



**PRECAST/PRESTRESSED CONCRETE INSTITUTE
POLICY STATEMENT**

SUBJECT: QUALITY PERSONNEL CERTIFICATION PROGRAM

ORIGIN:

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**SECTION 28
QUALITY PERSONNEL CERTIFICATION PROGRAM**

28.1 PURPOSE

28.1.1 The purpose of the Quality Certification Programs is to accomplish the following goals:

- Define the bodies of knowledge necessary for persons to attain certification;
- Certify levels of attainment;
- Define and administer rules of conduct for these programs;
- Provide goals for personal achievement and improvement through self-study; and
- Promote the programs to establish and maintain their credibility inside and outside of PCI.

28.2 SCOPE

28.2.1 The PCI Quality Personnel Certification Program shall:

- a) Be available to all persons inside and outside of PCI membership; to persons with physical disabilities; and without regard to race, color or creed;
- b) Provide certification appropriate to the body of knowledge established for the program; and
- c) Examine and certify that personnel possess the required level of knowledge.

28.3 QUALITY PERSONNEL TRAINING AND CERTIFICATION COMMITTEE

28.3.1 The Quality Personnel Training and Certification Committee shall administer a program for the purpose of certifying personnel involved in quality activities in the precast/prestressed concrete industry.

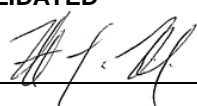
28.3.2 The Quality Personnel Training and Certification Committee (the Committee) is responsible to the Quality Activities Council. The Committee develops and administers all PCI quality personnel training and certification programs.

28.3.3 The responsibilities of the Committee are to:

- a) Develop, review and approve literature related to the programs;
- b) Directly promote the certification programs;
- c) Define the bodies of knowledge;
- d) Develop criteria for certification programs and examinations;
- e) Develop questions for examinations; and
- f) Adjudicate disputes and appeals.

28.3.4 The Committee is authorized to:

- a) Publish details of certification programs including criteria, procedures and fees;
- b) Approve examiners;
- c) Issue certificates, cards, certification numbers and insignia;
- d) Grade examinations and notify examinees; and
- e) Maintain records for each program including permanent files for examinees and certificate-holders.

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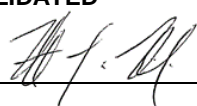
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- 28.3.5 The Committee structure and operation shall be in accordance with the PCI Group Operations Manual and the approved Commission and Mission Statement.
- 28.3.6 Management of programs shall be by the PCI Director, Quality Programs, who shall be accountable to the Committee for activities defined in this section.
- 28.3.7 Committee members, staff members, and other parties acting on PCI's behalf in support of the personnel certification program must sign a Confidentiality Agreement, to assure that all information obtained or created during the performance of the certification activities are kept confidential.
- 28.3.8 PCI staff who make decisions on granting, maintaining, suspending, or withdrawing certifications shall not be directly involved in the examination administration.
- 28.3.9 PCI Staff, using criteria established by the Committee, shall evaluate the qualifications of candidates for certification.
- 28.3.10 Program Fees shall be proposed by the Committee and established by PCI staff.

28.4 GENERAL REQUIREMENTS

- 28.4.1 Candidates for certification must:
 - a) Be qualified for the type and level of certification that they seek;
 - i. Candidates who do not meet the qualification requirements prior to successfully completing an exam have one (1) year from the date of the certification exam to provide evidence of attaining the qualification requirement(s).
 - b) Sign an agreement with PCI, prior to taking the certification exam(s) or renewing certification, stating their commitment to:
 - i. Not release confidential exam materials;
 - ii. Not participate in fraudulent test-taking practices;
 - iii. Comply with industry standards and policies; and
 - iv. Maintain Professionalism and Ethical practices in the field or plant.
 - c) Pass a written examination
- 28.4.2 Certifications will not be issued to candidates until the certification exam has been received and reviewed by PCI. Certification exams not received within thirty (30) days of the exam date will be considered invalid, which may lead to expiration of existing certifications
- 28.4.3 Misconduct by a candidate shall be cause to end participation in an exam or to invalidate scores on completed exams, as determined by PCI. PCI reserves the right to investigate each incident of misconduct and take action as it deems appropriate.
- 28.4.4 PCI reserves the right to revoke certification or to withdraw a candidate's application for certification for violation of this policy.

