



---

# ALTium DESIGNER CERTIFICATION PROGRAMS

---

Policies and Procedures

EFFECTIVE DATE: DECEMBER 1, 2025  
ALTium DESIGNER ASSOCIATE CERTIFICATION  
ALTium DESIGNER EXPERT CERTIFICATION

## Table of Contents

|   |   |
|---|---|
| 1. About The Global Electronics Association.....    | 4 |
| Mission Statement.....                              | 4 |
| IPC Certification Programs .....                    | 4 |
| 2. About the Policies and Procedures .....          | 4 |
| Effective Date .....                                | 4 |
| Governance and Revisions .....                      | 4 |
| Questions .....                                     | 5 |
| Interpretation of Policies and Procedures .....     | 5 |
| Non-Discrimination Statement.....                   | 5 |
| Impartiality Statement .....                        | 5 |
| Code of Impartiality .....                          | 6 |
| Accessibility of Certifications .....               | 6 |
| Scope of Certification .....                        | 6 |
| 3. Terms and Definitions .....                      | 7 |
| Active Certification.....                           | 7 |
| Appeal.....   | 7 |
| Applicant.....                                      | 7 |
| Candidate.....                                      | 7 |
| Certificant .....                                   | 7 |
| Certification.....                                  | 7 |
| Certification in Good Standing .....                | 7 |
| Certification Program Office (CPO).....             | 7 |
| Competence.....                                     | 8 |
| Grievance .....                                     | 8 |
| Electronics U Learning Management System (LMS)..... | 8 |
| Job Task Analysis.....                              | 8 |
| Policies and Procedures (P&P) .....                 | 8 |

|   |    |
|---|----|
| Recertification .....   | 8  |
| Revocation of Certification .....                               | 8  |
| Suspension.....   | 8  |
| 4. Roles and Responsibilities .....                             | 9  |
| IPC Certification Program Office.....                           | 9  |
| IPC Volunteer Committees.....                                   | 9  |
| Certification Advisory Committee (CAC-Altium) .....             | 9  |
| Job Task Analysis Committee (JTAC) .....                        | 9  |
| 5. Prerequisites and Fees.....                                  | 10 |
| Eligibility for the Altium Designer Certification Programs..... | 10 |
| Application and Testing Fee Schedule.....                       | 10 |
| Altium Designer Computer-Based Exams .....                      | 10 |
| Criteria for Initial Certification .....                        | 10 |
| Altium Designer .....   | 10 |
| 6. Study Materials .....  | 12 |
| 7. Assessment Methods and Policies .....                        | 12 |
| Certification Candidate .....                                   | 12 |
| Testing Accommodations.....                                     | 13 |
| For individuals with a learning disability: .....               | 13 |
| For individuals with a medical issue: .....                     | 13 |
| Exam Language .....   | 14 |
| Exam Results and Certificates.....                              | 14 |
| Exam Results .....  | 14 |
| Certificate Issuance.....                                       | 14 |
| Certificate Information & Ownership.....                        | 15 |
| Failure.....  | 15 |
| Cool Down Period .....  | 15 |
| Certification Exam Security .....                               | 15 |
| Cheating and Irregularities .....                               | 16 |

|  |    |
|--|----|
| 8. Certification Term .....  | 17 |
| Certification Renewal Period .....   | 17 |
| Certification Renewal Requirements and Process .....                             | 17 |
| Renewal through Testing.....   | 17 |
| Recertification Compliance .....   | 18 |
| 9. Verification of Certification Status .....                                    | 18 |
| 10. Grievance, Appeal, Change of Scope, Suspension, and Revocation Policies..... | 18 |
| Grievances .....   | 18 |
| Grievance Policies.....  | 19 |
| Grievance Procedure.....   | 19 |
| The Right to Appeal .....  | 20 |
| Appeals Policy and Procedures .....  | 20 |
| Eligibility Appeals Policy .....   | 20 |
| Certification Appeals Policy .....   | 20 |
| Grievance Appeals Policy .....   | 20 |
| Appeals Procedure.....   | 21 |
| 11. Additional Policies .....  | 21 |
| Use of Certificates, Logos, and Marks .....                                      | 21 |
| Certificates.....  | 22 |
| Logos and marks.....   | 22 |
| Data Management and Privacy Policy .....   | 23 |
| Confidentiality .....  | 23 |
| Security .....   | 24 |
| Notifications .....  | 24 |
| Information Disclosure .....   | 24 |
| Additional Information.....  | 24 |
| Limitation of Liability.....   | 24 |
| Copyright of Materials.....  | 25 |

# 1. About The Global Electronics Association

## Mission Statement

The Global Electronics Association promotes industry growth and strengthens supply chain resilience.

