



PCERT Limited – ‘PIPA Inspector Certification Scheme’

Document Number	PCERT001-200		
Release Date	11-07-2025	Version	V2.00
Title	PCERT Limited – PIPA Inspector Certification Scheme Rules		

Version Control

Version	Date	Notes
V1.00	28-11-2024	First Version – Authorised by Craig Whitelock-Wainwright
V2.00	11-07-2025	Scheme rules overhauled following UKAS review.
	11-07-2027	Next review period

1. Definitions

Accepted Inspection Methods	The defined methods for inspection of inflatable amusement devices specified by the PIPA inspection framework.
Application	The initial step informing PCERT of intention to undergo certification.
Appropriate Fees	Payment of any fees in order to undergo certification and/or assessment.
Assessment	Any activity which helps to assess a person's competence or ability to meet the specified certification scheme rules.
BS EN 14960-1	The European standard for the design, manufacture and testing of inflatable play equipment.
Candidate	The person who has applied to PCERT and is undergoing the certification process.
Certification	A conformity assessment of a person against a set criteria, with certification showing a person has been competent to carry out the job.
Certification Scheme	The scope, definition, and explanation of a job role, and how a person (in this context) is assessed to determine the person is competent to perform the job role.
Competence	The ability of a person to carry out a job in an expected and successful manner.
Corrective Actions	Stipulated requirements issued by PCERT which a certified person must follow in order to correct any non-compliance with the scheme and to retain certification.
Continuing Professional Development (or 'CPD')	Activities which are recognised as development into a persons skills, knowledge or ability.
Desktop Audit Review	An activity which reviews paperwork and photo evidence, to assess whether a person is indicative of working in a competent manner.
Equality Act 2010	Anti-discrimination law in England, Scotland and Wales.
Eyesight Acuity	The measure of how clearly an individual can see fine details of objects at a distance.

HSG175	Official guidance issued by the Health & Safety Executive for the fairground and amusement device industry.
Impartiality	The name of the process which enables equal treatment within an activity to ensure fairness.
Investigation Outcome Committee (or 'IOC')	The committee used to conduct formal reviews and issue formal actions against those registered with the PIPA testing scheme. The committee may also be used for formal reviews of other activities, such as those carried out by PCERT Limited.
Inflatable Amusement Devices	The term to reference devices with a constant air fan blower, used for play. Other terms include bouncy castles, bounce houses, and inflatables.
Initial Certification	When a person has been certified on the first occasion, or when they have not gone through a recertification process.
Inspection Body	The organisation responsible for the assessment of products to specific requirements through an inspection process.
Mapped Competency Review	A PCERT process required to be taken by certified persons as part of their recertification process, by which they self-audit an inspection report against the relevant PIPA inspection framework for that device to identify any areas of improvement.
Memorandum of Understanding	A non-binding agreement between two parties to define roles, expectations and responsibilities, as part of an agreement.
PCERT Limited (or 'PCERT')	A company in England & Wales, created and owned by The PIPA Testing Scheme Limited.
PCERT approved assessment centre	An assessment centre which has been determined to meet the minimum criteria for PCERT assessments to be undertaken.
Peer Discussion Review	A PCERT process required to be taken by certified persons as part of their recertification process, by which they reflect on a planned or unplanned conversation with a peer about a matter related to their inspection work.
Personnel	A person who works on behalf of an organisation, regardless of them being employed or otherwise.
PIPA Accredited Inspector Training Centre	A training organisation which delivers a PIPA Inspector Training course, which has been reviewed and accredited by PIPA to ensure the appropriate processes are in place to deliver the learning outcomes.
PIPA Guidance Notes	A formal document interpreting and providing advice on a specific matter. Names of guidance notes include information sheets, and technical bulletins.
PIPA Inspection Framework	A framework which documents considerations as part of the inspection of inflatable amusement devices. It includes references to required training, information materials and resources, and stipulated criterion for pass, fail, and tolerances.

PIPA Leadership Group (or 'PLG')	A voluntary non-executive board of directors which provide strategic oversight and vision for the PIPA Testing Scheme Limited.
The PIPA Testing Scheme Limited (or 'PIPA')	A 'not for profit' type organisation, set up by the industry, to improve standards within inflatable play.
PIPA Transition e-Learning Module	An online e-learning module which explains the PIPA inspection framework and accepted inspection techniques, which is aimed for use by people who have experience in BS EN 14960-1 inspection work.
Prerequisites	Requirements before application.
Recertification	The process of confirming a person remains competent to remain a certified person, at the end of their certification period.
Revocation (or to Revoke)	The act of cancelling or removing a decision. In this context it is the decision of a person being competent and holding certification.
Scheme Owner	The organisation responsible for developing and maintaining a certification scheme.
Scheme Rules	A set of rules used about how a particular scheme runs and operates, creating clear expectations between the scheme owner and candidates.
Snellen Scale	A standardised measurement tool used to measure visual acuity.
Surveillance	A process to indirectly observe a certified persons ability to demonstrate they remain competent in their work.
Suspension (or to Suspend)	The act of temporarily preventing an activity or the judgement of a person being competent and holding certification.
UKAS	The 'United Kingdom Accreditation Service' is the UK's official national accreditation body, appointed by government.
UKAS Accredited Scheme	A certification scheme which has been accredited by UKAS.
Verification Checks	An activity which is undertaken to verify a person remains competent to carry out the work, and maintain certification.
Withdrawal	The act of removing the certification status from a certified person.

2. Overview

The 'PIPA inspector certification scheme' is a certification assessment scheme to assesses the competence of individuals to undertake inspections of inflatable amusement devices in the accordance with the 'PIPA inspection framework'. The scope of the certification covers a single area termed a 'PIPA Inspector' which is what this document covers.

