

CERTIFICATION POLICY STATEMENT

EnerMech Qatar LLC Management (Training Business Unit) fully understands the importance of impartiality in performing our certification activities and therefore, we shall always act impartially in relation to our applicants, candidates and certified persons. We shall ensure objectivity at all times by having certification personnel that are competent, well trained and committed in ensuring impartiality and confidentiality is maintained.

EnerMech Management shall allocate a responsible person to consistently identify and manage threats to impartiality and conflicts of interests to prevent biased or inappropriate certification decisions.

EnerMech Management shall provide the necessary resources to consistently offer reliable, effective and up to date certification schemes and certification processes that shall comply with ISO/IEC 17024.

EnerMech Management shall ensure that the certification policies and procedures are in place, implemented, and verified through internal surveillances and audits. We shall use the result of these verifications to continually improve our certification processes.

This policy statement is publicly available through our website and is communicated within our organization and is available to applicants, candidates, certified persons and to all other interested parties.



Sean Lawless
General Manager

CERTIFICATION PROCEDURE

Document Number: **ENM-QA-TRA-CER-PRO-0009**

1 OF 9

Revision: **0** Date: **19-06-2022**

PROCEDURE

This document is part of a set of Management System documentation developed to meet the Requirements of ISO 9001, ISO 14001 & OHSAS 45001.

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TABLE OF CONTENTS

1.0	INTRODUCTION.....	3
1.1	Purpose.....	3
1.2	Scope	3
1.3	Responsibility.....	3
2.0	PROCEDURE	3
2.1	General.....	3
2.2	Application Process	3
2.3	Assessment Process	4
2.4	Examination Process	5
2.5	Decision on Certification	5
3.0	DEFINITIONS	6
4.0	ABBREVIATIONS.....	7
5.0	REFERENCE DOCUMENTS	7
6.0	CODES AND STANDARDS	8
7.0	REVISION HISTORY	8
8.0	RECORDS	8
9.0	ATTACHMENTS.....	9

1.0 INTRODUCTION

1.1 Purpose

The purpose of this document is to describe the management of application process, examination process, assessment process and decision making process with regards to applications for certification to particular certification scheme.

1.2 Scope

This document is applicable to EnerMech Qatar LLC (Training Business Unit) and shall be followed without exemption.

1.3 Responsibility

The General Manager is overall responsible for ensuring that this procedure is implemented and verified for compliance. He is responsible for ensuring necessary resources are provided for implementation of this procedure.

Other responsibilities are described within the procedure.

2.0 PROCEDURE

2.1 General

The application, assessment, examination and decision making process is depicted in the Application Process Flow Chart (ENM-QA-TRA-CER-FOR-0009-1) provided as Attachment 1.

2.2 Application Process

Application to a certification scheme can be done:

- e-mail application – competence.qatar@enermech.com
- personally at the EnerMech certification centre

Both application options shall have a course descriptor, which includes a list of certification schemes with overview of the certification process (also available through website), the requirements and scope, the assessment process, applicant's rights, duties of certified persons and the fees included.

Online applicants shall complete the virtual enrolment form which shall include the following as a minimum:

- Applicant's name, address and other information required by the certification scheme
- Scope of desired certification
- A statement that the applicant agrees to comply with the certification requirements and to supply any information needed for assessment
- Any supporting information to demonstrate objectively compliance with the scheme prerequisites
- A statement that they agree, once being taken as candidate, to sign a non-disclosure agreement or other agreement indicating their commitment not to release confidential examination materials or participate in fraudulent test-taking practices.

- A statement that they agree to release personal information to third party as needed.
- Notice to the applicant of his/her opportunity to declare, within reason, a request to accommodation of special needs.

Those applying in the certification centre or through e-mail shall complete the Application Form - ENM-QA-TRA-CER-FOR-0009-2. Refer to Attachment 2.

EnerMech Assessor shall review the application to confirm that the applicant complies with the application requirements for the certification scheme.

If the application package is acceptable, EnerMech shall send joining instructions and booking confirmation to the applicants before the certification process starts i.e. assessment and examination.

2.3 Assessment Process

Specific assessment methods and mechanisms shall be implemented as defined in the relevant certification scheme.

The assessment shall be carried out by competent Assessors without any prejudice and conflict of interest. Assessment of the documented evidence against the scheme requirements shall always be done systematically and objectively to confirm the competence of the candidate.

To ensure that each assessment is always fair and valid, the methods for assessing candidates shall be verified by e.g. spot audits or scheduled checks. Assessors are also subjected to internal verification and assessment process. Refer to Staff Competence and Assessment Procedure – ENM-QA-TRA-CER-PRO-0005. Records of this verification shall be maintained.

Request for special needs shall be verified and accommodated within reason and where integrity of the assessment is not violated taking into account national regulation.

Where assessment is to be done by an external party, EnerMech shall ensure that the assessment being done is equivalent and conforms to the requirements of the certification scheme.

EnerMech shall ensure that new methods and mechanisms will be publicly accessible without request to verify that the certified persons comply with any change in the certification scheme which requires additional assessment.

For certification scheme that does not require examination, the recommendation based on the result of the assessment done by Assessor shall be passed on to the General Manager for final review and decision. If acceptable, the certificate will be issued to the Candidate. If not acceptable, the application will be rejected.

If examination is required, item 2.4 shall be applied.

2.4 Examination Process

Examinations (oral, practical, written) as defined by certification scheme shall be conducted and administered consistently as follows:

- Assessor shall act as examiner to conduct and score the examination, where examination requires professional judgement.
- The Certification Coordinator shall ensure the following condition requirements are fulfilled as applicable for administering the examination:
 - Personal belongings of examinees shall be left in a temporary receiving area for the whole duration of the examination. Bags, mobile phones, tablets, books, etc. are not allowed to be brought inside the examination room.
 - Lighting e.g. luminance is required for some examination e.g. visual inspection of welding defects. Records of luminance checking and test equipment calibration shall be maintained.
 - Temperature e.g. temperature inside the examination room or temperature needed for a test piece or testing chamber used in the examination
 - Noise e.g. any surrounding noise that may distract the examinees. Noise measurement shall be performed and records maintained.
 - Separation of candidates. Ensure that adequate space is maintained between examinees to avoid unnecessary talking or sharing answers.
 - PPEs are used as required for the examination
 - Rescue team on standby as required
 - Fire protection and fire-fighter provided as required
- Any test equipment used in or for the examination shall have valid calibration. Calibration details shall be indicated in the relevant test reports where test equipment was used. Calibration certificates shall be maintained for verification and reference.
- EnerMech shall implement and record appropriate methodologies for collecting statistical data to reaffirm the fairness, validity, reliability and general performance of the examination, and ensure all identified deficiencies are corrected.
- The Certification Coordinator shall complete a checklist before and during the examination to verify conditions mentioned above. Refer to Attachment 3 – Examination Administration Checklist - ENM-QA-TRA-CER-FOR-0009-3.

2.5 Decision on Certification

The information obtained during the application, assessment and examination processes shall be sufficient for EnerMech to make a decision on certification and or traceability in the event, for example, of an appeal or complaint.

EnerMech General Manager shall be fully responsible and accountable in making decisions for granting, maintaining, recertifying, extending, reducing, suspending or withdrawing. Decisions shall be made specifically in accordance with the requirements of certification scheme.

The General Manager or his delegate who has not participated in the examination or training of the candidate shall make the decision on certification on the basis of the information gathered during the certification process. The decision maker shall have sufficient knowledge and experience with the certification process to determine if the certification requirements have been met. Certification shall not be granted until all certification requirements are fulfilled. Issuance of provisionary or temporary certification is prohibited.

Certificates shall be provided to all certified persons in the form of a letter and ID card or other medium, signed and authorized by EnerMech responsible certification personnel. The certificates shall contain the following information as a minimum:

- Name of certified person
- Unique identification number
- Name of certification body
- Reference to certification scheme, standard or other relevant documents, including issue date, if relevant
- Scope of certification including, if applicable, validity conditions and limitations
- Effective date of certification and date of expiry.

The ID card shall contain the following as a minimum:

- Name of certified person
- Unique identification number
- Name of certification body
- Certification Scheme Title
- Photograph
- Effective date of certification and date of expiry
- Contact details on reverse side of the ID card

The certificate/ID card shall be designed to reduce the risks of counterfeiting. As a minimum, each certificate/ID card shall have a control number and a wet signature (digital signature) of the approving person (General Manager). Signature will not appear on the ID card. Authenticity of certification and scope of certification scheme shall be verifiable through EnerMech register of certified persons, where the certification control number along with name of certified person shall be the minimum required information when searching.

