



European Centre for Vocational
Certification



EXAM PLATFORM HANDBOOK

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www.ecvc.eu



Contents

A. About ECVC	1
B. ECVC Examination Procedure	2
B.1. Online Examination Rules	5
B.2. How to Submit a Payment	5
B.3. Refund Policy	6
B.4. ECVC Examination Information	7
B.5. Name Change Procedure	9
B.6. Examination Aids	10
B.7. Termination of Examination	10
C. Examination Review & Appeals Procedure	11
C.1. Submitting a Request	11
C.2. Supporting Documentation and Review Process	12
C.3. Important Conditions	12
D. ECVC Exam Platform Q&A	14
D.1. Introduction	14
E. ECVC Code of Ethics & Professional Conduct	29
E.1. Key Principles	29
E.2. Ethics and Best Practices	31



A. About ECVC

The European Centre for Vocational Certification (ECVC) is a leading authority in providing globally recognized certifications across a wide range of high-demand fields. Our mission is to empower individuals and organizations through cutting-edge, industry-relevant qualifications that reflect excellence and support professional success in today's competitive environment.

Rooted in European Union legislation, policies, and official publications, ECVC certifications not only meet global standards but are also closely aligned with the regulatory frameworks and policy guidelines that shape professional practices within the EU.

ECVC is more than just a certification provider, we are a dedicated partner in your professional journey. With a strong commitment to quality and innovation, we strive to make your certification experience both meaningful and transformative. Our programs are designed to strengthen your knowledge, enhance your skills, and support your career advancement.

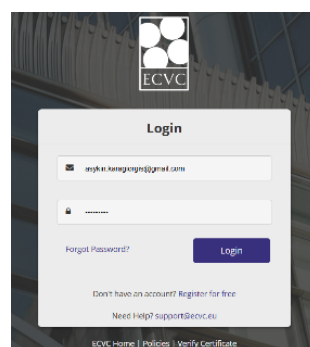
B. ECVC Examination Procedure

All certification exams are taken through the ECVC exam platform at <https://exams.ecvc.eu/>

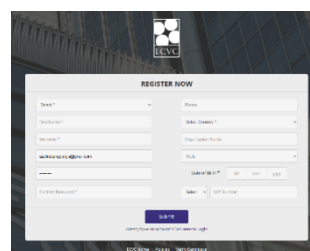
The steps to be followed are:

1. Open an **Internet Browser** (preferably Google Chrome or Mozilla Firefox), load the [ECVC](https://exams.ecvc.eu/) website and click on ECVC Exam.

1.1. If you already have an account, use your credentials to **Log in**



1.2. If you do not have an account, click on **Register for free**, fill in the necessary information and click on **Submit**



2. After accessing the exam platform, you have the following choices:

2.1. Click on **Demo Exams** to participate in one of the **Free Preparatory Exams**. These simulate the real exams with the same duration and difficulty level.

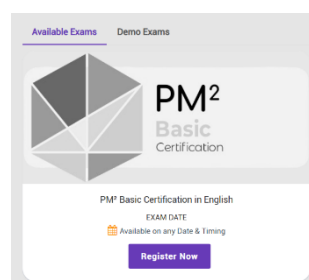
2.2. Click on **Available Exams** to participate in one of the ECVC Certification exams.

For some certifications, there are also discounts for candidates who already have Essentials and/or Advanced Certification. If you are eligible for a discount, you may request a member's voucher at

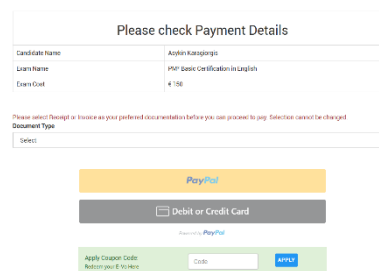
www.ecvc.eu/ecvc-voucher-request.

2.2.1. Click on **Available Exams**.

2.2.2. Click on **Register Now** for the exam you wish to take.



2.2.3. Click on **PayPal**, or **Debit or Credit Card** and proceed with your payment or use your voucher.

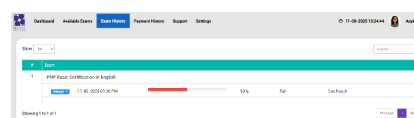


3. You may view your exam results after taking a Certification Exam. Please note that it can take up to 2 *working days* for the Examination Committee to match your identification details and review your exam. To view your exam results, you should take the following steps:

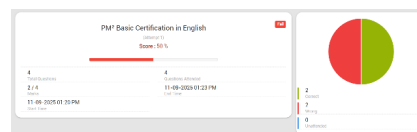
3.1. Click on **Exam History**

3.2. Click on the exam for which you wish to view the results.

3.3. If you read the word *Pending*, your exam is still under review.



3.4. If your exam has already been reviewed, click on **See Result**.



4. If you have passed a Certification Exam, you may access your certificate through the exam platform. To ensure the validity of the ECVC Certificates, each certificate has a unique QR Code and Certificate Id. When you scan an original QR Code or when you go to **Verify Certificate** and enter the **Certificate Id**, you will be redirected to a webpage with your Certificate.

