

POLICIES & PROCEDURES

CERTIFIED IPC TRAINER (CIT)
& MASTER IPC TRAINER (MIT)



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1. About IPC

Mission Statement

IPC is a global trade association dedicated to furthering the competitive excellence and financial success of its members, who are participants in the electronics industry. In pursuit of these objectives, IPC devotes resources to management improvement and technology enhancement programs, the creation of relevant standards, protection of the environment, and pertinent government relations. IPC encourages the active participation of all its members in these activities and commits to full cooperation with all related organizations.

IPC Certification Programs

IPC Certification Programs are offered to promote professional development and recognize that an individual has demonstrated the level of competence specified in a given criterion. IPC Certifications are recognized globally as the international standard for credentialing in the electronics industry.

2. About the Policies and Procedures

Effective Date

The effective date of a Policies and Procedures document is the official implementation date for the document. As of the effective date, the new guidelines outlined in the Policies and Procedures document immediately supersede any prior version and are applied to all applicants, candidates, certificants, and IPC Licensed Training Centers.

Any existing contracts, waivers, or other agreements referencing the policies and procedures document must comply with the latest revision as of the effective date of that document. The effective date of the Policies and Procedures document is indicated in the cover page of this document.

Governance and Revisions

As the sole governing authority for all IPC certification programs, IPC has the right and responsibility for maintaining, updating, and administering the IPC certification programs. Therefore, IPC reserves the right to make changes to the Policies and Procedures as necessary. This Policies and Procedures document is reviewed periodically and is subject to change without prior warning. All subsequent revisions to the Policies and Procedures document will be announced publicly by IPC and will be made available for complimentary download at least 30 calendar days prior to the effective date. It is the responsibility of the applicant, candidate, and certificant to remain aware of updates to the Policies and Procedures.

Questions

Questions regarding the policies and procedures document and its application shall be submitted to the IPC Help Desk at <https://ipcinc.atlassian.net/servicedesk/customer/portal/2>.

Interpretation of Policies and Procedures

All interpretations of these Policies and Procedures will be at IPC's sole discretion. Any individual may formally request an interpretation of the Policies and Procedures from the IPC Certification Program Office at <https://ipcinc.atlassian.net/servicedesk/customer/portal/2>.

The request shall identify the subject content within the document to be reviewed, the current understanding by the requestor and supporting information regarding the request.

All formal interpretations of the policies and Procedures provided by IPC are final.

Non-Discrimination Statement

IPC actively integrates the principle of equal opportunity into its policies, procedures, and practices. The eligibility and certification requirements for all individuals seeking an IPC certification are applied equally regardless of age, race, religion, gender, national origin, veteran status, disability or any other basis prohibited by applicable law.

Impartiality Statement

IPC is committed to maintaining the impartiality of its certification programs and activities. IPC policies and procedures are designed to address potential conflicts of interests and ensure objectivity in its dealings with all parties involved in the IPC certification process, including IPC staff members, training centers, certificants, candidates, and applicants. IPC policies and procedures are published publicly to ensure that all parties involved in the IPC certification process have equal access to accurate information concerning IPC certification programs.

Code of Impartiality

IPC staff and volunteers will avoid all professional conflicts of interests and make any potential conflict of interest known to their immediate supervisor. IPC staff and volunteers will avoid any activity, relationship, or circumstance that may compromise their impartiality including, but not limited to, granting preferential treatment to any person involved in the IPC certification process or using their position for financial, professional, or personal gain.

Accessibility of Certifications

Participation in any IPC Certification program is voluntary and open to any individual that meets the program's qualification requirements. IPC membership is not required to participate in any IPC Certification Education program. However, IPC member companies may enjoy discounts not offered to non-members.

Scope of Certification

IPC Certification programs are developed by and through consensus of the electronics industry, including, but not limited to, members of IPC and representatives from academia, government agencies, original equipment manufacturers (OEM), electronic manufacturing service companies (EMS) and circuit board manufacturing companies.

3. Terms and Definitions

Appeal

A formal request by any individual or organization for IPC to reconsider a decision it has made regarding the certification process or an IPC certified person.

Applicant

An individual that has applied for an IPC certification program but has not yet been granted approval to participate in the program or attempt any certification examinations

Candidate

An individual that has applied and been approved to sit for an IPC certification exam but has yet to complete the certification requirements outlined in the IPC Policies and Procedures document and therefore is not yet certified by IPC.

Certificant

An individual that has met all the requirements for certification outlined in the IPC Policies and Procedures document, and currently holds an active IPC certification in good standing.

Certification

The process by which an organization verifies and provides written assurance that an individual has demonstrated the level of competence specified in a given standard or set of criteria,

Certification Advisory Committee (CAC)

The Certification Advisory Committee (CAC) is a group of industry subject matter experts responsible for advising IPC on credentialing programs and oversight of the certification subcommittees.

Certification Program Office (CPO)

The Certification Program Office oversees the development and operations of IPC certification programs and liaisons with the various volunteer industry committees supporting these programs. The Certification Program Office is managed through the IPC Global Headquarters and is overseen by the IPC Director of Certification Programs and the IPC Director of Education Operations.

Certified IPC Trainer (CIT)

A certificant holding an active Certified IPC Trainer certification.

Certified Standards Expert (CSE)

A certificant holding an active Certified Standards Expert certification.

Competence

The demonstrated ability to apply the knowledge and skills required to successfully undertake roles or perform tasks as defined in a given standard or set of criteria.

Endorsements

An area of specialization in which a certificant has demonstrated proficiency. Endorsements are added to an existing certification.

Enhanced Policies and Procedures Exam

Assessment that measures the comprehension of the content found in the IPC Certification Policies and Procedures document.

Grievance

An expression of dissatisfaction by any individual or organization regarding the activities of IPC, or IPC applicants, candidates, or certificants.

IPC Edge Learning Management System (LMS)

The IPC Education and Certification portal, through which online training is delivered, certification testing is administered, certificates are issued, and records are stored.

IPC Education Executive Advisory Committee (EEAC)

The IPC Education Executive Advisory Committee oversees and supports the Certification Advisory Committee, Training Program Advisory Committee, and Job Task Analysis Committee.

IPC Licensed Training Center

Any training center licensed by IPC pursuant to the IPC Certification Center Master License Agreement or the IPC Private Certification Center Master License Agreement. There are two types of Licensed Training Centers: Private Training Centers and Public Training Centers.

Job Task Analysis

The formal process of identifying the duties required to perform a job, describing the tasks required to perform those duties, and defining the knowledge, skills, and abilities required to successfully perform those tasks.

Job Task Analysis Committee (JTAC)

The IPC Job Task Analysis Committee (JTAC) is a group of industry subject matter experts responsible for defining a competency model (collection of competencies that jointly define successful job performance) for the electronics industry.

Master IPC Trainer (MIT)

A designation that may be assigned to certificants holding a Certified IPC Trainer Certification if they meet the relevant criteria outlined in the Policies and Procedures.