3.0 DEFINITIONS

- **Certification Scheme:** competence and other requirements related to specific occupational or skilled categories of persons
- **Category of certification:** is a specific profession, occupation or skill set related to a job
- **Scope of certification scheme:** extent and boundaries of a certification scheme
- **Scope of Certification:** range and nature of specific tasks that a certified person is expected to be able to perform competently, by virtue of holding a specific certification that is within a certification scheme
- **Scheme Owner:** organization responsible for developing and maintaining a certification scheme

- **Competence:** ability to apply knowledge and skills to achieve intended results
- **Qualification:** demonstrated education, training and work experience, where applicable
- **Certification Process:** activities by which a EnerMech determines that a person fulfils certification requirements, including application, assessment, decision 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 or oral, practical and observational, as defined in the certification scheme
- **Assessor:** person competent to perform assessment and to conduct and score an examination, where the examination requires professional judgement
- **Impartiality:** presence of objectivity which means that conflicts of interest do not exist, or are resolved, so as not to adversely influence subsequent activities of EnerMech
- **Conflict of Interest:** is a situation in which a personal interest goes against EnerMech business or operation's interest. A conflict of interest exists when certification process can be likely or actually influenced by this situation
- **Personnel:** individuals, internal or external, of EnerMech carrying out activities for EnerMech. These include committee members and volunteers.
- **Outsourced Personnel:** individual or company approved to provide external certification services to EnerMech
- **Applicant:** person who has submitted an application to be admitted into the certification process
- **Candidate:** applicant who has fulfilled specified prerequisites and has been admitted to the certification process
- **Interested party:** individual, group or organization affected by the performance of a certified person or the certification body

4.0 ABBREVIATIONS

Abbreviation	Description
PPE	Personal Protective Equipment

5.0 REFERENCE DOCUMENTS

Document Number	Document Title
ENM-QA-TRA-CER-MAN-0001	ISO/IEC 17024 Manual
ENM-QA-TRA-CER-PRO-0002	Threats to Impartiality Identification and Control Procedure

Document Number	Document Title
ENM-QA-TRA-CER-POL-0001	Certification Policy Statement
ENM-QA-TRA-CER-POL-0002	Conflict of Interest Policy Statement
ENM-QA-TRA-CER-PRO-0003	Certification Responsibility and Authority Procedure
ENM-QA-TRA-CER-PRO-0004	Policy and Procedure for Prerequisite Training
ENM-QA-TRA-CER-PRO-0007	Information and Records Control Procedure
ENM-QA-TRA-CER-PRO-0009	Certification Procedure
ENM-QA-TRA-CER-PRO-0010	Policy and Procedure for Suspension, Withdrawal or Scope Reduction of Certification
ENM-QA-TRA-CER-PRO-0011	Recertification Procedure
ENM-QA-TRA-CER-PRO-0012	Procedure for Use of Certificates, Logos and Marks
ENM-QA-TRA-CER-PRO-0013	Candidate Appeals Procedure
ENM-QA-TRA-CER-PRO-0014	Customer Complaints Procedure
ENM-QA-TRA-CER-PRO-0015	Conflict of Interest Management Procedure

6.0 CODES AND STANDARDS

Document Number	Document Title
ISO/IEC 17024:2012	Conformity Assessment – General Requirements for Bodies Operating Certification of Persons
ISO/IEC 17024:2012	Clause 9 – Certification Process Requirements <ul style="list-style-type: none"> • Sub-clause 9.1 – Application Process • Sub-clause 9.2 – Assessment Process • Sub-clause 9.3 – Examination Process • Sub-clause 9.4 – Decision on Certification
ISO 9001:2015	Quality Management System - Requirements

7.0 REVISION HISTORY

REVISION	COMMENTS/NOTES
A	Draft for review and approval
B	Incorporated comments on the draft
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8.0 RECORDS

Application Form and Supporting Documents
 Assessment Records
 Examination Records

9.0 ATTACHMENTS

ENM-QA-TRA-CER-FOR-0009-1 – Application Process Flow Chart

ENM-QA-TRA-CER-FOR-0009-2 – Application Form for Certification

ENM-QA-TRA-CER-FOR-0009-3 – Checklist, Administration of Examination

CERTIFICATION SCHEME RIGGER & SLINGING – RIGGING SUPERVISOR

Document Number: **ENM-QA-TRA-CER-PRO-0008-3**

1 OF 9

Revision: **0** Date: **10-06-2022**

PROCEDURE

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TABLE OF CONTENTS

CERTIFICATION SCHEME	
Item No.	Description
1	Certification Scheme Title
2	Category of Certification Scheme
3	Elements of Certification Scheme
3.1	Scope of Certification
3.2	Job and Task Description
3.3	Required Competence
3.4	Abilities (when applicable)
3.5	Prerequisites (when applicable)
3.6	Code of Conduct (when applicable)
4	Certification Process Requirements
4.1	Criteria for Initial Certification and Recertification
4.2	Assessment Methods for Initial Certification and Recertification
4.3	Surveillance Methods and Criteria (if applicable)
4.4	Criteria for Suspending and Withdrawing Certification
4.5	Criteria for Changing the Scope or Level of Certification (if applicable)
5	Records of Development and Review of Certification Scheme
6	Records of Continual Review and Validation of Certification Scheme
7	Evaluation Records of Certification Scheme Owned by External Party

1	Certification Scheme Title - Rigging Supervisor
2	Category of Certification Scheme - Competent Person
3	Elements of Certification Scheme
3.1	<p>Scope of Certification</p> <ul style="list-style-type: none"> To certify Lifting Operations personnel whose role includes the planning and supervision of rigging and slinging activities. The certification is valid for four years, with the candidate completing recertification within that timescale.
3.2	<p>Job and Task Description</p> <ul style="list-style-type: none"> Supervision of individuals or teams moving loads using a range of mechanical handling equipment. Developing formal lift plans and risk assessments for lifting operations.
3.3	<p>Required Competence</p> <ul style="list-style-type: none"> LOLER and PUWER regulations as they apply to lifting operations; Training, mentoring, and selecting personnel for lifting teams; The role of the Rigging Supervisor in lifting activities; Control of the lifting equipment in the rigging loft or other equipment store; Planning rigging and lifting operations; Developing risk assessments to ensure the work is carried out in a safe manner.
3.4	<p>Abilities (when applicable)</p> <ul style="list-style-type: none"> To read, understand and follow instructions in English, completing the prescribed tasks as described in the Method Statement or Scope of Work. To select, inspect, install, operate, disassemble and store lifting equipment following the equipment manufacturer's instructions, manuals, limitations, and recommended practice.
3.5	<p>Prerequisites (when applicable)</p> <ul style="list-style-type: none"> To have completed Rigging & Slinging Operator and Rigging Supervisor training courses. Candidates must be physically fit, capable of manual handling lifting equipment, and distinguishing colours.
3.6	<p>Code of Conduct (when applicable)</p> <ul style="list-style-type: none"> To follow international best practice in the safe use of mechanical handling equipment and techniques to move loads. Refer to ENM-QA-TRA-CER-POL-0002- Conflict of Interest Policy Statement
4	Certification Process Requirements
4.1	<p>Criteria for Initial Certification and Recertification</p> <p>Module 1. (Regulations, Procedures, Assessment and Competence)</p> <p>1.1 LOLER and PUWER regulations as they apply to lifting operations;</p> <p>a. the importance of LOLER;</p> <p>b. the key aspects of the LOLER ACOP (Regulations 4, 5, 6, 7 and 10) and how they pertain to the role of the Rigging Supervisor;</p> <p>c. the contents and significance of LOLER Regulation 8 to Rigging Supervisors;</p> <p>1.2 Lifting Regulations</p>

The contribution of company specific documents to lifting activities;
1.3 Training/mentoring the lifting team to confirm their levels of competence;
a. the purpose and benefits of competence programmes;
b. the processes required to manage the certificates of personnel undertaking lifting operations;
c. the types of evidence that can be used to verify competency of lifting teams;
d. how employees' competency records should be managed and kept;
e. how a Rigging Supervisor could assist new or inexperienced personnel;

1.4 Deciding on appropriate personnel for the lifting team.
a. Reviewing lifting plans and risk assessments and identifying the specific tasks that require close supervision;
b. Evaluating the existing competence of available personnel for the lifting operation and their knowledge, training and experience;
c. Situations where training will be required to make up shortfalls between the competence of personnel and that required to carry out the current work.

