

IBEC Certificador Certification Program

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ABSTRACT

The introduction of new technologies in the production process, particularly computers, imposes new standards of behavior on production, serving the need for international comparisons of product quality and generating standards that regulate manufacturing and verification processes for both products and services offered. The market has thus come to demand the certification of processes, products and services to guarantee the quality needed for competitiveness in the international market, provoking changes in the productive scenery.

These changes require new professional profiles, which beyond greater schooling, including technical and professional education, include other abilities and competencies: whether basic, generic, specific or transversal. This framework has also established the need to certify professional knowledge so that abilities and competencies acquired in life can find correspondence in the new productive know-how.

College level engineering courses in Brazil do not provide the necessary depth in training for Cost Engineers. In recent years, recognizing the need for permanent education, **IBEC** has promoted the techniques and concepts of **Cost Engineering** throughout Brazil, by providing graduate level courses.

Aware of the importance of the international trends towards the certification of knowledge to guarantee the quality of work of professionals in the field of **Cost Engineering**, thus stimulating greater and better insertion of these professionals in the labor market, IBEC concluded there was a need to implement a process for certification in **Cost Engineering** in Brazil. To do so, it created **IBEC Certificador** [IBEC Certifier] to implement and develop the actions of its Certification Program.

The certification of professionals in the field of Cost Engineering is unprecedented in Brazil and meets a growing demand in the market for the recognition that a given professional has the competencies and qualifications needed to conduct professional activity in the field. This is achieved by evaluating the knowledge the professional has acquired from education and continued professional experience, attesting that the professional is up-to-date and validating the competencies acquired, allowing the aggregation of value to the certified professional.

This paper presents the scope of IBEC Certificador's Professional Certification Program, which has the Mission to implement, develop, administer and periodically evaluate the Professional Certification Program, with the objective of promoting, supporting and enhancing the value of professionals in the field of **Cost Engineering**.

Preamble:

The introduction of new technologies in the production process, particularly computers, imposes new standards of behavior on production, serving the need for international comparisons of product quality and generating standards that regulate manufacturing and verification processes

for both products and services offered. The market has thus come to demand the certification of processes, products and services to guarantee the quality needed for competitiveness in the international market, provoking changes in the productive scenery.

These changes require new professional profiles, which beyond greater schooling, including technical and professional education, include other abilities and competencies: whether basic, generic, specific or transversal. This framework has also established the need to certify professional knowledge so that abilities and competencies acquired in life can find correspondence in the new productive know-how.

In Brazil, the recent discoveries of large petroleum deposits, growth in the production of alcohol fuel, as well as an expansion of the paper and pulp, cement, chemical and petrochemical, steel, mining and civil construction sectors, and in the fields of residential, highway, port and dam construction all stimulated by the federal Growth Acceleration Plan (PAC) are factors that significantly highlight the country's need for good professionals, who are sufficiently trained to exercise activities linked to Cost Engineering. Nevertheless, none of the undergraduate curriculums in engineering specialties include the education of Cost Engineers with the necessary depth and proper extension.

Over the years, **IBEC** has worked throughout Brazil to promote **Cost Engineering** techniques by providing graduate level courses to a large number of professionals interested in learning more about this subject.

Sensing the need to guarantee quality in the work of professionals in this important branch of engineering, stimulating interest in the theme and the insertion of these professionals in the labor market, **IBEC** concluded that the need existed for implementing a certification in **Cost Engineering** process in Brazil.

Professional certification is the formal recognition that a professional has the competencies and qualifications needed to work professionally in a certain field of activity, evaluating the knowledge acquired through schooling and continued professional experience, thus attesting that he or she is up-to-date, and validating the competencies acquired, making it possible to aggregate value to the certified professional.

Global quality and productivity policies and strategies increasingly require that companies certify products, services, systems and mainly people. The recognition of professional competence comes to be an important requirement for the insertion of professionals in the productive world.

Intense competition in the labor market has required that companies and government agencies have greater concern with management of total costs, making essential the recognition of the competence of professionals who work in this field. There is a strong demand from professionals for recognition of the competencies acquired in the performance of their professional experience.