Policies and Procedures (P&P)

The codified rules and guidelines governing an IPC certification program. This document is periodically reviewed and updated.

Private Training Center

A Licensed Training Center which employs or contracts MITs to conduct training courses within a company or corporation.

Proctor

An individual authorized by IPC to conduct certification testing on its behalf.

Public Training Center

A Licensed Training Center which employs or contracts MITs to conduct publicly available training courses.

Recertification

The process by which certificants renew their certification prior to its expiration.

Standard Specific Exam

Assessment that measures the comprehension of the content found in a specific IPC standard.

Training Program Advisory Committee (TPAC)

The Training Program Advisory Committee (TPAC) is a group of industry subject matter experts responsible for advising IPC on training programs and providing oversight over the training subcommittee work.

4. Related Documents

IPC-A-610 – Acceptability of Electronic Assemblies

IPC-6012 – Qualification and Performance Specification for Rigid Printed Boards

IPC J-STD-001 – Requirements for Soldered Electrical and Electronic Assemblies

IPC-A-600 – Acceptability of Printed Boards

IPC/WHMA-A-620 – Requirements and Acceptance for Cable and Wire Harness Assemblies

IPC-7711/7721 – Rework, Modification, and Repair of Electronic Assemblies

5. Roles and Responsibilities

IPC

The IPC Certification Program Office consists of employees of IPC, including but not limited to, the members of the IPC Certification Department. The IPC Certification Program Office shall:

- a. Oversee the operation of the CIT Program in accordance with this document.
- b. Establish, implement, and maintain the policies and procedures that govern certification decisions, including the granting, maintaining, recertifying, altering of scope, suspension, and withdrawing of a certification.
- c. Schedule, facilitate, and provide support for the IPC Certification Committee and Subcommittees.
- d. Approve and provide administrative oversight of IPC Licensed Training Center licenses and Program riders.
- e. Maintain certification records and validate the authenticity and accuracy of IPC certifications.
- f. Maintain ultimate responsibility for the CIT Program.
- g. Periodically audit Licensed Training Centers, MITs, and CITs to ensure compliance with IPC Policies and Procedures.
- h. Interpret IPC policies and resolve issues relating to the IPC Certification System.

IPC Volunteer Committees

Organization of Committees

The IPC Education Executive Advisory Committee oversees and supports the Certification Advisory Committee, Training Program Advisory Committee, and Job Task Analysis Committee. The Certification Advisory Committee and Training Advisory Committee oversee and support Certification and Training subcommittees. There is a Certification Subcommittee and a Training Subcommittee for each IPC program. The Job Task Analysis committee oversees and supports one subcommittee for each electronics industry job role.

IPC Education Executive Advisory Committee (EEAC)

The EEAC is comprised of the chairperson and vice-chairperson of the Certification Advisory Committee, Training Program Advisory Committee, Job Task Analysis Committee, and four at

large members (two from Europe and two from Asia Pacific). The IPC liaison to the EEAC is the Senior Director of Learning and Professional Development. The committee's scope and responsibilities are:

- a. Review the activities of the Certification and Training Committees to align committee activities with IPC strategy
- b. Advise IPC on maintaining, improving, expanding, and aligning existing certification and training programs
- c. Review proposals for new certification or training programs and advise IPC on their scope, feasibility, development, and implementation
- d. Periodically review the structure and organization of IPC Volunteer Committees, including the addition of new committees and the dissolution of existing committees

Certification Advisory Committee (CAC)

The CAC is composed of the chair and vice-chair of each Certification Advisory Subcommittee. The IPC liaison to the Certification Advisory Committee is the Director of IPC Certification Programs or a representative thereof. The committee's scope and responsibilities are:

- a. Advise and support IPC on the development, maintenance, and implementation of certification policies and procedures.
- b. Review proposals for new certification programs and advise IPC on their scope, feasibility, development, and implementation.
- c. Advise and support IPC to ensure that IPC certification programs meet national and international standards and comply with relevant accreditation requirements.

Certification Advisory Subcommittees (CAS-XXX)

Each CAS is chaired and composed of representatives from the companies, training centers, and other institutions that use, deliver, or rely on IPC Certification Programs. The IPC liaison to each Certification Advisory Subcommittee is the Director of IPC Certification Programs or a representative thereof. Each subcommittee's scope and responsibilities are:

- a. Employ the most recent Job Task Analysis to develop the exam blueprint (subject areas to be covered on the certification exam).
- b. Evaluate certification exam questions submitted by SMEs for technical accuracy.
- c. Collaborate with the IPC psychometrician to ensure that each certification exam question meets IPC Item Writing Guidelines
- d. Develop and maintain program specific policies and procedures when applicable.

Training Program Advisory Committee (TPAC)

The TPAC is composed of the chair and vice-chair of each Training Program Advisory Subcommittee. The IPC liaison to the Training Program Advisory Committee is the Director of

IPC Education Programs or a representative thereof. The committee's scope and responsibilities are:

- a. Advise and support IPC in the development, maintenance, and implementation of IPC training programs.
- b. Review proposals for new training programs and advise IPC on their scope, feasibility, development, and implementation.
- c. Advise and support IPC to ensure that IPC training programs meet national and international standards and comply with relevant accreditation requirements.

Training Program Advisory Subcommittees (TPAS-XXX)

Each IPC credential program is supported by a corresponding Training Program Advisory Subcommittee (TPAS-XXX). Each TPAS subcommittee is chaired and composed of representatives from the companies, training centers, and other institutions that use, deliver, or rely on IPC Certification Programs. The IPC liaison to each Training Program Advisory Subcommittee is the IPC Director of Education or a designated representative thereof. The committee's scope and responsibilities are:

- a. Employ the most recent Job Task Analysis to develop training program learning objectives and assessment questions.
- b. Evaluate training program assessment questions submitted by SMEs for technical accuracy.
- c. Collaborate with the IPC psychometrician to ensure that each training program assessment question meets IPC Item Writing Guidelines.
- d. Develop and maintain program specific policies and procedures when applicable.

Job Task Analysis Committee (JTAC)

The IPC Job Task Analysis Committee (JTAC) is a group of industry subject matter experts responsible for defining a competency model (collection of competencies that jointly define successful job performance) for the electronics industry. The IPC liaison to the JTA Committee is the Senior Director of Learning and Professional Development or a designated representative thereof. The committee's scope and responsibilities are:

- a. Identify and define key roles (job, position, or task) in the electronics industry and perform an industry driven job task analysis for each role.

Job Task Analysis Subcommittees (JTAS)

The committee's scope and responsibilities are:

- a. Define and periodically review the knowledge, skills, and abilities required to successfully perform each industry job, position, or task.

Certificants

Certified IPC Trainer (CIT)

The Certified IPC Trainer (CIT) is an IPC certification for trainers and educators.

