

# EN ISO 9712/NORDTEST SCHEME for examination and certification of non-destructive testing personnel

**Key words:** Non-destructive testing, NDT, examination rules, EN ISO 9712/NORDTEST SCHEME

## Content

<p><b>1. Introduction to EN ISO 9712/Nordtest scheme</b> 1</p> <p><b>2. Organisational structure of EN ISO 9712/Nordtest scheme</b>..... 2</p> <p>2.1 Nordtest secretariat..... 2</p> <p>2.2 Nordtest Technical Group for NDT (TG NDT)..... 2</p> <p>2.3 Advisory board for the certification body..... 3</p> <p>2.4 Certification body ..... 3</p> <p>2.5 Panels of Examiners ..... 3</p> <p>2.6 Nordtest Testing Organisation (NTO)..... 3</p> <p><b>3. Eligibility for certification</b>..... 4</p> <p>3.1 Training ..... 4</p> <p>3.2 Industrial NDT experience ..... 5</p> <p><b>4. Examination</b> ..... 5</p> <p>4.1 Re-examination..... 5</p> <p>4.2 Sectors for examination..... 5</p> <p>4.2.1 Product sectors..... 5</p> <p>4.2.2 Industrial sectors..... 5</p> <p>4.2.3 Multi sectors ..... 5</p> <p>4.3 Detailed examination requirements, level 1 and 2.. 5</p> <p>4.3.1 General examination: ..... 5</p> <p>4.3.2 Specific examination: ..... 6</p> <p>4.3.3 Practical examination ..... 6</p> <p>4.3.3.1 Number of specimen Product Sectors ..... 6</p> <p>4.3.3.2 Number of specimen for Industrial sectors..... 6</p> <p>4.3.3.3 Time for practical examination ..... 6</p> <p>4.4 Detailed examination requirements, level 3: ..... 7</p> <p>4.5 Conduct of examinations ..... 7</p> <p><b>5. Recertification</b> ..... 7</p> <p><b>6. Transition of certificates to new system</b>..... 7</p> <p><b>7. Certificate</b> ..... 7</p> <p>7.1 Dating the certificate and period of validity ..... 7</p> <p>7.2 NDT Techniques..... 7</p>	<p>7.3 Maintain the certificate ..... 8</p> <p>7.4 Duplication of certificate ..... 8</p> <p><b>8. Code of ethics</b> ..... 8</p> <p><b>9. Claim handling procedure</b>..... 8</p> <p>9.1 The complaint..... 8</p> <p>9.2 The appeal ..... 8</p> <p>9.3 Withdrawal and suspension of certificates:..... 9</p> <p>9.3.1 Withdrawal..... 9</p> <p>9.3.2 Suspension..... 9</p> <p><b>10. Valid documents</b> ..... 9</p>
--	---

## 1. Introduction to EN ISO 9712/Nordtest scheme

The European standard EN 473, "Qualification and certification of NDT personnel - General principles" was at first issued in January 1993 and has now again been revised and issued as EN ISO 9712 Non-destructive testing - Qualification and certification of NDT personnel.

This sixth edition of DOC GEN 010 replaces all earlier editions, appendixes and amendments.

The Nordtest scheme for examination and certification of non-destructive testing personnel is the main scheme for certification of NDT-personnel in the Nordic countries. It provides a uniform level of qualifications of the personnel, which is acknowledged, accepted and sometimes demanded by authorities and users of NDT in most industrial areas.

EN ISO 9712:2012 includes general requirements related to examination and certification. Requirements to the technical content, principles for judgement or level of quality in the examination are not precisely described in EN ISO 9712. It is therefore necessary to have additional documents defining the examinations. This sixth edition of NORDTEST DOC GEN 010 provides the detailed requirements, which assure a uniform performance of examinations and certification.

This edition of NORDTEST DOC GEN 010 includes only additional requirements of the EN ISO 9712/Nordtest

scheme and some clarifications. The text of EN ISO 9712 standard is valid in all other cases as such also in the EN ISO 9712/Nordtest scheme. Specific requirements and descriptions are found in NORDTEST DOC GEN 010 and in the Handbook for Nordtest Certifying Bodies (in the following called the Handbook). The Handbook includes confidential material, which is handed over only to the Certifying Bodies.

This edition of DOC GEN 010 consists of several requirements in conflict with Nordtest Handbook version 6.21. Requirements in DOC GEN 010 as well as ISO 9712:2012 overrides any such conflicts. Revision of the Handbook will be completed for the implementation of next revision of ISO 9712 expected 2020.