Objective:

The purpose of this paper is to present IBEC's Certification Program. IBEC Certificador [IBEC Certifier] is an arm of the Brazilian Cost Engineering Institute (IBEC) and is dedicated to undertaking the actions of the Certification Program. It is responsible for the decisions related to certification, which is understood here to include the concession, maintenance, recertification, extension and or reduction of the scope of certification, as well as its suspension or cancelation if necessary.

The Mission of IBEC Certificador is to implement, develop, administer and periodically evaluate the

Professional Certification Program, with the objective of promoting, supporting and enhancing the value of professionals in the field of **Cost Engineering**.

The purpose of **IBEC Certificador's Professional Certification Program** is to provide professionals, companies, public agencies and society in general credibility and confidence in the professionals certified in the field of Cost Engineering that are encompassed within its scope.

To do so, IBEC Certificador has adopted management procedures for certification actions that are based on independence, impartiality, objectivity and equity. These procedures are applicable to all eligible professionals, and meet national and international standards for the certification of individuals through administrative measures that guarantee the ethics, efficiency and sustainability of the activities executed. The program works with the following certifications:

- ❖ **Senior Cost Engineer,**
- ❖ **Junior Cost Engineer,**
- ❖ **Technical Specialist in Budgets and Cost Control.**

A certification scheme has been designed for each one of these certifications and is attached to this **Procedural Guide**.

This **Procedural Guide to the Professional Certification Program** of **IBEC Certificador**, is divided into 9 parts, the Glossary and 4 Attachments:

1. Preamble
2. Reference Standards;
3. Part 1: Certification Process;
4. Part 2: Organization of the Certification Program;
5. Part 3: Requirements and procedures for candidacy and eligibility for registration;
6. Part 4: Evaluation Process
7. Part 5: Re-certification;
8. Part 6: Granting of Certification and Use of the Logo;
9. Part 7: Sanctions, Cancelations and Appeals;
10. Part 8: Complaints;
11. Part 9: List of Certified Professionals and Annual Report;
12. Glossary.
13. Attachments

Reference Standards

This Procedural Guide is based on the following Reference Standards:

- Standards from the International Cost Engineering Council (ICEC)
- Standard ABNT NBR ISSO/IEC 17024
- Standard ISO/IEC 17024 second edition

Part 1: Certification Process:

The certification process includes: the registration request, the analysis of the candidate's eligibility, the registration, evaluation process, presentation of results, the decision to grant certification, the process for re-examination if necessary, re-certification and, when applicable, suspension, cancelation, appeal and reduction/extension of the scope of certification.

Step 1:

The process begins with the applicant's request to IBEC Certificador, made by using the specific registration form. The Certification Commission analyses the documentation submitted, verifies the administrative possibility and authorizes or denies the candidacy. If the request is denied, the process is concluded, and the candidate can file a justified appeal, using the specific form for this purpose, which will be evaluated by the Certification Commission.

Step 2:

If the application is approved, the registration process begins, which includes completing the specific form, payment of the pre-established fees and analysis of the documentation by the Coordination of the Certification Scheme for the field desired. If the application complies with the necessary procedures, the registration is effectuated.

If the application does not comply, the registration is not made, the candidate is informed, in writing, of the conditions that were not fulfilled and the deadline for compliance. If the requirements indicated to the candidate are not met within the deadline established, the registration is not completed, the candidate is informed, in writing, that the registration was not completed and the process is concluded. The candidate may file a justified appeal that will be judged by the Certification Commission.

Step 3:

With the registration completed, evaluation of the candidate begins. The evaluation process includes a theoretical test,¹ a grading of the resume according to the table below and an evaluation of the paper.

Step 4:

If the candidate achieves the required grade, his or her documents are sent to the Certification Commission to authorize certification. If the necessary grade is not achieved,

¹ The programmatic context required for each certification is attached.

the candidate can opt to take the exam again, within a deadline determined by the Certification Commission, and should once again conduct the registration process. The Certification is valid for 3 years.

Step 5:

Certification is a process with a limited period of validity. After certification, the professional must continue to exercise the activities during the period of validity of the certification. If this does not take place, the certification is suspended or canceled, on a case-by-case basis. If the professional exercises the activities during the validity of the certification, he or she may request recertification in the same field or in a field that requires greater professional experience. If the necessary grade is achieved, the candidate is re-certified.² If the necessary grade is not achieved the certification is canceled and the professional may begin the process again. In this case, the candidate can make a justified appeal that will be evaluated by the Certification Commission.