3 ways to view your certificates

Method 1:

- Click on Exam History.
- Click on the exam for which you wish to view the certificate.
- Click on View Certificate.

Method 2:

- Click on Dashboard or on Available Exams.
- Click on View Result for the exam for which you wish to view the certificate.
- Click on View Certificate.

Method 3:

- Click on Dashboard.
- Scroll down to the bottom of your webpage.
- Click on View Certificate for the exam for which you wish to view the certificate.

5. For any exam or payment-related query, please contact support@ecvc.eu, or click on **Support** and fill out the corresponding form.

6. For group or in-company certifications, please contact support@ecvc.eu or one of the ECVC's Accredited Certification Agents (ACAs).
7. For more information on the examination process, please read the [Q&A](#) section.

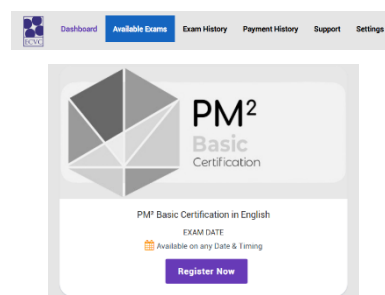
B.1. Online Examination Rules

- It is advisable to use **updated Internet browsers** such as Google Chrome or Mozilla Firefox.
- The exam should not be taken in **incognito/private mode**.
- Allow your browser to **access your camera**. You cannot take the exam if your browser cannot access the camera.
- Please do not try to **minimize or move out of the exam window screen**. Your exam will be automatically submitted after a warning, and you cannot retake your exam.
- Please do not press any **shortcut keys** (Ctrl+C, Ctrl+V, etc) or the Windows key. Your exam will be automatically submitted after a warning, and you cannot retake your exam.
- Should you face any problem, please contact support@ecvc.eu

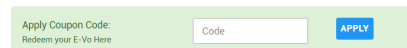
B.2. How to Submit a Payment

To submit a payment, you should take the following steps:

1. Click on **Available Exams**
2. Click on **Register Now** for the exam you wish to take



3. To use a Voucher Code, fill in the respective field and click on **Apply**



4. Choose your payment method.

4.1. If you want to pay with **PayPal**:

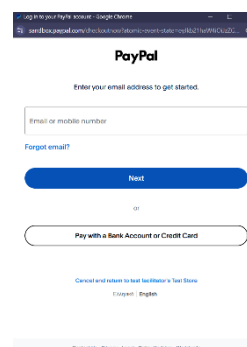
4.1.1. Enter your **email address** or **mobile phone**.

4.1.2. Click on **next**.

4.1.3. Fill in your **password** and **Log In**.

4.1.4. If you don't have a PayPal account, **create a PayPal account** and follow the instructions given.

4.1.5. Click **Pay Now**.

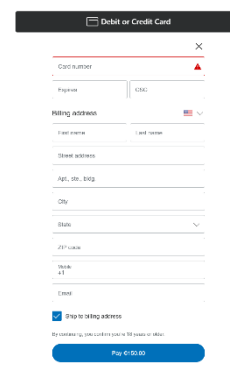


4.2. If you want to pay with a **Debit or Credit Card**.

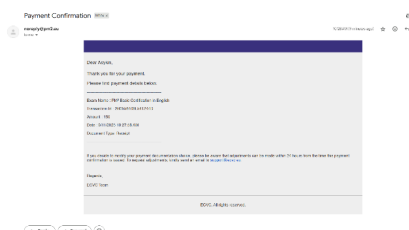
4.2.1. Click on **Debit or Credit Card**.

4.2.2. Enter your **email address**, **card details** and **billing address**.

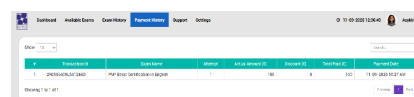
4.2.3. Click on **Pay**.



5. Once your payment has been successfully processed, you will receive a confirmation email.



6. To view your payment history, click on **Payment History** to see a list of your past payments.



B.3. Refund Policy

A candidate is eligible for a refund only if:

- The request is submitted within **14 calendar days** of the original purchase date AND
- The candidate has **not yet** booked an exam slot.

A full refund minus a €30 administration fee will be processed via the original method of payment.

No refunds will be granted:

- If an exam slot has been booked.
- For non-appearance at the exam without prior cancellation.
- For more than 14 calendar days refund request.
- If candidate fails a Certification Exam.

B.4. ECVC Examination Information

An online proctored exam allows you to take your certification test from the comfort of your own space while ensuring the same level of security and integrity as an in-person assessment. Through secure technology, a remote proctor monitors your session, verifying your identity and ensuring exam rules are followed. This approach offers convenience, flexibility, and accessibility, enabling candidates to focus on performing their best without the need to travel to a test centre.

- The standard method of administration for ECVC Examinations is proctored testing.
- ECVC Examinations consist of a set of multiple-choice questions (the number of choices per question may differ).
- ECVC examinations are designed and validated to accurately assess the knowledge and competence they are intended to measure.

