

# **CERTIFICATION SCHEME FOR PERSONNEL REQUIREMENTS FOR THE QUALIFICATION OF PERMANENT JOINING PERSONNEL (INCLUDING WELDERS, OPERATORS, SETTERS & BRAZERS) IN ACCORDANCE WITH BS EN ISO/IEC 17024:2012**

## **Terms and definitions**

The following terms are used in this document.

**Applicant** – person who has submitted an application to be admitted into the certification process.

**Candidate** – applicant who was fulfilled specified prerequisites and has been admitted to the certification process.

**Invigilator** – person authorized by the certification body who administers or supervises an examination, but does not evaluate the competence of the candidate.

*Note – other terms for invigilator are proctor, test administrator, supervisor.*

**Examiner** – person competent to conduct and score an examination, where the examination requires professional judgement.

**Certification process** – activities by which a certification body determines that a person fulfils certification requirements, including application, assessment, decisions on certification, recertification and use of certificates and logos/marks.

**Assessment** – process that evaluates a person’s fulfilment of the requirements of the certification scheme.

**Examination** – mechanism that is part of the assessment which measures a candidate’s competence by one or more means, such as written, oral, practical, and observational, as defined in the certification scheme.

**Certification scheme** – competence and other requirements related to specific occupational or skilled categories of persons.

**Certificate** – document issued by a certification body under the provisions of this international standard, indicating that the named person has fulfilled the certification requirements.

**Certification requirements** – set of specified requirements, including requirements of the scheme to be fulfilled in order to establish or maintain certification.

**Scheme owner** – organization responsible for developing and maintaining a certification scheme.

*Note – the organization can be the certification body itself, a governmental authority, or other.*

**Competence** – ability to apply knowledge and skills to achieve intended results.

**Interested party** – individual, group or organization affected by the performance of a certificated person or the certification body.

This document has been raised to meet the requirements of **BS EN ISO/IEC 17024:2012**  
**Section 8. Certification Schemes.**

**Foreword**

**Section 8.1** The category of certification detailed in this scheme is for **permanent joining personnel** and is managed by InCon, which provides for the individuals seeking to demonstrate their knowledge and/or competence in their field of operation. The scope of certification includes **welder/operator/setter/brazer**.

InCon operates a quality management system in accordance with **BS EN ISO/IEC 17024:2012**, which acts as a **certification body for certification of persons**. InCon has formed a committee with its key stakeholders who have reviewed and will annually review its certification scheme in keeping with the requirements of the industries served by the scheme. The referenced standards used in this document have been reviewed by recognised committees such as ISO, WEE, and other policy, and strategy committees for technical acceptance. The scheme has been written to incorporate the requirements of all identified interested parties. There are no predominating interests.

<b>Interested Party</b>	<b>Focus</b>	<b>Control Method</b>
Clients	Qualified Workforce	Accredited Certification Body
Candidate	Qualification	Approved Scheme
UKAS	Conformance	Management System & Audits
Invigilator	Administers/Supervises Examination	Training and Approval Matrix
Examiners	Professional Judgement	Training and Approval Matrix or suitably qualified and accredited bodies. <i>(These can be subcontractors i.e. Non-Destructive &amp; Mechanical test house).</i>

InCon, understands the necessity of providing a certification process that treats all applicants with equal opportunities for success. InCon has an Impartiality, integrity, and confidentiality procedure in place to ensure that operations within the certification process avoid conflicts of interest.

**Responsibilities**

InCon, acts as the certification body. It therefore has the overall responsibility for ensuring that the requirements of the qualification tests, the chosen testing, and certification comply to this scheme and chosen standards.

The requirements for qualification tests shall be given in chosen standards. It is the duty of the candidate to select the standard. This is addressed during the contract review and application process.

Responsibility lies with the welder, operator, setter or brazer to ensure that the recognition and acceptance of qualification certificates issued by InCon are appropriate for their requirements.