Important Observation:

During the first twelve months immediately after the implementation and accreditation of the **Certification Program**, IBEC Certificador can grant certification to professionals considered to have “notório saber” or distinguished knowledge, with extensive education and experience in the field, without the realization of the evaluation step described in Step 3 of the previous item. The conditions for the recognition of “notorio saber” are in attachment. After this period, no professional may be certified without meeting all the steps described in Part 1: Certification Process.

Part 2: Organization of the Certification Program:

The IBEC Certificador Certification Program is organized in the following manner:

² Re-certification procedures defined in this Guide.

1. Certification Commission:

Composed of 3 members, the IBEC Certificador Certification Commission is appointed by the IBEC directors and is responsible for:

- defining the certification policies to be adopted, the regulations and procedures of the IBEC Certifier concerning the Certification Program;
- judge the recourses and appeals of the candidates or certified professionals, as well as the final decision of the other items deemed insufficient;
- designate the Commission for the Scheme for the different certifications;
- supervise the work of coordinating the certification;
- adopt the Standards and supervise their application.

2. Coordination of Certification:

Named by the IBEC directors, the Coordination of Certification is responsible for:

- Implementing the certification actions in conformity with the policy defined by the Certification Commission;
- Coordinating the preparation of the instruments needed for the implementation of the

- program, submitting them to the Certification Commission;
- Implementing and coordinating the procedures needed to have good results from the Certification Program;
 - Suggesting to the Certification Commission procedures for correcting the steps and revising the Certification Program;
 - Accompanying the works of the Commissions for each scheme to allow proper functioning of the program;
 - Attending the candidates/ professionals certified by receiving their requests and providing guidance about the best way to proceed;
 - Receiving complaints and, if unable to resolve them, sending them to the Certification Commission;
 - Implementing the actions needed to realize the exams within the requirements established by the legal standards;
 - Implementing the actions needed to guarantee the secrecy, accessibility and reliability of the exams, resolving any conflicts of interest that may exist and forwarding to the Certification Commission any that it is unable to resolve;
 - periodically informing the Certification Commission about progress in the program's actions;
 - guaranteeing the conditions of secrecy necessary to store the database of tests;

3. *Certification Scheme Commission:*

Composed of 3 participants, the Certification Scheme Commission is named by the Certification Commission, with the approval of the IBEC direction, to implement and undertake the specific certification actions for each one of the fields. Its responsibilities include:

- defining the experience required for each certification scheme implemented;
- developing the procedures needed for the registration and determination of eligibility of the candidates;
- defining the criteria and the grading tables for certification and re-certification;
- defining the program content to be required in the theoretical evaluation for certification, updating them when necessary, and guaranteeing that they reflect the demands of the market at that time;
- defining the criteria for the database of tests for each area to be certified;
- selecting the eligible candidates, sending them to the selection process.