- There are no scheduled breaks during the exam.
- The exam voucher is issued after the application has been approved and is valid for 1 year from the date of issue. After this period, it expires automatically.
- The ECVC Certification examination questions:
 - o are developed in accordance with the ISO/IEC 17024 standard
 - o are developed and independently validated by a dedicated group of experts.
 - o are statistically analysed to ensure quality and fairness

Security & Confidentiality

Examination results (pass/fail) are confidential and will not be shared with anyone without the candidate's consent, unless required by a valid and lawful subpoena or court order. Candidates who wish to have their results released to a third party must submit a written request to ECVC, clearly specifying the type of information to be disclosed (e.g., examination date, pass/fail status) and the person or organization authorized to receive it.

Requirements & Instructions

To register for the exam, you must have a **valid ID**. Your ID must include a clear:

- photograph
- full name

If your primary identification does not include a photograph or full name you must present a secondary form of ID that provides the missing elements. All identification must be current and must exactly match the full name on your scheduling notification. IDs must be original documents in good condition and free from damage such as bending fraying cracking taping or other defects. Acceptable forms of identification include valid:

- national IDs,
- passport,
- driver's licenses,
- employee ID,
- student pass or other official documents.

B.5. Name Change Procedure

Certificates issued upon successful completion of an ECVC exam will display the candidate's name exactly as provided on the exam registration form.

Candidates may request a correction or update to their name if:

- The name was entered incorrectly on the registration form, or
- They have legally changed their first name or family name.

To process a name change, ECVC requires:

- The original certificate issued by ECVC
- A valid official identification document (e.g., ID card, passport)
- In the case of a legal name change, an official document that justifies the modification

ECVC handles and stores all sensitive information in compliance with GDPR regulations.

Requests should be sent by email to support@ecvc.eu. Please include the following details exactly as shown on your government-issued identification:

- First Name
- Middle Name (optional)
- Last Name

B.6. Examination Aids

All required tools are provided within the exam platform. Candidates are not permitted to use any external aids, including scrap paper, handheld calculator, during the exam.

B.7. Termination of Examination

As an ECVC Certification candidate, you are expected to always conduct yourself professionally. The ECVC test supervisor or proctor has the authority to dismiss you from an examination, cancel your scores, and take any other appropriate action if there are reasonable grounds to believe you have engaged in any of the following:

1. Using or attempting to use someone else to take the test
2. Failing to provide acceptable personal identification
3. Accessing or using notes or any other prohibited aids during the test
4. Creating a disturbance or displaying suspicious behavior
5. Communicating with anyone other than the test supervisor or proctor about the test during the session
6. Attempting to remove or damage scrap paper from the testing area
7. Leaving the testing room or moving out of the webcam's field of vision
8. Copying, attempting to copy, or removing examination materials in any form

9. Attempting to tamper with the computer or testing equipment
10. Engaging in any dishonest or unethical conduct, including cheating

Failure to comply with the instructions of the test supervisor or proctor may result in being barred from future testing and/or cancellation of your exam scores. If your scores are canceled, you will be informed of the decision and the reasons behind it. Examination fees will not be refunded.

Although exams are conducted under strict supervision and security, irregularities may occasionally occur. If you witness any behavior that could invalidate a test score such as cheating, impersonation, unauthorized access to test materials, or use of prohibited aids, you must report it to ECVC immediately. All reports will be treated confidentially.

C. Examination Review & Appeals Procedure

ECVC is committed to ensuring a fair, transparent, and accountable certification process. If a candidate believes that an issue during the examination has negatively impacted their result, they have the right to submit a formal request for review.

C.1. Submitting a Request

Candidates may submit a review request in cases where they encounter:

- Irregularities or technical issues with the exam platform during their session.
- Problems or inaccuracies related to specific exam questions.

If the issue concerns a specific exam question, the request must include:

- The candidate's Voucher Number (if applicable)
- The specific exam question number involved

- A brief but clear description of the concern

All review or appeal requests must be submitted within **five (5) working days** of the examination using the official ECVC Certification [Review and Appeals Form](#). If the request is accepted by the Certification Committee, candidates may receive either a partial refund or a free voucher for an exam retake.

C.2. Supporting Documentation and Review Process

Candidates are encouraged to include any relevant supporting evidence to assist in the evaluation process. Upon receiving a request, ECVC will issue an acknowledgment and will provide a formal written response within ten (10) calendar days.

If the ECVC Certification Reviews and Appeals Committee determines that a specific exam question contained an error, that question will be removed from the assessment, and the candidate's score will be recalculated based on the remaining valid questions.

All reviews and appeals are handled by the ECVC Certification Reviews and Appeals Committee, which consists of:

- Certifications Coordinator
- Examination Coordinator
- Domain Coordinator

C.3. Important Conditions

- By starting the examination, candidates automatically agree to the rules and conditions outlined in the exam invitation and presented at the beginning of the session. Appeals that challenge these established rules will not be accepted and will result in a negative outcome.

- To preserve the integrity of the certification process and ensure fairness for all candidates, the wording of exam questions and answer options **will not be disclosed under any circumstances.**

To submit a request, please complete the official ECVC Examination Review & Appeals form available at www.ecvc.eu/examination-review-appeal-procedures/ or contact support@ecvc.eu directly with the subject of Certification Review & Appeals.