In pursuit of these objectives, The Global Electronics Association devotes resources to management improvement and technology enhancement programs, the creation of relevant standards, protection of the environment, and pertinent government relations. The Association encourages the active participation of all its members in these activities and commits to full cooperation with all related organizations.

## IPC Certification Programs

IPC Certification Programs are offered by the Global Electronics Association to promote professional development and recognize that an individual has demonstrated the level of competence specified in a given criterion. IPC Certifications are recognized globally as the international standard for credentialing in the electronics manufacturing industry.

# 2. About the Policies and Procedures

## Effective Date

The effective date of a Policies and Procedures document is the official implementation date for the document. As of the effective date, the new guidelines outlined in the Policies and Procedures document immediately supersede any prior version and are applied to all applicants, candidates, and certificants.

## Governance and Revisions

As the sole governing authority for all IPC certification programs, The Global Electronics Association has the right and responsibility for maintaining, updating, and administering the IPC certification programs. Therefore, Global Electronics Association reserves the right to make changes to the Policies and Procedures as necessary. This Policies and Procedures document is reviewed periodically and is subject to change without prior warning. All subsequent revisions to the Policies and Procedures document will be announced publicly by Global Electronics Association and will be made available for

complimentary download at least 30 calendar days prior to the effective date. It is the responsibility of the Applicant, Candidate, and Certificant to remain aware of updates to the Policies and Procedures.

## Questions

Questions regarding the Policies and Procedures document and its application shall be submitted to the Electronics U support at

<https://ipcinc.atlassian.net/servicedesk/customer/portal/2>.

## Interpretation of Policies and Procedures

All interpretations of these Policies and Procedures will be at Global Electronics Association's sole discretion. Any individual may formally request an interpretation of the Policies and Procedures from the IPC Certification Program Office at <https://ipcinc.atlassian.net/servicedesk/customer/portal/2>.

The request shall identify the subject content within the document to be reviewed, the current understanding by the requestor and supporting information regarding the request.

**IPC Certification program staff will make every effort to respond to these requests within 2-3 weeks, however depending on the nature of the request more time may be required.** All formal interpretations of the Policies and Procedures provided by the IPC Certification program staff are final.

## Non-Discrimination Statement

The Global Electronics Association actively integrates the principle of equal opportunity into its policies, procedures, and practices. The eligibility and certification requirements for all individuals seeking an IPC certification are applied equally regardless of age, race, religion, gender, national origin, veteran status, disability or any other basis prohibited by applicable law.

## Impartiality Statement

The Global Electronics Association is committed to maintaining the impartiality of its IPC certification programs and activities. The policies and procedures are designed to address potential conflicts of interests and ensure objectivity in its dealings with all parties involved in the IPC certification process, including Association staff members, Certificants, Candidates, and Applicants. The Policies and Procedures are published publicly to ensure that all parties involved in the IPC certification process have equal access to accurate information concerning IPC certification programs.

## Code of Impartiality

Global Electronics Association staff and volunteers will avoid all professional conflicts of interests and make any potential conflict of interest known to their immediate supervisor. Association staff and volunteers will avoid any activity, relationship, or circumstance that may compromise their impartiality including, but not limited to, granting preferential treatment to any person involved in the IPC certification process or using their position for financial, professional, or personal gain.

## Accessibility of Certifications

Participation in any IPC Certification program is voluntary and open to any individual that meets the program's qualification requirements. Global Electronics Association membership is not required to participate in any IPC Certification program. However, Global Electronics Association member companies may enjoy discounts not offered to non-members.

## Scope of Certification

IPC Certification programs are developed by and through consensus of the electronics industry, including, but not limited to, members of Global Electronics Association and representatives from academia, government agencies, original equipment manufacturers (OEM), electronic manufacturing service companies (EMS) and circuit board manufacturing companies.

Altium Designer Certificants demonstrate, through the certification process, that they possess a minimum level of knowledge (as determined by IPC Certification program) with regard to their skills and understanding of Altium Designer software. Certificants are certified in two-year cycles after satisfying specific prerequisites outlined in this document, including the completion of one or more written examinations on the use of Altium Designer. These certification assessments are based on a body of knowledge that encompasses various best practices, requirements, and guidelines specified within the Altium Designer documentation and knowledge base.

All IPC Certification assessments are developed with the input of subject matter experts from across the electronics manufacturing industry and design (including a variety of industry verticals such as aerospace, defense, automobile, medical, and consumer electronics), to ensure that exam accuracy reflects the needs of those verticals.

