



ENG-STIPEL 10001:2024

Central Scheme

Central scheme for the conformity assessment of persons dealing with safety risks when working in energy engineering

Version 2024

09-09-2024

Stichting Persoonscertificatie Energietechniek

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Introduction

This is a harmonized scheme to be used by all examination bodies that have an agreement to conduct examinations under the assessment requirements published by Stipel. This document also constitutes the overarching scheme for the assessment requirements specified by profile.

In view of the dangers of electrical work and operation work, Article 3.5 of the Working Conditions Decree stipulates that operations must be performed by competent and adequately trained workers. The guidelines for safe operation of electrical installations are described in NEN 3140 and NEN 3840 standards. These NEN standards constitute the national elaboration of the European standard NEN-EN 50110-1. Provisions of the NEN standards require no further reference.

In 1998, Stipel started certification of persons in accordance with ISO/IEC 17024 based on the regulations of NEN 3140 (low voltage) and NEN 3840 (high voltage). In 2018, about 10,000 person had a valid certificate for their work that includes work in energy production, industry, installation, utility construction and military defence. Certification is voluntary, but has a mandatory character. In a generally accepted way they provide the legal obligation for sufficient instruction regarding the safe execution of work on, in and with electrical installations.

In 2003, for the scope of public energy supply systems of the national grid operators, Netbeheer Nederland (Network Operation Netherlands) drafted its own regulations. In the so-called BEI BLS and BEI BHS, rules are set that apply specifically to work in grid management and these rules have additions to and deviations from NEN 3140 and NEN 3840. In addition, VIAG set rules for working on gas energy supply systems. Certification of persons in accordance with these regulations is required by all grid operators without any exceptions. In 2018, about 30,000 valid person certificates in the field of energy supply with electricity and gas were in circulation.

STIPEL has been personally doing the certification of persons in cooperation with examination bodies who are responsible for the examination process. The central scheme connects on a voluntary basis to the stipulations of ISO/IEC 17024:2012 eng.

The documents that contain the terms of assessment for the exams are defined by profile documents in the central scheme. STIPEL 10003:2020 contains the unified names for these profiel documents.

E. Weerepas
Chairman Stipel

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Editorial Remark of this paragraph: In STIPEL 10001:2024, STIPEL has taken over as the certification body. Furthermore, the current structure of this document has been changed and divided into three parts. In addition, all provisions related to the internal quality of STIPEL as CI have been removed and this document can be used as information source for all parties involved and interested in the certification process.

Editorial Remark two of this paragraph: This English version of STIPEL 10001:2024 is only applicable for NEN 3140 and NEN 3840 profiles. Therefore, all the text that relates to the BEI BLS, BEI BHS and VIAG profiles is non-authorative as stated when applicable.

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Central scheme for conformity assessment of personen for handling safety hazards in power engineering

1 Subject and scope

The central scheme applies to all profiles of Stipel certification. The document has the following three related parts:

- Part 1: Requirements for the certification process
- Part 2: Requirements for the examination process
- Part 3: Requirements and information for applicants, candidates and certificate holders

2 Normative references

The following documents must be applied in conjunction with this document.

Documents with a version number or publication date apply only in the edition mentioned.

For documents without a version number or publication date, it must be assumed that only the latest published edition including any transitional arrangement and including any interim changes apply.

- ISO/IEC Guide 2:2004, Standardization and related activities - General vocabulary
- NEN-EN-ISO/IEC 17000:2004 en, Conformity assessment - Vocabulary and general principles
- NEN-EN-ISO/IEC 17024:2012 en, Conformity assessment - General requirements for bodies performing certification of persons
- NEN-EN-ISO 9001:2015 nl, Quality management systems - Requirements
- NEN 3140+A3:2019 nl, Operation of electrical installations - Low voltage
- NEN 3840+A3:2019 nl, Operation of electrical installations - High voltage
- BEI BHS, Operations of Electrical Installations - Branch High Voltage (and Medium Voltage), Netbeheer Nederland (Network Operation Netherlands)
- BEI BLS, Operations of Electrical Installations - Branch Low Voltage, Netbeheer Nederland (Network Operation Netherlands)
- VIAG, Natural gas safety instruction for power companies, Netbeheer Nederland (Network Operation Netherlands)
- VI Biogas, Biogas safety instruction for members of Netbeheer Nederland (Network Operation Netherlands)

Remark one of this paragraph: The NEN 3140 and NEN 3840 are to be revised every three years on average. The exam papers are continuously updated to reflect the state of the art and relevant standards. When a new version of these standards comes into effect, this document must be updated. The Board of Experts may make interim interpretation decisions, where necessary, which will modify the test terms to keep in line with the latest version of the standards. On 07-11-2019, the Board of Experts-Electrical Engineering made a decision with number 38-2 and this decision reads "The textual consequences of the 2019 version have been

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discussed and processed by the CEC-E and the unanimous decision was taken to work within Stipel from 01-01-2020 with NEN 3140+A3:2019 and NEN 3840+A3:2019". All references in the STIPEL documents to NEN 3140 and NEN 3840 shall be deemed to refer to the version declared applicable in accordance with board decision 38-2.

Remark two of this paragraph: The BEI BHS, BEI BLS, VIAG and VI Biogas are reviewed annually and a new version comes into effect on April 15 each year. STIPEL's working groups, committees and colleges will conduct an annual impact analysis of proposed changes prior to publication. The examination papers are defined annually and, if necessary, the corresponding test requirements are adjusted.

3 Terms and definitions

This document uses the terms and definitions from:

- ISO/IEC Guide 2:2004
- NEN-EN-ISO/IEC 17000:2004 en
- NEN-EN-ISO/IEC 17024:2012 en

The terms and definitions where no source is given are specifically related to this document. For some other definitions, square brackets, ([and]), indicate the source from which the term and definition are derived and whether a modified definition is used. The modifications are related to the specific scope of this document and do not contain critical deviations from the commonly used terms and definitions.

3.4 appeal

request by an applicant, candidate or certificate holder for reconsideration of a decision taken by STIPEL regarding a complaint or objection
[Source: ISO 17024 (own translation)]

3.1 applicant

person who has submitted an application to be admitted into the certification process and has signed the registration form in order to become a certified person
[Source: ISO 17024 (own translation)]

3.3 assesment requirements

set of specific requirements relevant with a profile, including the central scheme requirements that must be met to become and remain certified
[Source: ISO 17024 (own translation)]

3.8 body of experts

Body established by STIPEL that is responsible for developing, preparing and maintaining the profile documents on behalf of STIPEL

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3.17 candidate

applicant who has fulfilled specified prerequisites and has been admitted to the certification process.

3.6 certified person

candidate who has passed the assessment and examination and received a STIPEL certificate
[Source: ISO 17024 (own translation)]

3.7 certification process

activities by which STIPEL determines whether a person meets the assessment requirements including the application, assessment, certification decision, recertification and use of certification and the logo or certification mark
[Source: ISO 17024 (own translation)]

3.9 competence

ability to apply knowledge and skills with an intended outcome
[Source: ISO 17024 (own translation)]

3.18 complaint

request by an applicant, candidate or certificate holder to correct a deficiency/shortcoming in the service or assessment requirements
[Source: ISO 17024 (own translation)]

3.10 conformity assesment

process demonstrating a person's compliance with established requirements
[Source: ISO 17000]

3.12 exam

mechanism that is part of an assessment in which the candidate's competence is determined according to the requirements of the central scheme in one or more ways, such as written, oral, observational or practical
[Source: ISO 17024 (own translation)]

3.13 examination body

organization operating independently of a training institute and contracted by STIPEL, in charge of conducting examinations, making a preliminary assessment of practical examinations taken and providing documents so that STIPEL can make certification decisions.

3.14 examination requirements

set of documents for STIPEL to make clear and independent decisions whether a candidate has the competencies required in the specific requirements of the profile document and the central scheme

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3.15 examiner

The person who takes and assesses an examination commissioned by an examination body, if the examination requires profession judgment

[Source: ISO 17024 with changes]

3. impartiality

presence of objectivity

[Source: ISO 17024 in our own translation]

Remark 1 with this term: Impartiality entails that no conflict of interest will arise or that these will be resolved, so that the activities in the certification process are not negatively affected.