All certified persons are required to issue inspection reports through the PIPA inspection hub database. This requirement attracts a small fee per inspection report. The PIPA inspection framework and PIPA inspection hub are aligned to one another in helping certified PIPA inspectors to only work within the scope of the PIPA Inspection Framework, and to enable effective and intelligent surveillance methods as part of the certification scheme.

'PCERT Limited' is the designated company responsible for carrying out a certification of persons under the scheme.

The 'PIPA Inspection Scheme Limited' is the scheme owner and is responsible for ensuring the requirements of the PIPA inspection framework certification scheme is kept current to the requirements of the amusement device and inflatable leisure industries.

It does so through at least three processes. Firstly, through its membership and active attendance on the Health & Safety Executive's Fairground Joint Advisory committee, which has insight and input into the both the industry and the industry's safety document 'HSG175 - Fairground and Amusement Parks: Guidance on Safe Practice'. Secondly, it conducts two market research consultations every 3-5 years, one consultation is aimed at registered inspection bodies of the PIPA inspection scheme, whilst the second consultation is aimed at all other industry stakeholders. This helps to obtain feedback on the operation of the current scheme, proposals identified since the last consultation, and feedback on improvements. And lastly, the 'PIPA Leadership Group' (PLG) reviews and verifies the PIPA inspector certification scheme against both market research consultations and utilising their industry expertise. The PLG is the governing board of the PIPA inspection scheme limited, and comprises of inflatable manufacturers, inflatable controllers, and inspection bodies.

The scheme also accepts feedback from all who use and indirectly benefit from its existence, through the process described in section 13. Any feedback received is used as part of its verification to ensure it continues to meet the expectations of all stakeholders.

This document contains the details about the requirements of an individual in order to achieve certification as a PIPA inspector, by undergoing an assessment at a PCERT approved assessment centre.

3. General

3.1. Scope

This document covers the procedures for the assessment of each candidate to certify them as a 'PIPA Inspector' as defined in section 3.2. This document does not cover any other personnel. There is no restriction preventing any person undertaking the certification assessment, provided they meet the requirements and follow the stipulations within this document.

Any specified training is accredited by PIPA and is provided by third party training providers. Training is treated as a wholly separate function from the activities of PCERT Limited, and personnel involved in certification activities have no influence or involvement in the training of individuals.

Any stipulated requirements for the PIPA transition e-learning course are provided directly by PIPA free of charge to any person. It enables persons with experience and knowledge in BS EN14960-1 to convert their practice and apply it using the PIPA inspection framework.

3.2. Job Description & Responsibilities

PIPA Inspectors would typically carry out the following work under their initial certification:

- a) Understand which inflatable devices the PIPA inspection framework describe as in scope within BS EN 14960-1.
- b) Understand all of the definitions described within BS EN 14960-1.
- c) Fully understands all of the safety requirements within section 4 of BS EN 14960-1.
- d) Reference and recall sections 5 to 9 of BS EN 14960-1.
- e) Able to carry out calculations on inflatable device anchorage using Annex A of BS EN 14960-1 and PIPA guidance note TB008.
- f) Fully understands and can apply the PIPA guidance notes TB001, TB002, TB003, TB007, TB008, TB009, TB010, and IS04.
- g) Can demonstrate each of the PIPA inspection framework accepted inspection methods described in PIF002, and where referenced, utilise BS EN14960-01 annex C and D, and PIPA guidance notes.
- h) Undertake a full independent inspection of an inflatable amusement device for devices within the scope of BS EN 14960-1, using the defined pass and fail criteria of the PIPA inspection framework PIF003.

Following initial certification, PIPA Inspectors may expand their job description and responsibilities beyond their initial certification provided they complete the requisite training and CPD specified by PIPA inspection framework and PIPA guidance notes. Upon recertification, PIPA inspectors will be required to submit the evidence stipulated in section 7.4.

3.3. Application Prerequisites

All candidates must complete the necessary PCERT Limited application paperwork and pay the appropriate fees before the application is reviewed.

Note: regardless of an candidate being a new individual to the process, or is undergoing recertification, they must complete the application paperwork each time, submit the correct documents, and pay the appropriate fees before the application is reviewed.

All candidates within category A, B, C or D, will require to complete agreements prior to assessment and undergo a digital ID check

Candidates are also required to declare a category which is relevant to their circumstance:

Category A – Initial Certification

Those who do not meet the requirements of the other application categories will require:

- A minimum of 3-years industry related experience
- To have completed a PIPA accredited inspector training course (unless the person has successfully certified with PCERT within the last 36 months)

Category B – Initial Certification

Those who currently hold certification by another UKAS-accredited scheme against BS EN 14960-1 will require:

- Details of the work undertaken under their current certification
- To have completed the PIPA transition e-learning module

Category C – Initial Certification

PCERT offers a mature entry route for those who are currently registered under the PIPA scheme, provided they begin their application prior to the ‘mature entry date’ stipulated on the PCERT website.

All those applicable will be required to completed the PIPA transition e-learning course prior to application.

Category D – Recertification

Those who hold current certification as a 'PIPA Inspector' which is due to expire within the next 6 months, will be required to:

- Submit evidence of CPD (using the CPD record template) of at least 24 hours of CPD activity in the past three years*
- Submit a peer discussion review (using the peer discussion template)
- Submit a mapped competency review (using the mapped competency template) for five of the device types listed on the PCERT website
- Undergo a desktop audit review of their issued inspection reports by submitting 2 inspection reports per year

*Some CPD will be related to updated certification assessments and considered mandatory. Information about what CPD is mandatory each year, and how to access the CPD will be published on the PCERT website.

3.4. Health/Eyesight

Some of the techniques applied within the assessment of the certification include visual assessment of inflatable amusement devices. It will be expected of candidate to have sufficient eyesight acuity to 0.5 or 6/12 on the Snellen scale. This is an equivalent vision standard as the UK driving standards.

Candidates applying for certification will require to confirm their eyesight meets these standards. In the event of a concern or complaint about a person's certification, PCERT may request evidence from the individual that these requirements were met at the time of the complaint.

