

# **Certification Handbook**

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Certified Elevator Inspector (CEI)  
Certified Elevator Inspector Supervisor (CEIS)

**Qualified Elevator Inspector Training Fund**

**Effective December 2013**

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## QEITF CEI/CEIS Certification

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The Qualified Elevator Inspector Training Fund (QEITF) **Certified Elevator Inspector (CEI)** certification program is designed to recognize individuals who meet the qualifications and are competent to perform the duties of elevator inspectors as defined in Part 2, Sections 2.1 and 2.2 of the latest edition of the ASME QEI-1 *Standard for the Qualification of Elevator Inspectors*. The CEI certification program also evaluates compliance with the maintenance of qualifications requirements of Section 2.3 of the ASME QEI Standard.

The QEITF **Certified Elevator Inspector Supervisor (CEIS)** certification program is designed to recognize individuals who meet the qualifications and are competent to perform the duties of elevator Inspector Supervisors as defined in Part 3, Sections 3.1 and 3.2 of the latest edition of the ASME QEI-1 *Standard for the Qualification of Elevator Inspectors*. The CEIS certification program also evaluates compliance with the maintenance of qualifications requirements of Section 3.3 of the ASME QEI Standard.

QEITF developed the CEI and CEIS certification programs to set a standard of knowledge and distinguish elevator inspectors and inspector supervisors who have shown they have the skill and competence to perform the requirements of the job.

### About QEITF and the Certification Council

QEITF is a 501(c)(3) tax exempt, non-profit Educational Trust governed by its Board of Trustees. The Board has granted authority to the QEITF Certification Council (CC) to independently make essential decisions related to standards, policies and procedures of the certification program. The CC is responsible for the development of the requirements for eligibility, examination, and maintenance and recertification for the QEITF CEI (Inspector) and QEITF CEIS (Inspector Supervisor) certifications based on the requirements of the ASME QEI-1 *Standard for the Qualification of Elevator Inspectors* (QEI-1 Standard). The Certification Council has developed the certification program to recognize competent elevator inspectors and inspector supervisors in order to improve elevator safety.

The QEITF Certification Council (CC) is solely responsible for essential decisions related to the development, administration, and ongoing maintenance of the CEI and CEI-Supervisor certification programs. The CC ensures that all application and eligibility requirements, examination development and administration, certification maintenance requirements, and all certification program policies and procedures are directly related to the scope of the certification programs.

The Certification Council values and understands the importance of impartiality in carrying out all of its certification activities. The Council establishes and implements policies to manage conflicts of interest and ensure the objectivity of its certification activities.

## Section 1: Applying for Certification

### Eligibility

The Certification Council has developed requirements for eligibility to ensure that the application process is fair and impartial for all applicants. The eligibility requirements have been established to ensure that individuals certified by the QEITF CC have an acceptable level of knowledge and skills needed to practice safe and effective elevator inspections and/or to safely and effectively supervise elevator inspectors. In establishing these requirements, the CC has followed the established ASME QEI-1 Standards for the Qualification of Elevator Inspectors (QEI-1).

The scope of practice of inspectors and inspector supervisors is defined in Section 1.1 of the QEI-1 Standard.

The CC is committed to providing a fair and objective certification process. As such, all individuals who seek certification must meet the established eligibility requirements before taking the exam.

### *Qualified Elevator Inspector Requirements: Certified Elevator Inspector (CEI)*

Before taking the exam, candidates for CEI certification must meet all eligibility requirements in effect at the time of their application for certification.

- 1) High school or GED diploma;
- 2) Five (5) years of supervised experience in the elevator trade (includes an 8,000-hour national apprenticeship program and one year of post-apprenticeship experience);
- 3) Passing score on the National Elevator Industry Education Program (NEIEP) Mechanic Exam or an equivalent;
- 4) Completion of a training course on the use of current relevant elevator codes and standards;
- 5) Code of Ethics (Conduct) attestation;
- 6) Passing score on the QEITF CEI assessment.

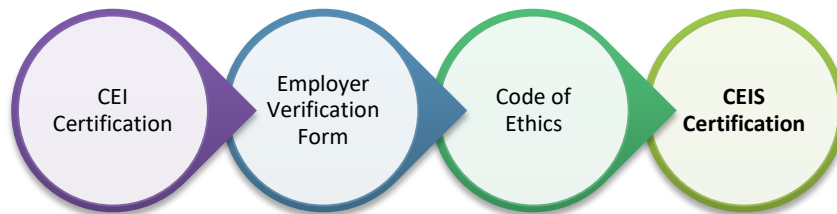
Qualifications (1), (2), (3), and (4) are pre-requisites for consideration as a QEITF CEI candidate. Candidates are responsible for submitting documents or other evidence to the Certification Council which demonstrate their compliance with these pre-requisite standards.



***Qualified Elevator Inspector Supervisor Requirements: Certified Elevator Inspector Supervisor (CEIS)***

All applicants for the CEIS must:

- 1) Hold the QEITF Certified Elevator Inspector (CEI) certification at the time of application**
- 2) Submit an Employer Verification Form: the Employer Verification Form must be completed by current and/or previous employer(s) to verify:**
  - a. The applicant’s aptitude for leadership, administration, and management;**
  - b. The applicant’s demonstrated ability to perform the administrative and technical job duties of an Inspector Supervisor;**
  - c. Five (5) years of experience as a Certified Elevator Inspector. Advanced education, such as technical school, college, or a degree in engineering, may reduce the number of required years by one to three years as determined by the Certification Council’s evaluation of the candidate’s academic accomplishments.**
- 3) Sign a Code of Ethics (Conduct) attestation.**



***Membership Requirement***

To earn QEITF CEI certification, applicants must meet all of the eligibility requirements and pass the examination. Membership in QEITF, or any other membership organization, is not a requirement for certification.

***Eligibility Appeals***

Applicants who have submitted a completed application and who are notified that they do not meet the eligibility requirements may appeal this decision by sending a written notice of the appeal to the Program Administrator within 45 days of the postmark or time stamp on the eligibility decision. The Program Administrator will forward the notice to the CC for review, along with any relevant information from the initial review of the application. Written notice of the final decision will be sent to the applicant within 30 days of the review. The decision of the CC will be final.

***Reciprocity***

Individuals who are currently certified in good standing as elevator inspectors or elevator inspector supervisors and who have successfully completed an examination and earned

certification under the QEI-1 Standard offered by an ANAB 17024-accredited certification program may apply for the corresponding QEITF certification.

These individuals must meet the following additional eligibility requirements:

1. Five (5) years of supervised experience in the elevator trade;
2. Mechanic certificate issued by the National Elevator Industry Education Program (NEIEP) or equivalent;
3. Code of Ethics (Conduct) attestation;
4. Passing score on the QEITF QEI-1 assessment.

These individuals must meet all the QEITF maintenance of certification requirements. The certification cycle for maintenance of certification will begin on the day the individual's application is approved.

## **Application Requirements**

To apply for CEI or CEIS certification, all applicants must submit a completed application form to demonstrate that they meet the eligibility requirements. To complete the application process, you must:

- Complete the online application available at [www.qeitf.org](http://www.qeitf.org); or
- Download the application form and mail it with payment to QEITF Program Administrator, 8221 Snowden River Parkway, Columbia, MD 21045.

Applications are due at least four weeks prior to the testing date. Incomplete or illegible applications may not be processed and will be returned to the applicant.

