



Inspectors of Pressurised Equipment

(Metallics) (Unlimited)

Guidelines for application for initial certification

1. Scope

SANS 10227 (Latest Edition) – Code of practice for the evaluation of the technical competence of inspection authorities for the certification of pressure equipment, requires that personnel responsible for inspection, testing and verification of non-destructive testing shall have sound technical knowledge and certification, which meets the minimum requirements of the South African Qualification and Certification Committee for Inspectors of Pressurised Equipment

This document provides guidelines and requirements for application for certification as an Inspector of Pressurised Equipment.

2. Objectives

The objective of this document is to ensure that a standard process is followed for application for certification of Inspectors of Pressurised Equipment.

3. Responsibilities

It is the responsibility of:

- 3.1 the applicant to complete SAQCC-IPE certification application forms.
- 3.2 the administrator controller (Certification) to provide the applicant with certification application forms and to forward the completed forms and supporting documents to the SAQCC-IPE committee for assessment and to inform applicants of assessment results.
- 3.3 the SAQCC-IPE committee to assess applications for IPE certification, in accordance with this document.

4. Requirements for certification

Every applicant for IPE certification is required to complete the prescribed certification application form and furnish proof of qualifications, acceptable to SAQCC-IPE, which substantiate that the applicant:



- 4.1 has proven knowledge of welding and fabrication inspection (**International Welding Inspection (IWIP) Basic Level (SAIW L1) & Senior Welding Inspectors (SAIW L2) or equivalent**).
- 4.2 has proven knowledge of the content of design and manufacturing codes commonly used in industry. (**SAIW ASME Code course or equivalent**)
- 4.3 has proven knowledge of the Occupational Health and Safety Act, 1993 (Act 85 of 1993) Pressure Equipment Regulations and/or the Mine Health and Safety Act 1996 (ACT 29 of 1996) and the Pressure Equipment Regulations. (**Covered in Senior Welding Inspectors (SAIW L2) course**).
- 4.4 has met the minimum practical and classroom training requirements as detailed in this document. Satisfactory completion of each of the eighteen tasks on five different types of pressure vessels required for practical training shall be verified by the certified IPE responsible for the training of the applicant. The certified IPE is required to sign and affix his IPE certification number to each completed inspection task on the practical training record. In addition, each applicant is required to provide documentary proof of the completion of each of the individual inspection tasks. This proof can be in the form of inspection reports, visit reports, quality control plans or other relevant documentation acceptable to SAQCC-IPE. These documents must be verified by the certified IPE involved in the training and must clearly indicate the involvement of the trainee. The certified IPE shall also declare that the Trainee Inspector was involved with ALL inspection activities as required for certification. The minimum duration of training accepted by SAQCC-IPE is two years. All documents submitted must be originals or certified copies of originals.

N.B.1

With effect from January 2010, all applicants for initial IPE certification who are starting their practical training in 2010 and later must hold current certification in radiographic interpretation resulting from independent examination. This requirement does not apply to applicants who had started their practical training prior to 2010.

N.B.2

With effect from January 2010, all applicants for initial IPE certification who are starting their practical training in 2010 and later may only start accumulating the required inspection tasks after successful completion of the IWIP Basic Level (SAIW Level 1 Welding Inspector) course and examination. Inspection tasks recorded as being dated before the date of passing the IWIP Basic Level (SAIW Level 1) examination will not be accepted.

N.B.3

Credit on the practical training requirements will be granted for valid certified CP-Steam Generators or CP-Pressure Vessels candidates. Only one year further practical experience would then be required.

