

PIPELINE INTEGRITY ENGINEER CERTIFICATION

CANDIDATE HANDBOOK 2024

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1 OVERVIEW

1.1 Candidate Guide Overview

Review this guide thoroughly, it contains important details about the Pipeline Integrity Engineer Certification Exams candidates need to know before exam day administration including scheduling information, exam eligibility and exam day rules.

This guide provides candidates with everything required to apply, prepare for and take a Pipeline Integrity Engineer certification exam.

1.2 Introduction

Pipelines carrying gases and hazardous liquids are one of the safest forms of transportation; however, 'human error' is a contributing factor to some failures, and the training, testing, and qualification of pipeline employees is an important measure against failures caused by human error. Indeed, pipeline standards and regulations require pipeline staff to be both competent and qualified in all the tasks they perform.¹²

The objective of this Pipeline Integrity Engineer certification program is the same as in the USA standard ASME B31Q [15]: '... to minimize the impact on safety and integrity of the pipeline due to human error that may result from an individual's lack of knowledge, skills, or abilities during the performance of certain activities.

The Pipeline Integrity Engineer Certification program is designed to identify engineers who can address pipeline integrity problems, with supervision as defined for each certification.

The duties, tasks, knowledge, skills, and attributes of a Pipeline Integrity Engineer can be summarized as:

- can assess defects reported in a pipeline, using and understanding best practices;
- give reasoned conclusions and recommendations on pipeline engineering critical assessment;
- write clear reports, understanding the objectives and consequences of his/her work; and,
- is able to engage with clients at meetings, and explain their work

The purpose of a certification is to ensure that an individual performing a job has sufficient and demonstrable capabilities (competencies) to perform correctly all tasks required of that job.

¹ Anon., 'Pipeline Personnel Qualification', American Society of Mechanical Engineers. ASME B31Q-2016. 2016

² Anon., 'Pipeline Personnel Qualification', American Society of Mechanical

Engineers. ASME B31Q-2016. 2016. Anon., 'Pipeline Transportation Systems for Liquids and Slurries', ASME B31.4 - 2016,

American Society of Mechanical Engineers. New York USA. 2016. Anon., 'Gas Transmission and Distribution Piping Systems',

ASME B31.8 - 2016, American Society of Mechanical Engineers. New York USA. 2016. Anon., 'Oil and gas pipeline systems', CSA

Z662-15, Canadian Standards Association. 2015. Anon., 'Petroleum and natural gas industries - Pipeline transportation systems -

Recommended practice for pipeline life extension', Technical Specification. O/TS/12747. First edition. International Organization for

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Safety Program: Background and Key Issues for Congress', Congressional Research Service. 7-5700. R44201. May 20,

2016.<https://fas.org/sgp/crs/misc/R44201.pdf>. Also, <http://dms.nts.gov/pubdms/>

Anon., 'Pipeline Safety: Guidance on Training and Qualifications for the Integrity Management Program', 49 CFR Part 192. Docket No.

PHMSA-2016-0067. Federal Register. Vol. 82. No. 67. April 10, 2017.

[http://www.viadata.com/rus32wdw/rus32.htm#RUS32%2FFederal_Register_Volume_82%2C_Number_67_\(Monday%2C_April_10%2C_2017\).htm](http://www.viadata.com/rus32wdw/rus32.htm#RUS32%2FFederal_Register_Volume_82%2C_Number_67_(Monday%2C_April_10%2C_2017).htm)

<https://primis.phmsa.dot.gov/comm/glossary/index.htm#Integrity>

1.3 ROSEN & the QPPI Certification Board

The ROSEN Group is a globally leading provider of cutting-edge solutions in all areas of the integrity process chain. It believes that ensuring the proper authority and autonomy for the certification body is of utmost importance to the credibility and integrity of the certification program. ROSEN, the certification body, has granted to the [Qualification Panel for the Pipeline Industry](#) (QPPI) an independent panel of qualified subject matter experts (SMEs), to the development of all elements of the certification scheme, including but not limited to the eligibility criteria, recertification requirements.

The QPPI certification board is responsible for overseeing the development of a credible Pipeline Integrity Engineer Certification Program and for ensuring the credentials meet high standards of ethical and professional practice for the industry.

2 Before You Apply

ROSEN offers remotely proctored exams that you can take in the comfort of your home.

At exam time, you are connected to a proctor over the internet, who will oversee your test. The connection will be via video, audio and remote screen share. The proctor can see, hear and see the screen of your computer during the entire time, and everything is recorded and, if required, can be reviewed later.

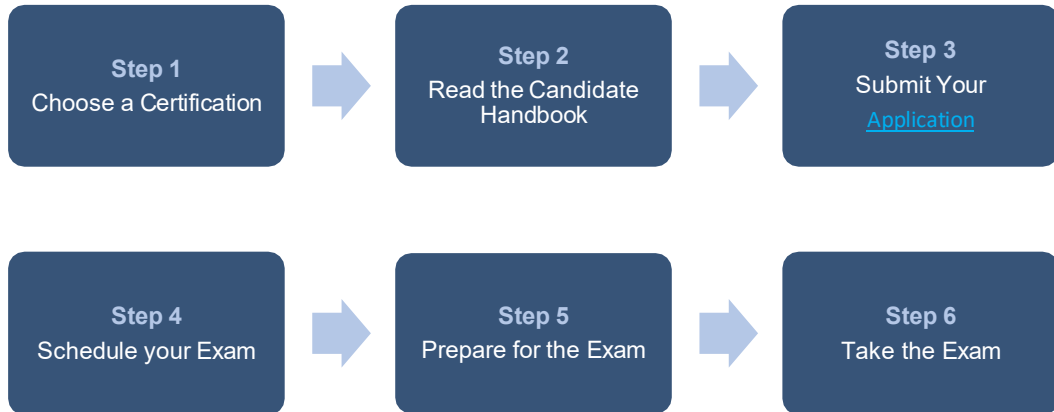
[FAQ about Remote Proctored Exams](#)

Upon registration, exam candidates have a **twelve (12) month eligibility period** to take their exam. This means that from the date you register, you have 12 months (365 days) to take your exam. It is important to note that the exam sitting fee must be paid in full before you can schedule and take an exam.

If your application is incomplete and/or any of the required documentation is missing, you will be notified by email. The email will include the list of discrepancies. You have thirty-(30) days to correct the discrepancies. Failure to correct these discrepancies within this time period, you will forfeit your application fee and be required to start the application process again which includes paying another application fee.

3 The Application Process

The steps of the application process for the Individual Certification Exams are as follows:



Each of these steps is explained in greater detail in the remainder of this Candidate Handbook.

4 Policies

4.1 Impartiality Policy

ROSEN(UK) Limited is committed to acting impartially in relation to its applicants, candidates, and certified persons. Certification decisions shall be made in accordance with policies and procedures. Policies and procedures affecting applicants, candidates, and certified persons shall be made public and shall fairly and accurately convey information about the certification program.

ROSEN(UK) Limited understands the threats to impartiality that include, but are not limited to, self-interest, activities from related bodies, and relationships of personnel, financial interests, favoritism, conflict of interest, familiarity, and intimidation. In upholding its commitment to maintain the highest level of impartiality and objectivity in its practices and decision-making.

4.2 Non-Discrimination Policy

ROSEN discrimination against its applicants, candidates, certified persons and employees on the bases of race, color, national origin, age, disability, sex, gender identity, religion, and where applicable, political beliefs, marital status, or sexual orientation.