The Program Administrator will send acknowledgement of receipt for all applications via email. After initial review of the application materials, each applicant will be notified that either the materials are (1) complete and approved or (2) incomplete and require additional information or documentation.

Fee payment is required for the application to be considered complete.

Confirmations, notifications, examination scheduling instructions and examination results will be sent to the email address indicated on the application form. Therefore, it is essential that your email address is included on the application form and that you notify QEITF if your contact information changes.

Candidates for certification will be approved to take the examination at the next available date and will be notified of the date, place, and time of the examination.



### ***Applications for Certification & Recertification***

The information provided on the applications and supporting documentation for certification and recertification will be used to determine the applicants' compliance with the established requirements.

The applications will include the applicant's signature attesting to:

- Understanding the scope of the certification
- Understanding and agreeing to comply with the code of conduct and the disciplinary policy
- Agreeing to comply with all certification requirements and agreeing to supply any information needed to evaluate and verify compliance
- Make claims regarding certification only as permitted by the policies including the use of certification policy
- Use the certification only as authorized and to refrain from making any statement regarding certification that is inaccurate, misleading, or unauthorized

The application form and all supporting documentation must be submitted to QEITF in accordance with the application instructions. Applicants are advised to retain a copy of all submitted materials.

### ***Application Review and Verification***

All applications are reviewed to determine if the applicant meets all eligibility requirements. Any information submitted in the application may be verified by QEITF.

### ***Change of Contact Information***

It is the responsibility of the applicant/candidate to notify QEITF immediately of any change in mailing address, phone number, or email address.

### ***Test Fees***

Certification exam fees are as follows:

- IUEC benefit-eligible members not in self-pay, IUEC retirees, and employers signatory to a collective bargaining agreement with the IUEC: \$250.00
- All others: \$500.00

Payment may be made by credit card when submitting your online electronic application, or by cashier's check or money order if submitting a paper application.

No refunds of exam fees are available once a candidate has taken the exam.

***Scheduling an Exam***

Upcoming exam locations and dates are listed at [www.geitf.org](http://www.geitf.org).

All applicants that qualify to take the exam receive a confirmation email that includes the examination date, exam start time, check-in time, and location address.

***Eligibility Appeals / Denial***

Applicants who have submitted a completed application and who are notified that they do not meet the eligibility requirements may appeal this decision by sending a written notice of the appeal to the Program Administrator within 45 days of the postmark or time stamp on the eligibility decision. The Program Administrator will forward the notice to the Certification Council for review along with any relevant information from the initial review of the application. Written notice of the final decision will be sent to the applicant within 30 days of the review. The decision of the Certification Council will be final.

## Section 2: Preparing for the Examinations

### How the Exam Is Developed: CEI

#### *Job Analysis*

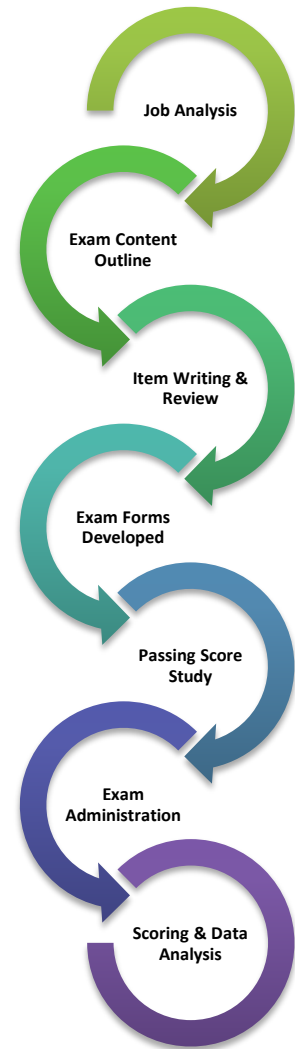
The purpose of the QEITF CEI exam is to confirm that candidates for CEI certification can perform the duties and responsibilities of an elevator inspector to a degree of competence that protects both the public and elevator employees (e.g., mechanics) from injury or death. To satisfy this goal, the exam is developed to meet established standards of validity, reliability, and fairness.

The exam is based on a job analysis study that provided a formal investigation of the elevator inspector job. The job analysis study provides the foundation for the exam’s content and format. Basing the development of the exam on the job analysis study ensures that the content of the exam reflects the priority and importance of the job content, and the format of the exam conforms to the actual performance of the job duties and responsibilities with as much fidelity as feasible. The job analysis relies on multiple methods for defining job tasks including referring to pre-existing job descriptions and standards, interviewing experts in elevator inspection and inspection supervision, and administering surveys to inspectors and inspector supervisors. QEITF conducted an initial job analysis study in 2013 and will continue to conduct new studies every six years. Based on the outcome of the job analysis study task survey and input from subject matter experts a test plan, or content outline, for the exam was developed.

#### *Exam Development*

Exam questions, or “items,” are formatted as written simulations of tasks performed by elevator inspectors. In general terms, elevator inspectors observe (by sight, sound, smell, or touch) elevator, escalator, and moving walk operations to determine and document whether the equipment or systems are functioning properly. Exam items are constructed to replicate these activities, but in a written format.

Exam items are developed by individuals with a depth of elevator industry knowledge and then reviewed by a committee of experts. Over time, exam items are evaluated and updated or replaced. While the items on the exam may change over time, the content and weighting of the exam as described in the content outline remains the same.



***Passing Score***

Defining the level of competence required to pass the exam is an important step for any certification program. The passing score is selected to identify inspectors who can or cannot perform adequately on the job. To accomplish this the passing point for the exam is based on requirements of the job and the difficulty of the exam items as judged by a panel of expert inspectors and inspector supervisors. This panel, led by an expert testing consultant, uses an established technique to determine the passing point. The technique, known as the “Angoff Method” is used because of its widespread acceptance in both the testing profession and federal courts.

***Scoring***

During the exam candidates read a description of a situation at their computer monitor, locate the appropriate code book and code, enter that code as part of the answer, and enter whether or not the item situation is a code violation. Candidates must correctly answer all three parts to an item (e.g., code book, code reference, violation?) in order to be scored as “correct.”

***Studying for the Exam***

***Exam Description***

The exam covers the following topic / activity areas. Candidates are encouraged to review these areas in preparation for the exam. The exam is administered by computer. Each exam item consists of 3 parts. Candidates must read a scenario and then locate the appropriate code book and code, enter that code as part of the answer, and then enter whether or not the item situation is a code violation. The exam is designed to be completed by all candidates within eight (8) hours including time for a meal break after four (4) hours. Lunch will be provided.

***Exam Content Outline***

<b>Topic/Activity Area</b>	<b>Weight (%)</b>
<b>Inside of Car</b>	<b>17</b>
<b>Machine Room</b>	<b>19</b>
<b>Top of Car – Electric</b>	<b>8</b>
<b>Top of Car – Hydraulic</b>	<b>6</b>
<b>Elevator Pit</b>	<b>14</b>
<b>Outside Hoistway</b>	<b>8</b>
<b>Firefighter’s Service</b>	<b>10</b>
<b>Escalators (external)</b>	<b>6.5</b>
<b>Escalators (internal)</b>	<b>3.5</b>
<b>Moving walks (external)</b>	<b>5</b>
<b>Moving walks (internal)</b>	<b>3</b>
<b>Totals</b>	<b>100</b>

## How the Exam Is Developed: CEIS

### *Job Analysis*

The purpose of the QEITF CEIS exam is to confirm that candidates for CEIS certification can perform the duties and responsibilities of an elevator inspector supervisor to a degree of competence that so that they can provide effective supervision of inspectors, which then allows the inspectors to carry out their duties to protect both the public and elevator employees (e.g., mechanics) from injury or death. To satisfy this goal, the exam is developed to meet established standards of validity, reliability, and fairness.