## 3. Terms and Definitions

### Active Certification

A Certification is considered active between the dates that a certificant earns the certification and the expiration date, as listed on their certificate.

### Appeal

A formal request by any individual or organization for IPC Certification program to reconsider a decision it has made regarding the certification process or an IPC certified person.

### Applicant

An individual that has applied for an IPC certification program but has not yet been granted approval to participate in the program or attempt any certification examinations.

### Candidate

An individual that has applied and been approved to sit for an IPC certification exam but has yet to complete the certification requirements outlined in the IPC Policies and Procedures document and therefore is not yet certified by IPC Certification program.

### Certificant

An individual that has met all the requirements for certification outlined in the Policies and Procedures document and currently holds an active IPC certification in good standing.

### Certification

The process by which an organization verifies and provides written assurance that an individual has demonstrated the level of competence specified in Altium Designer Certification Program.

### Certification in Good Standing

A Certification in Good Standing is active and without sanction.

### Certification Program Office (CPO)

The Certification Program Office oversees the development and operations of IPC certification programs and liaisons with the various volunteer industry committees supporting these programs. The Certification Program Office is managed through the Global Electronics Association Global Headquarters and is overseen by the IPC Senior Director of Certification Programs and the IPC Director of Certification Operations.



## Competence

The demonstrated ability to apply the knowledge and skills, required to successfully design safe, functional PCBs using Altium Designer.

## Grievance

An expression of dissatisfaction by any individual or organization regarding the activities of IPC Certification Program, or IPC Certification applicants, candidates, or certificants.

## Electronics U Learning Management System (LMS)

The Global Electronics Association Education and Certification portal, through which online training is delivered, certification testing is administered, certificates are issued, and records are stored.

## Job Task Analysis

The formal process of identifying the duties required to perform a job, describing the tasks required to perform those duties, and defining the knowledge, skills, and abilities required to successfully perform those tasks.

## Policies and Procedures (P&P)

The codified rules and guidelines governing an IPC certification program. This document is periodically reviewed and updated.

## Recertification

The process by which a certificant renews their certification prior to its expiration.

## Revocation of Certification

The official cancelation of a certification by IPC Certification Program Office. Upon revocation of a certification, an individual is no longer considered certified by IPC, losing all rights and privileges. The individual shall no longer claim to be certified by IPC.

## Suspension

A certification suspended by IPC Certification Program Office is considered invalid from the date of suspension, until the date in which the suspension is lifted. A suspended certification is not considered in good standing or active.

## 4. Roles and Responsibilities

### IPC Certification Program Office

The IPC Certification Program Office consists of employees of IPC, including but not limited to, the members of the IPC Certification Department. The IPC Certification Program Office shall:

- a. Oversee the operation of the Altium Designer Certification Program in accordance with this document.
- b. Establish, implement, and maintain the policies and procedures that govern certification decisions, including the granting, maintaining, recertifying, altering of scope, suspension, and withdrawing of a certification.
- c. Maintain certification records and validate the authenticity and accuracy of IPC certifications.
- d. Maintain ultimate responsibility for the Altium Designer Certification Programs.
- e. Interpret IPC Certification program policies and resolve issues relating to the IPC Certification System.

### IPC Volunteer Committees

#### Certification Advisory Committee (CAC-Altium)

The CAS-Altium is chaired and composed of representatives from the Global Electronics Association, Altium, and other institutions that use, deliver, or rely on IPC Certification Programs or Altium software. The IPC liaison to each Certification Advisory Subcommittee is the Senior Director of IPC Certification Programs or a representative thereof. Each subcommittee's scope and responsibilities are:

- a. Employ the most recent Job Task Analysis to develop the exam blueprint (subject areas to be covered on the certification exam).
- b. Evaluate certification exam questions submitted by SMEs for technical accuracy.
- c. Collaborate with the IPC Certification program's psychometrician to ensure that each certification exam question meets IPC Certification program's Item Writing Guidelines.
- d. Develop and maintain program specific policies and procedures when applicable.

#### Job Task Analysis Committee (JTAC)

The IPC Certification program Job Task Analysis Committee (JTAC) is a group of industry subject matter experts responsible for defining a competency model (collection of competencies that jointly define successful job performance) for the electronics industry.

The IPC Certification program liaison to the JTA Committee is the Senior Director of Certification or a designated representative thereof. The committee's scope and responsibilities are:

- a. Identify and define key roles (job, position, or task) in the electronics industry and perform an industry driven job task analysis for each role.
- b. Define and periodically review the knowledge, skills, and abilities required to successfully perform each industry job, position, or task.

## 5. Prerequisites and Fees

### Eligibility for the Altium Designer Certification Programs

The applicant will utilize honesty and integrity while participating in IPC's Certification programs.

