

**APPLICATION
FOR
IEA ENDORSEMENT OF A CERTIFICATION SYSTEM**

(Version 1. August 2024)

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1 CHAPTER 1 INTRODUCTION

1.1 THE HUMAN FACTORS/ERGONOMICS PROFESSION

As you have probably been aware, ergonomics (used interchangeably with human factors) is a broad, multi-disciplinary field of study. The Human Factors and Ergonomics (HF/E) practices potentially cut across every aspect of life and are applied in any sectors or industries such as but not limited to healthcare, transport, energy, defense, manufacturing, or sport.

As a testimony of an individual's level of knowledge, proficiency, and credential for practices in a specific area, trade, industry, or profession, a Professional Certification is a demonstration of continuous growth of an individual in his profession. This provides the potential employers with "an impartial, third-party endorsement of an individual's professional knowledge and experience" (Barnhart, 2003).

In the field of Human Factors and Ergonomics (HF/E), a Certified Professional is a proof of achievement which he/she has fulfilled or satisfies the expected requirement or the set of standards within HF/E. This certification is however time-limited such that the certified individual is required to continually improve his/her professional practices and ensure currency of knowledge in the field of HFE.

In order to ensure a high level of public trust, credential and integrity accorded to a Certified Professional in HF/E, MyHFE is established as an independent entity to rigorously ensure the integrity and validity of the certification process. The certification process is aligned with public and peer (professional) expectations in the judging of candidates which will be continuously reviewed and improved upon.

As such, the amount of information required to be compiled and completed for submission could be considerably myriad, laborious, and tedious. Thus, the purpose of this Handbook is to assist by providing a comprehensive guidance to applicants in filling up the application forms, gathering and preparing the documents to be appended for submission to MyHFE.

1.2 SCOPE OF HANDBOOK

This Handbook will provide the entire process of application for Certified Professional in HF/E. Specifically, the document outlines the following content:

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- a) eligibility and requirements for applicants (which includes educational-knowledge areas, experiences-practices, examination, etc.), continuance of certification (CoC) for certificate holders,
- b) appeal, suspension, withdrawal, and complaints processes,
- c) other-related materials and references on the certification process.

1.3 LEVELS OF CERTIFICATION

As we review the various certification models and systems from other countries endorsed and recognized by International Ergonomics Association (IEA), we do realize that the certification could be further specialized based on the domains of practices (such as Human Factors, Ergonomics, User Experiences.).

However, regardless of the areas of focus, the underlying knowledge and system approach remains the same. At the moment, MyHFE has established two levels of certification in HF/E which are expected to fulfill local and regional requirements, namely:

- i) Associate Professional Ergonomist (APE), and
- ii) Certified Professional Ergonomist (CPE).

As the certification system is being reviewed periodically, should interests, or demands arise in the future for a more specific designation of certification that fits their practices/world of work (i.e.: Human Factors, Ergonomics and User Experience), they can be further developed.

1.4 TERMS AND DEFINITION

- A. Certification Board comprises of President, Secretary and Treasurer, assisted by a team of 5 board members. They are nominated through/by ****?
 - o HFE experts:
 - Academics - Professors & Researchers with significant contribution to the field
 - Practitioners - Professionals actively working in ergonomics and human factors in various industries.
 - Certified Professional Ergonomists - Individuals who already hold certifications from recognized organizations, such as the Board of Certification in Professional Ergonomics (BCPE)

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- Industry Representatives (e.g. Corporate Ergonomics Manager) or OSH Professionals
 - Medical Professionals:
 - Occupational Therapists / Experts in adapting work environments to improve worker health and performance.
 - Physicians - Particularly those specializing in occupational medicine.
 - Regulatory and Standards Organizations:
 - Representatives from bodies such as the Occupational Safety and Health Administration (OSHA) or the International Organization for Standardization (ISO).
 - Professional Associations
 - Members of relevant professional organizations, such as the Human Factors and Ergonomics Society (HFES).
 - Educational Institutions
 - Representatives from universities and colleges that offer degrees in ergonomics and human factors.
 - Legal and Ethical Advisors
 - Experts in legal issues related to workplace safety and ergonomics.
 - Ethicists ensure the certification process maintains high ethical standards.
 - User Representatives
 - Individuals from the workforce who can provide insights into the practical application of ergonomics principles.
- B. Course Accreditation Committee - Minimum three members from the five board members
- C. Competence Examination Committee - Minimum three members from the five board members (from Education portfolio)

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- D. Examination Board - At least one certified ergonomist and two members of the Certification Board.
- E. Certification Committee - At least one certified ergonomist (compulsory) and two members of the board
- F. Certification Clerk - Responsible for administrative tasks related to the certification process, such as maintaining records, processing applications, and handling correspondence.
- G. Certification Manager - Oversees the certification process, ensuring compliance with standards and coordinating activities between different committees and stakeholders.
- H. Appeals Committee - This committee is responsible for reviewing appeals related to certification decisions. It ensures fairness and adherence to established procedures, providing a mechanism for individuals to challenge or contest certification outcomes they find unfavorable or unjust. The Appeals Committee typically consists of members with expertise in the field and operates independently to uphold the integrity of the certification process.
- I. Certification Advisory Committee - Comprises representatives from diverse backgrounds, including HFE experts, industry, medical professionals, regulatory bodies, and professional associations, providing guidance and advice on certification policies and procedures.
- J. Continuance of Certification (CoC) - Minimum three members from the five board members
- K. Fees (Processing, Examinations...): list all the fees
 - Annual fees for APE RM150 starting from January ends by December 31st.
 - Annual fees for CPE is RM400 starting from January ends by December 31st.
- L. Review Panel - The Review Panel is responsible for conducting assessments or evaluations, typically overseen by an Office Administrator who coordinates and manages the review process.
- M. Ergonomist - a professional who contributes to the design and evaluation of tasks, jobs, products, environments and systems in order to make them compatible with the needs, abilities and limitations of people (International Ergonomics Associations, IEA 2015)

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2 CHAPTER 2 THE CERTIFICATION

2.1 PATHWAY TOWARDS CERTIFICATION OF ASSOCIATE PROFESSIONAL

The Associate Professional is an intermediate pathway (Figure 1) which provides applicants who fulfilled the education in HF/E knowledge area and supervised training requirement but lack the necessary work experiences such as a fresh graduate.

2.1.1 Eligibility of Associate Professional Application:

The basic requirement is a minimum of 3 years of full-time tertiary education certification. However, some HF/E practitioners may not possess an academic degree OR may graduate from a field of study unrelated or distantly related to HF/E but are pursuing a career in HF/E. They can also apply based on the details in Table 1.

Table 1. Requirements for Associate Professional Application

Academic requirement	A minimum of 3 years of full-time equivalent tertiary academic formation (Certificate, Diploma or Bachelor degree) in any field.	OR	Take accredited HF/E courses within Core Competencies category AND Pass written examination
Knowledge requirement	Possess the essential scope of ¹HF/E Areas of Knowledge as provided in Appendix 1.		
Experiences / Supervised training	Had less than 3 years of working experiences; 1 year of which is in the home country.	OR	Completed a minimum of 1 year of supervised training in HF/E (under a Certified Professional)

This certification system essentially acknowledges those who may have informally attained the knowledge requirement which is detailed in Appendix 1 – Areas of Knowledge within HF/E (i.e.: via professional training or micro-credential).

Alternative to the academic and knowledge requirement, an applicant may instead opt to attend a series of courses which covers HF/E Areas of Knowledge. This shall be followed by taking and passing the written examination. The examination is detailed in Chapter 5 – Examinations.

¹ There is a minimum requirement of topics from the HF/E Areas of Knowledge that the applicants must attain.

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Once the academic and knowledge requirement has been fulfilled, an applicant who is already working but has less than 3 years of working experiences would be considered an eligible candidate of Associate Professional in HF/E.

In exchange for the lack of experience (i.e.: fresh graduates or career switch), the applicant can opt to undertake and pass a minimum of 1 year of supervised training in HF/E under a Certified Professional Ergonomist. A Certified Professional Ergonomist who are eligible as supervisor for the supervised training is holder of Professional Level Title(s) for Professional Ergonomists by Certification Systems endorsed and recognized by IEA (refer <https://bit.ly/IEAcspe>) who were at the time of supervised training were still active or certificate is valid (not expired).

Each application will be assessed and verified by the Certification Committee to determine applicant's eligibility to be certified with the Associate Professional. Following recommendation by the Certification Committee, the applicant shall be issued the Associate Professional certification after absolving any outstanding dues including the annual fees of RM150.

The certification shall be accompanied by an authentication where the name and other relevant and approved information will be published in **MyHFE website** available to the public for verification.