4.3 Confidentiality Policy

ROSEN is committed to protecting confidential and/or proprietary information related to applicants, candidates, certificants and the examination development, maintenance, and administration process. The confidentiality policy applies to all ROSEN personnel, the QPPI Certification Board and committee members, contractors, and other individuals who are permitted have access to confidential information.

Confidential information includes but is not limited to:

- Applicant and candidates' records
- Examination development documentation (including JTA reports, technical reports, exam questions, answer keys, examination scores, etc.)
- Disciplinary investigations and/ or actions

ROSEN personnel, the QPPI Certification Board and committee members shall keep confidential all applicants', candidates', and certified persons' information (including name, address, telephone numbers, and other confidential records) unless authorized for release by the applicant, candidate, or certified person.

ROSEN will only release confidential information when required by law and will be notified the candidate/certificants to the extent, which is permitted by law.

4.4 Misconduct and Disciplinary Policy

ROSEN has the authority to suspend, reduce and/or withdrawal certification from certificants. Additionally, ROSEN shall ensure any issues about certificants' practice and conduct are fairly and reasonably investigated and determined and protect the public against unprofessional and unethical conduct by certified persons.

General causes for suspension or withdrawal include, but are not limited to fraud, deceit, failure to follow the policies and procedures of the Pipeline Integrity Certification program, including submission of inaccurate data to obtain and/or maintain certification.

Specific examples of violations that are grounds for certification suspension and withdrawal include:

- Falsifying information or misrepresentation
- on an initial or recertification Pipeline Integrity Engineer Certification program application.
- Releasing confidential examination materials or participate in fraudulent test-taking practices.
- Conviction of a felony under federal or state law.
- Misusing or misrepresenting the certification mark or logo.
- Violation of the Code of Conduct.
- Violation of established personnel certification policies, rules and requirements

4.5 Signature | E-Signature Policy

ROSEN requires that the candidate fulfill the signature requirements of the e-signature/signatures according to the Pipeline Integrity Engineer Certification Program certification process.

ROSEN abides by the international standards of security procedures for e-signatures/ signatures as well as other regional identification practices.

Individuals who falsify e-signatures/signatures may be subjected to disciplinary action, cancellation of certification, and legal actions.

4.6 Verification of Applicant Eligibility Policy

ROSEN reserves the right to verify any and/or all information submitted with an application attested to by the applicant through phone interviews and authentication of transcripts or training certificates.

Additionally, the ROSEN reserves the right to request further information or documentation from the applicant as needed.

4.7 Refund Policy

ROSEN reserves the right to assess fees for all services connected to the Pipeline Integrity Certification program. This includes applications, examinations, recertification, and duplicate certificates.

Fees are subject to change, and it is the applicant / candidate's responsibility to submit the current fee for any aspect of the certification. All fees shall be published in the candidate's handbook.

Application fees are non-refundable; candidates are encouraged to review the eligibility requirements prior to applying.

Applicants whose applications are incomplete and fail to correct any and all discrepancies within thirty - (30) days of notification, forfeits their application fee.

Candidates arriving thirty-(30) minutes after the scheduled start exam time will be considered absent and will forfeit their exam fee.

Candidates who are a no show, forfeits their exam fee.

Candidates who fail to take their exam within the one-(1) year timeframe, which begins at the time of payment for the exam, forfeits all fees paid.

Refunds are not granted to candidates who forfeit or fail the examination; this includes candidates who cannot produce the required identification for exam admittance. Under these circumstances candidates will be considered absent, will forfeit the full examination fee, and will be required to repay the examination fee.

Refunds and partial refunds for examination fees are granted at ROSEN's discretion for extenuating circumstances only.

4.8 Special Testing Accommodations Policy

ROSEN complies with the Americans with Disabilities Act (ADA) of 1990, including changes made by the ADA Amendments Act of 2008 (ADAAA) and related regulations. To ensure equal opportunity for all qualified persons, ROSEN will make reasonable accommodations for applicants with disabilities.

Applicants are responsible for any costs incurred in obtaining the required diagnosis and recommendation. The purpose of test accommodations is to provide all candidates with full access to the test. However, test accommodations are not a guarantee of improved performance or test completion.

To ensure equal opportunity for all qualified persons, ROSEN and the QPPI Certification Board will provide reasonable and appropriate test accommodations to individuals with documented disabilities who demonstrate a need for test accommodations. Applicants are responsible for any costs incurred in obtaining the required diagnosis and recommendation.

The purpose of test accommodations is to provide all candidates with full access to the test. However, test accommodations are not a guarantee of improved performance or test completion.

Test accommodations are individualized and considered on a case-by-case basis. Consequently, no single type of test accommodation (e.g., extra time) would necessarily be appropriate for all individuals with disabilities. Simply demonstrating that an individual meets diagnostic criteria for a particular disorder does not mean that the person is automatically entitled to test accommodations.

5 Pipeline Integrity Individual Certifications

5.1 Certified in Pipeline Engineering Principles: CS001F

Designed for individuals working in pipeline integrity who are able to describe pipeline-engineering principles, discuss best practices, and explain their bases.

To be awarded the Certified in Pipeline Inspection and Surveillance designation, a candidate must pass a comprehensive examination consisting of forty-(40) multiple-choice questions. The importance of each knowledge, and skills areas (KSA) within it, determines the specifications of the Pipeline Inspection and Surveillance examination. The relative order of importance of the KSAs determines the percentage of the total exam questions.

Please note that questions from the various content areas will be mixed throughout the examination. The questions will **NOT** be presented in content area order on the examination. All questions are only offered in English.

Knowledge of:

1. Pipeline economics and pipeline safety statistics. (10%)
2. Pipeline standards, including their bases and development, linkage to Regulations, key content, purposes, location classification, high consequence areas, design factors, and inherent safety. (12.5%)
3. Line pipe manufacture, types, standards, and choice of coatings. (12.5%)
4. Fluid flow, fluid phases. (10%)
5. Material properties including strength, ductility, toughness, weldability, and metal fatigue. (12.5%)
6. Practical aspects of pipeline routing, and the pipeline construction process. (10%)
7. Pipeline operation, including control rooms, control systems, and leak detection. (10%)
8. Calculation of stresses on pipelines, including principal stresses, thermal stresses, and equivalent stresses. (10%)
9. Practical aspects of pipeline integrity management, including risk assessment, and management, pressure testing, in-line inspection and pipeline repair. (12.5%)

5.2 Certified in Pipeline Inspection & Surveillance: CS005F

Designed for individuals working in pipeline integrity who can describe differing pipeline inspection and surveillance methods and compare the best methods.

To be awarded the Certified in Pipeline Inspection and Surveillance designation, a candidate must pass a comprehensive examination consisting of forty-(40) multiple-choice questions. The importance of each knowledge, and skills areas (KSA) within it, determines the specifications of the Pipeline Inspection and Surveillance examination. The relative order of importance of the KSAs determines the percentage of the total exam questions.

Please note that questions from the various content areas will be mixed throughout the examination. The questions will **NOT** be presented in content area order on the examination. All questions are only offered in English.