The exam is based on a job analysis study that provided a formal investigation of the elevator inspector supervisor job. The job analysis study provides the foundation for the exam's content and format. Basing the development of the exam on the job analysis study ensures that the content of the exam reflects the priority and importance of the job content, and the format of the exam conforms to the actual performance of the job duties and responsibilities with as much fidelity as feasible. The job analysis relies on multiple methods for defining job tasks including referring to pre-existing job descriptions and standards, interviewing experts in elevator inspection supervision, and administering surveys to inspector supervisors. QEITF conducted an initial job analysis study in 2014 and will continue to conduct new studies every six years. Based on the outcome of the job analysis study task survey and input from subject matter experts a test plan, or content outline, for the exam was developed.

### *Exam Development*

Exam questions, or "items," are formatted as written simulations of tasks performed by elevator inspector supervisors. In general terms, elevator inspector supervisors provide oversight of inspector technical activities, and perform a variety of general supervisory duties including solving workplace problems, developing and evaluating performance goals, coaching and developing the inspectors, and managing their performance. Exam items are constructed to replicate these activities, but in a written format.

Exam items are developed by individuals with a depth of elevator industry knowledge and then reviewed by a committee of experts. Over time, exam items are evaluated and updated or replaced. While the items on the exam may change over time, the content and weighting of the exam as described in the content outline remains the same.

### *Passing Score*

Defining the level of competence required to pass the exam is an important step for any certification program. The passing score is selected to identify inspector supervisors who can or cannot perform adequately on the job. To accomplish this the passing point for the exam is based on requirements of the job and the difficulty of the exam items as judged by a panel of expert inspector supervisors. This panel, led by an expert testing consultant, uses an established technique to determine the passing point. The technique, known as the "Angoff Method" is used because of its widespread acceptance in both the testing profession and federal courts.

**Scoring**

During the exam candidates read a description of a situation on their computer monitor. This description is then followed by a question. Candidates then choose the appropriate course of action from the three alternatives presented.

**Preparing and Studying for the Exam**

**Exam Description**

In order to prepare for the exam, candidates are provided links and encouraged to complete an online, self-administered behavioral program that teaches general supervisory practices. The training offers a comprehensive, cost-effective program to prepare candidates for a new supervisory role.

The exam covers the following topic / activity areas. Candidates are encouraged to both complete the online training course and then review these areas in preparation for the exam. The exam is administered by computer. Candidates must read a scenario that is followed by a question. Candidates must choose the appropriate course of action from the three alternatives presented. The exam is designed to be completed by all candidates within four (4) hours.

**Exam Content Outline**

Topic/Activity Area	# of Items
Solving Workplace Problems	2
Essential Skills of Communicating	2
Achieving Communication Effectiveness	3
Developing Performance Goals and Standards	2
Effective Discipline	2
Developing and Coaching Others	2
Coaching Job Skills	2
Dealing with Difficult Customer Situations	2
Managing Complaints	2
Resolving Conflict	2
Hiring Winning Talent	2
Providing Performance Feedback	2
ASME Elevator Codes	5
<b>Total</b>	<b>30</b>

## Section 3: Taking the Exam

### What to Expect on Exam Day

Candidates are eligible to take the exam after their application has been approved.

To provide a fair and consistent environment for all candidates, the exam is delivered using standardized procedures and following strict security protocols. Candidates are required to follow all exam site rules at all times. Failure to follow these rules may result in termination of a candidate’s testing session and/or invalidation of the candidate’s exam score.

During any portion of the exam candidates may make note directly on the Test Answer Form of any items they feel may be unfair or unclear. This written feedback will be submitted by candidates to the exam proctor at the end of the exam session. Feedback received from candidates will be reviewed as part of the overall examination review and quality assurance process. Candidates will not receive direct feedback regarding specific item decisions.

### Taking the Exam

#### Required Identification

All candidates are required to present proof of identity on exam day. Applicants without an acceptable ID will not be admitted to the exam. No exceptions to this requirement will be allowed. Acceptable identification is an unexpired government-issued photo ID with a signature (examples include driver’s license, passport, citizenship card, age of majority card, and military ID card). The name on the ID must match the candidate’s name and the photo on the ID must validate the candidate’s identity.

#### Required Code Books (CEI)

Each candidate must have the latest editions of the following code books for the operation and inspection of elevators, escalators, moving walks, and other noted related equipment.

REQUIRED CODE BOOKS	
<ul style="list-style-type: none"> <li>• ASME <a href="#">QEI-1</a></li> <li>• ASME <a href="#">A17.1</a> Safety Code for Elevators and Escalators</li> <li>• ASME <a href="#">A17.2</a> Guide for Inspection of Elevators, Escalators &amp; Moving Walks</li> <li>• ASME <a href="#">A17.3</a> Safety Code for Existing Elevators &amp; Escalators</li> <li>• ASME <a href="#">A17.4</a> Guide for Emergency Personnel</li> <li>• ASME <a href="#">A17.5</a> Elevator &amp; Escalator Electrical Equipment</li> </ul>	<ul style="list-style-type: none"> <li>• ASME <a href="#">A18.1</a> Safety Standard for Platform Lifts &amp; Stairway Chairlifts</li> <li>• ICC/ANSI-<a href="#">A117.1</a> Accessible and Usable Buildings &amp; Facilities</li> <li>• ANSI/ASSP-<a href="#">A10.4</a> Personnel Hoists and Employee Elevators on Construction and Demolition Sites</li> <li>• <a href="#">NEC</a> National Electric Code (NFPA 70 code book, not the handbook)</li> <li>• Elevator Industry Field Employee Safety Handbook</li> </ul>

### ***Prohibited Items***

Candidates are not permitted to bring the following items into the testing area:

- Calculators
- Cell phones
- Photographic or recording equipment
- Writing instruments

Pencils and scratch paper will be provided. All recording and communication devices and other unauthorized materials should be left in your car or at home, or they will be collected by the proctor(s) before admission and returned as candidates exit the site.

### **Exam Locations**

Exam sites are published in advance on the QEITF website.

Each candidate will receive a confirmation letter once their application has been approved. The letter includes authorization to take the exam along with specific information about the date, time and location of the exam.

### **Accommodations Requests**

QEITF will provide reasonable and appropriate accommodations in accordance with the Americans with Disabilities Act (ADA) for individuals with documented needs who request and demonstrate the need for accommodation. QEITF may require documentation to validate the type of need in order to provide equal access to exam functions for all examinees.

Accommodations must be requested in advance. Requests for accommodations will be reviewed by the QEITF Program Administrator to ensure appropriate arrangements for all approved requests.

Applicants requiring special accommodations must indicate their need on the Certification Application form and must complete and submit the Request for Accommodations Form at least 6 weeks before the date of the examination.

### **Cheating**

Individuals suspected of cheating will be subject to the QEITF Certification Council disciplinary policies and procedures found in this handbook.