Testing activities such as NDT and mechanical testing will be sub-contracted to InCon approved subcontractors, as identified in the contract review.

The certification body is responsible for issuing relevant certificates in accordance with the chosen standard and will maintain ownership of the certificate.

Individuals responsible for conducting permanent joining examination work in connection with the requirements of this document must be approved by InCon.

### **Professional Judgement**

Professional judgement can be described as the capacity to assess and draw sound, objective conclusions that are not influenced by biases, emotion, or bribery.

An examiner competent to conduct and score an examination, where the examination requires professional judgement, must demonstrate impartiality.

Objectivity means that conflicts of interest do not exist or are resolved so as not to adversely influence subsequent activities of the certification body.

InCon have robust Impartiality, integrity, and confidentiality systems in place. Invigilators and examiners are required to complete (WA37) – Workface Checklist for every candidate seeking qualification. If further action/investigation is required, the use of form (WA34) – Risk Analysis will be implemented.

### **Review and Validation of the Scheme**

This scheme (WA106) will be reviewed annually for effectiveness by the Technical Manager and will also form part of the management review meeting. All relevant departments, individuals and where applicable technical persons will be involved, this will include the scheme committee, which includes interested parties from the industries we service. Where any changes are made to the scheme or relevant standards additional review and validation would be required and distributed to all relevant persons. An annual audit of the scheme will also be completed as per section 8 of our QMS.

### **Scope**

**Section 8.2(a)** This certification scheme prescribes the requirements for the qualification of **welders, operators, setters, brazers** seeking to demonstrate their competence in their field of operation.

InCon undertakes the certification of personnel conducting permanent joining against a **defined specification**, fully adopting the principles, examination, and acceptance criteria from industry recognised standards.

**Permanent joining personnel** will be tested and certified in accordance with the below standards:

- BS EN ISO 9606-1: 2017 Qualification test of welders. Fusion welding. Steels.
- BS EN ISO 9606-2: 2004 Qualification test of welders. Fusion welding. Aluminium & Aluminium Alloys.
- BS EN ISO 9606-3: 1999 Approval testing of welders – Fusion welding – Part 3: Copper and copper alloys.
- BS EN ISO 9606-4: 1999 Approval testing of welders – Fusion welding – Part 4: Nickel and nickel alloys.

BS EN ISO 9606-5: 2000	Approval testing of welders – Fusion welding – Part 5: Titanium and titanium alloys, zirconium and zirconium alloys.
BS 4872-1: 1982	Specification for approval testing of welders when welding procedure approval is not required Fusion welding of steel.
BS 4872-2: 1976	Specification for approval testing of welders when welding procedure approval is not required TIG or MIG welding of aluminium and its alloys.
ASME IX: 2023	Boiler and Pressure Vessel Code.
AWS D1.1: 2020	Structural welding code – Steel.
BS EN ISO 14732: 2013	Welding personnel – Qualification testing of welding operators and weld setters for mechanized and automatic welding of metallic materials.
BS EN ISO 14555: 2017	Welding – Arc stud welding of metallic materials.
BS EN ISO 13585: 2021	Brazing – Qualification test of brazers and brazing operators.

No other standards will be used in conjunction with this certification scheme for the certification as a welder, operator, setter, brazer.

## Welder

**Section 8.2(b)** This part of the certification scheme specifies the requirements for qualification testing of welders for permanent joining. It provides a set of technical rules for a systematic qualification test of the welder and enables such qualifications to be uniformly accepted. When qualifying welders, the emphasis is placed on the **welder's ability to manually manipulate the electrode, welding torch, or welding blowpipe**, thereby producing a weld of acceptable quality. The welding processes referred to in this part are those fusion-welding processes which are **designated as manual**. It **does not cover mechanized and automated** welding processes.

The **defined processes** covered by this section are listed below:

111 – Manual Metal Arc Welding (MMA) / Shielded Metal Arc Welding (SMAW).

114 – Self-shielded tubular cored arc welding.

