

Service description for certification of

Occupational Test Tools



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1 PURPOSE

The purpose of the certification scheme is that an impartial certification body verifies that a given occupational test meets specified requirements, which can be regarded as generally accepted by the academic community. The certification scheme is provided by DNV GL Business Assurance Norway AS (DNV GL) in collaboration with the Norwegian Psychology Association (NPF).

This service description defines the certification process, as well as the rights and obligations of both parties involved in the process.

2 DEFINITIONS

Occupational test tools (referred to as tests):

Occupational test tools that are intended to provide a personality profile, as well as ability tests and other tests intended to provide information on individual differences between people in work and occupational settings.

Certified tests: Tests with a valid certificate issued by DNV GL.

Applicant: The test provider formally requesting assessment of a test

The supplier of certified test: The supplier of certified tests is the company that makes the test available in a specific market.

The framework: The framework refers to the specified requirements that provide the basis for certification.

In this scheme, the EFPA (2013) Revised EFPA Test Review Model Version 4.2.6 (EFPA model) is used.

Reviewers: Competent and independent professionals chosen by DNV GL to perform an assessment of test.

3 CERTIFICATION PROCESS

Information regarding the certification scheme is available to the general public; this includes an overview of DNV GL certified tests and certificate end dates. This information is available on the DNV GL webpages.

3.1 Application and pre-meeting

All test providers can apply for a pre-meeting; this is done through the DNV GL webpage. A pre evaluation of the test will be done before and during the meeting, where the lead reviewer, the test provider and DNV GL are present. The specified requirements of the EFPA model will be discussed and

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the test provider will present research connected with the specific test. The goal is to evaluate the readiness of the test for a certification process.

A pre-meeting is billed in accordance with the current price list.

Before the pre-meeting, a confidentiality form is signed by both the test provider and DNV GL. The test provider may also choose to accept the proposed reviewers or request new reviewers. Both reviewers have signed confidentiality forms regarding their work for DNV GL.

3.2 Agreement

Based on the evaluation done at the pre-meeting, DNV GL will send a formal offer for the certification process.

Lead reviewer and co-reviewer must be accepted by the test supplier, and a "Non-Conflict of Interest Declaration" is signed by the test reviewer.

3.3 Initial certification process

3.3.1 Document review

The supplier shall submit documentation in accordance with the requirements of the framework. This documentation will form the basis for the conformity assessment. In cases where the documentation is lacking or where additional information is needed, the certification body will request further documentation. The documentation will be evaluated by two independent reviewers. The results and any findings in these assessments will be gathered in a report. This report is delivered to the test provider at the end of the assessment and is not published by DNV GL.

Process: The test provider submits relevant documentation, which is structured in accordance with the structure provided by the EFPA framework. Part 1 of the EFPA review model must be completed by the test provider together with the documentation submitted for the certification process. The lead reviewer evaluates the documentation and fills in his / her assessment and conclusions in the EFPA review model part 2 ("reviewing document") before submitting this to the co-reviewer for his/her review. The co-reviewer verifies the assessment and the conclusions made by the lead reviewer. The reviewers agree on the final assessment, sign the final report and send the documents to the service responsible in DNV GL. DNV GL does a technical review.

Any non-conformities are communicated to the test supplier. The test supplier receives the final report and a timeframe is agreed for when non-conformities (if any) must be processed and closed. When new or missing documentation is available, this is sent to DNV GL. The process is followed until all non-conformities are closed.

The test supplier receives the final report and is invited to a final meeting with DNV GL and the lead reviewer.

3.4 Certificate

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If the reviewers conclude that the test complies with the requirements of the EFPA model, the certification body will make the final decision on certification and then issue a certificate. The certificate will have a validity period of three (3) years.

In addition to a certificate, the test provider will also receive a certification mark and appear on DNV GL's list of certified tests on the DNV GL website.

The test provider will be able to end the agreement at any time. Similarly, the certification body may suspend or withdraw the certificate in the event of misuse.

3.4.1 Yearly report

The supplier shall periodically document its test-related activities by filling out a report in a predefined format. The reports must be submitted to the certification body at each year-end. The first report shall be submitted by the first year-end if the certificate is issued before July 1st, and by the end of the following year if the certificate is issued after July 1st. If the test provider does not meet this requirement, a warning regarding possible withdrawal of the certificate is issued.

3.4.2 Recertification

Before the expiry of the certificate, the test must undergo a recertification review. Emphasis will be placed on changes and improvements to the test since last review, observations from previous review, as well as the requirements of the general framework. It is recommended that this process starts at least three (3) months before the certificate expiration date, and a reminder will be sent from DNV GL in due time. An offer for recertification will be sent to the test provider.

4 TEST PROVIDER RIGHTS AND OBLIGATIONS

4.1 Appeal and right of appeal

The test provider has the right to appeal decisions and other matters concerning the certification body's process. Each complaint must be registered and handled professionally by the certification body. DNV GL will evaluate each complaint, carry out root cause analysis, and take appropriate action.

In cases of disputes that cannot be easily resolved, the certification committee must be involved.

4.2 Use of certificate and certification marks

The certificate can be used by the test provider for marketing purposes. Certified tests (papers, URL, etc.) can be marked with the certification mark, in accordance with DNV GL's guidelines.

4.3 Reporting changes

The test provider shall have a system for assessing the consequence of changes done to the certified test. If the change affects the test's compliance with the framework, the certification body shall be informed of the intended change.

All actual and planned changes to the test that affect theory, the constructs being measured, proposed methods of use, validity, reliability, measurement and scoring, norms, manuals and reports, must be reported in writing to the certification body on an ongoing basis. If the changes are considered sufficiently extensive, the changes must be considered by two reviewers and approved by DNV GL.

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All changes in the test tool that affect the content of the academic framework must be accounted for and documented in the annual report to the certification body. If no changes affecting the mentioned areas are reported, or if changes have been assessed and approved, recertification may be performed by the certification body.

If planned or actual changes in a test result in significant changes to the original design, function or dataset of the test, the certification body may require a recertification process with the same scope as initial certification.

4.4 Reporting on customer complaints

The supplier is obliged to register all complaints received connected to the certified test, as well as to treat them professionally with regards to finding the root cause and taking corrective action. Measures taken must be documented. The certification body shall have access to these documents on request. All complaints and handling of these must be documented in the annual report.

5 5 RIGHTS AND OBLIGATIONS OF THE CERTIFICATION BODY

5.1 Confidentiality and Independence

The certification body is required to have regulations that ensure that information provided by the applicant is kept confidential. Similarly, the certification body must have regulations that ensure independence.

5.2 Use of subcontractors

The certification body is free to use subcontractors. The competence requirements are the same for subcontractors as for the certification body. Subcontractors must be approved by the applicant.

The same requirements are set for the subcontractor regarding confidentiality and independence as for the certification body. In practice, this means that they must confirm that the reviewers employed in the conformity assessment neither have participated in the development process, nor have financial interests in the company or product undergoing the certification process.

5.3 Monitoring

The certification body shall monitor the tools offered in the market in respect of breach of obligations.

5.3.1 Withdrawal of the certificate

In the event of misuse, the certificate may be withdrawn. Examples of misuse are:

- Marketing or other mention of tests that do not comply with the certificate
 - o F.ex: for general designation of tools, which can be understood to cover more than what is actually certified
 - o F.ex: for purposes the tool is not certified for
- The tool has been substantially changed without the certification body being informed

c) The test provider does not submit an annual report to the certification body within the deadline

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d) The test provider has outstanding bills with the certification body

e) The certificate is used outside its scope

6 CONTACT AND SERVICE RESPONSIBLE

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