EN ISO 9712 includes reference to ISO/IEC 17024, which includes the requirements for accreditation of personnel certification bodies. This edition of NORDTEST DOC GEN 010 updates the scheme and complies with EN ISO 9712 and meets the accreditation requirements. The requirements for a procedure for certification and surveillance required by ISO/IEC 17024 are fulfilled.

The requirements of examination and certification, as well as training before examination, have been developed to benefit the clients in all Nordic countries regarding total quality.

The technical and economic development requires improvement of the EN ISO 9712/Nordtest scheme. New methods and techniques may be added and updating of the existing examinations and certification will take place. Changes will be included in revisions of this edition of DOC GEN 010 and in the Handbook. A list of valid documents is found in chapter 9.

The basic documents of the EN ISO 9712/Nordtest scheme are prepared by the TG NDT.

The certification bodies are responsible for the adoption of the documents of the EN ISO 9712/Nordtest scheme. All documents used by the certification bodies must be in accordance with the EN ISO 9712/Nordtest scheme, EN ISO 9712 and ISO/IEC 17024.

## 2. Organisational structure of EN ISO 9712/Nordtest scheme

Organs and their tasks and duties in the EN ISO 9712/Nordtest scheme are described below.

### 2.1 Nordtest secretariat

Nordtest has a secretariat, which will be the corresponding address for TG-NDT.

### 2.2 Nordtest Technical Group for NDT (TG NDT)

The Nordtest Technical Group consists representatives from the Nordtest Certification Bodies (NCB). Every

Nordtest Certification Body (NCB) have the right to be represented in the TG-NDT. Every NCB has one vote.

TG NDT has in the EN ISO 9712/Nordtest scheme the following responsibilities:

- a) Approval of the basic documents of the EN ISO 9712/Nordtest scheme including the NORDTEST DOC GEN 010, its amendments and annexes as well as the Handbook, which describes the certification scheme;
- b) Preparing the basic documents necessary for the operation of the EN ISO 9712/Nordtest scheme including the Handbook;
- c) Can recommend participants as technical experts for the initial accreditation audit of an organisation applying for accreditation as a certification body operating in accordance with the EN ISO 9712/Nordtest scheme. There should be a communication between the accrediting body and the TG NDT about the development of the EN ISO 9712/Nordtest scheme;
- d) Promoting and developing the EN ISO 9712/Nordtest scheme which may include new methods, techniques and developments within certification of NDT personnel on the international level;
- e) Collaborating with national and international bodies and preparing mutual recognition agreements by examining the equivalence and conformity with other NDT certification schemes and when relevant proposing approval of equivalence and conformity;
- f) Acting as a forum for discussions among the certification bodies concerning the operation and development of the EN ISO 9712/Nordtest scheme, co-ordinating and deciding upon matters regarding evaluation and interpretation of questions that need clarification;
- g) Preparing and maintaining a list of certification bodies operating according to the EN ISO 9712/Nordtest scheme with information about the scope of their certification (e.g. methods and levels);
- h) When new methods or techniques are introduced in the EN ISO 9712/Nordtest scheme level 3 NDT persons for examiners shall be appointed in accordance with rules established by the TG NDT.
- i) When a new certifying body apply for membership in TG-NDT the group shall examine the new member in accordance with rules established by the TG-NDT.

## 2. 3 Advisory board for the certification body

The certification body shall have an advisory (governing) board that by broad representativeness supports the certification process. The Advisory board may give suggestion for development of the system.

## 2. 4 Certification body

Certification bodies operating according to the EN ISO 9712/Nordtest scheme must be accredited according to EN ISO/IEC 17024. TG NDT may be involved in the initial accreditation as described above.

The certification body shall provide a certificate to all certified persons. The certification body shall maintain sole ownership of the certificates.