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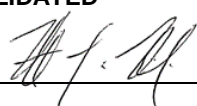
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- 28.4.5 PCI reserves the right to deny re-application or to apply necessary terms prior to accepting a new application from a certification candidate whose previous application or certification was revoked or withdrawn for violation of this policy.
- 28.4.6 Certified personnel are responsible for renewing their certifications before the certification expires and must comply with the recertification requirements specified within the respective programs.
- 28.4.7 Certified personnel must inform PCI of matters that may affect their capability to continue to fulfill the requirements of the standard(s) used for certification, including:
 - a) changes of employer,
 - b) changes in contact information, and
 - c) change in legal name.

28.5 LEVEL I PLANT QUALITY PERSONNEL CERTIFICATION PROGRAM

- 28.5.1 Certification Requirements for a Level I Quality Control Technician/Inspector (Level I)
 - 28.5.1.1 Level I certification shall require the American Concrete Institute (ACI), Concrete Field Testing Technician, Grade I certification (or approved equivalent if the candidate resides outside of the USA, and as approved by PCI staff.) The candidate shall obtain this certification prior to or within twelve (12) months after passing the PCI Level I exam.
 - 28.5.1.2 The candidate shall be required to pass a closed book, timed examination with a minimum grade of 70.0%.
 - a) Should the candidate receive a failing grade on the first examination, the exam may be retaken, under the supervision of a proctor, after a waiting period of sixty (60) days.
 - b) Should the candidate receive a failing grade on the second examination, the candidate must attend a PCI approved Level I training school before a third examination may be taken.
 - 28.5.1.3 Candidates for Level I certification shall meet one of the following experience qualifications:
 - a) Six (6) months of experience in a precast concrete plant;
 - b) Twelve (12) months of experience in a related field;
 - c) Bachelor of Science degree in Civil Engineering or a related field;
 - d) Associate Degree in Concrete Technology; or
 - e) Other experience acceptable to the Committee.
 - 28.5.1.4 Certification at Level I shall be valid for five (5) years from date of passing the examination.

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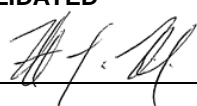
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- 28.5.1.5 Re-certification for Level I requires a current ACI Concrete Field Testing Technician - Grade I certification (or approved equivalent if the candidate resides outside of the USA, and as approved by PCI staff,) and re-testing per 28.5.1.2.
- 28.5.1.6 After successfully passing the Level I examination three (3) times within a period of not less than eight (8) years and maintaining continuous certification for a period not less than twelve (12) years, re-certification may be obtained by registration with evidence of current ACI Concrete Field Testing Technician - Grade I certification and acceptable continuing education and/or training every five (5) years. Continuing education or training may include one of the following:
 - a) Attend a PCI approved Level I school (without taking the examination);
 - b) Pass the Level I examination administered by proctor with a minimum grade of 70%;
 - c) Submit evidence of fifteen (15) hours (total for five (5) years) of continuing education or training in the field of quality control, design, concrete, prestressing, finishing or other topics relevant to the precast concrete industry; or
 - d) Submit evidence of 36 months, (total for five (5) years) of continuing work experience in the field of quality control, engineering or production in the precast industry.
- 28.5.1.7 Failure to recertify within ninety (90) days after the expiration date shall require re-examination per section 28.5.1.2 to reinstate certification. Failure to recertify within six (6) months after the expiration date shall require re-examination per section 28.5.1.2 and the individual's certification records will reflect a gap in certification.

