



**tekom**

**Certification**

*Examination regulations for the  
international  
tekom-certification*

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*The examination regulations deal with the qualification modules of  
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## 1 Scope of the examination regulations

These examination regulations apply for all international tekomp-certifications in English, which are offered outside German-speaking territories.

## 2 Parties responsible for the certifications

### 2.1 Committee for International Certification

tekomp's Board of Directors appoints a member to the Advisory Board for education and training, who heads the Committee for International Certification responsible for the monitoring of the international certification and issuing the international certificates.

### 2.2 National / Regional Certification Committees

Based on the recommendation of the Committee for International Certification, the board appoints a National/Regional Certification Committee for every country or region in which the certification examinations are conducted. These are called, respectively, "tekomp-Certification Committee Country / Region".

### 2.3 Examining Bodies

For every certification examination that is to be conducted in its region, the responsible National/Regional Certification Committee forms an Examining Body. An Examining Body consists of:

- A Chief Examiner,
- A Secretary and
- An Assessor.

The Examining Body is responsible for conducting the examinations in the respective countries.

### 2.4 The International Examining Body

Furthermore, the Committee for International Certification appoints an International Examining Body. The tasks of this body are:

- Conducting certification examinations with candidates, for whose domicile no National/Regional Certification Committee has been appointed.

- Evaluation in the form of random sampling by a second examiner of examinations that are conducted by the National/Regional Certification Committees.
- Creating a second evaluation for the written examination assignments.

### **3 Allocation of regions / territories**

Based on the recommendation of the Committee for International Certification, the board of directors allocates the territories to a National/Regional Certification Committee depending on practicality and cost considerations.

tekomp will communicate the territorial divisions and jurisdictions to the responsible Certification Committees.

### **4 Principle of domicile**

Candidates can appear for a certification examination only in the region of the National/Regional Certification Committee within whose jurisdiction his or her place of residence falls.

If a candidate resides in an area for which no National/Regional Certification Committee exists, s/he must contact the International Examining Body at tekomp.

Certification through the International Examining Body is not a legal right.

### **5 Qualification levels**

The international certification is carried out at the following levels of qualification:

- (1) tekomp-Certificate First Level
- (2) tekomp-Certificate Advanced Level
- (3) tekomp-Certificate Trainer Level

## 6 Aim of the examinations

### 6.1 Examination for the tekomp-Certificate First Level

The examination serves as proof that the candidate has acquired the technical knowledge and basic skills necessary for carrying out the tasks of a Technical Communicator.

The competency goals of the First Level Certificate are defined as follows:

- Basic textbook knowledge and grounded practical knowledge.
- Sufficient knowledge to complete tasks after instruction, and under supervision, but not necessarily sufficient knowledge to work independently and to take full responsibility.
- First level competencies are needed to operate as a Technical Communicator in a team, and to perform standard tasks within the particular area.

### 6.2 Examination for the tekomp-Certificate Advanced Level

The examination serves as proof that the candidate has acquired additional technical knowledge and professional skills necessary for carrying out the tasks of a Technical Communicator, that s/he is in a position to analyze facts and work on the tasks of technical communication based on the latest theoretical approaches, and is capable of working independently in the field of Technical Communication.

The competency goals of the Advanced Level Certificate are defined as follows:

- Extended theoretical and profound practical knowledge linked with professional work experience.
- Sufficient knowledge to work independently and to achieve good results.
- Advanced competencies needed to operate autonomously within the area, to act as a self-employed or freelance Technical Communicator and to act as a documentation project manager.

### 6.3 Examination for the tekomp-Certificate Trainer Level

The examination serves as proof that:

- The candidate is capable of organizing and conducting training courses in the field of Technical Communication.
- S/he has acquired the requisite advanced knowledge and professional skills in Technical Communication necessary for the above.
- S/he is in a position to analyze and reflect on the aspects of technical communication based on the latest theoretical approaches.

- S/he has acquired the necessary knowledge of training and methodological skills, and is capable of planning and conducting training courses and workshops in the field of Technical Communication.