- 4.5 is capable and physically able to perform all activities involved in the duties of an IPE and shall:

- submit a record of visual acuity tested within the six months prior to the date of application or re-application. This must be submitted on the standard SAQCC-IPE vision record form and must be an original document signed and stamped by the optometrist. This vision test record shall certify that the applicant is able to read J1 (or N5) letters on the standard Jaeger or equivalent test chart at 300 mm and J7 (or N10) at 1000 mm, with at least one corrected eye or uncorrected eye and of at least 6/6 on a Snellen chart or orthorator, and
- have clinically assessed normal fields of vision

5. **General**

Application forms are available from:

The Administration Controller (Certification)
SAIW Certification
52 Western Boulevard, Off Main Reef Rd
City West
2092

Telephone no: (011) 298-2100
Facsimile no: (011) 836-4132
e-mail: rencia.grundlingh@saiw.co.za

Application forms may also be downloaded from the SAIW website at: www.saiw.co.za

- 5.1 The applicant shall return the application together with all supporting documentation to the Administrator. All supporting documentation must be original or verified copies. Verification should be done by a Commissioner of Oaths or equivalent authority.
- 5.2 Applicants may be requested to present themselves for a professional interview with the SAQCC-IPE committee and will be advised in writing should such an interview be required.
- 5.3 Applicants will be advised in writing as to whether their application has been successful or unsuccessful.
- 5.4 Unsuccessful applicants may appeal in writing on the certification decision of the SAQCC-IPE committee and request further information as to the reason(s) for rejection of their application.
- 5.5 Information relating to unsuccessful applications will not be divulged by the committee to any third party.

6. **Certification**

- 6.1 Successful applicants will receive a copy of the Code of Ethics which must be signed and the signed copy returned to the Administrator. A uniquely numbered certificate will be issued to each successful applicant on the receipt of the signed copy of the Code of Ethics.

- 6.2 Certification is subject to periodic renewal periods of three years with re-certification after nine years.
- 6.3 All IPE certificate numbers issued will be recorded on the SAQCC-IPE National Register and will be published on the SAIW website, which is accessible by the public.

7. **Attachments to this document**

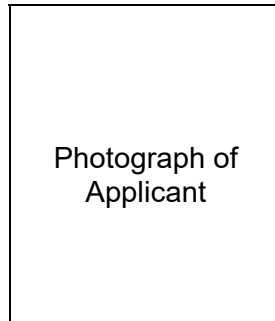
- 7.1 Note on practical training requirements
- 7.2 Related inspection tasks for practical training
- 7.3 Rights of appeal and complaint

**NB: Please note that applications will not be processed
unless proof of payment is received
Proof of payment needs to be attached to the application**



SAQCC-IPE

South African Qualification and Certification Committee
for Inspectors of Pressurised Equipment (Unlimited)



Application for initial certification

Certification fee payable on submission of the application. R 2012-00 including VAT for each category

Please type or print all information in black ink and block letters.

1. Personal

- a. Surname:
First name/s:
Identity No. or Passport No: Date of Birth:

- b. Postal address for SAQCC-IPE correspondence:
.....
..... Postal code:
Residential address:
.....
..... Postal code:

- c. Company name and postal address:
.....
..... Postal code

3. Practical training details

Name and address of company	Position held	Dates employed				Name and title of management representative	Signature of representative*
		from		to			
		Month	Year	Month	Year		

If space is insufficient, please attach extra information on additional separate sheets.

* If not possible, state reasons why.

I hereby certify that the information I have included on this application is accurate. I give the SAQCC-IPE permission to verify this information. I understand that any false statement or omission may nullify this application.

Signature:

Date:

Qualifying practical training required

Complete the items on separate sheets of paper for each employer.

If you wish to expand on any activity or detail , this can be added on a separate sheet.

- a. Company name:
Dept/Division:
Supervisor/Human Resources Manager:
Telephone No:
Box/Street Number:
..... Postal Code
Province.....
Month Year Month Year
- b. Job title..... From To.....
- c. Complete the list below, to meet the requirements of Appendix II.