28.6 LEVEL II PLANT QUALITY PERSONNEL CERTIFICATION PROGRAM

- 28.6.1 Certification Requirements for a Level II Quality Control Technician/Inspector (Level II)
 - 28.6.1.1 Level II certification shall require PCI PQPC Level I and ACI Concrete Field Testing Technician - Grade I certification (or approved equivalent if the candidate resides outside of the USA, and as approved by PCI staff) as prerequisites, both of which must be current to advance to Level II.
 - 28.6.1.2 The candidate may take the Level II exam immediately after passing the Level I Exam as long as the candidate has met the requirements of 28.6.1.4.
 - 28.6.1.3 The candidate shall be required to pass a closed book, timed examination with a minimum grade of 70.0%.
 - a) Should the candidate receive a failing grade on the first examination, the exam may be retaken, under the supervision of a proctor, after a waiting period of sixty (60) days.

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- b) Should the candidate receive a failing grade on the second examination, the candidate must attend a PCI approved Level II training school before a third examination may be taken.

28.6.1.4 Candidates for Level II certification shall meet one of the following experience qualifications:

- a) One (1) year of experience in a precast concrete plant;
- b) Eighteen (18) months of experience in a related field;
- c) Bachelor of Science degree in Civil Engineering or a related field;
- d) Associate Degree in Concrete Technology; or
- e) Other experience acceptable to the Committee.

28.6.1.5 Certification at Level II shall be valid for five (5) years from date of examination.

28.6.1.6 Re-certification for Level II requires a current ACI Concrete Field Testing Technician - Grade I certification (or approved equivalent if the candidate resides outside of the USA, and as approved by PCI staff) and re-testing per 28.6.1.3, but does not require re-certifying for Level I.

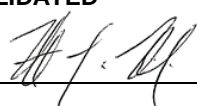
28.6.1.7 After successfully passing the Level II examination three (3) times within a period of not less than eight (8) years and maintaining continuous certification for a period not less than twelve (12) years, re-certification requires registration with evidence of acceptable continuing education and/or training every five (5) years. Continuing education or training may include one of the following:

- a) Attend a PCI approved Level II school (without taking the examination);
- b) Pass the Level II examination administered by proctor with a minimum grade of 70%;
- c) Submit evidence of fifteen (15) hours (total for five (5) years) of continuing education or training in the field of quality control; design, concrete, prestressing, finishing or other topics relevant to the precast concrete industry; or
- d) Submit evidence of 36 months, (total for five (5) years) of continuing work experience in the field of quality control, engineering or production in the precast industry.

28.6.1.8 Failure to recertify within ninety (90) days after the expiration date shall require a re-examination per 28.6.1.3 to reinstate certification. Failure to recertify within six (6) months after the expiration date shall require re-examination and recertification as PQPC Level I and Level II per sections 28.5 and 28.6, respectively, and the individual's certification records will reflect a gap in certification.

28.7 LEVEL III PLANT QUALITY PERSONNEL CERTIFICATION PROGRAM

28.7.1 Certification Requirements for a Level III Quality Control Technician/Inspector (Level III)

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- 28.7.1.1 Level III shall require PCI PQPC Level II, which must be current to advance to Level III.
- 28.7.1.2 Candidates for Level III Certification shall attend a PCI approved Level III training school.
- 28.7.1.3 The candidate shall be required to pass a closed book, timed examination with a minimum grade of 70.0%.
 - a) Should the candidate receive a failing grade on the first examination, the exam may be retaken under the supervision of a proctor after a waiting period of sixty (60) days. To be certified, a candidate for Level III must pass the examination within twelve (12) months from the date of the Level III school.
 - b) Should the candidate receive a failing grade on the second examination, the candidate must attend a PCI approved Level III training school before a third examination may be taken.
- 28.7.1.4 Candidates for Level III certification shall meet one of the following experience qualifications:
 - a) Two (2) years of experience in a precast concrete plant;
 - b) Three (3) years of experience in a related field;
 - c) One (1) year of experience in the employ of a precast concrete plant plus a Bachelor of Science degree in Civil Engineering or a related field;
 - d) One (1) year of experience as an employee of a precast concrete plant plus an Associate Degree in Concrete Technology; or
 - e) Other experience acceptable to the Committee.
- 28.7.1.5 Certification at Level III shall remain valid for five (5) years from date of examination.
- 28.7.1.6 Re-certification requires registration with evidence of acceptable continuing experience and/or training every five (5) years. Continuing education or training may include one of the following:
 - a) Pass the Level III examination administered by proctor with a minimum grade of 70%;
 - b) Attend a PCI approved Level III school (without taking the examination);
 - c) Submit evidence of fifteen (15) hours (total for five (5) years) of continuing education or training in the field of quality control; design, concrete, prestressing, finishing or other topics relevant to the industry; or
 - d) Submit evidence of 36 months, (total for five (5) years) of continuing work experience in the field of quality control, engineering, or production in the precast industry.