3.5 Code of Conduct

The PIPA inspection framework certification scheme requires all certified individuals to adhere to the code of conduct found in annex C of these scheme rules. The code of conduct intends to bring some standardisation to the standard of work and conduct of certified individuals.

4. Overarching Policy Statements

- 4.1. Assessments carried out by PCERT Limited are open to all individuals who are capable of meeting the certification scheme's entry requirements in section 6 regardless of any protected characteristics under the Equality Act 2010.
- 4.2. PCERT Limited will take all reasonable steps to offer methods of assessment that cater for individuals who have additional needs, both learning and physical. Any additional needs which a person would like to be taken into consideration should be disclosed within their application, where each situation will be considered on an individual basis to the person's context.
- 4.3. PCERT Limited is fully committed to providing assurance that its activities are carried out with complete impartiality. It does so by actively managing both potential and actual conflicts of interest. It undertakes a monthly 'security of the scheme' audit to identify any threat to the objectivity of its certification activities.

To help independently verify the impartiality of certification activities, an 'impartiality committee' convenes 1-2 times per year to review the decision making, assess the robustness of the risk controls in place, and produce a public report on its findings. The impartiality committee comprises of up to 4 'lay' individuals who are not directly associated with the industry and hold positions of good standing in society.

- 4.4. PCERT Limited does not restrict application for certification, and it is open to all individuals. However, PCERT does not tolerate any verbal or physical abuse from individuals directly or indirectly. PCERT reserves the right to refuse any application, or cease progressing any applications in progress, from individuals who carry out any abuse deemed inappropriate by PCERT's definitions.
- 4.5. PCERT Limited welcomes applications from all individuals who meet the application prerequisites in section 3.3.
- 4.6. PCERT Limited carries out certification activities on behalf of The PIPA testing scheme in line with ISO17024 (latest revision).

- 4.7. All certified PIPA Inspectors are required to issue inspection reports through the PIPA inspection hub database, which attracts a small fee per report. PCERT Limited reserves the right to carry out surveillance and verification checks through the PIPA inspection hub database as it deems appropriate, in order to ascertain whether an individual remains competent.
- 4.8. Certification does not discharge or lessen the individual's responsibilities, statutory or otherwise.
- 4.9. In the event of the PIPA Inspector Certification Scheme rules not being met, PCERT Limited will not be responsible for any losses incurred by an individual, company or organisation.
- 4.10. As part of PCERT Limited maintaining its own accreditation to enable certification, PCERT Limited reserves the right for an employee or agent of UKAS to accompany and be present during an assessment.

5. Assessment

5.1 Assessment Overview

The PIPA Inspector certification scheme contains a variety of assessment modules, which have been matched to the circumstances in the specified application prerequisites (section 3.3). Each assessment is used to assess the competence of individuals to perform an inspection of an inflatable amusement device against the PIPA inspection framework, relevant to their chosen application category and circumstances.

The assessment/s require an individual to provide documentary evidence, complete written, and/or practical assessments, as well as verbal oral questions by the examiner where necessary. The syllabus of the assessment modules can be found in Annex B.

Category A, B or C – will complete the following assessment modules:

- Documentation review
- Written Assessment
- Practical Assessment

Category D - will involve a documentation review, and where necessary, a verbal interview.

Assessment, and the full certification process, must be completed within 12 months of the application submission date otherwise the application will be recorded as a failure.

5.2 ID requirements

A valid copy of ID must be presented upon registration at the assessment centre. This is one of the following:

- Current valid Passport
- Current valid National ID Card/residence permit or equivalent if it contains a photo
- Current valid full photo card Driving Licence
- Current valid Residence Permit (with photo)
- Current valid Biometric Residence Permit (with photo)
- Current valid Application Registration Card or Standard Acknowledgement Letter
- Travel Document issued by the United Nations or Red Cross
- Valid Vignette attached to an Immigration Status Document or a GV3 document

5.3 Assessment Procedure

5.3.1 Documentation Review

Where the application route requires the following, the stipulated evidence must accompany the application in order to be assessed.

Signed Agreements

Following receipt of an application, PCERT will require electronically signed agreements to be completed by the candidate. These will be sent by hyperlink in an email. A copy of the agreements can be found in Annex A.

Digital ID check

Following receipt of an application, PCERT will require the candidate to undergo a digital ID check using a government issued photo ID. The same ID will be required to be present at any in-person assessments, such as the written or practical assessment. The digital ID software check is available to people resident in over 100 countries. Where the person is from a country not on the list, alternative means will be available and considered on a case-by-case basis.

3-years industry related experience

The candidate will require proof of their industry experience showing it spans at least 3-years during a 5-year period. Evidence may include a CV with references, a letter of employment experience from a current or past employer, an inflatable operator training course certificate, or if a sole trader; proof of trading with inflatable activity. This list is not exhaustive.

PIPA accredited training course

The candidate will need to either provide the details of their accredited training provider or a certificate issued by the provider.

Details of work undertaken under current certification

A submitted explanation overviewing of the work the candidate has undertaken as an inspection body, and work which has been undertaken by the individual which they have been certified against. This needs to include a copy of an inspection report issued against BS EN14960-1 within the past 12 months.

PIPA transition e-learning course

A copy of the certificate of achievement provided by the PIPA learning hub, dated within the last 12 months.

Evidence of CPD

Using the template on the PCERT website, submission of completed documents to demonstrate the completion of 24 hours of CPD learning. This should include any accompanying evidence to show the learning undertaken, such as certificates of completion.

Submit a peer discussion review

Using the template on the PCERT website, a completed peer discussion review dated within last 12 months.

Submit a mapped competency review

Using the template on the PCERT website, a self-completed mapped competency review for five of the device types listed on the PCERT website against the respective PIPA inspection framework documents.

Undergo a desktop audit review

Each certified individual must undergo a desktop review of at least 2 issued inspection reports through the PIPA inspection hub database.