Module 2 (Selection and control of the lifting equipment and planning the lifting operation)

2.1 The role of the Rigging Supervisor in lifting activities;

2.2 Control of the lifting equipment in the rigging loft or other equipment store;

- a. rigging loft including signing equipment in and out;
- b. the appropriateness of the documentation presented for both new and used lifting equipment;
- c. the expected pre-use checks for commonly used equipment;
- d. who is responsible for thorough examination of equipment;
- e. defects in lifting equipment during a thorough examination; identification and rectification;
- f. in-service inspections of lifting equipment;
- g. the purpose and benefits of a quarantine system;
- h. inspection certificates and other lifting documentation.

2.3 Planning rigging and lifting operations;

- a. the relevance of other documentation that applies to lifting activities, including:
 - i. lifting plans;
 - ii. JHA;
 - iii. risk assessments;

	<ul style="list-style-type: none"> iv. permits to work; b. the hazards and risks associated with lifting operations and the appropriate control measures, including: <ul style="list-style-type: none"> i. complacency through repetition of the lifting operation; ii. trying to physically control the load as it is landed; iii. encroaching personnel; iv. conflicting activities; v. obstructions; vi. damaged loads; vii. dropped objects; viii. adverse circumstances affecting plant and machinery stability; ix. damaged slings and other accessories; x. weather; c. safe and hazardous areas for lifting operations; d. the general categories of lifting operations and how knowledge of these can assist in planning lifts; e. lifting operations of varying complexity; f. assessing uncertified steel work; g. external lifting points; h. safe use of tag lines; <p>2.4 Risk assessments to ensure the work is carried out in a safe manner.</p> <ul style="list-style-type: none"> a. generic lifting plans/risk assessments; b. storage of completed lift plans and risk assessments;
<p>4.2</p>	<p>Assessment Methods for Initial Certification and Recertification</p> <p>Candidate completes a written theory test covering their understanding of the knowledge criteria.</p> <p>The test is closed book, runs for a maximum of 90 minutes and includes a minimum of 50 questions. The Test pass mark is 80%</p> <p>The test is a mix of the following question types:</p> <ul style="list-style-type: none"> (a) Multiple choice (b) True/false

	<p>(c) Questions which require written answers</p> <p>Oral questioning and discussion is used to ensure the candidate has the required depth of knowledge related to the application of the theory criteria.</p> <p>The results of this test, along with evaluation of candidate performance during the practical exercises, will decide if the minimum standard has been achieved and a certificate can be issued.</p> <p>The Candidate is assessed on their ability to develop formal lifting plans and risk assessments. For the practical assessment EnerMech will set up and/or provide details of real lifting scenarios (one per candidate) with sufficient complexity and potential hazards to fully test the planning and risk assessment capabilities of the potential Rigging Supervisors.</p> <p>The candidates must work independently and must not be coached in any way by the assessor or other candidates. The final lift plan must detail the majority of the equipment and processes required, that is, the equipment and processes must be suitable and sufficient to do the work safely. The majority of the hazards, and the controls required to bring them down to ALARP, must also be detailed in the risk assessment.</p>
4.3	<p>Surveillance Methods and Criteria (if applicable)</p> <p>None</p>
4.4	<p>Criteria for Suspending and Withdrawing Certification</p> <p>In the event of employer internal investigation outcomes. Continual Code of Conduct breach.</p>
4.5	<p>Criteria for Changing the Scope or Level of Certification (if applicable)</p> <p>The certification scope can be reduced in the event of internal investigation outcomes.</p>
5	<p>Records of Development and Review of Certification Scheme</p> <p>Records are held by EnerMech Qatar LLC. The certification scheme was developed by the Compliance Consultant with input from Lifting Operations SMEs. The certification scheme development was based entirely upon the content of the EnerMech Rigging Supervisor training course.</p>
6	<p>Records of Continual Review and Validation of Certification Scheme</p> <p>EnerMech Qatar LLC shall review and validate the certification scheme every two years, or when international best practice changes.</p>
7	<p>Evaluation Records of Certification Scheme Owned by External Party</p> <p>This is an internal certified course.</p>

ABBREVIATIONS

Abbreviation	Description
SWL	Safe Working Load
WLL	Working Load Limit

REFERENCE DOCUMENTS

Document Number	Document Title
ENM-QA-TRA-CER-MAN-0001	ISO/IEC 17024 Manual
ENM-QA-TRA-CER-PRO-0002	Threats to Impartiality Identification and Control Procedure
ENM-QA-TRA-CER-PRO-0003	Certification Responsibility and Authority Procedure
ENM-QA-TRA-CER-PRO-0004	Policy and Procedure for Prerequisite Training
ENM-QA-TRA-CER-PRO-0006	Certification Outsourcing Control Procedure
ENM-QA-TRA-CER-PRO-0007	Records and Information Control Procedure
ENM-QA-TRA-CER-PRO-0009	Certification Procedure
ENM-QA-TRA-CER-PRO-0010	Policy and Procedure for Suspension, Withdrawal or Scope Reduction of Certification
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ENM-QA-TRA-CER-POL-0001	Certification Policy Statement
ENM-QA-TRA-CER-POL-0002	Conflict of Interest Policy Statement

CODES AND STANDARDS

Document Number	Document Title
ISO/IEC 17024:2012	Conformity Assessment – General Requirements for Bodies Operating Certification of Persons
ISO/IEC 17024:2012	Clause 8 – Certification Schemes
ISO 9001:2015	Quality Management System - Requirements

REVISION HISTORY

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A	Draft for review and approval
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RECORDS

Certification schemes

ATTACHMENTS

NONE

CANDIDATE APPEALS PROCEDURE

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1 OF 8

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Procedure

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TABLE OF CONTENTS

1.0 INTRODUCTION..... 3

1.1 Purpose..... 3

1.2 Scope 3

1.3 Responsibility..... 3

2.0 PROCEDURE 3

2.1 Awareness of the Appeals Process 3

2.2 Reason for Appeal 3

2.3 Appeals Process 3

2.3.1 Receiving and Processing of Appeal 3

2.3.2 Validation of Appeals..... 4

2.3.3 Investigation and Decision on Appeals 4

2.4 Notification of Results to Appellants 5

2.5 Correction and Corrective Action..... 5

2.6 Tracking and Recording of Appeals..... 5

3.0 DEFINITIONS 5

4.0 ABBREVIATIONS 6

5.0 REFERENCE DOCUMENTS..... 7

6.0 CODES AND STANDARDS 7

7.0 REVISION HISTORY 7

8.0 RECORDS 7

9.0 ATTACHMENTS..... 8

1.0 INTRODUCTION

1.1 Purpose

The purpose of this document is to describe the procedure on receiving, evaluating and making decisions on appeals and ensure transparency of EnerMech services and continuous improvement as a result of appeals.

1.2 Scope

This document is applicable to EnerMech Qatar LLC (Training Business Unit) and shall be followed without exemption.

1.3 Responsibility

The General Manager is overall responsible for ensuring that this procedure is implemented and verified for compliance. He is responsible for ensuring necessary resources are provided for implementation of this procedure.

Other responsibilities are described within the procedure.

2.0 PROCEDURE

2.1 Awareness of the Appeals Process

All candidates should be made aware of this procedure and their rights to appeal by the Assessor at the start of the course. The appeals process is displayed in the certification centre, and an overview communicated through the joining instructions issued to all candidates.

2.2 Reason for Appeal

Any candidate may appeal against the exam / test, practical assessment or evidence verification results if they are dissatisfied with the decision and believe that it is unreasonable or unfair.

2.3 Appeals Process

2.3.1 Receiving and Processing of Appeal

A candidate delegate may appeal verbally to the Assessor or in writing, using a Formal Appeal Form shown in Appendix I to the EnerMech Certification Centre Admin within seven (7) working days from date of receiving results. If the candidate is unable to come to the Certification Centre then the Appeal Form should be sent to him/her via e-mail or post for completion and return.

In the first instance, the candidate's appeal should be to the Assessor. The Assessor should be impartial and open minded to the points raised by candidate and explain in detail the justification for the result.

If the candidate is still dissatisfied with the explanations then he/she should be advised to make the formal appeal in writing to the Certification Centre Admin. When the Formal Appeal is made to the Certification Centre Admin it should be forwarded to the General Manager on the same day.

2.3.2 Validation of Appeals

The General Manager shall assign an investigator/adjudicator for validating, investigating and making decision on the appeal. The investigator/adjudicator shall be different from those personnel who were involved in the decision being appealed. Normally, investigator/adjudicator will be the Lead Assessor. The General Manager will consider involvement of independent resources to perform the investigation and judgement on appeal, if required.