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28.7.1.7 Failure to recertify within ninety (90) days after the expiration date shall require re-examination per section 28.7.1.3. Failure to recertify within twelve (12) months after the expiration date shall also require re-examination and recertification as PQPC Level I and Level II per section 28.5 and 28.6, respectively, and the individual's certification records will reflect a gap in certification.

28.8 GLASS FIBER REINFORCED CONCRETE (GFRC) PLANT QUALITY PERSONNEL CERTIFICATION PROGRAM

28.8.1 Certification Requirements for PCI Certified GFRC Quality Control Technician/Inspector.

28.8.1.1 Candidates for Glass Fiber Reinforced Concrete (GFRC) Technician certification must:

- a) Pass the written GFRC examination;
- b) Satisfy one of the following experience requirements:
 - i. Six (6) months of experience in a GFRC plant;
 - ii. Bachelor of Science degree in Civil Engineering or a related field;
 - iii. Associate Degree in Concrete Technology; or
 - iv. Other experience acceptable to the Committee.

28.8.1.2 Candidates for GFRC Certification shall take the exam under the supervision of a proctor.

28.8.1.3 The candidate shall be required to pass a closed book, timed examination with a minimum grade of 70.0%.

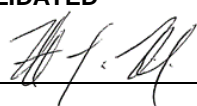
- a) Should the candidate receive a failing grade on the examination, it may be retaken under the supervision of a proctor after a waiting period of sixty (60) days.

28.8.1.4 Certification shall remain valid for five (5) years from the date of the examination.

28.8.1.5 Re-certification requires successful completion of a re-certification examination, which may be administered locally by an approved examiner.

- a) Re-certification candidates shall be required to pass a timed examination with a minimum grade of at least 70%.
- b) Re-certification shall remain valid for five (5) years from the date of the examination, with re-certification required at five (5) year intervals thereafter. Technicians shall register every five (5) years and submit evidence of 36 months (total for five (5) years) of continuing acceptable experience in the production of GFRC.

28.8.1.6 After successfully passing the GFRC examination three (3) times within a period of not less than eight (8) years and maintaining continuous certification for a period not less than twelve (12) years, re-certification may be obtained by registration with evidence of acceptable continuing education and/or training every five (5) years. Continuing education or training may include one of the following:

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- a) Pass the GFRC examination administered by proctor with a minimum grade of 70%;
- b) Submit evidence of fifteen (15) hours (total for five (5) years) of continuing education or training in the field of quality control; design, concrete, finishing or other topics relevant to the GFRC industry; or
- c) Submit evidence of 36 months, (total for five (5) years) of continuing work experience in the field of quality control, engineering or production in the GFRC industry.

28.8.1.7 Failure to recertify within ninety (90) days after the expiration date shall require re-examination per section 28.8.1.3 to reinstate certification. Failure to recertify within six (6) months after the expiration date shall require re-examination per section 28.8.1.3 and the individual's certification records will reflect a gap in certification.

