

# **POLICIES & PROCEDURES**

Workforce & Professional  
Development Programs



Workforce Development Programs  
Policies and Procedures Effective  
Date: March 1, 2024

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# 1. About IPC

## Mission Statement

IPC is a global trade association dedicated to furthering the competitive excellence and financial success of its members, who are participants in the electronics industry. In pursuit of these objectives, IPC devotes resources to management improvement and technology enhancement programs, the creation of relevant standards, protection of the environment, and pertinent government relations. IPC encourages the active participation of all its members in these activities and commits to full cooperation with all related organizations.

## IPC Workforce Development Programs

IPC Workforce Development Programs are offered to promote professional development and recognize that an individual has demonstrated the level of competence specified in a given standard or set of criteria. IPC Credentials 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 listed on Policies and Procedures document is the official date of implementation. As of the effective date, the new guidelines outlined in the Policies and Procedures document are applied to all applicants, candidates, credential holders.

Any existing contracts, waivers, or other agreements referencing the policies and procedures document must comply with the latest revision as of the effective date of that document. The effective date of the Policies and Procedures document is indicated in the cover page of this document.

## Governance and Revisions

As the sole governing authority for all IPC Workforce Development programs, IPC has the right and responsibility for maintaining, updating, and administering the IPC Workforce Development programs. Therefore, IPC 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 IPC 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 credential holder 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 IPC Help Desk at <https://ipcinc.atlassian.net/servicedesk/customer/portal/2>

## **Interpretation of Policies and Procedures**

All interpretations of these Policies and Procedures will be at IPC's sole discretion. Any individual may formally request an interpretation of the Policies and Procedures from the IPC 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 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 IPC are final.

## **Non-Discrimination Statement**

IPC actively integrates the principle of equal opportunity into its policies, procedures, and practices. The eligibility requirements for all individuals participating in a Workforce Development Program are applied equally regardless of age, race, religion, gender, national origin, veteran status, disability, or any other basis prohibited by applicable law.

## **Impartiality Statement**

IPC is committed to maintaining the impartiality of its Workforce Development programs and activities. IPC policies and procedures are designed to address potential conflicts of interests and ensure objectivity in its dealings with all parties involved in IPC Workforce Development programs, including IPC staff members, credential holders, candidates, and applicants. IPC policies and procedures are published publicly to ensure that all parties involved in the IPC Workforce Development programs have equal access to accurate information concerning IPC Workforce Development programs.

## **Code of Impartiality**

IPC staff and volunteers will avoid all professional conflicts of interests and make any potential conflict of interest known to their immediate supervisor or committee liaison. IPC 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 Workforce Development programs or using their position for financial, professional, or personal gain.

## **Accessibility of Credentials**

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

## **Scope of Workforce Development Programs**

IPC offers educational offerings through on a variety of topics throughout the electronic industry. Each program has a different body of knowledge and assessments to measure candidate's abilities. The body of  
IPC Workforce Development Programs

knowledge can be viewed in the syllabus for each course. Please refer to IPC's website at [ipc.training.org](http://ipc.training.org) for respective syllabi."

### **3. Terms and Definitions**

#### **Appeal**

A formal request by any individual or organization for IPC to reconsider a decision it has made regarding the Workforce Development programs or an IPC credentialed person.

#### **Applicant**

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

#### **Candidate**

An individual that has applied and been approved to sit for an IPC Workforce Development program but has yet to complete the requirements outlined in the IPC Policies and Procedures document or specific course and therefore is not yet been awarded a credential.

#### **IPC Program Office (IPO)**

The IPC Program Office (IPO) oversees the development and operations of IPC Workforce Development programs and liaisons with the various volunteer industry committees supporting these programs. The IPC Program Office is managed through the IPC Global Headquarters.

#### **Competence**

The demonstrated ability to apply the knowledge and skills required to successfully undertake roles or perform tasks as defined in a given standard or set of criteria.

#### **Grievance**

An expression of dissatisfaction by any individual or organization regarding the activities of IPC, or IPC applicants, candidates, or credential holders.