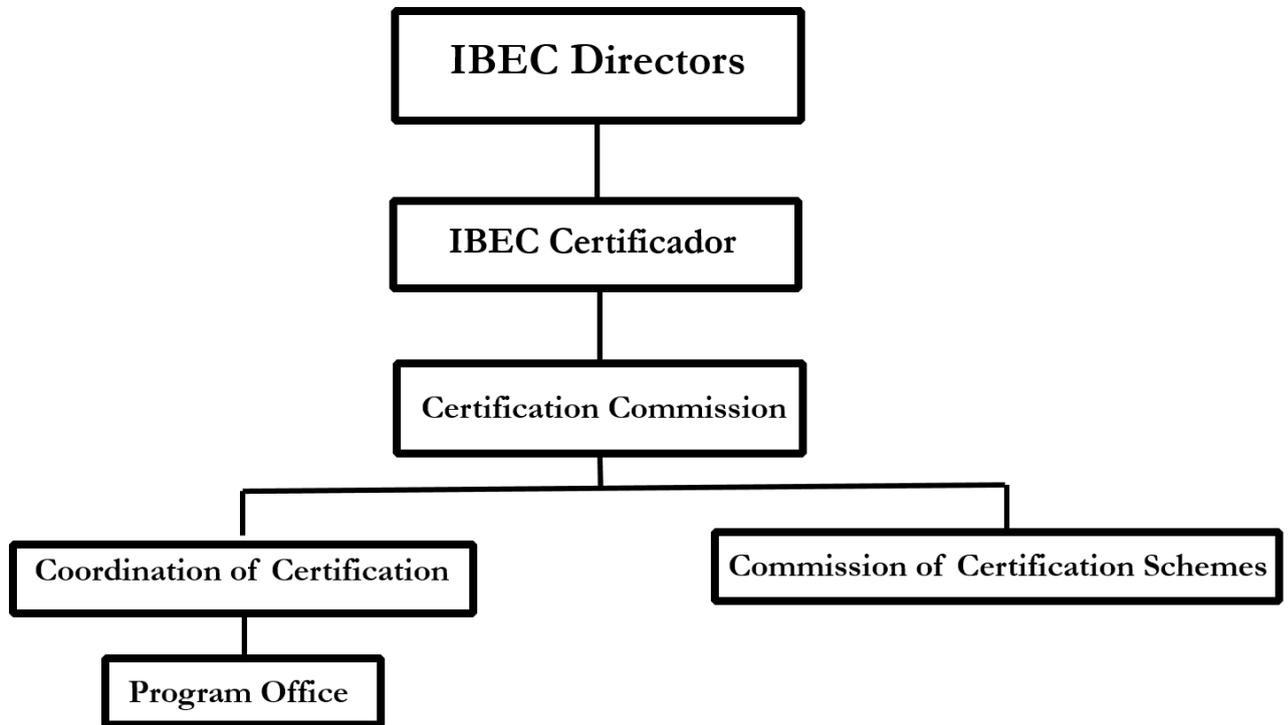
4. *Certification Program Office:*

The Program Office is established by the Certification Commission and is responsible for:

- Attending and providing information to the public in general and to the candidates for certification;
- Implementing the standards for the registration process, receiving and organizing the documentation delivered to the candidates;
- organizing and processing the registrations, sending them to the Coordination of Certification;
- informing the candidates, in writing, of the acceptance or denial of their candidacy;
- processing the registration billing forms;
- organizing and filing the documentation for candidates to the certification and recertification process;

- organizing the files of documents of candidates, and of the certified, recertified, suspended and canceled professionals.

Organization of the Certification Program



Source: IBEC Certificador

Part 3: Requirements and procedures for candidacy and eligibility for registration;

Upon requesting registration for certification the professional should define the field of certification desired and present the documents required by the specific Certification Standard. For the certification of “Senior Cost Engineer” and “Junior Cost Engineer,” requests for certification can be made by professionals from the fields of engineering, architecture, administration, economics, mathematics, physics and accounting. For the certification of “**Technical Specialist in Budgets and Costs**” professionals who have a high school level technology diploma can request certification.

There are two ways for a professional to access the correct form for requesting a candidacy:

1. By Internet:

On the website of the **IBEC Certificador** www.ibec.org.br/ibeccertificador, the applicant will find the necessary information and documents, as well as the Requirements Standard for the certification desired. The professional must complete the “Request Registration” form and indicate that he or she knows and accepts the procedures and conditions presented in the “Candidate’s Manual” for the IBEC Certificador Certification Program.

The signed “Request Registration” form must be sent to IBEC Certificador, together with the following documents, which may be scanned.

The “**Request Registration**” form properly completed and signed by the applicant;

- Copy of identification document with photo;
- Copy of identification document issued by the respective professional council
- Copy of document with CPF number [taxpayer ID];
- 3x4 photo (recent, preferably with a white background);
- copy of the proof of education (diploma or certificate of course completion with school transcript), issued by an institution recognized by the Ministry of Education (authenticated copy);
- proof of residency;
- copy of the documents required in the certification scheme for the certification desired that is found defined in the “Candidate’s Manual” of the intended certification;

The Commission for the Certification Scheme desired will analyze the request and the documentation sent and if they are in compliance, will send them to the next step: registration. The professional making the request should wait for the analysis of the documentation and the guidelines for the processing of the registration process, which will be sent by IBEC Certificador by email, along with a billing invoice for payment. IBEC Certificador has 30 days to respond.