A Certified IPC Trainer (CIT) certificant may:

- a. Proctor IPC certification exams for Certified IPC Specialist candidates. The CIT must be certified to the endorsement that he or she is proctoring. For example, only a CIT that is certified to IPC 610 and remains in good standing may proctor CIS candidates attempting the IPC 610 certification exam.
- b. Proctor IPC certification exams for the Certified IPC Specialist candidates in an optional module such as the Space Addendums or the Hands-on Modules. The CIT must be certified to those same optional modules. For example, only a CIT that is certified to the IPC 620 Space Addendum may proctor CIS candidates attempting the IPC 620 Space exam.
- c. Conduct CIS training utilizing the IPC authorized training materials for the programs to which the CIT is certified.

Master IPC Trainer (MIT) Designation

The Master IPC Trainer (MIT) is an optional designation that may be obtained by a Certified IPC Trainer (CIT). The Master IPC Trainer (MIT) is not an independent certification.

A Licensed Training Center seeking to add the Master IPC Trainer (MIT) designation to a CIT, must submit the MIT Application Form to IPC. The Master IPC Trainer (MIT) designation shall only be granted to CITs actively employed by, or contracted to, an IPC Licensed Training Center. The MIT designation shall be revoked if and when the certificant ceases to be employed by an IPC Licensed Training Center.

A CIT certificant, with the MIT designation, shall only act in the role of an MIT when engaging in the business of the sponsoring IPC Licensed Training Center.

A Certified IPC Trainer (CIT) certificant, with the Master IPC Trainer (MIT) designation may:

- a. Proctor IPC certification exams for the Certified IPC Specialist (CIS), Certified IPC Trainer (CIT), and Certified Standards Expert (CSE) candidates. The MIT must be certified to the endorsement that he or she is proctoring. For example, only a MIT that is certified to IPC 610 and remains in good standing may proctor CIS and CIT candidates attempting the IPC 610 certification exam.
- b. Proctor IPC certification exams for the Certified IPC Specialist and Certified IPC Trainer candidates in an optional module such as the Space Addendums or the Hands-on Modules. The MIT must be certified to those same optional modules. For example, only

a MIT that is certified to the IPC 620 Space Addendum and remains in good standing may proctor CIS or CIT candidates attempting the IPC 620 Space exam.

- c. Conduct CIS and CIT training utilizing the IPC authorized training materials for the programs to which the MIT is certified.
- d. Provide the first level of technical and administrative support to CITs and CISs they have trained. This includes assistance with understanding of the Policies and Procedures and criteria of the standard(s) or courses.

6. Prerequisites and Fees

Eligibility for the Certified IPC Trainer Examination

The applicant shall agree to abide by the IPC Certified Trainer Program code of ethics.

When applying for an IPC certification exam, the applicant shall submit all personal information requested, including any education and experience requirements established by the program's eligibility requirements.

Application and Testing Fee Schedule

CIT Computer-Based Exams

The registration costs for a CIT computer-based exam are:

IPC Members - \$475

IPC Non-Members - \$600

CIT Paper and Pencil Exams

The registration costs for a CIT Paper and Pencil exam are:

IPC Members - \$490

IPC Non-Members - \$615

CIT Computer-Based Retest Fees

The registration costs for a CIT retest using a computer-based exam are:

IPC Members - \$65

IPC Non-Members - \$85

CIT Paper and Pencil Retest Fees

The registration costs for a CIT retest using a Paper and Pencil exam are:

IPC Members - \$80

IPC Non-Members - \$100

MIT Application Fee

The application fee for a CIT seeking the MIT designation is:
IPC Members - \$50

Certification Renewal Testing and Application Fee Schedule

CIT Computer-Based Exams

The registration costs for a CIT computer-based renewal exam are:
IPC Members - \$475
IPC Non-Members - \$600

CIT Paper and Pencil Exams

The registration costs for a CIT Paper and Pencil renewal exam are:
IPC Members - \$490
IPC Non-Members - \$615

MIT Renewal Application

The application fee for a CIT seeking to renew their MIT designation is:
IPC Members - \$50

Criteria for Initial Certification

Certified IPC Trainer (CIT)

To qualify for Certified IPC Trainer certification, a candidate shall fulfill the following requirements:

Personal Identifying Information

IPC requires that all candidates complete a Certification Profile, that includes, but is not limited to, their legal name, home address, and date of birth. This information is utilized by IPC to confirm the identity of Candidates and Certificants.

Candidates shall complete their Certification Profile on the IPC Edge Learning Management System, regardless of assessment method.

Candidates can access their Certification Profile from their IPC Edge user dashboard or from any certification program hosted on the IPC Edge Learning Management System.

Certification Exam(s)

A candidate shall successfully complete the Enhanced Policies and Procedures Exam with a minimum score of 80%.

A candidate shall successfully complete the required Standard Specific Exam(s) with a minimum score of 80%.

Master IPC Trainer (MIT)

To qualify for the Master IPC Trainer designation, a candidate must fulfill the following criteria for each endorsement:

Certification

To obtain a MIT designation, the Certified IPC Trainer (CIT) must be in good standing and be certified to the specific endorsement for which they seek the MIT designation. For example, a CIT that is only certified to IPC 610 may apply for the MIT designation in 610 but not in 600.

Minimum Training Requirement

To obtain a MIT designation, the Certified IPC Trainer (CIT) must teach at least two instances of the IPC Training & Certification Program for which they seek MIT designation. The CIT must act as the primary trainer and cover all mandatory and optional modules. The CIT must have taught the courses within the last two calendar years and resulted in at least ten candidates attempting the Certified IPC Specialist (CIS) certification examination.

Employment

The MIT designation shall only be granted to Certified IPC Trainers (CIT) actively employed by or contracted to an IPC Licensed Training Center.

Application

To obtain a MIT designation, the Certified IPC Trainer (CIT) shall submit a completed MIT Application and all applicable fees to IPC. The application can be found in Appendix A.

7. Certification Exam Overview

Exam Descriptions

Enhanced Policies and Procedures Exam

The Enhanced Policies and Procedures Exam contains 10 multiple-choice questions that evaluate a candidate's understanding of:

- a) The Policies and Procedures for the certification program that the candidate is attempting to complete.
- b) The history of the electronics industry and how standards help improve the industry.
- c) The key steps in the production of a circuit board and electronics assembly.
- d) How standards are developed, revised, and documented, and how you can help improve those standards.

- e) How to apply standards certification to increase the quality for your company, your customers, and the electronics industry.
- f) How to get assistance in solving your technical challenges.

Standard Specific Endorsement Exam

A CIT may choose to test to any of the following standard-specific endorsement exams. The required exams for each endorsement are listed below:

J-STD-001 Endorsement

25 questions, Closed book exam

75 questions, Open book exam

J-STD-001 Space Endorsement

25 questions, Open book exam

IPC-A-600 Endorsement

100 questions, Open book exam

IPC-A-610 Endorsement

25 questions, Closed book exam

75 questions, Open book exam

IPC-6012 Endorsement

100 questions, Open book exam

IPC/WHMA-A-620 Endorsement

25 questions, Closed book exam

75 questions, Open book exam

IPC-7711/7721 Endorsement

25 questions, Open book exam

25 questions, Closed book exam

Certified Interconnect Designer Basic Endorsement (CID)

110 questions, Closed open exam

Certified Interconnect Designer Advanced Endorsement (CID+)

120 questions, Closed open exam

Workmanship Endorsements

The workmanship project is a practical, hands-on demonstration of skill.

