

Administration Personnel?

Learning is not only classroom

# [Certification Scheme for Administration Personnel at EQF Level 2, 3, 4 and 5]

*(Intellectual Output 4)*

Coordinator:

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*Validation of  
Formal, Non-  
Formal and  
Informal  
Learning: The  
case study of  
Administration  
Personnel*



Erasmus+

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## 1. Introduction

The Certification Scheme for persons as Administration Personnel at Levels 2, 3, 4 and 5 of EQF, is intended for the certification of persons that want to grant a certification as Administration Personnel.

This Certification Scheme contains principles, requirements, criteria and the process for the certification of persons as Administration Personnel at all four levels of EQF. Every person that fulfills the criteria of the EQF Level as described in the current scheme, can apply for the certification and after passing the assessment can get certified.

The present Certification Scheme has been developed as an outcome of the EUPA \_ Next project by Cyprus Certification Company (CCC) with the consultation of the other Consortium partners.

## 2. Terms, Definitions and Abbreviations

### 2.1 Terms and Definitions

For the purpose of this document, the following terms and definitions apply.

#### 2.1.1. APPLICANT

person who has submitted an application to be admitted into the certification process

#### 2.1.2. CERTIFICATE

An official document, issued by an awarding body, which records the achievements of an individual following a standard assessment procedure.

#### 2.1.3. CERTIFICATION (OF KNOWLEDGE, SKILLS AND COMPETENCES)

The process of formally validating knowledge, know-how and/or skills and competences acquired by an individual, following a standard assessment procedure. Certificates or diplomas are issued by accredited awarding bodies.

#### 2.1.4. COMPETENCE

The proven ability to use knowledge, skills and personal, social and/or methodological abilities, in work or study situations and in professional and personal development.

### **2.1.5. EXAMINER**

person competent to conduct and score an examination, where the examination requires professional judgement

### **2.1.6. INVIGILATOR**

person authorized by the certification body who administers or supervises an **examination**, but does not evaluate the competence of the candidate

### **2.1.7. KNOWLEDGE**

The outcome of the assimilation of information through learning. Knowledge is the body of facts, principles, feelings, experiences, theories and practices that is related to a field of work or study of a person.

### **2.1.8. QUALIFICATIONS FRAMEWORK**

A qualifications framework is an instrument for the development and classification of qualifications according to a set of criteria for levels of learning achieved. This set of criteria may be implicit in the qualifications' descriptors themselves or made explicit in the form of a set of level descriptors. The scope of frameworks may be comprehensive of all learning achievement and pathways or may be confined to a particular sector, for example initial education, adult education and training or an occupational area. Some frameworks may have more design elements and a tighter structure than others; some may have a legal basis whereas others represent a consensus of views of social partners. All qualifications frameworks, however, establish a basis for improving the quality, accessibility, linkages and public or labor market recognition of qualifications within a country and internationally.

## **2.2 Abbreviations**

In the text of the Scheme, the following abbreviations are applied:

CCC: Cyprus Certification Company

EQF: European Qualification Framework

ICC: Independent Certification Council

ISO: International Organization for Standardization

RCP: Register of Certified Persons

### 3. Normative references

ISO/IEC 17024:2012: Conformity assessment — General requirements for bodies operating certification of persons

Qualification Framework – the qualification framework developed within the EUPA \_ Next project

Assessment tools – documents developed within the EUPA \_ Next project for the assessment of persons' knowledge, skills and competences at each Unit of Level.

### 4. Scope

This Certification Scheme for the certification of persons as Administration Personnel at EQF Levels 2, 3, 4 and 5 describes all procedures apply for obtaining, assessing, granting, maintaining and withdrawing Certification of persons in accordance with the requirements of the Standard CYS EN ISO 17024: 2012 and other requirements defined by CCC's internal procedures.

The Certification Scheme refers to any individual who wants to demonstrate knowledge and ability as administration personnel of EQF Level 2, 3, 4 or 5 through certification.

More specifically, the Certification Scheme contains guidance and information for candidates to be certified and certified persons for the following:

- the application and the process of assessing the persons for obtaining the Administration Personnel certification;
- the criteria to be met for initial certification as Administration Personnel for each EQF level;
- the criteria for renewing certification and re-certification as Administration Personnel for each EQF level;
- the obligations of CCC for the Evaluation, Grant, Use, Maintenance, Suspension and Withdrawing of Certification;
- the obligations of certified persons

Certification is granted for different periods for each EQF Level and the recertification process is described in this Regulation.