The certification is valid, time limited for three (3) years during which the Associate Professional Ergonomist can remain certified provided that they absolve the annual dues/fees as they work towards full Certified Professional.

The Associate Professional Ergonomist will however need to recertify upon the expiry (at the end of the three (3) years cycle where the detailed process for re-certification is provided in Chapter 6. Applicant may file an appeal when he/she does not agree with the decision of the Certification Board (refer Chapter 8).

The path to Associate Professional application is illustrated in Figure 1.

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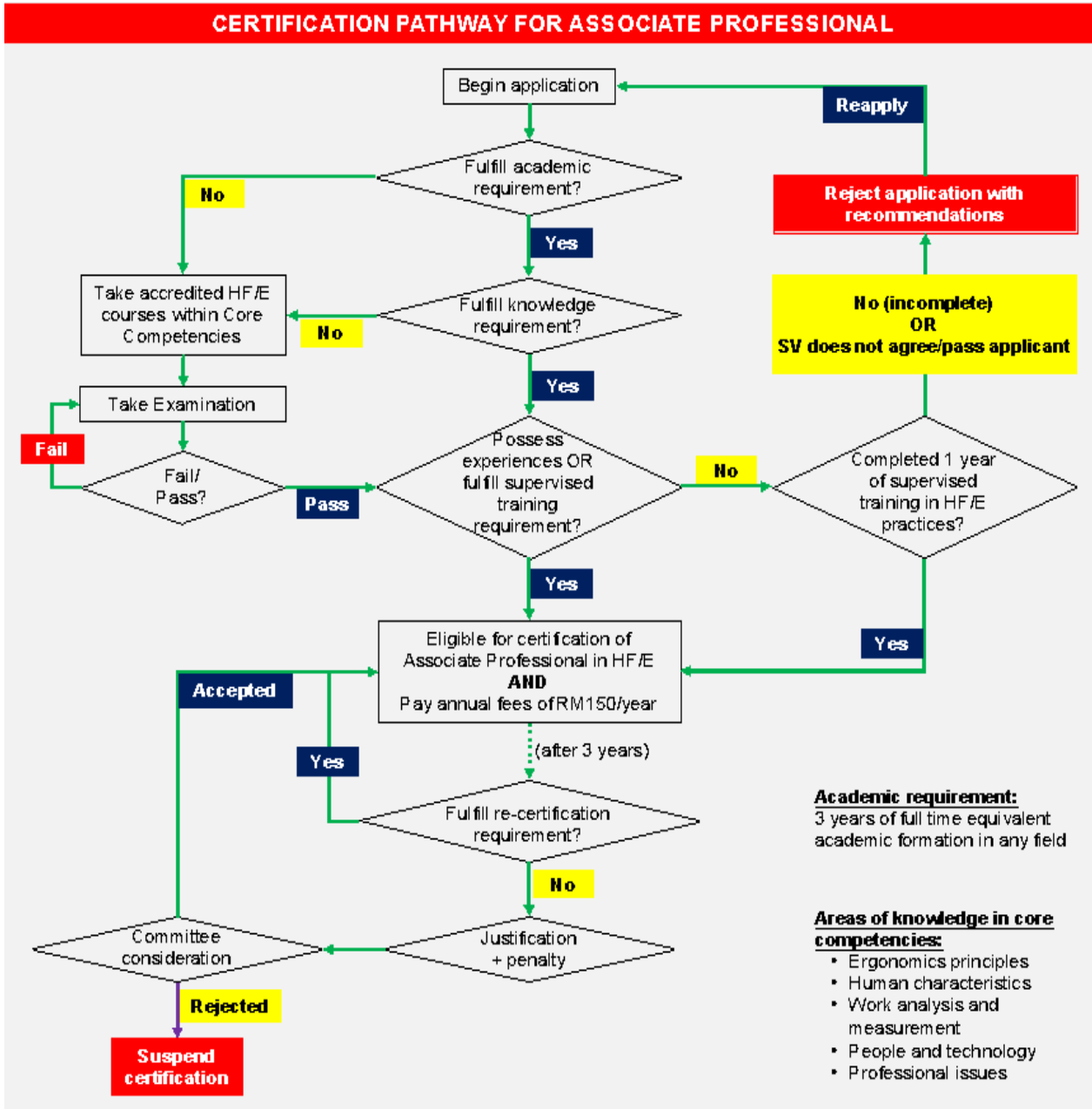


Figure 1: Certification Pathway for Associate Professional

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2.2 PATHWAY TOWARDS CERTIFICATION OF ASSOCIATE PROFESSIONAL

The Certified Professional is the full certification award which consists of a diversified options for the applicant to fulfill the educational and knowledge requirement, demonstrate competency and showcase the experiences requirement.

2.2.1 Eligibility of Certified Professional:

The expected minimum academic requirement of a Certified Professional in HF/E is a Master's degree. However, this certification system acknowledges the scope of knowledge within HF/E Core Competencies acquired (i.e.: via MOOC or micro-credential) outside of the tertiary educational system which requires applicants to provide the relevant evidence.

Alternatively, the applicant can opt to attend accredited HF/E courses which scopes, or areas of knowledge shall fulfill the Core Competencies as provided in Appendix 2. Should this route be pursued, the applicant shall take and pass the examination in order to fulfill the requirement.

Table 2. Requirements for Certified Professional

Academic requirement	A minimum of a Master's degree in any field.	OR	Take accredited HF/E courses within Core Competencies AND Pass written examinations
Knowledge requirement	Possess the essential scope of knowledge within HF/E Knowledge Areas as provided in Appendix 1.		
Demonstrate Competence	Achieve/demonstrate understanding and/or ability in which the essential core competency knowledge and skills attained are utilized and/or practiced in his/her profession as provided in Appendix 2 (<u>via oral examination</u>).	OR	Pass written AND oral examination.
Experiences/ Supervised training	Had more than 5 years of working experiences; 2 years of which are in the home country.	OR	Completed a minimum of 3 years of supervised training in HF/E (under a Certified Professional).

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The summarized pathway is as provided in Figure 2. Applicant may file an appeal when he/she does not agree with the decision of the Certification Board.

One significant addition of eligibility that distinguishes Certified Professional Ergonomist from Associate Professional Ergonomist is the competency. As provided in the reference document on Core Competencies in HF/E by IEA, competency does not just describe the knowledge acquired but how the skills (ability) are being put into use, applied, or practiced and continuously honed.

Comparing different certification systems by bodies endorsed and recognized by IEA, one would observe that different certification bodies operationalized consideration of “competency” slightly differently. Nevertheless, one common point most of the certification system evaluates was the experiences in demonstration of the professional practices which addresses the essential or fundamental elements within the Core Competencies.

Besides provision of documented evidence in demonstration of competencies, the applicant shall be interviewed by the Certification Committee in an oral examination. This is important to ascertain or verify that the minimum level of competence is not only achieved but continuously improved upon.

Alternative to the demonstration of competency via practices in prior experience or in the event he/she fails to demonstrate competence, the applicant can opt to take and shall pass both the written and oral examination to proceed for the subsequent qualifying criteria. The examination is detailed in Chapter 5 – Examinations.

The applicant for Certified Professional is required to possess a minimum working experience of 5 years, 2 years of which shall be in Malaysia. This is the specific duration during which the demonstration of competency is accepted for assessment to ensure currency of knowledge and skills development of the applicant in HF/E.

In exchange with the 5 years experience, the applicant can opt to undergo supervised training by a Certified Professional for a duration of 3 years, 1 year of which shall be in Malaysia.

A Certified Professional who are eligible as supervisor for the supervised training is holder of Professional Level Title(s) for Professional Ergonomists by Certification Systems endorsed and recognized by IEA (refer <https://bit.ly/IEAcspe>) who were at the time of supervised training were still active or certificate is valid (not expired).

Each application will be assessed and verified by the Certification Committee to determine applicant eligibility to be certified as Certified Professional in HF/E. Applicant may file an appeal when he/she does not agree with the decision of the Certification Board (refer Chapter 8).

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Following recommendation by the Certification Committee, the applicant shall be issued the Certified Professional certification after absolving any outstanding dues including the annual **fees of RM400**.

The certification of Certified Professional is valid for three (3) years during which the certificate holder can remain to be recertified provided that they absolve the annual dues/fees.

The certification shall be accompanied by an authentication where the name and other relevant and approved information will be published in MyHFE website available to the public for verification.

Certified Professional Ergonomist are required to continuously engage with a broad range of professional practices in order to maintain the certification besides ensuring that any dues, fees or outstanding are paid. The requirement of re-certification is as detailed in Chapter 6.