28.9 CERTIFIED FIELD AUDITOR PROGRAM

28.9.1 Certification Requirements for a PCI Certified Field Auditor (CFA)

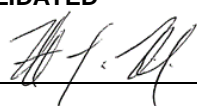
28.9.1.1 Candidates for Certified Field Auditor (CFA) must:

- a) Be qualified for certification;
- b) Attend a PCI approved CFA training school;
- c) Pass written examinations; or
- d) Satisfy one of the following experience requirements:
 - i. Two (2) years of acceptable experience in the erection of precast concrete, or,
 - ii. Four (4) years of acceptable experience in precast concrete design or manufacturing, either of which includes exposure to field operations.

28.9.1.2 Candidates for CFA Certification shall attend a PCI approved CFA/IES training school.

- 28.9.1.3 The candidate shall be required to pass all timed examinations with a minimum grade of 80.0% on each examination.
- a) Should the candidate receive a failing grade on any of the examinations taken at their first school, the failed exam(s) may be retaken under the supervision of a proctor after a waiting period of sixty (60) days but not exceeding twelve (12) months.
 - b) Should the candidate receive a failing grade on the second examination(s), the candidate must re-attend a PCI approved CFA training school before further exams may be taken.
 - c) To be certified, a candidate must pass the CFA exam(s) within twelve (12) months from the date of the CFA/IES school that the candidate attended.

28.9.1.4 Certification shall remain valid for five (5) years from date of passing all examinations.

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28.9.1.5 Re-certification for CFA requires re-testing per 28.9.1.3, which may be administered locally by an approved examiner.

28.9.1.6 After successfully passing the CFA examination three (3) times within a period of not less than eight (8) years and maintaining continuous certification for a period not less than twelve (12) years, re-certification requires registration with evidence of conducting a total of ten (10) field audits in the previous five (5) years and evidence of acceptable continuing education and/or training every five (5) years. Continuing education or training may include one of the following:

- a) Attend a PCI approved CFA school (without taking the examination);
- b) Pass the CFA recertification examinations administered by proctor with a minimum grade of 80% on each examination;
- c) Submit evidence of fifteen (15) hours (total for five (5) years) of continuing education or training in the field of erection, safety, or other topics relevant to the erection industry;
- d) Submit evidence of 36 months, (total for five (5) years) of continuing work experience in the field of erection in the precast industry; or
- e) Submit evidence of conducting a total of twenty (20) field audits in the previous five (5) years

28.9.1.7 Failure to recertify within ninety (90) days after the expiration date shall require a re-examination per 28.9.1.3 to reinstate certification. Failure to recertify within six (6) months after the expiration date shall require re-examination per section 28.9.1.3 and the individual's certification records will reflect a gap in certification.

28.10 CERTIFIED COMPANY AUDITOR PROGRAM

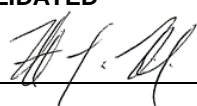
28.10.1 Certification Requirements for a PCI Certified Company Auditor (CCA)

28.10.1.1 Candidates for Certified Company Auditor (CCA) must:

- a) Be a current CFA;
- b) Be qualified for certification;
- c) Attend a PCI approved CCA training school;
- d) Pass written CCA examinations; and
- e) Have two years of acceptable experience in the supervision (foreman or above) of the erection of precast concrete or equivalent experience approved by the Chair of the Erectors Certification Committee.

28.10.1.2 Candidates for CCA Certification shall attend a PCI approved CCA training school.

28.10.1.3 The candidate shall be required to pass all examinations with a minimum grade of 80.0%.

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- a) Should the candidate receive a failing grade on the examination taken at their first school, the failed exam may be retaken, under the supervision of a proctor, after a waiting period of sixty (60) days but not exceeding twelve (12) months.
- b) Should the candidate not take the exam within twelve (12) months or receive a failing grade on the examination, by proctor, the candidate must re-attend a PCI approved CCA training school before further exams may be taken.

