



ASSDA ACCREDITATION SCHEME

MANUAL

Revised June 2011



Stainless Steel Specialists Register (SSSR)
established by the Australian Stainless Steel Development Association (ASSDA)

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AUSTRALIAN STAINLESS STEEL
DEVELOPMENT ASSOCIATION

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FOREWORD

The stainless steel industry is growing strongly as the many advantages of the material are appreciated by the specifying community. Appearance, hygiene, integrity, security, low maintenance and long life are sought after by users eager to use stainless steel in ever more innovative ways.

The Australian Stainless Steel Development Association (ASSDA) has developed comprehensive training and development materials to help new entrants to the industry to develop the necessary capability. Together with fostering ongoing educational seminars and other forums for sharing experiences, ASSDA provides a powerful package of improvement opportunities.

ASSDA has brought all the elements together with a scheme to accredit businesses which can marshal the full range of skills needed to realise the potential of the material. The scheme is designed to encourage continual improvement by everybody in the industry towards best practice, and to raise the standard of best practice.

The accreditation status of registrants will enable end users to select stainless steel specialists with a high degree of skill and capability in the field, and achieve results they want with minimum cost, fuss and risk.

Competent practitioners will be recognised and will be able to distinguish themselves from people who are unlikely to achieve the required quality levels.

New entrants to the industry will have a clear development path, enabling them to avoid costly and damaging mistakes. ASSDA intends to avoid problems by helping fabricators accustomed to using other materials to understand the differences in practices needed to achieve the full benefits of stainless steel.

To obtain and retain ASSDA Accreditation, companies must agree to conform to stringent standards of competence, training and conduct, adhering to a Code of Ethics and Practices. Continued accreditation will depend on continuing effort to maintain and upgrade skills and capabilities.

We commend the scheme to you. Wholehearted participation in the scheme will take our industry to a new level of competence, matching the rising quality of stainless steel with improving fabrication practices.

Lissel Pilcher

General Manager ASSDA

INTRODUCTION

The Australian Stainless Steel Development Association (ASSDA) Stainless Steel Specialists Register (SSSR) is reserved for accredited businesses active in the stainless steel industry with appropriate experience and/or qualifications and are committed to a programme of education for best practice, and to a code of ethics and practice.

This Manual provides information on:

- › The purpose of the Register
- › The industry categories under which registration is available
- › Data which will be available in the Register.

This Manual also describes the responsibilities for the operation of the scheme of the ASSDA Board, the Stainless Steel Specialist Register Review Board, and the ASSDA Secretariat.

This Manual is a reference for those industry participants seeking to join the SSSR and for those seeking to identify practitioners in stainless steel supply, design, specification, construction and installation.

Accreditation is offered by ASSDA to assist in maintaining and improving the performance of the stainless steel industry.

ASSDA Accreditation is not mandatory, and ASSDA does not infer that other industry participants may not perform work of a satisfactory standard.

Applicants **need not** be a member of ASSDA or other industry Institutes and Associations to be admitted to the Stainless Steel Specialists Register.

NB: Throughout this Manual, 'state' refers to the states and territories of Australia.

STAINLESS STEEL SPECIALISTS REGISTER

GENERAL

PURPOSE

The purposes of the Stainless Steel Specialists Register (SSSR) are:

- › Improve consumer confidence at all levels of the value chain
- › Improve the profitability of ASSDA Accredited businesses through the adoption of best practice
- › Encourage the continuous improvement of ASSDA Accredited businesses
- › Promote the benefits of trading with ASSDA Accredited businesses
- › Provide a clear path for new entrants to the industry.

In setting up the Register, ASSDA has identified the knowledge, skills, experience and training required by practitioners at all levels of the stainless steel industry.

The aims are to protect asset owners and users of stainless steel fabrications and goods, by providing an accreditation system to reinforce capability and competence of businesses undertaking work with stainless steel, and to protect competent practitioners in stainless steel from incompetent practitioners.

The Register lists those businesses which are competent, for defined business functions, in the supply of semi-finished materials, and/or design, fabrication and installation of stainless steel structures and equipment. These businesses will always ensure:

- › Their people have appropriate experience and/or training
- › The business has a commitment to continuing training for best practice
- › The business has a commitment to a code of ethics and practice.