When applying to sit for an IPC certification exam, the applicant shall submit all personal information requested, including, but not limited to, any education and experience requirements established by the program's eligibility requirements.

All respective fees must be paid to Global Electronic Association prior to the beginning of any IPC Certification assessment. Failure to remit the required fees will result in revocation of status, which may limit the certificant's access to IPC certification materials and privileges.

### Application and Testing Fee Schedule

#### Altium Designer Computer-Based Exams

The current member and non-member pricing for all candidates is available on the respective webpages of the Certification program. Exam prices are subject to change.

### Criteria for Initial Certification

#### Altium Designer

All candidates in good standing that meet the minimum Prerequisites shall be allowed to schedule an exam.

To qualify for Altium Designer Associate and Expert certification examinations, a candidate shall fulfill the following requirements:

### *Personal Identifying Information*

IPC Certification programs require that all candidates complete a Certification Profile, that includes, but is not limited to, their legal name, home address, and date of birth. This information is utilized by IPC Certification Program Office to confirm the identity of Candidates and Certificants. Global Electronics Association does not sell or share e-mail addresses with other organizations without the express permission of the user. Global Electronics Association does not sell contact information from the database. Please see the Global Electronics Association Privacy Policy for additional information:

<https://www.electronics.org/privacy-policy>.

Candidates shall complete their Certification Profile on the Electronics U Learning Management System, regardless of assessment method.

Candidates can access their Certification Profile from their Electronics U user dashboard or from any certification program hosted on the Electronics U Learning Management System.

Please ensure that all personal profile information provided is accurate prior to submission. The Global Electronics Association is responsible, as an International Certifying Body with the proper identification of all certificants. These policies and procedures are established to ensure accuracy and eliminate potential fraud. Providing fraudulent profile information is a violation of the IPC Certification Programs Policies and Procedures and may be remedied through the revocation of certification status and restrictions of future certifications.

### *Certificant's Name*

The security and integrity of IPC Certification programs is contingent upon Global Electronics Association's ability to properly and accurately identify certificants. Therefore, a certificant shall only list their legal name on their IPC Certification profile to ensure that this is reflected on their certification. Certificants seeking to change their name shall submit such requests in writing, and provide legal documentations supporting the name change, including a detailed explanation explaining why the name change is necessary. The requested name change shall match the supporting documentation. If an individual legally changed their name, they shall provide a copy of legal documentation related to the name change, such as a marriage certificate or a court order.

### *Certification Exam*

Candidates obtain certification upon successful completion of the mandatory certification exam, fees, and all relevant prerequisites are met.

## 6. Study Materials

There are currently no study guides available for the Altium Certification Exam. However, candidates are encouraged to be familiar with the documentation available on the Altium website: <https://www.altium.com/documentation/altium-designer> especially in the following domains: Basic Navigation, Component Library, Schematic Capture, PCB Designer Layout, Draftsman, Documentation Outjob Files, Data Management, Customization, and ECO Design Transfer. A complete list of subdomains covered in the exam is included in on the corresponding webpage for the respective program.

## 7. Assessment Methods and Policies

Altium Designer Certification Programs are offered as Remote Proctored Exams. Electronics U Learning Management System are monitored by a combination of Artificial Intelligence, live proctors, and video/audio recording and analysis to monitor candidates as they sit for the certification exams. Remote Proctoring Exams do not require a proctor physically present while testing.

Candidates shall adhere to the system requirements listed under remote proctoring. The Remote Proctoring system requirements below are in addition to those required for Electronics University:

- Windows: 10,11 - Mac: OS X 10.13 or higher
- Web camera (internal or external) & microphone
- A broadband internet connection

These requirements may change as technology improves and evolves. Please reference the Remote Proctoring Guide on Electronics U for the latest system requirements.

If using a company issued device, candidates may need to work with their IT department to download the required software. Please note candidates must have administrator rights that allow them to download software to the computer on which they wish to take the certification exam.

### Certification Candidate

Before beginning the exam certification candidates must:

- a) Review the proctoring rules for certification exams as outlined in this document.

- b) Establish their identity prior to the beginning of the certification exam by providing their government issued identification with a name that matches the name used during the registration process.
- c) Ensure that all electronic devices not used to deliver the online exams are shut off (not just silenced or put to sleep) and secured outside of the reach of candidates along with all other personal items that are not pre-approved by the Policies and Procedures for use during the exam.
- d) Not use their cell phones during the exam.
- e) Not communicate with any other person, in any manner, for any reason, during the exam.