28.10.1.4 Certification shall remain valid for five (5) years from date of examination.

28.10.1.5 Recertification requires current CFA certification and re-testing per 28.10.1.3, which may be administered locally by an approved examiner.

28.10.1.6 After successfully passing the CCA examination three (3) times within a period of not less than eight (8) years and maintaining continuous certification for a period not less than twelve (12) years, re-certification requires registration with evidence of current CFA certification and acceptable continuing education and/or training every five (5) years. Continuing education or training may include one of the following:

- a) Attend a PCI approved CCA school (without taking the examination);
- b) Pass the CCA examination administered by proctor with a minimum grade of 80%;
- c) Submit evidence of fifteen (15) hours (total for five (5) years) of continuing education or training in the field of erection, safety, or other topics relevant to the erection industry;
- d) Submit evidence of 36 months, (total for five (5) years) of continuing work experience in the field of erection in the precast industry; or
- e) Submit evidence of conducting a total of ten (10) company audits in the previous five (5) years

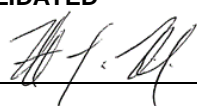
28.10.1.7 Failure to recertify within ninety (90) days after the expiration date shall require a re-examination per 28.10.1.3 to reinstate certification. Failure to recertify within six (6) months after the expiration date shall require re-examination per section 28.10.1.3 and the individual's certification records will reflect a gap in certification.

28.11 CERTIFIED PLANT AUDITOR (FOR PCI PLANT CERTIFICATION PROGRAM)

28.11.1 Certification Requirements for a PCI Certified Plant Auditor (CPA)

28.11.1.1 Candidates for CPA must:

- a) Have a current PCI Level II Quality Control Technician/Inspector certification, or approval as a PCI Plant Auditor prior to 3/3/2016;
- b) Meet education/experience requirements of Section 28.11.1.2;
- c) Meet on-the-job training requirements of Section 28.11.1.9; and
- d) Meet one of the following:
 - i. Pass a written CPA examination; or

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- ii. Audit for an ISO/IEC 17020 accredited Auditing Organization (AO) for the PCI Plant Certification Program in the United States of America with a PCI accepted initial and ongoing training and assessment program

28.11.1.2 Candidates for CPA must have a

- a) BS in Civil, Structural, Construction or Architectural Engineering from an ABET-Accredited program, or local equivalent as approved by PCI.

28.11.1.3 Candidates for the CPA Certification Exam shall attend a PCI approved CPA training school prior to taking the CPA test.

28.11.1.4 The candidate shall be required to pass all examinations with a minimum grade of 80.0% on all required exams.

- a) Should the candidate receive a failing grade on any of the examinations taken at their first school, the failed exam(s) may be retaken, under the supervision of a proctor, after a waiting period of sixty (60) days but not exceeding twelve (12) months.
- b) Should the candidate not take the exam(s) within twelve (12) months or receive a failing grade on the re-examination(s), the candidate must re-attend a PCI approved CPA training school before further exams may be taken.

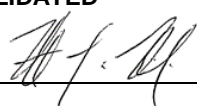
28.11.1.5 Certification by examination shall remain valid for five (5) years from date of examination.

28.11.1.6 Re-certification by examination requires successful completion of a recertification examination, which may be administered locally by an approved examiner.

- a) Re-certification candidates shall be required to pass a timed examination with a minimum grade of 80%. Should a candidate receive a failing grade on the examination, the candidate must again attend a PCI approved CPA training school before further exams may be taken.
- b) Re-certification shall remain valid for five (5) years from the date of the examination, with re-certification again required at five (5) year intervals thereafter. Auditors shall register every five (5) years and submit evidence of 36 months (total for five (5) years) of continuing acceptable experience in the erection of precast, precast concrete design, or precast manufacturing.