The competency goals of the tekomp TCTrainer Certificates are defined as follows:

- Advanced skills in technical communication.
- Understanding of related areas such as localization, publishing and technology.
- Extensive knowledge of and expertise in subject matter areas.
- Being an active member of a technical communication network (national or international).
- Professional skills and knowledge to construct concepts for training in Technical Communication and methodological competence in teaching adults.
- Trainer competencies needed to develop vocational training and to hold workshops in Technical Communication and to be able to teach, advise and lead Technical Communicators.

## 7 Registering for the examination

### 7.1 Jurisdictional responsibility

The concerned National/Regional Certification Committee or the international certification committee is responsible for registration to the examination.

### 7.2 Application

The applicant must send an application of registration for admission to the international certification examination to the Certification Committee through the educational institution or partner who has been accredited by tekomp for the international certification.

In this application, the applicant shall furnish proof that s/he meets the eligibility criteria (fulfills the prerequisites for admission) that are set forth in these examination regulations.

tekomp publishes a list of educational institutions who have been accredited for the international certification.

### 7.3 Persons or groups of persons who are not eligible

Persons with their permanent residence in Germany, Austria, Switzerland or Liechtenstein are excluded from the international certification examination. For applicants residing in these countries, the examination regulations for the tekomp certification examinations in Germany, Austria or Switzerland will be applicable.

#### **7.4 Legal claim**

Acceptance of the application is not an enforceable legal claim.

### **8 Admission**

To be admitted to a certification examination, applicants must submit a written application to the Certification Committee. The Certification Committee will decide on the admission of the applicant upon presentation of:

1. the completed application form and
2. the required original documents.

Upon positive scrutiny of the application documents, the applicant will receive from the Certification Committee a written communication informing him or her about the examination date and venue and, if applicable, the examination topics.

If scrutiny of the application documents yields a negative outcome, the applicant will receive from the Certification Committee a written communication citing the reasons for rejection.

### **9 Prerequisites for admission (eligibility criteria)**

#### **9.1 First Level**

The applicant must furnish proof of:

- Successful participation in the online training on the TCTraining Platform,
- Full completion of all interactive web based trainings,
- At least 80% of all practical assignments given in the various sub-modules must be completed,
- At least 80% of all tests pertaining to the various sub-modules must be complete,
- Payment of the examination fees. (please refer to fee regulation),

in order to be admitted to the tekomp certification examination for the First Level tekomp-Certificate.

Proof that the required performance has been achieved is furnished through a confirmation or attestation by the educational institution accredited for the international certification.



## 9.2 Advanced Level

The applicant must furnish proof of the following in order to be admitted to the tekoma certification examination for the tekoma-Certificate Advanced Level:

- First Level certificate  
or  
proof of comparable knowledge level (attestation of previous professional experience as technical communicator and assessment interview) plus the completion of at least 80% of the First Level online Training.
- Participation in a preparatory course conducted by an educational institution that has been accredited for the international advanced level certification.
- Attending for at least one day in a conference for Technical Communication or a relevant conference in a related area, or in another special event (with approval) that is relevant to the applicant's field of interest.
- Self-guided study of one of the standard works in the technical literature for Technical Communication recommended on the TCTraining Platform.
- Payment of the examination fees (please refer to fee regulation).

Proof is furnished through the following:

- By presenting the tekoma-Certificate First Level  
or  
an attestation of comparable knowledge from tekoma plus a confirmation of participation for the First Level Training.
- Confirmation from an educational institution accredited for the international certification that the applicant has participated in a preparatory course.
- Confirmation of attendance at the event, such as a certificate of participation in a workshop.

The applicant should indicate the following in the application for admission to the examination:

- Standard reference work in the technical literature for Technical Communication recommended on the TCTraining Platform, to which the applicant intends to refer in the certification examination.
- Topic from the field of Technical Communication that has been selected for in-depth study.

Under special conditions that indicate knowledge and skill levels comparable to the tekoma First Level certificate, presentation of a tekoma-Certificate First Level as prerequisite for the examination can be waived. A separate application must be submitted for this waiver, giving the justification and corresponding, verifiable documentation (in general given through an attestation of the previous professional

experience as technical communicator and an assessment interview). Additionally the candidate has to complete of at least 80% of the First Level online Training.

