



ISO 3834

Rules & Policies



INTRODUCTION

This Handbook provides information on Weld Australia's internal processes and procedures related to the IIW MCS ISO 3834 Certification Scheme. It covers areas such as Certification, Surveillance, Validity and Renewal, as well as Appeals and Complaints.

For further information about Weld Australia's IIW MCS ISO 3834 Certification Scheme, please contact qnc@weldaustralia.com.au.

IIW MCS ISO 3834 CERTIFICATION SCHEME RULES

Certification Scheme Objectives

The IIW MCS ISO 3834 Certification Scheme has three main objectives:

- Guide Australian companies to increase their local and international competitiveness. This is in line with Weld Australia stated goal which is to lead and assist in making Australian industry locally and globally competitive in welding-related activities.
- Provide a conditional means of access for Australian manufacturers to the most credible international platform designed specifically as a statement of their competency and expertise in the coordination of welding and allied processes. The platform represents an "elite" group of companies who have implemented world's best practice in welding management.
- Provide end users, purchasers, and asset owners with access to a group of manufacturers who have been certified to have employed competent welding coordination personnel and to have established a proper and effective welding coordination system.

Benefits of Certification

The primary intention of IIW MCS ISO 3834 is to ensure that manufacturers are competent and exercise adequate control of the special process of welding so that customers and others can have confidence that the welded products they produce will comply with the regulatory and/or contractual requirements as related to quality in welding.

In order to give evidence of such specific technical capabilities of manufacturers, IIW MCS ISO 3834 certification indicates the scope of certification achieved together with the issue and expiry date of the Certificate itself. The company's data is supplemented with a Schedule, where technical information (reference standards, materials, welding processes, supplementary requirements, etc.) and the welded products manufactured are detailed, together with the name of the Welding Coordinator.

Benefits for Manufacturers in attaining certification against IIW MCS ISO 3834 can be summarised as follows:

- Manufacturers can be guided to satisfy regional or international product standards' requirements through implementation of the Certification Scheme
- The specific areas of competence (for personnel and companies) are explicitly encompassed and registered in the Certification Schedule
- Manufacturers are visible through the Register of Certified Companies (<https://iso3834.com.au/directory/> and www.ewf.be)
- Improvement in the efficiency of welding management through a clear statement of roles, responsibilities and authority
- Reduction of costs and waste, without decreasing the level of quality, thus increasing productivity
- Clear understanding of client requirements through formal review
- Blueprint to achieve acceptable quality levels – getting it right first time
- Greater self-confidence for larger projects/more complex jobs leading to a growth of business and profit margins

Certification Rules

On submission of a satisfactory initial assessment report, the ANBCC Certification Committee reviews the final certification report and the closure of non-conformances, and if satisfied that all IIW requirements have been met, recommends that the certification be issued.

The certification is valid for a nominal 5 years under defined conditions. One such condition is that periodic surveillance audits of certified activities be carried out by Weld Australia to ensure ongoing conformity with the certification scheme.

Renunciation

The Manufacturer can renounce the certification in writing to the ANBCC for any reason and at any time. As a consequence of renunciation, the manufacturer must return the certificate to the ANBCC, refrain from using any copy of the certificate and remove all references to certification from all documentation and printed material.

As the ANBCC, Weld Australia can apply reduction in the scope of certification to remove the nonconforming product variants.

Weld Australia will then delete the Manufacturer from the Register of Certified Manufacturers.

Suspension

The suspension of a certificate by Weld Australia will result from:

- Deviations from compliance with requirements insufficient to warrant revocation, but not removed by an agreed date in appropriate use of the certificate
- Modifications to the Manufacturer's organisation, already in force but not yet notified to and/or not yet evaluated by Weld Australia

The suspension of certification will be notified in writing to the Manufacturer by the Scheme Manager together with the supporting reasons for the suspension and the conditions for restoring the certification. The Manufacturer is further required to notify present customers about the suspension.

The suspension will only be removed after Weld Australia has verified that conformity with the scheme requirements has been re-instated. The re-instatement will be notified in writing to the Manufacturer.

Revocation

Revocation of a certificate will be applied by Weld Australia as a result of:

- Important deviations from compliance with scheme requirements
- Misuse of the certificate
- Modifications in the Manufacturer's organisation not acceptable to Weld Australia
- Refusal to permit surveillance audits or checks
- Cessation of the certified activity

Weld Australia will notify the revocation in writing to the Manufacturer, together with the supporting reasons. As a consequence of revocation, the Manufacturer is required to return the certificate to the ANBCC, refrain from using any copy of the certificate and remove all references to certification from all documentation and printed material.

Weld Australia will then delete the Manufacturer from the Register of Certified Manufacturers.

Changes

The Manufacturer must notify Weld Australia without delay in writing of any major changes to the organisation that can affect quality and capability. Changes that must be notified are those that require a change in the certification schedule and include a change in the Welding Coordinator, a major change in industry sector, a major change in product, a change in the materials of construction (ISO 15608) and an addition of a specific welding process (ISO 4063).