5.3.2 Written assessment

Written assessments comprise of multiple choice questions, short answer questions, and calculations. It is completed on an online assessment platform under examination conditions and you will be required to bring an electronic device which can access the internet in order to complete the assessment.

The written assessment is based on the syllabus stipulated in Annex B.

5.3.3 Practical assessment

Practical assessments are a two-part examination. One is a self-led and independent inspection of a bounce and slide combo type inflatable device. You will be required to record your findings on an inspection report. The other part is an examiner assessed inspection who will ask you to demonstrate specific parts of the inspection process, and measurement techniques.

The practical assessment is based on the syllabus stipulate in Annex B.

6. Certification Categories

The PIPA inspection framework certification scheme offers only one class of certification. This is a 'PIPA Inspector'.

7. Certification

7.1. Notice of results

Within 14 days of the assessment, the candidate will receive a notification of results letter from PCERT with the outcome of their assessment.

7.2. Successful candidates

Applications who are successful in achieving certification will be issued with a certificate containing: scope of certification, the individual's name, PCERT number, national insurance number, expiry date of certification, certificate holder's signature, and a statement of attestation. There will also be a security seal on the certificate with a unique verification number.

Only certificates issued on original paper with the PCERT security seal are valid. Replacement certificates can be obtained from PCERT Limited for a nominal fee. Certificates remain the property of PCERT Limited at all times. Photocopy or digital copies are not acceptable and should not be used as such. Certificates will be issued directly to an individual, to their registered address, regardless of contractual arrangements.

7.3. Unsuccessful candidates

If a candidate is unsuccessful in obtaining certification, they may take a retest of the failed area for up to two retries within a one-year period after the failed result provided the applicable reassessment fee is paid. If after the subsequent two retries the candidate is unsuccessful, the application will be marked as a failure and candidates will be required to re-apply through route A – initial application route with the re-completion of the required training.

7.4. Validity Period of Certification & Renewals

All initial certificates are valid for a period of three years.

Renewal of a certificate can take place up to six months prior to the expiry of the existing certificate, and there will be no loss of time on the current/expiring certificate. The new certificate will be three years plus the remaining time on the current/expiring certificate.

Candidates may re-certify through route D provided they meet the application prerequisites in section 3.3. These are:

- Submit evidence of CPD (using the CPD record template) of at least 24 hours of CPD activity in the past three years
- Submit a peer discussion review (using the peer discussion template)
- Submit a mapped competency review (using the mapped competency template) for five of the device types listed on the PCERT website
- Undergo a desktop audit review of their issued inspection reports by submitting 2 inspection reports per year (I.e. a minimum of 6 reports)

Any person who does not complete Route D recertification process 30-days post expiry, or if an candidate cannot fulfil application through route D, may apply for recertification through route A. This permits the candidate to undertake the assessment without additional training requirements provided they had been certified within the past 36 months.

7.5 Complaints, including Withdrawal, or Suspension, of Certification

PCERT Limited has a Memorandum of Understanding with The PIPA Testing Scheme Limited. PCERT Limited carries out a number of surveillance methods to monitor certified individuals. Any breach of either scheme rule will result in notification to the opposing scheme.

In the event of PCERT Limited receiving written notification of a sub-standard work which indicates a certified individual no longer meets the expectations of certification, PCERT Limited may prescribe corrective actions to remedy the breach within a specified time limit. If after the time period has passed, the corrective action has not been completed, PCERT Limited will commence procedures to revoke certification through suspension, or withdrawal of certification.

Upon a person receiving notification of certification revocation, they must; cease the use of any reference to the PCERT Limited certification, return to PCERT Limited any certificates, and cease carrying out work within the scope of the scheme. The revocation of certification will be made public on the PCERT Limited webpage.

A certified person must inform PCERT immediately in the event of a matter which may affect their capability to fulfil the certification requirements contained within these rules. Likewise, any person who employs a PCERT Limited certified person must inform PCERT Limited of any reason why such person may be incapable of maintaining certification requirements.

Individuals have the right of appeal to PCERT Limited as per section 8.2 below.

8. Complaints against PCERT

8.1. Complaint Process

Candidates and individuals have the right to make a complaint against the PCERT Limited Scheme or associated assessment. This includes any complaints regarding the attendance at a third-party assessment centre sub-contracted by PCERT Limited. Complaints will be investigated following our standard operating procedures, and the outcome from the investigation, including any action taken, will be communicated to the person reporting the complaint. Decisions made by PCERT Limited following a complaint can be appealed by following section 8.2 below.

8.2. Appeals

- 8.2.1. Appeals can be made against the PCERT Limited scheme with respect to any decision which has been made regarding certification, complaints, or operation of the scheme. To begin an appeal, you must write to PCERT Limited (either by email or post) stating your claim for appeal and associated evidence. Your appeal must be sent within 21 days of the notification date of the decision.
- 8.2.2. We will first acknowledge receipt of your appeal, before making a ruling based on the appeal submitted. Sometimes, we may acknowledge and respond to the appeal within our initial response. We will make a ruling within a reasonable timescale, depending on the context.
- 8.2.3. If you do not accept the ruling we have cited in response to the first appeal, you may make a final appeal which is heard by an outsourced appeals committee. We use the PIPA Testing Scheme Limited's investigation outcome committee ('IOC'), who are independent of PCERT Limited and any decisions made. Those involved in the IOC hearing were not involved in your assessment process.
- 8.2.4. The IOC will review the original decision and the appeal documents and evidence submitted, in order to come up with an independent decision on the outcome. The party who is unsuccessful will bear the costs associated with conducting an IOC hearing.

8.2.5. The IOC has full powers to:

8.2.5.1. Uphold the appeal, and either reverse or modify the decision appealed against, subject to any conditions the IOC may apply;

8.2.5.2. Reject the appeal.

8.2.6. The decision made by the IOC shall be final, conclusive and binding on PCERT Limited and the person involved in the appeal application, and decision being appealed. Full details of the appeal process can be found in our standard operating procedures, which is available upon request.