J-STD-001

The workmanship projects for the J-STD-001 endorsement is required for CITs.

IPC/WHMA-A-620

The workmanship projects for the IPC/WHMA-A-620 endorsement is optional for CITs.

IPC-7711/7721

The workmanship projects for the IPC-7711/7721 endorsement is required for CITs.

8. Assessment Methods and Policies

Online Exams

IPC Certification Exams are offered as proctored online exams through the IPC Edge Learning Management System. The Online Exam format is to be used as the default mechanism for all certification exams.

Paper & Pencil Exams

The use of pencil and paper exams may only be utilized in specific cases where the use of the online exam format is not possible due to the lack of local infrastructure, ITAR compliance, or other legal restrictions.

Exam proctors shall provide (upon request) a written explanation of the reason(s) for requesting the use of a pencil and paper exam together with supporting documentation.

A poor internet connection or lack of computers are not considered reasons for using paper & pencil certification exams.

The IPC Certification Office may randomly audit the use of paper and pencil exams. As part of these audits, proctors will need to provide the rationale for utilizing the paper & pencil exams, and any supporting documentation for each paper & pencil exam administered throughout the audited period.

Once contacted about an audit, proctors shall respond within 10 business days with the requested documentation. Proctors found to be utilizing paper and pencil exams improperly may lose their ability to offer paper and pencil exams in the future and may have the records of previously proctored exams investigated.

The results of investigations into the improper or unapproved use of paper and pencil exams may lead to further sanctions against a proctor, including suspension and revocation.

Workmanship

All workmanship projects shall be viewed and evaluated, in-person by a Certified IPC Trainer (CIT) or Master IPC Trainer (MIT).

No remote proctoring, demonstrations, or evaluations of workmanship projects is authorized.

Certification Exam Proctoring

Exam Proctor

The certification exam proctor shall:

- a) Make certain the area where the candidate takes the exam is quiet and free from distractions on the arranged day and time of the exam (e.g., the area will not also be in use by others whose activities might disrupt the candidate).
- b) Read the exam instructions included in the exam packet to all candidates before beginning the exam.
- c) Verify the candidate's identification by requesting to see a photo identification. Acceptable forms of photo identification include:
 - a. Valid government issued driver's license
 - b. Valid government identification
 - c. Military identification
 - d. Valid passport
 - e. Other government issued photo identification
- d) Maintain secure and proper test administration procedures, including relocation of candidates.
- e) Ensure that candidates are seated for maximum separation (depending on available space). If necessary, the proctor will move desks prior to the beginning of the exam to achieve maximum separation.
- f) Ensure that candidates are spaced in a manner that prevents them from seeing the computer screen or papers of another candidate.
- g) Ensure that candidates place all personal items that are not pre-approved by the Policies and Procedures for use during the exam in a secure location until the end of the exam period.
- h) Ensure that there is no speaking amongst candidates during the exam process.
- i) Ensure that no testing materials are taken out of the examination room.
- j) Never leave the candidates unsupervised during the certification exam. The proctor may assign a temporary relief person in the case of an emergency. This individual is responsible for enforcing the proctoring rules in the absence of the proctor.

- k) Ensure that exams are completed in a single block of time. The proctor may allow short breaks of less than 20 minutes in duration if they do not compromise the integrity of the examination.
- l) Ensure that each certification exam is administered in the time specified by the standard or set of criteria that governs that certification program.
- m) Ensure that exams are scheduled in a time frame that allows candidates ample time to complete the assessment.
- n) Ensure that candidates may not continue exams beyond the cut off time, unless an accommodation based on the candidate's special needs have been approved by IPC in writing.
- o) Terminate any exam if the proctoring or testing procedures are compromised by a Candidate's improper conduct. The proctor shall notify IPC immediately when a certification exam is terminated.
- p) Ensure that guests are not allowed in the examination room during testing.
- q) Ensure that the certification exams are only scheduled during a period of time when the candidates can be actively monitored by a proctor.
- r) Only commence the exam once all student verifications and room set up is completed.

Certification Candidate

Certification candidates shall:

- a) Review the proctoring rules for certification exams as outlined in this document.
- b) Establish their identity prior to the beginning of the certification exam by providing their proctor a government issued identification with a name that matches the name used during the registration process.
- c) Ensure that all electronic devices not used to deliver the online exams are shut off (not just silenced or put to sleep) and secured outside of the reach of candidates along with all other personal items that are not pre-approved by the Policies and Procedures for use during the exam.
- d) Not use their cell phones during the exam. If a calculator is required for the exam, the candidate may not use their cell phone as a calculator.
- e) Not communicate with any other candidate, in any manner, for any reason, during the exam.
- f) Submit their exam booklet and answer sheet directly to their proctor upon completion of their exam.

Retention of Records

Paper & Pencil exam answer sheets and workmanship grading sheets shall be retained by the Proctor or IPC Licensed Training Center for at least two (2) years following the examination date.

Proctors and IPC Licensed Training Centers shall provide copies of these records upon request. Failure to produce adequate records may result in suspension or revocation of a certificant's credential and/or the suspension or revocation of the IPC Authorized Training Center license.

Online exams delivered via IPC Edge will be electronically captured. Physical records for these exams are not required. Physical documentation for all workmanship assessments must be retained regardless of the assessment delivery mechanism utilized by the proctor.

Testing Accommodations

In accordance with the Americans with Disabilities Act (ADA) and IPC will ensure that no individual in the United States is deprived of the opportunity to take the certification examination solely by reason of a disability as defined by the ADA.

Reasonable accommodations for testing shall be provided at no cost to candidates with diagnosed and documented special medical needs.

In order to request special accommodations for a certification exam, a candidate must submit a Certification Exam Accommodations Form six weeks prior to the date of the exam.

Along with the form the candidate must submit the following records:

For individuals with a learning disability:

In addition to the Certification Exam Accommodations Form, please submit relevant diagnostic test results detailing the specifics of the learning disability as they relate to the requested accommodation.

For individuals with a medical issue:

Certification Exam Accommodations Form, please have the appropriate medical professional submit a letter detailing the nature of the medical disability and the reasons for requesting the accommodations.

Documentation submitted with the Certification Exam Accommodations Form must be written on the professional's letterhead and must have an original signature. The date of this letter may not exceed 5 years prior to the date of the request.

IPC will only consider accommodations that do not fundamentally alter the nature of the IPC certification exam and do not prevent IPC from accurately measuring a candidate's aptitude, knowledge, and skill.

What should candidates bring to their exam?