Report on practical training for SAQCC-IPE

Name:

	Relevant training received					
	Vessel No.	Manufacturer	Code	Date	Client	Verification by certified IPE (Number and signature)
Inspectors task	Establish that the manufacturer / repairer is working to drawings verified by the AIA.					
1	1.					
	2.					
	3.					
	4.					
	5.					
2	Verify that QCP is approved by manufacturer / repairer, client and AIA. Incorporate AIA requirements for witness, hold and surveillance points. Sign and complete the inspection stage requirements of the Approved Inspection Authority.					
	1.					
	2.					
	3.					
	4.					
	5.					
3	Correlate material certificates with materials and check conformity to specification.					
	1.					
	2.					
	3.					
	4.					
	5.					
4.	Identify material and witness transfer identification.					
	1.					
	2.					
	3.					
	4.					
	5.					

	Vessel No.	Manufacturer	Code	Date	Client	Verification by certified IPE (Number and signature)
5	Visually examine material.					
	1.					
	2.					
	3.					
	4.					
	5.					
6	Verify that applicable approved welding procedures are being used and followed. Where procedures have not been previously approved by an AIA, the inspector witnesses the production of welding procedure qualification tests, the mechanical testing of test pieces prepared from the plates, evaluates the results and validates the applicable reports. Where witnessing of mechanical testing of welding procedure test pieces is not possible, practical training is required to be undertaken in a mechanical testing laboratory.					
	1.					
	2.					
	3.					
	4.					
	5.					
7	Verify that welders qualified to the appropriate code are being used. Where welders are required to undergo testing, witness the production of the test plates, evaluate the results of the examination of the plates and validate applicable reports.					
	1.					
	2.					
	3.					
	4.					
	5.					
8	Examine fit-up of different categories of weld seams. Verify results of dimensional checks. Examine weld preparations.					
	1.					
	2.					
	3.					
	4.					
	5.					

	Vessel No.	Manufacturer	Code	Date	Client	Verification by certified IPE (Number and signature)
9	Inspect second side of different categories of weld seam preparations after first side is completed.					
	1.					
	2.					
	3.					
	4.					
	5.					
10	Evaluate radiographs and verify acceptance to H&S Standard. Verify NDT personnel qualifications. Verify defects reported by NDT personnel as to their acceptability against the applicable code. Examine NDT procedures, techniques, sheets and/or reports for compliance as having been signed/authorised by recognised competent personnel. All other NDT tasks must be performed by the manufacturer's/repairer's.					
	1.					
	2.					
	3.					
	4.					
	5.					
11	Verify that any required production test plates are provided, witness mechanical testing and evaluate results (See Task 6).					
	1.					
	2.					
	3.					
	4.					
	5.					
12	Witness that post weld heat treatments are performed in accordance with approved procedures. Examine heat treatment records and verify compliance with procedures and H&S Standards.					
	1.					
	2.					
	3.					
	4.					
	5.					

	Vessel No.	Manufacturer	Code	Date	Client	Verification by certified IPE (Number and signature)
13	Witness the pressure test and verify code requirements. Where necessary, record the amount of permanent set.					
	1.					
	2.					
	3.					
	4.					
	5.					
14	Visually examine the completed vessel or sectional replacement/modification area, as relevant, internally and externally.					
	1.					
	2.					
	3.					
	4.					
	5.					
15	Witness dimensional checks made by the manufacturer or repairer, controlled against drawing requirements after construction.					
	1.					
	2.					
	3.					
	4.					
	5.					
16	Verify marking of data plate details and attachment of data plate to vessel.					
	1.					
	2.					
	3.					
	4.					
	5.					

	Vessel No.	Manufacturer	Code	Date	Client	Verification by certified IPE (Number and signature)
17	Verify collation of documentation for data book or sectional replacement report.					
	1.					
	2.					
	3.					
	4.					
	5.					
18	Verify certification details and co-sign certification with the manufacturer, modifier or repairer.					
	1.					
	2.					
	3.					
	4.					
	5.					

NOTE: The applicant shall provide proof that he/she was involved with all inspection activities from start to end. Only a few inspection tasks, e.g. on fit-up, one material verification, etc. SHALL NOT BE ACCEPTABLE.

