , accepted by the GA on .././.. , replaced by ... on .././..

Appeals refer to disagreement with a decision taken in an assessment procedure or a decision of the organisation concerning the acceptance of profiles, course material, existing certificates or accreditation.

Complaints refer to the way an individual or organisation is treated by an assessor, an employee or the organisation itself. This includes the application of privacy, discrimination and professional behaviour rules, administrative issues and procedures, safety issues, etc.

In cases of disagreement with an accredited assessment centre, these procedures can also be used as a higher appeal, but only if the whole of the local procedure is finalised.

Step 1 appeal and complaint

The appeal and complains can be directed to the mediator. This is done in writing, accompanied by a motivation and all evidence available.

The organisation and all its members will publish the contact details and the procedure on line.

Step 2 hearing

The mediator hears all parties. This can be done face to face, in writing or by any electronic means. The mediator can ask advise of the WGQ or WGRD about technical interpretations.

Step 3 consensus

The mediator tries to find a solution in consensus between the parties.

The mediator formalises the consensus or non-consensus in a consensus note, including all evidence and motivation given by the parties.

The mediator informs the BoD.

In case of involvement of the BoD, the mediator informs the GA.

Step 4a BoD decision

(The mediator decides if the BoD is involved, in wich case the case is send to the GA.)

In case no consensus is found the BoD decides.

The BoD hears all parties.

The decision is motivated formally.

Step 4abis

A last appeal on this decision is possible at the GA.

Step 4b GA decision

In case of appeal on a BoD decision or in case of involvement of the BoD, the GA decides.

The GA can delegate the hearing of all parties to a group of members.

The members report to the GA.

The decision of the GA is motivated formally.

Step 5 notification

The decisions and consensus notes are recorded in the appeals and complaints register.

Appeal and complaints