In this case, the International Examining Body, and not the relevant National/Regional Certification Committee, will make the decision for admission to the examination.

### 9.3 Trainer Level

The applicant must furnish proof of the following in order to be admitted to the tekomp certification examination for the TCTrainer Certificate:

- tekomp Advanced Level certificate.
- Extensive knowledge of Technical Documentation, going beyond the qualification modules of the TCTraining Platform and covering additional tekomp-qualification modules.
- Sound knowledge of the organization and execution of training courses, as well as knowledge of didactic methods.
- Knowledge of TCTrainNet and the tekomp certification program.
- Payment of the examination fees (please refer to fee regulation).

Proof is furnished through the following:

- Confirmation from the accredited training partner, that the required participation has taken place.
- Presentation of the tekomp Advanced Level Certificate.

The applicant should indicate the following in the application for admission to the examination:

- Standard works from the literature of Technical Communication in the additional two qualification modules, to which the applicant intends to refer in the certifying examination. Standard works should be chosen from the list of recommended works provided on the TCTraining Platform.
- The module topics for the training simulation.

tekomp will scrutinize in a random sampling whether the required preliminary performance has been fulfilled to the required levels.

In cases in which an applicant seeks admission to the tekomp Trainer Level Certification Examination without having a tekomp Advanced Level Certificate, the International Examining Body will decide on the admissibility of the applicant based on the application.

## 10 Structure and content of the examinations

In general, the training contents of the TCTraining Platform and the learning goals of the published tekomp qualification modules and their sub-modules form the basis of the tekomp certification examinations.

### 10.1 First Level

The examination consists of:

- A 90-minute online examination consisting of the performance of various tasks.
- A 40-minute oral group discussion, with a maximum of four candidates in each group, during which all the candidates will be tested on at least four modules in Technical Communication, including all sub-modules covered by the TCTraining Platform.

The examination will be conducted at a place determined by the responsible Certification Committee. If conditions permit, the examination may also be conducted online.

### 10.2 Advanced Level

The examination consists of:

- The evaluation of a selected piece of technical documentation (written examination), and
- An individual oral examination.

#### Written examination

The written evaluation consists of a brief evaluation (at least 20 pages) of a selected piece of technical documentation, with a brief argument justifying the selection. It consists of an evaluation of the strengths and weaknesses of the selected technical documentation with due consideration for the various criteria and aspects of evaluation, especially with reference to the latest available knowledge and current theories, and in view of methodological procedures.

At least four weeks before the examination date, the candidate should submit the written evaluation online or in two printed copies, along with (a copy of) the selected technical documentation to the relevant Certification Committee.

The written evaluation should be accompanied by the following declaration with a handwritten signature:

"I assure herewith that I have authored this work independently and have not used any help or sources other than those mentioned. All the sources that I have used are credited in the text and cited in the references. All quotations are introduced within quotation marks and all the required bibliographic details of the source have been provided. All information obtained from Internet sources has been clearly identified by URL and download/access date."

The completed written evaluation must reach the relevant Certification Committee on or before the submission deadline. Each submission will be stamped with the date of receipt, and this date will apply.

If the written evaluation is not received by the relevant Certification Committee by the date agreed upon in the confirmation of registration, the candidate will be considered to have failed the examination.

### **Oral examination**

The oral examination consists of a 60-minute individual oral examination with:

- A discussion of about 20 minutes on the submitted written evaluation.
- An examination interview of about 20 minutes, during which the candidate will be examined on the topics of the modules (including the sub-modules) of the TC Training Platform, especially with regard to the standard work of technical literature previously selected by the candidate.
- An oral examination interview of about 20 minutes, in which the candidate's knowledge of a topic selected by him or her will be tested.

The examination will be conducted at a place determined by the relevant Certification Committee. If conditions permit, the examination may also be conducted online.

To validate the results of the examinations, examiners appointed by the Committee for International Certification will co-evaluate an examination, on random sampling.

### **10.3 Trainer Level**

The examination consists of:

- The creation of a written educational concept plan (written examination).
- An individual oral examination.