#### **IPC EDGE Learning Management System (LMS)**

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

#### **Policies and Procedures (P&P)**

The codified rules and guidelines governing an IPC Workforce Development programs.

This document is periodically reviewed and updated.

#### **Suspension**

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

## 4. Roles and Responsibilities

### IPC Program Office

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

- a. Oversee the operation of Workforce Development programs in accordance with this document.
- b. Establish, implement, and maintain the policies and procedures that govern credentialing decisions, including the granting, maintaining, recertifying, altering of scope, suspension, and withdrawing of a credential.
- c. Maintain operational responsibility of the IPC Workforce Development programs.
- d. Maintain credentialing records and validate the authenticity and accuracy of IPC credentials.
- e. Periodically audit courses to ensure compliance with IPC Policies and Procedures.
- f. Interpret IPC policies and resolve issues relating to the IPC EDGE System.

## 5. Prerequisites and Fees

### Eligibility for IPC Workforce Development Programs

Eligibility for IPC's Workforce Development Programs vary and are on a course specific basis. The specific prerequisites are located under the respective course's webpage on IPC's website.

When applying to participate in one of IPC's Workforce Development programs, 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 IPC prior to the beginning of any IPC Workforce Development Program. Failure to remit the required fees will result in limiting the applicants access to Workforce Development Program materials and privileges.

### Fees and Refunds

Fees for IPC's Workforce Development Programs vary and are on a course specific basis. Full details regarding fees are available under the respective course's webpage on IPC's website. Candidates may withdraw from any IPC's Workforce Development Programs prior to the completion of the course. Refunds are addressed on a case-by-case basis and will not be issued after the candidate has begun the respective course.

## Criteria for Credential

All candidates that meet the minimum Prerequisites and pay the required fees shall be allowed to participate in IPC's Workforce Development Programs. Candidates that successfully complete an IPC Certificate program have demonstrated mastery of a given set of knowledge and skills to an industry defined level of proficiency. Please refer to the course syllabus for a summary of the topics covered and the level of competency required to demonstrate proficiency.

## Personal Identifying Information

IPC requires that all candidates complete a Candidate Profile, that includes, but is not limited to, their legal name, home address, and date of birth. This information is utilized by IPC to confirm the identity of Candidates and Credential holders. IPC does not sell or share e-mail addresses with other organizations without the express permission of the user. IPC does not sell contact information from the database. Please see the IPC Privacy Policy for additional information: <https://www.ipc.org/privacy-policy>

Candidates shall complete their Candidate Profile on the IPC EDGE Learning Management System, regardless of assessment method.

Candidates can access their Profile from their IPC EDGE user dashboard or from any program hosted on the IPC EDGE Learning Management System.

Please ensure that all personal profile information provided is accurate prior to submission to IPC. IPC is responsible, as an International Certifying Body with the proper identification of all credential holders. These policies and procedures are established to ensure accuracy and eliminate potential fraud. Providing fraudulent profile information is a violation of the IPC Policies and Procedures and Code of Ethics and may be remedied through the invalidation of credential status and restrictions of future credentials.

## Candidate's Name

The security and integrity of IPC Workforce Development programs is contingent upon IPC's ability to properly and accurately identify credential holders. Therefore, a candidate shall only list their legal name on their IPC profile to ensure that this is reflected on their certificate.

Credential holders seeking to change their name with IPC shall submit such requests in writing, and provide legal documentations supporting the name change, including a detailed explanation outlining why the name change is necessary. Documentation submitted through trainers will not be accepted. 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.

## Knowledge check(s)

IPC's workforce development programs may include hands-on projects assisted and overseen by an instructor along with individual knowledge checks. A candidate must complete all respective knowledge checks in order to obtain a credential.

Please review the specific course for all additional course specific requirements.

## 6. Assessment Modalities and Policies

### Online Exams

IPC Workforce Development exams are online exams offered through the IPC EDGE Learning Management System. Candidates complete their assessments via online testing. The Online Exam format is to be used as the default mechanism for all Workforce Development exams.