## Testing Accommodations

IPC Certification programs have based its accommodations process in accordance with the Americans with Disabilities Act (ADA) and IPC Certification Program Office will ensure that no individual is deprived of the opportunity to take the certification examination solely by reason of a disability as defined by the ADA. Reasonable accommodations for testing shall be provided at no additional cost to candidates with diagnosed and documented special medical needs.

In order to request special accommodations for a certification exam, a candidate must submit a Certification Exam Accommodations Form six weeks prior to the date of the exam.

Along with the form the candidate must submit the following records:

### For individuals with a learning disability:

In addition to the Certification Exam Accommodations Form, please submit relevant diagnostic test results detailing the specifics of the learning disability as they relate to the requested accommodation.

### For individuals with a medical issue:

In addition to the Certification Exam Accommodations Form, please have the appropriate medical professional submit a letter detailing the nature of the medical disability and the reasons for requesting the accommodations.

Documentation submitted with the Certification Exam Accommodations Form must be written on the professional's letterhead and must have an original signature. The date of this letter may not exceed 5 years prior to the date of the request.

**No applicant shall be offered an accommodation that would compromise the candidate's ability to test accurately the skills and knowledge it purports to measure. Also, no additional aid or service will be provided that would fundamentally alter the examination or security of the Certification program's content.**

## Exam Language

IPC certification exams are initially developed in the English language. Foreign language translations of certification exams may become available on a case-by-case basis.

## Exam Results and Certificates

### Exam Results

All IPC exams are pass/fail assessments designed to measure a minimum level of competence. The time frame and method of obtaining exam results will vary based on the type of assessment utilized. The Altium Designer Associate Exam has a passing score of 70%. The Altium Designer Expert Exam has a passing score of 70%.

### *Online Exams*

The results of any exam taken on the Electronics U Learning Management System are available as soon as the candidate submits the exam, or the exam time expires.

## Certificate Issuance

Candidates that successfully complete the requirements of an IPC certification program will receive a certificate verifying completion of that program. IPC certificates are issued directly to the candidate via their Electronics U Learning Management System account. The process of downloading of the candidate's certification from the Electronics U platform is the final step in the certification process. The effective date of the certification is based off the date of successful completion of the mandatory module; however, Certifications are not considered valid until it has been downloaded at least once.

Certifications are only available for download from the Electronics U platform for a period of 180 days after completion of the program. Only a candidate may download their certification.

A third party may request and obtain copies of certificates directly from the certificant. Global Electronics Association will only verify the authenticity of certificates. Global

Electronics Association does not provide copies of certificates to any individual other than the certificant.

## Certificate Information & Ownership

A candidate's certificate will bear the candidate's name, certification number, and certification expiration date.

Candidates may print copies of their certificate for personal and professional use, in compliance with this document.

All certificates are issued to the candidate; however, they remain the property of Global Electronics Association, which may withdraw, cancel, revoke, change the scope of, or otherwise annul the certification for cause.

## Failure

Candidates that fail to pass a certification exam may attempt to retake the exam after the cool down period specified in the certification program's Policies and Procedures.

## Cool Down Period

The certification exam cool down period is used to protect the integrity of certification exam items and to ensure that candidates are afforded the opportunity to obtain additional training as necessary.

In the event that a candidate fails his or her attempt to pass a certification exam, the candidate shall wait a minimum of 14 calendar days before attempting a retest and paying the respective fees.

## Certification Exam Security

All certification exam materials are confidential, proprietary, and the exclusive property of Global Electronics Association. Exam materials are made available to candidates for the sole purpose of assessing competency. All candidates are expressly forbidden from recording, copying, disclosing, publishing, reproducing, or transmitting the examination, in whole or in part, in any form or by any means, verbal or written, for any purpose, without the prior written consent of the IPC Certification Office. Non-compliance with this policy may lead to suspension or revocation of a certificant's certification, along with possible legal action.



## Cheating and Irregularities

Cheating, inappropriate exam administration, environmental disruptions that affect testing, or any other irregularity shall be immediately reported to the IPC Certification Office. All such incidents shall be investigated and acted upon in accordance with the latest version of the Altium Designer Certification Program Policies and Procedures. IPC Certification Office reserves the right to take any action deemed appropriate, including revocation of certification and legal action.

Individuals who engage in any of the following misconduct or exhibit any of the following behaviors during their examination may be subject to one or more of the actions listed in the subsection below.

- Attempting to take the examination for someone else or taking the examination for someone else.
- Attempting to have someone else take the examination for you or having someone else take the examination for you.
- Attempting to aid an individual or receive aid to complete the examination.
- Bringing any materials, devices, or items to the examination appointment session that may compromise the security or validity of the administration.
- Falsification of the certification application.