Once the registration is made, the requesting professional should send to IBEC Certificador, via registered mail or Sedex, the copy of the required documentation, a copy of the receipt of registration payment, and will receive a copy of the registration schedule indicating the location and date for the exams. The registration fee is non-reimbursable.

If the request is denied, the applicant will be informed by email of the items not in compliance that led to the denial. If desired, the professional can file a justified appeal to the Certification Commission. The decision will be reported by registered email.

2. At the offices of the IBEC Certificador:

Professionals can file a request personally or with the help of a representative, at the Program Office, by filling in the “**Registration Request**” form and presenting the following documents:

- Registration Request form, completed and signed by the applicant;
- Copy of identification document with photo;
- Copy of identification document issued by the respective professional council
- Copy of document with CPF number;
- a 3x4 photo (recent, preferably with a white background);
- copy of proof of schooling (diploma or certification of course completion with school transcript), issued by an institution recognized by the Ministry of Education (authenticated copy);
- proof of residence;
- copy of other documents required in the certification scheme for the pretended field and informed in the Candidate’s Manual.
- If the request is made through a representative, specific power of attorney for this purpose must be presented, with a notarized signature, as well as the identification document for the representative with photo, copy of the CPF and of the proof of residence;

The **IBEC Certificador** program office receives, verifies and retains on file all

of the documentation presented by the candidate, informing of any missing items.

The Commission for the Certification Scheme of **IBEC Certificador**, for the field requested will analyze the request and the documentation submitted, and if it is in compliance will send it on to the next step: registration. The professional applying should await the analysis of the documentation and instructions for continuing the registration process, which will be sent by IBEC Certificador to the email indicated, including the payment invoice, and the receipt of proof of payment should be sent to the IBEC Certificador program office.

Once the registration is made the applying professional will receive a registration receipt and a schedule with the location and date for conducting the exams.

If the request is denied, the applicant will be informed, by email, of the items that are not in compliance that led to the denial. If desired, the applicant can file a justified appeal to the Certification Commission. The decision will be informed by registered email within 30 days.

The registration fees, to be paid in Brazilian currency, will not be reimbursed and are stipulated in the following amounts:

Senior Cost Engineer: US\$ 250 (two hundred and fifty U.S. dollars)

Junior Cost Engineer: US\$ 200 (two hundred U.S. dollars)

Planning and Control Technician: US\$ 100 (one hundred dollars)

Re-examination fees:

Senior Cost Engineer: US\$ 125 (one hundred and twenty-five U.S. dollars)

Junior Cost Engineer: US\$ 100 (one hundred U.S. dollars)

Planning and Control Technician: US\$ 50 (fifty dollars)

Re-Certification Fee: same as registration fee

The professional will have 30 (thirty) days from the date of denial of the registration to present all of the documentation required by the Commission for the Certification Scheme and add other observations he or she believes necessary. Loss or other problems in the delivery of the documents will lead to the denial of the registration for realization of the exams, and require that the professional conduct a new request process.

3.1 On the day of the exam

On the day and time scheduled, the professional should be present at the exam location 30 minutes in advance, and in possession of the registration receipt sent by email and the identification document used in the registration. The representative of the IBEC Certificador will provide the instructions and paper and pencil and other supplies needed for the exam.

3.2. Policy of Cancellation, Reprogramming and Reimbursement for Registrations:

The acceptance of the registration for the exam is valid for **UP TO** 6 months after the date of approval. If the period expires, the professional must begin the process once again to request the exam, conducting all the previous steps.

The cancellation or rescheduling can be conducted by the professional UP to 96 hours before the date scheduled for the exam. To do so, the professional should contact the IBEC Certificador Program Office through the website or in person at the offices, to request the cancellation or rescheduling. The registration fee will not be returned.

On the IBEC Certificador website there is a specific formula for "**Request of Cancellation of**

Registration or Rescheduling of the Exam.”

Part 4: Evaluation Process:

The evaluation process for the certification is constituted by 3 parts: a written exam, evaluation of education/professional experience and presentation of a technical “paper.”