Validation of the appeal shall be done by confirming the following as a minimum:

- Appeal form has been submitted within 7 days from date of receiving results
- Course detail or certification scheme is correct
- Name of assessor is correct
- Date of assessment is correct
- Assessment result is correct
- Details written on the appeal is correct

2.3.3 Investigation and Decision on Appeals

Once validated, investigation and decision making process shall follow taking into consideration results of previous similar appeals. The Lead Assessor shall ensure that investigation and decision process are done in constructive, impartial and timely manner.

Judgement on appeal and decision should be made within 7 working days after Formal Appeal Form had been received.

There are two possible outcomes of an appeal:

- I. The appeal is upheld, meaning that the assessment decision is over-ruled, or
- II. The appeal is overturned, meaning that the original assessment decision is confirmed as final. In both cases, the decision on appeal will be communicated to the Assessor concerned and any areas of learning will be recorded formally.

The following details the course of action to take in each case:

Appeal Upheld:

The investigator/adjudicator will produce new assessment report/s as per the required course documentation and this must be filed with the rest of the original course paperwork. A copy of the formal appeal report must be filed in the course file for future use or audit purposes. The entirety of the file must be scanned and saved in soft copy along as normal.

The course certificate, which must be dated the original date of when the assessment was undertaken, will be generated as per the Certification Administration Procedure and any accrediting bodies informed of why the course is being registered and certificated at a later date.

Appeal Overturned:

The investigator/adjudicator will file a copy of the formal appeal report in the course file for future use or audit purposes. The entirety of the file must be scanned and saved in soft copy along as normal.

This formal report shall be signed off as “closed” by the General Manager. The timescales mentioned above are deemed reasonable, however they can be extended if circumstances will dictate so and reasons for prolongation shall be recorded.

2.4 Notification of Appeals Process and Result to Appellants

The Appellant shall be notified that the appeal has been received and that the appeal will be subjected to validation and investigation. Once the decision on the appeal has been made, the Appellant shall be notified of the result of their appeal through an official letter which shall include the following:

- Decision on the appeal and the reasoning behind the decision
- Course Certificate, if the appeal is upheld
- Next course of action by the Appellant

2.5 Correction and Corrective Action

Appropriate correction or corrective action shall be carried out as applicable to the appeals that were received. Records of correction or corrective actions that were taken shall be maintained and communicated to EnerMech certification team to improve awareness on the appeal and to prevent recurrence.

2.6 Tracking and Recording of Appeals

All appeals including the actions undertaken to resolve them and the decision shall be registered for tracking and recording purposes. The certification centre admin shall be responsible for the maintenance and updating of the appeals register.

3.0 DEFINITIONS

For the purpose of this document, the following terms and definitions shall apply:

- **Assessor:** person competent to perform the review and assessment of applications and to conduct and score examinations, where examinations require professional judgment
- **Suspension:** temporary rescinding of the certification due to violation of the conditions of certification
- **Withdrawal:** permanent removal of certification due to inaction to the cause of suspension
- **Reduction of Scope of Certification:** lowering the level or grade of certification
- **Conflict of interest:** is a situation in which a personal interest goes against EnerMech business or operation’s interest. A conflict of interest exists when certification process can be likely or actually influenced by this situation

- **Impartiality:** presence of objectivity which means that conflicts of interest do not exist, or are resolved, so as not to adversely influence subsequent activities of an organization.
- **Certification Process:** activities by which an organisation determines that a person fulfils certification requirements, including application, assessment, decision on certification, recertification and use of certificates and logos/marks
- **Certification Scheme:** competence and other requirements related to specific occupational or skilled categories of persons
- **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
- **Scope of Certification:** range and nature of specific tasks that a certified person is expected to be able to perform competently, by virtue of holding a specific certification that is within a certification scheme
- **Scope of Certification Scheme:** extent and boundaries of a certification scheme
- **Competence:** ability to apply knowledge and skills to achieve intended results
- **Qualification:** demonstrated education, training and work experience, where applicable
- **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 or oral, practical and observational, as defined in the certification scheme
- **Personnel:** individuals, internal or external, of EnerMech carrying out activities for EnerMech. These include committee members and volunteers.
- **Applicant:** person who has submitted an application to be admitted into the training or certification process
- **Candidate:** applicant who has fulfilled specified prerequisites and has been admitted to the training or certification process
- **Interested party:** individual, group or organization affected by the performance of a certified person or the certification body

4.0 ABBREVIATIONS

Abbreviation	Description
N/A	Not Applicable

5.0 REFERENCE DOCUMENTS

Document Number	Document Title
ENM-QA-TRA-CER-MAN-0001	ISO/IEC 17024 Manual
ENM-QA-TRA-CER-PRO-0001	Management Commitment Procedure
ENM-QA-TRA-CER-PRO-0002	Threats to Impartiality Identification and Control Procedure
ENM-QA-TRA-CER-POL-0001	Certification Policy Statement
ENM-QA-TRA-CER-POL-0002	Conflict of Interest Policy Statement
ENM-QA-TRA-CER-PRO-0015	Conflict of Interest Management Procedure
ENM-QA-TRA-CER-PRO-0003	Certification Responsibility and Authority Procedure
ENM-QA-TRA-CER-PRO-0007	Records and Information Control Procedure
ENM-QA-TRA-CER-PRO-0009	Certification Procedure
ENM-QA-TRA-CER-PRO-0010	Policy and Procedure for Suspension, Withdrawal or Scope Reduction of Certification
ENM-QA-TRA-CER-PRO-0011	Recertification Procedure
ENM-QA-TRA-CER-PRO-0014	Customer Complaints Procedure
ENM-GRP-PRO-301	Candidate Appeals Procedure

6.0 CODES AND STANDARDS

Document Number	Document Title
ISO/IEC 17024:2012	Conformity Assessment – General Requirements for Bodies Operating Certification of Persons
ISO/IEC 17024:2012	Clause 9 – Certification Process Requirements <ul style="list-style-type: none"> • Sub-clause 9.8 - Candidate Appeals Procedure
ISO 9001:2015	Quality Management System - Requirements

7.0 REVISION HISTORY

REVISION	COMMENTS/NOTES
A	Draft for approval
B	Incorporated comments on the draft
0	Issued for implementation

8.0 RECORDS

Candidate Formal Appeal Form
 Appeals Register

9.0 ATTACHMENTS

ENM-QA-TRA-CER-FOR-0013-1 - Candidate Formal Appeal Form

CUSTOMER COMPLAINTS PROCEDURE

Document Number: **ENM-QA-TRA-CER-PRO-0014**

1 OF 7

Revision: **0** Date: **30-06-2022**

Procedure

This document is part of a set of Management System documentation developed to meet the Requirements of ISO 9001, ISO 14001 & OHSAS 45001.

Revision	Date	Issued Description	Prepared by	Reviewed By	QHSE Checked By	Approved By
00	June 2022	Issued for implementation	B. Nucom	B Middleton	J. Cassin	S. Lawless

****NB: This Document is uncontrolled when printed****
Please refer to EnerMech management system document library for clarification on latest revision

TABLE OF CONTENTS

1.0 INTRODUCTION..... 3

1.1 Purpose..... 3

1.2 Scope 3

1.3 Responsibility..... 3

2.0 PROCEDURE 3

2.1 Awareness of the Complaints Process..... 3

2.2 Investigation 5

2.3 Close-Out..... 5

2.4 Tracking and Recording of Complaints 5

2.5 Complaints on Certified Person 5

2.6 Confidentiality Requirements 5

3.0 DEFINITIONS 5

4.0 ABBREVIATIONS 6

5.0 REFERENCE DOCUMENTS..... 7

6.0 CODES AND STANDARDS..... 7

7.0 REVISION HISTORY 7

8.0 RECORDS 7

9.0 ATTACHMENTS..... 7

1.0 INTRODUCTION

1.1 Purpose

The purpose of this document is to describe the procedure for receiving, evaluating and making decisions on candidate feedback, positive and/or complaints and to ensure that all opportunities for improvement are identified and captured.

1.2 Scope

This document is applicable to EnerMech Qatar (Training Business Unit) and shall be followed without exemption.

1.3 Responsibility

The General Manager (GM) has overall responsibility for ensuring that this procedure is implemented effectively. The GM shall ensure the necessary resources are available to implement this procedure.

The responsibilities of others are described within the procedure.

2.0 PROCEDURE

2.1 Awareness of the Complaints Process

EnerMech's training and certification applicants are made aware of the Customer Complaints Procedure in two ways. On course booking, Joining Instructions are issued to the delegate or their sponsoring company advising of the procedure. During course introductions, the customer complaints procedure is covered within the PowerPoint Presentations by the Assessor.