9. Publication and Disclosure

PCERT Limited holds records of all certified individuals and it shall make available, at the written request of an individual or a company, confirmation of an individual's certification status with PCERT Limited. This includes details of whether they hold a current certification, their certification has been revoked through suspension or withdrawal, or if the person does not hold a current certification.

PCERT Limited and The PIPA Testing Scheme Limited have a written memorandum of understanding in terms of sharing information about individuals who are members and certified individuals under each respective scheme. This is to ensure that both schemes run effectively.

10. Confidentiality

PCERT Limited is committed to ensuring that people's data is only used for the purpose in which it is intended for. All information will be held in accordance with the relevant data protection laws. Employees and agents of PCERT Limited shall ensure that there are good data protection governance procedures in place. And at no time shall information be disclosed to a third party unless required by law.

11. Fee Structure

The PCERT website states the current fees associated with application to certification. Applications will not be considered until the relevant fee is settled in full.

12. Guidance on Registration with the PIPA Testing Scheme Limited

Please note that achieving certification does not automatically permit use of any intellectual property owned by The PIPA Testing Scheme Limited, nor does it automatically activate registration into the PIPA Testing Scheme Limited.

The PIPA Testing Scheme Limited is a professional association for inspection bodies, and must not be confused with the certification of individuals.

Queries relating to registration into the PIPA testing scheme limited should be directed to PIPA directly.

Being a member of the PIPA Testing Scheme Limited is not a requisite of undergoing certification with PCERT Limited.

13. Contact Details + Feedback

General information can be found on the PCERT website.

PCERT is committed to reviewing this certification assessment scheme and welcomes all feedback to feed into its review process. Feedback must be provided in writing by email to ensure it is sufficiently captured and raised at the next review of the certification scheme.

PCERT is a registered company in England and Wales. Company number: 15993425.
Registered address: PCERT Limited, 301 Tea Factory, Fleet Street, Liverpool, L1 4DQ

General Enquiries: info@pipa.org.uk

Telephone: 0333 050 5327 (Reference PCERT certification for your reason of calling)

Annex A – General Conditions for Candidates

1. Definitions

1.1. In these Conditions the following terms shall have the following meaning:

“Conditions” means these PCERT General Conditions for Candidates;

“Enrolment” means you are enrolling on to complete the PCERT certification process;

“Enrolment Fee” means the fee payable to undertake PCERT certification assessment, and maintain certification during the period of a certification;

“IPR” means patents, utility models, rights to inventions, copyright and neighbouring and related rights, moral rights, trademarks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets) and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world;

“Malpractice Policy” means the latest PCERT policy relating to malpractice as amended from time to time;

“PCERT” means PCERT Limited (a company limited by guarantee under company number) registered at PCERT, 301 Tea Factory, Fleet Street, Liverpool, L1 4DQ, and/or its representatives;

“PCERT Assessment” means assessments of practical units and/or examinations which contribute towards successful completion of PCERT certification;

“PCERT Intellectual Property” means all IPR owned or controlled by PCERT;

“Policies” means the policies of PCERT and as amended, updated or added to from time to time;

“Registration Form” means the form submitted by you to PCERT when you apply for PCERT certification;

“Scripts” means the document containing your answers to PERTs Assessments; and

“You” refers to you, the person undergoing PCERT certification, or units thereof and “Your” shall be construed accordingly.

2. Scope of Terms and Conditions

2.1. These conditions govern your relationship with PCERT which come into force upon you electronically agreeing to them. Should you Enrol or register to undertake a programme of study related to a PIPA Inspector's training course, PCERT is not a party to this contract and any queries should be directed to the relevant training provider.

2.2. For the avoidance of any doubt PCERT's liability is limited to that of the fee's which have been paid for the relevant PCERT application. Any additional fees, charges, or payments due related to training lies with the relevant training provider.

2.3. The limit of PCERT's liability as per clause 2.2 will only be effective once PCERT has received your application form which is confirmation in writing of your intention to undertake certification with the PCERT scheme.

3. Application, Transfer and Cancellation

3.1. These conditions set out the basic obligations of PCERT and your obligations and responsibilities which include but are not limited to fees and payments. By electronically agreeing to this document, you accept these conditions.

3.2. Confirmation of your application to undergo certification with PCERT will only be effective when PCERT has received your signed agreement. PCERT may accept or decline your application at its absolute discretion.

3.3. Application is for the purposes of identifying you, and tracking progress through certification, and any necessary assessments. You are responsible for ensuring that all the information provided for the purpose of certification is complete and accurate. PCERT will contact you primarily by email and you are responsible for checking any updates or responding to any requests for information by PCERT.

3.4. Application for certification which requires an examination type assessment means that you agree to abide by the regulations for that PCERT assessment.

3.5. Any samples, description matter, or advertising issued by PCERT, and any descriptions contained in PCERT brochures, documents or website, are issued or published for the sole purpose of giving an idea of certification with PCERT. They shall not form part of the conditions or have contractual force.

3.6. Subject to clause 2.2, these Conditions shall apply to the exclusion of any other terms, or any other terms that you seek to impose, or which are implied by law, custom, practice or course of dealing.

3.7. PCERT certification fees are non-refundable, and cannot be transferred to other applications. Upon payment, PCERT begins to assess your application, and the fee covers the associated costs.

3.8. Upon payment of any fee for the practical and/or written assessment, the following refund terms apply:

3.8.1. Notification to PCERT which is more than 70 days in advance of the assessment date will receive a full refund of the fees paid for the assessment.

3.8.2. Notification to PCERT which is between 70 days and 15 days in advance of the assessment date will receive a 50% refund of the fees paid for the assessment.

