

General Terms & Conditions of Order

TSI.PROFESSIONAL Training
November 2025

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1. Contractual Services

Registration for the online TSI.PROFESSIONAL Training includes the following services:

- Project coordination and administration
- Access to the e-learning platform
- Preparation of the training
- Conducting the training
- Provision of training materials (digital)
- Provision of criteria catalogs (sample, digital)
- Issuance of a certificate of attendance (digital) via the e-learning platform

Registration for the on-site TSI.PROFESSIONAL Training includes the following services:

- Project coordination and administration
- Access to the e-learning platform
- Preparation of the training
- Conducting the training
- Provision of the training materials (digital)
- Provision of criteria catalogs (sample, digital)
- Catering during the training
- Issuance of a certificate of attendance (digital) via the e-learning platform

Registration for the online TSI.PROFESSIONAL Update Training includes the following services:

- Project coordination and administration
- Access to the e-learning platform
- Preparation of the training
- Conducting the training
- Provision of training materials (digital)
- Provision of criteria catalogs (sample, digital)
- Practical experience exchange
- Issuance of a certificate of attendance (digital) via the e-learning platform
- Extension of TSI.PROFESSIONAL status by 24 months on the website

Registration for the on-site TSI.INTENSIVE Training includes the following services:

- Project coordination and administration
- Access to the e-learning platform
- Preparation of the training
- Conducting the training
- Provision of training materials (digital)
- Provision of criteria catalogs (sample, digital)
- Practical experience exchange
- Issuance of a certificate of attendance (digital) via the e-learning platform

Registration for the optional examination for the TSI.PROFESSIONAL Training includes the following services:

- Conducting the optional examination (online)
- Awarding of TSI.PROFESSIONAL status for 24 months
- Listing as TSI.PROFESSIONAL on the TÜV NORD website
- Issuance of a certificate of attendance (digital) via the e-learning platform upon successful completion of the examination

Registration for the optional examination for the TSI.INTENSIVE Training includes the following services:

- Review of participants' resumes (to be provided by participants at least two weeks before the training)
- Conducting the optional examination (online)
- Awarding of an additional distinction if participants are also listed as TSI.PROFESSIONAL
- Issuance of a certificate of attendance (digital) via the e-learning platform upon successful completion of the examination

2 Examination and TSI.PROFESSIONAL Status

- a) TÜV NORD CERT GmbH¹ offers an optional examination (Multiple Choice, 30 questions) in conjunction with the TSI.PROFESSIONAL Training. The questions are based on the content of the TSI.PROFESSIONAL Training or the TSI.INTENSIVE Training. The examination must be taken online via the e-learning platform within one week after the completion of the training (or as agreed). For this purpose, participants receive a time-limited access to the examination and have 60 minutes (German-language exam) or 75 minutes (English-language exam) to answer the questions.

The examination is considered passed if participants achieve at least 70 %. Exams scoring between 60 % and 69 % will be manually reviewed again.

Upon passing the examination, participants can download the corresponding certificate via the e-learning platform.

If the examination is not passed, TÜV NORD offers participants the opportunity for a retake, which requires separate registration. The retake can only occur at the next regular training of the same type.

- b) TÜV NORD awards a TSI.PROFESSIONAL status if participants meet the following requirements:

- Enrollment in the optional examination
- Participation in all three days of the TSI.PROFESSIONAL Training
- Successful completion of the examination

The status is valid for 24 months and can be extended for an additional 24 months through a one-day TSI.PROFESSIONAL Update Training. The Update Training is expected to be held on two to three dates per year.

After the status expires, it will be grayed out for 12 months. If no TSI.PROFESSIONAL Update Training is attended during this transition period, the status will be removed from the list.

Upon successful completion of the TSI.INTENSIVE Training examination, participants receive an additional designation, such as [POW], [SEC/FIR], [ACV], [EN/ISO], provided they are already listed as TSI.PROFESSIONAL. The validity of the additional designation is linked to the TSI.PROFESSIONAL status. If participants are not listed as TSI.PROFESSIONAL, they will only receive a note of examination on their certificate of attendance.

3 Prices and Additional Costs

TÜV NORD offers the trainings under the following conditions:

TSI.PROFESSIONAL Training:

On-site:

- The price is € 3.100,00 plus VAT per participant.

Online:

- The price is € 2.600,00 plus VAT (€ 500,00 discount) per participant.

Exam (optional):

- The price is € 400,00 plus VAT per participant.
- The price for the retake is € 400,00 plus VAT per participant.

¹ In the following, „TÜV NORD“

TSI.PROFESSIONAL Update Training:

Online:

- The price is € 1.500,00 plus VAT per participant.

TSI.INTENSIVE Training

On-site:

- The price is € 1.150,00 plus VAT per participant and per module.

Examination (optional):

- The price is € 400,00 plus VAT per participant and per module.
- The price for the retake is € 400,00 plus VAT per participant and per module.

4. Terms of Payment

The total amount will be invoiced after the order and upon completion of the training. The invoice must be paid within 30 days of receipt without deductions to the account specified in the invoice.

5. Participant Cooperation

TÜV NORD will carry out the offered services largely independently, but in coordination and consultation with the participants. The following cooperation from participants is required during the respective trainings:

For an optional examination, participants must provide TÜV NORD with a detailed resume, qualifications, and proof of experience at least two weeks before the training (only for TSI.INTENSIVE).

- Participants should use a quiet room suitable for training purposes, equipped with a good internet connection, a webcam, and a laptop or tablet (only for online events).
- During the training, the camera should always be on and the microphone should be off to promote communication/interaction among participants, except when participants wish to join a discussion or ask a question (only for online events).
- Participants are not allowed to communicate with external persons or participants during the examination.

TÜV NORD incurs no costs from the aforementioned obligations.

6. Registration

If the number of confirmed registrations is too low (at least 4 participants required), TÜV NORD reserves the right to cancel the training no later than 7 days before the training starts.

There is no entitlement to participate in trainings with a limited number of participants. To conduct the training effectively, the number of participants is limited to a maximum of 12 participants.

Registration for the respective training is possible up to 5 working days before the start of the training.

7. Cancellations

Cancellations must be submitted to TÜV NORD in written form (TÜV NORD CERT GmbH, Business Entity IT, Am TÜV 1, 45307 Essen) or electronic form (sales@datacenter@tuev-nord.de). The cancellation fees are calculated as follows:

- Cancellation up to 20 working days before the start of the training: no cancellation fee.
- Cancellation up to 10 working days before the start of the training: cancellation fee is 50 % of the training fee.
- Cancellation at least 5 working days before the start of the training: the cancellation fee is 100 % of the training fee.

As an alternative to cancelling participation in the training, other participants can be nominated.

In the event of a training cancellation by TÜV NORD due to force majeure or other unforeseeable circumstances (e. g. accident, illness of the trainer), TÜV NORD's liability is limited to the reimbursement of the training fee, insofar as it has been incurred.

Reasons for immediate termination by TÜV NORD include, in particular, persistent or serious disruption of the training, repeated unexcused absence from the training, payment default on more than two installments, or repeated payment default despite two written reminders, as well as the withdrawal or revocation of commissioned services by other cost centers.

The cancellation conditions also apply to package bookings. In this case, the cancellation costs are deducted proportionally from the package credit.

8. Copyright

The data and documents provided during the training for the purpose of participant education are created with customary care. Use is only permitted within the scope of the contractually agreed purpose. All rights, including those of translation, reprinting, and reproduction of the training materials, are held by TÜV NORD. Nor part of the training materials may be recorded in any form (photocopy, microfilm, or any other method), including for educational purposes, without prior written consent, nor may they be processed, duplicated, distributed, or used for public presentation, especially using electronic systems.

9. Force Majeure Clause

Neither the client nor the contractor is obligated to fulfill obligations under this contract if such fulfillment is hindered or prevented by circumstances of force majeure, particularly war, civil unrest, strike, flood, or other natural disasters, as well as national or local governmental regulations. The party prevented from fulfilling its obligations shall promptly notify the other party in writing. Furthermore, the party hindered in fulfilling its obligations is required to make every effort to minimize the obstacles. Upon the cessation of the force majeure circumstances, the party hindered in fulfilling its obligations shall promptly resume the fulfillment of its obligations.

10. Data Protection

The data protection information of TÜV NORD CERT GmbH can be found [here](#).

11. Severability Clause

Should individual provisions be invalid or unenforceable, or become invalid or unenforceable after the contract is concluded, the validity of the remaining provisions shall remain unaffected. In place of the invalid or unenforceable provision, a valid and enforceable regulation shall apply, whose effects come closest to the economic objective pursued by the contractual parties with the invalid or unenforceable provision. The above provisions apply accordingly in the event that the terms and conditions prove to be incomplete.

12. Overall Liability

The liability of the contractor is determined according to the statutory provisions on damages if the client asserts claims for damages based on intent or gross negligence, including intent or gross negligence by the contractor's representatives or vicarious agents, or if the contractor culpably breaches a significant contractual obligation. Significant contractual obligations are those whose fulfillment enables the proper execution of the contract in the first place and on whose compliance the contractual partner regularly relies and may rely.

Insofar as the contractor cannot be accused of intentionally breaching a contractual obligation, liability for damages in the aforementioned cases is limited to the foreseeable damage typically associated with such agreements. Accordingly, the contractor is liable in these cases for material and financial damages up to a maximum amount of € 500,00.00 per damage event. If the client is a customer, the liability limitations mentioned in this section do not apply in cases of intentional breach of a contractual obligation or gross negligence.

In connection with this contract, TÜV NORD's liability for negligently caused damages, regardless of the legal basis, is limited to the above-mentioned sum (€ 500,00.00). However, in cases of intentional damage causation, TÜV NORD is liable without limitation. Claims for damages are excluded after a period of 12 months from the delivery date. This limitation of liability applies equally to the employees, senior executives, and bodies of TÜV NORD.

TÜV NORD may postpone, interrupt, terminate, or cancel the contractually agreed service provision if, in TÜV NORD's

opinion, there is a risk to the health of its employees, subcontractors, or suppliers due to an epidemic threat such as Covid-19, etc. Should TÜV NORD exercise this right, there is no obligation to pay damages, contractual penalties, or any other liability for TÜV NORD in the event of such postponement, cancellation, or termination, regardless of the legal basis.

13. Final Provisions

Otherwise, the General Terms and Conditions of the TÜV NORD GROUP apply, provided you are not a consumer. These can be viewed at <https://www.tuev-nord-group.com/de/kontakt-services/allgemeine-geschaeftsbedingungen/>.

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