If the IPC Certification Office obtains information that an individual engaged in any misconduct, as defined in the Policies and Procedures, the IPC Certification Office, in its sole discretion, may take one or more actions, including but not limited to:

- Placing a hold on the individual's ability to schedule an examination appointment.
- Placing a hold on the individual's ability to register for an examination.
- Suspension of the test administration.
- Forfeiture of all testing fees.
- Termination of the test administration.
- Withholding the reporting of the examination score or invalidation or cancellation of an examination score.
- Disqualification from IPC's Certification Programs or revocation of your IPC credential.

## 8. Certification Term

The certification term for the Altium Designer program is 2 years. The certification term begins on the date a candidate successfully completes all the program's minimum certification requirements.

Certifications only reflect the expiration month and year. Certifications expire the last day of the expiration month, regardless of the day of the month the certification was granted.

### Certification Renewal Period

The IPC recertification program helps to ensure the continued competence of certificants as tools, processes, and technologies evolve. Prior to the conclusion of the certification term, certificants shall demonstrate they have successfully met the requirements of the renewal methods listed in this section.

All certification renewals may only occur within six calendar months prior to the expiration of an existing certification. When a Certificant renews their certification within 6 months of the certification expiration date, the renewed certification will be valid for an additional 2 years from the expiration date of their currently held certification.

### Certification Renewal Requirements and Process

#### Renewal through Testing

##### *Altium Designer*

A certificant in the Altium Designer Certification programs may renew his or her certification by completing the current IPC certification assessment for that certification. Though not required for renewal of certification, training is strongly encouraged due to the rapid evolution of technology, standards and best practices.

##### *General Renewal through Retesting Policies*

To renew their certification Certificants must retake the current version of the exam, Certificants shall follow all of the certification program's application procedures and schedule the recertification exam online.

All retests follow the same policies and procedures as initial certification testing, including the cool down period after failures.

Certificants are responsible for all testing fees.

## Recertification Compliance

Failure to comply with recertification requirements will result in the expiration of certification, removal of the Certificant's credential, and a revocation of the rights afforded program certificants.

## 9. Verification of Certification Status

Employers and other third parties may enter an IPC Certification Serial Number into the IPC Credential Verification System to verify the certificate's authenticity.

The IPC Credential Verification System may be accessed at the following URL:  
<https://my.electronicsu.org/>.

Upon entering a valid Certification Serial Number, the system will present, at minimum, the following information for validation:

- a. The Certificant's name.
- b. The IPC Certification program completed by the Certificant.
- c. The date the Certificant became certified.

Upon entering an invalid Certification Serial Number, the system will present a message stating that the credential could not be validated.

No information classified as confidential is disclosed through the IPC Credential Verification System.

## 10. Grievance, Appeal, Change of Scope, Suspension, and Revocation Policies

### Grievances

Individuals that encounter a problem with IPC certification assessments, personnel, certificants, or other elements of an IPC certification program may use the grievance procedure.

The purpose of the grievance procedure is to ensure that:

- a. Individuals that participate in the IPC certification process have a suitable method to communicate any complaint or concern about the process.
- b. Ensure that any issues with the IPC Certification Programs are identified and addressed by the IPC Certification Program Office.

This procedure is the only method of resolving complaints, disputes, and irregularities involving the IPC certification system and IPC certified persons. The procedure does not constitute a legal proceeding or a contract between Global Electronics Association and the party lodging a grievance and/or appeal.

## Grievance Policies

- a. Grievances may not be filed anonymously.
- b. A IPC Certification Program Director will ensure that the grievance is investigated and handled at the proper level of authorization and if necessary, seek the aid of impartial and independent technical experts.
- c. A IPC Certification Program Director will ensure that the staff member assigned to investigate and resolve the grievance does not have a conflict of interest and remains impartial during the grievance resolution process.
- d. All information obtained during the grievance resolution process is confidential to the extent allowed by law.
- e. Information obtained in the course of investigating the issue will not be disclosed to any third party except as required by law.
- f. Individuals named or referenced in the grievance may be informed about relevant aspects of the grievance.

## Grievance Procedure

The party lodging the grievance shall complete and submit the IPC Grievance Form located on Global Electronic Association's website (<https://www.ipc.org/ipc-certification-forms>) within 10 business days of the date on which the issue that generated the grievance occurred, OR a maximum of 10 business days following the date on which the individual or group representative could have been reasonably expected to become aware of the issue that led to the grievance.

The party that submitted the grievance will receive an email acknowledging receipt of the IPC Certification Grievance Form within 10 business days of receipt.

An IPC Certification program representative(s) may contact the party who submitted the grievance form to obtain additional information.