D. ECVC Exam Platform Q&A

D.1. Introduction

This chapter provides a collection of Frequently Asked Questions (FAQs) related to the ECVC exam platform, along with their corresponding answers.

The Questions and Answers apply only to the ECVC exam platform, which is addressed to anyone wishing to participate in a Certification Exam and acquire Certification from ECVC.

Question 1. How to create an account?.....	15
Question 2. How to activate your account?.....	15
Question 3. What to do if I do not receive your account's activation link?.....	16
Question 4. How to log in to your account?.....	16
Question 5. How to log out from your account?.....	16
Question 6. How to change general or contact information?.....	17
Question 7. How to change your password?.....	17
Question 8. Where can I find the available exams?.....	17
Question 9. What are the available dates and times?.....	18
Question 10. Where can I find my Exam History?.....	18
Question 11. Is taking a break during the exam allowed?.....	18
Question 12. How many days does it take to receive exam results?.....	18
Question 13. What is the time zone?.....	19
Question 14. How to reschedule for an exam?.....	19
Question 15. How to view my exam's result?.....	19
Question 16. Where can I find my Payment History?.....	20
Question 17. What are the available payment methods?.....	20
Question 18. How to make payment?.....	21
Question 19. How to request an invoice?.....	22
Question 20. How to claim a voucher?.....	22
Question 21. How to extend a voucher that is about to expire?.....	23
Question 22. How to view your certificate?.....	23

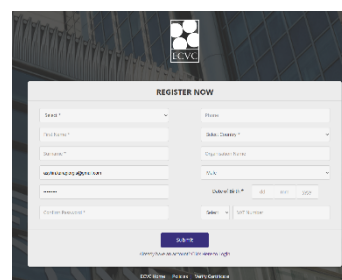
Question 23. How to save your certificate?.....	24
Question 24. How to share your certificate on social media platforms?.....	25
Question 25. How to add your certificate to your LinkedIn profile?.....	25
Question 26. How to apply for certificate review and appeals procedure?..	25
Question 27. How to contact support?.....	27
Question 28. Where can I find the settings?.....	28

Question 1. How to create an account?

- Open your **Internet Browser**.
- Go to <https://exams.ecvc.eu>
- Click on **Register for free**.
- Fill in your personal information (Title*, First Name*, Surname*, Email address*, Password*, Confirm Password*, Phone, Country*, Organisation Name, Gender, Date of Birth*, VAT Number).

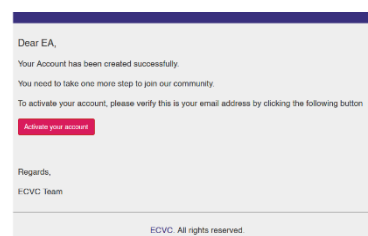
IMPORTANT: All fields with an asterisk (*) must be completed. It is not mandatory to fill in the Organisation Name and the VAT Number, but if this information is included, it will be included on your invoice when it is issued.

- Click on **Submit**.

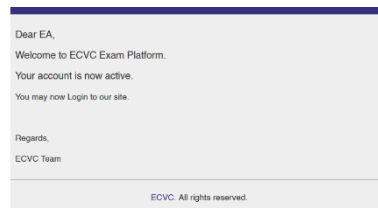


Question 2. How to activate your account?

- You will receive an email asking you to activate your account.
- Click on **Activate your account** button.
- You will be redirected to the exam platform dashboard.



- d. After your account's confirmation, you will receive an e-mail informing you that your account has been activated.

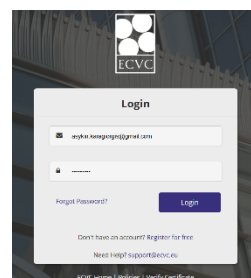


Question 3. What to do if I do not receive your account's activation link?

- a. If you do not receive the activation link, please check your spam or junk email folder. If you still haven't received it, feel free to contact us at support@ecvc.eu for assistance.

Question 4. How to log in to your account?

- a. Open the **latest version** of your **internet browser**.
b. Go to <https://exams.ecvc.eu/>
c. Fill in your email and password.
d. Click **Login**.



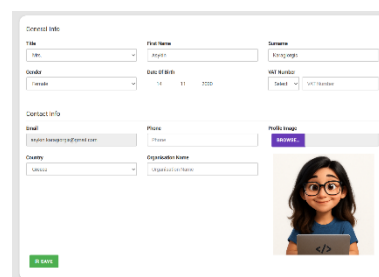
Question 5. How to log out from your account?

- a. Click on your name on the top-right corner
b. Click **Logout**



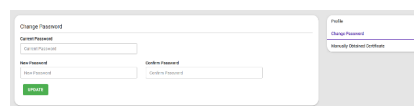
Question 6. How to change general or contact information?