Any incidents of suspected cheating, violation of any QEITF policies, disturbances, attempts to remove test materials or notes from the testing room, or other exam-related irregularities will be reported immediately. All serious incidents will be investigated by QEITF. Testing irregularities may result in termination of a candidate's participation in the examination administration or invalidation of exam scores.

QEITF reserves the right to investigate any incident of suspected misconduct or irregularity.



## **Confidential Exam Content & Security**

The CEI and CEIS assessment exams are the property of the QEITF. In order to protect the validity of the scores reported, candidates must adhere to strict guidelines regarding proper conduct in handling these copyrighted proprietary exam materials. Any attempt to reproduce all or part of the exam is strictly prohibited. Such attempts may include but are not limited to: removing materials from the testing room; aiding others by any means in reconstructing any portion of the exam; posting content on any discussion forum; and selling, distributing, receiving, or having unauthorized possession of any portion of the exam or exam items. Alleged violations will be investigated and, if warranted, prosecuted to the fullest extent of the law. Exam scores may become invalid in the event of this type of security breach. Permanent revocation of certification, or other sanctions under the disciplinary policy found in this handbook, may occur if allegations are substantiated.

## Section 4: After the Exam

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### Exam Results

Exam results are reported to candidates within 30 days of the assessment date. All failing cases are re-scored manually to verify final results. The final exam result for failing candidates will include their score, the minimum passing score, and a diagnostic report indicating areas of strength and those requiring improvement. Results are provided directly to the candidate only.

Because the exam is designed to assess knowledge associated with adequate competency and is not intended to distinguish among scores above the passing point, numeric scores will not be reported for passing candidates.

### Understanding Your Scores

A criterion-referenced standard setting process is used to establish the passing point for each exam. This means that each candidate's performance on the exam is measured against a predetermined standard. Candidates are **not** graded on a curve and do not compete against each other or against a quota.

This passing point is established using a panel of elevator inspection experts who carefully review each exam question to determine the basic level of knowledge or skill that is expected. The passing point for the exam is established to identify individuals with an acceptable level of knowledge and skill. Receiving a higher than passing score is not an indication of more advanced knowledge or a predictor of better job performance. All individuals who pass the exam, regardless of their score, have demonstrated an acceptable level of knowledge.

### Re-Examination

Candidates who fail the exam may re-take the exam one time within one year of the original testing date for no fee and without having to re-submit an application. Subsequent re-testing may require additional fees.

### Exam Complaints & Appeals

Candidates may file written complaints regarding the examination administration within seven business days of the examination date. The CC will accept complaints regarding the accuracy of an examination question or the examination administration procedures. Concerns regarding any observation of cheating or other improper conduct should also be reported to the Program Administrator.

Candidates who fail the exam may challenge their results using one or both of the options below.

Option 1: Candidates may submit a written request for hand-scoring of the exam along with submission of a hand scoring fee. Results of the hand scoring will be considered final.

Option 2: Candidates may file an appeal of exam results based on: (1) examination procedures that fail to comply with the CC's established policies or (2) alleged testing conditions severe enough to cause a major and significant disruption of the examination process.

Appeals must be made in writing within 20 days of the date on the individual's score results. The Program Administrator will forward the notice to the CC for review, along with any other relevant information. The Program Administrator will acknowledge receipt of the appeal and shall provide the appellant with information on progress of the appeal.

Written notice of the final decision will be sent to the applicant within 30 days of the review. The decision of the CC will be final.

## **Program Disputes and Complaints**

A dispute against the QEITF program is an informal request for resolution of an issue related to the certification program. A verbal program dispute constitutes any critical comment made by a non-anonymous candidate or certificant who does not wish to file a complaint.

A complaint against the program is a formal request, other than an appeal, for resolution of an issue related to the certification program.

### **Program Disputes**

Individuals with disputes regarding the assessments, personnel, or other elements of the certification program are encouraged to discuss these with the individuals involved to try to resolve the matter informally. In some cases, however, informal resolution is not possible, and individuals may wish to file a formal complaint.

### **Submission of Program Complaints**

Program complaints must be submitted in writing to the Program Administrator within 90 days of the incident's occurrence. The submission may be mailed or emailed. The submission shall include sufficient objective evidence to substantiate the claims and allow for a decision to be made and the appropriate action to be taken.

The Program Administrator will acknowledge receipt of the complaint, and provide the complainant with information on the progress of the complaint.

Should the Program Administrator be the subject of the complaint, the complaint will be submitted in writing to the Assistant Program Administrator within 90 days of the incident's occurrence. The submission may be mailed or emailed. The submission shall include sufficient objective evidence to substantiate the claims and allow for a decision to be made and the appropriate action to be taken.

The Assistant Program Administrator will acknowledge receipt of the complaint and forward the complaint directly to the CC Chair. The Assistant Program Administrator will provide the complainant with information on progress of the complaint.

### **Determination of Involvement**

A complaint shall be reviewed by the Program Administrator within 30 days of its receipt to determine if it can be addressed by staff or if it warrants the involvement of the CC. Dissatisfaction based on hearsay shall not be considered as a complaint.

Should the Program Administrator be the subject of the complaint, the complaint shall be forwarded directly to the CC Chair to be considered at the next scheduled CC meeting.

### **Staff Review**

If a complaint is found to be addressable by staff, the Program Administrator will refer the complaint to a suitable staff member considering matters of confidentiality, conflict of interest, and impartiality. The responsible staff member shall take action to resolve the issue and communicate the resolution to the complainant within a period of no longer than 30 days. Should the resolution not be deemed satisfactory by the complainant, they may request that the complaint be reviewed by the CC.

### **Certification Council Review**

If a complaint is found to warrant escalation, the CC Chair is notified and the complaint will be reviewed by the CC. Should a CC member be the subject of the complaint under consideration, that member shall not participate in the review of the complaint, the decision on the complaint, or the communication of its results.

A decision shall be communicated to the complainant within a period of no longer than 30 days after the next scheduled CC meeting.

All decisions by the CC are final.

## Section 5: Complaints and Disciplinary Actions Against Certificants

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### Complaints and Investigations (Disciplinary Policy)

Incidents of alleged misuse of the name and/or logo by a certificant or candidate will be investigated by the Program Administrator and referred to the Certification Council (CC) Chair for action under the Disciplinary Policy as required. Individuals who are found to be in violation of this policy may be subject to disciplinary action under the Disciplinary Policy.

#### *Introduction*

In order to maintain and enhance the credibility of the QEITF Elevator Inspector and Elevator Inspector Supervisor certification program the QEITF Certification Council (CC) has adopted the following procedures to allow individuals to bring complaints concerning the conduct of individuals who are certificants or candidates for certification of the CC.

In the event an individual candidate or certificant violates the QEITF Code of Ethics, certification rules, or certification program policies, the CC may reprimand or suspend the individual or may revoke certification.

The grounds for sanctions under these procedures may include, but are not necessarily limited to:

1. Violation of the QEITF Code of Ethics (Conduct).
2. Violation of established QEITF CC policies, rules and requirements.
3. Conviction of a felony or other crime of moral turpitude under federal or state law in a matter related to the practice of, or qualifications for, elevator inspector or inspector supervisor.
4. Gross negligence, willful misconduct, or other unethical conduct in the performance of services for which the individual has achieved certification from QEITF.
5. Fraud or misrepresentation in an initial application or renewal application for certification.