1. *Written Exam:*

The written exam is composed of 60 multiple choice questions (each with only one correct answer), and the applicant may be required to present his or her calculations, encompassing all the issues found in the program content defined for each specific certification scheme. Applicants are permitted to consult pertinent technical books and publications. The written exam has a duration of 5 hours. Candidates who score correctly on at least 70% (seventy percent) of the questions will be approved.

The test will be issued by **IBEC** in Rio de Janeiro and in other locations to be informed later, with the presence of a representative accredited by **ICEC/IBEC**. Two annual evaluation periods will be held, on previously determined and announced dates.

2. *Re-examination:*

A candidate who does not attain the score indicated in item 4.1. can request a re-examination within a minimum period of 30 days and a maximum of 45 days, counting from the date of publication of the results, to conduct another written exam, as long as the applicant received a score of **70%** in the evaluation of professional experience.

In this case, there is no need to redo the evaluation of professional experience and the fee will be equivalent to 50% of the registration fee, to cover the costs of the re-examination.

If the professional does not achieve the score required in the re-examination, he or she can only request a new registration 180 days after the publication of the results of the re-examination, and must realize the entire certification process once again as defined in Part 1 of this Guide.

3. *Evaluation of schooling/professional experience:*

The evaluation of schooling/experience is conducted through scoring for each one of the documents presented. Each certification scheme defines the minimum schooling and the number of years of professional experience required, which will be graded according to the attached table, for professionals who are college graduates.

The schooling must be verified with a diploma or certificate of course conclusion/school transcript. For other courses the proof will be the certificate of course conclusion. Diplomas and or certificates of course conclusion will be accepted from the following fields: engineering, architecture, administration, economics, mathematics, physics and accounting.

Proof of professional experience requires:

- Signed Working Papers and Social Security
- And or a labor contract signed by both parties, which defines the scope of the work.

Each item of professional experience verified will receive the score defined in the table attached to this document.

For professionals who are high school graduates, who request certification as Technical Specialist in Budgets and Cost Control the scoring table is attached to this document.

4. Technical Paper:

There is no defined model for the “technical paper.” But it is important that the work express the experience of the professional in the theme, demonstrating professional content, clarity and relevance through its theme and its command of written language, which will also be evaluated.

The “technical paper” should:

1. Be presented **UP TO** 45 days **AFTER** the granting of registration and **UP TO** 30 days **BEFORE** the exam.
2. Have at least 2,500 words;
3. Have the candidate as its sole author, and it must have been written in the past three years.
4. Be original, except in cases in which the purpose of the text had been a thesis, dissertation, course paper, presentation or publication, which may be considered as long as:
 - a. The author is the sole candidate;
 - b. It is less than three years old,
 - c. Presented in the form of a technical paper.

Important Observation

During the first twelve months immediately after the implementation and recognition of the **Certification Program, IBEC Certificador** can grant the certification of “**Certified Senior Cost Engineer**” to professionals considered to have “**notório saber**” [distinguished knowledge] and or have extensive education and or experience in the field, who meet the criteria established specifically for “notório saber”, which is found attached to this document. After this period, no professional may be certified without meeting all the steps described in part 1: Certification Process and Procedural Guide.

Part 5: Re-certification:

The recertification process is the recognition that, once the validity of the certification expires, the professional continues to be able to maintain all the previously granted prerogatives.

The Coordination of Certification will notify the professionals, 90 days in advance, that their certification will expire, providing information on how to request re-certification. It is the complete responsibility of the professional to assure that the request for recertification will be presented to the Certification Office before the expiration date. All the certifications that do not receive a re-certification request will be considered terminated on their expiration date.

The requests should be sent through the specific form, via the site or presented personally to the Program Office.

Recertification can be obtained by presenting proof of continued professional experience and continued professional development. The activities of professional development can include formal courses, professional services, technical meetings and related activities.

Voluntary activities for the professional society, voluntary professional service for the community, of a technical nature, “papers” and similar activities will be considered as opportunities for continued professional development and or requirement for professional experience.

All the activities that add points to the recertification process should be conducted during the period between the date the certification was issued and the date of the re-certification request.

No points will be granted for activities that occurred before certification.