- Click on your name on the top-right corner
- Click on **Profile**
- Change the General Info (Title, First Name, Surname, Gender, Date of Birth, VAT Number), or the Contact Info (Email, Phone, Profile Image, Country, Organisation Name) that you want in the respective fields.
- Click on **Save**

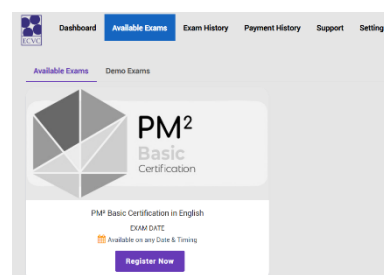
Question 7. How to change your password?

- Click on your name on the top-right corner
- Click on **Profile**
- Click **Change Password**
- Fill in your Current and your New Password, then Confirm the New Password in the respective fields.
- Click on **Update**

Question 8. Where can I find the available exams?

- Click on **Available Exams**.
- All Available Exams will appear in the center of your screen.

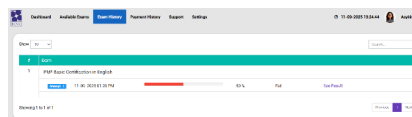


Question 9. What are the available dates and times?

- a. Exam slots are conducted on weekdays.
- b. You may check when selecting the date and time slot for your exam. You can find available Exam slots up to one month in advance.
- c. Alternatively, you may request a personal slot by completing the support form on the platform or by contacting us directly to support@ecvc.eu

Question 10. Where can I find my Exam History?

- a. Click on **Exam History**.
- b. Your Exam History will appear in the center of your screen.



Question 11. Is taking a break during the exam allowed?

- a. There are no breaks permitted.

Question 12. How many days does it take to receive exam results?

- a. Exam results are typically issued within 2 business days.
- b. If you haven't received your exam results for more than *2 business days*, please contact by completing the support form on the platform or by

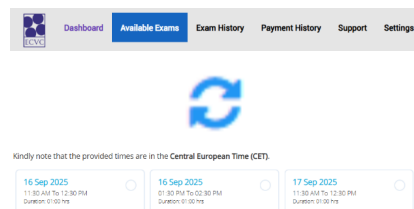
contacting us directly at
support@ecvc.eu.

Question 13. What is the time zone?

- All Exam slots are conducted at the **CET** Time Zone (Brussels Time). Time is displayed on the top right corner of the exam platform.

Question 14. How to reschedule for an exam?

- Click on **Available Exams**.
- Click on the Re-schedule exam icon on the particular exam you wish to re-schedule



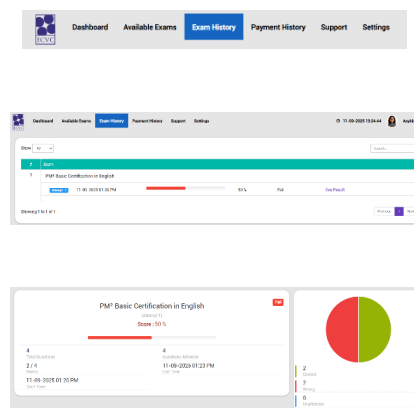
Question 15. How to view my exam's result?

- Click on **Exam History**.
- Click on the exam you want to view.
- If you read the word *Pending*, your exam is still under review.

NOTE: The process of matching your identification details can take up to 2 business days.

- If your exam has already been corrected, click on **See Result** to view all the results in detail (Score, Total questions, Questions attended, Marks, Start time, End time, Correct, Wrong and Unattended questions).

NOTE: There are three kinds of possible



results:

Pass, when you have passed the exam.

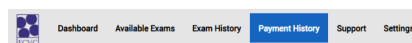
Fail, when you have failed the exam.

Disqualified, when you have done an illegal action (e.g. minimize or move out of the exam window screen, press shortcut keys (CTRL+C, CTRL+V, etc) or Windows key).

- e. In order to safeguard the credibility of the exam and maintain fairness for all candidates, the exact wording of the questions and their answers will not be disclosed post-examination.
- f. An exam review can be requested if a candidate believes that an issue or event has unjustly impacted their performance during a Certification Exam. This process is aimed at ensuring the fairness and accuracy of the exam results

Question 16. Where can I find my Payment History?

- a. Click on **Payment History**.
- b. Your Payment History will appear in the center of your web page.



Question 17. What are the available payment methods?

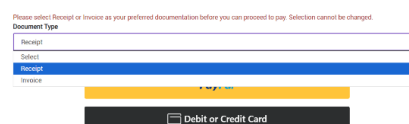
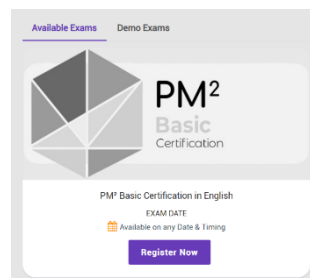
- a. The available payment methods are *PayPal* and with *Debit or Credit card*. If you prefer to pay with bank transfer,



please send an email to support@ecvc.eu for bank account information.

Question 18. How to make payment?

- Choose one of the available exams
- Click on **Register Now**
- If you have a Coupon Code (Voucher Code), fill it in the respective field and click on **Apply**.
- Choose your preferred payment documentation (Receipt or Invoice) except if you apply using your Voucher.
NOTE: You may request to change the payment documentation by contacting us at support@ecvc.eu within 24 hours of the time you made your payment.
- If you choose 'Invoice', fill in the invoice shipping details.
- Click on **PayPal** or **Debit or Credit Card** button.
- If you choose 'PayPal', please login or register to PayPal account to proceed.
- If you choose 'Debit or Credit Card', fill in your debit/credit card details.
- Fill in your billing address and your contact information in the respective fields.
- Once payment is submitted, wait for the page to reload by itself.