3.8.3. Any cancellations which are less than 15 days in advance of the assessment date will not be refunded.

3.8.4. If a medical or family emergency occurs within 15 days of the assessment date, prior to your arrival to the assessment, which forces you to be unavailable to attend the assessment, PCERT may, at its discretion, allow you to reschedule the assessment date free of charge. You must contact the PCERT team as soon as you become aware of the emergency. PCERT will advise you of any evidence which is required to review the situation. Acceptance of evidence is at the discretion of PCERT and there is no automatic right to rebook or obtain a refund if you cannot sit an assessment date for medical or family reasons.

3.8.5. If on the assessment date you arrive to the assessment and you must leave for any reason, you will not be entitled to a refund.

3.8.6. If PCERT is required to cancel an assessment, you will be entitled to either: a full refund of the fees paid for the assessment. or you may transfer onto another assessment date. PCERT will not reimburse any additional costs associated with your attendance at an assessment venue.

3.8.7. For the avoidance of doubt, any refund will be of the money paid by the candidate regardless of the current price stated or being advertised.

4. Submission of documentation and completion of assessments

4.1. You represent, warrant, and covenant that all information submitted by you to PCERT as part of the certification process, including assessment answers, is entirely Your own. You will neither: (i) provide nor accept improper assistance; nor (ii) use unauthorised materials in attempting to satisfy assessment requirements.

4.2. You will not attempt to remove any assessment material, or reproduce assessment material, following an assessment date.

4.3. Any attempt or intention to carry out misconduct will be deemed as inappropriate by PCERT, and you may be removed from the certification process upon investigation. The term misconduct is defined by PCERT in clause 13.

4.4 Identification checks are in place throughout the certification process. Any attempt to undertake any part of the certification process on behalf of another person will be viewed as misconduct, and you may be removed from the certification process upon investigation.

5. PCERT's Liability

5.1. Subject to clause 5.2, PCERT expressly excludes liability for:

5.1.1. any loss or damage to your property unless caused by the negligence of PCERT or its directors/appointed persons;

5.1.2. any:

i. loss of profit;

ii. loss of anticipated savings;

iii. loss of use or corruption of software, data or information;

iv. failure of learners technical equipment required to complete assessment including internet access

v. loss of earnings;

vi. loss of opportunity or loss of living expenses; or

vii. indirect or consequential loss suffered by You, due to the breach by PCERT of any obligation to you or due to any other act or omission or negligence of PCERT or its employees or agents. Nothing in these conditions shall operate to exclude or limit PCERT's liability which cannot be legally limited including (but not limited to) liability for:

5.1.2.a. death or personal injury due to its negligence;

5.1.2.b. fraud or fraudulent misrepresentation; or

5.1.2.c. any breach of the obligations implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession).

5.2. Without prejudice to clause 5.1, PCERT's total liability arising under or in connection with these conditions, whether arising in contract, tort (including negligence) or restitution, or for breach of statutory duty or misrepresentation, or otherwise shall be limited to the fees paid to PCERT.

5.4. Neither you nor PCERT shall have any liability to each other for any failure or delay in the performance of obligations due to any cause beyond the relevant party's reasonable control.

5.5. PCERT shall have no liability to you should its website be unavailable to access at any time or fails to perform within usual parameters or at all. PCERT does not guarantee that its website is free from viruses and will be uninterrupted or error free. Conditions relating to use of our website can be found as part of the terms & conditions notice on the website.

6. Termination

6.1. Either party may terminate these conditions with immediate effect by giving written notice to the other party if the other party commits a material breach of any term of the conditions and (if such a breach is remediable) fails to remedy that breach within 14 days of that party being notified in writing to do so.

6.2. PCERT may terminate your application at any time by written notice if:

6.2.1 You breach these conditions, or any terms and conditions contained in any letter confirming your application or any documents or policies issued by PCERT at any time; or

6.2.2 You fail to pay any fees due directly or indirectly, which relate to an application or assessment on the due date for payment; or

6.2.3 it is discovered that You have provided PCERT with any false or misleading information; or

6.2.4 You do not meet all the certification requirements specified in PCERT's certification scheme rules (where applicable); or

6.2.5 You are verbally or physically abusive in contravention of clause 8; or

6.2.6 You are involved in any malpractice pursuant to clause 13.

7. Consequences of Termination

7.1. Termination or expiry of the conditions shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of these conditions which existed at or before the date of termination or expiry.

7.2. Any provision of the conditions that expressly or by implication is intended to come into or continue in force on or after termination or expiry of the conditions shall remain in full force and effect.

8. Verbal or Physical Abuse

8.1. PCERT will not tolerate verbal or physical abuse of its employees, personnel, or stakeholders.

8.2. Any such incident of abuse may lead to (a) restriction of communications with you to a specified means e.g. via letter or email only or (b) in cases which PCERT, at its sole discretion, considers to be serious or in repeated cases of physical or verbal abuse, termination of certification with PCERT, and / or exclusion from future certification with PCERT.

9. Data Protection

9.1. PCERT will hold personal information about you and will use the information as follows:

9.1.1. to process our applications to PCERT and administer your enrolment and assessment including post-assessment services;

9.1.2. to respond to requests by providing verification to those requesting the information about the status of your certification with PCERT (limited to certified, not currently certified, or suspended);

9.1.3. to respond to queries raised by you

9.1.4. to administer policies;

9.1.5. to notify you of your PCERT certification status and results;

9.1.6. to make You aware of the services PCERT and other similar organisations can offer including information on current and future courses and qualifications unless you have notified us that You have opted out of receiving such information;

9.1.7. to carry out research to help PCERT to improve and plan its work. The data used for this is non-identifiable for example (women under 50)

and

9.1.8. As otherwise permitted by the UK Data Protection Act 2018, described within our Privacy Policy

9.2. You hereby consent to PCERT emailing and posting your results to you.

9.3. You hereby consent to allow verification of your PCERT certification status by request, via a website chosen by PCERT, or via any use of QR codes on the Certificates.