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CERTIFICATION PATHWAY FOR CERTIFIED PROFESSIONAL

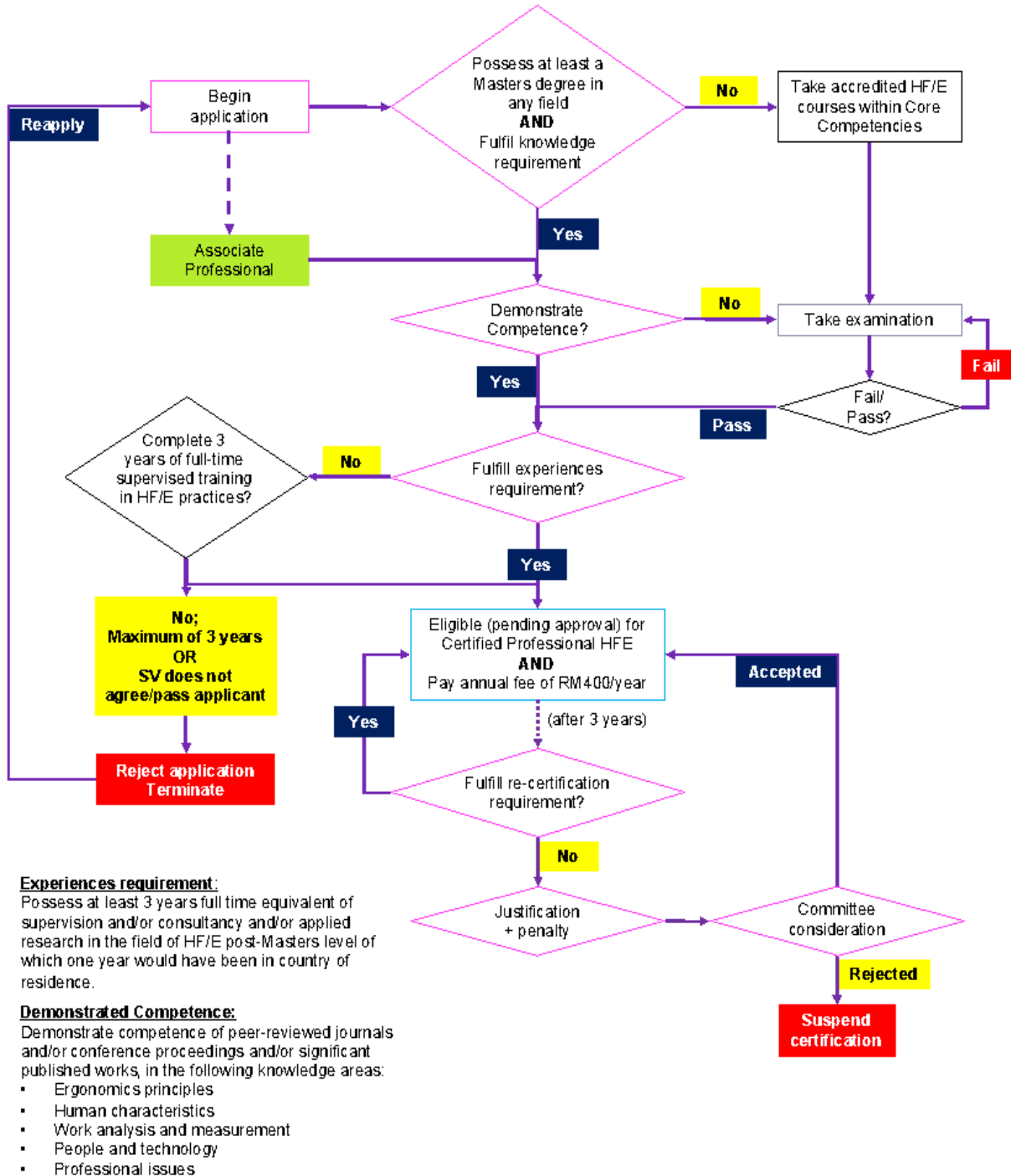


Figure 2: Certification Pathway for Certified Professional

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3 CHAPTER 3 PROCESS FLOW OF APPLICATION: A STEP-BY-STEP GUIDE

The application for certification requires the applicant to complete the application form which is downloadable at MyHFE Professional Certification webpage; Application > Forms ([insert webpage LINK here](#)). The form is divided into 9 sections which is further detailed in the following sub-Chapters.

This section is to be read together with the application form that is provided in [Appendix 3](#).

3.1 SECTION 1: PERSONAL INFORMATION

Every field within Section 1 must be completed where all information shall be contained in the form. A separate (file) attachment will not be considered.

A colored softcopy, passport-size picture (about 35mm x 51mm) is acceptable which shall be inserted directly into the placeholder as shown in Figure 3. Submission of picture as separate file shall not be accepted.

For printed hardcopy submission, the picture (colored) can be directly printed on the form. If the picture is printed on a physical glossy paper, attach the picture using double-sided tape or any dry adhesive only.



The background of the picture should be in clear contrast either white or sky blue. The image should be clear (not blurry) and not filtered using any software (natural).

NOTE:

1. During application, applicants are not required to submit a copy of legal documents (i.e.: National Registration Identification Card, Passport, License Registration, etc.).
2. The legal documents will only be required after you have been awarded the Professional Certification. The request for these documents will only be made thereafter.

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3.2 SECTION 2: EMPLOYMENT/WORKING INFORMATION

For this section, at least one recent set of employment information shall be completed. A separate (file) attachment will not be considered.

Name of Company/ Organization/Institution:		
Company Website:		
Office/Work Address:		
	State:	City:
	Country:	ZIP Code:
Office Phone No.:		
Work Email Address:		
Occupation:		
Work Mode:	<input type="checkbox"/> Full time	<input type="checkbox"/> Part time
Position/Title: (Describe roles and responsibility of your position)		
Dates of Employment:	From:	to
Appendix No.		

Figure 3. Example of a single employment information block

In the event that the applicant is self-employed or practices HF/E as part-time or freelance consultant outside and/or on top of their main employment, such information shall be disclosed in this section under “Occupation”.

Where available and/or relevant, the applicant shall attach a copy of the employment offer letter or appointment letter or any such documents indicating each corresponding employment or working information.

NOTE:
Ensure that the information made available in the employment letter does not contain any sensitive, private, and confidential information of the company/organization/institution which the applicants are not authorized to reveal or do not wish to be shared (i.e.: salary, etc.). Redact the information from the document or scan the document with the areas with sensitive, private, and confidential information cropped out.

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3.3 SECTION 3: TYPE OF CERTIFICATION AND CORRESPONDING FEES

Under Section 3, indicate the level of certification applied, affiliation (membership), fees applicable and payment mode by checking the boxes provided.

For affiliation, if you are non-HFEM member, you may belong to a networked society such ACED or as SEANES. Check Others if you are not affiliated to any. The list of national societies within each network; ACED and SEANES respectively is as follow:

Asian Council on Ergonomics & Design (ACED)

- China
- Hong Kong
- India
- Indonesia
- Japan
- Korea
- Malaysia
- Philippines
- Singapore
- Taiwan
- Thailand

South East Asian Network of Ergonomics Societies (SEANES)

- Indonesia
- Malaysia
- Philippines
- Singapore
- Thailand

A processing fee with the amount as indicated is applied for corresponding level of certification. However, if the applicant opts for examination, the examination fees are charged on top of the processing fees in total.

Applicant shall ensure that payment has been made where the proof of transaction shall be attached where applicable. In the event a cheque is issued, the application shall only be processed after the cheque has been cleared.

NOTE:

DO NOT send MyHFE cash cheque or cash (bank notes).
MyHFE will not be responsible for the loss of money in transit or any unfortunate event.

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Example 1:

An applicant who is a member of HFEM is applying for Full Certification – Certified Professional Ergonomist (CPE).

Based on his self-assessment, he is expected to be able to fulfill the academic and knowledge requirement.

Hence, the applicant will only be required to pay for processing fees where he chose to pay by credit card.