Remark 2 with this term: Other terms which can be useful in describing impartiality are: independence, absence of conflicts of interest, absence of preferences, absence of prejudices, neutrality, fairness, broad-mindedness, distance and balance.

3.5 objection

request by an applicant, candidate or certificate holder for reconsideration of a decision made by STIPEL.

[Source: ISO 17024 (own translation)]

3.20 profile

Description of the subject on which the person or organization has competence

3.11 services

all activities performed by STIPEL as part of the certification process

3.2 stakeholder

party who has an interest in the conformity assessment

[Source: NTA 8813]

Remark 1 with this term: In this document the following parties are distinguished as stakeholders:

- a) the party who is identified as end user and as such makes use of the services of certificate holders (customers);
- b) the party identified as direct customer of the conformity assessment body (certificate holders and employers).

3.21 suspension

temporary invalidation of a certificate holder's STIPEL certification

[Source: ISO 17024 (own translation)]

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**3.22 terms of assessment**

required qualities listed in the profile documents regarding current knowledge, understanding, skills or professional attitudes of person to be certified

3.16 withdrawal

Termination of the certification of a certificate holder by STIPEL

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Part 1: Requirements for the certification process

4 Content of the central scheme

4.1 General

The assessment requirements, specific interpretations or applications of this scheme may not conflict with ISO/IEC 17024 and legal provisions. They must not override the requirements of ISO/IEC 17011 or European Regulation (EC) 765/2008.

4.2 Purpose of the central schema

4.2.1 Operational safety

The purpose of the central scheme is to achieve occupational safety in power engineering by ensuring safe operations by competent, adequately trained and skilled persons. Safe operation means operations that function safely under normal and abnormal conditions according to the purpose for which they were designed.

Operations include all activities on or near energy installations, being electrical and power supply installations, to achieve the intended result:

- switching, operating, regulating and monitoring
- electrical, gas, energy and non-energy work such as construction, expansion, removal and maintenance of related parts and components
- taking and eliminating security measures
- inspection of the installation

Remark one of this paragraph: Safe operation aims to ensure the safe operation of an electrical system according to the purpose for which it was designed. Whether an electrical installation actually functions after operation is beyond the scope of the profile documents with assessment requirements. The scope includes only the recognition and prevention of hazards that may occur in the performance of operations activities.

4.2.2 Hazards

Hazards can occur when performing operating actions and performing work on or near energy technical installations (electrical or gas) and related work equipment. This risk may result in serious bodily injury due to:

- electric shock (electrocution)
- arc flashes
- explosion
- fire and other property damage
- intoxication
- electromagnetic forces
- unintentionally turning on and off or connecting and disconnecting

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With regard to electrical installations, NEN 3140 and NEN 3840 set out the requirements and procedures to come to safe operations. With regard to electrical energy supply in the public grid operation in the Netherlands, these requirements are set by the BEI BLS and BEI BHS. With regard to gas energy supply in the public grid operation in the Netherlands, these requirements are set by VIAG.

The focus of the certificate for persons is on the prevention of the risks that persons run when carrying out work on electrical engineering installations as indicated in NEN 3140/NEN 3840, BEI BHS, BEI BLS, VIAG and related safety instructions.

A certificate for persons is the result of an independent review, and indicates that the certificate holder has demonstrated that he or she possesses the right knowledge, skills and competencies. Substantive knowledge of the discipline which is essential to be able to work safely will be reviewed to a limited degree. The certificate for persons is not, however, a substitute for a nomination as stated in the aforementioned regulations. This nomination – and the prescribed prior review – remains the responsibility of the employer.

Remark 1 with this paragraph: The application of these standards provides justified reliance, including on the part of the Netherlands Labour Authority, that hazards that arise are recognised and prevented and that occupational health and safety obligations in this area can be fulfilled. The occupational health and safety obligations refer with regard to electricity to, in particular, the Occupational Health and Safety Regulation, Art. 3.5(1) and (4) relating to electrical engineering, operating and other work on or near an electrical installation. The obligation entails that electrical engineering work and operating work which could entail hazards, must be carried out by skilled, adequately trained and authorised workers. The authorised worker must, in addition to effective measures, ensure the safe conducting of the work. With regard to working with gas, corresponding provisions have been included in the Occupational Health and Safety Regulation.

4.3 Object of certification

4.3.1 Elements to determine the scope

This scheme sets the requirements for the conformity assessment of persons who have or must have the competences for the safe operation of energy technical installations. The scope of conformity assessment is further prescribed in the assessment requirements.

The scope must be formulated according to the scope, powers and specializations with respect to the installation.

The areas of application are:

- installations under the scope of NEN 3140: low voltage electrical installations

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- installations under the scope of NEN 3840: high voltage electrical installations
- installations under the scope of BEI BLS: public energy supply with low voltage electricity
- installations under the scope of BEI BHS: public energy supply with high voltage electricity, including medium voltage
- installations under the scope of VIAG: public energy supply with gas

The possible powers on the basis of NEN 3140 and NEN 3840 are:

- instructed person (VOP in Dutch)
- skilled person (VP in Dutch)
- control operator (BD in Dutch)
- nominated person in combined control of an electrical installation and work activity (IV/WV in Dutch)
- person involved in inspection (Inspection)

The possible powers on the basis of BEI BLS, BEI BHS and VIAG are:

- person having access (THP in Dutch)
- instructed person (VOP in Dutch)
- skilled person (VP in Dutch)
- allround skilled person (AVP in Dutch)
- nominated person in control of a work activity (WV in Dutch)
- control operator (BD in Dutch)
- nominated person in control of operating an electrical installation (OIV in Dutch)
- nominated person in control of an electrical installation (IV in Dutch)

The permitted profiles must be stated by name as shown in paragraph 4.3.3 of this scheme.

[Source: ISO 17024:2012 paragraph 8.2]

Remark one of this paragraph: Within the scope of NEN 3140 and NEN 3840, the competence of operations expert appears only in NEN 3840. The competence of team leader (TL) also appears only in NEN 3840, but has no specific profile for certification. The person involved in inspection is not a competence mentioned in NEN 3140 or NEN 3840, but constitutes a specific profile in certification.

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4.3.2 Duties and responsibilities

For the competences under the scope of NEN 3140 and NEN 3840, the following descriptions of responsibilities and duties are used:

- a nominated person in control of an electrical installation is a person with electrical engineering training who is responsible for ensuring at any time the safe status of the electrical installation or its components that are in use. The tasks which ensue therefrom are the drawing up of and seeing to the compliance with requirements and procedures relating to the safe execution of operating activities on the electrical installation or its components that are in use or are to be taken into use. The positions of the nominated person in control of an electrical installation and the nominated person in control of a work activity referred to hereafter can be held by one person
- a nominated person in control of a work activity is a person with electrical engineering training who is responsible for the safe progress of the execution of activities on the electrical installation. The tasks ensuing therefrom are making an inventory of the possible risks and the drawing up and ensuring of compliance with requirements and procedures to prevent those risks. Insofar as is necessary to prevent hazard it is necessary to temporarily turn off the electrical installation or its components, a procedure will be agreed in this respect with the nominated person in control of an electrical installation. A nominated person in control of a work activity must also be able to fulfil all tasks of the skilled person referred to hereafter
- a skilled person is a person with electrical engineering training who can be charged with the independent execution of all operating activities on instruction. In addition, he or she must be able to recognise possible hazards that might arise despite the requirements and procedures established by the nominated person in control of a work activity, and to prevent them by applying adequate safety measures
- an instructed person carries out specific work on or near electrical installations whereby electrical engineering hazards can arise. An instructed person is not an electrical engineer, but he or she is instructed to recognise the hazards that might arise in his or her work and to prevent them by applying adequate safety measures.

The authorisations and tasks under the scope of BEI BLS, BEI BHS and VIAG are defined in the aforementioned documents.

[Source: ISO 17024:2012 paragraph 8.2]

4.3.3 Authorised profiles

Certification is only allowed for the profiles established by STIPEL as listed in STIPEL 10003:2020 Uniform Designation of Profile Documents or a subsequently adopted newer version of this document.