Information regarding the complaint process will be available to the public via the QEITF web site and/or other published documents. A complete copy of this policy will be made available to any individual upon request.

Actions taken under this policy do not constitute enforcement of the law, although referral to appropriate federal, state, or local government agencies may be made about the conduct of the candidate or certificant in appropriate situations. Individuals initially bringing complaints are not entitled to any relief or damages by virtue of this process, although they will receive notice of the actions taken.

#### *Complaints Against Certificants*

Complaints may be submitted by any individual or entity. Complaints should be reported to the QEITF Program Administrator in writing and should include the name of the person submitting

the complaint, the name of the person the complaint is regarding along with other relevant identifying information, a detailed description of factual allegations supporting the charges, and any relevant supporting documentation. Information submitted during the complaint and investigation process is considered confidential and will be handled in accordance with the CC's confidentiality policy. Inquiries or submissions other than complaints may be reviewed and handled by the CC or its staff members at its discretion.

Upon receipt and preliminary review of a complaint involving a certificant the Program Administrator in consultation with the CC Chair may conclude, in their sole discretion, that the submission:

1. Contains unreliable or insufficient information, or
2. Is patently frivolous or inconsequential

In such cases, the Program Administrator and CC Chair may determine that the submission does not constitute a valid and actionable complaint that would justify bringing it before the CC for investigation and a determination of whether there has been a violation of substantive requirements of the certification process. If so, the submission is disposed of by notice from the Program Administrator and Chair to its submitter, if the submitter is identified. All such preliminary dispositions by the Chair are reported to the CC at its next meeting.

This preliminary review to determine if the complaint is valid and actionable will be conducted within 30 calendar days of receipt of the complaint.

If a submission is deemed by the Chair to be a valid and actionable complaint, the Chair shall see that written notice is provided to the candidate/certificant whose conduct has been called into question. The candidate/certificant whose conduct is at issue shall also be given the opportunity to respond to the complaint. The Chair also shall ensure that the individual submitting the complaint receives notice that the complaint is being reviewed by the CC.

### ***Complaint Review***

For each complaint that the Chair concludes is a valid and actionable complaint, the CC authorizes an investigation into its specific facts or circumstances to whatever extent is necessary in order to clarify, expand, or corroborate the information provided by the submitter.

The Chair refers the complaint to the Ethics Committee to investigate and make an appropriate determination with respect to each such valid and actionable complaint. The Ethics Committee initially determines whether it is appropriate to review the complaint under these Procedures or whether the matter should be referred to another entity engaged in the administration of law. The timeline for responses and for providing any additional information shall be established by the Ethics Committee. The review and investigation will be completed in an appropriate amount of time, not to exceed six months, unless there are extenuating circumstances that require an extended time period. The Ethics Committee may be assisted in the conduct of its investigation by QEITF staff or legal counsel. The CC Chair exercises general supervision over all investigations.

Both the individual submitting the complaint and the candidate/certificant who is the subject of the investigation (or his/her employer if applicable) may be contacted for additional information with respect to the complaint. The Ethics Committee, or the CC on its behalf, may at its discretion contact such other individuals who may have knowledge of the facts and circumstances surrounding the complaint.

All investigations and deliberations of the Ethics Committee and the CC are conducted in confidence, with all written communications sealed and marked "Personal and Confidential," and they are conducted objectively, without any indication of prejudgment. An investigation may be directed toward any aspect of a complaint which is relevant or potentially relevant. Formal hearings are not held, and the parties are not expected to be represented by counsel, although the Ethics Committee and CC may consult their own counsel.

Members of the Ethics Committee shall be reimbursed for reasonable expenses incurred in connection with the activities of the Committee.

### ***Determination of Violation***

Upon completion of an investigation, the Ethics Committee recommends whether the CC should make a determination that there has been a violation of QEITF CC policies and rules. When the Ethics Committee recommends that the CC find a violation, the Ethics Committee also recommends imposition of an appropriate sanction. If the Ethics Committee so recommends, a proposed determination with a proposed sanction is prepared under the supervision of the Chair and is presented by a representative of the Ethics Committee to the CC along with the record of the Ethics Committee's investigation.

If the Ethics Committee recommends against a determination that a violation has occurred, the complaint is dismissed with notice to the candidate/certificant, the candidate/certificants employer if applicable, the individual or entity who submitted the complaint, and the QEITF Trustees.

The CC reviews the recommendation of the Ethics Committee based upon the record of the investigation. The CC may accept, reject, or modify the Ethics Committee's recommendation, either with respect to the determination of a violation or the recommended sanction to be imposed. If the CC makes a determination that a violation has occurred, this determination and the imposition of a sanction are promulgated by written notice to the candidate/certificant, and to the individual submitting the complaint, if the submitter agrees in advance and in writing to maintain in confidence whatever portion of the information is not made public by the CC.

In certain circumstances, the CC may consider a recommendation from the Ethics Committee that the candidate/certificant who has violated the certification program policies or rules should be offered an opportunity to submit a written assurance that the conduct in question has been terminated and will not recur. The decision of the Ethics Committee to make such a recommendation and of the CC to accept it are within their respective discretionary powers. If such an offer is extended, the candidate/certificant at issue must submit the required written assurance within thirty days of receipt of the offer, and the assurance must be submitted in

terms that are acceptable to the CC. If the CC accepts the assurance, notice is given to the candidate/certificants employer if applicable, and to the submitter of the complaint, if the submitter agrees in advance and in writing to maintain the information in confidence.

### ***Sanctions***

Any of the following sanctions may be imposed by the CC upon a candidate/certificant whom the CC has determined to have violated the policies and rules of its certification program(s), although the sanction applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the member and deterrence of similar conduct by others:

1. Written reprimand to the candidate/certificant;
2. Suspension of the certificant for a designated period; or
3. Suspension of the candidate's application eligibility for a designated period; or
4. Termination of the certificants certification; or
5. Termination of the candidate's application eligibility for a designated period.

For sanctions that include suspension or termination, a summary of the final determination and the sanction with the candidate/certificants name and date is published by the QEITF. This information will be published only after any appeal has either been considered or the appeal period has passed.

Reprimand in the form of a written notice from the Chair normally is sent to a candidate/certificant who has received his or her first substantiated complaint. Suspension normally is imposed on a candidate/certificant who has received two substantiated complaints.

Termination normally is imposed on a candidate/certificant who has received two substantiated complaints within a two-year period, or three or more substantiated complaints. The CC may at its discretion, however, impose any of the sanctions, if warranted, in specific cases.

Individual certificants who have had their certification status suspended, terminated or withdrawn and their certification revoked, shall not be considered for certification in the future. If certification is revoked, any and all certificates or other materials requested by the CC must be returned promptly to the QEITF.

### ***Appeal***

Any candidate / certificant receiving a sanction from the program will receive a copy of the Appeal policy along with notification of the appeal period. Within thirty (30) days from receipt of notice of a determination by the CC that a candidate/ certificant violated the certification program policies and/or rules, the affected candidate/certificant may submit to the Program Administrator, in writing, a request for an appeal. The Program Administrator will acknowledge



receipt of the appeal, and shall provide the appellant with information on progress of the appeal.