SECTION 3: TYPE OF CERTIFICATION APPLIED AND CORRESPONDING FEES		
I wish to apply for: <i>(Please tick where applicable):</i>		
Full certification, [Certified Professional Ergonomist (CPE)]	<input checked="" type="checkbox"/> Members of HFEM Processing fee <input checked="" type="checkbox"/> RM 150 GST included Examination <input type="checkbox"/> RM 200 GST included (optional)	Payment method <i>(Please tick one):</i> <input type="checkbox"/> Electronic Fund Transfer <input checked="" type="checkbox"/> Credit Card <i>(Visa or Mastercard only)</i> <input type="checkbox"/> Cheque <input type="checkbox"/> Paypal <input type="checkbox"/> e-wallet
	<input type="checkbox"/> Members of SEANES*/ACED** Processing fee <input type="checkbox"/> USD 100 GST included Examination <input type="checkbox"/> USD 200 GST included (optional)	
	<input type="checkbox"/> Others (not affiliated to any of the above) Processing fee <input type="checkbox"/> USD 150 GST included Examination <input type="checkbox"/> USD 300 GST included (optional)	
Associate Professional, APHFE (Malaysian only)	<input type="checkbox"/> Members of HFEM Processing fee <input type="checkbox"/> RM 100 GST included Examination <input type="checkbox"/> RM 200 GST included	
	<input type="checkbox"/> Non HFEM member Processing fee <input type="checkbox"/> RM 150 GST included Examination <input type="checkbox"/> RM 200 GST included	

In total, the applicant is only required to pay RM150 as the processing fees for the application to be processed.

Example 2:

An applicant who is a member of HFES Singapore is applying for Full Certification – Certified Professional Ergonomist (CPE).

Based on his/her self-assessment, the applicant did not fulfill the academic and knowledge requirement.

To make up for the deficiency, he has completed the courses within the HF/E core competencies.

SECTION 3: TYPE OF CERTIFICATION APPLIED AND CORRESPONDING FEES		
I wish to apply for: <i>(Please tick where applicable):</i>		
Full certification, [Certified Professional Ergonomist (CPE)]	<input type="checkbox"/> Members of HFEM Processing fee <input type="checkbox"/> RM 150 GST included Examination <input type="checkbox"/> RM 200 GST included (optional)	Payment method <i>(Please tick one):</i> <input checked="" type="checkbox"/> Electronic Fund Transfer <input type="checkbox"/> Credit Card <i>(Visa or Mastercard only)</i> <input type="checkbox"/> Cheque <input type="checkbox"/> Paypal <input type="checkbox"/> e-wallet
	<input checked="" type="checkbox"/> Members of SEANES*/ACED** Processing fee <input checked="" type="checkbox"/> USD 100 GST included Examination <input checked="" type="checkbox"/> USD 200 GST included (optional)	
	<input type="checkbox"/> Others (not affiliated to any of the above) Processing fee <input type="checkbox"/> USD 150 GST included Examination <input type="checkbox"/> USD 300 GST included (optional)	
Associate Professional, APHFE (Malaysian only)	<input type="checkbox"/> Members of HFEM Processing fee <input type="checkbox"/> RM 100 GST included Examination <input type="checkbox"/> RM 200 GST included	
	<input type="checkbox"/> Non HFEM member Processing fee <input type="checkbox"/> RM 150 GST included Examination <input type="checkbox"/> RM 200 GST included	

The applicant is then required to take and pass the examination to which he/she will be required to pay for both processing fees and examination fees where he chose to pay by electronic fund transfer.

In total, the applicant is required to pay USD300 which includes the processing fees and examination fees both.

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3.4 SECTION 4: ACADEMIC QUALIFICATION

For academic qualification, provide (an) accurate account(s) of the tertiary level education or post-secondary education received by checking the corresponding box provided. For each of the checked box, fill in the details required as follow:

- i) name/title of qualification,
- ii) year being awarded with the academic degree,
- iii) name of the institution,
- iv) country where the degree was received and
- v) referee; typically, your academic advisor, project supervisor or program coordinator.

Begin by inserting your highest attained academic degree. For each of the academic degrees attained, you are required to attach the evidence of the academic degree received **INCLUDING transcripts with grades** received from the institution.

If you are a non-Malaysian citizen, all copies of tertiary qualifications (degree transcripts/certificates) from the institution you attended shall be certified and signed by a Malaysian notary/Commissioner for Oath. If you are a Malaysian citizen, solicitor, government official, or the authorized person from your previous institution can certify and sign the copies of the documents.

For Associate Professional certification, a minimum of 3 years of full-time equivalent tertiary academic formation (Certificate, Diploma or Bachelor degree) in any field of studies is required. For Certified Professional certification, a Master degree (in any field of studies) is the minimum requirement.

If the academic requirement is not met, the applicant may opt to take accredited HF/E courses in core competencies and is required to pass the examination (refer to Chapter 2).

At the end of each section, the applicant is required to indicate if the courses they completed are acknowledged or accredited by HFEM / MyHFE / IEA Federated Societies.

NOTE:

The institute awarding the qualification must be a registered higher education provider(s) or one that is/are endorsed or acknowledged by a governing body or agency in home country [i.e.: Malaysia Qualification Agency (MQA), Department of Occupational Safety and Health (DOSH), etc.]

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3.5 SECTION 5: KNOWLEDGE AREAS

Section 5 assesses the applicant’s academic formation of an applicant in HF/E, specifically the attainment of minimum knowledge areas (formally and/or informally) and strength in a particular area.

If the applicant completed a course acknowledged or accredited by **HFEM / MyHFE / IEA Federated Societies**, this section is not required to be completed. The list of programs acknowledged or accredited by HFEM / MyHFE / IEA Federated Societies can be found in the following directory:

HFEM / MyHFE:

(insert weblink here) (none at the moment)

IEA Federated Societies

1. Board of Certification in Professional Ergonomics (BCPE)
<https://www.hfes.org/Resources/Graduate-Programs-Directory>
2. Centre for Registration of European Ergonomist (CREE)
https://eurerg.org/?page_id=134
3. Chartered Institute of Ergonomics and Human Factors (CIEHF)
<https://ergonomics.org.uk/learn/postgrad-study.html>
4. Human Factors and Ergonomics Society of New Zealand (HFENZ)
<https://www.hfesnz.org.nz/society-activity/hfe-education/>

For applicants who did not receive programs from an acknowledged or accredited programme listed in the directory, the educational course detail shall be itemized in this section. This section is divided into 2 sub-sections: 5A and 5B.

In Section 5A, the applicant shall provide a detailed account of knowledge areas obtained across the six sub-sections (A – F). Refer to Appendix 1 for the specific topics (and sub-topics) within each area of knowledge.

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It should be reminded that the areas of knowledge are non-exhaustive and may be updated from time-to-time and announced via various communication platforms by MyHFE.

For the instruction received on each topic/subtopics, provide corresponding evidence(s). This can consist of certificates, transcripts, or any other award. It would be exceptionally supportive for the applicant to also include course synopsis, course outlines, lesson plans, slides, notes, or materials of the instruction received.

Alternatively, and additionally, the applicant should indicate how each of the knowledge areas acquired was applied when completing the course. This can be demonstrated in the form of assignments, field/lab report, site visits, capstone project, reports, case studies, articles, dissertation, thesis, etc.


For Section 5B, the applicant is required to summarize the areas of knowledge received (listed in Section 5A) to provide an overview of the depth and breadth of HF/E knowledge areas for a quick reference. The template of the form has been made available (embedded) within the form in Microsoft Word format.

To complete the information in Section 5B, the applicant is required to double click the Microsoft Excel icon with file named "Section 5B.xlsx" on the top right corner below the Section 5B header (refer to figure below).

SECTION 5B: MAPPING OF KNOWLEDGE AREAS TO TOPICS IN HFE

Instruction:

- Double click the following embedded file (icon): "Section 5B". This will launch the Microsoft Excel application.



Double click to open the form

Once the form has appeared in Microsoft Excel, the applicant will find that column A through E provides the areas of knowledge with the sub-topics listed categorically.

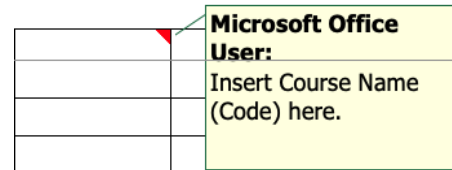
A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	
AREAS OF KNOWLEDGE					TITLE OF COURSE / PAPER STUDIED														
1	TOPICS																		
2																			
3	A	Human	background of ergonomics																
4		Factorial/	Ergonomics risk factors																
5		ergonomics	Ergonomics principles																
6		principles	Issues in remote working																
7			General and sociotechnical system theory																
8			Human as system component																
9			Human system integration																
10			Integrated view of human characteristics (physical, psychological, social) in system development																
11																			
12																			
13	B	Human	Demographics, anatomy and physiology																
14		characteristics	• Musculoskeletal system																
15		and	• Anthropometry, gender, culture, ethnic variables relevant for design decisions																
16		interaction	• Work capacity and workload																
17		with the	• Occupational biomechanical model																
18		physical	• Energy and force production																
19		environment:	• Circadian rhythm																
20			• Static versus dynamic work																
21																			
22																			
23			Human psychology																
24			• Human performance/error analysis																
25			• Vigilance																
26			• Situation awareness																
27			Perceptual and cognitive aspects of information processing																
28			• Psychophysical																
29			Perception-action analysis (motor skills and learning, proprioception, stimulus response consistency)																
30			• Motor cognition																
31			• Decision-making																
			• Impact of motivation																

The top row 1 and 2 for column F through S on the other hand provides the cells for the applicant to key in necessary information.