121 – Submerged arc welding with solid wire electrode.

125 – Submerged arc welding with tubular cored electrode.

131 – MIG welding with solid wire electrode.

135 – Metal Active Gas Welding (MAG) / Gas Metal Arc Welding (GMAW). With solid wire electrode.

136 – Metal Active Gas Welding (MAG) / Gas Metal Arc Welding (GMAW). With flux cored electrode.

138 – Metal Active Gas Welding (MAG) / Gas Metal Arc Welding (GMAW). With metal cored electrode.

141 – Tungsten Inert Gas Welding (TIG) / Gas Tungsten Arc Welding (GTAW) (Wire / Rod).

142 – Tungsten Inert Gas Welding (TIG) / Gas Tungsten Arc Welding (GTAW) (Autogenous).

- 143 – TIG welding tubular cored filler material (wire/rod).
- 145 – TIG welding using reducing gas and solid filler material (wire/rod).
- 15 – Plasma arc welding.
- 311 – Oxyacetylene welding.

## **Operator**

**Section 8.2(b)** This part of the certification scheme specifies the requirements for qualification testing of operators for permanent joining. It is intended to provide the basis for the mutual recognition by examining bodies of qualification related to the competence of welding operators in the various fields of application. It provides a set of technical rules for a systematic qualification test of the operators and enables such qualifications to be uniformly accepted. When qualifying welding operators, the emphasis is placed on the **operator's ability to set up welding equipment for mechanized or automatic welding**, thereby producing a weld of acceptable quality. Operator – **Person who controls or adjusts any welding parameter for mechanized or automatic welding.**

**Automatic Welding** – Welding in which all operations are performed without welding operator intervention during the process.

**Mechanized Welding** – Welding where the required welding conditions are maintained by mechanical or electronic means but may be manually varied during the process.

The **defined processes** covered by this section are listed below:

- 114, 13, 14 & 15 – Shielded metal – arc welding.
- 12 – Submerged Arc Welding.
- 51 – Electron Beam Welding (EBW).
- 52 – Laser Beam Welding (LBW).
- 72 – Electroslag Welding.
- 4 – Pressure welding.
- 2 – Resistance welding.

## **Setter**

**Section 8.2(b)** This part of the certification scheme specifies the requirements for qualification testing of setters for permanent joining. It is intended to provide the basis for the mutual recognition by examining bodies of qualification related to the competence of welding setters in the various fields of application. It provides a set of technical rules for a systematic qualification test of the welding setter and enables such qualifications to be uniformly accepted. When qualifying welding setters, the emphasis is placed on the **setter's ability to set up welding equipment for mechanized or automatic welding**, thereby producing a weld of acceptable quality. Setter – **Person who sets up welding equipment for mechanized or automatic welding.**

The **defined processes** covered by this section are listed below:

114, 13, 14 & 15 – Shielded metal – arc welding.

12 – Submerged Arc Welding.

51 – Electron Beam Welding (EBW).

52 – Laser Beam Welding (LBW).

72 – Electroslag Welding.

4 – Pressure welding.

2 – Resistance welding.

### **Brazers**

**Section 8.2(b)** This part of the certification scheme specifies the requirements for qualification testing of brazers for permanent joining. It provides a set of technical rules for a systematic qualification test of the brazer and enables such qualifications to be uniformly accepted. When qualifying brazers, the emphasis is placed on the **brazer's ability to hold and manipulates the device for heating the brazing area by hand**, thereby producing a brazing of acceptable quality. The brazing processes referred to in this part are those in which a molten filler material is used that has a liquidus temperature above 450°C but lower than the solidus temperature of the parent material(s).

The **defined processes** covered by this section are listed below:

911 – Infrared brazing.

912 – Flame brazing, Torch brazing.

913 – Laser Beam brazing.

914 – Electron Beam brazing.

916 – Induction brazing.

918 – Resistance brazing.

919 – Diffusion brazing.

921 – Furnace brazing.

922 – Vacuum brazing.