Candidates shall bring the following with them to their certification exam:

- a) Any materials (such as calculators, tools, etc.) specified in the certification program's Policies and Procedures as permissible for use during the exam.
- b) A government issued identification. Examples of acceptable photo IDs include:
 - a. Valid government issued driver's license
 - b. Valid government identification
 - c. Military identification
 - d. Valid passport
 - e. Other government issued photo identification

Each candidate shall have access to either an electronic or printed standard for use during a standards-based certification exam. Candidates may be provided access to electronic or printed standard by their proctor provided that such standards are free of any writing, highlighting, or other marks. Only original, legally purchased copies of standards shall be used for certification testing. Candidates may not share documents or standards during the certification exam.

Exam Language

IPC certification exams are initially developed in the English language. Foreign language translations of certification exams may become available on a case by case basis.

Exam Results and Certificates

Exam Results

All IPC exams are pass/fail assessments designed to measure a minimum level of competence. The time frame and method of obtaining exam results will vary based on the type of assessment utilized.

Online Exams

The results of any exam taken on the IPC Edge Learning Management System are available as soon as the candidate submits the exam, or the exam time expires.

Paper & Pencil Exams

Exam results may require several days to score and validate. Proctors shall enter the results for paper and pencil exams in the IPC Edge Learning Management System within one calendar week of the exam date.

Certificate Issuance

Candidates that successfully complete the requirements of an IPC certification program will receive a certificate verifying completion of that program. IPC certificates are issued directly to the candidate via their IPC Edge Learning Management System account.

Candidates can download and print their certificate from the IPC Edge Learning Management System. Instructors and proctors are not granted access to candidate certificates on the IPC Edge Learning Management System.

Instructors, proctors, and any other third party may request and obtain copies of certificates directly from the certificant. IPC will only verify the authenticity of certificates and provide summary reports for instructor record keeping. IPC does not provide copies of certificates to any individual other than the certificant.

Certificate Information & Ownership

A candidate's certificate will bear the candidate's name, certification number, certification expiration date, optional modules or endorsements completed, the name of the candidate's instructor, and the instructor's employer.

Candidates may print copies of their certificate for personal and professional use, in compliance with this document.

All certificates remain the property of IPC, which may withdraw, cancel, revoke, change the scope of, or otherwise annul the certification for cause.

Failure

Candidates that fail to pass a certification exam may attempt to retake the exam after the cool down period specified in the certification program's Policies and Procedures.

Cool Down Period

The certification exam cool down period is used to protect the integrity of certification exam items and to ensure that candidates are afforded the opportunity to obtain additional training as necessary.

First Failure

In the event that a candidate fails his or her first attempt to pass a certification exam, the candidate shall wait a minimum of 14 calendar days before attempting a retest.

Second Failure

In the event that a candidate fails his or her second attempt to pass a certification exam, the candidate shall wait a minimum of 30 calendar days before attempting a retest.

Third Failure

In the event that a candidate fails his or her third attempt to pass a certification exam, the candidate shall wait a minimum of 365 calendar days before attempting a retest.

Candidates may opt to retest only the failed portion(s) of the certification written examination or the workmanship project, if completed within 90 calendar days following the initial failed exam.

Candidates are afforded one complimentary retest of the failed portions of their certification written exam. Any subsequent attempts are subject to the retest fee.

Certification Exam Security

All certification exam materials are confidential, proprietary, and the exclusive property of IPC. IPC exam materials are made available to candidates for the sole purpose of assessing competency. All candidates are expressly forbidden from recording, copying, disclosing, publishing, reproducing, or transmitting the examination, in whole or in part, in any form or by any means, verbal or written, for any purpose, without the prior written consent of the IPC Certification Office. Non-compliance with this policy may lead to suspension or revocation of a certificant's certification, along with possible legal action.

Cheating and Irregularities

Cheating, inappropriate exam administration, environmental disruptions that affect testing, or any other irregularity shall be immediately reported to the IPC Certification Office. All such incidents shall be investigated and acted upon in accordance with the latest version of the IPC Policies and Procedures. IPC reserves the right to take any action deemed appropriate, including revocation of certification and legal action.

9. Certification Term

The certification term for the CIT program is 2 years. The certification term begins on the date a candidate successfully completes all the program's minimum certification requirements.

Certifications only reflect the expiration month and year. Certifications expire the last day of the expiration month, regardless of the day of the month the certification was granted.

Certification Renewal Period

The IPC recertification program helps to ensure the continued competence of certificants as tools, processes, and technologies evolve. Prior to the conclusion of the certification term, certificants shall demonstrate they have successfully met the requirements of one of the renewal methods listed in this section.

Certification renewals completed within a 90-day window prior to the expiration of the existing certification shall be granted a new certification expiration date that is exactly two years following the existing expiration date. A single extension of 90 days beyond the two-year certification term may be requested and granted by the IPC Certification Office. This certification extension offers a grace period during which a CIT may perform the functions authorized by their certification.

Beginning on January 1, 2020 certification renewals shall occur within six calendar months prior to the expiration of an existing certification. When Certificants renew their certification within 6 months of the certification expiration date, the renewed certification will be valid for an additional 2 years from the expiration date of their currently held certification.

Certification Renewal Requirements and Process

Renewal through Retesting

Certified IPC Trainer (CIT)

A CIT may renew his or her certification through retesting. To qualify for renewal through retesting, a CIT shall conduct at least two IPC CIS courses to a minimum total of ten CIS candidates during their twenty-four-month certification period. These courses shall be conducted prior to their certification renewal testing. In order to qualify for the renewal requirement, the courses taught by the CIT must include all optional modules including workmanship.

Master IPC Trainer (MIT)

A CIT with the MIT designation may renew their certification through retesting.

A CIT with the MIT designation shall conduct at least two IPC CIT courses to a minimum total of six CIT candidates during the twenty-four-month certification period. These courses shall be conducted prior to their certification renewal testing.

Beginning on January 1, 2020, CITs with the MIT designation may only renew their certification through the continuing education method.

General Renewal through Retesting Policies

A Certificant seeking to renew his or her certification through retesting shall follow all of the certification program's application procedures and schedule the recertification exam with an IPC proctor.

Certificants who fail an exam while attempting to recertify through retesting may not use any other method to recertify until they pass that exam.

All retests follow the same policies and procedures as initial certification testing, including the cool down period after failures.

Certificants are responsible for all recertification testing fees.

Renewal through Continuing Education

Master IPC Trainer (MIT)

A CIT with the MIT designation may renew his or her certification through continuing education. The continued education option allows certificants to continually enhance their professional education and competence while simultaneously fulfilling their certification renewal requirements.

Certificants must submit a Certification Renewal Form for each endorsement at least six weeks prior to their certification expiration date. Additional documentation concerning professional activities and continuing education may be required when submitting a Certification Renewal Form.

Certificants seeking to renew their certification shall obtain a minimum of twenty-five (25) IPC certification renewal points during the two (2) year period of certification. Of the twenty-five (25) IPC certification renewal points earned during the certification cycle, a certificant must obtain at least 10 points through continuing education. A full listing of professional activities and continuing education courses eligible for IPC certification renewal points can be found in Appendix B.

Recertification Compliance

Failure to comply with recertification requirements will result in the expiration of certification, removal of the Certificant's credential, and a revocation of the rights afforded program certificants.