### **Written examination**

The educational concept plan consists of at least twenty written pages, describing an original educational training course in Technical Communication. The plan should include the relevant aspects of content, methodology, design and execution. It should identify a target audience and describe the learning goals and contents being

communicated to that audience. It should also identify the didactic methods used to impart the content, especially taking into account organizational and planning concerns such as the duration of the course and scheduling (and provide a script and schedule for the training course).

You must submit the educational concept plan online or in two printed copies to the Certification Committee, at least four weeks before the examination date.

The written evaluation should be accompanied by the following declaration with a handwritten signature:

"I assure herewith that I have authored this work independently and have not used any help or sources other than those mentioned. All the sources that I have used are credited in the text and cited in the references. All quotations are introduced within quotation marks and all the required bibliographic details of the source have been provided. All information obtained from Internet sources has been clearly identified by URL and download/access date."

The educational concept plan must reach the relevant Certification Committee by the submission deadline. Each submission will be stamped with the date of receipt, and this date shall apply. If the educational concept plan is not received by the relevant Certification Committee by the date agreed upon in the confirmation of registration, the candidate will be considered to have failed the examination.

### **Oral examination**

The oral examination consists of a 60-minute individual oral examination with:

- A discussion of about 15 minutes on the educational concept plan that has been submitted.
- A training simulation of about 30 minutes, in which the candidate expounds upon two selected topics of Technical Communication, which he or she has chosen from the tekomp Qualification Modules.
- A discussion of about 15 minutes on the training simulation and the topics contained therein.

The examination will be conducted at a place determined by the relevant Certification Committee. If conditions permit, the examination may also be conducted online.

## **11 Conducting examinations**

The candidate must establish his or her identity upon entering the certifying examination by presenting official proof of identity.

The Chief Examiner will lead the examination, and the Secretary will write a report about the proceedings. The Assessor supports the Chief Examiner by posing at least one supplementary question for each section of the examination.

## 12 Evaluation of performance in the examination

The Examining Body will evaluate the candidate's performance.

### 12.1 tekomp-Certificate First Level

Through random sampling second examiners, who belong to the International Examining Body, will evaluate online examination performance and deliver a second evaluation report.

Evaluations conducted by the second examiners are meant to validate the performance evaluations, and will not be included in the overall examination performance results.

### 12.2 tekomp-Certificate Advanced Level

Through random sampling second examiners, who belong to the International Examining Body, will evaluate online examination performance and deliver a second evaluation report.

Evaluations conducted by the second examiners are meant to validate the performance evaluations, and will not be included in the overall examination performance results.

### 12.3 tekomp-Certificate Trainer Level

Second examiners, who belong to the International Examining Body, will evaluate in a second assessment every written educational concept that is created for the tekomp-Certificate Trainer Level.

These evaluations will be included in the overall results of the examination performance.

## 13 Passing the examination

The rules for passing the examinations and for calculating the results of the examination will apply to all the international certificates.

The evaluation of individual examination performances, the grades for the written and oral examinations, and the overall grades are based on the international grading system of the European Credit Transfer and Accumulation System (ECTS):

Regardless of the certificate being sought, an examination is considered to have been passed if the total result of all the parts of the examination attains at least the

Grade E SUFFICIENT – “performance meets the minimum criteria,” and the average performance lies within the range of 50 – 59 %.

ECTS grade	Performance in the examination	Definition of performance
A	90 – 100 %	EXCELLENT – outstanding performance with only minor errors
B	80 – 89 %	VERY GOOD – above average but with some errors
C	70 – 79 %	GOOD – generally sound work with a number of notable errors
D	60 – 69 %	SATISFACTORY – fair but with significant shortcomings
E	50 – 59 %	SUFFICIENT – performance meets the minimum criteria
F	0 – 49 %	FAIL – considerable further work required

The overall result of the examination, which determines the final grade, will be the computed average of the performances in the individual parts of the examination. If any part of the examination consists in processing several individual tasks, the mean value of all the performances is taken to determine the result of that part of the examination. There is no separate weightage for different parts of the examination.

The overall performance in the examination is rounded off to an integer, taking the first and second places after the decimal point into consideration.

The result of the examination will be communicated orally to the participant on the day of the examination.