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Kindly note that the form can be further populated by inserting more columns as necessary. If you need any assistance, kindly contact us at the contact information provided at the beginning and end of this handbook.

Insert the Course Name (and/or Course Code, if applicable) at the column indicated (see notes that appear when the cursor hovers at cells with red mark in the corner) in the top row cells.



For each corresponding topic, the knowledge areas are being covered by the particular course instruction received, tick using the symbol “x”. Kindly ensure that the information tabulated in Section 5B matches those in Section 5A. Once completed, the applicant can exit the application. The embedded file automatically saves the data when exiting.

- NOTE:**
1. You may want to take your time to properly organize the information required in this section considering the amount of detail required. It is anticipated that most applicants will spend the most of their time here.
 2. In order to prevent any data loss due to crash or error, kindly ensure that the application form (Microsoft Word file) is being saved regularly or the automated save function is enabled.

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3.6 SECTION 6: COMPETENCE (ONLY FOR CERTIFIED PROFESSIONAL)

This section is required for applicants applying for Certified Professional Ergonomist (CPE) only. Applicants for Associate Professional are not required to complete this section.

This section specifically assesses the core competency associated to the knowledge and skills of applicant in HF/E. As an overview, the applicant is required to demonstrate his/her ability to apply the knowledge and skills attained (competence), which can comprise of these main elements:

- i) Assess or evaluate by carrying out identification, measurement, analysis of human performance in the context of system elements.
- ii) Apply principles of ergonomics and data in designing products, tasks, job, organization, environment, or any elements within the system for development or improving human performance.
- iii) Integrate by implementing, validating the effectiveness, and managing the designed element for desired changes of human performance in the context of system elements.

For each competency listed, the applicant is required to attach the documents which includes but not limited to publication of article papers, conference proceedings, case studies, reports, etc., intellectual properties or copyright registration, consultancy work, contribution, or participation in technical or scientific committee of HF/E.

As it may not be entirely possible to test one's competency solely based on the publication of their work, an additional component of assessment in this section is the oral examination (as described in Chapter 5) which will be scheduled by MyHFE office between the Certification Committee and the applicant.

This allows the Certification Committee to take on a more holistic approach towards assessment while concurrently allowing the applicant opportunity to further demonstrate their competence while clarifying their work to the Certification Committee.

NOTE:
Do not duplicate or repeat information already provided in other sections of the application form particularly under Section 5. Weigh and consider if the inputs are best presented as competence or if they merely demonstrate learning activities in attainment of knowledge or skills such as a hands-on practical.

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3.7 SECTION 7: EXPERIENCES

To complete this section, ensure that the information from Section 2 matches this section. Applicant is to list the employment/working information chronologically where the most recent job is detailed first and work backward to the first employment history.

Please indicate your experiences based on your employment history:	
Name of Company/ Organization/Institution:	
Work Mode:	<input type="checkbox"/> Full time <input type="checkbox"/> Part time
Position/Title: (Describe roles and responsibility of your position)	
Dates of Employment: (Duration)	
Referee Name:	
Contact detail of referee: (Phone no./Email address)	

For convenience or if desired,
information required in this
sub-section can be copied over
from Section 2.

For each employment, applicant is required to indicate the types of activities denoting his/her experiences by stipulating the typical average hours spent in the tasks listed in a week, the details of the job tasks as well as appending evidence for most recent employment/working information.

Type of activity	Average hours/week	Details	Appendix No.
HFE consultancy			
HFE design			
Field research in HFE			
Laboratory-based research in HFE			
Teaching HFE to degree-level students in tertiary institution			
Delivery of courses and training (public and corporate)			
Management of HFE related affairs (including supervision of field work)			
Other relevant HFE activities			

The applicant is not required to fulfill all the types of activities stipulated on the left-most column. Although the applicant is expected to estimate the number of hours spent in each type of activities, ensure that they reasonably reflect the amount of effort spent in the types of activities declared (within 40-60 hours a week).

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If it is difficult to average it to a week, the applicant can modify the denominator to a month to reflect a more accurate representation of time spent in the respective types of activities.

It is preferable for the applicant to describe in detail the experiences in regards to the types of activities. While this may duplicate some of the job description, tasks or activities as provided in Section 2, they are distributed into different types of activities to reflect the experiences across different areas.

NOTE:

1. The applicant should not overclaim the hours excessively or double claim the hours across two different types of work activities. Choose one that best represents the roles and responsibilities when executing the duties or divide the hours accordingly.
2. The evidence appended can be in the form of an employment letter which stipulates the terms of reference, job scope, description or appointment letters, invitation letters, etc.

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3.8 SECTION 8: SUPERVISED TRAINING

Supervised training is an alternative to experiences. An applicant who does not have sufficient or any experiences (i.e.: being a fresh graduate, or switching careers, etc.) can opt to undergo supervised training under a mentor or supervisor.

As described in Chapter 2, a Certified Professional is holders of any Professional Level Title(s) for Professional Ergonomists by Certification Systems endorsed and recognized by IEA (refer to weblink provided in Chapter 3 or Table 3 below). In order to be eligible for supervised training, he/she must be active, or the certificate is still valid (not expired).

To find the mentor/supervisor, the applicant may want to browse the name list of certified professionals under the respective certification board in Table 3 and Table 4. The applicant is free to approach candidates of mentor/supervisor of his/her choice, selection and/or preference. However, only one mentor/supervisor is required for the endorsement in this section.

Table 3. Endorsed Certification Systems

Region covered	Name of certification board	Professional Level Title(s)	Website Link
Brazil	Association of Brazilian Ergonomists (ABERGO) – CisCEB	Ergonomista Certificado [CDEC]	www.abergo.org.br
Canada	Canadian College for the Certification of Professional Ergonomists (CCCPE)	Certified Canadian Professional Ergonomist (CCPE)	www.cccpe.ca/en
Europe	Centre for Registration of European Ergonomists (CREE)	European Ergonomist (Eur.Erg)	www.eurerg.eu
Japan	Japan Human Factors and Ergonomics Society–Committee on Certification of Professional Ergonomists	Certified Professional Ergonomist (CPE)	www.ergonomics.jp/cpe/en
New Zealand	Professional Affairs Board – Human Factors and Ergonomics Society of New Zealand	Certified Professional Member	www.hfesnz.org.nz
United States of America	Board of Certification in Professional Ergonomics (BCPE)	<ul style="list-style-type: none"> • Certified Professional Ergonomist (CPE) • Certified Human Factors Professional (CHFP) 	www.bcpe.org

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		<ul style="list-style-type: none"> • Certified User Experience Professional (CUXP) 	
Australia	Human Factors and Ergonomics Society of Australia (HFESA)	Certified Professional Ergonomist	www.ergonomics.org.au

Table 4. Other recognized certification systems

Region covered	Name of certification board	Professional Level Title(s)	Website Link
Mexico	National College of Ergonomics in Mexico	Certified Professional Ergonomist (CPE)	www.semamac.org.mx/index.php/cnemac.html
South Africa	Ergonomics Society of South Africa	Certified Professional Ergonomist (CPE)	ergonomicssa.com/cea-cpe/
United Kingdom	Chartered Institute for Ergonomics & Human Factors (CIEHF)	Chartered Ergonomist and Human Factors Specialist (C.ErgHF)	www.ergonomics.org.uk

It should be reminded that no one shall bear any influence on the applicant choice of mentor/supervisor but based on the applicant review and research on the candidate mentor/supervisor. It is highly recommended that the applicant arranges regular discussions with the candidate mentor/supervisor to find mutual interest and that he/she is available for mentoring/supervision.

Upon acceptance by the mentor or supervisor, the applicant can begin the supervised training. There is no need to notify MyHFE on any arrangement with the supervisor. MyHFE is and will not be a party to the mentoring/supervision process and as such will not be responsible for any friction, conflict or difficulties experienced during the mentoring/supervision.

An Associate Professional applicant who opts for Supervised Training shall require at least equivalent to ONE FULL-TIME YEAR (approximately 2000 hours) training in HF/E practices. On the other hand, a Certified Professional applicant shall require at least equivalent to THREE FULL-TIME YEAR (approximately 6000 hours) training in HF/E practices.