Knowledge of:

1. Project plan and cost budget for standard projects involving inspection and surveillance activities. (12.5%)
2. Able to recognize the different requirements and available solutions for different project applications (e.g. offshore vs. onshore / buried vs. above ground). (15%)
3. Able to select or specify appropriate inspection and surveillance techniques and services for
1. different project applications. (15%)
4. Interpretation of inspection and surveillance activity findings, assessing their significance,
2. and identify shortcomings. (15%)
5. Pipeline threats and solutions. (15%)
6. Future inspection and surveillance methods. (15%)
7. On-line monitoring of threats. (12.5%)

5.3 Certified in Pipeline Integrity Management: CS014F

Designed for individuals working in pipeline integrity who can define, and distinguish between, differing integrity management methods/techniques, particularly pipeline integrity management and systems, and can list the threats to pipeline safety, and the consequences of pipeline failure.

To be awarded the Certified in Pipeline Integrity Management designation, a candidate must pass a comprehensive examination consisting of forty-(40) multiple-choice questions. The importance of each knowledge, and skills areas (KSA) within it, determines the specifications of the Pipeline Integrity Management examination. The relative order of importance of the KSAs determines the percentage of the total exam questions

Please note that questions from the various content areas will be mixed throughout the examination. The questions will **NOT** be presented in content area order on the examination. All questions are only offered in English.

Knowledge of:

1. Different approaches to pipeline integrity management. (10%)
2. Standards' requirements (including ASME B31.8S, API 1160, API 1173, CSA Z662, DNV RP F116, BSI 8010-4, EN 16348). (10%)
3. Interpreting inspection and survey reports, and inspection, testing, maintenance, and surveillance options (all methods). (10%)
4. Risk reduction options, preventive measures and mitigations. (10%)
5. Establishing baseline inspection and testing intervals. (10%)
6. Defect assessment, including fatigue assessment. (10%)
7. Pipeline repair and rehabilitation, and repair program design. (10%)
8. Threats to pipeline integrity and the consequences of pipeline failure. (10%)
9. Critical data, missing data, treatment of uncertainty. (10%)
10. Emergency preparedness, emergency response, site investigations. (10%)

5.4 Certified in Pipeline Defect Assessment Management: CS020F

Designed for individuals working in pipeline integrity who can describe pipeline integrity and pipeline defect assessments (for all types of defects found in pipelines) and can summarize and give examples of fatigue assessment.

To be awarded the Certified in Pipeline Integrity Management designation, a candidate must pass a comprehensive examination consisting of forty-(40) multiple-choice questions. The importance of each knowledge, and skills areas (KSA) within it, determines the specifications of the Pipeline Integrity Management examination. The relative order of importance of the KSAs determines the percentage of the total exam questions.

Please note that questions from the various content areas will be mixed throughout the examination. The questions will **NOT** be presented in content area order on the examination. All questions are only offered in English.

Knowledge of:

1. Material properties (with a detailed focus on fracture toughness). (12.5%)
2. Fracture mechanisms (brittle, transitional, ductile), and fracture mechanics approaches (including J integral and crack tip opening displacement). (12.5%)
3. Assessment of corrosion using ASME B31G, assessment of cracks using API 579/BS 7910, and assessment of mechanical damage. (12.5%)
4. Pipeline failure causes (including external interference, external forces, corrosion, fatigue, ground movement, sabotage, theft, human error (including over-pressure, overtemperature), spanning, hydrodynamic loads, buckling, and thermal stressing). (15%)
5. Effect of hydrotesting on defect behavior. (12.5%)
6. Commercial, corporate, political, and sabotage threats to pipelines and facilities. (10%)
7. Case studies in pipeline failures, modes, and mechanisms. (12.5%)
8. Corrosion growth and fatigue crack growth models. (12.5%)

5.5 Certified In In-Line Inspection Technologies & Procedures: CS022F

Designed for individuals working in pipeline integrity who can classify and summarize in-line inspection technologies and procedures

To be awarded the Certified in In-Line Inspection Technologies & Procedures designation, a candidate must pass a comprehensive examination consisting of forty-(40) multiple-choice questions. The relative order of importance of the KSAs determines the percentage of the total exam questions.

Please note that questions from the various content areas will be mixed throughout the examination. The questions will **NOT** be presented in content area order on the examination. All questions are only offered in English.

Knowledge of:

1. Different pipeline types used to convey hydrocarbon products (e.g., production, export, transmission and distribution), their key features, and general operating characteristics that affect pigging and in- line inspection.(12.5%)
2. Different line pipe types, pipeline construction concepts (e.g., launcher/receivers, and other related facilities). (12.5%)

3. Familiarity with different ILI tools/technologies and their relative strengths and weaknesses. (12.5%)
4. The service providers, the major suppliers, and their individual capabilities. (12.5%)
5. Major pipeline threats and the associated damage mechanisms. (12.5%)
6. Major project phases required to execute a successful ILI campaign. (12.5%)
7. Familiarity with standard ILI data analysis methodology. (12.5%)
8. Industry standards pertaining to ILI pigging. (12.5%)

5.6 Certified in In-Line Inspection Data Analysis & Reporting: CS026F

Designed for individuals working in pipeline integrity who can explain ILI data analysis and reporting procedures

To be awarded the Certified in In-Line Inspection Data Analysis & Reporting designation, a candidate must pass a comprehensive examination consisting of forty-(40) multiple-choice questions. The relative order of importance of the KSAs determines the percentage of the total exam questions.

Please note that questions from the various content areas will be mixed throughout the examination. The questions will **NOT** be presented in content area order on the examination. All questions are only offered in English.

Knowledge of:

1. Pipe materials (steel grades, design parameters, etc.) and pipeline components (weld types, installation, etc.). (7.5%)
2. Pipeline anomaly categories (geometrical, volumetric, planar). (7.5%)
3. ILI technologies, theoretical base of the underlying NDE principles, and their performance specification. (10%)
4. Pipeline tracking and assessment of AGM marker. (7.5%)
5. Correlation of different ILI runs by girth weld list comparison. (7.5%)
6. Correlation of inspection pipe tally to pipeline data. (7.5%)
7. Assessment of ILI data quantity (data loss) and quality (e.g., signal strength). (10%)
8. Correlation of inspection pipe tally to pipeline data. (7.5%)
9. Interpretation and classification of pipeline anomalies and components, as well as indications of their origin (dirt, debris, objects, noise, etc.). (7.5%)
10. Sizing of anomaly dimensions (depth, length, width, etc.). (10%)
11. Compilation of standard ILI reports with statistical charts and tables. (7.5%)
12. Cataloging field verification results and comparison to ILI results. (10%)

5.7 Certified in Stress Analysis: CS030F

Designed for individuals working in pipeline integrity who can describe and review pipeline stress analyses.

To be awarded the Certified in Pipeline Integrity Management designation, a candidate must pass a comprehensive examination consisting of forty-(40) multiple-choice questions. The importance of each knowledge, and skills areas (KSA) within it, determines the specifications of the Pipeline Integrity Management examination. The relative order of importance of the KSAs determines the percentage of the total exam questions.

Please note that questions from the various content areas will be mixed throughout the examination. The questions will **NOT** be presented in content area order on the examination. All questions are only offered in English.

Knowledge of:

1. Principal stresses, equivalent stresses, thermal stress, residual stresses (primary and secondary stresses). (12.5%)
2. Pipeline stress analysis methods and software (elastic). (12.5%)
3. Derivation of pipeline stresses from first principles. (10%)
4. True stress-strain. (12.5%)
5. Design for fatigue. (12.5%)
6. Stress analysis using pipeline standards, and pipeline standards' methods, and their bases. (12.5%)
7. Wall thickness calculations. (15%)
8. Soil-pipe interactions, effect of seabed conditions. (12.5%)

5.8 Certified in Fracture Mechanics: CS032F

Designed for individuals working in pipeline integrity can explain the history of fracture mechanics, its principles, models (elastic, elastic-plastic, and plastic), and differing models, defining the best assessment methods using fracture mechanics, and define and distinguish between the traditional approach to fatigue assessment, and the fracture mechanics approach to fatigue assessment.

To be awarded the Certified in Fracture Mechanics designation, a candidate must pass a comprehensive examination consisting of forty-(40)multiple-choice questions. The relative order of importance of the KSAs determines the percentage of the total exam questions.

Please note that questions from the various content areas will be mixed throughout the examination. The questions will **NOT** be presented in content area order on the examination. All questions are only offered in English.

Knowledge of:

1. Quantitative and qualitative toughness and interpreting fracture toughness (K_{mat}) from Charpy and toughness data, using standard correlations. Fracture toughness testing. (12.5%)
2. Identify primary and secondary stresses, toughness, and other inputs to a fracture analysis. (12.5%)
3. Stress fields at crack tips, and elastic-plastic fracture using K , J , or CTOD. Relationship between K , J and CTOD. (12.5%)
4. FADs for fracture and collapse. Choice of FAD, inclusion of residual stress, effects of pressure testing and PWHT on inputs. (10%)
5. Can carry out fatigue analyses by S-N or fracture mechanics methods, including environmental effects and cycle counting of data. (12.5%)
6. Assessment codes – BS 7910, API 579 – and other approaches (e.g., CorLAS, PAFFC, LEFM). Use of commercial ECA software packages for routine analyses. (12.5%)
7. Assessment of environmental cracking. (12.5%)
8. Can interpret pipeline data such as design and service records, pipe stress analysis. (15%)

6 Changes to the Certification Scheme

ROSEN will provide due notice to certificants any changes made to the any of the Pipeline Integrity Engineer Personnel Certifications due to changes in internal requirements or in response to changes in the relevant standards or regulatory requirements.

ROSEN will communicate the changes made in the certification schemes and inform all certificants of the changes within thirty-(30) days of such changes being approved by the QPPI Certification Board. Changes will also be publicized on the ROSEN website, and in the candidate handbook well in advance of the effective date of the changes, which will also be published.

Certificants will be required to demonstrate their competence of the new content. This verification will be done at recertification.

7 Pipeline Integrity Individual Certifications Eligibility Requirements

7.1 Membership

ROSEN does **not** require membership in any other organization. Certification is open to all qualified candidates.

7.2 Training

18 hours of training in the certification area in which you are applying. Training must have identified goals and objectives defined by a training department, or training provider. This include classroom instruction, web-based training, e-learning courses, workshops, seminars, webinars, in-house training, etc. 1 CEU = 10 hours of participation.

Accepted evidence: copies of training certificates or letters of completion with hours.

Candidates are free to select any training they wish. Completion of any ROSEN Group's training courses **will not** provide any advantage over completion from any other training program.

7.3 Mentoring

36 hours of documented mentoring. You **must submit** a completed 'Mentoring Affidavit' form which is signed by your mentor.

A 'mentor' is a trusted adviser, with the necessary knowledge and wisdom to provide advice and guidance. He/she is a critical friend, or guide, who is responsible for overseeing the career and development of another person, outside the normal manager/subordinate relationship. Mentoring differs from coaching: coaching transfers knowledge, but it has a fixed agenda, related to a task, with a clear outcome, usually short term, and focused on a competency. Mentoring does not have a fixed agenda, it is related to the development of an individual, without a variable outcome, is long term, and focused on the individual. This means that mentoring can be a structured process but does not need to be formal.

7.4 Education

- a) **Without a higher education degree:** Four (4) years of experience in the competency area
Evidence required: requires completed Experience In Lieu Of Degree Verification Affidavit Form.
- b) **With a higher education degree:** Bachelor's degree or international equivalent from an accredited institution of higher education or engineering degree or international equivalent from an accredited institution of higher education
Evidence required: a photocopy of transcripts or diploma certificates for any degrees earned
- c) **Professional Engineering Qualification**
Evidence required: a photocopy of professional certifications acquired.

7.5 Experience

100 hours of experience or self-learning under the supervision of a line manager. You **must submit** a completed 'Experience Affidavit' form which is signed by your manager.

7.6 Minimum Language Recommendations

Applicants should have a minimum of IELTS score of 6.0 before attempting to take any of the Pipeline Integrity Certification exams.

CEFR	IELTS	Cambridge English Scale	TOEFL iBT	TOEFL PBT	TOEFL CBT	TOEIC	Global Scale of English
C2	9.0	209+	118-120	667-677	290-300	975-990	86-90
	8.5	205-208	115-117	653-663	281-287	955-970	83-85
	8.0	200-204	110-114	637-650	270-279	905-945	79-82
C1	7.5	191-199	102-109	610-633	254-267	835-900	73-78
	7.0	185-190	96-101	590-607	242-252	785-830	65-72
	6.5	176-184	79-95	548-588	212-241	685-780	58-64
B2	6.0	169-175	60-78	498-546	171-211	570-680	50-57
B1	5.5	160-168	46-59	453-496	133-169	450-560	42-49
	5.0	154-161	35-45	417-450	107-131	365-440	36-41
	4.5	147-153	32-34	400-413	97-103	345-355	29-35
	4.0	140-146	28-31	387-398	87-95	310-335	
	3.5		25-27	337-383	80-85	290-305	n/a
A2	3.0		21-24	353-373	67-77	265-280	
A1	2.5	100-119	17-20	333-350	57-65	235-260	n/a

8 The Certification Application

The certification application for all certificates is located online at:

<https://competenceclub.typeform.com/Application>

As part of the application, you will be required to submit evidence of your eligibility. Some of the evidence will need to be signed off by your manager and/or mentor.

Responses are saved locally in your web browser for 15 days by default as long as it is not in incognito or private browsing mode. If you clear your cache or the cache is cleared automatically when closing the browser, your response data will be lost.

8.1 Contact Information

The contact information you provide will be used for all correspondence with the email address the main form of communication.

If any of your contact information, e.g. name, email address, and/or telephone number entered on application changes during the application process, applicants must send an email to certifications@rosen-group.com within 7 days of the change of information

In addition, applicants must notify the ROSEN in case of a legal name change. Your legal name must match the name on the government-issued photo identification you will be presenting to the proctor in order to be admitted take the certification examination.

8.2 Evidence of Eligibility

Applicants are required to submit evidence of eligibility. You must acknowledge that you understand your application will **NOT** be approved until you submit the required documentation.

8.3 Special Testing Accommodations

Test accommodations are individualized and considered on a case-by-case basis. Consequently, no single type of test accommodation (e.g. extra time) would necessarily be appropriate for all individuals with disabilities. Simply demonstrating that an individual meets diagnostic criteria for a particular disorder does not mean that the person is automatically entitled to test accommodations.

Certificants, who received testing accommodations on previous certification exams, will receive the same accommodation previously provided. However, if additional testing accommodations are required, certificants must follow the requirements for requesting testing accommodations as First- Time Applicants

8.3.1 How to apply for Special Testing Accommodations

Step 1: Request Special Accommodations:

- Indication on your application that you will be requesting special testing accommodations

Step 2: Complete the [Special Testing Accommodations Application](#)

Step 3: Download the [Special Testing Accommodations Request Form](#)

- The request form includes two sections, one section to be completed by the candidate and the second section to be completed by a licensed professional, i.e., physician, psychologist, psychiatrist.

- The documentation requires a clear explanation of the current functional limitation and a rationale for the requested accommodations

Step 4: Learn our Decision

- After reviewing your application and supporting documentation, you will be notified by email of our decision.

The review process is typically 14 business days, however if additional information is required, the process could take longer. If you are approved, you will be advised to pay the examination fee.

The testing center will be notified of the approved accommodations once the exam fee payment has been processed.

8.3.2 My Application was Denied

If your request was denied in full or in part, you have the right to appeal the decision.

Note: if you do not wish to appeal the decision and would like to take the exam without any special testing accommodations, you must send notification in writing to certifications@rosen-group.com

8.4 Certificate and Certification Registry

You must enter your name exactly how you wish it to appear on their certificate. This does not have to match their government issued ID.

You must opt in or opt out of the certificate registry. Inclusion in the registry is voluntary.

The Certification Registry is an online up-to-date record of individuals who have earned a certification and those who have chosen to keep it active. No personal contact information, such as email, or phone number, will be included in the registry. Only your name, certification earned, the certificate ID and the expiration date.

Stakeholders may contact us either in writing or by phone to verify if a certificants credentials are current. No other information will be provided.

8.5 Code of Conduct

A Code of Conduct establishes the basic ethical standards for the professional behavior of certificants. Although a Code of Conduct cannot include rules for every imaginable situation, it is designed to provide both appropriate ethical practice guidelines and enforceable standards.

ROSEN sets forth a Code of Conduct to guide the professional and personal conduct of its certification holders. Applicants are required to sign agreeing to abide by the Code of Conduct. Certified individual who failed to comply can result in an investigation and disciplinary measures including but not limited to exam score nullification or certification revocation.

As a condition of earning and maintaining certification, you must agree to uphold and abide by the following tenets:

1. Exercise a reasonable industry standard of care in the performance of professional duties
2. Perform professional duties with trust, integrity, and verity
3. Respect human rights
4. Hold paramount the health and safety of the public in the performance of professional duties.

5. Work in a manner consistent with all applicable laws and regulations; demonstrate integrity, honesty, and fairness in all activities; and strive for excellence in all matters of ethical conduct.
6. Act with integrity in any relationship that involves an employer or client and disclose fully to an affected employer or client any conflicts-of-interest resulting from business affiliations or personal interests.
7. Voluntarily and immediately report any felony convictions or other legal dispositions that would constitute violations of this Code of Conduct that have not already been disclosed, regardless of when they occurred, and report any conditions that prohibit fulfillment of duties as set forth in the competence requirements

8.6 Candidate Agreement

You must acknowledge and agrees to the provisions stated in the Candidate Agreement and Statement of Acknowledgment

1. the competence assessment and all related materials sent to the applicant/candidate are copyrighted and strictly confidential, and shall not be shared with any third party;
2. the applicant / candidate has seen and understands the relevant Competence Standard(s), contents, requirements, and criteria, and believes he/she meets these;
3. the applicant / candidate agrees to notify the ROSEN(UK) LIMITED in a timely manner of changes concerning the information they have provided, including my current address and telephone number;
4. the applicant / candidate agrees to notify ROSEN(UK) LIMITED without delay, of any matter that affects the individual's ability to continue to fulfil the Personnel Certification requirements once Personnel Certification is granted;
5. the applicant/candidate accepts and agrees with the assessment and its criterion (subject to item 10);
6. the applicant/candidate will act in a truthful and honest manner at all times and declares that all information and documentation he/she submits is correct and an honest record of his/her education, qualifications and experience;
7. the applicant/candidate will not participate in fraudulent test taking practices;
8. the applicant/candidate will submit all required information and documentation prior to any award or certification, and that all materials submitted become the property of ROSEN(UK) LIMITED , and are not required to return the materials;
9. information related to the participation in this assessment may be used in an anonymous manner for research purposes only;
10. the applicant/candidate is aware of the grievance and appeal process, and will accept the final outcome of such process;
11. the applicant/candidate will comply with all applicable provisions of this assessment and any resulting certification scheme;
12. the applicant/candidate will immediately cease the use of all claims to the assessment or certification that contain any reference to the Assessment, ROSEN(UK) Limited or any award by such ROSEN upon suspension or withdrawal of such certification, and to return all certificates issued by the ROSEN(UK) Limited ;
13. the applicant/candidate will only make claims regarding this assessment only with respect to the scope for which the certification has been granted;

14. the applicant/candidate hereby releases, discharges and indemnifies ROSEN(UK) LIMITED, QPPI Certification Board, ROSEN Swiss AG, all related ROSEN entities, its directors, officers, members, examiners, employees, attorneys, representatives and agents from any actions, suits, damages, claims or obligations arising out of or in connection with this application and the awarded competency or qualification. The applicant/candidate further agrees and understands that all decisions regarding competency or qualification award rest solely in the discretion of Body;
15. the applicant/candidate agrees not to use the use the certification in such a manner as to bring the certification body into disrepute, and not to make any statement regarding the certification which the certification board considers misleading or unauthorized;
16. the applicant/candidate agrees not to use the certificate in a misleading manner;
17. Information about applicants / candidates / certificants and their application status and examination results are considered confidential. Personal information submitted by the applicants / candidates / certificants with an application is considered confidential. Confidential information will not be released unless a signed release is provided or is required by law. When required by law, the applicants / candidates / certificants will be notify to the extent permitted by law.
18. The applicant/candidate understands the certification exam is proctored by an invigilator and will be monitored via a webcam.
19. The applicant/candidate understands during the validation process, they will be required to pan their monitor / camera around the room to get a 360° view.

Any violation of the above provisions may result in the immediate suspension or withdrawal of the assessment or certification. The candidate can appeal the suspension or withdrawal in accordance with the discipline policy. If the candidate does not appeal or the suspension / withdrawal is upheld, then the assessment and/or certification will be immediately rescinded.

8.7 How we review applications

Applications and submitted documentation will go through two reviews: an initial review and a verification review. The initial review confirms the completeness of the application and receipt of all required eligibility documentation.

You will be notified within ten-(10) business days if your application is (1) complete and moving to verification review process.

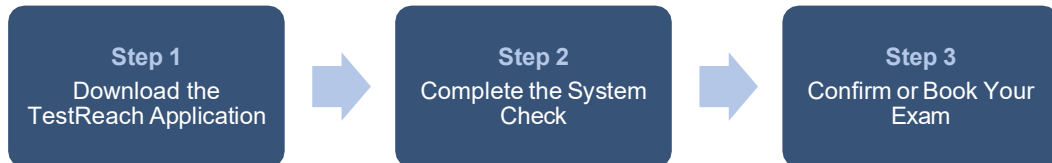
If your application is incomplete and/or any of the required documentation is missing, you will be notified by email. The email will include the list of discrepancies.

You have **thirty-(30) days** to correct the discrepancies. Failure to correct these discrepancies within this time period, you will forfeit their application fee and be required to start the application process again which includes paying another application fee.

Note: if your application is denied you have the right to appeal the decision. Instructions on how to file an appeal are located in this handbook.

9 Preparing for Exam Day

There is a three-step process for preparing for exam day. Candidates must confirm or book their exam three- (3) days in advance of exam day. Candidates who do not complete this process three-(3) days in advance will be considered a no-show and will not be able to sit their exam.



9.1 Setting Up your TestReach Account

Once you have paid your exam-sitting fee, you will be registered for the exam and notified of the registration through an email from TestReach. The email will contain a username, password and any specific instructions for the exam, inviting you to login to the system.

1. Click on the link provided in your email, which will open in a browser
2. Enter your email address and the assigned password that you have received via email.

If it is your first time taking an exam on TestReach, you will need to download the TestReach application to your computer. You will then be guided through a procedure to download and install the TestReach Candidate Application and carry out a short system check, which ensures your computer is all set for exam day.

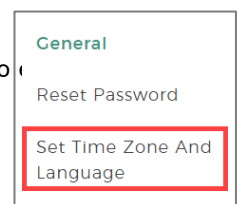
Please refer to TestReach website for more information about this process and minimum system requirements. <https://www.testreach.com/exam-candidate-testreach.html>

NOTE: It is very important that you set the correct time zone and time zone name to ensure the exam starts at the correct time.

Test Reach Support

If you have, any difficulties with regard to logging on for your exam please contact:

- **+353 (1) 699 1385** or **+44 (0)20 34758685** or
- US (toll-free) **+1 (833) 202 2819**
- <https://www.testreach.com/candidate-support.html>
- support@testreach.com



9.2 Schedule your Exam

You must then schedule your exam time. **This is not done for you** – and it is a very important step to allow you to take your exam. The exam times available to you will be displayed on the screen and will be shown in the same time zone that your computer is set to.

The dates and times available are on a first come first serve basis. The maximum candidates per day is five-(5). The available dates are shown in sixty-(60) days calendar blocks.

9.3 Exam Day

Login into TestReach using your User ID and Password.

It is advised that all candidates enter exam 15 minutes before start time in order to allow the candidate to go through pre - validation process with their Supervisor.

Note: Candidates will be permitted to commence the exam up to 30 minutes after the scheduled start time. The duration of their exam remains the same. If a candidate has not connected within 30 minutes, their exam will expire and they will not be able to do the exam.

Select "Connect to Supervisor". Please note that the connection to the Supervisor

- May **not** be immediate but that the Supervisor is aware that you are ready to start your exam.
- Once you are connected, Supervisor can immediately see: the candidate's desktop / screen, a 'chat box' for any Instant messages between the supervisor and candidate and a live audio/ video of the candidate via webcam.
- Supervisor will advise candidate of pre-validation process before they begin their exam via audio

9.4 Examination Administration Rules

1. No other person is allowed to enter the room while you are taking the proctored exam.
2. The lighting in the room must be bright enough to be considered "daylight" quality. Overhead lighting is preferred. If overhead lighting is not available, the source of light must not be behind you.
3. You must sit at a clean desk or table.
4. The desk or walls around you must not have any writing.
5. The room must be as quiet as possible. Sounds such as music or television are not permitted.
6. The following items must not be on your desk or used during your proctored exam, unless posted rules for the exam specifically permit these materials: Books, Paper, Pens, Calculators, Textbooks, Notebooks, Phones
7. You are not allowed to use headphones, ear buds, or any other type of listening equipment.
8. You must not communicate with any other person by any means.

Please refer to the Protocol Document for Remote Invigilated Exams at the end of this candidate handbook for the validation and monitoring protocols as well as example infringements.

9.5 Examination Results

At the end of the exam, candidates are notified immediately after submitting their exam computer generated preliminary passed or failed score is issued. The results are considered provisional until the testing center has confirmed no suspicious activity took place during the examination.

10 Awarding Certification

It is only after confirmation of no exam irregularities have taken place will the certification be awarded. The certification office will notify you via email within ten-(10) business days following the exam of your result with your certification certificate.

10.1 Usage of Marks, Logos & Certificates

ROSEN(UK) Limited is the owner of the mark(s) and the certificate and provides individuals who have met the eligibility requirements and have successfully passed the certification exam with a certificate suitable for framing and a digital seal. Certificants must comply with the following policy. The certificate holder must contact ROSEN(UK) Limited in case of questions regarding the use of the certification mark in accordance with the rules.

10.2 Authorized Persons

Use of ROSEN(UK) Limited Certification Program marks and logos is limited to those persons who have been granted the certification by ROSEN(UK) Limited Certification Body and who satisfy all maintenance and recertification requirements established by ROSEN(UK) Limited Certification Body. Use of the mark and logo by individuals who have not been granted and maintained the certification is expressly prohibited.

10.2.1 Non-Assignability & Non-Transferable

Permission to use the certification mark is limited to the certified person, and shall not be transferred to, assigned to, or otherwise used by any other individual, organization, or entity.

10.2.2 Acceptable Usage

Persons who have been granted permission to use the certification mark and logo shall do so pursuant to the rules and guidelines established by ROSEN(UK) Limited Certification Body. Persons granted permission to use the certification mark and logo must familiarize themselves with the established rules and guidelines for use and must execute approved agreements setting forth such rules and guidelines for use.

The ROSEN(UK) Limited certification program marks and logo may not be revised or altered in any way. The certification mark may only be shown in the standard size and design. Standard size and design can be provided by ROSEN(UK) Limited upon request. The size and colors of the certification mark may not be changed. The certification mark must always be shown in its entirety.

The user of the mark must comply with the requirements of ROSEN(UK) Limited when referring to his certification status in communication media. ROSEN(UK) Limited requires its certificants not to make or permit misleading statements regarding its certification. This includes that the certified organization does not use or permit the use of the certification documents or parts thereof in a misleading manner.

The use of the mark is limited to the scope of the certification. This requires:

- Mention of the certification standard applied;
- The presentation in connection with the certified scope and avoid misleading reference to noncertified areas, activities, sites, products or services;
- The mention of the certification body.

All advertising materials must be modified accordingly if the scope or validity of the certification has been changed. In the event of suspension or withdrawal of certification, the instructions of ROSEN must be complied with and, if necessary (e.g. in the event of withdrawal or expiry), the use of all advertising material containing references to certification status must be terminated immediately.

ROSEN(UK) Limited remains the owner of the mark(s) and the certificate.

10.2.3 Amendments to the Regulation on the Use of Signs

ROSEN shall inform the user of the mark without delay of any changes to the regulations governing the use of the mark.

10.3 Suspension or Revocation of Permission to Use Mark or Logo

ROSEN(UK) Limited Certification Body retains the right, at its sole discretion, to suspend or revoke any permission to use its certification mark or logo. In most circumstances, when ROSEN(UK) Limited Certification Body is informed that a person is misusing the certification mark or logo, ROSEN(UK) Limited Certification Body will provide the person notice of the misuse and a reasonable opportunity to comply with ROSEN(UK) Limited Certification Body's rules and guidelines.

However, ROSEN(UK) Limited Certification Body retains the right to suspend or revoke privileges without notice and an opportunity to correct, particularly when the violation is of a gross nature and more immediate action is necessary to stop misuse.

The right to use the marks automatically expires when the validity of the certification expires. The right to use the mark also expires after suspension or withdrawal of certification. In such cases, the user of the mark may no longer use any existing documents, records, etc., bearing the marks from the date of expiry.

Actions by ROSEN(UK) Limited Certification Body to suspend or revoke use of the certification mark shall be communicated in writing to the person whose privileges are being suspended or revoked and to all other persons affected by the decision. ROSEN(UK) Limited Certification Body may also publicize its actions on its website and any other of its publications. Should any person continue use of ROSEN(UK) Limited Certification Body mark or logo after notice of suspension or revocation, ROSEN(UK) Limited Certification Body shall seek full equitable and/or legal remedies through a court of competent jurisdiction.

10.4 Appealing Suspension or Revocation of Certification

Individuals whose certification has been suspended or withdrawn may appeal this decision. The reason(s) why you believe the suspension or withdrawal has been made in error need to be explained in detail on the appeals form.

11 Retaking an Exam

11.1 Retake Policy

Candidates have three-(3) attempts to pass any of the Pipeline Integrity Exams, Candidates who do not achieve a passing score on their first attempt must wait ninety-(90) days before retaking the exam.

Candidates who do not achieve a passing score on their second attempt, the candidate must wait one-(1) year from the date of their last attempt before retaking the exam.

To illustrate:

After taking and not passing the exam (attempt 1):

- Retake 1 (attempt 2): Candidates must wait ninety-(90) days from the date of their first attempt
- Retake 2 (attempt 3): Candidates must wait one-(1) year days from the date of their second attempt

11.2 Applying to Retake an Exam

Complete the 'Applying to Retake a Certification Examination Application form in its entirety which can be found on the personnel certification website

<https://competenceclub.typeform.com/ExamRetake>

You will be notified within ten-10 business days if your application is approved. At that time, you will be advised to pay the retesting fee.

The retesting fee of \$150 USD must be paid for each attempt. Failure to take the exam within the one-(1) year of paying the exam-sitting fee, you will **forfeit all fees paid**.

NOTE: Candidates, who received testing accommodations on previous certification exams, will receive the same accommodation previously provided. However, if additional testing accommodations are required, candidates must follow the requirements for requesting testing accommodations as First-Time Applicants.

12 Recertification

Recertification is an essential part of an accredited certification process. Standards, technologies, methodologies, and regulations change with time, and the recertification requirement is designed to ensure certificants are keeping up to date with those changes. Recertification demonstrates a commitment to maintain competency.

12.1 Recertification Policy

The Pipeline Integrity Engineer Certifications are valid for five-(5) years from date of issue. This five-(5) year period should mitigate the risks resulting from an incompetent person. It is consistent with changes in standards in the oil and gas industry, and allows for changes in:

- Regulatory requirements
- normative documents
- requirements of interested parties; and,
- the relevant scheme requirements.

It will also accommodate the nature and maturity of the industry or field in which the certified person is working, ongoing changes in technology, and requirements for certified persons.

12.2 Recertification Eligibility

Individual Certifications require 10 renewal credits per year for a total of 50 renewal credits.

Each certified professional is required to obtain Continuing Education Units (CEU) or Professional Development Hours (PDH) each renewal period.

Professional Development Hour (PDH) is defined as one contact hour of instruction, presentation, or study.

Continuing Education Unit (CEU) is a nationally recognized and uniform unit of measure for continuing education and training. 1 CEU = 10 hours of participation.

NOTE: All professional credits must be accumulated during the renewal period.

12.3 Applying for Recertification

1. Obtain the required renewal credits.
2. Complete the 'Recertification Application form in its entirety <https://competenceclub.typeform.com/recertification>
3. Submit your activity log with your application
4. Once you have been approved pay the recertification fee.

12.4 Activities Applicable as Credits for Certification Renewal

- Employment in the industry - 1 credit per year - 5 max.
- Membership in a professional engineering society- 1 credit per year - 5 max. Only **individual** memberships in national organizations qualify.
- Present to your peers at industry event - 2 credits. Credit will **not** be given for workplace presentations.
- Industry Award- 2 credits (For team leader, or team member awarded)

- Write a technical peer-reviewed paper or article—2 credits. Only professional editorial content is accepted. (No blogs or YouTube videos)
- Hold an office in professional engineering society - 1 credit per year – 5 max.
- Continuing education in the field of your certification (includes in-person and/or on-line).

NOTE: Credits are only granted one time for the same presentation or publication within the same renewal cycle. For publications, the certificate holder must be the author or co-author. The certification body will not pre-approve courses or course providers. The decision of what course or activity is to be submitted for credit is up to the judgment of the certified professional.

Keep documentation of the activities as proof in the case of an audit. Do not send in certificates or the alike with your renewal application. If you are randomly selected for an audit, you will be notified after your renewal date.

13 Appeals

13.1 Appeal Policy

ROSEN is committed to a fair, impartial and timely appeals process. In fulfilling this commitment, no appeal is reviewed by the personnel involved in the adverse certification decisions. ROSEN's Quality Management is responsible for conducting a constructive, impartial review and to deliver a timely decision.

Adverse certification decisions include denial of eligibility for initial certification, denial of recertification, suspension of certification or revocation of certification, accusations of exam irregularities and/or special testing accommodations denial.

Information submitted during the appeals process is considered confidential and shall be handled in accordance with the ROSEN's confidentiality policy. The decision rendered shall be final. The maximum number of appeals is one per adverse decision.

13.2 How to File an Appeal

Step 1: Complete the [appeal form](#) in its entirety

Step 2: Submit the form with any evidence within fourteen-(14) calendar days from the date of the denial.

13.3 Appeal Process

When an appeal is received, ROSEN Certification Management will notify ROSEN's Quality Management to conduct an investigation.

No persons who are included with the process involving interaction with appeals will not be the same persons reviewing or making a decision on the appeal.

The investigation must be completed, and the appellant informed in writing of the decision within **ten-(10) working days** of the acknowledgement of receipt.

14 Complaints

14.1 Complaint Policy

A complaint is a formal request for resolution of an issue related to ROSEN's certification activities or to a certified person's behaviors.

In order to maintain the credibility of the Pipeline Integrity Engineer Certification scheme, ROSEN has adopted procedures to allow individuals and/or entities to file complaints for but not limited to the following:

- Misuse or misrepresentation of certification(s).
- Unethical behavior of certificants, candidates or applicants to the Pipeline Integrity Engineer Certification program.
- The examination invigilators/ the testing center.
- Personnel of the certification program

All complaints must be submitted in writing using the complaint form completed in its entirety.

Information submitted during the complaint and investigation process is considered confidential and shall be handled in accordance with the ROSEN's confidentiality policy.

ROSEN reserves the right to copy, discuss, disclose, and disseminate the Confidential Information to the QPPI Certification Board, relevant ROSEN staff, internal counsel and the Respondent for the purposes of investigating and resolving the complaint.

Individuals and/or entities who bring forth complaints are not entitled to any relief or damages by virtue of this process, although they shall receive notice of the actions taken.

14.2 Complaint Classifications

Complaints are categorized into two main categories: ethical complaints and general complaints. After a thorough review, they are deemed to have merit or without merit.

14.2.1 Ethical Complaints

An ethical complaint refers to a formal or informal allegation made against an individual, organization, or professional that involves a violation or breach of ethical standards or principles. Ethical complaints typically involve issues related to integrity, honesty, fairness, or adherence to professional codes of conduct. These complaints highlight behaviors or actions that are deemed unethical or morally wrong within a particular context or industry. Ethical complaints are often raised to address misconduct, conflicts of interest, or the violation of established ethical guidelines or norms. Resolving ethical complaints usually involves a thorough investigation, evaluation of evidence, and appropriate disciplinary actions or remedial measures.

14.2.2 General Complaints

A general complaint refers to a statement or expression of dissatisfaction or discontentment about a particular situation, product, service, or individual. It is a way for individuals to voice their concerns or grievances when they feel that their expectations have not been met or when they encounter a problem or issue. General complaints can arise in various contexts, such as customer service, workplace, healthcare, public services, and more. These complaints often highlight areas for improvement, raise awareness about issues, and seek resolution or redress. Resolving general complaints typically involves listening to the complainant's concerns, investigating the matter, and implementing appropriate measures to address the issue and prevent further occurrences.

14.2.3 Complaints with Merit

Complaints with merit refer to grievances or issues raised by an individual that are valid, justified, or have a reasonable basis. These complaints typically have evidence or supporting facts that substantiate the claims being made. They are not frivolous or baseless but rather have legitimate grounds for concern or dissatisfaction. Complaints with merit are taken seriously and may lead to corrective actions or resolutions.

14.2.4 Complaints without Merit and Notification

Complaints without merit refer to grievances or issues raised by an individuals that lack a valid or reasonable basis. These complaints are often baseless, frivolous, or lacking sufficient evidence or supporting facts to substantiate the claims being made. They may arise from misunderstandings, personal biases, or unfounded assumptions. Complaints without merit are typically not taken seriously and may be dismissed due to their lack of credibility or substance.

14.3 Ethical Complaints

Anyone who witnesses a violation of the Pipeline Integrity Engineer Code of Conduct of a person who has a Pipeline Integrity Engineer certification, or an individual who is in the process of applying or obtaining a Pipeline Integrity Engineer certification can report it by filling out the Ethics Complaint Form.

To officially begin the Ethics Complaint process, you, the Complainant must complete the [complaint form](#) in its entirety. Include any documentation that you believe to be relevant to the matters asserted in this Ethics Complaint.

In order for a complaint to be valid, the Complaint Form must be signed by the Complainant.

All information exchanged pursuant to this Ethics Complaint shall be deemed confidential and proprietary ("Confidential Information"). Confidential Information shall be used for the purposes of investigating and resolving the Ethics Complaint.

ROSEN reserves the right to copy, discuss, disclose, and disseminate the Confidential Information to the QPPI Certification Board, relevant ROSEN staff, internal counsel and the Respondent for the purposes of investigating and resolving the Complaint

Complainant shall be solely responsible for any and all costs associated with the filing of a complaint and all personal costs related to their involvement in the Ethics Complaint process.

NOTE: Incomplete complaints will not be reviewed by ROSEN. In addition, anonymous complaints and/or trivial complaints will not be accepted or reviewed ROSEN. Complainant must review the Code of Conduct during the preparation of an Ethics Complaint.

14.4 General Complaints

Any complaints filed against ROSEN or related bodies, the complaint will be reviewed by ROSEN's Quality Management to determine the validity of the complaint. No persons who are the subject of the complaint shall be involved in the handling of the complaint.

To officially begin the Complaint process, you, the Complainant must complete [complaint form](#) in its entirety. Include any documentation that you believe to be relevant to the matters asserted in your Complaint.

Note: Incomplete complaints will not be reviewed by ROSEN. In order for a complaint to be valid, the Complaint Form must be signed by the Complainant.

14.5 Complaint Process

When a Complaint is received, ROSEN's Quality Management performs a preliminary review the complaint and any evidence brought forth to determine the validity of the complaint. You will be notified within ten-(10)

working days if your complaint is deemed valid and actionable.

14.5.1 Complaints with Merit

Complaint(s) deemed valid and actionable, ROSEN's Quality Management shall initiate a formal review to investigate the complaint or circumstances in order to clarify, expand, or corroborate the information provided by the complainant.

The results of the investigation will be presented to the QPPI Certification Board. The QPPI Certification Board will make a recommendation based on findings.

Due to the complexity of complaints against certificants, candidates or applicants to the Pipeline Integrity Engineer Certification program, decisions may take up to forty-five (45) calendar days from the initial receipt of the complaint.

14.5.2 Complaints without Merit and Notification

Complaint(s) without merit, the matter will be closed, and notice of this decision will be sent to the complainant and to the respondent, only when the respondent has been contacted or has knowledge of the complaint.

15 Fees

15.1 Application Fee \$150 USD

Application fees are the **non-refundable fees** paid for the processing, review, and data management for each certification application. This is paid when the application is submitted. The application fee must be paid every time you apply to any of the certification programs.

If your application is incomplete and not corrected within thirty-(30) days of notification, you will forfeit your application fee and will be required to repay the application once if they restart the application process.

15.2 Exam Sitting Fee \$350 USD

You must pay the exam-sitting fee within thirty-(30) days of acceptance into the program and schedule their exam within the one-(1) year of paying the exam-sitting fee. Failure to do so, you will **forfeit** all fees paid.

15.3 Exam Retake Fee \$250 USD

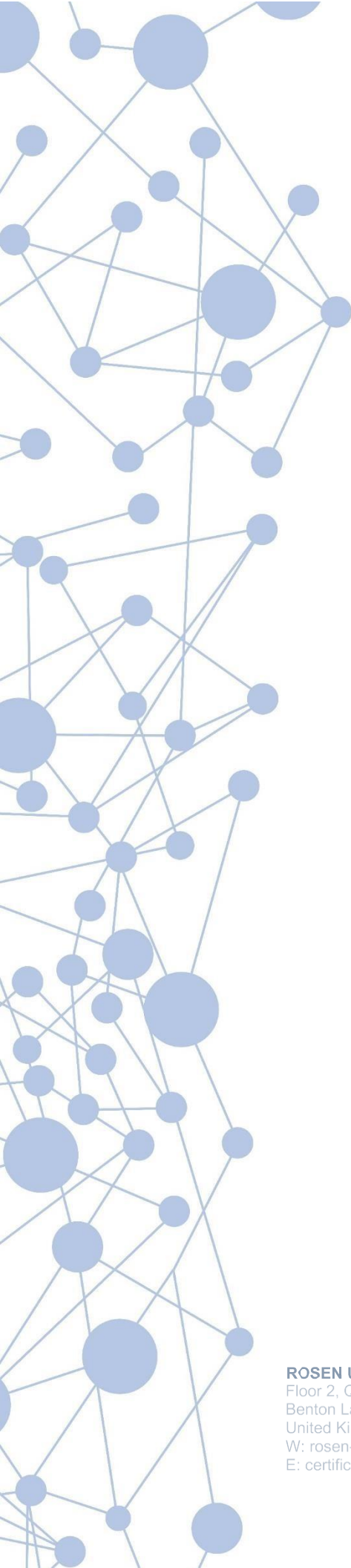
Examination retake fees are the **non-refundable**. If you fail an exam, they are allowed to retake the exam for a total of three-(3) attempts. The examination retake fee must be paid for each attempt. Refer to the Retake Policy within this manual.

15.4 Recertification Fee: \$350 USD

In order to maintain active certification status, candidates must apply for renewal of certification to the Certification Committee every five (5) years. Refer to the [Recertification](#) process within this handbook.

15.5 Certificate Replacement: \$150 USD

Certificants who lose or damage their certificate and wish to replace their certificate shall incur a certificate replace fee.'



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