Upon receipt of a request for appeal, the Chair of the CC establishes an appellate body consisting of at least three, but not more than five, individuals. This Appeal Committee may review one or more appeals, upon request of the Chair. No current members of the Ethics Committee or the CC may serve on the Appeal Committee; further, no one with any personal involvement or conflict of interest may serve on the Appeal Committee. Members of the Appeal Committee may be reimbursed for reasonable expenses incurred in connection with the activities of the Committee.

The Appeal Committee may only review whether the determination by the CC of a violation of the certification program policies and/or rules was inappropriate because of:

1. Material errors of fact, or
2. Failure of the Ethics Committee or the CC to conform to published criteria, policies, or procedures.

Only facts and conditions up to and including the time of the CC's determination as represented by facts known to the CC are considered during an appeal. The appeal shall not include a hearing or any similar trial-type proceeding. Legal counsel is not expected to participate in the appeal process, unless requested by the appellant and approved by the CC and the Appeal Committee. The CC and Appeal Committee may consult legal counsel.

When deciding what actions are to be taken in response to an appeal, the CC will take into account the results of previous similar appeals and ensure that appropriate corrections and corrective actions are taken.

The Program Administrator will track and record all appeals along with information on the following: appellant name, date of appeal, method of submission, description of appeal, reason for appeal, documentation (if applicable), results of similar appeals (if applicable), corrective and preventive actions to be taken (if applicable), outcome, date resolved. The tracking sheet shall be reviewed by the Program Administrator periodically, at a minimum as part of the annual audit.

The Appeal Committee conducts and completes the appeal within ninety days after receipt of the request for an appeal. Written appellate submissions and any reply submissions may be made by authorized representatives of the individual filing the appeal and of the CC. Submissions are made according to whatever schedule is reasonably established by the Appeal Committee. The decision of the Appeal Committee either affirms or overrules the determination of the CC, but does not address a sanction imposed by the CC. The Appeal Committee will confirm receipt of all communications including the initial appeal and will provide notice to the appellant at the end of the appeals-handling process.

The Appeal Committee decision is binding upon the CC, the candidate/certificant who is subject to the termination, and all other persons.

### ***Resignation***

If a certificant who is the subject of a complaint voluntarily surrenders his or her QEITF certification at any time during the pendency of a complaint under these Procedures, the complaint is dismissed without any further action by the Ethics Committee, the CC, or an Appeal Committee established after an appeal. The entire record is sealed, and the individual may not reapply for certification by the QEITF. However, the CC may authorize the Chair to communicate the fact and date of resignation, and the fact and general nature of the complaint which was pending at the time of the resignation, to or at the request of a government entity engaged in the administration of law. Similarly, in the event of such resignation, the certificant's employer (if applicable) and the person or entity who submitted the complaint are notified of the fact and date of resignation and that CC has dismissed the complaint as a result.

## Section 6: Maintaining Your Certification

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### Maintenance of Certification

The Certification Council monitors ongoing compliance with the requirements for certification and maintenance of certification through a mandatory recertification program.

Recertification is designed to promote continuing education and ongoing professional development in compliance with the QEI-1 Standard so that inspectors and inspector supervisors will continue to both reinforce and expand their knowledge, skills, and expertise.

#### *Annual Maintenance of Certification*

The QEI-1 Standard requires that to maintain qualifications as an elevator inspector, during each 12-month renewal period the requirements in Part 2.3 (Maintenance of Qualifications) be fulfilled. The CEI and CEIS credentials are issued for a 12-month period.

A new credential is issued once a certificant has fulfilled his/her maintenance of qualification requirements.

### Requirements for Maintenance of Certification

#### *Elevator Inspector (CEI)*

In order to maintain QEITF certification as a CEI, the inspector must comply with recertification requirements as specified in the latest edition of the ASME QEI-1 Standard for the Qualification of Elevator Inspectors.

**Each certified inspector must meet the following maintenance of certification requirements each year:**

- 1) Earn 1.0 continuing education unit (CEU) by participating in acceptable continuing education and professional development activities as listed below. 1 clock hour is equivalent to 0.1 CEUs.**
- 2) Attest to the following:**
  - a. Having reviewed and understood all changes to local administrative or operating procedures necessary to discharge the duties of the job.**
  - b. Maintaining knowledge of recent revisions and awareness of published interpretations of ASME Codes for the elevator trade.**
  - c. Possessing or having workplace access to the Standards listed in paragraphs 1.5.1 and 1.5.2 of the QEI-1 Standard as required.**
  - d. Adherence to the QEITF Code of Ethics**
- 3) Successful completion of the recertification examination.**

Participation in an organization's internal management meetings is not eligible for equivalent CEUs.

*Approved CEU Activities*

Approved Activities	CEUs Earned	Limitations	Documentation Required
Participation as a student in a seminar or technical session delivered or approved by QEITF.	Each clock hour of attendance is equivalent to 0.1 CEUs		Certificate of attendance or other proof of attendance
Touring of manufacturing or testing facilities directly related to elevator technology being presented in an associated classroom training session.	Each clock hour of attendance is equivalent to 0.1 CEUs	Maximum of 0.5 CEUs may be credited per annual renewal period	Certificate of attendance or other proof of attendance
Successful completion of a self-study course related to elevator technology and its related disciplines, offered or approved by QEITF.		Maximum 0.2 CEUs per annual renewal period	Certificate of attendance or other proof of attendance
Successful completion of an online renewal update course.		Maximum 0.2 CEUs per annual renewal period	Certificate of attendance or other proof of attendance
Instruction of a seminar, or technical session delivered for a related professional association, state code enforcement licensing agency, ASME accredited organization, standards writing organization, or any related federally sponsored program.	0.1 CEUs for each clock hour of instruction delivered		Syllabus or letter on letterhead giving topics covered, and length of seminar or technical session.
Serving as an officer, member, or alternate on an A17.1 or A18.1 ASME committee (Standards Committee, Subcommittee, Working Group, Project Team, Ad Hoc), CSA B355 or CSA B44 Committee (Subcommittee, Working Group, Project Team, Ad Hoc), ANSI/ASSP A10.4 (Subcommittee, Working Group,	1 yr. of service shall be acceptable for 0.1 CEUs per committee meeting attended		Copy of meeting minutes showing attendance and roster. (Roster states membership or

Project Team, Ad Hoc), or CSA Z185 (Subcommittee, Working Group, Project Team, Ad Hoc).			alternate status)
Attending an A17.1/B44, A18.1 ASME, or CSA B355 committee (Standards Committee, Subcommittee, Working Group, Project Team, Ad Hoc) meeting.	0.05 CEUs per committee meeting attended		Copy of meeting minutes showing attendance and roster. (Roster states membership or alternate status)
Attendance at in-house training during employment as an inspector or inspector supervisor directly related to the performance of duties other than ASME code issues.	0.1 CEUs per clock-hour of attendance	Maximum 0.4 CEUs per annual renewal period	Certificate of attendance of other proof of attendance
Participation as a student in an accredited academic institution in coursework related to the elevator industry in the area of mechanics, electrical, electronic, and hydraulic fields.	0.1 CEUs for each academic credit	Maximum 0.6 CEUs per annual renewal period	Certificate of attendance or transcript
Publication of a paper, book, or technical article for an academic institution or professional trade journal related to elevator devices.	0.3 CEUs per published article	Maximum 0.6 CEUs per annual renewal period	Submit article or paper

Additionally, certificants are required to document the following during each annual renewal cycle:

Requirement	Examples of Compliance	Documentation Required
Evidence of any changes to local administrative or operating procedures necessary to discharge duties of the job	Review the authority having jurisdiction’s website, review relevant Administrative Rules and Operating Procedures, and/or attend meetings or conferences where this information is reviewed	Description of completed activities and attestation on the maintenance of certification application form
Knowledge of any changes or recent revisions to and published interpretations of ASME Codes for the elevator trade	Seminar or technical session sponsored by an accredited QEI certification organization	Certificate of attendance
Adherence to the QEITF Code of Conduct		Attestation on the maintenance of certification application form
Attest in writing or electronic submission upon initial certification and at annual renewals of certification that he/she has possession of the latest edition of ASME QEI-1 Standard and interpretations and the current editions of the documents referenced in Section 1.5.1 plus workplace access to applicable building codes, disability standards, and interpretation of those codes and standards referenced in Section 1.5.2.		Attestation on the maintenance of certification application form

***Inspector Supervisor (CEIS)***

In order to maintain QEITF certification as an inspector supervisor, the supervisor must comply with recertification requirements as specified in ASME QEI-1, Standard for the Qualification of Elevator Inspectors.

On an annual schedule, the Inspector Supervisor must conform to the same requirements for elevator inspectors plus:

- a) Obtain an additional 0.3 CEUs in classroom coursework related to management or supervision techniques and offered or approved by QEITF;
- b) Attend or conduct at least one professional level seminar or workshop related to inspector duties;
- c) Spend a minimum of 10% of work time actively supervising inspectors in the field who are engaged in the performance of inspections.

## Applications for Maintenance of Certification

Certificants are responsible for submitting a complete recertification application to provide documentation that all recertification requirements are met. Applications are available online at [www.qeitf.org](http://www.qeitf.org).

### *Recertification Exam*

Successful completion of the recertification examination is required. Successful completion of the recertification examination must be achieved prior to the expiration date of the current certification.

Certificants are permitted to retake the recertification exam **two** more times (for a total of three attempts) at no cost if he/she is unsuccessful after the first attempt. If an applicant fails **three** times, he/she can pay an additional fee for up to but not exceeding an additional three attempts.

### *Certification Expiration & Failure to Maintain Certification*

A 30-day grace period from the expiration date of the certification is permitted, however the CEI and/or CEIS credential will be inactive during this 30-day period.

Certification will lapse immediately after the 30-day grace period.

If an individual's certification has lapsed due to extenuating circumstances (such as a military deployment or unforeseen medical emergency), they may file an appeal in accordance with the program's Appeals process.

### *Appeals*

Certificants who have submitted a completed maintenance of certification application and who are notified that they do not meet the maintenance of certification requirements may appeal this decision by sending a written notice of the appeal to the Program Administrator within 45 days of the date of the adverse decision. The Program Administrator will acknowledge receipt of the appeal and shall provide the appellant with information on progress of the appeal.

The Program Administrator will forward the notice to the CC for review along with any relevant information from the review of the maintenance of certification application.

When deciding what actions are to be taken in response to an appeal, the CC will take into account the results of previous similar appeals and ensure that appropriate corrections and corrective actions are taken.

The Program Administrator will track and record all appeals along with information on the following: appellant name, date of appeal, method of submission, description of appeal, reason for appeal, documentation (if applicable), results of similar appeals (if applicable), corrective and preventive actions to be taken (if applicable), outcome, date resolved. The tracking sheet shall be reviewed by the Program Administrator periodically, at a minimum as part of the annual audit.

Written notice of the final decision will be sent to the certificant within 30 days of the review. The decision of the CC will be final.

### ***Maintenance of Certification Acceptance***

The Program Administrator will issue a renewal letter and updated wallet card once all maintenance of certification requirements have been met. Recertification applications will not be accepted from individuals whose certification has been revoked or is in a state of suspension. All continuing education activities are subject to review and approval by the Certification Council. Credit is only granted after an activity has been completed and documented.

### ***Fees and Deadlines for Maintenance of Certification***

Maintenance of Certification Fees are as follows:

- IUEC benefits eligible members not in self-pay, IUEC retirees, and employers signatory to a collective bargaining agreement with the IUEC: \$100.00
- All others: \$200.00

Fees must be submitted with the Maintenance of Certification application.



## Section 7: QEITF Certification Council Policies

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### Code of Ethics (Conduct)

#### *Agreement*

As part of the certification process each applicant will agree to the following Code of Ethics Conduct as an affirmation of their commitment to uphold the highest standards of personal and professional behavior. Certificants will re-attest to adhere to the Code of Conduct as part of the maintenance of certification process.

#### *Preamble*

The Qualified Elevator Inspector Training Fund – Qualified Elevator Inspector Program hereafter known as the “QEITF” requires ethical practice by each of its certificants and has adopted the following Code of Ethics (Conduct) for QEI Inspectors and Inspector Supervisors.

#### *Fundamental Principles*

Inspectors and Inspector Supervisors uphold and advance the integrity, honor, and dignity of the inspecting profession by:

- I. Using their knowledge and skill for the enhancement of human welfare;
- II. Being honest and impartial, and serving with fidelity the public, their employers and clients, and the QEITF.
- III. Striving to increase the competence, prestige, and integrity of the inspecting profession.

#### *Fundamental Standards*

1. Inspectors and Inspector Supervisors shall hold paramount the safety, health, and welfare of the public in accordance with the QEI-1 Standards in the performance of their professional duties.
2. Inspectors and Inspector Supervisors shall perform services only in the areas of their competence.
3. Inspectors and Inspector Supervisors shall continue their professional development throughout their careers, and shall provide opportunities for the professional and ethical development of those inspectors under their supervision.
4. Inspectors and Inspector Supervisors shall act in professional matters for each employer or client as faithful agents or trustees, and shall avoid conflicts of interest or the appearance of conflicts of interest.
5. Inspectors and Inspector Supervisors shall build their professional reputation on the merit of their services, and shall not compete unfairly with others.

6. Inspectors and Inspector Supervisors shall associate only with reputable persons or organizations.
7. Inspectors and Inspector Supervisors shall issue public statements and reports only in an objective, impartial, and truthful manner.
8. Inspectors and Inspector Supervisors shall consider environmental impact in the performance of their professional duties.
9. Inspectors and Inspector Supervisors accepting CEI Certification from the QEITF by this action agree to abide by this QEITF program policy on ethics and procedures for its implementation, and accept their duty to report any violations of this code.

### **Nondiscrimination**

QEITF adheres to principles of fairness and due process, and endorses the principles of equal opportunity. In administering its certification program, QEITF does not discriminate or deny opportunity to anyone on the grounds of race, gender, age, religion, national or ethnic origin, marital or familial status, veteran status, sexual orientation or disability or any other status protected by law.

### **Confidentiality**

The CC is committed to protecting confidential information related to applicants, candidates, certificants and examination development, maintenance, and administration process.

Information about applicants/candidates/certificants and their examination results is considered confidential is not to be disclosed. Exam scores and/or other confidential information will be released only to the individual candidate unless a signed release is provided or as required by law. In the case of any disclosure of confidential information required by law the individual whose information is released will be notified to the extent permitted by law.

Aggregate exam statistics (including the number of exam candidates, pass/fail rates, and total number of certificants) will be posted on the QEITF website. Aggregate exam statistics, studies and reports concerning candidates/certificants will contain no information identifiable with any individual.