I hereby certify that the statements in this record of practical training are correct and factual and are in accordance with the requirements of SAQCC-IPE. I give the SAQCC-IPE permission to verify this information. I understand that any false statement or omission may nullify this application.

d. Employer verification of practical training required.

Signature of management representative: Name of management representative:

Title of management representative:

Checklist for submission of application for certification as an Inspector of Pressurised Equipment with SAQCC-IPE.

1. Is the application for certification, correctly completed either in black ink or type and verified by your employer(s) and certified IPE in respect of your practical training and experience and are all necessary signatures in place, as well as correct dates?
2. Are certified copies of all relevant qualifications/certificates being submitted as evidence of having the qualification requirements for registration with SAQCC-IPE?
3. Is the necessary supporting evidence enclosed?
4. Has an original vision test record confirming visual acuity tested in the six months prior to the date of application enclosed? Has it been completed on the SAQCC-IPE format? Has it been stamped by the optometrist?

N.B. Do not enclose original certificates. A Commissioner of Oaths, e.g. SAPS, can certify copies.

South African Qualification and Certification Committee

for

Inspectors of Pressurised Equipment

Vision testing for Inspectors of Pressurised Equipment

(This form to be handed to the medical examiner for completion)

Vision test record

For:
(Name of candidate)

Visual acuity

The requirements for visual acuity are:

- a. the ability to read J1 size letters of the standard Jaeger test chart at 300mm and J7 at 1 000mm, and
- b. at least 6/6 on a Snellen chart or orthorator with at least one eye, corrected or uncorrected.

N.B. Circle where applicable

Test	J1 @ 300 mm, J7 @ 1000 mm	Snellen 6/6
Left	Yes / No	Yes / No
Right	Yes / No	Yes / No

Field of vision

The requirements for field of vision are:

Test	Field	Remarks
Left	Normal / Not normal	
Right	Normal / Not normal	

Date of test:

Tested by:
(Medical Officer / Optometrist)
Signature and stamp

Attachment 7.1 Practical training

Introduction

Examination of the codes and standards used in South Africa for the manufacture of pressure vessels, steam generators and portable gas containers indicates that the functions of an inspection authority as defined in these documents are quite similar. These functions are described in the table overleaf.

Major users often require inspectors to become more involved in manufacture and testing of equipment than at the minimum level required by a particular code.

The inspection tasks described overleaf can be regarded as a collation of minimum code requirements and normally applicable requirements of users. Minimum practical training requirements for certification are established in relation to each of the inspector tasks.

Inspection Authorities that undertake training of Inspectors should record progress of trainees on the attached SAQCC-IPE document.

Training should be completed under the supervision of an SAQCC-IPE certified IPE. Supervised work should be aimed at providing the trainee with exposure to different facets of each of the tasks.

The minimum acceptable duration of practical training is two years (1 year credit if CP-PV or CP-SG certification is current).

The following supporting documents shall be submitted with each initial application as from 01 April 2017:

1. Copy of detailed drawing or dimensioned sketch.
2. Copy of the quality control plan.
3. Copy of the PWHT chart.
4. Copy of mechanical testing reports.
5. Copy of data plate.
6. Copy of certificate of manufacture.
7. Detailed visit report by trainee countersigned by the supervising IPE of every task which stipulates actual results against drawing and H&SS requirements. In this report the certified IPE Inspector who trained the Trainee, shall declare that the Trainee was involved with all required activities as required in Attachment 7.2.

Attachment 7.2 Related inspection tasks for practical training or experience requirements