**Minimum system requirements:** IPC's EDGE platform has been tested on a variety of operating systems, while many are compatible, IPC recommends having hardware and software conducive to online examinations.

To ensure better quality, IPC recommends using at least a 15" monitor and a computer running the latest operating system. IPC also recommends utilizing one of the latest versions of the following browsers:

Chrome

Firefox

Running additional programs even in the background during testing may directly affect the performance of the exam administration and is prohibited. Any attempt to screen capture or record a candidate's screen during the assessment process is considered a violation of these policies and procedures and may potentially result in the suspension of the candidate's credential, as well as other legal penalties.

### Retention of Records

Online exams delivered via IPC EDGE will be electronically captured. Physical records for these exams are not required and will be maintained for at least two (2) years following the examination date.

## Testing Accommodations

IPC's Educational offerings are all developed with numerous assistive features already included in the course and are accessible for all candidates. If a candidate requires additional accommodations, please reach out to the IPC help desk for further assistance. Please note, 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 IPC's content.

## Exam Results and Certificates

### Exam Results

All IPC exams are pass/fail assessments designed to measure that a candidate accomplished the learning objectives set forth in the respective course.

### Online Exams

The results of any exam taken on the IPC EDGE 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 Workforce Development program will receive a certificate verifying completion of that program. IPC certificates are issued directly to the candidate via their IPC EDGE Learning Management System account. **The process of downloading of the candidate's certificate from EDGE is the final step in the credentialing process.** The effective date of the credential is based on the date of successful completion of the mandatory module(s); however, **Certificates are not considered valid until it has been downloaded at least once.**

Certificates are only available for download from IPC EDGE for a limited number of days after completion of the program. Only a candidate may download their credential. Instructors and proctors are not granted access to candidate certificates on the IPC EDGE Learning Management System; but may be granted access to completion information on the portal.

Instructors, proctors, and any other third party may request and obtain copies of certificates directly from the credential holder. IPC will only verify the authenticity of certificates and does not provide copies of certificates to any individual other than the credential holder. If a credential holder wishes to receive a copy of their credential outside of this timeframe, they must contact IPC directly.

## Certificate Information & Ownership

A candidate's certificate will bear the candidate's name, credential number, credential expiration date, optional modules or endorsements completed.

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 IPC, which may withdraw, cancel, change the scope of, or otherwise annul the credential for cause.

## Failure

Candidates are given multiple opportunities to pass the assessments in the Workforce Development Programs. After the second failure a candidate must wait 24 hours before utilizing another attempt.

The exam wait period is used to ensure that candidates are afforded the opportunity to review the course materials as necessary.

## Exam Security

All exam materials are confidential, proprietary, and the exclusive property of IPC. IPC exam materials are made available to candidates for the sole purpose of measuring the learning objectives set forth in the respective course. 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 Office. If IPC identifies any cheating or fraud on the part of any participant in circumventing the requirements in obtaining the certificate IPC reserves the right to invalidate the certificate of the individuals engaged in this act. Non-compliance with this policy may lead to suspension or invalidation of a credential along with possible legal action.

## 7. Credential Term

The credential term for the workforce development programs varies. The credential term begins on the date a candidate successfully completes all the program's minimum requirements. Those programs that have an expiration date will have the date of expiry on the Certificate itself.

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

## 8. Verification of Credential Status

Employers and other third parties may enter an IPC Credential 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.ipcedge.org/>.

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

- a. The Credential holder's name.

- b. The IPC program completed by the Credential holder.
- c. The date the program was successfully completed.

Upon entering an invalid Credential 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.

## **9. Grievance, Appeal, Change of Scope, Suspension, and Invalidation Policies**

### **Grievances**

Individuals that encounter a problem with IPC Workforce Development assessments, personnel, or other elements of an IPC Workforce Development program are encouraged to use the grievance procedure.

The purpose of the grievance procedure is to ensure that:

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

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

### **Grievance Policies**

- a. Grievances may not be filed anonymously.
- b. An IPC 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. An IPC 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.
- 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 IPC's website) 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 Grievance Form within 5 business days of receipt.