An IPC Certification program representative(s) will investigate the grievance and issue an official finding via email to the party who submitted the grievance form within 30 days from the date on which the form was submitted.

## The Right to Appeal

Candidates and Certificants have the right to file an appeal on matters relating to their application, examination, certification, recertification or other matters affecting their status as a candidate or certificant.

## Appeals Policy and Procedures

The appeals process outlined in this document is designed to ensure fairness for all certification applicants, candidates, and certificants. There are currently three types of appeals: Eligibility Appeals, Certification Appeals, and Grievance Appeals.

### Eligibility Appeals Policy

Applicants that are denied eligibility to sit for a certification exam may request a reconsideration of the denial by filing an appeal with the Certification Program Office at <https://ipcinc.atlassian.net/servicedesk/customer/portal/2>.

### Certification Appeals Policy

Candidates that are denied initial certification or recertification may file an appeal in a situation where:

- a. The candidate believes that an error in the scoring of the certification exam occurred.
- b. The candidate is challenging the technical contents of the certification exam.
- c. The candidate's ability to successfully complete the certification exam was hindered by administrative issues or extreme environmental factors while testing.
- d. The Electronics University Learning Management System experienced a system-wide error preventing students from completing their exam. This does not include localized errors occurring at the point of testing.
- e. The candidate believes that an error occurred when evaluating their recertification application.

### Grievance Appeals Policy

Grievances are considered closed upon the issuance of an official finding. The original grievant in the official finding may appeal the decision made by the IPC Certification program if any of the following apply:

- a. Additional information or evidence not considered in the original investigation is identified or collected.

- b. The party believes that IPC Certification program staff erred during the investigation or in the application of the most recent version of the respective IPC Certification program Policies and Procedures document.

## Appeals Procedure

1. Individuals shall complete and submit the IPC Certification Appeal Form to initiate the Appeals process.
2. Appeals shall be submitted within 10 calendar days from the date on which IPC Certification program issues an official finding after investigating a grievance, or 10 calendar days from the date on which IPC Certification program denies an Applicant's eligibility for certification, initial certification, or recertification.
3. The party that submitted the Appeal will receive an email acknowledging receipt of the IPC Certification Program Appeal Form within 2 business days of receipt.
4. The IPC Certification program Director or other IPC Certification program representative may contact the party who submitted the IPC Certification Appeals Form to obtain more information.
5. An IPC Certification program representative(s) will review the original documentation, the reasoning behind the Appeal, and any new evidence presented through the Appeal. Only the information leading up to the appeal, the documentation submitted through the appeal process, and information gathered through any investigation will be considered as part of the appeal. The appeal shall not include a hearing or similar trial-type proceeding.
6. Global Electronics Association will issue a final decision via email to the party who submitted the IPC Certification Appeal Form within 30 days from the date on which the form was submitted.
7. The determination of appeals made by Global Electronics Association shall be final.

## 11. Additional Policies

### Use of Certificates, Logos, and Marks

IPC certificants are granted the right to use designated IPC certificates, marks, and logos to demonstrate achievements and competencies. IPC certificates, marks, and logos are the property of Global Electronics Association and shall be used in strict accordance with the guidelines listed in this document as well as local, state, federal, and international laws and regulations. Use of IPC certificates, marks, or logos by individuals that do not hold a valid certification at the time of use is expressly prohibited. Global Electronics Association

will take legal action and/or publication of misconduct to protect against the misuse of IPC certificates, logos, and marks.

## Certificates

- a. Permission to use an IPC certificate, mark, or logo is limited to IPC Certificants who satisfy all certification requirements established by Global Electronics Association, and shall not be transferred to, assigned to, or otherwise used by any other individual, organization, or entity.
- b. Certificants shall not make any misleading statement regarding the status of their IPC certification.
- c. Certificants shall not suggest that IPC certification relates to persons, activities, processes, products etc. that are not included in the scope of certification.
- d. After suspension, withdrawal, resignation, or expiration of IPC certification, Certificants shall not continue to use IPC certificates, logos, or other expressions that suggest the certification is still valid.
- e. Incorrect, unlawful, or misleading use of IPC certificates and certification marks is considered a critical non-conformity with IPC certification requirements and will result in immediate suspension of certification.
- f. IPC certificates shall not be altered in any way and shall be represented in their entirety.
- g. Use of IPC certificates do not exonerate Certificants from any liability imposed by law regarding the performance of their services.
- h. Global Electronics Association will take action to deal with incorrect, unlawful or misleading references to certification or use of certificates and certification marks. Global Electronics Association reserves the right to take any action deemed appropriate, including revocation of certification and legal action.