Please select Receipt or Invoice as your preferred documentation before you can proceed to pay. Selection cannot be changed.

Document Type

Receipt

Invoice

Voucher

Debit or Credit Card

Please select Receipt or Invoice as your preferred documentation before you can proceed to pay. Selection cannot be changed.

Document Type

Receipt

Invoice

Voucher

Please fill in your invoice shipping details

Organization Name

Address

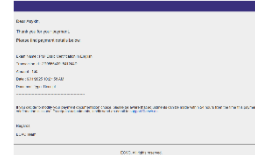
Postal Code

City

Country

VAT Number

Payment Confirmation (PDF)



- k. You will receive email notification of payment confirmation.

Question 19. How to request an invoice?

- To receive an invoice, it is required to have submitted your full invoicing details during exam registrations.
- If you have not received an invoice and it is required for your company, please, contact support@ecvc.eu with your organisation's full invoicing details (name of the organisation, address, postal code, city, country, VAT number if applicable).

Please select Receipt or Invoice as your preferred documentation before you can proceed to pay. Selection cannot be changed.

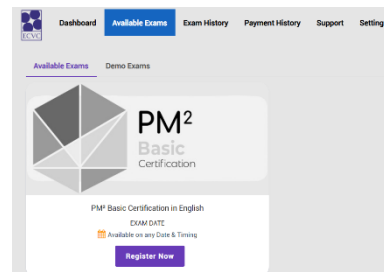
Document Type
Invoice

Please fill in your invoice shipping details

Organization Name
Address
Postal Code
City
Country
VAT Number

Question 20. How to claim a voucher?

- Click on **Available Exams**.
- Click on **Register Now** on the particular exam that you want to complete.
- Click on **Claim your voucher here**.
- Fill in the requested information (Title, First Name, Last Name, Email, Country, Name of Organization, Position, Certificate, Your Message) in the respective fields.
- Click on **Request a Voucher**.
- Alternatively, go to <https://www.ecvc.eu/ecvc-voucher-request/> and fill in the fields (First name, Last name, Email, Country, Name of



Claim your Voucher here

Organization, Certificate, Your message)

Question 21. How to extend a voucher that is about to expire?

- a. Contact us by completing the support form on the platform or contact us directly at support@ecvc.eu to request voucher extension

Question 22. How to view your certificate?

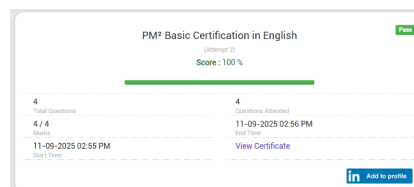
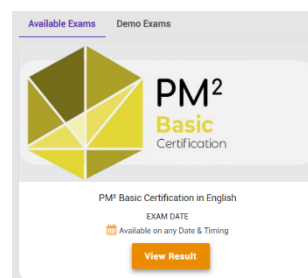
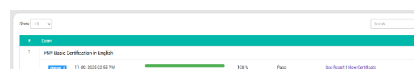
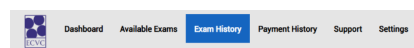
- a. There are three ways to view your certificate:

First:

- Click on **Exam History** that appears.
- Click on the exam for which you wish to view the certificate.
- Click on **View Certificate**.
- You will be redirected to a web page where you will be able to view your certificate.

Second:

- Click on **Dashboard** or on **Available Exams**.
- Click on **View Result** at the particular exam for which you wish to view the certificate.
- Click on **View Certificate**.



- You will be redirected to a web page where you will be able to view your certificate.

Third:

- Click on **Dashboard**
- Scroll down to the bottom of your screen.
- Click on **View Certificate** at the particular exam for which you wish to view the certificate.
- You will be redirected to a web page where you will be able to view your certificate

Question 23. How to save your certificate?

- a. View your certificate in one of the three ways described in [How to view your Certificate](#).
- b. To save your certificate as pdf, click on **PDF**.
- c. To save your certificate as an image, click on **Image**.

NOTE: You must log in to your account to save and/or share your certificate. If you are not logged in, you can only view it.

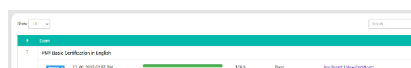
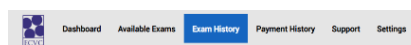
Question 24. How to share your certificate on social media platforms?

- View your certificate in one of the three ways described in [How to view your Certificate](#).
- Click on **Share** and the corresponding logo to share your certificate on social media platforms (Facebook, Twitter or LinkedIn).



Question 25. How to add your certificate to your LinkedIn profile?

- Click on **Exam History**.
- Click on the exam for which you wish to share as accreditation.
- Click on **See Result**.
- Click on **Add to Profile** button.
- You will be redirected to your LinkedIn profile.
- A pop up will appear titled Add license or certification.
- The fields are pre-filled, but please check them for accuracy.
- Click **Save**.