In the EN ISO 9712/Nordtest scheme the certification body:

- a) shall initiate, promote, maintain and administer the certification scheme according to ISO/IEC 17024 and this International Standard;
- b) shall publish specifications for training courses that include the syllabi which embody the content of recognized documents, e.g. ISO/TR 25107 or equivalent;
- c) may delegate, under its direct responsibility, the detailed administration of qualification to authorized qualification bodies, to which it shall issue specifications and/or procedures covering facilities, personnel, calibration and control of NDT equipment, examination materials, specimens, conduct of examinations, examination grading, records, etc.;
- d) shall conduct an initial audit and subsequent periodic surveillance audits of the authorized qualification body(ies) to ensure their conformity to the specifications;
- e) shall monitor, in accordance with a documented procedure, all delegated functions;
- f) shall approve properly staffed and equipped examination centres which it shall monitor on a periodic basis;
- g) shall establish an appropriate system for the maintenance of records, which shall be retained for at least one certification cycle (10 years);
- h) shall be responsible for the issue of all certificates;
- i) shall be responsible for the definition of sectors (See EN ISO 9712 Annex A);
- j) shall be responsible for ensuring the security of all examination materials (specimens, master reports, question banks, examination papers, etc.) and shall ensure that specimens are not in use for training purposes;

- k) shall require all candidates and certificate holders to give a signed or stamped undertaking to abide by a code of ethics which it shall develop for the purpose and publish.
- l) shall initiate, promote, maintain and administer the certification scheme according to DOC GEN 010;
- m) review and approve applications for acceptance as a NTO;
- n) appoint examiners for participation in panels of examiners for exchange of experience, monitoring performance and development of the EN ISO 9712/Nordtest scheme.
- o) report annually to Nordic parties about the certification activities as defined by TG NDT (number of certificates issued for each method and level).
- p) shall report the operation of the EN ISO 9712/Nordtest scheme to the advisory (governing) board

*Note: Clauses a – k is identical with EN ISO 9712:2012 standard.*

Normally the certification bodies are also examination centres, which perform the examinations. It may be relevant to establish further examination centres controlled by the certification bodies to accommodate particular industrial sectors and applications as well as regional requirements. Authorized qualifying bodies are not used in the EN ISO 9712/Nordtest scheme.

The certification bodies operating according to the EN ISO 9712/Nordtest scheme mutual recognize training courses among each other.

## 2. 5 Panels of Examiners

The certification bodies appoint panels of examiners for the supervision and grading of examinations. The panel consists of at least two examiners for each method. A uniform level of competence in the Nordic countries is maintained through meetings of examiners where they exchange practical experiences in the use of the EN ISO 9712/Nordtest scheme.

## 2. 6 Nordtest Testing Organisation (NTO)

In order to issue the operating authorisation within the EN ISO 9712/Nordtest scheme, the organisation that the candidates work for must be registered by a certification body as a NDT organization that follows the EN ISO 9712/Nordtest scheme. Such an organisation is called a NTO.

NTO is an organisation performing NDT operations according to the EN ISO 9712/Nordtest scheme and is approved by a certification body. The NTO issues operating authorizations for its employees. The NTO may be a testing laboratory, an inspection company, a

manufacturer's inspection department or an engineering company. To be accepted as a NTO the organisation must have or have access to a level 3 NDT person as responsible for its technical operations and a documented quality system for the NDT activities.

Every certification body shall establish a procedure for the approval of NTOs and keep a register of the NTOs it has approved. NDT organisations that are accredited according to EN/ISO 17025 or certified according to ISO EN 9001 and full fills the requirements of EA-04/15, can automatically be registered as NTOs by a certification body. Alternatively, the certification body can accept and register an NDT organisation if the organisation can document its competence in other acceptable ways (covering among other things a quality system and personnel qualifications).

In the EN ISO 9712/Nordtest scheme the NTO is the employer of the NTO personnel. The NTO must fulfil the following:

- a) The NTO Level 3 NDT responsible shall be certified according the EN ISO 9712/Nordtest scheme.
- b) The NTO guarantees that its certified NDT operators follow the EN ISO 9712/Nordtest scheme
- c) The NTO shall supervise the work of the certified NDT operators
- d) The NTO must issue the operating authorisation by signing its NDT operator's certificates. This verify that the demands which are stipulated in the EN ISO 9712/Nordtest scheme are fulfilled.

The issuing of the operating authorisation (first signing of the certificate) and subsequent yearly signing of the certificate (if offered) for level 1 and 2 NDT personnel within the EN ISO 9712/Nordtest scheme is done under the responsibility of an appointed person. The operating authorisation for the level 3 NDT responsible persons shall be issued by the NTO management.

The operating authorization becomes invalid when the certified person terminates the employment.