## Logos and marks

- a. Certificants may only use Global Electronics Association, IPC logos, and marks legally obtained directly from Global Electronics Association.
- b. Certificants shall not use Global Electronics Association, IPC logos, and marks on test reports, certificates, or other compliance documents.
- c. Certificants cannot authorize a third party to use of Global Electronics Association, IPC logos, or marks.
- d. Certificants shall not use Global Electronics Association, IPC logos, or marks in any way that disparages Global Electronics Association, IPC, or its services, infringes on Global Electronics Association's intellectual property or other rights, contains any

objectionable content, or violates any local, state, federal, or international laws or regulations.

- e. Certificants are responsible for any misuse, unauthorized use, or damage caused to any party as a result of their use of IPC logos or marks.
- f. Global Electronics Association has the right to revoke its permission to use IPC logos and marks at any time, by providing notice to the Certificant.
- g. Certificants shall not translate the text of any Global Electronics Association, IPC logos or marks.
- h. Global Electronics Association, IPC logos, and marks shall be represented in their entirety.
- i. Global Electronics Association, IPC logos, and marks can be enlarged or reduced as long as the scale is not distorted, and any text remains legible.
- j. Nothing shall be added, removed, or placed in close proximity to any Global Electronics Association, IPC logos, or marks.
- k. Global Electronics Association and IPC logos may only be represented in their intended colors or in black and white.
- l. Global Electronics Association will take action to deal with incorrect, unlawful, or misleading use of IPC logos or marks. Global Electronics Association reserves the right to take any action deemed appropriate, including revocation of certification and legal action.

## Data Management and Privacy Policy

### Confidentiality

- a. Global Electronics Association observes strict legal and ethical guidelines to preserve the confidentiality of candidates, certificates, score results, and all certification related materials.
- b. Global Electronics Association is the sole owner of the information collected as part of IPC training and certification processes, including the data on the IPC EDGE Learning Management System.
- c. The information collected as part of IPC training and certification processes is used by Global Electronics Association for identification and verification purposes only and is considered confidential.
- d. Global Electronics Association does not share or sell contact information collected as part of IPC training and certification processes to third parties.
- e. Global Electronics Association will not share or sell email addresses collected as part of IPC training and certification processes without the express permission of its owner.



- f. Global Electronics Association allows third parties to use the Electronics U Learning Management System to verify an individual's certification status.

## Security

- a. All personally identifiable information collected as part of Global Electronics Association training and certification processes is stored in restricted and secured databases.
- b. Global Electronics Association employees that require access to information collected as part of IPC training and certification processes to perform a specific function are granted access on a case-by-case basis.
- c. Servers that store personally identifiable information are secured in a locked facility.

## Notifications

- a. Global Electronics Association may use personal information collected as part of IPC training and certification processes for identification and communication purposes.
- b. Global Electronics Association may use personal information collected as part of IPC training and certification processes to notify users about their certification, grievances, disciplinary actions, or any other matter related to IPC training and certification processes.
- c. All written communication from Global Electronics Association will be delivered via email or postal delivery.

## Information Disclosure

Though every effort is made to preserve user privacy, it may be necessary to disclose personal information when required by law, including, but not limited to, circumstances where there is a good-faith belief that such disclosure is necessary to comply with a judicial proceeding, a court order, or legal process.

## Additional Information

Additional information concerning the Global Electronics Association's privacy policy can be found at: <https://www.electronics.org/privacy-policy>.

## Limitation of Liability

In no event shall Global Electronics Association be liable for any indirect, special, incidental, or consequential damages, including lost profits of any kind regardless of the form of action, whether in contract, tort (including negligence), strict liability, or otherwise, even if Global Electronics Association has been advised of the possibility of such damages.

This limitation will apply notwithstanding any failure of essential purpose of any limited remedy provided herein. Global Electronics Association maximum liability under its IPC certification programs shall not exceed the exam fee paid to Global Electronics Association for the most recent exam.

## Copyright of Materials

Unless otherwise noted on the material or permitted by Global Electronics Association in writing, any reproduction of IPC Certification materials is strictly forbidden.

The training and examination materials in IPC's Certification programs are the confidential, copyrighted property of the Global Electronics Association. If you copy, reproduce, and/or distribute any training or examination materials, by any means, including by memorizing and reconstructing them, you are violating the legal rights of IPC's Certification program. Global Electronics Association will use every legal means available to protect the copyrighted materials and secure redress against those who violate copyright law.

In addition to being a copyright violation any reproduction of the training and/or examination materials by candidate or certificant will result in disqualification from IPC's Certification Programs and revocation of your IPC credential.