Question 26. How to apply for certificate review and appeals procedure?

- An exam review can be requested when a candidate believes that a problem or an event has prevented them from successfully completing or succeeding in a Certification Exam. Should the

request for review be directly related to one or more exam questions, the details of the problem must be clearly explained, and the necessary information provided (i.e. e-Voucher or Test number, question number and/or a description of the question). This will allow the Certification Reviews & Appeals Committee (CRAC) to identify the question and review the claim.

An appeal can only be made on ground of the following:

- exam platform irregularity during the exam
- specific question irregularity
- unfair dismissal or exam suspension

In both cases, the request should be submitted formally to the attention of the Certification Reviews & Appeals Committee (CRAC) within 5 working days of the exam's date/incident. They will acknowledge the receipt of the request for review or appeal automatically, will conduct all necessary validation in a constructive, impartial and timely manner, and will provide an answer within 10 working days.

The outcome decision of the Committee will be final. A record of the complaint, including any subsequent action(s) taken, and the decision made will be maintained by the ECVC. All information pertaining to the complaint will remain confidential.

Should the Certification Reviews & Appeals Committee (CRAC) acknowledge a mistake in a question, the procedure will be to remove the question from the exam and the candidate's final score will be recalculated based on the remaining number of valid questions.

The Certification Reviews & Appeals Committee (CRAC) is comprised of the following three members:

1. Certifications Coordinator
2. Expert 1 and Expert 2

Please also note the following:

Candidates accept the rules of the examination once they start an exam, therefore, appeals against the exam rules as published on the exam invitations and communicated at the beginning of the exam session, will result in a negative outcome.

In order to safeguard the credibility of the exam and its fairness to future candidates, the wording of the questions and their answers will not be communicated.

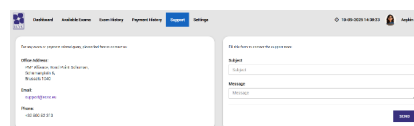
Please visit and review the sections Problem and Complaint Handling at the following page:

<https://www.ecvc.eu/appeals-and-complaints/>

For further information, please contact support@ecvc.eu with the subject Certification Review & Appeals

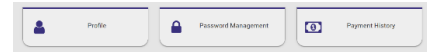
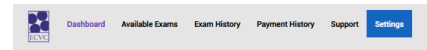
Question 27. How to contact support?

- a. Login to <https://exams.ecvc.eu/>
- b. Click on **Support**.
- c. Fill in the Subject and Message.
- d. Click **Send**
- e. Alternatively, send an email to support@ecvc.eu

A screenshot of the ECVC Support form. The form is titled 'Support' and has a 'Send' button. It contains fields for 'Subject' and 'Message'. The 'Subject' field is labeled 'Subject' and the 'Message' field is labeled 'Message'. There is also a 'Name' field and a 'Phone' field. The form is part of a larger interface with a navigation bar at the top.

Question 28. Where can I find the settings?

- Click on **Settings**.
- Click on **Profile** if you want to make changes to your General or Contact Info.
- Click on **Password Management** if you want to change your password.
- Click on **Payment History** if you want to view the history of your payments.



E. ECVC Code of Ethics & Professional Conduct

The ECVC Code of Ethics & Professional Conduct reflects our commitment to uphold the highest standards of professionalism, integrity, and responsibility among all certification holders, candidates, and affiliates. It serves as a guide to support ethical decision-making and behavior throughout your certification journey and professional activities.

E.1. Key Principles

Commitment to Stakeholders

We prioritize the interests of all stakeholders by acting with fairness, respect, and transparency in every aspect of our work. We strive to protect their rights, maintain confidentiality, and ensure their well-being throughout the certification process. Our focus is on delivering meaningful value and sustainable results that positively impact not only the individual candidates but also their organizations and the wider community.

Commitment to Excellence

We are dedicated to continuous learning and professional growth, constantly updating our knowledge and skills to stay aligned with evolving industry standards and best practices. By doing so, we ensure that the certifications we offer remain relevant and credible. Our commitment is to deliver high-quality, impactful outcomes that help candidates achieve their professional goals and advance their careers.

Respect and Inclusion

We honor and respect the rich diversity of cultures, backgrounds, and perspectives among our candidates, partners, and stakeholders. We are committed to fostering an inclusive environment where everyone feels valued and supported. Discrimination, harassment, or any abuse of power is strictly prohibited, and we actively promote equal opportunities and fair treatment for all.

Transparency and Honesty

Open and truthful communication is fundamental to building trust. We provide stakeholders with accurate and timely information to enable informed decision-making. We carefully safeguard confidential information and respect privacy, sharing details only when appropriate and necessary. Any potential conflicts of interest are disclosed promptly and managed with full transparency.

Accountability and Responsibility

We take full ownership of our actions and commitments, ensuring that we deliver on our promises with professionalism and diligence. When challenges arise, we proactively address them and make necessary adjustments to meet expectations. All activities are conducted in strict compliance with applicable laws, regulations, and professional ethical standards to uphold the integrity of the certification process.