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[Source: ISO 17024:2012 par. 8.1]

4.4 Conformity assesment

The conformity assessment under this document consists of an assessment of prerequisites and a certification test

Assessment of the prerequisites may include:

- a theoretical examination in the areas of application under the scope of NEN 3140 and NEN 3840 consisting of a basic test unless the assessment requirements of the profile documents stipulate that this basic test is not required.
- (*Non authoritative text*) a document review in the areas of application under the scope of BEI BLS, BEI BHS and VIAG consisting of a review of a pre-training requirement set forth in the relevant appendices of the BEI BLS, BEI BHS and VIAG. The conformity assessment in this case may only focus on the professional education and the required additional courses or training listed in the annexes and explicitly not on the experience requirements listed in the annexes.

The certification test may consist of:

- a theoretical examination, which in all cases, except for the certification of Inspection LV under the scope of NEN 3140 and NEN 3840, must come from STIPEL's central item bank;
- a practical exam, if required by the assessment of the profiles.

[Source: ISO 17024:2012 paragraph 8.2 and 8.3]

4.4.1 Conformity assessment NEN 3140 and NEN 3840

4.4.1.1 Prerequisites

For profiles on the NEN 3140/NEN 3840 scope, the candidate must pass the theoretical basic test associated with the profile:

- The result of the basic test has a period of validity of five years. After the expiration of this period, the candidate must conform to the above mentioned prerequisites.
- A candidate who fails the basic test may not retake the exam until 5 business days have passed, to prevent candidates from trying to pass the basic test by taking the test multiple times in a row and guessing the answers.

The entrance requirement does not apply to candidates who:

- Started a certification process for the profiles of instructed person (ILS).
- Are approved for recertification in accordance with paragraph 4.4.1.4.

Remark one of this paragraph: The basic test is an examination about general electrical engineering knowledge.

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4.4.1.2 Certification test: theoretical examination

The candidate must take a theoretical exam in accordance to the requirements of paragraph 5.1 and the applicable profile document:

- The result of the theoretical part of the certification test for a profile under the scope of NEN 3140/NEN 3840 is valid for 1 year.
- A candidate who fails this theoretical exam may not retake the exam until 5 business days have passed, to prevent candidates from trying to pass this theoretical exam by taking the test multiple times in a row and guessing the answers.
- The time allowed for the theoretical examinations under the scope of NEN 3140 and NEN 3840 is defined in the assessment requirements of the applicable profile document.

Remark one of this paragraph: The duration of theoretical exams under the scope of NEN 3140 and NEN 3840 is currently 30, 45 or 60 minutes.

4.4.1.3 Certificatietest: practical examination

The candidate must take a practical examination according to the requirements of the applicable profile document:

- The practical exam consists of part A and part B depending on the requirements specified in the respective profiles.
- The practical examination consists of written practical assignments at practical locations that meet the requirements of chapter 6 under the scope of NEN 3140 and meets the requirements of chapter 7 under the scope of NEN 3840.
- The result of part A or B of the practical part of the certification test for a profile under the scope of NEN 3140/NEN 3840 is valid for 1 year.

4.4.1.4 Recertification

For the scope of NEN 3140 and NEN 3840, the candidate may be admitted to recertification if he holds a certificate for the same profile issued no more than five years ago.

The prerequisites of paragraph 4.4.1.1 may not be applied and the conformity assessment consists only of the requirements of the certification test, in the case of admission to recertification,

4.4.2 Conformity Assessment BEI BLS, BEI BHS and VIAG

4.4.2.1 Prerequisites

(Non authoritative text)

The candidate must meet prerequisite requirements for the profiles in the BEI BLS, BEI BHS and VIAG application areas:

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- The profiles on the scope of the BEI BLS require compliance with the first and second columns of the training requirements as described in Annex 2 of the BEI BLS.
- The profiles on the scope of the BEI BHS require compliance with the first and second columns of the training requirements as described in Annex 3 of the BEI BHS.
- The profiles on the scope of the VIAG require compliance with the first and second columns of the training requirements as described in Annex 12 of the VIAG.

The entrance requirement does not apply to candidates who:

- Are approved for recertification in accordance with paragraph 4.4.2.4.

Remark one of this paragraph: The continuously updated Education and Experience Requirements are published by Netbeheer Nederland at www.beiviag.nl, which may include a reference to www.ckb.nl/opleidingstabel.

Remark two of this paragraph: The Board of Experts in its decision with number 87-3 dated 07-06-2018 determined that the possession of an SCC certificate, as required in a number of profiles, can not be tested by STIPEL. Possession of a VCA certificate is a requirement, which must be verified by the employer. Similarly, STIPEL may not test the work experience requirement. Work experience must be assessed by the employer as part of the designation. STIPEL must therefore test against 1) the prior education requirement and 2) the additional training requirement (second and third columns of the training tables).

4.4.2.2 Certification test: theoretical examination

(Non authoritative text)

The candidate must take a theoretical examination according to the requirements of paragraph 5.1 and the applicable profile document:

- The allowed time duration of all theoretical exams of scope BEI BLS, BEI BHS and VIAG is 60 minutes.
- The result of the theory part of the certification test on the scope of VIAG, BEI BHS and BEI BLS is valid for 6 months.
- A candidate who fails the theoretical exam may not retake the exam until after 5 business days to prevent candidates from trying to pass a theoretical exam by taking the exam multiple times in a row and guessing the answers.

4.4.2.3 Certification test: practical examination

(Non authoritative text)

The candidate must take a practical examination according to the requirements of the applicable profile document:

- The practical examination consists of a part A and B according to the requirements specified in the relevant profile document.

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- The practical examination parts A and B consist of one or more written practical assignments at practical sites that meet the requirements of Chapter 8 of scope BEI BLS, meet the requirements of Chapter 9 of scope BEI BHS, or meet the requirements of Chapter 10 of scope VIAG.
- The result of parts A and B of the practical part of the certification test on the scope of VIAG, BEI BHS and BEI BLS is valid for 6 months.

4.4.2.4 Recertification

(Non authoritative text)

In the scope of BEI BLS, BEI BHS and VIAG, the candidate may be admitted to recertification if:

- they hold a certificate for the same profile issued not more than three years ago;
- the end of the certificate's validity period is no more than 6 months in the future.

In the case of admission to recertification, the prior education requirement of paragraph 4.4.2.1 may not be applied.

Part 2: Requirements for the examination process

5 General requirements theoretical and practical exams

5.1 General requirements theoretical exams

[Source: ISO 17024:2012 paragraph 9.3.1]

5.1.1 Conducting theoretical examinations

For all application areas and for all profiles, the theoretical exams is assed within the digital testing system TestVision, where the assessment of a completed test takes place automatically.

The presence of an examiner is not necessary during the theoretical examination. One supervisor without expertise of the assessed contents is sufficient.

5.1.2 Test form

A theoretical exam can consist of questions in one of the following question formats:

- the multiple-choice question: the candidate must choose the only correct answer from a number of answers;
- the true/false question: the candidate must indicate whether a statement is true or false;
- multi-select multiple choice: the candidate must choose several correct answers from a number of answers;
- the ranking question: the candidate must rank a number of details in the right order;
- the match question: the candidate must link a number of details to each other;

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- the hotspot question: the candidate must point out the right answer on a photo or illustration;
- the fill-in question: the candidate must fill in a short answer in numbers or letters.

5.1.3 Quality criteria for theoretical questions

Questions must meet the following criteria:

- Relevant:
 - Content and level of a question must test the knowledge referred to in the relevant test term
 - Objective
 - The indicated answer must be fully correct; the two distractors must be incorrect
- Efficient:
 - There must be no information that is unnecessary to answer the question correctly. The question must be designed to measure only the intended knowledge
- Specific:
 - There must be no information that points toward or conversely distracts from the correct answer. Proper answering must be possible only if the knowledge referred to is mastered.
- Language use and level:
 - Language proficiency must not play a role in answering a question properly.

5.2 General requirements practical exams

The administration of the practical examination is carried out under the responsibility of STIPEL at examination sites that must meet the requirements set out in this document.