Inspection Authority function	Inspector's tasks	Remarks	Minimum practical training
1. Verification that the design of all parts of the vessel and modifications are in accordance with the requirements of the applicable approved H&S Standard.	Establish that the manufacturer / repairer is working to drawings verified by an approved inspection authority.		Perform inspector tasks on 5 different designs.
2. Verification that an agreed quality plan is to be implemented. Incorporation of approved inspection authority requirements for witness, hold and surveillance points.	Where applicable, verify that the quality plan is approved by manufacturer, client and approved inspection authority. Incorporate approved inspection authority requirements for witness, hold and surveillance points. Sign and complete the inspection stage requirements of the approved inspection authority.	This is not a code requirement but a quality plan is a generally accepted requirement of all parties	Perform inspector tasks on 5 different designs.
3. Correlation of material certificates with materials of construction and checking conformity of material to specification.	Correlate material certificates with materials and check conformity to specification.		Correlation of certificates for 5 different grades of material per vessel or as a minimum as per the design of the vessel.
4. Identification of material and witnessing of transfer identification.	Identify material and witness transfer identification.		Identification and witnessing of transfer for 3 different grades of materials per vessel.
5. Examination of material cut edges and/or heat affected zones.	Visually examine material.		Examination of 3 material cut edges per vessel for 5 vessels. See note 1.

Related inspection tasks for practical training

Inspection Authority function	Inspector's tasks	Remarks	Minimum practical training
6. Approval of welding procedures.	Verify that applicable approved welding procedures are being used and followed. Where procedures have not been previously approved by an approved inspection authority, the inspector witnesses the production of procedure qualification test plates, the mechanical testing of test pieces prepared from the plates, evaluates the results and validates applicable reports.	The approved inspection authority should have specifically designated persons to approve welding procedures.	Verification of 5 procedures and witnessing of 5 different procedure qualification tests and validating applicable records.
7. Approval of welders and operators	Verify that welders are qualified to the appropriate code are being used. Where welders are required to undergo testing, the inspector witnessed production of the test plate, evaluates the results of the examination of the plate and validates applicable reports.		Acceptance of documentation for 5 different welders. Witnessing and acceptance of 5 different test plates and validating applicable reports for 5 different welders.
8. Examination of fit-up of seams for welding including dimensional check, examination of weld preparations, tack welds, etc.	Examine fit-up of seams for welding. Verify results of dimensional checks. Examine weld preparations and tack welds.		Examination of 5 different vessels incorporating examination of all applicable categories of each joint type per vessel. See Note 1.
9. Inspection of second side of weld preparation after first side is complete and root cleaned.	Inspect second side of weld preparations after first side is completed and root cleaned.		Examination of 5 different vessels incorporating examination of all applicable categories of joints. See note 1.

Related inspection tasks for practical training

Inspection Authority function	Inspector's tasks	Remarks	Minimum practical training
<p>10. Examine and accept non-destructive test reports. Verify compliance with agreed procedure and acceptability of any defects.</p> <p>Where necessary, the inspection authority may need to verify results by practical examination.</p>	<p>Evaluate radiographs and verify acceptance to H&S Standard. Verify NDT personnel qualifications. Verify defects reported by NDT personnel as to their acceptability against a code. Examine NDT procedures, techniques, sheets and/or reports for compliance as having being signed / authorised by the recognised competent personnel. All other NDT tasks must be performed by the manufacturer's / repairer's.</p>	<p>The approved inspection authority should have access to specifically designated persons to approve all relevant NDT procedures.</p>	<p>Review of all NDT procedures, results and reports for 5 different vessels.</p>
<p>11. Witness and evaluate mechanical testing of production test welds.</p>	<p>Verify that any required production test plates (PTP) are provided, witness mechanical testing and evaluate results.</p>		<p>Witness and evaluate mechanical testing of production test welds when required by the design. In the absence of required PTP, WPS testing submitted in par. 6 above can be used.</p>
<p>12. Examine heat treatment records and verify compliance with procedure.</p>	<p>The inspector shall witness that post heat treatments are performed in accordance with approved procedures. Examine heat treatment records and verify compliance with procedures and H&S Standards.</p>	<p>Witnessing heat treatment is not a code requirement.</p>	<p>Examination and verification of 5 separate post weld heat treatments using furnace or local heat treatment methods.</p>

Inspection Authority function	Inspector's tasks	Remarks	Minimum practical training
13. Witness the pressure test and where necessary, record the amount of permanent set.	Witness the pressure test and verify code requirements. Where necessary, record the amount of permanent set.		Witnessing of pressure tests on 5 different vessels.
14. Final visual examination	The inspector shall visually examine the completed vessel of the repair/modification area, as relevant, internally and externally.	Where possible, this should be carried out before and after pressure test.	Examination of 5 different vessels.
15. Verify the dimensional tests made by the manufacturer or repairer.	Witness dimensional checks made by the manufacturer or repairer controlled against drawing requirements after construction.	Where possible, this should be carried out before and after pressure test.	Examination of 5 different vessels. See note 1.
16. Verification and marking of data plate details and attachment of data plate to vessel.	Verify marking of data plate details and attachment of data plate to vessel.		Verification and marking of data plates for 5 different vessels.
17. Collation of documentation.	Verify collation of documentation for data book or sectional replacement report.	This is not a code requirement.	Verification of documentation for 5 different vessels.
18. Sign certificate of manufacture/modification or repair.	Verify certification details and co-sign certification with the manufacturer, modifier or repairer.	Ensure certificate declares compliance to PER.	Witness the signing of the 5 certificates of manufacture/repair or modification.

Related inspection tasks for practical training

Note 1

Where training is gained on repairs and modifications, the scope of work must be such that the replacements of different types of pressure parts are included and shall meet the requirements listed in the minimum practical training column above and shall only apply to one of the required vessels. This provision is included to ensure that such inspectors gain adequate training of the complexities involved in new vessel construction.

Note 2

The requirement for practical training that it is to take place over a two year period is to ensure that adequate experience is obtained in performing the 18 tasks. The requirement for training on five different pressure vessels or steam generators (training involvement in the complete manufacturing of the equipment) is a minimum requirement.

Attachment 7.3 Rights of appeal and complaint

The following is a summary of the SAIW Certification complaint, appeal and review procedure.
The full procedure can be found in document: Operating Procedure OP7: Complaint, review and appeals

1. Complaints against applicants, candidates and certified persons or organisations

- 1.1** Any person may submit a complaint in writing to SAIW Certification Administration regarding the competence integrity or quality of work of any applicant, candidate, or certified person or organisation.
- 1.2** The person against whom the complaint is laid ('the respondent') has the right to be provided with a copy of the complaint (and any supporting documentation supplied to SAIW Certification Administration by the complainant in support of the complaint).
- 1.3** The Respondent will be requested to respond to the complaint in writing within 20 (twenty) days of notification by SAIW Certification Administration that a complaint has been laid against him.
- 1.4** The secretariat will appoint a Complaints Panel to consider the complaint. If the Complaints Panel finds that the complaint has no merit, it will dismiss same. If the Complaint Panel finds that the complaint has merit, it will appoint an Inquiry Panel to conduct an inquiry into the complaint. The Complaints Panel will notify both the complainant and the respondent of its decision within 14 (fourteen) days of such decision being taken.
- 1.5** In the event that a Complainant or Respondent is aggrieved by the decision of the Complaints Panel, he / she shall have the right to send a written request to SAIW Certification Administration that an inquiry be held to consider the complaint within 20 (twenty) days of receipt of notice of the decision of the Complaints Panel, in which case the relevant Scheme Committee or the ANBCC Certification Board will appoint the Inquiry Panel to conduct a Complaint Inquiry.
- 1.6** Neither the complainant nor the respondent need be present at the Complaint Inquiry unless he or she needs to give evidence.
- 1.7** The Secretariat will appoint a person to represent the complainant at the Complaint Inquiry. The respondent shall not be entitled to legal representation at the Complaint Inquiry, but shall be entitled to the assistance of a colleague or interpreter to aid in interpretation, at the respondent's own cost.
- 1.8** The complainant (or the complainant's representative) and the respondent will have the right to present evidence to the Inquiry Panel and call witnesses, and shall be entitled to ask questions and cross examine representatives and witnesses from the other side. The Inquiry Panel will notify the complainant and the respondent of its decision within 14 (fourteen) days of such decision being taken.
- 1.9** Any complainant or respondent aggrieved by a decision of an Inquiry Panel can lodge an application with SAIW Certification Administration for appeal within 20 (twenty) days of notification of the outcome of receipt of notification of the outcome of the Complaint Inquiry.