28.11.1.7 After successfully passing the CPA examination three (3) times within a period of not less than eight (8) years and maintaining continuous certification for a period not less than twelve (12) years, re-certification may be obtained by registration with evidence of conducting at least ten (10) PCI plant audits annually in the previous five (5) years, evidence of continuing work experience in the field of structural or civil engineering, and evidence of acceptable continuing education and/or training every five (5) years. Continuing education or training may include one of the following:

- a) Attend a PCI approved CPA training school (without taking the examination)

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- b) Pass the CPA examination administered by proctor with a minimum grade of 80%; or
- c) Submit evidence of thirty (30) hours (total for five (5) years) of continuing education or training in the field of design, quality control; production, or other topics relevant to auditing of precast plants;

28.11.1.8 Failure to recertify within ninety (90) days after the expiration date shall require re-examination per section 28.11.1.6 to reinstate certification. Failure to recertify within six (6) months after the expiration date shall require re-examination per section 28.11.1.6 and the individual's certification records will reflect a gap in certification.

28.11.1.9 On-the-Job Training Prior to Certification

28.11.1.9.1 Complete a minimum of five (5) training audits accompanied by an experienced auditor approved by PCI.

28.11.1.9.2 Undergo onsite assessment by an authorized PCI representative within ninety (90) days of commencing unaccompanied plant audits. Auditor certification is considered conditional until the onsite assessment is successfully completed.

28.12 EXAMINERS AND PROCTORS

28.12.1 Examiners and Proctors for the PQPC Program shall be approved by PCI and shall meet one of the following criteria:

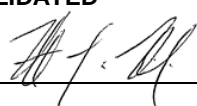
- a) PCI Staff;
- b) Registered Professional Engineer; or
- c) Specifically authorized by the Committee.

28.12.2 Examiners and Proctors shall be unrelated personally and professionally to the examinee. The same company or organization (or affiliates of the same company or organization) shall not employ the examiner or proctor and the examinee.

28.12.3 Government organizations may petition PCI in writing to request a waiver of the requirement in section 28.12.2. Waivers shall be granted only if it can be shown that the intent of the policy will be maintained by maintaining a separation in organizational structure between the proctor and the examiner and the examinee.

28.12.4 Examiners and Proctors must confirm the identity of the examinee prior to the exam. PCI Staff will send a confirmation letter listing examinee names and the respective exams to be taken to the proctor and/or examiner.

28.12.5 Examiners and Proctors shall prevent candidates from using unauthorized aids during the exam.

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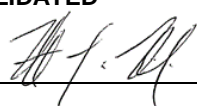
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- 28.12.6 Examiners and Proctors shall sign an agreement with PCI covering the topics of confidentiality and impartiality to assure that they:
- a) will control the examination process at all times,
 - b) will not distribute the exam materials to the candidate or Certified Person until exam administration begins,
 - c) will fully supervise the exam process in accordance with PCI's requirements, to prevent and monitor for fraudulent examination practices, and
 - d) will not participate in fraudulent test-taking practices.
- 28.12.7 Examiners and Proctors must return PCI Personnel Certification exam materials to PCI immediately after the candidate completes the exam, via a trackable courier. Unused exam materials must be returned to PCI within thirty (30) days, via a trackable courier.
- 28.12.8 Examiners and Proctors found to be in violation of Policy 28 procedures are subject to disciplinary actions, as determined by PCI.
- 28.12.9 Examiners and Proctors must report any examination administration misconduct or serious incident to PCI immediately. Misconduct may include:
- Incidents observed during the assessment;
 - Examinees giving or receiving unauthorized information or aid; or
 - Examinees attempting to remove exam materials or notes from the examination room

28.13 COMPLAINTS AND FRAUDULENT ACTIVITY REPORTING

- 28.13.1 Written complaints or reports of concerns involving suspected fraudulent activities related to a certification candidate, certified individual, proctor, or examiner are to be reported to the PCI Director of Quality Programs. Whistle-blower identities will be protected, as required by law.
- 28.13.2 The Director of Quality Programs shall review and validate all complaints and reports of fraud received. Any valid complaint or reported issue shall be communicated to the individual and any other appropriate parties involved to discuss the contents of the complaint or fraudulent issue. The individual and the appropriate parties involved shall be given the opportunity to provide documentation to address the complaint or fraudulent issue. Fraudulent activities already proven as a matter of public record will not require further investigation prior to determining the necessity for further action.
- 28.13.3 If appropriate, the Director of Quality Programs shall respond to the complaining/reporting party with information regarding any actions taken by PCI.
- 28.13.4 Depending upon the nature and/or severity of the infraction, complaints or fraudulent issues may result in:
- a) withdrawal of certification,
 - b) withdrawal of a certification application,