The form provided in this Section is to be endorsed by the supervisor. The content should be a summary of primary/major supervised training activities only while the detailed reports (or logbook) should be provided in appendices. Provide the total number of hours spent on the specific activity as well as the month and year the activity being carried out.

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The report/logbook can contain pictures of activities; however, a clear account of description should be provided on the training activities. The logbook should be submitted alongside the application form. Ensure that the Appendix which provides the information on each supervised training activities are clearly indicated in the application form.

Summarized description of supervised training activity	Total no. of hours spent	Month, Year	Appendix No.
<p>Applicant should summarize the main points of activities only in this area.</p> <p>Use the appendix column to direct to the appended details (log) of activities.</p>			

Name of supervisor(s):

Stamp and Signature:

Organisation:

NOTE:

1. When selecting supervisor/mentor, ensure that both parties are equally committed and can work together in harmony.
2. The applicant should make sure that discussions with the supervisor or mentor are being carried out with sufficient frequencies to ensure proper guidance and expectation being fulfilled timely.
3. There is no fixed format for the report (or logbook) to be appended as different supervisors may have different style, format, or specific requirements.

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3.9 SECTION 9: DECLARATION

Before finalizing the submission, applicant should check each of the 4 boxes to pledge that:

- i) the application form is being completed in reference to this handbook to ensure correct and accurate information provided
- ii) the information provided is true and correct where no sensitive or confidential information is contained in the application including the accompanying attachments/appendixes.
- iii) the applicant has read the Codes of Professional Conducts and Ethics as provided in **Appendix 4** and agrees to abide by the codes.

The form shall be signed by a witness who can attest to the pledge of the applicant. The witness shall be above 18 years of age and not be in any way related as a family member (e.g. child, siblings, parent, cousins) or a spouse.

NOTE:

It is best to leave this section (particularly the checkboxes) empty until after every single section in the application form and all other accompanying attachment/appendix has been completed and ready for submission.

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4 CHAPTER 4 SUBMISSION OF COMPLETED APPLICATION

The completed application form alongside all accompanying attachment/appendixes should be sent via electronic mail (email).

Both the Microsoft Word and pdf documents must be provided during submission. This is important for the office to print the information especially in Section 5B into the desired view layout. It is advisable that the applicant provide the documents in non-editable format such as in portable document format (pdf) to ensure format, content and layout integrity.

Should the file size exceed the email system quota, the documents can be sent via a link to the shared file documents using any cloud-based storage platform.

However, the applicant must ensure that all files provided are downloadable and accessible (readable by corresponding software).

The Office shall not be required to assist the applicant in changing or updating any information contained within any documents received.

The Office shall check and verify to ensure the documents received sufficiently fulfill the requirement based on the document checklist as provided in **Appendix 5**.

The applicant shall be notified via email and/or any other means of communication by the office if the information or documents provided are found to be incomplete.

The Office shall contact the applicant for a reasonable number of attempts. If the applicant failed to respond within stipulated time, the Office will not proceed to process the application.

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5 CHAPTER 5 EXAMINATIONS

While examination may not to a full extent showcase the competency of an applicant, it presents an opportunity for them to demonstrate not only the essential scope of HF/E knowledge within Core Competencies they have acquired, but also ways they would have applied the knowledge and skills in simulated scenarios in answering the questions.

The examinations can only be taken accompanying the application for certification as detailed in the following sub-chapters.

5.1 WRITTEN EXAMINATIONS

The written examinations shall be in English which may contain different modes of questions which can includes the following in different sections:

- i) multiple-choice questions, (MCQs),
- ii) short answer questions (SAQs),
- iii) modified essay questions (MEQs) and/or
- iv) long answer questions (LAQ).

The level of difficulty will be proportionate to the level of certification (Certified vs. Associate) applied. The questions will be in random order with respect of the subject area, some of which shall be multidisciplinary in nature.

The format of written examination is a three (3) hours session of sit-in written examination which consist of questions in proportion to the essential scope of HF/E knowledge within Core Competencies.

The written examination paper shall consist of questions randomly selected from the question bank. No two (2) events of examination shall contain the same set of questions.

The total score of a set of examination paper ranges between 150 – 300 which will then be weighted to 100% with a passing mark of 70%.

5.2 ORAL EXAMINATIONS

The oral examination is only applicable for Certified Professional and will be conducted in person with the panel of the **Examination Board**. The main purpose of the interview is essentially to verify

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and evaluate the examinee’s understanding, mastery and lessons learned in assessment of competency.

The oral exam may very well include (a series of) questions or discussions on the submitted evidence of works in demonstration of competency. The outcomes of the oral exam would be either a “Pass” or “Fail” based on the consensus of the Examination Board which corresponds to competency expected of the examinee.

5.3 ARRANGEMENT OF EXAMINATION

The administration of the written examination shall be held on date, at time and location which will be announced in MyHFE’s website and updated as necessary. The deadline for application will be specified and updated on MyHFE's website.

The applicant who opts for the written examination is required to apply at least 3 months in advanced so that appropriate arrangement and scheduling can be made. For oral examination, the preferred mode of assessment is in-person (physical attendance).

However, depending on the situation and consensus, the oral exam may take place in a virtual platform provided that the conditions favor the conduct of the oral examination for both the Examination Board and applicant. The date, time and location of the oral exam may or may not coincide with the written examination.

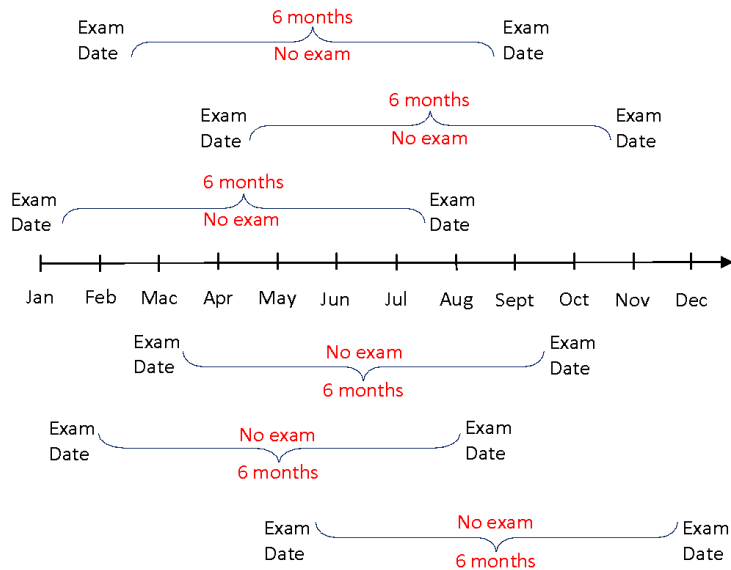
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At least two (2) examinations will be held within 6 months apart from each other in a calendar year.

A package of instruction, invitation (appointment) and guide for the examination will be sent to the candidate via email following confirmation and payment made.

The candidate is advised to follow up with MyHFE office in-case the package is not received.

The candidate shall prepare or make arrangement to attend the examination. Candidate are advised to arrive early to the exam site.



An illustration of how the examination may be scheduled differently on different years but will always be within 6 months apart on a particular calendar year

Admission or entry of candidate who are late for the examination into the specified venue shall be subjected to discretion of the Chief Invigilator based on the justification and evidence presented. The duration may or may not be extended for the candidate depending on the Chief Invigilator assessment which decision shall not be challenged.

If the candidate is unwell during the day of examination such that they are not able to proceed with the examination, the candidate is to present a medical certificate to justify the absence. If the candidate is unwell while taking the examination, the Chief Invigilator shall inform MyHFE after making such arrangement that the welfare of the candidate has been taken care.

Candidate who missed their appointment without a valid reason will be considered as forfeiture of fees paid and will not be automatically rescheduled. However, if the candidate who missed their appointment is able to provide evidence or acceptable justification (i.e.: accident while commuting to examination site, household emergency, hospitalization, etc.) within reasonable period after the scheduled examination, MyHFE after an internal review may allow the candidate to reschedule to a later date at their discretion with or without any additional charges.

The candidate is given every opportunity to contact MyHFE where he/she shall ensure that a response or reply is received to reschedule their examination one (1) month **BEFORE** the scheduled examination date without any penalty. However, if the examination date is rescheduled **WITHIN** one (1) month from the examination date, rescheduling fees shall be imposed.

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5.4 RESULTS OF EXAMINATION AND CERTIFICATION

The result of the examination shall be reviewed by the Examination Board and endorsed by MyHFE’s Board of Directors. The results of the examination shall be provided to the examinee via email within thirty (30) working days after the date of examination. An email reply to confirm or acknowledge receipt of the results shall be provided by the recipient. In the event no reply is being received after 7 days of the email, MyHFE shall contact the recipient to follow up.