923 – Dip-bath brazing.

924 – Salt-bath brazing.

925 – Flux bath brazing.

926 – Immersion brazing.

## **Required Competence**

**Section 8.2(c)** There are no competency requirements for undertaking a permanent joining qualification test.

## **Abilities**

**Section 8.2(d).** All candidates shall have refined motor skills and good vision in order to undertake the permanent joining qualification test. This will be documented by confirmation from the applicant on InCons application form (WA 107) for permanent joining. If any alterations or special adjustments are required, the candidates seeking qualification must make InCon aware prior to undertaking qualification.

## **Prerequisites (Welder)**

**Section 8.2(e).** The candidate seeking qualification must satisfy themselves that they have the capability to carry out all required aspects of the application code and the prerequisites defined below.

The following prerequisites apply for performing a permanent joining qualification test (Welder).

- ❖ Applicant must identify if the examination is to take place at the client's premises or InCon testing facility. This is acknowledged on the application form (WA 107). Client/InCon shall provide a suitable area for conducting a permanent joining examination. This includes a screened off area with appropriate lighting, welding set to be in good working order (this is confirmed by a calibration certificate or service sticker on the machine. If this isn't present the InCon invigilator at the time of test will use his/her calibrated clamp meter to ensure consistency and validity of welding parameters)
- ❖ A signed and completed application / agreement form for permanent joining (WA 107).
- ❖ 1 form of Nationally Recognised photographic identification (i.e. Passport/Driving License).
- ❖ Date and place of birth.
- ❖ Name and welder I.D.
- ❖ A written instruction in the form of a preliminary weld procedure specification(s) / weld procedure specification(s)
- ❖ Appropriate personal protective equipment.

## **Prerequisites (Operator)**

**Section 8.2(e).** The candidate seeking qualification must satisfy themselves that they have the capability to carry out all required aspects of the application code and the prerequisites defined below.

The following prerequisites apply for performing a permanent joining qualification test (Operator).

- ❖ Client shall provide a suitable area for conducting a permanent joining examination. This includes a screened off area with appropriate lighting, welding set to be in good working order (this is confirmed by a calibration certificate or service sticker on the machine. If this isn't present the InCon invigilator at the time of test will use his/her clamp meter to ensure consistency and validity of welding parameters).
- ❖ A suitable area in which to carry out the examinations. Where possible, the area should be away from the main working area, have suitable lighting and ventilation, with limited access by others.
- ❖ A signed and completed application / agreement form for permanent joining (WA 107).
- ❖ 1 form of Nationally Recognised photographic identification (i.e. Passport/Driving License).
- ❖ Date and place of birth.
- ❖ Name and operator I.D.
- ❖ A written instruction in the form of a preliminary weld procedure specification(s) / weld procedure specification(s)
- ❖ Appropriate personal protective equipment.

## **Prerequisites (Setter)**

**Section 8.2(e).** The candidate seeking qualification must satisfy themselves that they have the capability to carry out all required aspects of the application code and the prerequisites defined below.

The following prerequisites apply for performing a permanent joining qualification test (Setter).

- ❖ Client shall provide a suitable area for conducting a permanent joining examination. This includes a screened off area with appropriate lighting, welding set to be in good working order (this is confirmed by a calibration certificate or service sticker on the machine. If this isn't present the InCon invigilator at the time of test will use his/her clamp meter to ensure consistency and validity of welding parameters).
- ❖ A suitable area in which to carry out the examinations. Where possible, the area should be away from the main working area, have suitable lighting and ventilation, with limited access by others.
- ❖ A signed and completed application / agreement form for permanent joining (WA 107).
- ❖ 1 form of Nationally Recognised photographic identification (i.e. Passport/Driving License).



- ❖ Date and place of birth.
- ❖ Name and setter I.D.
- ❖ A written instruction in the form of a preliminary weld procedure specification(s) / weld procedure specification(s)
- ❖ Appropriate personal protective equipment.