10. Verification of Certification Status

Employers and other third parties may enter an IPC Certification Serial Number into the IPC Credential Verification System to verify the certificate's authenticity.

The IPC Credential Verification System may be accessed at the following URL:
<https://my.ipcedge.org/>.

Upon entering a valid Certification Serial Number, the system will present, at minimum, the following information for validation:

- a. The Certificant's name

- b. The IPC program completed by the Certificant
- c. The date the Certificant became certified

Upon entering an invalid Certification Serial Number, the system will present a message stating that the credential could not be validated.

No information classified as confidential is disclosed through the IPC Credential Verification System.

11. Certification Training Course Management

Recommended Class Size

IPC recommends:

- a. Limiting the size of lecture-based training programs to fifteen (15) students per trainer.
- b. Limiting the size of workmanship skills training programs to twelve (12) students per trainer.

Classroom Materials

The industry-approved curriculum materials available through IPC may be used to conduct training for IPC certification. These copyrighted materials are the intellectual property of IPC and may only be used to conduct training that leads to issuance of an official IPC Serialized Certificate.

Instructors may, at their discretion and risk, modify, delete, or add to any training content provided by IPC.

The instructor shall ensure that each training attendee possesses, or is provided with, all required documents and reference materials for use during the training class, including an electronic or printed standard for standards-based training.

Only official and original IPC standards may be used as part of any training program or certification exam.

12. Grievance, Appeal, Change of Scope, Suspension, and Revocation Policies

Grievances

Individuals that encounter a problem with IPC certification assessments, personnel, training centers, certificants, or other elements of an IPC certification program may use the grievance procedure.

The purpose of the grievance procedure is to ensure that:

- a. Individuals that participate in the IPC certification process have a suitable method to communicate any complaint or concern about the process.
- b. Ensure that any issues with the IPC Training or Certification Programs are identified and addressed by the IPC Certification Program Office.

This procedure is the only method of resolving complaints, disputes, and irregularities involving the IPC certification system and IPC certified persons. The procedure does not constitute a legal proceeding or a contract between IPC and the party lodging a grievance and/or appeal.

Grievance Policies

- a. Grievances may not be filed anonymously.
- b. An IPC Director will ensure that the grievance is investigated and handled at the proper level of authorization and if necessary seek the aid of impartial and independent technical experts.
- c. An IPC Director will ensure that the staff member assigned to investigate and resolve the grievance does not have a conflict of interest and remains impartial during the grievance resolution process.
- d. All information obtained during the grievance resolution process is confidential to the extent allowed by law.
- e. Information obtained in the course of investigating the issue will not be disclosed to any third party except as required by law.
- f. Individuals named or referenced in the grievance may be informed about relevant aspects of the grievance.

Grievance Procedure

The party lodging the grievance shall complete and submit the IPC Grievance Form (Appendix C) within 10 business days of the date on which the issue that generated the grievance occurred, OR a maximum of 10 business days following the date on which the individual or group representative could have been reasonably expected to become aware of the issue that led to the grievance.

The party that submitted the grievance will receive an email acknowledging receipt of the IPC Grievance Form within 2 business days of receipt.

An IPC representative(s) may contact the party who submitted the grievance form to obtain additional information.

An IPC representative(s) will investigate the grievance and issue an official finding via email to the party who submitted the grievance form within 30 days from the date on which the form was submitted.

The Right to Appeal

Candidates and certificants have the right to file an appeal on matters relating to their application, examination, certification, recertification or other matters affecting their status as a candidate or certificant.

Appeals Policy and Procedures

The appeals process outlined in this document is designed to ensure fairness for all certification applicants, candidates, and certificants. There are currently three types of appeals: Eligibility Appeals, Certification Appeals, and Grievance Appeals.

Eligibility Appeals Policy

Applicants that are denied eligibility to sit for a certification exam may request a reconsideration of the denial by filing an appeal with the Certification Program Office at <https://ipcinc.atlassian.net/servicedesk/customer/portal/2>.

Certification Appeals Policy

Candidates that are denied initial certification or recertification may file an appeal in a situation where:

- a. The candidate believes that an error in the scoring of the certification exam occurred.
- b. The candidate is challenging the technical contents of the certification exam.
- c. The candidate's ability to successfully complete the certification exam was hindered by administrative issues or extreme environmental factors while testing.
- d. The IPC Edge System experienced a system-wide error preventing students from completing their exam. This does not include localized errors occurring at the point of testing.
- e. The candidate believes that an error occurred when evaluating their recertification application.

Grievance Appeals Policy

Grievances are considered closed upon the issuance of an official finding. The original complainant in the official finding may appeal the decision by IPC if any of the following apply:

1. Additional information or evidence not considered in the original investigation is identified or collected.
2. The party believes that IPC erred during the investigation or in the application of the most recent version of the IPC Policies and Procedures document.

Appeals Procedure

1. Individuals shall complete and submit the IPC Appeal Form to initiate the Appeals process.
2. Appeals shall be submitted within 10 calendar days from the date on which IPC denies the applicant's eligibility for certification, initial certification, recertification, or 10 calendar days from the date on which IPC issued an official finding after filing a grievance.
3. The party that submitted the Appeal will receive an email acknowledging receipt of the IPC Appeal Form within 2 business days of receipt.
4. The IPC Director of Certification or other IPC representative may contact the party who submitted the IPC Appeals Form to obtain more information.
5. An IPC representative(s) will review the original documentation, the reasoning behind the Appeal, and any new evidence presented through the Appeal. Only the information leading up to the appeal, the documentation submitted through the appeal process, and information gathered through any investigation will be considered as part of the appeal. The appeal shall not include a hearing or similar trial-type proceeding.
6. IPC will issue a final decision via email to the party who submitted the IPC Appeal Form within 30 days from the date on which the form was submitted.
7. The determination of appeals made by IPC shall be final.

13. Additional Policies

Regional Restrictions

The following modifications to the IPC Policies and Procedures apply in Greater China, Thailand, Vietnam, and India.

Certification Proctoring Restriction

Any Licensed Training Center, CIT, or MIT that desires to conduct a certification exam in Greater China, Thailand, Vietnam, and India shall obtain written permission from IPC before scheduling or conducting the exam.

Additional CIT Restrictions

CITs operating within Greater China, Thailand, Vietnam, and India shall also abide by the following restrictions:

- a. A CIT may only train individuals employed by their organization. This restriction does not apply to faculty members of academic institutions, such as technical schools or community colleges that conduct CIS training for their students.

Use of Certificates, Logos, and Marks

IPC certificates are granted the right to use designated IPC certificates, marks, and logos to demonstrate achievements and competencies. IPC certificates, marks, and logos are the property of IPC and shall be used in strict accordance with the guidelines listed in this document as well as local, state, federal, and international laws and regulations. Use of IPC certificates, marks, or logos by individuals that do not hold a valid certification at the time of use is expressly prohibited. IPC will take legal action and/or publication of misconduct to protect against the misuse of IPC certificates, logos, and marks.

