

CERTIFICATION APPEALS PROCEDURE



Policy Number	BUS314	Version	1
		Approved by Board on	13 November 2018
Responsible Person	Managing Director	Scheduled review date	November 2021

1. RESPONSIBILITIES

The Board of the Water Industry Operators Association of Australia Ltd (WIOA) is responsible for developing, adopting and reviewing the Certification Appeals Policy.

WIOA's Managing Director (MD) is responsible for:

- the implementation of the Certification Appeals Policy through this Certification Appeals Procedure.
- monitoring changes in the requirements of the *Water Industry Operator Certification Framework 2018: Drinking Water, Wastewater, Recycled Water* (the Framework)
- advising on the need to review or revise the Certification Appeals Policy and/or update the Certification Appeals Procedure, as and when the need arises.

2. PROCEDURES

2.1 Independent Certification Appeal Panel.

1. The Chairperson of the Framework Owner, *currently the Water Industry Operator Certification Taskforce (WIOCT)*, will ensure that an independent panel is available to hear any appeals made against WIOA as the Certifying body.
2. The Appeal Panel will consist of at least 3 members selected from persons nominated by the WIOCT chairperson, none of whom shall be a WIOA employee, a member of the WIOA General Committee or Board.
3. No member of the Appeal Panel can have any vested or commercial interest in the matter of the appeal.
4. The members of the Appeal Panel will determine their own process and no one interest shall predominate.
5. One member will be chosen to communicate with the WIOCT, WIOA and the appellant.

2.2 Appeal Process

1. The Appellant must first discuss the matter with WIOA as the Certifying Body to attempt to resolve the issue.
2. If the issue cannot be resolved, the Appellant must submit appropriate documentary evidence and an outline the grounds for the appeal against the decision of the Certifying Body to the Framework Owner (*WIOCT Chairperson*) in writing.
3. The Framework Owner (*WIOCT chairperson*) will establish an Independent Certification Appeals Panel to conduct the appeal.
4. The Independent Certification Appeals Panel will review the material provided by the Appellant and may request further evidence from the Appellant to support the appeal.
5. The Independent Certification Appeals Panel will review the Appeal and the supporting documentation, and may request the applicant to attend an interview or meeting to outline their appeal in further detail.

6. The Independent Certification Appeals Panel will request a representative from WIOA as the certifying body, to attend an interview or meeting to outline their determinations/decisions made in relation to subject of the appeal.
7. The Independent Certification Appeals Panel will uphold the Appeal if the panel members are satisfied that there has been a breach of the processes contained in the Framework (or relevant related published procedure), or in the determination of the Certifying Body, sufficient to cause disadvantage to the Applicant.
8. In the case of an Appeal being upheld by virtue of its meeting the criteria set out in preceding section:
 - i. The WIOCT chairperson shall advise WIOA as the Certifying Body, in writing, of the decision, and the reasons for the decision, and request that the disputed awarding of Certification, or other relevant Decision, under the Framework be appropriately adjusted.
 - ii. The WIOCT chairperson shall give Notice to the Appellant in writing, that their Appeal has been successful and that a request has been made to the Certifying Body for the disputed awarding of Certification or the relevant Decision to be appropriately adjusted.
9. Appellants whose Appeals have not been upheld by the Independent Certification Appeals Panel will also be advised in writing by the WIOCT chairperson.

3. RELATED DOCUMENTS

- PEO201 - Anti-discrimination Policy
- PEO301 - Anti-discrimination Procedure
- PEO210 - Sexual Harassment Policy
- PEO310 - Sexual Harassment Procedure
- PEO204 - Employment References Policy
- PEO304 - Employment References Procedures
- PEO213 - Bullying Policy
- PEO313 - Bullying Procedure

4. AUTHORISATION



George Wall
Managing Director

13 / 11 / 2018

Water Industry Operators Association of Australia