10. Intellectual Property Rights and PIPA website

10.1. All PCERT and PIPA intellectual property shall remain vested in the relevant company. PIPA or PCERT intellectual property may not be reproduced/copied/distributed in any way without the prior written consent or as required by law.

10.2. If You access PIPA's website you must do so only subject to PIPA's terms of use, which is available on request and on its website.

10.3. For the avoidance of doubt, you must not share in any form, the questions pertaining within a PCERT assessment, or the answers, with any other person or company.

11. Complaints

11.1. In the event a candidate wishes to raise a formal complaint, he/she must do so in writing to the PCERT scheme. PCERT will respond to the complaint within 28 days.

11.2. PCERT will investigate any complaints and seek to establish whether there has been a failure on PCERT's part due to a breach of these conditions, certification scheme rules, or statutory right.

11.3. PIPA's liability will be limited as stated in clause 5 of these conditions.

12. Appeals

- 12.1. The PCERT appeal process is documented within PCERT's certification scheme rules.
- 12.2. Any costs associated with the appeals process will fall against the unsuccessful party.
- 12.3. PCERT operates a two-tiered appeal procedure:
 - Level 1: internal appeal and review
 - Level 2: External appeal through arbitration using the Chartered Institute of Arbitration

13. Misconduct Policy

- 13.1. Misconduct under these conditions and will be investigated by PCERT employees.
- 13.2. Types of misconduct (but not limited to):
 - 13.2.1. Verbal or physical abuse (as per clause 8)
 - 13.2.2. Cheating, defined as contravening clause 4.
 - 13.2.3. An unlawful act carried out in relation to sitting the assessment or undergoing certification;
- 13.3. Investigations into misconduct will be carried out in line with PCERT's complaints procedure, with the exception that the potential outcomes of an investigation are limited to either no further action, or termination of this contract as per clause 6. And the outcome may be decided by the managing director of PCERT.
- 13.4. Appeals against decisions of misconduct may be raised in line with clause 12.

14. General

- 14.1. Failure by PCERT to enforce strict compliance with these conditions by you shall not be considered to be a waiver of any provisions of these Conditions.
- 14.2. If any provision of these conditions is invalid or unenforceable in whole or in part the validity of the other provisions of these conditions, and the remainder of the provision in question, shall not be affected.
- 14.3. A person who is not a party to the contract governed by these Conditions shall not have any rights under or in connection with it by virtue of the Contracts (Rights of Third Parties) Act 1999 except where such rights are expressly granted to a candidate, but this does not affect any right or remedy of a third party which exists, or is available, apart from in that Act.
- 14.4. PCERT may at any time assign, subcontract, delegate or deal in any other manner with any or all of its rights and obligations under these conditions.
- 14.5. You may not assign or deal in any other manner with any of your rights and obligations under the conditions.

14.6. These conditions shall be governed by and interpreted in accordance with English Law and the parties agree to submit to the exclusive jurisdiction of the English Courts.

15. Statutory Rights

These conditions shall not affect your statutory rights as a consumer.

Annex B – Assessment Syllabus

B.1 – Written Assessment Syllabus

Overview

The purpose of the written assessment is to assess the candidate against key knowledge resources, to check their understanding and application.

The written assessment is conducted using an electronic assessment form under strict exam conditions. Candidates are required to bring an electronic device which has a web browser to connect to the internet (e.g. tablets, laptops. Mobile phones can be used but not recommended due to their small screen size).

It is a single, closed-book examination lasting 75 minutes. There are a variety of multiple-choice questions, short answer questions, and calculations to be performed. Questions are specific to a particular inspection area, but selected at random from a ‘bank’ of questions. Any multiple-choice options within each question are also presented at random.

All answers are submitted electronically, and there is no interaction between candidates and invigilators (except specified within these instructions). To pass, candidates are required to achieve an 80% pass mark.

Syllabus

Candidates are expected to have knowledge in all areas as per the job description in section 3.2. Specifically for the written assessment, they require knowledge in:

1. Which inflatable devices fall within BS EN 14960-1, defined by the PIPA inspection framework.
2. The definitions described within BS EN 14960-1.
3. The safety requirements within section 4 of BS EN 14960-1, including:
 - 4.1.1. Fabrics
 - 4.1.2. Thread
 - 4.1.3. Netting
 - 4.1.4. Ropes
 - 4.1.5. Dangerous Substances and Decorative Finishes

- 4.2.1. Anchorage
- 4.2.2. Structural Integrity
- 4.2.3. Access / Egress
- 4.2.4. Blowers
- 4.2.5. Entrapment
- 4.2.6. Hard Objects
- 4.2.7. Electrical Installations
- 4.2.8. Siting
- 4.2.9. Containment
- 4.2.10. Wall Heights on Slopes
- 4.2.11. Run outs

4.3. Number of Users

4.4. Supervision

- 4. Sections 5 to 9 of BS EN 14960-1.
- 5. Able to carry out calculations on inflatable device anchorage using Annex A of BS EN 14960-1 and PIPA guidance note TB008.
- 6. Apply the PIPA guidance notes TB001, TB002, TB003, TB007, TB008, TB009, TB010, and IS04 as part of any answers given.
- 7. Can apply the PIPA inspection framework, alongside published guidance BS EN14960-01 and supplementary PIPA guidance notes.

B.2 – Practical Assessment Syllabus

Overview

The purpose of the practical assessment is to assess the candidate's ability to undertake an inspection of an inflatable amusement device against the PIPA inspection framework in the correct format resulting in clear outcomes.

The practical assessment is a two-part exam, each part comprising of a permitted examination time up to 90 minutes.

Practical - Part One

A self-led inspection of a bounce and slide inflatable combo-device under examination conditions. The objective of the exam is to carry out a full and independent PIPA inspection and record the findings on the record sheet for marking. The inspector is expected to pass all parts selecting the correct outcomes as defined in the PIPA Inspection Framework, within the stated tolerance in the framework.