### **Use of the Credential**

The use of the QEITF logo is limited to use by the QEITF and by individuals holding valid CEI or CEIS credentials, as defined in Section 1.2 of the QEI-1 Standard. In addition to using this symbol in their certification documentation, these organizations, as well as certified inspectors and certified inspector supervisors, may use the symbol for advertising materials or other literature.

The use and/or display of the QEITF logo or QEITF name, except as permitted by this policy, requires the written consent of the Certification Council Chair (or his/her designee). Use of the name and/or logo to state or imply approval or affiliation with the QEITF is prohibited except as permitted by this policy. Individuals who fail to maintain certification / recertify or whose

certification is suspended or revoked must immediately discontinue use of the QEITF name and are prohibited from stating or implying that they hold the certified elevator inspector (CEI) or certified inspector supervisor (CEIS) credential.

### ***Acceptable Use***

Individuals who have earned the certified elevator inspector or certified inspector supervisor credential may identify themselves as a *“Certified Elevator Inspector (CEI)”* or *“Certified Elevator Inspector Supervisor (CEIS)”* respectively and may display the QEITF name as permitted by this policy. Acceptable use includes the QEITF logo, the words *“Certified Elevator Inspector”* or *“Certified Elevator Inspector Supervisor,”* and the words *“certified by the QEITF in conformance with the requirements of ASME QEI-1”*. The name and logo may only be used in connection with a certified individual and not with a company or group of individuals.

The name and logo may be used only as long as the certification is valid and in good standing. Certification is a non-transferable, revocable, limited, non-exclusive license to use the certification designation and is subject to compliance with the policies and procedures of the Certification Council. Individuals must maintain his/her certification in good standing to continue to use the name and logo.

### ***Name***

Certified individuals may not make misleading, deceptive, or confusing statements regarding their certification status. Certificants may not suggest that they have expertise outside of the scope of their professional credentials and training.

### ***Certification Card***

Each certificant will receive a certification card (wallet card). Individuals who renew their certification (maintenance of certification) will receive a new certification card.

Should a certification card issued to an individual be lost or stolen, this certification card will be cancelled. The Program Administrator will issue a replacement certification card with a new identifying number upon receipt of the report of a lost or stolen card. The lost or stolen certification card and number will be posted as invalid.

### ***Ownership***

The CC retains sole ownership of all certificates/wallet cards. Certificants agree to return the certificate/wallet card promptly to QEITF and discontinue the use of the certification name and logo if his/her certification is suspended, terminated or withdrawn.

### **Records Retention**

All QEITF documents are retained according to the Records Management and Retention policy. Confidential documents that are no longer required to be retained are securely destroyed. Individual examination results are retained, and candidates may request duplicate exam result reports by contacting QEITF.

## Certification Verification

The names of certified individuals and their certification status are not considered confidential and will be published by QEITF.

The QEITF business office will verify certification status upon request – information released will include the certificants name, certification number, certification expiration date, certification type (CEI Inspector / CEIS Inspector Supervisor) and status (certified or not certified), and state of residence.

## Statement of Understanding

Applicants for certification are required to sign the following Statement of Understanding included on the application form:

### *CEI Statement of Understanding*

I understand that the Qualified Elevator Inspector Training Fund (QEITF) CEI certification program is designed to recognize individuals who meet the qualifications and are competent to perform the duties of elevator inspectors as defined in Part 2, Sections 2.1 and 2.2 of the latest edition of ASME QEI-1 *Standard for the Qualification of Elevator Inspectors*. The QEITF certification program also evaluates compliance with the maintenance of qualifications requirements of Section 2.3 of the ASME QEI-1 Standard.

By applying for certification, I attest that I have read and understand the Certification Handbook and agree to abide by the policies of the QEITF and QEITF Certification Council, including confidentiality and disciplinary rules. I understand that the information I provide to QEITF will be audited to verify my eligibility. I agree to provide any information necessary to verify my eligibility and I authorize QEITF to make any necessary inquiries in this regard. I agree to inform QEITF, without delay, of any matter that affects my ability to continue to fulfil the certification requirements.

By applying for certification, I agree to adhere to the Code of Ethics. I understand that any violation of any portion of the Code of Ethics and/or QEITF policies and procedures may result in disciplinary action as outlined in the Disciplinary Policy. I understand that the QEITF Ethics Committee reserves the right to conduct checks of inspections made by certificants as needed as part of the complaints and disciplinary process.

I certify that the information contained in this application is true, complete, and correct to the best of my knowledge. I understand that submission of false or misleading information at any time may be cause for withdrawal or revocation of this application and/or certification without refund of any fees.

I agree that all claims made regarding my certification status must be in compliance with QEITF policies including the acceptable use policy and that I may use the certification only as authorized. I agree to refrain from making any statement regarding the certification that is inaccurate, misleading, or unauthorized.

I agree to return the certificate/wallet card promptly to QEITF and discontinue the use of the certification name and logo if my certification is suspended, terminated or withdrawn.

I understand that it is my responsibility to notify QEITF immediately of any change in mailing address, phone number, or email address that take effect at any point after the submission of this application.

### ***CEIS Statement of Understanding***

I understand that the Qualified Elevator Inspector Training Fund Inspector Supervisor (CEIS) certification program is designed to recognize individuals who meet the qualifications and are competent to perform the duties of elevator Inspector Supervisors as defined in Part 3, Sections 3.1 and 3.2 of the latest edition of ASME QEI-1 *Standard for the Qualification of Elevator Inspectors*. The CEIS certification program also evaluates compliance with the maintenance of qualifications requirements of Section 3.3 of the ASME QEI-1 Standard.

By applying for certification, I attest that I have read and understand the Certification Handbook and agree to abide by the policies of the QEITF and QEITF Certification Council, including confidentiality and disciplinary rules. I understand that the information I provide to QEITF will be audited to verify my eligibility. I agree to provide any information necessary to verify my eligibility and I authorize QEITF to make any necessary inquiries in this regard. I agree to inform QEITF, without delay, of any matter that affects my ability to continue to fulfil the certification requirements.

By applying for certification, I agree to adhere to the Code of Ethics. I understand that any violation of any portion of the Code of Ethics and/or QEITF policies and procedures may result in disciplinary action as outlined in the Disciplinary Policy. I understand that the QEITF Ethics Committee reserves the right to conduct checks of inspections made by certificants as needed as part of the complaints and disciplinary process.

I certify that the information contained in this application is true, complete, and correct to the best of my knowledge. I understand that submission of false or misleading information at any time may be cause for withdrawal or revocation of this application and/or certification without refund of any fees.

I agree that all claims made regarding my certification status must be in compliance with QEITF policies including the acceptable use policy and that I may use the certification only as authorized. I agree to refrain from making any statement regarding the certification that is inaccurate, misleading, or unauthorized.

I agree to return the certificate/wallet card promptly to QEITF and discontinue the use of the certification name and logo if my certification is suspended, terminated or withdrawn.

I understand that it is my responsibility to notify QEITF immediately of any change in mailing address, phone number, or email address that take effect at any point after the submission of this application.

## Section 8: Forms

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Forms are available at [www.geitf.org](http://www.geitf.org):

- CEI and CEIS certification and maintenance of certification
- Request for special accommodations
- Employer verification
- Certification transfer application
- Re-examination request
- Authorization for release of information