## 5. Consortium description

The EUPA\_NEXT consortium consists of the following nine members who are the relevant stakeholders:

1. M.M.C Management Center Limited (MMC)
2. Centro Integrado Público de Formación Profesional Misericordia (CIPFP)
3. Cyprus Certification Company (CCC)
4. Cyprus Chamber of Commerce and Industry (CCCI)
5. DIMITRA Education & Consulting S.A. (DIMITRA)
6. European Management Assistants (EUMA)
7. NARODNY USTAV CELOZIVOTNEHO VZDELAVANIA (NUCZV)
8. Orbis Institute (ORBIS)

Volkshochschule im Landkreis Cham e.V.

## 6. Description of the certification

The certified persons of each different level will be able to perform tasks as described in Qualification framework for each Level. They will be able to demonstrate their knowledge and ability as Administration Personnel, as described in the EUPA\_NEXT project through certification.

The above certification is not a professional qualification.

## 7. Impartiality, Independence and Integrity

Cyprus Certification Company ensures impartiality and confidentiality for its clients, at all levels of its operation. The Independent Certification Council (ICC.), the Certification Committee, its examiners as well as all personnel, are responsible for the management of documents, data and any information that comes to their knowledge or is in their possession during their collaboration with Cyprus Certification Company, as strictly confidential.

Specifically:

- Cyprus Certification Company handles all client documents in its possession in absolute confidence. All information and contents of documents and/or electronic data that may come to the knowledge of Cyprus Certification Company and/or its inspectors remain completely confidential.



- All Cyprus Certification Company's inspectors and personnel operate strictly within Cyprus Certification Company's procedures and are bound by a Code of Conduct.
- Through a "Risk Analysis - Safeguarding Impartiality" all activities and involvement of Cyprus Certification Company's persons have been evaluated and conclusions and specific provisions on discretion and confidentiality issues have been drawn.
- Client-related information may be shared with other entities, such as the accreditation body in a way that does not compromise confidentiality. In such cases the client will be notified.

In case legal disclosure of information to a third party is required, Cyprus Certification Company shall inform the client accordingly.

## 7.1 Committees

The Administration Personnel Certification Scheme Committee is established for the development of this Certification Scheme, which is responsible for developing and maintaining the Scheme.

Also, to ensure CCC's operation in an objective and non-discriminatory manner and in accordance with the relevant requirements of CYS EN ISO 17024: 2012, the following Committees have been established:

- Certification Committee

- Independent Certification Council

### 7.1.1 ADMINISTRATION PERSONNEL CERTIFICATION SCHEME COMMITTEE

The Certification Scheme Committee consists of all members of the Consortium of EUPA\_NEXT Project as described in Section 5.

The members of this Committee are responsible for the development, maintenance and revision of the Certification Scheme as appropriate. They represent fairly and objectively all interests of the interested parties - members of the consortium, that are related, involved or benefit from the existence of the Certification Scheme.

### 7.1.2 CERTIFICATION COMMITTEE

In order to ensure an objective and non-discriminatory operation, according with the relevant requirements of CYS EN ISO 17024: 2012, a Certification Committee is established by CCC.

The Certification Committee is responsible for the final approval of the persons to be certified as Administration Personnel at EQF Levels 2,3, 4 or 5.

It also involves individuals with specialization and experience in the areas of activity of CCC and the Administration Personnel Certification Scheme. The members of the Committee are independent of the process of evaluating the persons to be certified as described in Section 8.

Any person that has been involved in the assessment of persons cannot be nominated as a member of the Certification Committee.

When deemed necessary, the Committee may use additional experts for the evaluation of specialized topics.

The impartiality of the Committee in terms of its evaluation and decision-making process must be safeguarded at all times through its composition.

The members of all Committees must adhere to the principles of confidentiality and to this end they must all sign a Confidentiality Agreement. A confidentiality declaration will be signed by all Committee members.

### 7.1.3 INDEPENDENT CERTIFICATION COUNCIL (ICC)

The Independent Certification Council (ICC) of **Cyprus Certification Company** was established by a decision of the Board of Directors of Cyprus Certification Company and it operates in accordance with the Operations Regulation of the Independent Certification Council (ICC).