The complaints handling process shall also be available through EnerMech website.

Receipt and Recording of Complaint

Any Customer complaints can be communicated to EnerMech staff verbally, via email, via fax, via telephone, via letter. In all cases, the following should be noted: Name, Position, Contact Details, and Company Name (where applicable), Date of Complaint, Details of Complainant.

The complainant should be given confirmation that the complaint has been received and that EnerMech will validate, investigate and respond within 30 days if the complaint is found valid.

The General Manager shall assign the validation and investigation of the complaint to EnerMech employee who is not included in the complaint. Validation of the complaint shall be done by confirming the following as a minimum:

- Course detail or certification scheme mentioned is correct
- Date of occurrence of complaint is correct e.g. examination day, assessment day, interview day, application day, training
- Name of EnerMech personnel, if complaint is about a particular employee, is correct and his presence on that day is confirmed
- Environment, equipment or infrastructure used for the training/certification, if included in the complaint, is correct as verified

CUSTOMER COMPLAINTS PROCEDURE



- Other details of complaints not mentioned above have been verified to be accurate and clear

Once the complaint is validated, the investigation lead shall confirm with the General Manager the severity level of the complaint. The severity level shall determine the need to record the complaint in the EnerMech Event Reporting system (ERS) (ENM-GRP-QHSE-PRO-2107) or whether the complaint will be recorded on the overall certification register.

To determine the severity level, the follow criteria shall be applied:

Category	Level	Description	Location to Record / Investigate
1	Minimal	Error on information of certification e.g. date of assessment, name of candidate	Certification Register
2	Minor	Incorrect course details recorded in the certificate or incorrect signature on the certificate.	Certification Register
3	Moderate	No certification issued	Certification Register
4	Major	<ul style="list-style-type: none"> Customer complaint received regarding the quality of the assessment process related to 5 or less candidates. Potential Conflict of interest event reported after the certification has occurred Repeated issues raised against assessor over a 3 month period Complaint received regarding false and/or altered certificates 	Record in ERS and complete Investigation as per ERS requirements
5	Catastrophic	<ul style="list-style-type: none"> Customer complaint received regarding the quality of the assessment process related to 6 or more candidates Potential Conflict of interest / impartiality threat event reported after the certification has occurred Multiple issues raised against a single assessor by a number of parties in a month. 	Record in ERS and complete Investigation as per ERS requirements

Additional types of complaints maybe received, and the categorisation can be determined by the General Manager.

2.2 Investigation

No formal investigation is required for Category 1-3 list above, however the action taken to address the complaint shall be recorded in the appropriate register.

For complaints categorized as 4 and/or 5 a formal investigation shall be performed and closeout within a maximum of 30 days from receipt.

An initial investigation meeting will take place within 7 days of the complaint being received and validated, inviting the appropriate internal and/or external personnel to attend but not those personnel who are involved in the subject of the complaint. This meeting must include the General Manager and a QHSE Department Representative.

The investigation methodology shall be as prescribed in the ERS system.

2.3 Close-Out

The General Manager will issue the investigation findings and actions to the relevant personnel, including the complainant.

The actions resulting from the investigations shall be recorded in the register and/or the ERS. The actions shall be monitored and tracked thought to close out. Any procedural changes required as results of the investigations, the management of change process shall be applied.

2.4 Tracking and Recording of Complaints

All complaints including the actions undertaken in response to them and the decision shall be maintained in the certification register. The Training administrator shall update the register accordingly.

2.5 Complaints on Certified Person

EnerMech shall ensure that any substantiated complaint about a certified person shall also be referred to the certified person in question at an appropriate time.

2.6 Confidentiality Requirements

The complaints handling process shall be subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

3.0 DEFINITIONS

For the purpose of this document, the following terms and definitions shall apply:

- **Conflict of interest:** is a situation in which a personal interest goes against EnerMech business or operation's interest. A conflict of interest exists when certification process can be likely or actually influenced by this situation
- **Impartiality:** presence of objectivity which means that conflicts of interest do not exist, or are resolved, so as not to adversely influence subsequent activities of an organization.

- **Certification Process:** activities by which an organisation determines that a person fulfils certification requirements, including application, assessment, decision on certification, recertification and use of certificates and logos/marks
- **Certification Scheme:** competence and other requirements related to specific occupational or skilled categories of persons
- **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
- **Scope of Certification:** range and nature of specific tasks that a certified person is expected to be able to perform competently, by virtue of holding a specific certification that is within a certification scheme
- **Scope of Certification Scheme:** extent and boundaries of a certification scheme
- **Competence:** ability to apply knowledge and skills to achieve intended results
- **Qualification:** demonstrated education, training and work experience, where applicable
- **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 or oral, practical and observational, as defined in the certification scheme
- **Assessor:** person competent to perform assessment and to conduct and score an examination, where the examination requires professional judgement
- **Personnel:** individuals, internal or external, of EnerMech carrying out activities for EnerMech. These include committee members and volunteers.
- **Applicant:** person who has submitted an application to be admitted into the training or certification process
- **Candidate:** applicant who has fulfilled specified prerequisites and has been admitted to the training or certification process
- **Interested party:** individual, group or organization affected by the performance of a certified person or the certification body

4.0 ABBREVIATIONS

Abbreviation	Description
ERS	Events Reporting System
QHSE	Quality, Health & Safety and Environment

5.0 REFERENCE DOCUMENTS

Document Number	Document Title
ENM-QA-TRA-CER-MAN-0001	ISO/IEC 17024 Manual
ENM-QA-TRA-CER-PRO-0001	Management Commitment Procedure
ENM-QA-TRA-CER-POL-0001	Certification Policy Statement
ENM-QA-TRA-CER-POL-0002	Conflict of Interest Policy Statement
ENM-QA-TRA-CER-PRO-0002	Threats to Impartiality Identification and Control Procedure
ENM-QA-TRA-CER-PRO-0003	Certification Responsibility and Authority Procedure
ENM-QA-TRA-CER-PRO-0009	Certification Procedure
ENM-QA-TRA-CER-PRO-0015	Conflict of Interest Management Procedure
ENM-GRP-QHSE-PRO-2107	Event Reporting System
ENM-GRP-TRA-PRO-300	Customer Complaints Procedure

6.0 CODES AND STANDARDS

Document Number	Document Title
ISO/IEC 17024:2012	Conformity Assessment – General Requirements for Bodies Operating Certification of Persons
ISO/IEC 17024:2012	Clause 9 – Certification Process Requirements <ul style="list-style-type: none"> • Sub-clause 9.9 - Complaints
ISO 9001:2015	Quality Management System - Requirements

7.0 REVISION HISTORY

REVISION	COMMENTS/NOTES
A	Draft for review
B	Incorporated comments on the draft
0	Issued for implementation

8.0 RECORDS

Certification Register

9.0 ATTACHMENTS

None

THREATS TO IMPARTIALITY IDENTIFICATION AND CONTROL

Document Number: **ENM-QA-TRA-CER-PRO-0002**

1 OF 8

Revision: **0** Date: **19-06-2022**

Procedure

This document is part of a set of Management System documentation developed to meet the Requirements of ISO 9001, ISO 14001 & OHSAS 45001.

Revision	Date	Issued Description	Prepared by	Reviewed By	QHSE Checked By	Approved By
00	June 2022	Issued for implementation	B. Nucom	B. Middleton	J. Cassin	S. Lawless

****NB: This Document is uncontrolled when printed****

Please refer to EnerMech management system document library for clarification on latest revision

TABLE OF CONTENTS

1.0	INTRODUCTION.....	3
1.1	Purpose.....	3
1.2	Scope	3
1.3	Responsibility.....	3
2.0	PROCEDURE	3
2.1	Identification of Threats to Impartiality	3
2.2	Categorization and Recording of Threats to Impartiality	4
2.3	Threat Analysis	5
2.4	Mitigation	6
2.5	Threat Review	6
3.0	DEFINITIONS	7
4.0	ABBREVIATIONS	7
5.0	REFERENCE DOCUMENTS.....	8
6.0	CODES AND STANDARDS.....	8
7.0	REVISION HISTORY	8
8.0	RECORDS	8
9.0	ATTACHMENTS.....	8

1.0 INTRODUCTION

1.1 Purpose

To describe the methodology of identification, recording and management of threats to impartiality that could impact EnerMech's certification activities.

1.2 Scope

This document is applicable to EnerMech Qatar LLC (Training Business Unit) and shall be followed without exemption.