Certificates

- a. Permission to use an IPC certificate, mark, or logo is limited to IPC Certificants who satisfy all certification requirements established by IPC, and shall not be transferred to, assigned to, or otherwise used by any other individual, organization, or entity.
- b. Certificants shall not make any misleading statement regarding the status of their IPC certification.
- c. Certificants shall not suggest that IPC certification relates to persons, activities, processes, products etc. that are not included in the scope of certification.
- d. After suspension, withdrawal, resignation, or expiration of IPC certification, Certificants shall not continue to use IPC certificates, logos, or other expressions that suggest the certification is still valid.
- e. Incorrect, unlawful, or misleading use of IPC certificates and certification marks is considered a critical non-conformity with IPC certification requirements and will result in immediate suspension of certification.
- f. IPC certificates shall not be altered in any way and shall be represented in their entirety.
- g. Use of IPC certificates do not exonerate Certificants from any liability imposed by law regarding the performance of their services.
- h. IPC will take action to deal with incorrect, unlawful or misleading references to certification or use of certificates and certification marks. IPC reserves the right to take any action deemed appropriate, including revocation of certification and legal action.

Logos and marks

- a. Certificants may only use IPC logos and marks legally obtained directly from IPC.

- b. Certificants shall not use IPC logos and marks on test reports, certificates, or other compliance documents.
- c. Certificants cannot authorize a third party to use IPC logos or marks.
- d. Certificants shall not use IPC logos or marks in any way that disparages IPC or its services, infringes on IPC's intellectual property or other rights, contains any objectionable content, or violates any local, state, federal, or international laws or regulations.
- e. Certificants are responsible for any misuse, unauthorized use, or damage caused to any party as a result of their use of IPC logos or marks.
- f. IPC has the right to revoke its permission to use IPC logos and marks at any time, by providing notice to the Certificant.
- g. Certificants shall not translate the text of any IPC logos or marks.
- h. IPC logos and marks shall be represented in their entirety.
- i. IPC logos and marks can be enlarged or reduced as long as the scale is not distorted, and any text remains legible.
- j. Nothing shall be added, removed, or placed in close proximity to any IPC logos or marks.
- k. IPC logos may only be represented in their intended colors or in black and white.
- l. IPC will take action to deal with incorrect, unlawful, or misleading use of IPC logos or marks. IPC reserves the right to take any action deemed appropriate, including revocation of certification and legal action.

Data Management and Privacy Policy

Confidentiality

- a. IPC observes strict legal and ethical guidelines to preserve the confidentiality of candidates, certificates, score results, and all certification related materials.
- b. IPC is the sole owner of the information collected as part of IPC training and certification processes, including the data on the IPC Edge Learning Management System.
- c. The information collected as part of IPC training and certification processes is used by IPC for identification and verification purposes only and is considered confidential.
- d. IPC does not share or sell contact information collected as part of IPC training and certification processes to third parties.
- e. IPC will not share or sell email addresses collected as part of IPC training and certification processes without the express permission of its owner.
- f. IPC allows third parties to use the IPC Edge Learning Management System to verify an individual's certification status.

Security

- a. All personally identifiable information collected as part of IPC training and certification processes is stored in restricted and secured databases.
- b. IPC employees that require access to information collected as part of IPC training and certification processes to perform a specific function are granted access on a case by case basis.
- c. Servers that store personally identifiable information are secured in a locked facility.

Notifications

- a. IPC may use personal information collected as part of IPC training and certification processes for identification and communication purposes.
- b. IPC may use personal information collected as part of IPC training and certification processes to notify users about their certification, grievances, disciplinary actions, or any other matter related to IPC training and certification processes.
- c. All written communication from IPC will be delivered via email or postal delivery.

Information Disclosure

Though every effort is made to preserve user privacy, it may be necessary to disclose personal information when required by law, including, but not limited to, circumstances where there is a good-faith belief that such disclosure is necessary to comply with a judicial proceeding, a court order, or legal process.

Additional Information

Additional information concerning the IPC privacy policy can be found at:

<http://ipc.org/ContentPage.aspx?Pageid=Privacy-Policy>

Limitation of Liability

In no event shall IPC be liable for any indirect, special, incidental, or consequential damages, including lost profits of any kind regardless of the form of action, whether in contract, tort (including negligence), strict liability, or otherwise, even if IPC has been advised of the possibility of such damages. This limitation will apply notwithstanding any failure of essential purpose of any limited remedy provided herein. IPC's maximum liability under its certification programs shall not exceed the exam fee paid to IPC for the most recent exam.

Copyright of Materials

Unless otherwise noted on the material or permitted by IPC in writing, any reproduction of IPC materials is strictly forbidden.

Training materials provided by IPC shall only be utilized by Certified IPC Trainers (CIT), or Master IPC Trainers (MIT) to conduct training that leads to issuance of an Official IPC Serialized Certificate.

IPC training and exam materials may not be copied, studied, or otherwise used by anyone other than authorized Certified IPC Trainers (CIT), or Master IPC Trainers (MIT).

14. Appendix

- a. MIT Application Form
- b. MIT Certification Renewal Point System
- c. Certification Grievance Form
- d. Certification Appeals Form
- e. Accommodation Request Form

Part 3 - Please list your experience as an instructor in a technical or vocational field.

<u>School Name</u>	<u>Location</u>	<u>Courses/Topics Taught</u>	<u>Start Date/End Date</u>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Part 4 - Please list your formal education.

Check the appropriate blank showing the highest degree earned. Provide the name and location of the degree awarding institution and date awarded.

<input type="checkbox"/> High School diploma or GED	<input type="checkbox"/> Associate's Degree
<input type="checkbox"/> Bachelor's Degree	<input type="checkbox"/> Master's Degree
<input type="checkbox"/> Other (explain)_____	

Name of institution awarding degree_____

Location_____

Date degree awarded_____

Part 5 - Signature of Master IPC Trainer Candidate

"I certify that the above information is a true accounting of my technical and instructor experience in electronics manufacturing and my formal education. If certified as a Master IPC Trainer for the IPC Certification program, I will train Certified IPC Trainers at the IPC approved center listed in Part 1."

Signature_____ Date _____

Part 6 - Signature of official of IPC approved certification center that will employ the successful candidate.

"My organization, named in Part 1, is an IPC approved certification center. If this Master IPC Trainer Candidate is successful, he/she will train Certified IPC Trainers at this center."

Name (Print)_____ Title_____

Signature_____ Date _____

Please return this form to: certification@ipc.org

MIT Certification Renewal Point System

The IPC Certification Renewal Points System documents a candidate’s effort to maintain and increase their expertise in their area of certification and related areas of practice. A certificant seeking to renew their certification must obtain a minimum of twenty-five (25) points during their two (2) year period of certification. Candidates may earn certification renewal points utilizing any of the methods below. A maximum of 15 points may be obtained through professional enhancement activities.