Level 3 NDT responsible persons at an NTO shall:

- e) assure that the QA system for the NDT activities has been evaluated and is relevant;
- f) handle complaints including corrective actions in conjunction with NDT;
- g) record education, training, practical experience, continuous performance of duties and results of visual acuity test;
- h) act as an advisor regarding selection, calibration and purchase of equipment

For NTO's with a part-time Level 3 NDT person the following monthly hours are recommended, depended on the number of Level 1 and 2 NDT operators at the NTO:

1-2 operators: 4 hours

3-5 operators: 8 hours

6-9 operators: 16 hours.

A candidate employed by a NTO will have an EN ISO 9712/Nordtest certificate issued. A candidate who is not an employee of a NTO may participate the Nordtest examinations; in this case, an EN ISO 9712 certificate will be issued for the candidate. This EN ISO 9712 certificate can be changed to EN ISO 9712/Nordtest certificate when the candidate becomes an employee of a NTO.

### 3. Eligibility for certification

#### 3.1 Training

It is required for ET, RT or UT Level 2 that the candidate can set-up and calibrate the instrument before the level 2 training course.

The training courses should follow the guidelines of CEN/ISO/TR 25107 and CEN/ISO/TR 25108. It is recommended that a basic seminar for Level 3 is set-up and include the following:

Basic seminar (part A: General knowledge):

- EN ISO 9712/Nordtest scheme
- testing standards and recommendations (national and international)
- general specifications, testing procedures and work instructions for testing
- quality assurance, quality control and quality inspection
- characteristics and comparison of test methods
- material fabrication and welding technology
- defect characteristics and evaluation
- introduction to fracture mechanics and acceptance standards

Basic seminar (part C: NDT technique):

- methods
- instrumental techniques
- testing technique for specific products
- safety precautions
- standards and specifications for the method in question
- evaluation of defects and other imperfections
- other characteristics essential to the testing familiarity with other NDT methods

Theoretical training can be performed as classroom training as well as web training courses. In case of web training, the system used for training must be designed

for logging the active time spent at the training. A certificate of training shall be produced from the system based on logged time in the system and content of training. Requirements for training time shall be the same regardless if training has been conducted as classroom training or web training. If a combination of classroom training and web-based training are used for a certification, both trainings shall be verified by accordingly.

### 3.2 Industrial NDT experience

It is recommended that at least 50 % of the required practical experience is gained before the examination.

## 4. Examination

The Handbook related to the EN ISO 9712/Nordtest scheme includes the detailed requirements regarding the content of the certifications, examinations, description of test specimens, grading of the examinations and interpretations of the EN ISO 9712/Nordtest scheme. The Handbook is approved by the TG NDT and is followed by all certification bodies.

Examinations may, upon request, be arranged outside the premises of the certification body. The certification body shall approve such premises.

### 4.1 Re-examination

Re-examination must be agreed beforehand between the person responsible for the candidate and the certification body about selection of product or industrial sectors to be used in the re-examination. Once the programme has been decided, it must be followed.

### 4.2 Sectors for examination

The sectors in the EN ISO 9712/Nordtest scheme are as described in the following paragraphs:

#### 4.2.1 Product sectors

The following product sectors are used. Letters in brackets are the abbreviations used in EN ISO 9712 and the Nordtest scheme.

- Castings (c)
- Forgings (f)
- Welds (w)
- Tubes and pipes (t)
- Wrought products (wp)
- Composite materials (p)

For level 3 the sector for the level 2 certificate are continued.

#### 4.2.2 Industrial sectors

Industrial sectors are combining two or more product sectors including all or some products or defined materials (e.g. ferrous and non-ferrous metals). For the

industrial sectors the minimum product sectors included in the practical examination is stated in the table in paragraph 4.3.3. Letters in brackets are the abbreviations used in the Nordtest scheme.

- Manufacturing (IMA: comprising sectors c,f,t,wp)
- Pre- and inservice testing (includes manufacturing) (IPI: comprising sectors c,f,w,t,wp)
- Aerospace (IAE: comprising sectors c,f,w,t,wp)
- Railway maintenance (IRM: comprising sectors f and wp)

The examinations are primarily done as IPI for level 1. For level 2 and 3 one or more product or industrial sectors can be selected. For level 3 the sector for the level 2 certificate are continued.

The examinations may be restricted to certain types of specimens, test method; product or industrial sectors provided the restricted qualification be clearly stated on the certificate, e.g. UT level 1, sector w, thickness measurement for MT level 2, product sector w, limited to yoke magnetisation.