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

An IPC 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 credential holders have the right to file an appeal on matters relating to their application, examination, or other matters affecting their status as a candidate or credential holder.

## **Appeals Policy and Procedures**

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

### **Eligibility Appeals Policy**

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

### **Certificate Appeals Policy**

Candidates that are denied initial certificate may file an appeal by filling out the Appeals form in a situation where:

- a. The candidate believes that an error in the scoring of the exam occurred.
- b. The candidate is challenging the technical contents of the exam.
- c. The candidate's ability to successfully complete the exam was hindered by administrative issues or extreme environmental factors while testing.
- d. The IPC EDGE 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 application.

## **Grievance Appeals Policy**

Grievances are considered closed upon the issuance of an official finding. Any party named or involved in the official finding may appeal the decision by IPC 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 erred during the investigation or in the application of the most recent version of the IPC Policies and Procedures document.

## **Appeals Procedure**

1. Individuals shall complete and submit the IPC Appeal Form to initiate the Appeals process.
2. Appeals shall be submitted within ten (10) calendar days from the date on which IPC denies the applicant's eligibility for the Workforce Development programs, or 10 calendar days from the date on which IPC issued an official finding after filing a grievance.
3. The party that submitted the Appeal will receive an email acknowledging receipt of the IPC Appeal Form within five (5) business days of receipt.
4. The IPC Director of Education or other IPC representative may contact the party who submitted the IPC Appeals Form to obtain more information.
5. An IPC 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. The appeal will be reviewed by a different IPC Director who was not involved in the original determination.
7. IPC will issue a final decision via email to the party who submitted the IPC Appeal Form within thirty (30) days from the date on which the form was submitted.
8. The determination of appeals made by IPC shall be final.

## **10. Additional Policies**

### **Use of Certificates, Logos, and Marks**

Use of IPC marks or logos by individuals is expressly prohibited. IPC 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 is limited to IPC Credential holders who satisfy all necessary requirements established by IPC, and shall not be transferred to, assigned to, or otherwise used by any other individual, organization, or entity.

- b. Credential holders shall not make any misleading statement regarding the status of their IPC credential.
- c. Credential holders shall not suggest that IPC certificate relates to persons, activities, processes, products etc. that are not included in the scope of credential.
- d. After suspension, withdrawal, resignation, or expiration of IPC credentials, Credential holders shall not continue to use IPC certificates, logos, or other expressions that suggest the certificate is still valid.
- e. Incorrect, unlawful, or misleading use of IPC certificates is considered a critical nonconformity with IPC Workforce Development programs requirements and will result in immediate suspension of access to IPC's EDGE system.
- 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 credential holders from any liability imposed by law regarding the performance of their services.
- h. IPC will take action to deal with incorrect, unlawful, or misleading references to the use of certificates and marks. IPC reserves the right to take any action deemed appropriate, including legal action.

## **Data Management and Privacy Policy**

### **Confidentiality**

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

### **Security**

- a. All personally identifiable information collected as part of IPC training and credentialing processes is stored in restricted and secured databases.
- b. IPC employees that require access to information collected as part of IPC training and credentialing 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. IPC may use personal information collected as part of IPC training processes for identification and communication purposes.
- b. IPC may use personal information collected as part of IPC training processes to notify users about their credential, grievances, disciplinary actions, or any other matter related to IPC training processes.
- c. All written communication from IPC 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 IPC privacy policy can be found at:

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

## Limitation of Liability

In no event shall IPC 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 IPC 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. IPC's maximum liability under its Workforce Development programs shall not exceed the enrollment fee paid to IPC for the most recent course.

## Copyright of Materials

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

The training and examination materials in IPC's Workforce Development Programs are the confidential, copyrighted property of IPC. If you copy, reproduce, and/or distribute any training or examination materials, by any means, including by memorizing and reconstructing them, you are violating IPC's legal rights. IPC 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 a candidate will result in disqualification from IPC's Workforce Development Programs and candidates will not be eligible to take any IPC courses in the future.