Rules for the Use of the Certificate and Scheme Logo

The Certified Manufacturer has the right to publicise the certification by using the scheme logo in the manner considered the most appropriate, provided that such advertising gives a true and accurate image of the Manufacturer's capability covered by the certification. The Manufacturer is forbidden to alter the certificate or any copies and/or to publicise/utilise the certification outside the specified scope. It is a requirement that the Certified Manufacturer agree to the conditions noted in Form MF 49.

Transition Arrangements and Notice of Changes

If deemed necessary by the ANBCC Certification Committee, a transition period of one (1) year will be allowed for Certified Manufacturers to incorporate any system modifications required to ensure compliance with any amendments to the IAB-339-Latest document. Compliance to the latest revision of the IAB-339-Latest document and IAB-340-Latest document by a Certified Manufacturer will be assessed by an appointed Lead Assessor during the next scheduled Surveillance Audit for that Certified Manufacturer.

Appeal

An applicant manufacturer or Certified Manufacturer has the right to appeal against decisions of the ANBCC Certification Committee according to Weld Australia Q&CB policy using the procedure and Form MF 26.

Surveillance

Surveillance of Certified Manufacturers is carried out on an annual basis. A surveillance audit must be made within 12 months of the day of completion of second stage on-site audit, where all elements of the system are checked for compliance. After that, an annual monitoring of conformity by means of a questionnaire covering all aspects of the scheme, completed by the Manufacturer may be acceptable depending on the decision of the ANBCC Certification Committee. Surveillance using only a questionnaire is allowed provided that:

- The Welding Coordinator is certified by the IIW/EFW personnel certification scheme and,
- The Manufacturer, since the last surveillance visit, has maintained strict compliance with all items reported in the Certification Schedule and has demonstrated, with objective evidence, the correct implementation of the scheme.

In all other cases, or if the outcome of the questionnaires or other circumstances dictate, surveillance visits shall be performed more frequently if needed. After five years, a complete renewal of certification is required. This involves the same steps as the initial assessment.

IIW MCS ISO 3834 CERTIFICATION SCHEME APPEALS AND COMPLAINTS

Policy and Objectives

It is Weld Australia's Qualification and Certification Board policy to allow appeals IIW MCS ISO 3834 certified companies, or IIW MCS ISO 3834 certification applicant companies to be heard and considered, and it has therefore established a system for their registration and resolution.

The objectives are to ensure that a clear mechanism is available to companies for lodging appeals, to ensure that they are all properly dealt with, that they are all registered and outcomes recorded and communicated to the candidates companies.

Weld Australia's complaints handling process is subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

It is Weld Australia's responsibility to ensure that appropriate corrections are recorded and corrective actions regarding the incidents are taken.

It is Weld Australia's responsibility to gather and verify all necessary information regarding the incidents.

The procedures to handle the appeals and complaints shall treat all parties fairly and equitably.

Weld Australia is responsible for all decisions at all levels of the appeals and complaints handling process.

It is Weld Australia's responsibility to ensure that the decision-making personnel engaged in the appeals handling process are different from those who were involved in the decision being appealed.

Weld Australia shall ensure that the decision of a complaint to be communicated to the complainant shall be made by or reviewed by or approved by personnel who was not previously involved in the subject of the complaint. Weld Australia shall ensure that submission, investigation and decision on appeals and complaints shall not result in any discriminatory actions against the appellant or complainant.

The procedures to handle all appeals and complaints shall be dealt within a constructive, impartial and timely manner.