The Independent Certification Council (ICC) notwithstanding the

- evaluation of the proper administration of the awarded Certificates
- the examination of objections and appeals against Cyprus Certification Company,
- also has an advisory role towards the Board of Directors of Cyprus Certification Company on the following topics:

- Policy and Certification Regulations
- Issues of impartiality and objectivity
- Ensuring the uninterrupted access of all interested parties to the services of Cyprus Certification Company

The Independent Certification Council (ICC) ensures impartiality with regard to the decision-making, through the equivalent representation of the interested parties, in its composition, without any of the parties or interests involved being dominant.

The members of the Independent Certification Council (ICC) have knowledge, experience and broad scientific training in Cyprus Certification Company's sites of activity.

## 8. Certification Process

### 8.1 Prerequisites for initial Certification

For the initial certification, there are no prerequisites specified for the applicants at any EQF Level, just recommended qualifications for each EQF level which if applicable, the individual will be easier to get certified.

The proposed qualifications are listed in Table 1.

EQF Level	English Language	Age	Academic Qualifications (equivalent to NQF for each country)
2	NA	16	NA
3	Level A2	18	Completion of secondary school or secondary education with graduation (Slovakia) or EQF Level 2
4	Level B1	18	Equivalent of EQF level 3
5	Level B1	18	3 year German Dual System or 2 year College Diploma or equivalent of Level 4

Table 1: Recommended qualifications for candidates of each EQF Level

### 8.2 Application process

#### 8.2.1 SUBMISSION OF APPLICATION

Every person that is interested in certification as Administration personnel submits to Cyprus Certification Company (CCC) an application (Application form EUPA-01) which includes all information required to

identify the applicant, such as name, address, ID number and other information required by this certification scheme.

Along with the application, the applicant must provide evidence of identity, e.g. identity card, passport, driving license and all records as determined in Section 8.1.

The signing of the application by the applicant indicates its conformity with the present Regulation.

### **8.2.2 EVALUATION OF APPLICATION**

The evaluation process includes a review of documentation which is submitted by the applicant in support of his application. The review is intended to determine the applicant's competence through verification.

CCC examines the all information contained in the application and the accompanying documentation and, if necessary, it seeks additional information or clarifications.

### **8.3 Assessment procedure**

The assessment of the candidates will be done using assessment tools that will be developed within the EUPA\_NEXT project for each EQF level and CCC's internal procedures.

The assessment for each EQF Level will be done on a Unit basis. The duration of the assessment (written examination, oral examination and/or project) for each Unit is determined in the assessment tool.

Once a participant successfully completes the assessment for all units in the EQF level, and a total grade of 60% they will be able to get certified on the level.

For each unit of Levels 2, 3, 4 and 5, the assessment will consist of:

- Oral assessment which will cover the QF statements under knowledge and
- Written assessment and practical demonstration which will cover practical skills and competences. Written assessment will include open ended questions, multiple choice questions, true/false and matching questions.

For all learning outcomes there will be a pool of questions from which at each assessment, the assessment questions will be selected randomly.

Moreover, for levels 3, 4 and 5, in cases where the units contain 5 or more learning outcomes (LOs), the assessment will include a project. The project could be a case study, an applied exercise or a small project. The project will assess skills and competences for at least 2 LOs of the unit.

At the unit level for a candidate to be successfully assessed, he / she must receive correct answers on 60% of the questions and successfully pass the project.

If one of the candidates do not pass the exam (oral and written) successfully then he will have to take the exam again. If the Level requires a project and the candidate fail the exam but successfully pass the project, then he/she must take the exam and the project again to get certified. In cases where candidates pass successfully the written and oral exams and fail the project, they will have the chance to re-submit only the project. In all cases, the candidates will have to submit a new application.

## **8.4 Decision for Certification**

The final decision on certification will be taken by the Certification Committee, which is independent from the process of assessing individuals as described in Section 8.4. If the Certification Committee's decision is positive, a Certificate is issued. All certificates bear the signature of CCC Manager

## **8.5 Granting of certificates**

The certificate belongs exclusively to the individual to whom it was awarded and only for the certification for which it was evaluated.

The validity of certificates varies for each EQF level and it is as follows:

- i. EQF Level 2 – may be maintained indefinitely on satisfactory
- ii. EQF Level 3 and 4 – 3 years
- iii. EQF Level 5 – 5 years

Once a Certificate has been granted by the Certification Committee and before it is awarded to the certified person, a contract is signed between CCC and the individual, which defines the mutual obligations and rights of CCC and the certified person.