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- c) a requirement for re-examination,
- d) loss of approval to act as a proctor or examiner on PCI's behalf,
- e) public notice,
- f) legal action,
- g) notification to other conformity assessment bodies,
- h) barring of participation in the PCI personnel certification program, or
- i) other appropriate measures.

28.14 WITHDRAWAL OF CERTIFICATION

28.14.1 Failure to comply with PCI certification policies and procedures may result in withdrawal of some or all certifications or certification applications. Conditions for reinstatement of certification or certification application are at PCI's sole discretion.

28.14.2 Certified individuals who fail a recertification exam and the next, consecutive recertification exam will have their certification in that program withdrawn. For QC Technician Level II and Level III certifications, this will require submitting an application to certify at the prior level, per the eligibility requirements of the certification program.

28.14.3 Individuals whose certification has been suspended or withdrawn must refrain from use of all references to a certified status, cease using any materials bearing the PCI Personnel Certification Logo/Mark and any promotional material making claims or statements relating to current PCI Personnel Certification status or scope.

28.14.4 PCI reserves the right to apply disciplinary actions against Certified individuals and/or candidates who incorrectly reference, improperly display or advertise, their certification status, certificate, or the PCI Personnel Certification Logo/Mark. Such actions could include requests for correction, public notification, legal action, and withdrawal of certification.

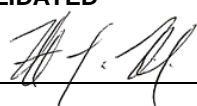
28.15 APPEALS

28.15.1 The certified individual or candidate has the right to appeal exam grades and all decisions related to applying for, granting, renewing, or withdrawing personnel certification by PCI under this policy.

28.15.2 The certified person or candidate must submit an appeal in writing to the PCI Director of Quality Programs within thirty (30) calendar days of receipt of their exam grade or certification decision.

28.15.2.1 The appeal shall include information substantiating the basis for the appeal.

28.15.2.2 The PCI Director of Quality Programs shall review the appeal, including any documentation provided, and will consult with other staff and/or the appellant (certified individual or candidate), as appropriate.

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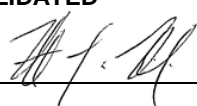
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- 28.15.2.3 The Director of Quality Programs will issue a written report of findings within fifteen (15) working days of receipt of the appeal.
- 28.15.2.4 If the appellant does not agree with the findings of the appeal, the appellant may request a hearing by the Personnel Certification Appeal Board.
 - 28.15.2.4.1 The request shall be made in writing within fifteen (15) working days of receipt of the written report of findings from the appeal.
 - 28.15.2.4.2 The Personnel Certification Appeal Board shall consist of three (3) members:
 - Chair, Quality Personnel Training and Certification Committee (QPTCC), who shall also chair the appeal hearing;
 - Two other QPTCC member representatives who meet the following criteria:
 - located outside the normal market area of the appellant,
 - having background in the question under consideration, and
 - selected by the QPTCC Chair and approved by the appellant.
 - 28.15.2.4.3 The Personnel Certification Appeal Board shall hear the appeal within thirty (30) calendar days of receipt of the appellant's request for Personnel Certification Appeal Board hearing, and the hearing shall be conducted by web conference.
 - 28.15.2.4.4 The results of the Personnel Certification Appeal Board hearing shall be forwarded to the appellant within fifteen (15) calendar days of the conclusion of the hearing.
 - 28.15.2.4.5 The findings of the Personnel Certification Appeal Board shall be final.

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