The overall results of the examination, with the examination performances of the individual candidates, will be communicated to the tekomp Committee for International Certification by the relevant Certification Committee together with a protocol of the course of the examinations and the evaluation of performances in the various parts of the examination and individual examination assignments or tasks.

## 14 Certificates

### 14.1 Issuing the certificates

Within a reasonable period following the date of the examination, tekomp will issue to the participant a certificate signed by the Chairperson of the Committee for International Certification.

Certificates will not be issued unless the examination fees have been received, as per the fee regulations.

### 14.2 Contents

The ECTS-grade of the examination performance and the overall examination grades are printed as percentages on the certificate, along with the corresponding performance definition. The certificate contains notes on the qualification modules of the TCTraining Platform and the learning goals and skill levels of the respective tekomp certifications.

The certificate is given an allocation ID, under which the name of the candidate (certificate holder), the level of the tekomp certification examination that has been passed, the overall performance in percentage and the name of the examining Certification Committee are recorded at tekomp, along with the date and place of the examination. The certificate is signed by the members of the responsible examination committee.

## 15 Attempts to deceive, violation of regulations

Any participant suspected of attempting to deceive, falsify, or otherwise cheat in the course of the examination or any of the coursework, documentation or proofs leading up to the examination, will be given a grade of "F – failed." The participant will be debarred from attempting further examinations for a period of five years following the suspected cheating attempt.

## 16 Unsuccessful examination

A failed examination may be repeated once within the year.

A third attempt is permissible within three years following the failed repeat attempt. The participant will not be allowed to attend any further examinations for that certificate level for a period of three years from the date of failing the last (third) examination.

A failed examination may thus be repeated only two times.

All stipulations applicable to the first examination will be applicable to the repeat examinations.



## 17 Withdrawal

It is possible to withdraw from the examination up until the time the examination begins. If the candidate decides to take the examination again, all the performances in the examination will have to be repeated. The cancellation conditions of the current fee regulations will be applicable.

If the participant withdraws from the examination after it has started, the examination will be considered to have been failed.

The withdrawal is to be communicated in writing, by mail or fax, to the relevant Certification Committee and cannot be revoked.

## 18 Dissent

The candidate may raise objections to the examination results with the relevant Certification Committee. The objection, including justification, must be submitted in writing, in duplicate, to the Chairperson of the Certification Committee. The Chairperson will then send one copy of the objection to the Committee for International Certification. Objections must be raised within one month of receiving the certificate or written intimation of examination results.

If the Chairperson of the Certification Committee finds that the objection is adequately justified, s/he will forward it to the relevant Examining Body.

The latter will then have an opportunity to examine its decision and, in case of error, conduct a new evaluation.

If the Examining Body declines to conduct a new evaluation, the Chairperson will decide on next steps. S/He will have the following options:

- Reject the objection
- Recommend a third evaluation
- Recommend a partial or total repetition of the examination

The result of the process will be communicated in writing and without delay by tekoma to the participant.

If the Chairperson of the Certification Committee decides that the candidate may repeat the examination, no further admission fees or examination fees will be charged.

If the Examining Body declines to conduct a new evaluation and the Chairman of the Certification Committee is also a member of the Examining Body, s/he will not be

permitted to participate in the decision on next steps. In this case, a substitute member of the Certification Committee will participate.

## **19 Examination dates**

The examination dates will be defined by the responsible TC Certification Committee. The examination dates and schedule will be communicated three months before the tekomp-Certification Examination starts, at the latest.

## **20 Examination procedures**

The examinations are not public. All documents and processes relevant to the examination should be treated as strictly confidential by the members of the Examination and Certification Committees and other involved parties.

The examiners will document the examinations as per tekomp specifications.

The Certification Committee will create an examination file, in which the admission, the candidate's proof of fulfillment of examination prerequisites and the examination protocol will be kept. The candidate must be allowed to view these upon request. tekomp reserves the right to allow access to the examination files. The examination file will be retained for a period of ten years.

For purposes of evaluation, tekomp reserve the right to deploy officers who were present at the examination. However, these officers will not have any voting rights.

## **21 Applicability**

This version of the examination regulations was approved through the resolution of tekomp's board of directors on 2011-XX-XX.

It will be applicable as of 2011-XX-XX.