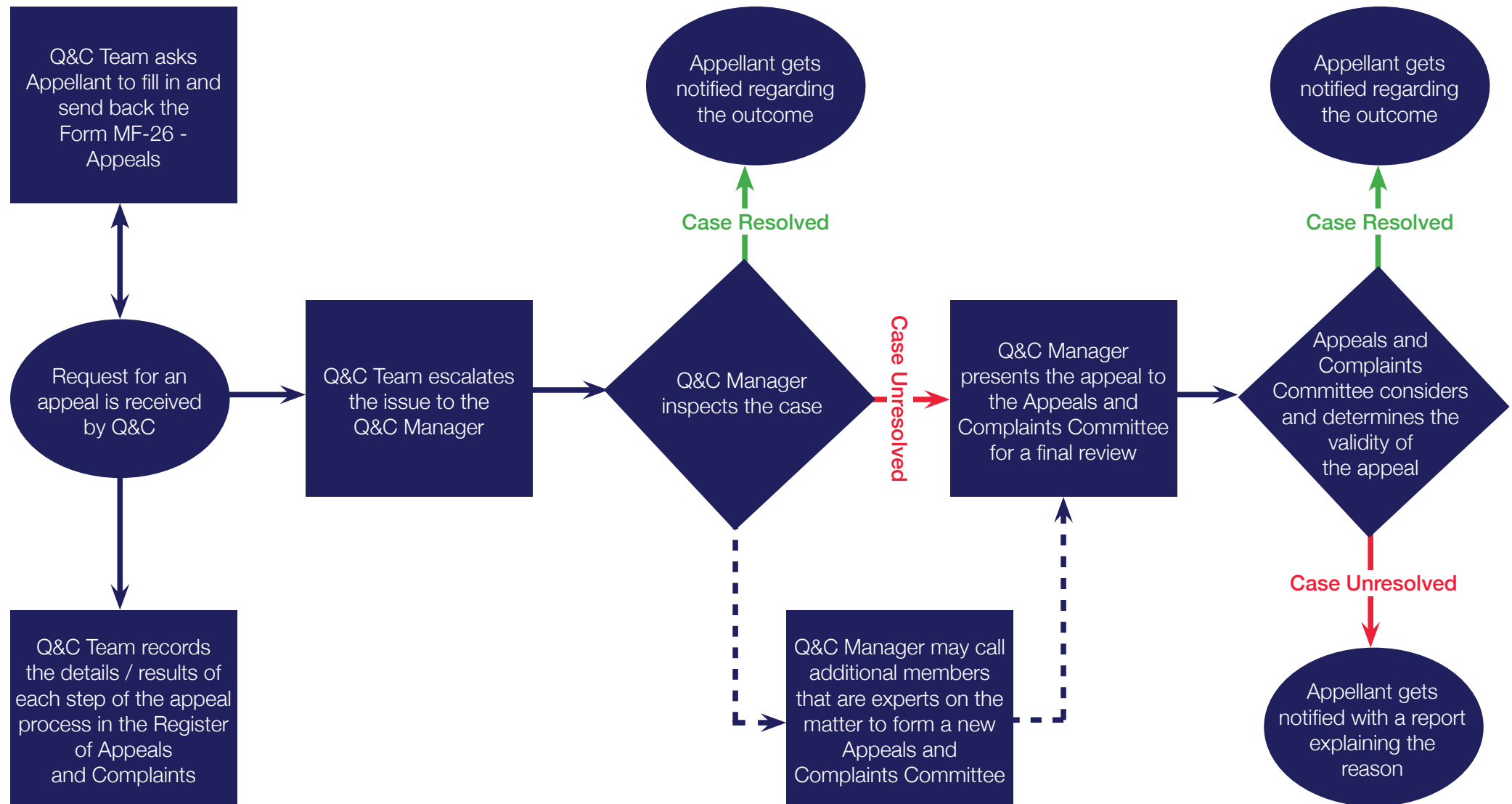
Weld Australia shall acknowledge the receipt of the appeal and complaint and provide the appellant and complainant with the progress report and the outcome.

It is Weld Australia's responsibility to give formal notice to the appellant and complainant of the end of the appeals and complaints handling process.

Lodging of appeals against the result of a certification evaluation shall be accepted by the Weld Australia Qualification and Certification Board within a time limit of 4 weeks after the incident involving the appeal occurred or receiving the examination results.

The result of an appeal shall be communicated within the two weeks of the appeal.

PROCESS FLOW CHART FOR THE REGISTRATION AND RESOLUTION OF APPEALS AND COMPLAINTS



About Weld Australia

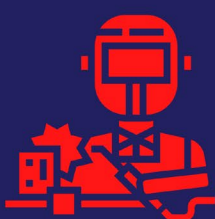
Weld Australia is the peak body representing the welding industry in Australia. Our members are made up of individual welding professionals and companies of all sizes. Weld Australia members are involved almost every facet of Australian industry and make a significant contribution to the nation's economy.

Our primary goal is to ensure that the Australian welding industry remains both locally and globally competitive, both now and into the future. A not-for-profit, membership-based organisation, Weld Australia is dedicated to providing our members with a competitive advantage through access to industry, research, education, certification, government, and the wider industrial community.

Weld Australia is the Authorised National Body of the International Institute of Welding (IIW), responsible for awarding AS/NZS ISO 3834 certification. Weld Australia certification to AS/NZS ISO 3834 is internationally recognised, and highly regarded and respected throughout Australia's welding and industrial sectors.

For further information, visit: <https://weldaustralia.com.au>

Weld Australia's Value Proposition



Weld Australia is the peak industry body, representing the welding profession in Australia.



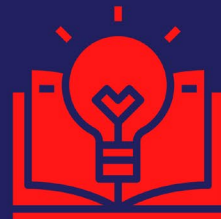
Our members include individuals and companies across every facet of Australian industry, making a significant contribution to the economy.



Weld Australia is the Australian representative member of the International Institute of Welding (IIW).



Our Mission is to be the leader in facilitating growth of world class welding in Australia.



Our Vision is to enable industry to access leading edge technologies through technology transfer, education and certification opportunities.

Delivering Value to Members



Network

We provide a network for the exchange of ideas, sharing of resources and creation of meaningful connections.



Technology Transfer

We facilitate technology transfer from research institutions and overseas markets.



Learning & Development

We deliver pathways for learning, to expand your career and boost your earning potential.



Engineering Solutions

Our experts deliver specialist technical solutions for welding and materials related issues.



Collective Voice

We are the voice of industry, promoting and advocating for welding and welders to decision makers.



Certification

We are the IIW Authorised Nominated Body, making us the premier welding certification body in Australia.



 **Weld
Australia**