1.3 Responsibility

The General Manager is overall responsible for ensuring that this procedure is implemented and verified for compliance. He is responsible for ensuring necessary resources are provided for implementation of this procedure.

Other responsibilities are described within the procedure.

2.0 PROCEDURE

2.1 Identification of Threats to Impartiality

It is the policy of EnerMech to always maintain impartiality in its certification activities to ensure that certification of a person is done through fair, valid and reliable assessment, and not influenced by other parties or situations.

In order to maintain impartiality, threats and conflict of interests that may affect EnerMech's certification decisions shall be identified and managed. Identification of threats to impartiality shall be made through the following means:

- **Threat identification workshop**
 - This workshop shall be attended by the key personnel in the training and certification centre. QHSE Representative shall be involved in this workshop.
- **Conflict of interest disclosure form**
 - All employees shall be required to complete a conflict of interest declaration form. The declared conflict of interest shall be captured as threat to impartiality. Refer to Conflict of Interest Management Procedure – Document No. ENM-QA-TRA-CER-PRO-0015.
- **Ad-Hoc threat reporting**
 - Threats can be identified anytime by anyone within and outside the EnerMech and reported to the custodian of threats to impartiality register (ENM-QA-TRA-CER-FOR-0002-1) for review and inclusion if found reasonable.

2.2 Categorization and Recording of Threats to Impartiality

The threats collected through the means described in 2.1 shall be categorized as follows:

a) **Conflict of Interests:**

These are threats that arise from a person whose decision is influenced by its own interest to benefit oneself or influenced by others interest to benefit them. Examples include benefits such as receiving gifts or cash incentive from candidates, employment opportunity, or commission for every completed certification, or share in the company where the candidate is employed, or candidates are close relatives and friends.

b) **Subjectivity threats:**

These are threats that arise when personal bias overrules objective evidence. Examples include personal grudges, racial discrimination, difference in religious belief, or gender preference.

c) **Familiarity threats:**

These are threats that arise from a person being familiar with or trusting of another person. Examples include assessor or EnerMech personnel developing a relationship with a candidate that affects the ability to reach an objective judgment.

d) **Intimidation threats:**

These are threats that prevent EnerMech or its personnel from acting objectively due to fear of a candidate or other interested party. Examples include intimidation of Client or manpower supplier sending applicants to EnerMech for immediate certification or else they will look for other organization, or fear of a candidate who holds a political position where EnerMech examiner lives.

e) **Financial threats:**

There are the sources of revenue for EnerMech can be a threat to impartiality. Examples include influence of regular clients, manpower suppliers or marketing professionals who consistently bring applicants to Company.

The identified threats to impartiality shall be recorded in a Threat to Impartiality Register (ENM-QA-TRA-CER-FOR-0002-1). A register custodian shall be assigned for updating and maintenance of this register.

THREATS TO IMPARTIALITY IDENTIFICATION AND CONTROL PROCEDURE



2.3 Threat Analysis

The identified threats to impartiality shall be analysed or assessed to determine their potential impact to the certification activities and to be able identify the corresponding mitigations. The analysis shall be carried out by using the risk assessment matrix as shown below.

Probability			Consequence				
			Insignificant	Minor	Moderate	Major	Extreme
			No impact on certification activities or certification decision	Minor impact on certification activities; certification decision may be slightly influenced.	Moderate impact on certification activities; certification decision may be partially influenced	Major Impact on certification activities; certification decision may be almost completely influenced	Extreme impact on certification activities; certification decision is fully influenced
			1	2	3	4	5
Rare	In exceptional cases only	1	Low Threat	Low Threat	Low Threat	Moderate Threat	Moderate Threat
Unlikely	Could occur once in 3 years	2	Low Threat	Moderate Threat	Moderate Threat	Moderate Threat	Moderate Threat
Possible	Could occur yearly	3	Low Threat	Moderate Threat	Moderate Threat	Major Threat	Major Threat
Likely	Could occur monthly	4	Moderate Threat	Moderate Threat	Major Threat	Extreme Threat	Extreme Threat
Almost Certain	Occur in normal circumstances	5	Moderate Threat	Major Threat	Major Threat	Extreme Threat	Extreme Threat

Based on the resulting grade of the threat to impartiality, the following mitigating actions shall be carried out:

Threat Score	Threat Grade	Mitigation
		No impact on certification activities or certification decision
1-4	M Threat	Minor impact on certification activities; certification decision may be slightly influenced.
4-9	Moderate Threat	Moderate impact on certification activities; certification decision may be partially influenced
10-15	Major Threat	Major Impact on certification activities; certification decision may be almost completely influenced.
16-25	Extreme Threat	Extreme impact on certification activities; certification decision is fully influenced

Threat Score	Threat Grade	Mitigation
1-4	Low Threat	No additional action required but need to keep implementing existing controls
4-9	Moderate Threat	Mitigation plan shall be identified consisting of tasks, responsible person and target completion date.

THREATS TO IMPARTIALITY IDENTIFICATION AND CONTROL PROCEDURE



10-15	Major Threat	Mitigation plan shall be identified consisting of tasks, responsible person and target completion date. Management support and involvement is mandatory.
16-25	Extreme Threat	Mitigation plan shall be identified consisting of tasks, responsible person and target completion date. Management support and involvement is mandatory. More frequent monitoring and reporting is to be enforced.

The threat analysis shall be reflected in the threat to impartiality register.

2.4 Mitigation

Mitigation plans to address the threats to impartiality shall include eliminating the threat, minimizing the threat by changing the probability or consequences, or managing the threat by existing controls. These plans shall indicate the specific task to be completed, the responsibilities and target date of completion.

Details of the mitigation plans shall be populated in the threat to impartiality register. The mitigation plans shall be discussed during the scheduled workshops and threat review.

Examples of mitigation:

Threat Category	Threat Description	Mitigation
Conflict of Interest	The younger brother of Jordan, EnerMech Assessor, has applied for certification scheme where Jordan is the assessor. Jordan might be bias towards his younger brother in granting the certification.	Assign another assessor for the assessment and examination of Jordan’s younger brother.
Subjectivity Threats		
Financial Threat	Powerstaff, a regular Client for certification of inspectors, have sent 10 applicants and want all of them to be certified very soon. As Powerstaff is a regular Client who brings substantial income to the company, they might be given a special consideration and make the certification requirements more lenient for them.	Assessments shall be carried out and decision shall be made based on the full requirements defined by certification scheme and there shall be no exemptions. Verification of assessment execution and assessment records shall be done at a specified schedule to ensure that impartiality is maintained at all times.

2.5 Threat Review

The custodian of the register shall update the register on ongoing basis i.e. whenever mitigation is completed or new threat is identified and reported. New threats shall be identified taking into consideration those threats posed by new employees, new clients, new applicants, or new interested parties, and complaints on impartiality or actual cases of impartiality. Latest update of the register shall be done before the scheduled monthly threat review.

THREATS TO IMPARTIALITY IDENTIFICATION AND CONTROL PROCEDURE



The General Manager shall chair the quarterly review to discuss status of the threats and to follow-up any pending mitigation, and to discuss and analyze any additional threats to impartiality and the necessary mitigation.

Minutes of this review shall be prepared, distributed and maintained. The threats to impartiality register shall be updated and attached to the minutes of meeting upon distribution.

3.0 DEFINITIONS

- **Impartiality:** presence of objectivity which means that conflicts of interest do not exist, or are resolved, so as not to adversely influence subsequent activities of EnerMech
- **Conflict of Interest:** is a situation in which a personal interest goes against EnerMech business or operation’s interest. A conflict of interest exists when certification process can be likely or actually influenced by this situation
- **Certification Process:** activities by which the Company determines that a person fulfils certification requirements, including application, assessment, decision on certification, recertification and use of certificates and logos/marks
- **Certification Scheme:** competence and other requirements related to specific occupational or skilled categories of persons
- **Certification Requirements:** set of specified requirements, including requirements of the scheme to be fulfilled in order to establish or maintain certification
- **Personnel:** individuals, internal or external, of Company carrying out activities for Company. These include committee members and volunteers.
- **Applicant:** person who has submitted an application to be admitted into the certification process
- **Candidate:** applicant who has fulfilled specified prerequisites and has been admitted to the certification process
- **Assessor:** competent person to perform assessment and to conduct and score an examination, where examination requires professional judgment
- **Outsourced Personnel:** individual or organization approved to provide certification services to EnerMech
- **Interested party:** individual, group or organization affected by the performance of a certified person or the certification body
- **Immediate family member:** includes spouse, partner, parents, children, siblings and other family members who may influence the decision making process of a Company personnel.