All documents issued by CCC and forming part of the certification process are the property of CCC.

Certified persons have the obligation to submit their certificates to CCC at any time they are requested and they should not use them for misleading purposes.

Information of the certified persons are recorded in the CCC's Register of Certified Persons as Administration Personnel and can be made public to any interested party upon request.

## **8.6 Recertification**

The certified persons of EQF levels 3, 4 and 5 must periodically re-certify knowledge. The period between the initial certification and the recertification varies for each EQF Level as described in Section 8.5.

For recertification, each certified person should submit to the CCC an application with information related to his / her certification. The assessment will be made using the Assessment tool as described in Section 8.3. and according to CCC's internal procedures.

## **8.7 Suspending and withdrawing certification**

CCC retains the right to suspend and withdraw the certificates of certified persons as Administration Personnel at EQF Levels 2, 3, 4 and 5, who do not continue to comply with certification criteria.

The decision of suspension / withdrawing of the Certification from a certified person is taken by the Certification Committee following the recommendation of Organization's Manager.

Indicatively, the following suspension / withdrawing reasons are listed:

- false or misleading information where given by the person at the application
- misleading use of the certificate
- failure to comply with the certified person's obligations under this Regulation
- complaint with respect to the certified person
- person's request to discontinue the use of the awarded certificate
- non-fulfillment of the financial obligations of the certified person to CCC regarding the certification process

## 9. Certification validities

After the completion of the assessment process, the Certification Committee shall validate the above and issue a Certificate for each EQF Level.

### 9.1 Certificate validity

The validity of the certificates differs for each EQF level.

EQF Level 2 - the certificate that will be awarded for will not have an expiry date and it will remain valid unless changes are made and in this case the procedure for certification.

EQF Level 3 – 3 years

EQF Level 4 – 3 years

EQF Level 5 – 5years

## 10. Personnel involved in the certification activities

### 10.1 REQUIREMENTS FOR EXAMINERS

Examiners shall meet the requirements of the certification body. The selection and approval processes shall ensure that examiners fulfill examiner's profile as described below. The examiners must have at least the following qualifications:

- at least 2 years of working experience in middle management or
- have knowledge of office administration procedures - minimum 5 years of secretarial work;
- hold a university degree;
- have at least 2 years of teaching experience;
- able to apply the examination procedures and documents as developed by EUPA\_NEXT Consortium;
- have knowledge of the Certification Scheme;
- have competence in the field to be examined;
- have been trained on the assessment tools as developed by EUPA\_NEXT project;
- are fluent, both in writing and orally, in the language of the examination.

The examiners must adhere to the principles of confidentiality and impartiality and to this end they must all sign CCC's Confidentiality Agreement and Impartiality Declaration.

## **10.2 REQUIREMENTS FOR OTHER PERSONNEL INVOLVED IN THE ASSESSMENT**

CCC has a description of the responsibilities and qualifications of all other personnel involved in the assessment process (e.g. invigilators). A confidentiality declaration will be signed by all personnel involved in the assessment.

## **11. Register of Certified Persons (RCP)**

CCC maintains a Register of Certified Persons as Administration personnel of EQF Level 2, 3, 4 and 5, which includes the name of the certified person, the scope of the certification, the date of issue and validity.

## **12. Objections - Appeals**

Any interested party may appeal against Cyprus Certification Company's decisions on certification issues (non-certification, suspension or revocation of certificates) within two months of its notification of the relevant decision.

The hearing of the objections is made by the Independent Certification Council.

The final decision is issued within two months from the date of the appeal and its implementation is mandatory. Until this decision comes into force, the previous decision is in force. The applicant shall be informed of the decision within 5 days from the time it is made.

Any costs incurred by Cyprus Certification Company for reviewing an objection are charged to the applicant on a case-by-case basis.

## **13. Modifications – Revisions of the current Regulation**

This Certification Regulation may be revised, in whole or in part, only by decision of the Administration Personnel Certification Scheme Committee.



Any revisions shall be communicated to the certified persons, setting the time / period for their adaptation to the new requirements. In cases of disagreement with the above-mentioned changes, the individual may request in writing to terminate the certification.

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