### **Prerequisites (Brazer)**

**Section 8.2(e).** The candidate seeking qualification must satisfy themselves that they have the capability to carry out all required aspects of the application code and the prerequisites defined below.

The following prerequisites apply for performing a permanent joining qualification test (Brazer).

- ❖ Client must provide a suitable area for conducting a permanent joining examination. This includes a screened off area with appropriate lighting, brazing set to be in good working order (this is confirmed by a calibration certificate or service sticker on the gauges.)
- ❖ A signed and completed application / agreement form for permanent joining (WA 107).
- ❖ 1 form of Nationally Recognised photographic identification (i.e. Passport/Driving License).
- ❖ Date and place of birth.
- ❖ Name and Brazer I.D.
- ❖ A written instruction in the form of a preliminary brazing procedure specification(s) / brazing procedure specification(s)
- ❖ Appropriate personal protective equipment.

### **Code of Conduct**

**Section 8.2(f).** All candidates and InCon employees are expected to behave in a formal and professional manor while undertaking the certification process innkeeping with this scheme. Candidates and InCon employees must apply moral principles, honesty, fairness, transparency, integrity, and ethical behaviour. The candidate and InCon employee must not be under the influence of drugs and alcohol during the examination process. If a candidate is taking any prescription medication that may affect their performance, they must make InCon aware prior to commencing the examination process. Aggression or threatening behaviour towards an invigilator or examiner will not be tolerated. Anyone displaying this type of attitude will have his/her test terminated. Any attempt to cheat during a test or to mislead the invigilator or examiner will not be tolerated. Following certification, the candidate must notify InCon, of any significant change in their ability to perform a prescribed permanent joining technique in accordance with their certification.

## **Initial Certification & Recertification**

**Section 8.3(a).** The criteria for initial certification will be defined by the specific standard of permanent joining chosen by the applicant. Inspection Consultants is responsible for ensuring that the requirements of the standard selected by the candidate or manufacturer are fulfilled. The standards are prescriptive and require no additional criteria.

Routes for certification are defined and illustrated in ANNEX 1.

The certification body is responsible for ensuring that the requirements of the standard selected by the candidate are fulfilled.

The candidate shall be required to produce a permanent joint(s) within the confines of the procedure(s) and which is capable of passing required mandatory tests given in the chosen applicable standard(s).

Assessment for initial certification and recertification both require the witnessing of permanent joint(s) taking place and the subsequent testing of the candidate's coupon(s).

InCon performs recertification of candidates after a predisposed time period as stipulated in the chosen standard. During the interim the certification shall be prolonged by a competent person if the relevant criteria of the standard are met.

## **Period of Validity within each Application Standards**

9606-1 refer to Section 9

9606-2 refer to Section 9

9606-3 refer to Section 10

9606-4 refer to Section 10

9606-5 refer to Section 10

14732 refer to Section 5

13585 refer to Section 9

4872-1 refer to Section 6

4872-2 refer to Section 8

AWS D1.1 refer to Section 4.2

ASME IX refer to Section QW-322 for Welder/operator

ASME IX refer to Section QB-322 for Brazers

Qualification certificates are issued by InCon in accordance with the standard being applied.

Certificates are issued to the certified person at the address stated on the application form (this is usually the sponsoring organisation/manufacturer). If the certified person requests a different address, this is where the certification shall be sent.

The validity of a certificate can be confirmed by Inspection Consultants by following the process stated on the company website.

### **Section 8.3(b). Practical Examination**

Candidates will be required to perform a single or multiple permanent joint(s) practical tests in relation to their specific field. (Welder, Operator, Setter, Brazer).

An InCon approved invigilator will supervise all aspects of the practical examination. The completed coupon is then submitted to an InCon approved subcontractor for testing. The coupon will be visually evaluated for conformance using the chosen standard(s).

Once visual examination is successfully completed, the test coupon produced by the candidate is submitted for further testing as outlined in the code being worked to. This is predetermined by the chosen standard and will involve Non-destructive testing (surface & volumetric), or mechanical and metallurgical testing.