4.0 ABBREVIATIONS

Abbreviation	Description
N/A	Not Applicable

THREATS TO IMPARTIALITY IDENTIFICATION AND CONTROL PROCEDURE

5.0 REFERENCE DOCUMENTS

Document Number	Document Title
ENM-QA-TRA-CER-MAN-0001	ISO/IEC 17024 Manual
ENM-QA-TRA-CER-POL-0001	Certification Policy Statement
ENM-QA-TRA-CER-POL-0002	Conflict of Interest Policy Statement
ENM-QA-TRA-CER-PRO-0003	Certification Responsibility and Authority Procedure
ENM-QA-TRA-CER-PRO-0005	Staff Competence & Assessment Procedure
ENM-QA-TRA-CER-PRO-0006	Certification Outsourcing Control Procedure
ENM-QA-TRA-CER-PRO-0009	Certification Procedure
ENM-QA-TRA-CER-PRO-0013	Candidate Appeals Procedure
ENM-QA-TRA-CER-PRO-0014	Customer Complaints Procedure
ENM-QA-TRA-CER-PRO-0015	Conflict of Interest Management Procedure

6.0 CODES AND STANDARDS

Document Number	Document Title
ISO/IEC 17024:2012	Conformity Assessment – General Requirements for Bodies Operating Certification of Persons
ISO/IEC 17024:2012	Clause 4 – General Requirements <ul style="list-style-type: none">• Sub-clause 4.3 Management of Impartiality
ISO 9001:2015	Quality Management System - Requirements

7.0 REVISION HISTORY

REVISION	COMMENTS/NOTES
A	Draft for review and approval
B	Incorporated comments on the draft
0	Issued for implementation

8.0 RECORDS

N/A

9.0 ATTACHMENTS

ENM-QA-TRA-CER-FOR-0002-1 - Register, Threats to Impartiality

PROCEDURE FOR USE OF CERTIFICATES, LOGOS AND MARKS

Document Number: **ENM-QAT-TRA-CER-PRO-0012**

1 OF 6

Revision: **0** Date: **10-06-2022**

Procedure

This document is part of a set of Management System documentation developed to meet the Requirements of ISO 9001, ISO 14001 & OHSAS 45001.

EnerMech Management	Date	Issued Description	Prepared by	Reviewed By	QHSE Checked By	Approved By
00	June 2022	Issued for implementation	B. Nucom	B Middleton	J. Cassin	S. Lawless

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Please refer to EnerMech management system document library for clarification on latest revision

TABLE OF CONTENTS

1.0	INTRODUCTION.....	3
1.1	Purpose.....	3
1.2	Scope	3
1.3	Responsibility.....	3
2.0	PROCEDURE	3
2.1	Issuance of Certificate, Logos and Marks	3
2.2	Terms and Conditions on the Use of Certificate, Logos and Marks	4
3.0	DEFINITIONS	4
4.0	ABBREVIATIONS	5
5.0	REFERENCE DOCUMENTS.....	5
6.0	CODES AND STANDARDS.....	6
7.0	REVISION HISTORY	6
8.0	RECORDS	6
9.0	ATTACHMENTS.....	6

1.0 INTRODUCTION

1.1 Purpose

The purpose of this document is to describe the procedure on the use of certificates, logos and marks to ensure that rights for usage and representation are not abused.

1.2 Scope

This document is applicable to EnerMech Qatar LLC (Training Business Unit) and shall be followed without exemption.

1.3 Responsibility

The General Manager is overall responsible for ensuring that this procedure is implemented and verified for compliance. He is responsible for ensuring necessary resources are provided for implementation of this procedure.

Other responsibilities are described within the procedure.

2.0 PROCEDURE

2.1 Issuance of Certificate, Logos and Marks

On successful completion of the assessment, certification will be granted and the certified person shall be issued with a certificate and as applicable, logo or mark that he can use to display his certification to a particular certification scheme. For details of certification, please refer to Certification Procedure – Document No.: ENM-QA-TRA-CER-PRO-0009.

Upon issuance of the certificate, logo or mark, the certified person shall be required to sign an acknowledgement sheet to confirm the following:

- Compliance with the relevant provisions of the certification scheme.
- Claims regarding the certification only with respect to the scope for which the certification has been granted.
- Not to use the certification in such a manner as to bring EnerMech into disrepute, and not to make any statement regarding the certification which EnerMech considers misleading or unauthorised.
- To discontinue the use of all claims to certification that contain any reference to the certification body or certification upon suspension or withdrawal or certification, and to return any certificates issued by the certification body.
- Not to use the certificate in misleading manner.

2.2 Terms and Conditions on the Use of Certificate, Logos and Marks

Certified persons shall adhere to the following terms and conditions on the use of certificate, logos and marks:

- The certificate, logo and mark shall be used only for relevant grade and scope of certification to relevant scheme.
- Certified persons shall not imply that their certification extends to their company, product or service.
- Certified persons shall use the certificate, logo or mark for their individual certification only and shall not display the certificate, logo or mark in any manner that suggests they are an employee of EnerMech or the organization which owns the logo or mark.
- The logo or mark may be used on promotional and advertising materials which promote certified persons individual competence only e.g. in resume.
- In cases where EnerMech logo is issued to certified persons, the EnerMech branding guidelines shall be referred in ensuring the correct format, color and dimension are followed.
- Certified persons shall immediately discontinue the use of certificate, logo or mark on suspension, withdrawal or scope reduction of certification.

Any misuse of the certificate, mark or logo may result in suspension of certification. Please refer to Suspension, Withdrawal and Scope Reduction of Certification – Document No.: ENM-QA-TRA-CER-PRO-0010.

3.0 DEFINITIONS

For the purpose of this document, the following terms and definitions shall apply:

- **Suspension:** temporary rescinding of the certification due to violation of the conditions of certification
- **Withdrawal:** permanent removal of certification due to inaction to the cause of suspension
- **Conflict of interest:** is a situation in which a personal interest goes against EnerMech business or operation's interest. A conflict of interest exists when certification process can be likely or actually influenced by this situation
- **Impartiality:** presence of objectivity which means that conflicts of interest do not exist, or are resolved, so as not to adversely influence subsequent activities of an organization.
- **Certification Process:** activities by which an organisation determines that a person fulfils certification requirements, including application, assessment, decision on certification, recertification and use of certificates and logos/marks
- **Certification Scheme:** competence and other requirements related to specific occupational or skilled categories of persons

- **Certification Requirements:** set of specified requirements, including requirements of the scheme to be fulfilled in order to establish or maintain certification
- **Scope of Certification:** range and nature of specific tasks that a certified person is expected to be able to perform competently, by virtue of holding a specific certification that is within a certification scheme
- **Scope of Certification Scheme:** extent and boundaries of a certification scheme
- **Competence:** ability to apply knowledge and skills to achieve intended results
- **Qualification:** demonstrated education, training and work experience, where applicable
- **Personnel:** individuals, internal or external, of EnerMech carrying out activities for EnerMech. These include committee members and volunteers.
- **Applicant:** person who has submitted an application to be admitted into the certification process
- **Candidate:** applicant who has fulfilled specified prerequisites and has been admitted to the certification process
- **Interested party:** individual, group or organization affected by the performance of a certified person or the certification body

4.0 ABBREVIATIONS

Abbreviation	Description

5.0 REFERENCE DOCUMENTS

Document Number	Document Title
ENM-QA-TRA-CER-MAN-0001	ISO/IEC 17024 Manual
ENM-QA-TRA-CER-PRO-0001	Management Commitment Procedure
ENM-QA-TRA-CER-PRO-0002	Threats to Impartiality Identification and Control Procedure
ENM-QA-TRA-CER-POL-0001	Certification Policy Statement
ENM-QA-TRA-CER-POL-0002	Conflict of Interest Policy Statement
ENM-QA-TRA-CER-PRO-0003	Certification Responsibility and Authority Procedure
ENM-QA-TRA-CER-PRO-0007	Records and Information Control Procedure
ENM-QA-TRA-CER-PRO-0008	Certification Scheme Development Procedure
ENM-QA-TRA-CER-PRO-0009	Certification Procedure
ENM-QA-TRA-CER-PRO-0010	Policy and Procedure for Suspension, Withdrawal or Scope Reduction of Certification
ENM-QA-TRA-CER-PRO-0011	Recertification Procedure