New techniques (e.g. Phased Array or Digital radiography) can be added to an existing certificate, provided that a supplemental examination corresponding to an additional sector are completed. All new techniques must be approved by TG NDT prior to examination.

#### 4.2.3 Multi sectors

At the previous editions of the DOC GEN 010 the sector Multi-sector (IMU) was used.

This sector is no longer in use and replaced by the sector: Pre- and In-service testing which includes manufacturing (IPI). In paragraph 6 the transition of certificates with sector, IMU is described.

### 4.3 Detailed examination requirements, level 1 and 2

#### 4.3.1 General examination:

Required number of multiple-choice questions for the general examination are:

Method	Number of questions
MT, PT, LT, VT	30
ET, UT, RT	40

**4.3.2 Specific examination:**

Required number of questions for the specific examination are for all methods:

Sectors	Number of questions
One product sector	20*
Two or more product sectors	30**
One or more Industrial sectors	30**

\*: All multiple-choice questions

\*\* : At least 20 questions shall be multiple-choice questions

**4.3.3 Practical examination**

Number of specimens for product and industrial sectors are described below. For combination of 2 or more sectors, the requirements are added and will be outlined in the Handbook. The DOC GEN 010 follow the requirements from EN ISO 9712.

For level 2 the production of a written instruction for Level 1, is required.

**4.3.3.1 Number of specimen Product Sectors**

For all methods level 1 and 2 the requirements are that specimens shall be representative of the sector concerned. If more product sectors are selected, the number of specimens must be multiplied with the number of sectors. The required number of specimens are for all methods.

Sectors	Number of specimens*
c	2
f	2
w	2
t	2
wp	2

\*: For RT2: 2 specimens + 12 rs except for candidates holding a level 1 certificate, where 1 volume is to be done by radiography-

For other/new sectors the certification body will determine the number of test specimens, which cannot be less than 2.

**4.3.3.2 Number of specimens for Industrial sectors**

For the industrial sector IPI, the product sectors which as minimum shall be included in the practical examination is stated in the table in brackets.

Number of specimens	Method and level (product sector requirement)				
	UT1 UT2	RT1	RT2*	ET1, ET2	MT1 MT2 PT1 PT2 VT1 VT2 LT1 LT2
IMA	2	2	2 + 12 rs	2	2
IPI	3 (c/f + w)	2 (c + w)	2 (c+w) + 24 rs	3 (t + w)	3 (c/f + w)
IRM	2	-	-	2	2
IAE	3	2	2 + 12 rs	3	2

\*RT level 2 shall radiograph 2 volumes, except for candidates holding a level 1 certificate, where 1 volume is to be done by radiography

**4.3.3.3 Time for practical examination**

Time (hours)	Method and level				
Practical	UT1 RT1	UT2	RT2	ET1 MT1 PT1 VT1 LT1	ET2 MT2 PT2 VT2 LT2
	Per test specimen	1,5	2	1	1
Per 6 rs	-	-	0,75	-	-
Instruction	-	1,5	1,5	-	1,5

For other examination parts, see the Handbook.

**4.4 Detailed examination requirements, level 3:**

In the EN ISO 9712/Nordtest scheme the number of questions in level 3 basic examinations shall be as follows:

Part	Number of questions	Subject
A	25	Materials, manufacturing, processes and defects
B	20	EN ISO 9712 and DOC GEN 010 (open book)
C	60	Among 4 of the methods: {ET, LT, MT, PT, RT, UT and VT}. RT or UT are mandatory

**4.5 Conduct of examinations**

To address the examiners legal capacity, the candidate's examination papers can be anonymised before grading.

**5. Recertification**

The specific examination is a part of the recertification at level 1 and 2, with the same number of questions as required for the initial examination.

For the practical examination, the number of specimens and allotted time will be the same as required for the initial examination

The practical examination shall include specimens appropriate to the scope of examination, minimum 2 specimens shall be tested. For level 2 the production of a written instruction for Level 1 is required.

**6. Transition of certificates to new system**

All EN ISO 9712/Nordtest certificates with sector IMU are valid until end of validity period of the certificates. All EN ISO 9712/Nordtest certificates with sector IMU will have a transition of sectors as described in table below. The transition will take place when an examination is required in the certification cycle. or before at the decision of the certification Body

A table for transition of sectors is listed below.

Level	Sector	Method	New Sector
1,2,3	IMU	All	IPI
2,3	c/f + w	UT, MT, PT, VT	IPI
2,3	c + w	RT	IPI
2,3	t + w	ET	IPI

The certification body will determine transition of other combinations of sectors i.e. to Manufacturing (IMA).