Pass or Fail decisions are made solely against the acceptance criteria established by the specific standard selected by the candidate.

### **Section 8.3(b). Written Examination**

Candidates seeking qualification as an operator or setter to BS EN ISO 14732:2013 are required to perform a written examination as part of the code criteria in the form of a functional knowledge test.

The functional knowledge written examination has the format of identify, demonstrate/explain and multiple-choice questions included.

For written examinations, the test administered will be the same for each candidate – thus being consistent and giving all an equal opportunity for success. ***NB.** (The content of the question paper has been designed based around the suggested requirements in EN 14732 Annex A and covers the topics stated therein. This paper has been checked by the Technical Manager for accuracy and effectiveness and will be monitored as part of the annual audit to ensure it remains so).*

An InCon approved invigilator will supervise all aspects of the written examination. The completed examination paper is then given to a InCon approved examiner to mark.

Written Examinations have a required pass mark of 70%.

The test shall be performed in examination conditions in a classroom environment provided by the client as identified in the prerequisites of this scheme for operator/setter. The rules and process controlling the distribution and security of written examination material is given in section 7 of the InCon QMS.

### **Records**

All records including original derived data, worksheets, calibration certificates, test reports/certificates, application forms & completed examination papers will be retained and kept in a secure location for 4 years min. in paper format and 10 years min electronically as a minimum or, if greater, one full certification cycle, or as required by recognition arrangements, contractual, legal or other obligations.

## **Surveillance methods and criteria**

**Section 8.3(c).** Surveillance activities are defined by the chosen standard. Although InCon remain the owner of the certificate, it is the certified persons responsibility to maintain the certificate in accordance with the rules and regulations of the chosen standard. If the prescribed maintenance is not adhered to, InCon will not be able to verify beyond the stated period.

## **Criteria for Suspending or Withdrawing Certification**

**Section 8.3(d&e).** InCon reserve the right to suspend, withdraw or reduce the scope of certification where scheme rules are not complied with. Certification of personnel involved in permanent joining requires several people who represent various stages of the process, including the invigilation/examination, decision making and raising of the certificate itself. There are occasions, although not often, that certification comes into disrepute and these cases may result in certification being suspended, withdrawn, or reduced in scope. The Welding Manager (Certification Manager) will have the ultimate decision on the appropriate action once the information is established and reviewed. InCon will suspend or withdraw any certificates from its register as a result of any of the following:

- ❖ Any attempts to duplicate or edit certification.
- ❖ Improper use of the certificate, symbol, or logo.
- ❖ Existence of a serious complaint that indicates the requirements of the certificate are not being met.
- ❖ The client has voluntarily requested a suspension.
- ❖ The manufacturer has, with grounds requested a suspension, i.e. repeated systematic defects.
- ❖ Any evidence found that cheating occurred during the test.
- ❖ Failure to meet contractual conditions set out in this scheme.
- ❖ Any falsification of data provided to the invigilator during the test.
- ❖ Not to continue to use the certificate past its expiry date.
- ❖ Not to continue to use the certificate if it has been suspended or withdrawn.
- ❖ Not to use the certificate if prolonged absence from the industry has occurred. (Excess of 6 months).
- ❖ Not to continue to use the certificate if the ability of the holder has become impaired.

Upon appropriate and substantiated evidence being provided, in writing to InCon, the certificate(s) in question will be placed on a suspension period of 30 days pending review and investigation. At this point the Welder Matrix (**WA 105**) will be filled in to show the status of the certificate as '**SUSPENDED**'. An acknowledgement of receipt email will be sent to both the candidate and the body who raised the issue, stating the nature of the issue, the start date of the suspension along with the length of suspension period. If the evidence does not support the claim or it is deemed to be a false claim the matter is closed and both parties are again informed

in writing via email, the suspension is concluded and the certificate(s) is fully valid again. At this point the Welder Matrix (**WA 105**) will be filled in to show the status of the certificate as '**VALID**' once again.