To obtain re-certification, the professional must follow these procedures:

1. Request, using the specific form, the registration for re-certification;
2. Present the documentation requested by the specific Commission for the Certification Scheme that proves the exercise of activities in the field of certification;
3. Define if the same level of certification will be maintained or request raising the level;

The Commission for the Certification Scheme provides specific certification for which the re-certification is being requested, evaluates the documentation, indicates the score obtained on the table below and determines if the professional attended the Code of Conduct during the period of validity of the previous certification.

If a grade of 70% is achieved, the document is sent to the Certification Commission to grant a new certification that is valid for 3 years.

If the required score is not attained, the professional is informed in writing of what is lacking, and given a period to justify or complete the documentation. If the requests made of the applicant are not attended, he or she is informed, in writing, that the certification was canceled and he or she can no longer be used. The decision may be appealed to the Certification Commission.

Points can be accumulated in the re-certification process by offering voluntary technical support to the **Certification Program of IBEC Certificador**, participating voluntarily and representing **IBEC Certificador** in Forums of Certification of People, Commissions of Standards in the field of Cost Engineering and other similar work.

When a situation occurs that effectively prevents the professional from requesting re-certification within the proper period, IBEC Certificador can grant an extension for a limited period of time.

The recertification fee is the same as the registration fee.

Parte 6. Granting Certification and Use of the Logo:

The Certification is a personal nontransferable title that enhances the value of the professional, and is valid from its date of issue. It is issued in recognition of continuous professional development, to professionals who meet the requirements announced by the **IBEC Certificador** Certification Commission for a specific field of knowledge.

The title of **Certified Cost Engineer** or any other similar title, which includes the word “engineer” or any variation of it, granted by other programs, provides no legal right to work as an engineer, which is regulated by specific legislation.

Upon receiving certification, the professional should declare, in writing, that he or she agrees to comply with the **Code of Conduct for Professionals Certified by IBEC Certificador**.

The professional should make use of the certification only in reference to the scope for which it was granted, and not use it in a way that can harm the reputation of IBEC/IBEC Certificador and should not issue any declaration that can be considered misleading or unauthorized, nor shall he or she violate the Code of Conduct for Professionals Certified by IBEC Certificador.

IBEC Certificador is not responsible before third parties for any damage, whether material or personal, caused directly or indirectly by the activities of the certified professionals. The IBEC Certificador has no civil or criminal responsibility for acts or services provided by certified professionals.

IBEC Certificador can grant the title of “**Certified Cost Engineer Emeritus**” or “**Retired Certified Cost Engineer**” to professionals who, while their certification is completely valid, request retirement and will no longer professionally exercise

activities in the field of their certification. If, at a later date, the professional wants to return as a consultant or has a new job, he or she should renew the certification according to the procedures described in this Guide.

Upon receiving certification, the professional will have the right to use the **IBEC Certificador** logo and that of **the International Cost Engineering Council (ICEC)**. The conditions of the right to its use, guidelines, requirements and restrictions related to the use of the logo are expressed in the “**Manual for Use and Application of the Logo**” of the **IBEC Certificador**.

In the case of cancellation or suspension of certification, the professional may not use the certification and or the logo on any document. The improper use of the certification and or logo by the professional or third parties grants **IBEC Certificador** the right to take the measures called for in this Guide, and legal action may be taken if necessary.

Part 7. Sanctions, Appeals and Recourses:

IBEC Certificador may apply sanctions whenever there is proof of:

1. Improper use of the certification;
2. Improper use of the title and or logo;
3. Infraction of the Code of Conduct.

The Certification Commission will determine the gravity of the occurrence, defining the applicable sanction, which may be:

1. A formal warning, in writing, with maintenance of certification;
2. A formal warning, in writing, with suspension of certification for a determined period;
3. A formal warning, in writing, with cancelation of certification.

Professionals may file appeals and take recourse, using the “**Appeal and Recourse Form**” available on the site, whenever they feel harmed by a decision of **IBEC Certificador**. The appeals and resources are evaluated by the **Certification Commission**.

If, during the evaluation process, a professional determines that the exam contains a controversial question, he or she should request the “**Appeal and Recourse Form**” from the monitor and fill it in

at that time, and present it to the monitor at the time of conclusion of the exam. No recourses or appeals will be accepted after the realization of the exam.