Integrity

Our actions are consistently guided by these ethical principles, and we do not compromise our values under any circumstances. We respond swiftly and effectively to any unethical behavior, protecting the trust that candidates, employers, and the wider community place in ECVC certifications. Integrity is the foundation of our reputation and the cornerstone of our work.

Social and Environmental Responsibility

We recognize the broader impact of our work beyond professional certification and are committed to promoting sustainable and responsible practices. This includes respecting social, economic, and environmental considerations in all aspects of our operations. We strive to contribute positively to the communities we serve, encouraging awareness and actions that support long-term sustainability and social well-being.

E.2. Ethics and Best Practices

The standard of conduct that reflects the above principles may include, but need not be limited to, the following best practices:

Commitment to Stakeholders

1. We take care to identify stakeholders' expectations and needs as they evolve over the course of an assignment, engagement, or professional activity.
2. We identify and protect stakeholders' best interests from a professional, legal, and ethical point of view.

3. We address and reconcile stakeholders' diverse needs, proposing appropriate solutions that accommodate those needs where possible.
4. We apply fair billing procedures and provide honest, accurate, and timely progress reports.
5. We endeavour to deliver results of the highest value for stakeholders and give due regard to the quality and sustainability of those results.

Commitment to Excellence

1. We strive for the best results possible, applying solutions that meet stakeholders' needs while making effective and responsible use of available resources.
2. We promote a healthy and safe working environment and apply appropriate health and safety standards.
3. We commit to maintaining and developing our professional competence through relevant lifelong learning and continuous professional development.
4. We do not require or permit persons under our control or supervision to engage in work that exceeds their competence, as defined by their education, training, certification status, and experience.
5. We seek to ensure that our business partners and collaborators also apply equivalent professional and ethical standards.

Respect

1. We do not discriminate on the basis of race, sex, gender, sexual orientation, age, culture, religion, national origin, disability, social status, economic status, or any other protected characteristic.
2. We do not abuse our power in any way and do not engage in harassment, sexual or otherwise. We take reasonable precautions to ensure that abuse of power and harassment do not occur.

3. We respect the cultural values and customs of others to the extent that these do not violate the ethical principles set out here and are not contrary to the legitimate objectives of the engagement.
4. We manage conflicts arising from social and cultural differences with sensitivity, fairness, and professionalism.
5. We respect the contributions of others, treat them fairly, and acknowledge their contributions appropriately.

Transparency and Truthfulness

1. We encourage stakeholders to express their expectations, needs, and other considerations freely.
2. We protect stakeholders' rights and privacy as required by legal and ethical considerations and explain any limitations on confidentiality where relevant.
3. We respect confidentiality and only disclose or discuss confidential information with persons who are entitled or authorised to receive it.
4. We provide stakeholders with the information they need to make well-informed decisions and to participate productively in the engagement.

Trustworthiness and Accountability

1. We are committed to delivering what we promise.
2. We set realistic goals, exercise regular cost and quality controls, and take appropriate corrective action when needed.
3. We provide reasonable notice if we are unable to meet our professional obligations, either temporarily or permanently.
4. We recruit or engage the most suitable people and business partners for an assignment and support them with the knowledge, equipment, and methodology needed to deliver the desired results.

5. We maintain accurate and timely records and take appropriate measures to protect their confidentiality, integrity, and security. Access to such records shall be permitted only to the extent that it is legally authorised or required.

Integrity

1. We comply fully with all applicable laws, regulations, and professional obligations in the jurisdictions relevant to our work.
2. We are honest about our professional qualifications, including our education, training, competence, credentials, certification status, and experience.
3. We uphold and promote high ethical standards and remain alert to all forms of bias, undue influence, and improper conduct.
4. Where there is evidence that law or professional and ethical standards have been violated, we act promptly to protect stakeholders, either by working collaboratively to resolve the situation or, where necessary, by reporting the matter through the appropriate internal or external channels, authorities, regulatory bodies, or professional associations.
5. We identify and appropriately handle potential conflicts of interest, either by avoiding them or by disclosing them to the affected parties.
6. We do not misrepresent our certification status, scope of competence, or entitlement to use any designation, title, logo, or mark associated with a certification.
7. We do not engage in fraud, plagiarism, deception, examination misconduct, or any other behaviour that could compromise the integrity of the certification scheme or the trust placed in certified professionals.

Social Responsibility

1. We endeavour to create sustainable and mutually beneficial relationships with stakeholders, with due respect for economic, social, and environmental concerns.
2. We promote awareness of any harmful environmental and social impacts related to our work and strive to minimise them.
3. We consider the environmental, economic, and social impacts of our professional activities and take them into account in planning and execution.
4. We seek input from relevant communities and, where appropriate, make use of local expertise, resources, goods, and services in order to optimise social and environmental outcomes.
5. We make efficient use of available resources and seek solutions that minimise environmental harm and unnecessary waste.
6. We aim to achieve long-term results that support sustainable development



LEADING THE WAY IN VOCATIONAL CERTIFICATIONS

EUROPEAN CENTRE FOR VOCATIONAL CERTIFICATION

info@ecvc.eu, www.ecvc.eu