When a non conformity with certification requirements is substantiated, InCon will consider and decide upon the appropriate action, which can include:

- ❖ Further suspension of certificate pending remedial action (this could be a full review and re-issue of certificate).
- ❖ A request for further evidence to support the claim for suspension/withdrawal.
- ❖ Withdrawal of certification.
- ❖ Reduction of scope of certification.

Failure to resolve the issues that have resulted in the suspension within a 30 day period or if it is deemed that the evidence provided is substantiated during the review/investigation period, this will result in withdrawal of certification. At this point the Welder Matrix (**WA 105**) will be filled in to show the status of the certificate as '**WITHDRAWN**'. An email notification of the withdrawal of certification will be sent to both the candidate and the body who raised the issue. If a reduction of scope is deemed to be the best course of action after the review/investigation period, the Welder Matrix (**WA 105**) will be filled in to show the status of the certificate as '**REDUCED SCOPE**'. An email notification explaining the type and reason for the reduction of scope will be sent to both the candidate and the body who raised the issue and a new certificate with the reduced scope

indicating the reduction in scope and that the newly issued certificate now supersedes the previous versions of the certification will be sent to the candidate alone.

InCon have a fully defined procedure for the criteria for suspending or withdrawing of certification which is available upon request see internal procedure WAP 04 for further information.

### **Misuse of Certificates and Logos**

It is the policy of InCon to control how certificates, brand names, marks and logos are used, and to act in the event of their misuse. InCon recognises that it was a duty to all its certified persons to ensure that their professional status and valid integrity is maintained, and to eliminate, as far as possible, their fraudulent use of any associated misrepresentations of technical competency.

The current brand names and logos of InCon are the unique Inspection Consultants Ltd company logo. The certified person may only use the InCon and UKAS logos on issued certification and shall not use the certificate in a misleading manner.

Although the risk of counterfeiting is highly unlikely, the certificate shall bear the authorized signature and Inspection Consultants 'watermark' logo to reduce the risks of counterfeiting.

## **Address**

For further information about the qualifications covered in this document please contact:



### **Head Office:**

Inspection Consultants Ltd (InCon)

Unit 1 Factory Terrace

Rossmore Industrial Estate

Ellesmere Port | CH65 3BS

**Tel: 0151 357 2212**

## **Complaints and Appeals**

All parties shall be treated fairly and equitably through the implementation of the following process in a timely manner.

Where a person is not satisfied with a decision by InCon they will be requested to submit a formal appeal / petition in writing stating his / her case in detail to the Managing Director of InCon. Where a person wishes to make a complaint about a service provided by the certification body, they shall submit this complaint in writing to the Managing Director.

Such an appeal/petition/complaint must be accompanied by all relevant facts and evidence, and if in the opinion of the Certification Body, an adequate case has been presented, an investigation by InCon of the circumstances will be undertaken.

The appellant shall be kept informed on the progress of the complaint or appeal, and the outcome upon the completion of the full investigation.