2. Appeal

- 2.1** The Appeal Panel will inform the complainant and respondent of the date, time and venue of the Appeal Hearing.
- 2.2** Neither the respondent nor the complainant shall be obliged to appear at the hearing in person, unless they are required to appear in person to give evidence.

- 2.3 In the event that the respondent appears in person he or she has the right to be adequately informed of the nature of the complaint against him or her and his rights in respect of same.
- 2.4 The respondent may not be legally represented at the Appeal hearing. The Appeals panel, will however have the discretion to allow the respondent legal representation in cases of a serious and complex nature. The complainant will be represented by a person nominated by the secretariat.
- 2.5 Both the respondent and the complainant will be entitled to lead evidence at the appeal, which evidence shall be restricted to that led before the Inquiry Panel.
- 2.6 In the event that the respondent is not a first language English speaker he / she has the right to request the services of an interpreter or fellow staff member to aid him during the Appeal hearing with translation at his own cost.
- 2.7 The Appeal Panel is obliged to provide written confirmation of their findings and reasons therefore within 14 (fourteen) days of date of hearing.
- 2.8 The decision of the Appeal Panel is final and binding on both the complainant and the respondent.

3. Right of review

- 3.1 In the event that either the complainant or the respondent are aggrieved by a procedural decision of the Inquiry Panel, he or she has the right to lodge an application for review with the SAIW Certification Administration within 20 (twenty) days of receipt of notice of the outcome of the Complaints Inquiry.
- 3.2 SAIW Certification Administration will inform the relevant Scheme Committee or the ANBCC Certification Board, which shall appoint a Review Panel.
- 3.3 The Review Panel will review the decision of the Inquiry Panel within 4 (four) weeks of being appointed by the relevant Scheme Committee or the ANBCC Certification Board and will notify the respondent and complainant of its decision within 7 (seven) days of the review meeting.
- 3.4 The decision of the Review Panel is final and will be binding on both the respondent and complainant.

4. Appeals against SAIW Certification

- 4.1 Any applicant, candidate or certified person or organisation may submit a complaint in writing to SAIW Certification Administration regarding any decision of a Scheme Committee or the ANBCC Certification Board in connection with any part or the whole of the certification or qualification process (including the decision to recommend or not to recommend any person or organisation for Certification to the Governing Board, or the decision to certify any person taken by a scheme committee or the ANBCC Certification Board in terms of any authority delegated to it by the Governing Board).
- 4.2 The Governing Board will meet as soon as is reasonably practicable to consider the complaint. The Governing Board will dismiss the complaint if it has no merit, and take whatever action it deems appropriate in the circumstances where it finds that the complaint has merit.
- 4.3 The Governing Board will consider the complaint on the papers before it, and must request that the person who laid the complaint, or the person against whom the complaint is laid, submit written representations and supporting documentation in respect of the complaint.

- 4.4** The Governing Board is entitled to withhold its decision and reasons therefore for any period of time that is reasonable in the circumstances, where it is not in a position to make an informed decision for lack of evidence, information or otherwise.
 - 4.5** The person who laid the complaint and the person against whom the complaint was laid has the right to be notified of the decision of the Governing Board, together with reasons therefore, together with the details of the relevant accreditation body, within 14 (fourteen) days of the decision being taken.
 - 4.6** A complainant or respondent that is unsatisfied with the decision of the governing board may appeal to the relevant accreditation body in event that it is not satisfied with the decision of the Governing Board.
- 5.** The complainant and the respondent understand their rights as set out hereinabove and hereby agree to be bound by any decision taken by the SAIW Certification Governing Board, any Scheme Committee, the ANBCC Certification Board or any Complaints Panel, Inquiry Panel, Review Panel or Appeal Panel in terms hereof.