- When conducting a practical examination, such measures must be taken to ensure the safety of the candidate and other persons present at the examination
- A practical exam consists of completing one or more written practical assignments. The performance and outcome will be assessed using an assessment protocol associated with the assignment or assignments, also in writing.

[Source: ISO 17024:2012 paragraph 9.3.1]

5.3 Other general requirements exams

5.3.1 Language of the exam

Because certification is focused on the national market and communication is an important safety aspect, exams are conducted exclusively in the Dutch language.

Remark one of this paragraph: Language proficiency is an important safety aspect. That is why technicians must be able to speak, read and write Dutch at a sufficient level to ensure good communication. An appropriate level is B2 in accordance with the CEFR. The team members

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must be able to understand each other. Per team, at least one team member must be proficient in both Dutch and the language of the team (in case of non-Dutch speaking team members).

Remark two of this paragraph: For the scope of NEN 3140 and NEN 3840, it is now possible, as part of a pilot project, to take examinations in English and to issue certificates in English. Theoretical exams in English must be administered in TestVision.

5.3.2 Taking theoretical- and practical examination individually

- All theory and practical exams must be taken by the candidate individually and without the assistance of third parties.
- An exam may not be taken in a form whereby several candidates are assessed on roles which are dependent on each other at the same time.
- Only with the practical exams may an exception be made for the examiner or the supervisor to support a candidate by providing information in the framework of the pre-determined practical assignment or when carrying out actions requiring physical exertion, such as lifting components.

5.3.3 Remote exams

- An examination body may conduct remote assessment examinations if the remote examinations meet the requirements of ISO 17024:2012 and IAF MD 4:2018 and the examination body has received a positive opinion from an ad hoc Task Force on Remote Examinations established by STIPEL.
- A Remote Examinations Task Force will be assembled by STIPEL on an ad hoc basis for the purpose of assessing an examination body's specific operating procedure, consisting of a representative from both the CoE Electrical Engineering and the CoE Network Management, with at least one of the representatives having taken or attended a remote pilot examination. Remote assessment may be considered for both recertification and initial certification.

Remote practical exams

- Notwithstanding NEN's message of March 18, 2020, the assessment of operational skills is not precluded from remote assessment provided that the assessment takes place in a physical practicum, where a supervisor is physically present and a remote examiner has full oversight of the practicum and the candidate's actions.
- The duration of a remote practical exam must be extended by 25% in view of the time that additional communication actions may require.

Remote theoretical exams

- A theoretical exam may be administered remotely provided that the exam is administered with the proctoring software, the identity of the candidate can be established, exam fraud is prevented, and the confidentiality of the exam questions is maintained.

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Remark one of this paragraph: The remote examination scheme was introduced in 2020 for holding exams during the restrictive measures to prevent covid-19, but the remote examination scheme became permanent later that year.

Remark two of this paragraph: The proctoring software referred to relates specifically to Proctorio or ProctorExam as supported by Teelen in conjunction with TestVision.

5.4 Assessment of theoretical and practical exams NEN 3140 and NEN 3840

[Invulling van ISO 17024:2012 par. 9.3.1]

5.4.1 Assesment of theoretical and practical exams NEN 3140 and NEN 3840

- Assessment of the theoretical exams (basic and certification) are based on the test matrix established in TestVision. The test matrix, grade and duration of the theoretical exams (basic test and certification test) are shown in the applicable profile documents.
- The practical examinations are assessed by the examination bodies, using the assessment protocol as shown in STIPEL 20016:2022.

The theoretical and practical exams must be assessed separately. An examination for the profiles according to NEN 3140 and NEN 3840 will be satisfactory if:

- the basic test had a score of at least 70% of the maximum number of points that can be obtained;
- at least 70% of the maximum number of points that can be obtained was scored for the certification test of the theoretical examination;
- no more than 30 penalty points were given for the practical examination;

5.4.2 Assessment of theoretical and practical exams

- Assessment of the theoretical exams (basic and certification) are based on the test matrix established in TestVision. The test matrix, grade and duration of the theoretical exams (basic test and certification test) are shown in the applicable profile documents.
- The practical examinations are assessed by the examination bodies, using the assessment protocol as shown in STIPEL 20016:2022.

The theory and practical exams must be assessed separately. An examination for the profiles according to NEN 3140 and NEN 3840 will be satisfactory if:

- the basic theory test had a score of at least 70% of the maximum number of points to be obtained;
- at least 70% of the maximum number of points to be obtained was scored for the certification test of the theoretical examination;
- no more than 30 penalty points were given for the practical examination;

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5.4.3 Assessment of theoretical and practical exams BEI BHS

(Non authoritative text)

- Assessment of the theoretical exams follow from the test matrix established in TestVision. The test matrix, grade and duration of the theoretical exams are shown in the applicable profile documents.
- The practical exams are assessed by the exam institutions, using assessment forms linked to the practical assignments.

The theory and practical exams must be assessed separately. An examination for the profiles according to BEI BLS will be satisfactory if:

- at least 70% of the maximum number of points to be obtained was scored for of the theoretical examination;
- no more than 30 penalty points were given for the practical examination;

5.4.4 Assessment of theoretical and practical examination VIAG

(Non authoritative text)

- Assessment of the theoretical exams follow from the test matrix established in Test-Vision. The test matrix, grade and duration of the theoretical exams are shown in the applicable profile documents.
- The practical exams are assessed by the exam institutions, using assessment forms linked to the practical assignments.

The theoretical and practical exams must be assessed separately. An examination for the profiles according to VIAG is considered satisfactory if:

- at least 70% of the maximum number of points to be obtained was scored for of the theoretical examination;
- no more than 30 penalty points were given for the practical examination;

6 General personnel requirements

6.1 Examiners

The examination bodies shall provide its examiners with documented and written instructions describing their duties and responsibilities.

The examiners that are responsible for conducting and assessing STIPEL examinations, must comply with the requirements of subject-matter expertise, knowledge of STIPEL-documentation and impartiality.

Subject-matter expertise must be of the following level:

- knowledge of the construction of the installation in which the test is to be taken

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- at least 5 years' of experience with installations in the relevant area of application;
- knowledge of the standards and legislation, as stated in the relevant qualities to be tested;
- verifiable and up- to date knowledge on developments of the profession by working within the profession or engagement with the subject matter in any other verifiable capacity.

Knowledge of STIPEL-documentation:

- Having verifiable knowledge, insight and experience with the applicable profile document and central scheme so that the STIPEL-exams can uniformly be conducted and assessed.

Impartiality:

- The examiner must be verifiably impartial with regards to all parties that can take part in the certification process (applicants, candidates, certified persons);
- The examiner must be verifiably impartial with regards to candidates that have been prepared for the examination by a training institute at which the examiner has been involved with the training;
- Every official of the examination body must sign an agreement in which the confidentiality, impartiality and independence are guaranteed.

[Source: ISO 17024:2012 par. 5.2.3 en 6.2.2]

6.2 Persons who evaluate the exam results

The evaluation of the exam results – prior to the certification decision – must be carried out by an expert contracted by the examination body. He or she must at least possess the expertise required for examiners for the relevant exam in accordance with paragraph 6.1

7 Requirements for practical locations under the scope of NEN 3140

7.1 General information

A low voltage practicum must be suitable for people to take practical tests with regard to operating and maintenance of low voltage installations. These practical skills are concerned with actions which can arise in low voltage installations which are in operation as these are used in industrial installations.

7.2 Safety and true to life situations

Persons who execute practical tests in switching practice, must be able to execute these safely. At the same time, the installations must be set up in such way that they approximate practice as much as possible. This is the only way to acquire a reasonable degree of confidence that the candidate, after passing the test, will possess sufficient qualities to be able to perform work in low voltage installations.

The installations where the candidate carries out his or her test to obtain the certificate, must have been set up and maintained in such way that there can be no danger for all those present.

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Examining must take place under the management and supervision of skilled persons so that no hazardous situations can arise during the examination.

During the examination a nominated person in control of a work activity must be present who will ensure that no one is at risk. The nominated person in control of a work activity must be familiar with the installations to be able to take measures in the event of undesirable situations. The requirements relating to the set-up, equipment, installation and the actions to be carried out will be specified in further detail below.

Practical tests must be set up in such way that equality of testing is ensured.

Remark one of this paragraph: The installations which approximate the practice as best as possible will often be “utility-like” installations with the examination bodies, such as fuse units or sometimes a plastic distribution board (Halyester and the like). It will not be easy for an examination body to set up a metal-encased distribution system which is found in practice (such as Holec Capitole or ABB MNS). The requirement relating to approximation of the practice will therefore need to be described in further detail.

[Source: ISO 17024:2012 par. 7.4.1.]

7.3 Elementary set-up requirements

A low voltage practicum must be set up with low voltage components, realistic operating and control options, protective relay and other auxiliary equipment.

The earthing equipment, voltage testers, phase comparison, testing and selection equipment to be used must consist of approved devices which are actually applied in practice.

The exams are carried out under operating voltage of 400/230 VAC.

The following safety requirements are set for the installations:

- all safety measures must be taken as these apply for operating low voltage installations.
- an up to date, clear and orderly technical file concerning the installations is available, which includes, in addition, the risk analysis of the installation. This technical file is available for inspection by the parties responsible for examining and certification.
- the installations must be maintained in a skilled manner.

Requirements relating to the equipment and installation:

- Diversity in types of switching material (power switches, switch disconnectors, isolators and contactors).
- Diversity of brands of switch material.

[Source: ISO 17024:2012 par. 7.4.2]

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7.4 Available materials

At least the following must be available for practical exams in the area of application of NEN 3140:

- all necessary measuring tools, such as: bipolar tracer (Duspol), multimeter, clamp-on ammeter, megger and installation tester (earth leakage and impedance measurement).
- personal protective equipment, like: rubber safety gloves, rubber safety mat, hard hat with face shield, blade fuse puller with leather cuff, standard blade fuse puller and cotton (not easily flammable) dust coat.
- all necessary auxiliary materials, like: earthing equipment, warning signs and/or labels, locks and other lock-out and cut-off tools.
- an inventory must be available of these materials, with any particulars.

[Source: ISO 17024:2012 par. 9.3.4]

7.5 Necessary actions

It must be possible to test candidates for the following aspects:

- Replacing lamps.
- De-energising before work and starting up again after work on electrical motors.
- Being able to connect and disconnect electrical motors.
- Fitting plugs to wiring.
- Replacing wall sockets and light switches.
- Connecting lighting fixtures to existing wiring.
- Inspecting electrical work tools.
- Putting in and removing fuses.
- Commissioning and decommissioning of motors, machines, final circuits, distribution boards, switchboards, lighting circuits, power supply cables, transformers and other installation components.
- Switching on, switching off and isolating and separating in a way that can be monitored, and if necessary earthing and short-circuiting of motors, machines, final circuits, distribution boards, switchboards, lighting circuits, power supply cables, transformers and other installation components.
- Being able to handle switchgear, switching conditions and procedures.
- Being able to apply safety regulations relating to switching, testing, earthing, warning and locking.
- Phase comparison and determining the phase sequence.
- Materials for communication if the situation requires this.

[Source: ISO 17024:2012 par. 7.4.2]

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8 Requirements for practical locations for the are of application of NEN 3840

8.1 General

A high voltage practicum must be suitable for people to take practical tests with regard to operating and maintenance of high voltage installations. These practical skills are concerned with actions which can arise in high voltage installations which are in operation as these are used in industrial installations.

8.2 Safety and true to life situations

Persons who execute practical tests in switching practice, must be able to execute these safely. The installations where the candidate carries out the test to obtain the Stipel certificate, must have been set up and maintained in such way that there can be no danger for anyone present.

The following safety requirements are set for the installations:

- All safety measures must be taken as these apply for operating high voltage installations.
- A clear and orderly technical file is available for the installations. A risk analysis must be drawn up for the use. This technical file is available for inspection by the parties responsible for examining and certification.
- A risk analysis will be drawn up again for changes in installations. These changes will be recorded in the technical file.
- The installations must be maintained in a skilled manner.

Examining must take place under the management and supervision of skilled persons so that no dangerous situations can arise during the examination.

During the examination a nominated person in control of a work activity must be present who will ensure that no one is at risk. The nominated person in control of a work activity must be familiar with the installations to be able to take measures in the event of undesirable situations. The requirements relating to the set-up, equipment, installation and the actions to be carried out will be specified in further detail below.

At the same time, the installations must be set up in such way that they approximate practice as much as possible. This is the only way to acquire a reasonable degree of confidence that the candidate, after passing the test, will possess sufficient qualities to be able to perform work in high voltage installations.

Practical testing must be set up in such way that equality of testing is ensured.

[Source: ISO 17024:2012 par. 7.4.1.]

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8.3 Elementary set up requirements

A high voltage practicum must be set up with high and low voltage components, realistic control and operating options, protective relay and other auxiliary equipment.

The earthing equipment, voltage testers, phase comparison, testing and selection equipment to be applied must consist of approved devices which are actually used in practice.

The operating voltage of the installations does not have to be high voltage.

[Source: ISO 17024:2012 par. 7.4.2]

8.4 Necessary actions

It must be possible to carry out the following actions:

- Commissioning and decommissioning a cable section.
- Commissioning and decommissioning transformers.
- Commissioning and decommissioning a high voltage station.
- Changing transformer or rail by means of remote control.

[Source: ISO 17024:2012 par. 7.4.2]

8.5 Minimum network configurations

It must be possible to set up the network in which switching work is to be carried out as a:

- Star network.
- Ring network.
- Meshed network.
- Sufficient options for through-connection at low voltage level.
- Realistic set-up of position indicators, lock-outs, signals, operating and control options.
- Availability of a control panel for the execution of remote operating and control actions.
- Sufficient options relating to dealing with malfunction indicators, protective relay.
- Interpreting and resetting malfunction signals and other auxiliary equipment.
- The entire set-up must comply with the applicable legislation and regulations.

[Source: ISO 17024:2012 par. 7.4.2]

8.6 Additional set-up requirements

The installation must possess:

- Diversity of types of switching material (power switches, switch disconnectors, isolators).
- Diversity of brands of switching material HV and LV.
- Installations of the type "Open", "Encased" and "Closed". Diversity of protection facilities, including the absence thereof, at the start of a test.
- All necessary tools and personal protective equipment must be present, such as earthing equipment, voltage testers, phase comparison equipment,

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testing equipment, selection and colour-coding equipment, warning signs, locks and other lock-out and cut-off tools.

- An inventory must be available of these materials, with any particulars.

[Source: ISO 17024:2012 par. 7.4.2]

8.7 Testable situation

It must be possible to test candidates for the following aspects:

- Switching on, switching off and isolating and separating in a way that can be monitored of cables, transformers and other installation and network components.
- Resetting to the network configuration for normal business operations.
- Commissioning and decommissioning of a high voltage station or installation.
- Parallel connection of transformers and the changing of transformers.
- Changing, isolating, separating in a manner that can be monitored and earthing of rails.
- Being able to handle switchgear, switching conditions and procedures.
- Earthing network and installation components.
- Being able to apply safety regulations relating to switching, testing, earthing, warning and locking.
- Being able to handle voltage testers, earthing equipment, testing equipment.
- Phase comparison and determining the phase sequence.
- Interpreting and handling short-circuit indicators and safety signals
- Selecting a cable in a cable duct.
- Giving a cable a colour code.
- Testing a cable.
- Executing the correct measuring and test procedure when earthing network and installation components, opening ring/closing ring, connecting/disconnecting, through-connection/ending through-connection.
- Materials for communication if the situation requires this.

[Source: ISO 17024:2012 par. 8.3]

9 Requirements for practical locations under the scop of BEI BLS

(Non authoritative text)

No specific requirements apply to the practical test locations for the area of application of BEI BLS. The requirements for the practical test locations ensue from the practical assignments which are established by the BEI BLS work group and are approved by the Panel of Experts for Grid Operations.

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10 Requirements for practical locations under the scope of BEI BHS

10.1 General

(Non authoritative text)

With a high voltage practicum, practical tests are to be taken relating to operating and securing high voltage installations. With these practical skills the matter must concern actions which can occur in commissioned high voltage installations as these are applied in the installations of transport and distribution companies.

10.2 Safety and true to reality situations

(Non authoritative text)

Persons who execute practical tests in switching practice must be able to execute these safely. At the same time, the installations must be set up in such way that they approximate practice as much as possible. This is the only way to acquire a reasonable degree of confidence that the candidate, after passing the test, will possess sufficient qualities to be able to perform work in high voltage installations.

The installations where the candidate carries out his or her test to obtain the certificate, must have been set up and maintained in such way that there can be no danger for the persons present. Examining must take place under the leadership and uninterrupted supervision of skilled persons so that no dangerous situations can arise during the examination. Practical tests must be set up in such way that equality of testing is ensured.

During the examination someone (e.g. examiner or supervisor) must be present who will ensure that no one is at risk. This person must be familiar with the installations to be able to take measures in the event of undesirable situations. He or she must have a nomination appropriate to his or her tasks, to be determined by the location manager. Safety during examining falls under the responsibility of a nominated person in control of a work activity. The nominated person in control of a work activity does not have to be present at the exam location at all times.

[Source: ISO 17024:2012 par. 7.4.1]

10.3 Elementary set-up requirements

(Non authoritative text)

A high voltage practicum must be set up with high voltage components, low voltage components (for the domains Transport and Medium Voltage), realistic operating and control options, protective relay and other auxiliary equipment. The earthing equipment, voltage testers, phase comparison, testing and selection equipment to be used must consist of approved

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devices which are actually applied in practice. The operating voltage of the installations does not require a high voltage level.

The set-up, equipment, installation of the practical exam location and the actions to be carried out must satisfy relevant technical standards and regulations.

[Source: ISO 17024:2012 par. 9.3.1]

10.4 Simulation with virtual reality

(Non authoritative text)

For the execution of practical assignments for certificates in the sub-domain Transport, with the prior consent of the Panel of Experts for Grid Operations, use can also be made of virtual high voltage installations, whereby the operating actions and safety actions are simulated by virtual reality. The candidate must then be able to name what operational situation he or she should find or will realise, how he or she will provide a safe workplace or can assess that a safe workplace has been provided and what measuring and testing equipment and earthing equipment are necessary. The components, equipment, tools and warning signs must actually be pointed out in the installation/the field.

10.5 Specific set-up requirements

(Non authoritative text)

The following safety requirements are set for the installations:

- All safety measures must be taken as these apply for commissioned installations.
- A clear and orderly technical file is available for the installations. A risk analysis must be drawn up for the use. This technical file is available for inspection by the parties responsible for examining and certification.
- A risk analysis will be drawn up again after changes in installations. These changes will be recorded in the technical file.
- The installations must be maintained in a skilled manner.

[Source: ISO 17024:2012 par. 7.4.2]

10.6 Necessary actions

(Non authoritative text)

It must be possible to carry out the following actions:

- Commissioning and decommissioning of a cable section.
- Commissioning and decommissioning of transformers.
- Commissioning and decommissioning of an MV space (not for the domain TR).
- Changing transformer or rail by means of remote control (for the domain TR).

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[Source: ISO 17024:2012 par. 7.4.2]

10.7 Minimum network configurations

(Non authoritative text)

It must be possible to set up the network in which switching work is to be carried out like a:

- Star network. (only for MV, not for Transport)
- Ring network.
- Meshed network (only for MV, not for Transport)
- Sufficient options relating to through-connection at low voltage level (for the domains TR and MV).
- Realistic set-up of position indicators, lock-outs, signals, operating and control options.
- Availability of a control penal for the execution of remote operating and control actions. (only TR)
- Sufficient options relating to handling malfunction indicators, protective relay, interpreting and resetting of malfunction signals and other auxiliary equipment.
- The entire set-up must comply with the applicable legislation and regulations.

[Source: ISO 17024:2012 par. 7.4.2]

10.8 Additional set-up requirements

(Non authoritative text)

Additional requirements relating to the equipment and installation:

- Diversity of types of switching material (power switches, switch disconnectors, isolators).
- Diversity of brands of switching material HV.
- Installations of the type "Open", "Encased" and "Closed" for voltages smaller than 110 kV
- Installations of the type "Open" and "Closed" for voltages greater than or equal to 110 kV
- All necessary tools and personal protective equipment must be available, such as earthing equipment, voltage testers, phase comparison equipment, testing equipment, selection and colour-coding equipment, warning signs, locks and other lock-out and cut-off tools.
- An inventory must be available of these materials, with any particulars.

[Source: ISO 17024:2012 par. 7.4.2]

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10.9 Testable situations

(Non authoritative text)

It must be possible to test candidates for the following aspects:

- Switching on, switching off and isolating cables, transformers and other installation and network components.
- Resetting to the network configuration for normal business operations.
- Commissioning and decommissioning of a high voltage station (only MV) or installation
- Parallel connection of transformers and the changing of transformers.
- Changing, isolating, separating in a manner that can be monitored and earthing of rails.
- Being able to handle switchgear, switching conditions and procedures.
- Earthing network and installation components.
- Being able to apply safety regulations relating to switching, testing, earthing, warning and locking.
- Being able to handle voltage testers, earthing equipment, testing equipment.
- Phase comparison and determining the phase sequence.
- Interpreting and handling short-circuit indicators and safety signals.
- Selecting a cable in a cable bed.
- Testing a cable.
- Executing the correct measuring and test procedure when earthing network and installation components, ring-opening/ring-closing, connecting/disconnecting, through-connection/ending through-connection.
- Materials for communication if the situation requires this.

[Source: ISO 17024:2012 par. 8.3]

11 Requirements for practical locations under the scope of VIAG

(Non authoritative text)

No specific requirements apply to the practical test locations for the area of application of VIAG. The requirements for the practical test locations ensue from the practical assignments which are established by the VIAG work group and are approved by the Panel of Experts for Grid Operations.

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Part 3: Requirements and information for applicants, candidates and certified persons

12 The certification process

12.1 General description of the certification process

Phase 1: Application

- 1) Applicant applies at an examination body;
- 2) applicant completes the digital registration form (annex A) either individually or in cooperation with the examination body;
- 3) Applicant signs the registration form and becomes a candidate.

Phase 2: Entrance (*If there is a recertification in accordance with paragraph 4.4 of this document, steps 4a and 4b do not apply to the certification process*):

- 4a) if the applicant has applied for a BEI BLS, BEI BHS or a VIAG certification procedure, an examination body shall conduct a screening process consisting of a check of prior education requirements in accordance with the training tables.
- 4b) if the applicant has applied for a NEN 3140 or a NEN 3840, during the certification process a basic test must be performed in accordance with paragraph 4.4.1;

Phase 3: Examination

- 5) a candidate is called up for the examination by the examination body, the scope of which depends on the applicable profile document;
- 6) a candidate performs the required examinations.

Phase 4: Assessment

- 7) the examination body enters the examination results into the STIPEL application which proves compliance with the examination requirements;
- 8) the STIPEL application performs an automated evaluation based on the information collected by the examination body. STIPEL takes a positive decision on certification if the certification criteria are met.

Phase 5: Issuance of the certificate

- 9) STIPEL issues a digital certificate with a specified period of validity to the candidate by sending this certificate to the email address provided by the candidate in the registration form;
- 10) The candidate is now a certified person and must (continue) to fulfil the obligations listed in the registration form and Terms & Conditions (see Annex 1 and 2)

[Source: ISO 17024:2012 par. 9.1.1]

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12.2 Application procedure

An applicant may apply for certification under this central certification scheme by contacting an examination body that is authorized to examine under a cooperative agreement with STIPEL. To find these exam institutions go to <https://stipel.nl/direct-regelen/examenbureau-vinden/>.

- Next, the registration form in Annex A must be filled in and signed by the applicant.
- If the examination body is in possession of the applicant's e-mail address, this registration form can be filled in individually by the applicant.
- If this e-mail address is not present, an applicant must complete the registration form in cooperation with the examination body.

[Source: ISO 17024:2012 par. 9.1.2]

Remark one of this paragraph: The registration form of Annex A is subject to the applicable Terms & Conditions of Annex B.

12.3 Decision on certification

Decisions on certification are made by verifying that candidates have met the certification requirements of:

- this central certification scheme;
- the applicable profile documents.

The evidence of compliance with these certification requirements are collected exclusively during the certification process by the examination body(s), where the candidate has applied and taken the examination.

[Source: ISO 17024:2012 par. 9.4]

12.4 Issuance of certificates

A certificate obtained shall be issued in accordance with Article: "Issue of certificate" of Annex A and Article 6 of Annex B. Certificates issued by STIPEL shall comply with definition 3.5 and the requirements contained in paragraphs 9.4.7, 9.4.8 and 9.4.9 of ISO 17024:2012.

12.5 Suspension or revocation

A certificate that has been obtained may only be suspended or revoked by STIPEL if the requirements of Article 15 of Annex B are met.

[Source: ISO 17024:2012 par. 9.5]

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13. Registration of certificates

- The certificates issued under the scope of this scheme are registered by STIPEL in a digital application created, maintained and managed by STIPEL for this purpose.
- Every certificate that has been issued contains a personalized QR-code that can be scanned.
- The certified person is automatically redirected to the digital application and the registered certificate by scanning this QR-code. Therein they can check the status and the period of validity of the certificate.

[Invulling van ISO 17024:2012 par. 7.1.1 en 7.2.1]

14 Procedures for insight, complaints, objections and appeals

14.1.1 Request for insight

- The examiner or surveyor can't give insight into the undertaken exam or do a post-discussion of the undertaken exam to the candidate due to the strict confidentiality of the exam questions.
- A candidate only has a right for insight of a theoretical or practical exam by following the procedure for complaints of paragraph 14.2 or by filing a complaint with the examination body where the exam was undertaken.
- This complaint must specifically refer to the questions about which the candidate has remarks.

14.1.2 Assessment of the request for insight

- The examination body is qualified to assess if a request of insight is justified when the request is in regards to the insight of a practical exam. STIPEL is exclusively qualified to assess if a request is justified when the request is for the inspection of a theoretical exam.
- When this situation applies, STIPEL delegates the facilitation of the inspection to the concerned examination body.

The examination body and STIPEL can only grant a request of insight if:

- The request proves that the candidate has a complaint about the contents or assessment of one or more exam questions.

14.1.3 The facilitation of insight

- The examination body where the candidate has undertaken the exam is responsible for determining the day on which the insight will be given and facilitated, if a request for insight is granted in accordance with paragraph 14.1.2.
- The examination body selects a responsible person who shall ensure that:
 - the candidate is exclusively given insight into the exam-questions for which the request of insight of paragraph 14.1.2 was granted;
 - the insight is undertaken in a room where only the candidate and the responsible person are located;

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- the candidate doesn't make pictures of the exams, doesn't undertake fraudulent activities or tries to get insider knowledge into the exam-questions that he has done.

Remark one of this paragraph: The insight must be done in person.

14.2 Procedure for complaints

Interested parties may file a complaint in accordance with Article 16 of Annex B if the complaint concerns:

- The content, method of creation or modification of the central scheme and relevant profile documents on the basis of which candidates and certificate holders are assessed.

Applicants, candidates and certificate holders may file a complaint in accordance with Article 16 of Annex B if the complaint concerns:

- The services provided by STIPEL or examination bodies during the certification process.
- A request for insight in accordance with paragraph 14.1.

Complaints can be filed by filling in the contact form, which is accessible on <https://stipel.nl/contact/>. There is no filing deadline attached. The complaint must contain the following information to be taken into consideration:

- Surname and first name or initials of the complainant
- A rationale for the complaint

Remark one of this paragraph: The additional information with regards to the course of the procedure and the term of handling the complaint are regulated in article 17 of Annex B.

Remark two of this paragraph: Complaints related to the applicant's or candidate's examination may also be filed with the respective examination body.

[Source: ISO 17024:2012 par. 9.9]

14.3 Procedure for objections

Applicants, candidates and certified persons can object against a decision that has been taken towards them by STIPEL in accordance with article 18 of annex B, among others if that decision is in relation to the:

- Admission to the certification process
- Granting the STIPEL-certificate
- Suspension of a STIPEL-certificate
- Withdrawal of a STIPEL-certificate

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An objection can be filed by filling the form of appeal, which is accessible on <https://stipel.nl/bezwaar/>. There is no filing deadline attached. The appeal must contain the following information to be taken into consideration:

- surname and first name or initials of the appellant;
- name of the examination body where the appellant took his exams;
- the certificate to which the objection relates;
- the dates on which the exams were undertaken;
- a rationale for the objection.

Remark one of this paragraph: Other information in regards to the progression of the procedure for objections and the treatment period of the objection are regulated in article 18 of Annex B

[Source: ISO 17024:2012 par. 9.8]

14.4 Procedure of appeals

Applicants, candidates and certificate holders may file an appeal in accordance with Article 18 of Annex B if the appeal relates to:

- A written decision regarding a filed paragraph 13.1 complaint.
- A written decision regarding a filed paragraph 13.2 objection.

Appeals can be filed within fifteen business days after the receipt of the written decision on a complaint or objection by sending the appeal to info@stipel.nl. The e-mail must contain a rationale for the appeal to be taken into consideration.

Remark one of this paragraph: Other information in regards to the progression of the procedure for objections and the treatment period of the objection are regulated in article 19 of Annex B.

[Source: ISO 17024:2012 par. 9.8 en 9.9]

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Appendix A: Registration form

To be filled in by the examination body:

Name examination body: ---
 Applied for certification (requested certification based on STIPEL 10003): --
 Initial certification/Recertification (cross out what doesn't apply)

To be filled in by the candidate:

Name: ---
 Initials: ---
 Place of birth: ---
 Country of birth: ---
 Date of birth: ---
 Personal email-address: ---

- Yes / No** Request for accommodation of special needs
Take note: Evidence must be handed over to the examination body when modified examination is applied
- Yes / ~~No~~** Authorization registration in public register
Take note: no authorization limits the use of the certificate
- Yes / ~~No~~** Authorization registration in third-party systems (digital security passports)
Take note: no authorization limits the use of the certificate
- Yes / No** Exclusive issuance of the certificate to the examination body
- Yes / ~~No~~** Duplicate of the certificate to the trainer
- Yes / ~~No~~** Duplicate of the certificate to the employer

The optimal choices are displayed above. Alternate choices can be encircled. This has possible ramifications for the usefulness of the certificate.

Terms & Conditions and the certification scheme

Examination and certification are subject to the Terms & Conditions and the certification scheme. If a certificate is issued to the applicant by STIPEL, the terms of this registration form shall be deemed part of a certification agreement.

Signature applicant:

Date:

Signature:

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Appendix B: Terms & Conditions

Definitions

Article 1

1. *Applicant*: person who has submitted an application to be admitted into the certification process and has signed the registration form in order to become a certified person
2. *Candidate*: applicant who has fulfilled specified prerequisites and has been admitted to the certification process.
3. *Certified person*: candidate who has passed the assessment and examination and has received a STIPEL certificate.

Applicability

Article 2

The Terms & Conditions apply to all agreements established between a person and STIPEL on the basis of an registration form or the issuance of a certificate to that person.

Certification requirements

Article 3

A certificate may be issued by STIPEL if the candidate:

- is 18 years old or older;
- has met all prerequisites of the certification scheme and relevant profile documents;
- has passed all parts of the examination that is required by the certification scheme and relevant profile documents.

Age

Article 4

1. Candidates may be admitted to the examination from the time they reach the age of 17. The candidate is entitled to the examination result. The certificate is issued with a validity date, that starts when the candidate reaches the age of 18.
2. The period of validity of a certificate of a person who has not yet reached the age of 18 has a different period of validity, due to the fact that the period of validity must be calculated from the time the certification decision is made.

Prerequisites

Article 5

The applicant must meet all prerequisites in accordance with the certification scheme and relevant profile documents.

Decisions on certification

Article 6

STIPEL must make a positive decision on certification within 10 business days after the candidate has passed the last part of examination and if the candidate has complied to the certification requirements in accordance with article 3.

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Issuance of the certificate

Article 7

1. The certificate will be exclusively issued in a digital form by STIPEL. The following alternative forms are explicitly excluded: paper certificates and stickers for the purpose of a security passport.
2. If the candidate is eligible to receive a certificate after going through the certification process, the certificate will be issued by STIPEL to the personal e-mail address provided by the candidate, unless the candidate has agreed to an alternative e-mail address in the certification agreement.
3. The alternative e-mail address mentioned in the second paragraph can only be an e-mail address of an examination body that wishes to temporarily keep a certificate in its possession because they have concerns that the examination fees, not including any training fees, will not be paid.

Period of validity

Article 8

1. The period of validity of a certificate is three years, unless article 4(2) applies.
2. A certified person must be admitted to recertification in accordance with the certification scheme and relevant profile documents

Use of the certificate

Article 9

The certified person may use the certificate to prove that he has the competences specified in the certificate, as long as the validity period of the certificate has not expired, the certificate has not been withdrawn and has not been suspended.

Obligations of the applicant

Article 10

1. The applicant must meet the admission requirements in accordance with the certification scheme and relevant profile documents and must prove that he has met them.
2. The applicant must cooperate in the preliminary investigation of the examination body and must provide the documents required for this purpose.

Obligations of the candidate

Article 11

1. The candidate must not in any way cheat or have prior knowledge of the examination assignments or of the examinations he is to take;
2. The candidate must cooperate with the examination and assessment of the examination body.
3. The candidate must know and follow the examination regulations of the examination body that have been approved by STIPEL.

Obligations of the certified person

Article 12

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1. From the moment the certificate is received and during the validity period of the certificate, the certified person must comply with the requirements of the certification scheme and relevant profile documents.
2. The certified person may not suggest to third parties that STIPEL is responsible for the actions and activities of the certified person.
3. The certified person must notify STIPEL in writing as soon as he no longer complies with the certification conditions, the Terms & Conditions, the certification scheme and the relevant profile documents.

Confidentiality

Article 13

1. The applicant, candidate and certified person are required to keep information about the exam confidential and are forbidden to share information about the contents of the exams with third parties.
2. The provisions of paragraph 1 do not apply to information that:
 - is public knowledge or becomes public knowledge without unlawful action by the applicant, candidate and certified person;
 - can be proven to have been lawfully in the possession of the applicant, candidate and certified person;
 - has been published or disclosed to the relevant authority by virtue of a legal obligation, or a duty of care imposed upon the applicant, candidate and certified person.

Registration of personal data

Article 14

STIPEL keeps records of the following personal data of the applicant, candidate and certified person:

- last name and first name or initials;
- date of birth;
- birthplace;
- country of birth;
- personal email address;
- the alternative e-mail address, if any, to which the certificate is to be issued;
- personal STIPEL number;
- training details;
- exam work;
- exam results.

Privacy agreements

Article 15

1. STIPEL may collect, store or process personal data, obtained training data, examination work and examination results to go through the certification process and verify the obtained certification. STIPEL may disclose this data, which is subject to confidentiality, to qualified third parties for quality purposes. STIPEL may use the data as displayed on the certificate,

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with the exception of contact information and underlying exam results, to verify the validity of a certificate upon inquiry by third parties.

2. STIPEL may disclose the information as displayed on the certificate, with the exception of contact information and underlying examination results, in a register of certification that is owned by STIPEL.
3. The applicant may request the data mentioned in article 15 (2) not to be revealed and thereby accepts that the validity of their certificate is less easily verified by third parties and, in that case, indemnifies STIPEL from the possible negative consequences.
4. STIPEL may exchange the data as shown on the certificate, with the exception of contact information and underlying exam results, and have it processed by third parties to demonstrate the validity of the certificate through the systems and applications of these third parties as marketed for the purpose of effective communication between clients, employers and employees.
5. The applicant may request that the certificate data mentioned in article 15 (4) cannot be exchanged with third parties and thereby accepts that the validity of their certificate is less easily verified by clients, employers and employees. In this case, the applicant indemnifies STIPEL from the possible negative consequences.
6. The applicant may invoke the right to be forgotten and may request STIPEL to delete the data as mentioned in article 15 (1), with the exception of the certificate number, STIPEL number and the indication of the scope of certification. In this case, the certificate is withdrawn and its validity expires because the identity of the certified person can no longer be validated.

Withdrawal and suspension of the certificate

Article 16

1. STIPEL has the right to suspend an issued certificate if:
 - The certified person no longer meets one or more of their obligations of the Terms & Conditions.
 - The certified person no longer meets one or more of their obligations of the certification agreement.
 - The certified person does not meet their financial or other obligations of the examination agreement with the examination body.
 - The certified person no longer meets the certification criteria of the certification scheme and relevant profile documents.
2. STIPEL will notify the certified person in writing, when it decides to suspend an issued certificate, stating the grounds for the suspension. The obligation to inform the certified person is waived when the candidate has waived the provision of a personal e-mail address at the time of application.
3. STIPEL has the right to withdraw an issued certificate if the grounds for suspension are not removed within three weeks.
4. A certificate is withdrawn in all cases if:
 - The certification agreement has been terminated.
 - The certified person dies.

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5. When a certificate is suspended, the certified person loses their right to use the certificate to prove that they have the competencies specified in the certificate.
6. STIPEL must lift the suspension if the grounds for suspension are removed within three weeks.
7. When a certificate is withdrawn, the certified person must destroy the certificate and confirm such destruction in writing within 14 days of STIPEL's request.

Procedure for complaints

Article 17

1. Applicants, candidates and certified persons may submit complaints in writing by using the response form on stipel.nl
2. The person or organisation that has caused the complaint has three weeks to resolve a filed complaint. If the complaint is not resolved to the complainant's satisfaction before the deadline, the complainant may take the complaint to the Complaints Committee.
3. STIPEL has 10 business days to confirm in writing that the complaint is being reviewed by the Complaints Committee.
4. No later than 6 weeks after receiving the complaint, the complaint will be settled and the complainant will be informed of the progress and final decision regarding the complaint.

Procedure for objections

Article 18

1. Applicants, candidates and certified persons have the right to make an objection against decisions taken against them by STIPEL by using the objection form on stipel.nl
2. The objection must contain each of the following items of information to be considered:
 - last name and first name or initials;
 - name of the examination body;
 - requested certification;
 - exam dates;
 - the reasons for the objection.
3. The person that made the certification decision, must make a reasoned decision on the objection no later than 6 weeks after receiving the objection, and the certified person must be informed in writing.

Appeals

Article 19

1. The objector may file a written appeal against the handling of the objection within 15 business days after the written notice of article 18 (3) has been received.
2. Confirmation of the appeal will be acknowledged in writing within 10 business days of receipt.
3. Appeals are heard by an Appeals Committee.
4. In handling the appeal, the Appeals Committee will only review if the handling of the appeal are in accordance with the requirements and regulations governing the certification scheme.
5. If the Appeals Committee is of the opinion that the objection was handled with sufficient care and in accordance with the requirements and regulations, the Committee will decide

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against the applicant. In other cases, the Appeals Committee refers the processing of the appeal back to the person that made the certification decision, possibly with additional conditions.

6. Decisions following an appeal will be communicated in writing to the applicant within 6 weeks after confirming the appeal. This period may be extended once by 6 weeks. In the case of extension of the processing period, the certified person shall be informed of this before the expiration of the original period.

Liability

Article 20

1. Under no circumstances shall STIPEL be liable for any form of consequential damages, including, but not limited to, damages suffered as a result of third party claims against the applicant, candidate and certified person who used a STIPEL certificate.
2. Under no circumstances is STIPEL liable for damages suffered by the applicant, candidate and certified person caused by third parties that are used by STIPEL in the execution of its obligations towards the applicant, candidate and certified person.
3. The limitations of liability of this Article shall not apply if the damage was caused by intent or gross negligence of STIPEL.

Modification clause

Article 21

1. STIPEL is entitled to modify the Terms & Conditions during the term of the certification agreement.
2. STIPEL is required to notify the certified person of any changes to the general terms and conditions.
3. If the certified person does not accept these changes, the certified person may terminate the certification agreement on the date the changes come into effect, which will result in the withdrawal of the certificate as described in Article 16 (4).

Duration and termination of certification agreements

Article 21

The certification agreement terminates automatically if the certificate is withdrawn .

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