

Rules covering tests / examinations procedures and conditions

General terms and conditions

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Rules covering tests and examinations

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Note:

All gender-specific terms are shown as masculine but only in order to make this document easier to read.

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General terms and conditions

On 1st August 1997 the German automobile manufacturers and their suppliers founded the Quality Management Center (QMC). Within the VDA the QMC has the task of encouraging quality in the automobile industry and developing quality-conscious thinking at all links in the entire value-creation chain of manufacturers and suppliers.

The spectrum of activities of the VDA QMC extends from the development of systems and methods to the shape of quality management systems in the automobile industry. With the support of the strategy group these developments and the direction of the QMC are controlled equally by representatives of manufacturers and suppliers in the QM Committee. As in the VDA, in this committee all automobile manufacturers and an equal number of automobile industry suppliers are represented by their QM managers.

§ 1 Area of application / scope

- (1) These rules apply to the procedures covering all tests and examinations carried out by the Quality Management Center of the VDA – hereinafter referred to as the VDA QMC – whether directly or contractually on behalf of third parties, subject to the terms to be agreed for such contracts.
- (2) All VDA QMC test and examination procedures resulting in a certificate are subject to these terms and conditions.
- (3) Deviations in any individual case must be agreed in writing by the VDA QMC.

§ 2 Breakdown of the test / examination procedures

- (1) The breakdown of the test / examination procedures depends on the qualifications to be achieved as a result of the certification programmes.
- (2) The sequence of the individual tests and examinations is described in terms governing the execution of the tests and examinations. They are an integral part of this present document.
- (3) The terms governing the execution of the tests and examinations cover:
 1. Validity / scope
 2. The purpose of the test / examination
 3. Those authorized to take the test / examination
 4. Carrying out the test / examination
 5. Test / examination requirements
 6. Permitted aids
 7. Assessment of performance
 8. Certificates and their validity / scope
 9. Coming into force of certificates

§ 3 Purpose of the test / examination

The test / examination is intended to determine, with objective evidence, whether the person taking the test / examination is reasonably competent in terms of the qualifications meeting the requirements profile of the certification programme in question.

§ 4 Authorized participants and registration for the test / examination

- (1) A test / examination is open to a person who has taken part in a training course preceding the certification programme or, by other means, has demonstrably learned the essential contents. The latter possibility must be checked in each individual case.

The person taking part in the test / examination must provide evidence (for example, training certificates, service documents) which satisfies the conditions for him/her to take part. This evidence must be provided to the VDA QMC in writing with the application for registration. The decision as to whether the person may be permitted to take the test / examination lies exclusively with the VDA QMC.

- (2) The terms covering the execution of certain tests and examinations may contain special conditions regarding authorization and / or recognition.
- (3) Applications for permission to take a test / examination must be made in writing to the VDA QMC, using the official application forms.
- (4) The number of people taking a test / examination is restricted and is determined by the VDA QMC.

§ 5 Test organisation

- (1) The VDA QMC organises the test / examination. In particular it specifies the dates and locations for tests / examinations.
- (2) The VDA QMC appoints the examiner / supervisory personnel for each test / examination and specifies the tasks set out in the test / examination.
- (3) If a test / examination consists of several sections, these may take place at different times and locations, depending on circumstances.

§ 6 Examiner / supervisory personnel

- (1) As a general principle, examiners are appointed by the VDA QMC. Examiners must have an acceptable level of training and continuous activity in those areas of quality management and/or other management systems in the automobile industry which are directly related to the qualification profile of the test / examination in question.
- (2) As a minimum the examiner must hold the qualification which is the subject of the test / examination.
- (3) Supervisory personnel must be familiar with the general sequences and processes of the VDA QMC, as well as the type of test / examination where supervision is to take place.

§ 7 Carrying out the test / examination

- (1) An examination can consist of several parts, which are carried out orally or in writing. Details are usually provided to those taking part, once their applications have been accepted. More information is contained when the test / examination procedure is determined in accordance with §2 item (3).
- (2) Written examinations can be:
 - tasks of a general and/or programmed form (for example, multiple-choice form)
 - a written treatise
- (3) Oral or user-related tests / examinations can be :
 - group exercise participation
 - a presentation
 - a work-station test
 - an interview
- (4) Written tests / examinations are checked by at least one examiner or supervisory person. No second assessment is carried out.

Oral tests / examinations are judged by at least two examiners. They draw up and sign reports covering the way the test / examination progresses and give an assessment of the participant's performance (cf.. §8).
- (5) The tests / examinations are not held in public.

§ 8 Assessing performance

- (1) The assessment of performance is usually carried out using a points system. Each task in the written or oral test / examination or part thereof is allocated a maximum possible score and the number of points actually achieved.
- (2) The test / examination is passed if the participant has achieved the minimum specified number of points in the performance assessment.
- (3) A successful result for the overall test / examination may be linked to the success or individual part-tests or combinations of several part-tests. More details are set out in the terms and conditions covering the test / examination in question.
- (4) The assessment of performance in the oral test is made by the examiner(s) against the following criteria:
 - The performance meets in full the qualification profile required for the certificate
 - The performance generally meets the qualification profile required for the certificate
 - The performance is adequate to achieve the qualification profile required for the certificate.
 - The performance is not adequate to achieve the qualification profile required for the certificate.

- (5) If an assessment is made on the basis of several individual point scores, the arithmetical mean is taken and rounded up to the nearest full figure.
- (6) The assessment which has been made is not made known, justified or made available to the participant by the examiner(s). The participant is informed of the final result in writing by the VDA QMC, either directly or in some cases indirectly.
- (7) The assessment of the test / examination and parts thereof can be made using automatic procedures and is carried out by the VDA QMC.

§ 9 Withdrawal from a test / examination

- (1) A person who has applied to take a test / examination can withdraw from it (an initial or repeat examination) up to the date of the examination itself in justified cases (sickness, for example). In this case the examination is regarded as not having been taken.
- (2) If a participant fails to continue or complete an examination once it has started, the examination is regarded as having been started, no matter what the reason for the withdrawal. Those parts of the examination which have been completed up to the time of the withdrawal will be taken into account as far as possible. If this is not possible (for example, oral tests which were broken off before the examination discussion) this section of the test / examination at least is regarded as not having been passed.

§ 10 Re-taking a test / examination

- (1) A test / examination which has not been passed may be taken again a maximum of two times. Details of this, as well as the conditions governing authorization, are set out in the relevant terms and conditions - cf. §2 item (3).
- (2) If a test / examination consists of several parts, each assessed separately, the terms and conditions of §2 item (3) determine which parts of the test / examination are to be repeated.
- (3) If a test / examination or a part thereof is repeated, the entire procedure for the test / examination or the part therefore must be carried out.
- (4) The repeat must be carried out in accordance with the relevant terms and conditions for execution.
- (5) The assessment of performance in a repeat test / examination is carried out in accordance with the terms of §8.
- (6) The terms of §9 are binding on any withdrawal from a repeat test / examination.

§ 11 Cheating; disturbances

- (1) If a participant makes an attempt to cheat or if cheating is suspected (e.g., telephone calls during the examination period, the use of electronic data-carrying devices / MP3 players) the examiner or the person acting in the supervisory role will record the facts and circumstances in the test / examination papers or in the test / examination report. The final decision on acceptance of the test results lies with the VDA QMC.
- (2) Participants causing a significant disturbance during the test / examination can be excluded from the test / examination. The decision is taken by the examiner, if appropriate, following discussion with supervisory personnel. The decision and the facts regarding the disturbance must be documented. If a participant is excluded, the test / examination is regarded as not having been passed.
- (3) If a participant does not return all the test papers which have been given to him, he shall have no claim to an assessment of his test / examination. In this case the test / examination is regarded as not having been passed.

§ 12 Determining the test / examination results

- (1) The VDA QMC determines the result of the test / examination.
- (2) Each person taking a test / examination is given a result. If the test / examination has been passed, the decision is the certificate or the extension of the existing certificate
- (3) The person who has taken the test / examination will generally be advised of the result by the VDA QMC within six weeks after the test / examination. The points scored and details of the result are not released.
- (4) All information must be issued in writing.
- (5) Non-binding information provided by telephone is possible in individual cases, where the VDA QMC has agreed to this in the test / examination procedure. In all cases, however, participants are advised to wait for binding written information from the VDA QMC.

§ 13 Certificates

- (1) Each participant receives the appropriate certificate, provided all the pre-conditions have been met and the test / examination has been passed.
- (2) As a principle the certificate contains the following details as a minimum:
 - the VDA QMC logo and, if appropriate, the logo of the VDA QMC licence-holder
 - an unambiguous certificate number
 - the name of the certified person
 - the reference to the relevant certification programme
 - the area of application of the certificate, if applicable
 - the validity and expiry date of the certificate, if applicable

The points scored in the text / examination are not stated in the certificate.

- (3) As a general principle the certificate is signed by the head of the VDA QMC and an authorised person of the VDA QMC training organisation carrying out the training.
- (4) The certificate is the property of the VDA QMC and must be returned to the VDA QMC on its expiry without this being demanded.
- (5) A certificate issued by the VDA QMC can be withdrawn if the holder has obtained the certificate improperly or uses it improperly. The VDA QMC decides on such withdrawals. The procedure must be carried out in writing.

§ 14 Monitoring and re-certification of certificates

- (1) Certificates with a stated date of expiry are subject to monitoring by the VDA QMC. They must be renewed before the period of validity expires. An application to this effect must be made in writing to the VDA QMC at the appropriate time.
- (2) The re-certification conditions governing renewal are stipulated by the VDA QMC in relevant data sheets, which are directed toward the certification programme in question.
- (3) The monitoring of certificates can be covered by confirmed evidence which the holder of the certificate must submit before the re-certification. The type and quantity of such evidence are specified in the data sheets.
- (4) Re-certification takes place when the evidence required for monitoring purposes and the application for re-certification have been received by the VDA QMC.

§ 15 Test / examination papers

- (1) All test / examination papers are stored at the business premises of the VDA QMC in Berlin or at the premises of a contractually approved VDA QMC licence holder. The storage period is at least two years if the test / examination result was successful and at least five years if it was not.
- (2) If a certificate has a maximum period of validity, the storage period for it is the period of validity plus two further years.
- (3) As a general principle inspection of the test / examination papers is not permitted. On request, a participant who has not passed the test / examination is permitted to see his papers at the VDA QMC's premises. The request must be made in writing to the head of the training and further education section of the VDA QMC. Reasons for the request must be stated.

§ 16 Redress / appeals

- (1) Objections to a decision regarding a test / examination must be submitted in writing to the VDA QMC within four weeks of reception of the decision, stating the reasons for the objection.
- (2) The VDA QMC decides on the objection.

§ 17 Test / examination fees

- (1) Each test / examination for certification and each procedure for re-certification is subject to fees. This also applies to parts of a test / examination as defined in § 7 (2) and to a test / examination covered by § 10 of this present document.
- (2) The level of the fees is based on the current order of fees issued by the VDA QMC. As a general rule the fees for a test / examination are set out in the training and further education programme and on the Internet. If there is any doubt, participant should contact the VDA QMC regarding fees for a test / examination which has been completed.
- (3) If a participant withdraws from or is excluded from a test / examination there is no claim to reimbursement of the test / examination fees.

§ 18 Revision of these terms and conditions

- (1) These rules covering tests and examinations are intended to secure and support the tests / examinations and they way in which they are executed. This means that this present document must always be subject to modification to meet a dynamically evolving certification programme. The VDA QMC is therefore entitled to make revisions to these terms and conditions without notice at any time.
- (2) Changes to the rules covering tests and examinations must be issued in a reasonable form.

§ 19 Entry into force

- (1) These rules covering tests and examinations come into force on publication. They apply to all tests and examinations carried out by the VDA QMC after the date of publication.
- (2) In transitional phases the VDA QMC may decide that, for a limited period, tests and examinations can be carried out in accordance with the terms of the previous rules and conditions.
- (3) The rules covering tests and examinations are published on the Internet on the VDA QMC home page.

Berlin, January 2010