

1. These conditions apply to all applicants who wish to be assessed at an approved ERS assessment centre and certificated by ERS in accordance with the requirements of the relevant schemes which ERS operate. These conditions form part of the contract for assessment and detail part of the conditions of issue as detailed below and printed on the certificate reverse. The applicant signature on the application form confirms agreement to these conditions.

2. These conditions relate to the ERS scheme(s) for the certification of persons hereinafter called the scheme(s).

3. ERS is a business name of European Registration Scheme for Personnel Competence Ltd.

4. The word 'Applicant' refers to a person who wishes to be assessed at an approved ERS assessment centre and certificated by ERS in accordance with the requirements of the relevant schemes which ERS operate.

5. Applicant agrees to:

- a) Submit a fully completed application form and pay the fee required by the centre and that fees are non-refundable
- b) Make available documentary evidence of all original pre-requisite qualifications and experience as required by the relevant Scheme
- c) Provide two passport size and quality photographs and evidence of identity, either; a current valid Passport or a current valid Driving Licence (photo ID card type) or a photo ID card issued by the UK Border Agency or a valid Home Office issued work permit, accompanied by a current international passport or any other Photo ID issued by any other Governmental agency
- d) Notify the Assessment Centre, at the time of the application of any disabilities and/or medical conditions you may have
- e) Notify the Assessment Centre in writing should there be a need to postpone or cancel the assessment or of any changes which may affect the application for assessment with at least fourteen days' notice or such notice as required by the assessment centre before the commencement of the assessment
- f) Accept assessment dates as provisional until the completed application form and applicable fees have been received by the Assessment Centre, unless advised differently by the centre
- g) Not disclose the content of any assessment to any third-party including persons who may gain an unfair advantage when completing similar assessments. Such disclosure may constitute malpractice which could result in the disqualification or withdrawal of the applicant and any third-party certificate
- h) Comply with the instructions and directions of centre staff
- i) Pay any additional fees as required by the centre for each day or part day, if additional assessments are required when the applicant has been unable to prove competence
- j) Accept that when a centre ceases to trade, any fees paid to the centre are non-recoverable from ERS
- k) Accept that any certificate issued by ERS should not be accepted as evidence of membership of any statutory registration body and that such registration should be applied for separately

6. Certificated person agrees:

- a) In the event of any complaint investigation undertaken by ERS against the certified person, the certified person agrees to give full co-operation and access at all times to the locations where work is being carried out which is covered by the certificate scope and to pay any reasonable costs incurred where it is found that the certificated person has been negligent or has breached any of these conditions
- b) In the event of suspension or withdrawal of certification, the certified person agrees to refrain from further promotion of the certification while the certificate is suspended or withdrawn and to refrain from use of all references to a certified status
- c) Not to use the ERS or UKAS logo or misuse the ERS Certificate in any way to promote other approvals and not use the certification in such a manner as to bring ERS or UKAS into disrepute or make any statement regarding the certification which ERS or UKAS may consider misleading or unauthorised. Misuse may result in Certificate suspension or withdrawal
- d) To conduct all work, covered by the Certificate scope in a competent manner at all times and to advise ERS without delay if these conditions cannot be complied with or of any matters that can affect the capability of the certified person to continue to fulfil the certification requirements

7. The Assessment Centre shall:

- a) Assess the applicant's competence against the requirements of the scheme for which the applicant has applied and will observe strict confidentiality concerning the applicant other than when required to disclose information by ERS, UKAS, the applicants' employer and the Statutory and Legislative Authorities.
- b) Advise the applicant of the assessment result. Following completion of all necessary documentation and receipt of payment, ERS will be notified of the results of assessments within seven days. ERS shall notify the applicant (or employer if authorised to do so) of the Certification Panel decision within 28 days of receipt of notification from the assessment centre.

8. Complaints Process

Any applicant wishing to complain about any activity performed by an ERS Assessment Centre or its authorised personnel shall in the first instance and within fourteen days of the cause of the complaint give notice in writing to the centre in accordance with the Centres complaints procedure. Where the complaint has not been addressed to the satisfaction of the complainant or the complaint is against ERS or any ERS representative, within fourteen days the cause of the complaint shall be given in writing to the ERS Senior Executive who will instigate the ERS Complaints Procedure. Should the ERS Senior Executive fail to resolve the complaint and it is necessary to convene a Complaints Panel, this will be held within 30 days of receipt of such notice. The complainant shall be given notice of the time and place of this meeting and may be liable for costs incurred where the complaint is not upheld. The decision of the Complaints Panel as declared by its Chairman shall be final.

9. Appeals Process

Applicants wishing to appeal against any decision made by ERS or its authorised personnel, must within fourteen days of receiving the decision against which they wish to appeal, give notice in writing of their appeal to the Chairman of the ERS Impartiality Committee who will instigate the ERS Appeals Procedure. If the appeal is against an ERS decision, then ERS shall hold a meeting of the Appeals Panel within 30 days of receipt of such notice and the appellant shall be given notice of the time and place of this meeting. The decision of the Appeals Panel as declared by the Chairman shall be final.

10. ERS reserve the right to alter these conditions.