USE OF CERTIFICATES, LOGOS AND MARKS

Document Number	Document Title
ENM-QA-TRA-CER-PRO-0013	Candidate Appeals Procedure
ENM-QA-TRA-CER-PRO-0014	Customer Complaints Procedure
ENM-QA-TRA-CER-PRO-0015	Conflict of Interest Management Procedure

6.0 CODES AND STANDARDS

Document Number	Document Title
ISO/IEC 17024:2012	Conformity Assessment – General Requirements for Bodies Operating Certification of Persons
ISO/IEC 17024:2012	Clause 9 – Certification Process Requirements <ul style="list-style-type: none">• Sub-clause 9.7 – Use of Certificates, Logos and Marks
ISO 9001:2015	Quality Management System - Requirements

7.0 REVISION HISTORY


REVISION	COMMENTS/NOTES
A	Draft for approval
B	Incorporated comments on the draft
0	Issued for implementation

8.0 RECORDS

None

9.0 ATTACHMENTS

None

Document Name:	Application Form for Certification			
Document No.:	ENM-QA-TRA-CER-FOR-0009-2			
Date:	01-06-2022	Revision:	00	
Prepared by	Reviewed By	QHSE Checked By	Approved By	
B. Nucom	B. Middleton	J. Cassin	S. Lawless	

1. APPLICANT INFORMATION

Name:	Company:		
Address:	Current position in the Company:		
	Date of Birth:		
E-mail:	Mobile No.:		

2. DESIRED CERTIFICATION (Please refer to the list of certification schemes - below)

Certification Type:	<input type="checkbox"/> CSI	<input type="checkbox"/> CS2	Certification Type:	<input type="checkbox"/> New	<input type="checkbox"/> Recertification
Certification Scheme:	<input type="checkbox"/> CSI	<input type="checkbox"/> CS2	Category of Certification Scheme :	<input type="checkbox"/> CSI	<input type="checkbox"/> CS2


3. CERTIFICATION REQUIREMENTS

Please complete the questionnaire below to confirm your understanding and commitment to comply with the certification requirements.

<ul style="list-style-type: none"> I agree to supply any needed information to comply with certification requirements. I have attached the required documentation as a prerequisite to the certification scheme. 	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<ul style="list-style-type: none"> I have read the overview of the certification process, the assessment process, applicant's rights and duties of certified person and the fees (available on website) 	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<ul style="list-style-type: none"> I have read and understood the process for suspension, withdrawal and scope reduction of certification. 	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<ul style="list-style-type: none"> I have read and understood the process for appeals and complaints. 	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<ul style="list-style-type: none"> I agree to sign a non-disclosure agreement to indicate my commitment not to release confidential examination materials or participate in any fraudulent activities in case I am accepted as a candidate for certification. 	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<ul style="list-style-type: none"> I agree to release my personal information to third party as required. 	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<ul style="list-style-type: none"> I am aware the assessment will be conducted in English and I have an understanding of the language to be able to complete the assessment 	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<ul style="list-style-type: none"> I confirm I have provided the following prerequisite documents as required below along with this application form: <ul style="list-style-type: none"> Passport / ID copies Evidence of completion of training relevant to the certification scheme applied for. Medical declaration form (available on website), declaring medically fit to complete certification assessment. (ENM-GRP-TRA-FOR-4005) 	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/>	No <input type="checkbox"/>
	Yes <input type="checkbox"/>	No <input type="checkbox"/>

4. REQUEST FOR SPECIAL NEEDS

<ul style="list-style-type: none"> Do you have any special needs? 	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Document Name:	Application Form for Certification			
Document No.:	ENM-QA-TRA-CER-FOR-0009-2			
Date:	01-06-2022	Revision:	00	

○ If yes, please provide details of the request:

▪
▪

5. PREREQUISITES

- I have completed the required prerequisite courses to allow me seek certification
- I have attached the required prerequisite documents to allow me seek certification

Yes No

Yes No

6. APPLICATION SIGN-OFF

Name of Applicant:	Signature:	Date:
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CS1 – Basic Rigging & Slings

CS2 – Supervisor Rigging

Completed forms with required attachments are to be sent to competence.qatar@enermech.com

Self Declaration of Fitness to Attend Training



Document Title: Self Declaration of Fitness to Attend Training	
Please select document type:	
Policy	<input type="checkbox"/>
Manual	<input type="checkbox"/>
Procedure	<input type="checkbox"/>
Process	<input type="checkbox"/>
Guidance Doc	<input type="checkbox"/>
Form	<input checked="" type="checkbox"/>
Work Instruction	<input type="checkbox"/>
If this is a New Document, please state the New Document Number:	
If this is a Current Document, please state the Current Document Number:	ENM-GRP-TRA-FOR-4005-REV-2
If this is an amended document, state below the changes:	
Two yearly review and reapproval	
Document Number following amendments:	ENM-GRP-TRA-FOR-4005-REV-3
Owner:	Print Name: Jenni Batchelor
	Print Title: General Manager – UK Training
QC Check:	Print Name: Wendy Parr
	Print Title: HSE Manager
Approver:	Print Name: James Cassin
	Print Title: QHSE Director
<p><i>*NB: This form is uncontrolled when printed*</i></p> <p><i>Please refer to electronic document management system for clarification on latest revision</i></p>	

Self Declaration of Fitness to Attend Training



Please read this form carefully and answer the questions in Part 1. Bring the completed form with you and hand it to the person enrolling your course or return to the email address from which you received it. *Please Note that you will be required to sign a Self Declaration of Fitness form on a daily basis whilst on this training/assessment program.

Should you be in any doubt about your capability to attend this course, please bring it to our immediate attention.

Part 1: To be completed before the start of the course.			
Name (print):		Course:	
Company:			
Next of Kin Name:		Next of Kin Phone Number:	
Next of Kin Address:			
	Do you have or have you had:	Yes	No
A	Epilepsy		
B	Insulin Dependent Diabetes		
C	Angina		
D	A Heart Attack		
E	If you have said <u>Yes</u> to any of A-D, have you passed a Medical since being diagnosed?		
F	Are you unwell in any way today? For example, do you have symptoms of cold, flu, pain or any other symptoms or illness?		
G	Do you have any existing medical condition that may affect your ability to complete the course you are enrolling on?		
<p><i>The course may include the following examples:</i></p> <ul style="list-style-type: none"> • Sitting, attending classroom sessions • Climbing – Access & egress to equipment • Wearing PPE – boots, coveralls, hard-hat and gloves • Manual handling of equipment and accessories • Working within a team conducting crane and rigging lifting activities • Carrying out bolting activities • Carrying out small bore tubing and/or hydraulics activities <p>If you are in doubt about your fitness to do these safely then you <u>MUST</u> tick the box <input type="checkbox"/></p>			
<p>If you are on medication for high blood pressure, asthma, or non-insulin dependant diabetes, you <u>MUST</u> make sure that you take this as prescribed before and throughout your course. If you have asthma, make sure that you have you inhaler or other “reliever” treatment with you at all times during the course. If you have any questions in connection with the advice, speak to a member of staff.</p>			

Self Declaration of Fitness to Attend Training



I understand that I may be removed from the course at any time if in the opinion of the staff I am incapable of continuing the course for any reason. The circumstances will be reported to employer or sponsor if applicable.	
I confirm that the information above is accurate and that I have not deliberately withheld any information regarding my health. I have read the above and if I suffer any medical symptoms or problems during my course I will inform a member of staff immediately.	
Signature:	Date:

Part 2: To be signed by the delegate at the start of each training day.		
Day	I confirm that I am fit to attend the training today.	Date
1		
2		
3		

Part 3: To be signed by the delegate at the end of the course.	
Post Training Declaration	
By signing this declaration I confirm the following to be true:	
1	I have attended the scheduled training at the Training Centre.
2	I am departing the Training Centre and declare I experienced no medical issues or incidents.
3	If I did experience an incident I reported it to the proper personnel and am satisfied with the outcome and/or how the incident is being managed.
4	I have completed the training incident free.
5	To the best of my knowledge, I did not sustain any medical related condition or experience any incident in connection with the training I participated in which could cause medical problems.
6	I declare the above statements to be true to the best of my knowledge.
7	In the event that I feel I need medical attention after the class (later that evening, the next day, etc) I understand I must coordinate this through my company via my supervisor or other authorized company representative
Signature:	Date:

Self Declaration of Fitness to Attend Training



Part 4: To be completed in cases where there may be doubt that the individual can safely continue with the course.

This form must be used regardless of whether the individual, a member of center staff, center management or any other customer raises cause for concern.

Relevant details should be recorded in instances where there is any doubt or there is a discussion about the capability of the individual to complete the course safely. Please note UOR number if required below.

UOR Number: