

## 1. Purpose

This document sets out the standard application process that must be observed by all applicants seeking certification services. The process is designed to ensure transparency, impartiality, and consistency, aligning with the security manual (SM-01-01).

## 2. Scope

This application process is applicable to the following:


- ICT products seeking certification under EU cybersecurity certification schemes such as EUCC, as well as products subject to the Cyber Resilience Act (EU) 2024/2847.
- All activities from the initial enquiry stage through to formal acceptance by the Certification Body (CB) and where applicable the IT Evaluation Facility (ITSEF).

## 3. Roles and Responsibilities

Role	Responsibility
Applicant (product manufacturer, vendor, etc)	Submits enquiry and application; provides accurate and complete information
Certification Body (CB)	Reviews applications, manages contracts, ensures impartiality
Evaluation Facility (ITSEF)	Involved in application review post CB selection
Scheme Owner	Provides scheme-specific requirements (as applicable)

## 4. Process Overview

1. Initial Enquiry
2. Application Information Exchange
3. Formal Application Submission
4. Application Review
5. Contract and Agreement
6. Application Acceptance or Rejection

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## 5. Detailed Process Description

### 5.1. Initial Enquiry

Applicants may submit an initial enquiry using any of the following channels:

- Certification Body website
- Email or other documented communication channels

At this stage, the Certification Body provides generic, non-consultative information regarding:

- Available certification schemes
- Applicable standards and regulations
- High-level certification process
- Terms and conditions of service, including information on scheme requirements and applicant rights

No advice on product design, implementation, or compliance gaps is given at any stage.

### 5.2. Application Information Exchange

The application information exchange stage begins once the applicant submits preliminary information using the applicable application form (SM-01-02a for EUCC and SM-01-02b for CRA). At this stage, the form is used for a preliminary information exchange intended to allow the Certification Body to assess, at a high level, whether the requested certification service falls within its scope, competence, and available resources.

To assess eligibility, the Certification Body may request high-level information, including:

- Applicant legal identity and contact details
- Description of the ICT product
- Target certification scheme(s)
- Intended scope of certification or Description of the Target of Evaluation (TOE)
- Declaration of conformity with scheme prerequisites

The information collected during the application information exchange stage shall be aligned with the fields defined in the applicable application form (SM-01-02a for EUCC

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and SM-01-02b) to support a smooth transition to formal application submission under Section 5.3. Completion of this preliminary exchange does not in itself constitute formal application submission.

Under the EUCC scheme, the application information exchange stage may be performed in two steps:

- The applicant completes and submits the applicable form to the Certification Body (CB), which conducts a preliminary review of the information provided. Where the outcome of that review is positive and an ITSEF is required, the applicant is invited to select an ITSEF in order to proceed.
- Once the ITSEF has been selected, it receives the relevant information from the form together with the outcome of the Certification Body review and conducts its own preliminary review. Where that review is also positive, the contract agreement, including the applicable terms and conditions of service of both the Certification Body and the ITSEF, is issued to the applicant. Following acceptance of those terms and signature of the agreement by the applicant, the Certification Body and the ITSEF may proceed with assessment planning, as applicable.

## 5.3. Formal Application Submission

### 5.3.1. Use of Applicable Application Form

The formal application stage begins when the applicant submits the applicable Certification Body application form: SM-01-02a for EUCC applications and SM-01-02b for CRA applications, together with all required declarations, referenced documents, and supporting evidence. Where the form has already been used during the application information exchange stage under Section 5.2, the formal application shall consist of submission of the completed form together with all required declarations, referenced documents, and supporting evidence. The applicable form specifies the mandatory information and document references to be provided by the applicant. Submission of the completed form and accompanying documentation constitutes the formal application and is subject to review in accordance with Section 5.4.

### 5.3.2. General Submission Requirements

Applications shall be signed by an authorised representative and shall include all declarations, references, and supporting documentation required by the applicable form. Following submission by the applicant, notifications are sent to the selected Certification Body (CB) and the Evaluation Facility (ITSEF), where applicable.

### 5.3.3. Scheme-Specific Application Requirements – EUCC

Applications submitted under the EUCC scheme shall follow the structure and requirements of the EUCC Application Form (SM-01-02a). The applicant shall complete all relevant fields in the form, including identification of the product and scope, the selected assurance level, and references to the supporting scheme-specific documentation needed to define and evaluate the Target of Evaluation (TOE). The form and its attachments shall provide sufficient information for the Certification Body and, where relevant, the ITSEF to determine whether the application is complete and can proceed to application review.

### 5.3.4. Scheme-Specific Application Requirements – CRA

Applications submitted under the Cyber Resilience Act shall follow the structure and requirements of the CRA Application Form (SM-01-02b). Under the CRA, the application process consists of a single step comprising submission of the applicable application form together with the required supporting documentation, followed by application review in accordance with Section 5.4. The applicant shall complete all relevant fields in the form, including product identification and classification, the applicable harmonised standards or other referenced requirements, and references to the technical documentation required to support the chosen conformity assessment route.

## 5.4. Application Review

Following receipt of the applicable application form and supporting documentation under Section 5.3, the Certification Body conducts a documented review of the submission to determine whether the application is complete, eligible, and acceptable for progression to the certification activities.

- The applicable application form has been completed and signed by an authorised representative.
- The submission includes the declarations, references, and supporting documentation required by the applicable form.
- The application is eligible under the requested scheme or regulatory route.
- The Certification Body has the competence and resources required to perform the certification activities.
- Where an Evaluation Facility (ITSEF) is involved, its participation is compatible with the proposed scope and timetable.
- There are no unacceptable risks to impartiality.
- The certification activities are feasible within the applicable scheme or regulatory constraints.

If deficiencies, omissions, or inconsistencies are identified in the submitted form or its attachments, the Certification Body may request clarification or additional information from the applicant before proceeding. The output of this review shall be recorded on the Application Review Form.

## 5.5. Contract and Agreement

Where the application review outcome is positive, the Certification Body prepares and provides the Certification Agreement to define the commercial, legal, and operational conditions under which the certification activities will be performed. The Certification Agreement defines the following:

- Scope of certification
- Roles and responsibilities, including the following:
  - The client always fulfils the applicable conformity assessment requirements, including ISO/IEC 17065:2012 § 3.7 and, where relevant, ISO/IEC 17021, including implementing appropriate changes when they are communicated by the Certification Body.
  - If the certification applies to ongoing production, the certified product continues to fulfil the product requirements.
  - The client makes all necessary arrangements for the following:
    - The conduct of the evaluation in line with the applicable conformity assessment requirements, including ISO/IEC 17065:2012 § 3.3 and, where relevant, ISO/IEC 17021, and surveillance (if required), including provision for examining documentation and records, and access to the relevant equipment, location(s), area(s), personnel, and client's subcontractors.
    - Investigation of complaints.
    - The participation of observers, if applicable.
  - The client makes claims regarding certification consistent with the scope of certification and does not use its product certification in such a manner as to bring the Certification Body into disrepute and does not make any statement regarding its product certification that the Certification Body may consider misleading or unauthorised.
  - Upon suspension, withdrawal, or termination of certification, the client discontinues its use of all advertising matter that contains any reference thereto and acts as required by the certification scheme (e.g. the return of certification documents) and takes any other required measure.

- If the client provides copies of the certification documents to others, the documents must be reproduced in their entirety or as specified in the certification scheme.
  - In referring to its product certification in communication media such as documents, brochures or advertising, the client complies with the requirements of the Certification Body or as specified by the certification scheme.
  - The client complies with any requirements that may be prescribed in the certification scheme relating to the use of marks of conformity, and on information related to the product.
  - The client keeps a record of all complaints made known to it, relating to compliance with certification requirements, makes these records available to the Certification Body when requested, and
    - Takes appropriate action with respect to such complaints and any deficiencies found in products that affect compliance with the requirements for certification.
    - Documents the actions taken.
  - The client informs the Certification Body, without delay, of changes that may affect its ability to conform with the certification requirements.
- Confidentiality and impartiality commitments
  - Conditions for use of certificates and marks
  - Fees and payment terms
  - General and special terms and conditions of service

## 5.6. Application Acceptance or Rejection

### Acceptance

- Following completion of the application review and, where applicable, execution of the Certification Agreement, the application is formally accepted by the Certification Body.
- Evaluation planning may commence.
- Evaluation facilities (ITSEFs) may be engaged, as applicable. This process is documented under separate procedures.

## Rejection

- The applicant is informed of the rejection and the documented reasons for that decision.
- Records are labelled, classified and retained according to Certification Body record-keeping rules.

## 6. Records and Traceability

The Certification Body must retain records related to:

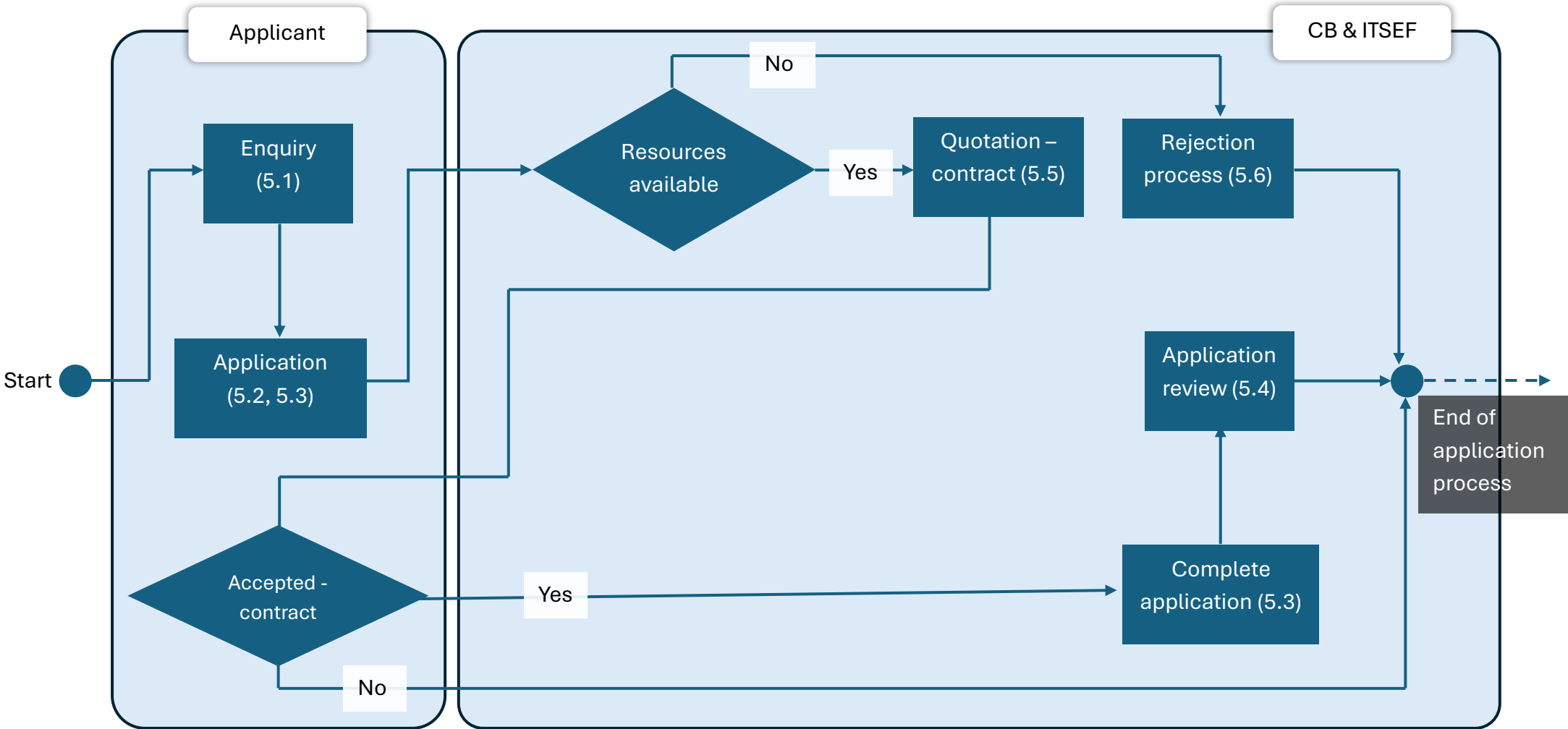
- Enquiries
- Applications received
- Application reviews
- Decisions to accept or reject applications

Records are to be stored securely and kept for at least 10 years, unless law, scheme rules, or legal requirements dictate otherwise.

## 7. Impartiality and Confidentiality

All information provided by applicants is treated as confidential. Risks to impartiality arising from applications are assessed and documented as per the requirements set out in [IMP-01-01](#) and [CONF-01-01](#). Applications will not be accepted if there are unacceptable conflicts of interest.

## Annex A – Application Process flow



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## Version History

Version	Date	Author	Summary of changes	Status
1	13/04/2026	Khalimatou Samirah (NSAI)	Initial draft created.	Draft
2	28/05/2026	Khalimatou Samirah (NSAI)	Updated sections as per review comments, including updates to associated application forms	Approved