Practical – Part Two

An examiner-prompted inspection, in which the candidate is prompted of the next inspection area, taking the candidate through a full PIPA inspection of the device.

Candidates are required to explain their observations, findings, and decision making. As part of the examination, the candidate will be asked to demonstrate the appropriate PIPA accepted inspection methods. The examiner will not indicate or prompt if an inspection area has been overlooked. The examiner will prompt if any outstanding accepted inspection methods have yet to be demonstrated.

Notes and recordings of findings and measurements may be recorded on blank paper to assist the candidate in any required calculations, but it will not be marked as part of the assessment. All measurements must be given verbally to the examiner who will record the findings.

To pass this part of the practical exam, the candidate is required to:

- Correctly identify 100% of the inspection areas which are considered to be 'failures' under the PIPA inspection framework.
- Achieve a score of at least 80% for all other marks which can be awarded during the examination:
 - A mark is awarded for all areas which are considered to be a 'pass' but are noted by the candidate as a 'pass or advisory'.
 - A mark is awarded for all areas which are considered to be an 'advisory' but are noted by the candidate as an 'advisory or fail'.
- Successfully demonstrate all of the accepted inspection methods.

Syllabus

Candidates are expected to have knowledge in all areas as per the job description in section 3.2. Specifically for the practical assessment, they are required to:

1. Demonstrate each of the PIPA inspection framework Accepted Inspection Methods (PIF002), including undertaking and explaining how to perform the specific measurements, and link in the relevant parts of BS EN 14960 (Part 1), particularly Annex C and D, and PIPA guidance notes.
2. Carry out a full and independent inspection of an inflatable device, of any type covered by BS EN 14960 (Part 1), in line with the PIPA inspection framework (PIF003).

Annex C - Code of Conduct

A.1 OVERVIEW

- A.1.1 The purpose of this Code of Practice is to ensure that all certified individuals operate in a fair and reasonable manner and in compliance with the expectations of the scheme.
- A.1.2 Compliance with this Code of Practice is mandatory for all certified individuals. This Code of Practice is not able to explicitly cover every situation which may arise, but individuals are expected to adhere to the spirit of this Code of Practice at all times.
- A.1.3 Breaches of the code of conduct are investigated by PCERT, following the details under section 4.5 of the scheme rules.
- A.1.4 Nothing contained in this Code of Practice affects the contractual or statutory rights of the certified individual or the customer. For further information about your statutory rights contact your local Trading Standards department or Citizens Advice Bureau.

A.2 STANDARD OF SERVICE

- A.2.1 Certified individuals must be clear and open in their dealings with customers. They must not knowingly misrepresent facts to a customer. Certified individuals must behave with honesty and integrity at all times.
- A.2.2 Certified individuals shall maintain a high standard of service to customers, trade fairly and responsibly, and shall not conduct their business in any manner that would bring the certification scheme into disrepute.

A.3 STANDARD OF WORKMANSHIP AND SAFETY

- A.3.1 Members must take all reasonable steps to ensure the safety of employees and members of the public and carry adequate insurance.
- A.3.2 All workmanship shall comply with the requirements of the contract and shall be carried out with reasonable care and skill as outlined in the Consumer Rights Act 2015.
- A.3.3 Members are liable for the quality of their own work and shall ensure that all work is carried out in a safe and timely manner. Any warranties which may, from time to time, be provided are at the sole discretion of the certified individual.

A.4 COMMUNICATION, ADVERTISING AND SOCIAL MEDIA USE

- A.4.1 All advertisements and promotional activity must be clear, legal and truthful. Advertisements must not be misleading or create a false impression even if everything stated is literally true. It must comply with all relevant legislation.
- A.4.2 Promotional activity includes (but is not limited to) websites, brochures, blogs, social media, exhibition stands and e-shots.

A.4.3 Members must not engage in any activity or practice which may result in public criticism.

A.4.4 Certified individuals must not make any false, misleading or derogatory claims or comments (by any means and indirectly or directly) regarding their registration scope or status.

A.5 THE CONTRACT

A.5.1 Where a contract exists between a member and a customer, the member shall provide the customer with clear descriptions of the services to be provided and use fair and plain contract conditions which clearly set out the rights and obligations of each party.

A.5.2 The contract must comply with all the relevant statutes and legislation.

A.5.3 The contract must:

- Show the name, contact and address details of the member
- Describe the services provided in full
- Provide clear information on timescales
- Describe the terms and timescales of payment
- Identify any additional charges that may arise
- Draw the customer's attention to any unusual features of the contract
- Provide a full set of the member's terms and conditions
- Incorporate an acceptance by the customer of the terms

A.5.4 A member may not cancel or significantly alter a contract after it has been entered into without informing the customer of the changes (including any alteration in price) and giving them the opportunity to withdraw from the contract.

A.6 COMPLAINTS, DISPUTES AND CLAIMS

A.6.1 Members must have clear and fair procedures in place for dealing with customer complaints.

A.6.2 Members must ensure that all staff are instructed in the handling of complaints. Staff should adopt a friendly and positive approach towards resolving a complaint. Staff should always try to resolve complaints informally in the first instance, although it is important that staff know how to deal with a complaint formally in the event an informal resolution can't be reached.

A.6.3 Members must ensure that all staff have the name and contact details of the person to whom complaints are to be referred within their organisation.

A.6.4 Members shall maintain a record of complaints in writing and their resolutions and/or outcomes. This should be made available for PIPA to inspect whenever PIPA so requests.

A.6.5 Members shall co-operate with customers, their advisors and PIPA in the resolution of complaints.

- A.6.6 If a dispute cannot be settled, PIPA may assist the parties to appoint an independent arbitrator to settle the dispute. Members co-operation with any appointed arbitrator will be mandatory.
- A.6.7 The arbitrator may charge a fee and PIPA may ask either or both parties to pay a deposit in relation to the arbitrator's fees before making such arrangements.