While the result of examination is final, any candidate for whatever reason or reasons who in their opinion have been aggrieved by the assessment and evaluation process of the examination can lodge a complaint to MyHFE. The procedure and process for complaints is detailed in Chapter 8 which ensure systematic and transparent investigation, independent of the Examination Board.

Unsuccessful candidates can retake the examination as many times as necessary in the course of his/her application for certification. In the event the candidate fails to retake the examination within 24 months, the application for certification shall be considered unsuccessful and therefore rejected automatically without being further considered.

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6 CHAPTER 6 RECERTIFICATION

The requirement for recertification is in line with various international practices as well as in fulfilment of the requirement of ISO17024. This ensure that the certified person maintains continuous professional practices and education, keeping themselves updated with changes or improvement in the field of Human Factors and Ergonomics including local and international regulatory requirements, where applicable.

As depicted in the flowcharts for both certification pathways respectively in Figure 1 and Figure 2, the interval for recertification requirement is every 3 years from the date of certification. The recertification takes into consideration the following professional activities:

- a) involvements and contributions (in technical and non-profit organization)
- b) practices and services (satisfactory work and work experience records)
- c) education and self-development (formal academic learning and short programme);
- d) publications
- e) other relevant evidences

Using a quantitative approach, the point values for each of the activities is provided in Appendix 6. recertification for Certified Professional is 30 points/year with a total of 90 points/year, while for Associate Professional, 20 points/year is required with a total of 60 points/year which must be demonstrated using the recertification form as provided in Appendix 7.

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7 CHAPTER 7 SUSPENSION, WITHDRAWAL OR CANCELLATION OF CERTIFICATION PROCEDURES

7.1 SUSPENSION OF CERTIFICATION

Certification may be suspended at any time the qualification and continued education cannot be verified or is verified as not being effectively maintained. Certification may also be suspended in cases where the applicant fails to meet the requirements of their agreement with MyHFE certification body including failure to (e.g., satisfy invoices in timely manner, etc). Certification will be suspended if the certified person:

- (1) qualifications and continuing education of certified person cannot be verified or are not successfully maintained,
- (2) fails to comply with the terms of their agreement with MyHFE certification body, such as failing to (e.g., satisfy invoices in timely manner, etc),
- (3) a complaint is obtained, investigated, and the certified person is found guilty,
- (4) obtains a major (serious) non-conformity to code of ethic which affect the integrity of the MyHFE certification body,
- (5) the certified person has voluntarily requested suspension of its certification,
- (6) the certified person infringed the requirements of the certification contract.

The certified person shall be notified on the decision made to perform a suspension of certification through a formal suspension notice. The suspension notice shall require a written response, including a written corrective action plan, from the certified person within 30 working days to the Certification Manager.

Certification Clerk shall upload the suspension notice in the MyHFE website/sharepoint/etc. The details of suspension shall be entered into the database to track and assure timely follow-up of suspensions. When a certification is suspended, the person whose certificate has been suspended may not promote or advertise their certification in any way and may not claim to be certified.

On or before the indicated due date, a Certification Clerk shall follow up with the person whose certificate has been suspended to verify the completed plan of action and update the Certification Manager.

The Certification Manager shall provide a report including a clear recommendation to lift the suspension or the withdraw of the certificate. Appropriate supporting documentation shall

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accompany the report within 30 working days. The report shall be reviewed and approved by MyHFE certification committee.

A confirmation letter is sent to the certified person on the result. Confirmation of closure will be sent to the certified person and copied with all associate documentation into the suspension file.

The duration of suspension period will be decided by the MyHFE Certification Committee. The maximum allowable suspension period of 6 months. If the suspension period exceeds 6 months or if actions taken was found to be inadequate or if there were no actions taken within an established and agreed timeline, the certification shall be withdrawn.

The certified person may appeal if it is dissatisfied with the decision to suspend or withdraw the certificate. Appeals are handled according to the MyHFE certification body procedures.

When there is a cause for suspension the following process is followe

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No.	PROCESS TASK	KPI (Days)	Process Flow	R	A	C	I
1	Present cause for suspension to certification committee.	14		Certification Manager	Certification Manager	Certification Committee	Certified Person
2	Inform certified person on decision made through suspension notice.	14		Certification Clerk	Certification Manager	Certification Committee	Certified Person
3	Upload notice to website	7		Certification Clerk	Certification Manager	Certification Committee	Certified Person
4	Respond to suspension notice	14		Certified person	Certified person	Certification Manager	Certification Committee
5	Investigate corrective action taken and determine decision.	30		Certification Manager	Certification Manager	Certification Committee	Certified person

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No.	PROCESS TASK	KPI (Days)	Process Flow	R	A	C	I
6a	Continue certification	7		Certification Manager	Certification Manager	Certification Committee	Certified person
6b	Withdraw certification	7		Certification Manager	Certification Manager	Certification Committee	Certified person

Responsible (R), Accountable (A), Consulted (C) and Informed (I)

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7.2 WITHDRAWAL OF CERTIFICATION

Certification may be withdrawn at any time the qualification and continued education cannot be verified or is verified as not being effectively maintained, and a failure in the certified person ability to react to and correct the issues in a timely manner. Certification will be withdrawn if the certified person:

- (1) qualification and continued education cannot be verified or is verified as not being effectively maintained,
- (2) a failure in the certified person ability to react to and correct the issues in a timely manner,
- (3) a failure to pay recertification fees after being notified 3 times.

In most cases, withdrawal will be preceded by a suspension of the certification, but in cases of severe issues (e.g., fraud, and non-ethical conduct), withdrawal may occur immediately.

The certified person shall be notified of the withdrawal within 3 days.

When a certification is withdrawn, the certified person may not promote or advertise their certification in any way and may not claim to be certified.

The details of the withdrawal shall be entered into the database to track within 5 days.

The certified person will be notified of the withdrawal details. If the certified person disagrees with the decision, appeals are handled as per the appeals process according to the MyHFE procedures (see section 6).

*Flow chart to be added in the process task table

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No	PROCESS TASK	Flow Process	KPI (Days)	R	A	C	I
1	Present cause for withdrawal to certification committee		14	Certification Clerk	Certification Manager	Certification Committee	Certified Person
2	Inform certified person on decision made		7	Certification Clerk	Certification Manager	Certification Committee	Certified Person
3	Revoke certificate		7	Certification Clerk	Certification Manager	Certification Committee	Certified Person
4	Issue notice of withdrawal through the website		7	Certification Clerk	Certification Manager	Certification Committee	Certified Person
5	Record all communication in cancellation file		14	Certification Clerk	Certification Manager	Certification Committee	Certified Person

Responsible (R), Accountable (A), Consulted (C) and Informed (I)

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7.3 CANCELLATION OF CERTIFICATION

Cancellation of a certification occurs when the certified person no longer desires to maintain their certification with MyHFE or the certificate is superseded by another.

When cancellation is required, the client shall submit a “certificate cancellation form” to MyHFE. Cancellation forms are retained as part of the cancellation file.

The details of the cancellation shall be entered into the database within 14 days.

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No.	PROCESS TASK	Process Flow	KPI (Days)	R	A	C	I
1	Cancellation decision made		N/A	Certified Person	Certified Person	Certification Manager	Certification Committee
2	Revoke certificate		7	Certification Clerk	Certification Manager	Certification Committee	Certified Person
3	Record all communication in cancellation file		7	Certification Clerk	Certification Manager	Certification Committee	Certified Person
4	Certification notice upload to website		7	Certification Clerk	Certification Manager	Certification Committee	Certified Person

Responsible (R), Accountable (A), Consulted (C) and Info

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8 CHAPTER 8 APPEALS, COMPLAINTS, SUSPENSION, WITHDRAWAL & CANCELLATION

8.1 APPEAL PROCEDURE

Applicant may file an appeal when he/she does not agree with the decision of the Certification Board.

The appeal shall be in writing and addressed to the Certification Manager within (10) working days of notification of the decision. Extension of time for appeal submission can be considered case-by-case basis (i.e.: medical situation, outstation, disaster, etc.).

The appeal using the Appeal Form provided on the website shall state the basis upon which the appeal is requested and should include any supplemental documentation deemed helpful by the applicant or examinee. Copies of any documents including written communication are retained as part of the appeal file.

The Certification Manager within 30 days shall review the appeal for its completeness and shall compile whatever information that is deemed appropriate for the appeals process. In the case of certification and re-certification application appeals, the Certification Manager may request further information from the applicant or from others (assuming permission has been granted in writing by the applicant).

Unresolved appeal shall be sent to the Appeals Committee appointed by the Certification Advisory Committee, the membership of which shall exclude any prior evaluator of the applicant's file or examinee's test. The Appeals Committee within 30 days shall review history and basis of appeal.

The verdict of the Appeals Committee is irrevocable and will be sent in writing to the candidate within 5 days of decision outlining the reasons for the decision. A copy of this verdict is sent to the Board of Certification Advisory Committee to be endorsed.

The Certification Manager will, then, inform the applicant of the board's decision and, if appropriate, its recommendations (such as, further verification or proof of relevant experience, suggested references, training or courses, or that some other board certification seems more appropriate).

At any time, another appeal may be filed by the applicant or examinee, providing it includes new supplemental information or explanations that the applicant or examinee believes may be helpful to the MyHFE.

The basic objective of the appeals process is to assure that each applicant and examinee receives appropriate, fair, and just consideration of the qualifications for certification. However, in all cases, the decision of the Board is final, as based on available information submitted by the applicant or the examinee and before the MyHFE at the time of evaluation. The appeal process should be re-opened only if there is new information justifying reconsideration.

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Table 8.1: RACI matrix for Appeal Process

No.	PROCESS TASK	Flow Process	KPI (working days)	R	A	C	I
1	Submit written appeal after (denial) decision made.		10	Applicant	Applicant	Certification Clerk/ Manager	Relevant Committee
2	Record appeal details and submit to certification manager for review.		10	Certification Clerk	Certification Manager	Appeals Committee	Applicant
3	Certification manager to resolve appeal.		30	Certification Manager	Certification Manager	Appeals Committee	Applicant
3a	If unable to resolve, appeals committee to be convened to review history and basis of appeal.		30	Appeals Committee	Appeals Committee	Board of Directors	Applicant
3b	Review and approve recommendation.		15	Board of Directors	Board of Directors	Appeals Committee	Certification Manager
4	Inform appellants of appeal decision in writing.		5	Certification Clerk	Certification Manager	Applicant	Appeals Committee/ everyone involved

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8.2 COMPLAINTS PROCEDURE

Applicant may file the complaints addressed relating to overall operations of MYHFE certification body, or in other words the expression of dissatisfaction, made to MyHFE certification body services, procedures, policies, support, representatives, overall operations, or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected.

The complaints may relate to a certified person (about ethical violation or misconduct of a certified person) OR to the certification process such as (a) a dispute over services rendered, (b) a decision on re-certification of a certified person, (c) a decision on examination results and scoring, and (d) a decision on sanctions arising from a violation of the Code of Ethics. The complaint should be submitted to the Committee as soon as he/she has been made aware of the incident.

A written complaint must be filed and submitted to the Committee in writing using the Complaint Form provided in the website. Complaints must be as specific as possible, detailing the nature of the complaint and should include any supplemental documentation. Copies of any documents including written communication are retained as part of the complaint file. The privacy and identity of the complainant shall be protected to the maximum extent possible, with recognition that the complainant's identity may be obvious or may become evident during the investigation. All parties involved in the investigation shall not publicly comment on the complaint until the issue has been resolved.

On receipt of a complaint, the receipt of a complaint shall be acknowledged within 10 days by certification clerk that the complaint has been received and reviewed.

Certification Manager within 30 days shall investigate the complaint and resolve complaint by taking necessary action depending on the nature of complaints, case-by-case basis. Additional information may be requested of the complainant, third parties named as sources of information in the complaint and other parties likely to have information relevant to the investigation. If the case cannot be resolved, the Certification Manager may gather whatever information is considered necessary and convene a Complaint Committee to investigate and propose resolution plan for the complaint.

Complaint decision shall be reviewed and approved by the Board of Directors in consultation with Complaint Committee within 15 working days after being concluded by Complaint Committee.

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Certification clerk given 5 days to inform appellant of complaint decision in writing, etc.

Certification manager within 60 days to carry out corrective action based on recommendation (if applicable).

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No	PROCESS TASK	Flow process	KPI (Days)	R	A	C	I
1	Submit written complaint		N/A	Complainant	Complainant	Certification Manager	Relevant Committee and/or Complainee
2	Record complaint details and submit to certification manager for review.		10	Certification Clerk	Certification Manager	Complaint Committee	Complainant and/or Complainee
3	Certification manager to investigate and resolve complaint		30	Certification Manager	Certification Manager	Complaint Committee	Complainant and/or Complainee
3a	If unable to resolve, Complaint Committee to convened, investigate and recommend resolution plan for the complaint.		30	Complaint Committee	Complaint Committee	Board of Directors	Complainant and/or Complainee
3b	Review and approve complaint decision and recommendation		15	Board of Directors	Board of Directors	Complaint Committee	Complainant and/or Complainee

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No	PROCESS TASK	Flow process	KPI (Days)	R	A	C	I
4	Inform appellant of complaint decision in writing (if name/contact is available)		5	Certification Clerk	Certification Manager	Complaint Committee	Complainant and/or Complainee
5	Carry out corrective action based on recommendation (if applicable)		60	Certification Manager	Board of Directors	Complaint Committee	Relevant committee and/or Complainant and/or Complainee

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8.3 SUSPENSION PROCEDURE

MyHFE certification committee shall suspend the certification of certified person under the following circumstances:

- (1) qualifications and continuing education of certified person cannot be verified or are not successfully maintained,
- (2) fails to comply with the terms of their agreement with MyHFE certification body, such as failing to (e.g., satisfy invoices in timely manner, etc),
- (3) a complaint is obtained, investigated, and the certified person is found guilty,
- (4) obtains a major (serious) non-conformity to code of ethic which affect the integrity of the MyHFE certification body,
- (5) the certified person has voluntarily requested suspension of its certification,
- (6) the certified person infringed the requirements of the certification contract.

The certified person shall be notified on the decision made to perform a suspension of certification through a formal suspension notice. The suspension notice shall require a written response, including a written corrective action plan, from the certified person within 30 working days to the Certification Manager.

Certification Clerk shall upload the suspension notice in the MyHFE website/sharepoint/etc. The details of suspension shall be entered into the database to track and assure timely follow-up of suspensions. When a certification is suspended, the person whose certificate has been suspended may not promote or advertise their certification in any way and may not claim to be certified.

On or before the indicated due date, a Certification Clerk shall follow up with the person whose certificate has been suspended to verify the completed plan of action and update the Certification Manager.

The Certification Manager shall provide a report including a clear recommendation to lift the suspension or the withdraw of the certificate. Appropriate supporting documentation shall accompany the report within 30 working days. The report shall be reviewed and approved by MyHFE certification committee.

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A confirmation letter is sent to the certified person on the result. Confirmation of closure will be sent to the certified person and copied with all associate documentation into the suspension file.

The duration of suspension period will be decided by the MyHFE Certification Committee. The maximum allowable suspension period of 6 months. If the suspension period exceeds 6 months or if actions taken was found to be inadequate or if there were no actions taken within an established and agreed timeline, the certification shall be withdrawn.

The certified person may appeal if it is dissatisfied with the decision to suspend or withdraw the certificate. Appeals are handled according to the MyHFE certification body procedures.

8.4 WITHDRAWAL

MyHFE certification committee shall suspend the certification of certified person under the following circumstances:

- (1) qualification and continued education cannot be verified or is verified as not being effectively maintained,
- (2) a failure in the certified person ability to react to and correct the issues in a timely manner,
- (3) a failure to pay recertification fees after being notified 3 times.

In most cases, withdrawal will be preceded by a suspension of the certification, but in cases of severe issues (e.g., fraud, and non-ethical conduct), withdrawal may occur immediately. The certified person shall be notified of the withdrawal within 3 days. When a certification is withdrawn, the certified person may not promote or advertise their certification in any way and may not claim to be certified.

The details of the withdrawal shall be entered into the database to track within 5 days.

The certified person will be notified of the withdrawal details. If the certified person disagrees with the decision, appeals are handled according to the MyHFE certification committee procedures.

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8.5 CANCELLATION

Cancellation of a certification occurs when the certified person no longer desires to maintain their certification with MyHFE or the certificate is superseded by another.

When cancellation is required, the certified person shall submit a “certificate cancellation form” to MyHFE. Cancellation forms are retained as part of the cancellation file.

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- Appendix 1 Area of Knowledges
- Appendix 2 Core Competency
- Appendix 3 Application Form
- Appendix 4 Code of Conduct
- Appendix 5 Checklist
- Appendix 6 Rubric/points for Recertification of CPE
- Appendix 7 Rubric/points for Recertification of APE