**7. Certificate**

**7.1 Dating the certificate and period of validity**

The maximum period of validity of the certificate is five years. The period of validity shall commence when all the requirements for certification (training, satisfactory vision test, success in examination) are fulfilled.

- The expiration date is 5 years from the date of the approved examination.
- It is the same date used at the renewal of the certificates after 5 years.
- If a certificate is presented for renewal ~~one~~ three month prior to its expiration date or within one year after, the new expiration date will be the outgoing date plus 5 years.
- If the scope of the certification is extended e.g. "limitation to steel only" is cancelled by issuing a new certificate, the expiration date will be governed by the expiration date for the old certificate.
- Recertification after 10 years the dating follows the rules of first certification.

**7.2 NDT Techniques**

The certification and the certificate issued relating a method not necessarily cover all techniques of the given method. These techniques, within the technical area of a NDT method, could require special training, experience, examination or authorization by employer. Nordtest Scheme recognize the following techniques:

- Phased Array Ultrasonic Testing (short name: PAUT); NDT method: Ultrasonic
- Digital Radiographic Testing (short name: DRT); NDT method: Radiographic
- Remote Visual Testing (short name: RVT); NDT method: Visual testing.

A separate certificate can be issued for the technique where the level and sectors covered by the technique shall be within the scope of the NDT method. This certificate shall state that validity is depending on certification in main NDT method.

Detailed requirements for the level 2 examination is described in Nordtest Handbook.

The following requirements must be fulfilled to be certified in a technique at level 3:

- Holder of a level 3 certificate in main method/undergoing level 3 main method examination in parallel with the examination in the technique

- Approved examination in level 2 in the technique
- 12 months experience in the technique
- Approved examination in part F (procedure) in DRT, PAUT or VRT.

The certificate for a level 3 in a technique is valid only as an appendix to a level 3 method certificate.

### 7.3 Maintain the certificate

At the annual signature, NTO confirms that the certificate holder has maintained his competence. The level 3 or the employer signatory assesses whether reasonable tasks have been done during the year, the extent can be approximately one month's activity or more in each certificate.

The activity can consist of jobs, internal/external courses, conferences, thematic days ect.

### 7.4 Duplication of certificate

A certificate is primary linked to the NTO member who has employed the certificate holder when the examination is passed. Later employments can change and the new NTO will take the place in the certificate. The certificate holder may share the full employment between more than one NTO at the same time.

- The first one is the NTO with longest time of employment and has the assembled responsibility for the certificate.
- The first NTO must accept that there is an extra NTO involved
- Each NTO has their separate certificate, with same number
- If the certificate holder gets the certificate withdrawn when in work for any NTO also the certificate in relation to other NTO must be withdrawn.

## 8. Code of ethics

Individuals certified according to this Nordtest Doc Gen 010 shall recognize the precepts of personal integrity and professional competence according to international principles. Accordingly, certified individuals:

1. shall pursue their professional discipline and activities in a spirit of fairness to all concerned — employer, employees, customers and competitors — consistent with the high ideals of personal honour and integrity.
2. shall perform their work in the highest professional manner, protecting the life, safety and health of their associates and of the general public.
3. shall in no circumstances perform their work influenced by drugs, alcohol, sedative medicine etc.

4. shall undertake only those measurements and analysis for which they are competent by virtue of their training and experience and certification
5. shall treat as confidential their knowledge of any business affairs or technical information of employers, clients or customers and to make no disclosure of such information without their express consent.
6. shall refrain from making unjustified statements or from performing unethical acts which would discredit the certification programme based on this Nordtest Doc Gen 010,
7. shall avoid conflicts of interest with any employer or client and, if any such conflicts should arise in the performance of work, shall inform the affected persons and/or client promptly of the circumstances which might influence their fair judgment
8. shall maintain and improve their competence and undertake technological tasks for others only if qualified by training or expertise and after full disclosure of pertinent limitations.

## 9. Claim handling procedure

Appeals and complaints received from applicants, candidates, certified persons and their employers, and other parties about the certification process and criteria, as well as policies and procedures for the performance of certified persons in Nordtest Scheme shall be resolved independently, in an unbiased manner.

The Certifying body is responsible for following the procedures for claims and appeals and to secure that the decisions are followed as decided.

### 9.1 The complaint

The complaint is handled as follows:

1. The Certification body appoints one or more competent and impartial persons to handle the complaint. The person or group of persons may be from own organisation or consist of external persons.
2. The appointed persons handle the complaints impartially by viewing all relevant information available and a report is created describing the complaint, the procedure, the evaluation and the conclusion.
3. The reports is sent to the Certification Body.
4. The Certification Body distributes the report to the involved parties. The complainer is informed about his/her right to appeal.

### 9.2 The appeal

The appeal is handled as follows:

1. The complainer may appeal the decision within 14 days to the Advisory (governing) Board (addressed



to the Certification Body)

2. The Advisory (governing) Board shall handle the appeal within 4 weeks (28 days), from the day the appeal is received.
3. The Certification Body shall make all relevant papers and reports available for the Advisory (governing) Board
4. Following a decision in the Advisory (governing) Board, the Certification Body distributes the report to the involved parties.

### 9.3 Withdrawal and suspension of certificates:

#### 9.3.1 Withdrawal

Certification becomes invalid and withdrawn:

1. at the discretion of the certification body, e.g. after reviewing evidence of behaviour incompatible with the certification procedures or failure to abide by a code of ethics. This will lead to withdrawal of all Nordtest certifications issued by the CB the individual has attained.

Individual whose certification has been withdrawn due to cause 1) may apply for certification again earliest after one year from certification body decision for withdrawal of the previous certification. The individual in question is regarded as a new applicant and shall fulfil all prerequisites and undergo full examination. Previously accepted training and experience time does not become invalid but shall be attested again by the applicant.

All other Nordtest Certification Bodies shall be informed of certification withdrawals based on cause 1).

2. if a significant interruption (more than one year) takes place in the method for which the individual is certified;

Individual whose certification has been withdrawn due to cause 2) may apply for certification again any time after withdrawal of the previous certification. The individual in question is regarded as a new applicant and shall fulfil all prerequisites and undergo full examination. Previously accepted training and experience time does not become invalid.

#### 9.3.2 Suspension

Certification becomes suspended:

3. if the individual becomes incapable of performing his duties e.g. based upon failure of the visual acuity examination taken annually under the responsibility of his employer.

Individual whose certification has been suspended due to cause 3) may apply for revalidation of the certification

as soon as the reason for incapability has been overcome. However, if the suspension lasts longer than one year, it will lead to withdrawal according to cause 2) above.

## 10. Valid documents

Newest version of following documents:

NORDTEST DOC GEN 010, sixth edition, Handbook for Nordtest certification bodies, sixth edition

CEN ISO/TC 25107 Non-destructive testing - Guidelines for NDT training syllabuses

CEN ISO/TC 25108 Non-destructive testing – Guidelines for NDT personnel training organizations

EA 04/15: Accreditation for bodies performing Non-Destructive Testing

EA-2/17 INF: Guidance on the horizontal requirements for the accreditation of conformity assessment bodies for notification purposes

EN ISO/IEC 17024 Conformity assessment. General requirements for bodies operating certification of persons

EN ISO/IEC 17025 General requirements for the competence of testing and calibration laboratories

EN ISO 9712 Non-destructive testing – Qualification and certification of personnel

---- \* ---- E n d o f d o c u m e n t ---- \* ----

---

NORDTEST, founded in 1973, is a Nordic institution acting as a joint body in the field competence and expertise in the field of harmonizing of norms and methods, a large Nordic network of experts, more than 650 recommended Nordic testing methods and 550 published technical reports.

---

## **EN ISO 9712 Nordtest Scheme**

### **Certification of personnel for Non Destructive Testing Certifying Bodies**

---

There are five certifying bodies in the Nordic countries who administrate the procedures for issuing the certificates for NDT personnel according to the requirements of the standards.

The Certification Bodies can be contacted:

---

- FORCE Certification A/S  
[www.forcecertification.com](http://www.forcecertification.com)
  - FORCE Technology Norway Certification AS  
[www.forcetechnology.com/no](http://www.forcetechnology.com/no)
  - Inspecta Sertifointi Oy  
[www.kiwa.com/fi/fi/](http://www.kiwa.com/fi/fi/)
  - NDT Training Center AB  
[www.ndttraining.se](http://www.ndttraining.se)
  - Kiwa Teknologisk Institutt Sertifisering AS  
[www.kiwa.com/no/no/](http://www.kiwa.com/no/no/)
-