Activity	Point Value	Maximum Points allowed per certification period
Continuing Education		
Attend a conference, workshop, or seminar on educational theory or practice, IPC standards, or technical topics related to the electronics industry.*	1 point per 1 contact hour	No Limit
Deliver a conference, workshop, or seminar presentation on educational theory or practice, IPC standards, or technical topics related to the electronics industry.*	2 points per 1 contact hour	No Limit
Complete a 3-credit course on electrical engineering, education, or instructional design at an accredited post-secondary institution.**	4 points/ credit hour	No Limit
Teach a for-credit course on electrical engineering, education, or instructional design at an accredited post-secondary institution.**	8 points/ credit hour	No Limit
Professional Enhancement		
Complete a Certification or Certification Endorsement program***	1 point per additional IPC certification or endorsement	10 points allowed
Actively participate in IPC Training and Certification Exam Item Writing.****	1 point per 10 questions and answers submitted	5 points allowed
Actively participate on an IPC Technical, Training, or Certification Committee.	3 points per committee	9 points allowed
Volunteer in a leadership role (chair or vice-chair) on an IPC Technical, Training, or Certification Committee.	6 points per committee	12 points allowed
Publish an original technical paper or full-length article in a technical society or industry publication.	2 points per paper or article	6 points allowed
Volunteer as a judge at an IPC competition.	2 points per competition	6 points allowed
Volunteer at an IPC Foundation STEM event.	2 points per event	6 points allowed
Act as an IPC Mentor in the IPC Emerging Engineer Program.	2 points per mentee	6 points allowed

*Certificants must submit a Certificate distributed by the continuing education provider indicating the name, date, and location of the learning event attended and the number of contact hours obtained.

**Certificants must submit documentation identifying the accredited institution, course name, course dates, and number of credits earned.

***Active participation is defined as attending committee meetings, completing committee assignments, contributing meaningfully to discussions and projects, providing timely feedback, and otherwise engaging in the work of the committee.

****Questions shall adhere to the IPC item writing guide. Only questions submitted to an IPC Certification Committee or IPC Training Committee shall be considered.



Certification Grievance Form

Overview

IPC constantly strives to uphold the highest levels of integrity in all its activities. If you have a complaint regarding any person or entity involved in the IPC training and certification process, please fill out the form below and describe your concerns in as much detail as possible.

Your identity is required and may be shared to the extent required to complete the investigation of the complaint. IPC takes every grievance seriously and will take every step necessary to ensure the proper conduct of its training and certification process.

An IPC representative(s) will investigate the grievance and issue an official finding via email to the party who submitted the grievance form within 30 days from the date on which the form was submitted.

Grievant Information

First name:	Last name:		
Address:		Country:	
City:	State/Province:	Postal code:	
Primary telephone:	Primary Email:		

Please describe the action or behavior that is the basis for your grievance. Make sure to include the date(s) of the incident(s) and any other pertinent facts. Please provide as much detail as possible. Add additional pages if necessary.

Name & Signature

I affirm that everything I have submitted with this grievance form is truthful.

Name:

Signature:

Date:

NOTE: Please email this form and all supporting documentation to certification@ipc.org.

FOR IPC USE ONLY

REVIEWED BY:

DATE:

REVIEWED BY:

DATE:

REVIEWED BY:

DATE:

ACTION:



Certification Appeal Form

Overview

An appeal is a formal request for reconsideration of an adverse decision made by the IPC Certification Office, the Education Executive Advisory Committee, or the Certification Advisory Committee. Appeals may be filed to address eligibility, certification or grievance decisions as described in the certification program's Policies and Procedures document.

Appeals shall be submitted no more than 10 calendar days from the date on which IPC issues an official finding after investigating a grievance, or 10 calendar days from the date on which IPC denies an applicant's eligibility for certification, initial certification, or recertification.

Candidates and certificants have the right to file an appeal on matters relating to their application, examination, certification, recertification or other matters affecting their status as a candidate or certificant.

Appellant Information

First name:		Last name:	
Address:		Country:	
City:	State/Province:	Postal code:	
Primary telephone:		Primary Email:	

Please select the type of appeal:

- Eligibility Appeal
- Exam Appeal
- Certification Appeal
- Other Type of Appeal

Please describe the reasons and supporting evidence for this appeal. Make sure to include relevant dates, pertinent facts, and the remedy suggested. Please provide as much detail as possible. Add additional pages if necessary.

Name & Signature

I affirm that everything I have submitted with this appeal form is truthful.

Name:

Signature:

Date:

NOTE: Please email this form and all supporting documentation to certification@ipc.org.

FOR IPC USE ONLY

REVIEWED BY:

DATE:

REVIEWED BY:

DATE:

REVIEWED BY:

DATE:

ACTION:

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Certification Accommodation Request Form

IPC Certification Exam Accommodation Policy

In accordance with the Americans with Disabilities Act (ADA) and IPC will ensure that no individual in the United States is deprived of the opportunity to take the certification examination solely by reason of a disability as defined by the ADA. Reasonable accommodations for testing shall be provided at no cost to candidates with diagnosed and documented special medical needs.

In order to request special accommodations for a certification exam, a candidate must submit a Certification Exam Accommodations Form six weeks prior to the date of the exam.

IPC will only consider accommodations that do not fundamentally alter the nature of the IPC certification exam and do not prevent IPC from accurately measuring a candidate's aptitude, knowledge, and skill.

Exam Candidate Contact Information

First name:	Last name:
<input type="text"/>	<input type="text"/>
Primary telephone:	Primary Email:
<input type="text"/>	<input type="text"/>

Accommodation Request

Certification Exam: <input type="checkbox"/> CIS <input type="checkbox"/> CIT <input type="checkbox"/> CSE <input type="checkbox"/> CEPM	
Certification Exam Date: <input type="text"/>	Proctor Name: <input type="text"/>
Disability: <input type="text"/>	
Accommodation Requested: <input type="checkbox"/> Extra Time <input type="checkbox"/> Separate Room <input type="checkbox"/> Physical Accommodation <input type="checkbox"/> Other (Please describe below)	
Other Accommodation Requested: <input type="text"/>	

Supporting Documentation

For individuals with a learning disability:

In addition to the Certification Exam Accommodations Form, please submit relevant diagnostic test results detailing the specifics of the learning disability as they relate to the requested accommodation.

For individuals with a medical issue:

In addition to the Certification Exam Accommodations Form, please have the appropriate medical

professional submit a letter detailing the nature of the medical disability and the reasons for requesting the accommodations.

Documentation submitted with the Certification Exam Accommodations Form must be written on the professional's letterhead and must have an original signature. The date of this letter may not exceed 5 years prior to the date of the request.

NOTE: The exam candidate must submit the applicable records listed in this section

Name & Signature

I affirm that everything I have submitted with this accommodation request form is truthful.

Name:

Signature:

Date:

NOTE: Please email this form and all supporting documentation to certification@ipc.org.

FOR IPC USE ONLY

REVIEWED BY:

DATE:

REVIEWED BY:

DATE:

REVIEWED BY:

DATE:

ACTION:

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