Professionals can file appeals and recourses whenever they feel harmed by a decision of **IBEC Certificador**. The appeals and recourses will be evaluated by the Scheme Commission for the certification desired and the professional will receive a written response within 30 days. If there is a conflict of interest that is not resolved, the Certification Commission will be called on to judge the appeal or recourse.

Part 8. Complaints:

1. From the professional:

A professional may, at any time, use the “**Complaint Form**” provided on the site, to make an administrative or procedural complaint.

The complaints will be received, evaluated and processed by the Commission for the Certification Scheme requested.

When applicable, the measures needed will be adopted for correcting the process. The responses will be sent in writing, by email, within 30 days. In case of a conflict of interest, the complaint will be sent to the Certification Commission.

2. Third parties:

Interested third parties may use the “**Complaint Form**” provided on the site, to file a complaint or request a clarification. The complaints will be received, evaluated and processed by the Commission of the Scheme for Certification desired. When applicable, the necessary measures will be taken to correct the process. The responses will be sent in writing, by email, within 30 days. In case of a conflict of interest, the complaint will be sent to the Certification Commission.

Part 9. List of Certified Professionals and Annual Report:

Each year after the 2nd year of its implementation, **IBEC Certificador** will publish an **Annual Activities Report** containing the list of professionals certified. Any commercial use of the information contained in it is strictly prohibited. The violation of this warning, by companies or professionals, will be considered an infraction of the Code of Conduct, and susceptible to sanctions.

The Annual Report should also include the activities undertaken by IBEC Certificador and all the significant changes that took place in this Procedural Guide or in the Code of Conduct.

Glossary:

Annulment or cancellation of the certification: definitive loss of certification with an opportunity for a new request.

Appeal: formal recourse presented by the professional for the reconsideration of decisions, results or procedures related to the certification process requested.

Evaluation: set of procedures that determine if the professional is capable of meeting certain requirements established in the Certification Scheme for the area of knowledge intended.

Certificate: document issued by IBEC Certificador that recognizes, based on a standard of requirements for a given occupation, the competencies, knowledge, abilities and experience of a professional to exercise the activities and the attributes with the necessary quality.

Certification: process realized by the IBEC Certificador, based on Standard ABNT/BR 17024 and the ICEC standards, for the recognition of the competencies, knowledge, abilities and

experience of a professional, through the issuing of a certificate, which authorizes exercising the attributes and activities of a given occupation.

This process includes: application, registration, evaluation, certification, re-certification, use of certification and the logo.

Competency: ability to apply knowledge, abilities and attitudes needed for the performance of typical activities or functions, according to the standards of quality and productivity required by the nature of the work to achieve the intended results.

Reliability: characteristic obtained through indicators that demonstrate that the evaluation process is consistent and transparent.

Certification scheme: requirements of knowledge, competencies, abilities and experience for a given occupational category, required in the certification process.

Written exam: multiple-choice test used by IBEC Certificador to evaluate the knowledge required by the Standard for the needs of the occupation.

Examiner: Person authorized by the IBEC Certificador to conduct and grade an exam.

Impartiality: Presence of objectivity, indicating that there are no conflicts of interest or that they are resolved in a way that do not influence the certification process in a negative or tendentious manner.

Professional: individual who requests certification and who is submitted to evaluation for verification of the pre-requisites established in the specific standard.

Certified Professional: individual who was evaluated, met the requirements established by the specific Standard and received Certification.

Occupation: group of activities/functions/ tasks/ operations dedicated to obtaining products and or services.

Re-certification: process of revision/renovation of a certification whose validity expired.

Complaint: expression of disagreement or dissatisfaction with a procedure or certified professional, issued by any individual or organization, and which requires evaluation by IBEC Certificador to determine the need for corrective action. It should receive a written response.

Certification requirements: set of specific requirements, defined in the Certification Scheme that should be met to acquire, maintain or revalidate the certification.

Suspension of certification: temporary loss of certification without a need for conducting a new request

Conclusion:

The IBEC Certificador Certification Program is a pioneer in the field in Brazil and appears at a time when Brazilian society is discussing investments in public works, laws to guarantee transparency and competency in the use of public resources and the best use of investments made. A certified professional is the guarantee that the wishes of society can be properly realized.