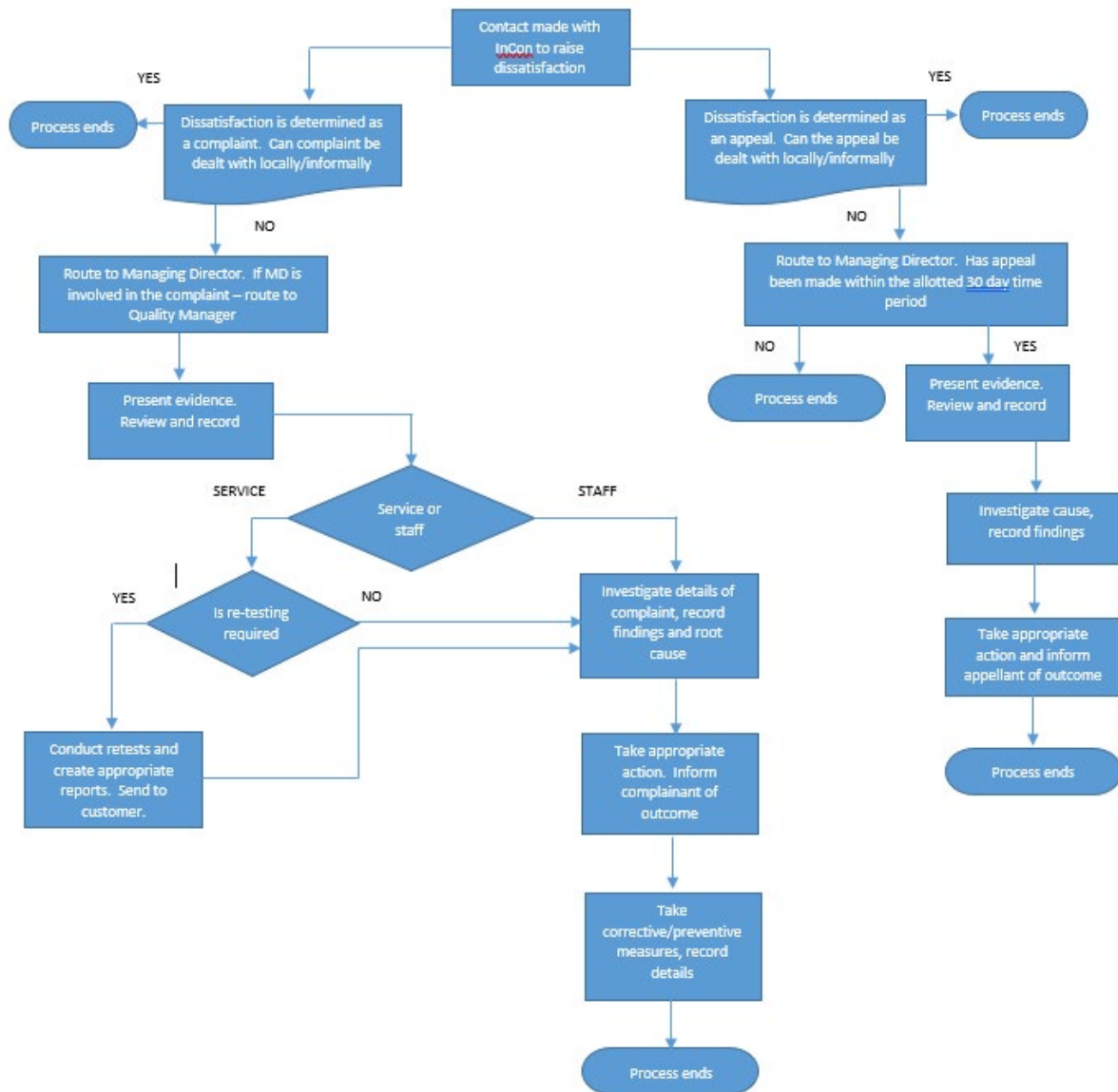
Candidates have the right of appeal. Appeals against failure to meet qualification requirements or against non-renewal of the certificate may be made by the candidate or the manufacturer upon application in writing to the certification body but must be within one month of the date of examination.

### **For reference**

A complaint is an expression of dissatisfaction, other than appeal, by any person or organization to a certification body, relating to the activities of that body, where a response is expected.

An appeal is request by the provider of the item of certification to the certification body for reconsideration by that body of a decision it has made relating to that item.

Please be assured that any investigations performed by the company will not result in any loss of impartiality or discriminatory actions towards its customers.



**ANNEX 1 - Access to Certification & Scheme**

InCon, as the certification body shall not restrict access to its certification scheme and has made it publicly accessible without request. The criteria for certification are given in this document. This certification scheme and certification are not conditional on the candidate having membership of an association or group. InCon will not use procedures to unfairly impede or inhibit access by applicants and candidates.