BUSINESS FUNCTIONS

To be eligible for registration, a business must have a satisfactory level of competence for one or more of the following business functions:

- Function 1: Businesses offering design in predominantly stainless steel structures and finished products.
- Function 2: Businesses offering services in stainless steel fabrication (incorporating project management).
- Function 3: Businesses offering service in stainless steel installation (incorporating project management).
- Function 4: Businesses offering supply of stainless steel products, semi-finished and/or transformed (eg. profile cut or processed in a service centre).

INDUSTRY CATEGORIES

In order to be registered, a business must demonstrate that it has achieved **competence** in one or more of the following categories:

1. **Architectural**

Exterior and interior use of stainless steel in buildings, usually an integral part of the building and made specifically for it.

Goods or construction are often specified by an architect or interior designer. They may be structural, decorative or both. Appearance is crucial (including flatness and surface finish). Understanding and knowledge of building codes and relevant laws is required of the registrant.

External products include: facades, balustrades, features, sculptures, fountains, shopfronts, paneling, roofing, rainwater goods (flashing, gutters, downpipes, grates, rainwater heads).

Internal products include: decorative features, balustrades, shop fittings, handrails and facades.

2. **Food, Dairy and Beverage**

Equipment for processing of goods for human consumption.

Stainless steel goods and equipment designed and fabricated to produce food safely, without contamination or deterioration. The equipment must be designed to be cleanable to maintain hygiene, and must be fabricated to high standards to maintain corrosion resistance and minimal levels of bacterial contamination.

Examples include: food manufacture and dairy processing.

3. **Heavy Industrial**

Typical stainless steel thickness 3mm and more.

Stainless steel goods and equipment, usually used to carry loads or perform in aggressive corrosion environments. Includes all tank work, except products for human consumption. Work in this category usually requires knowledge and understanding of codes and laws.

Examples include: structural engineering, tank manufacture (not for food, see above).

4. **Light Commercial**

Typical stainless steel thickness 3mm and less.

Goods of light gauge stainless steel, not usually used for structural loads. The appearance and finish of the work is generally important. Primarily specified by engineers rather than architects.

Examples include: commercial kitchens, food service equipment, displays, plumbing hardware.

ASSDA CERTIFICATION

ASSDA does not guarantee the competence of an accredited business to carry out specific tasks related to stainless steel. However, it does certify the following:

- › Registrants of the SSSR have represented to ASSDA that they meet stringent criteria for their knowledge and experience. They have committed themselves to a training programme to maintain and enhance their competence in the particular industry category/ies of registration. They have committed to a Code of Ethics and Practice (refer to Appendix), and they have appropriate insurance.
- › Taken as a group, ASSDA Accredited businesses can be expected to have more advanced knowledge and skills than others who have not met the entry standards and have not committed themselves to ongoing study and competency development.

SSSR USERS

ASSDA considers that the SSSR provides a benchmark for authorities, organisations, companies, businesses and the general public to judge the suitability of businesses:

- › In preselection for procurement of stainless steel structures, fittings and equipment
- › To carry out particular services related to the use of stainless steel.

ENTITLEMENTS

Registrants of the SSSR are entitled to:

- › Have their business details in the Register, and have them disclosed to parties interested in purchasing their services in the stainless steel industry
- › Publicise and promote their status as an accredited business of the SSSR
- › Use the ASSDA Accredited logo on stationery, publications, signage and other public instruments, including clothing
- › Display a Certificate of ASSDA Accreditation.

OBLIGATIONS

Registrants of the SSSR have obligations to:

- › Be honest and truthful in making their application for admission to the Register
- › Abide by the Code of Ethics and Practices
- › Conduct an ALO programme
- › Have fully paid ASSDA Accreditation fees.

SSSR REVIEW BOARD

Management of the Register is the responsibility of ASSDA's SSSR Review Board.

The Review Board is responsible to ASSDA's Board of Directors, and is authorised to:

- › Assess applications for admission to the SSSR, for annual renewals and for extensions to existing terms of registration
- › Admit to the Register businesses which are believed to be suitably qualified
- › Set application fees, industry category extension fees and annual registration fees
- › Apply procedures for:
 - › Processing ASSDA Accreditation applications
 - › Performing competency assessments
 - › Performing learning organisation audits
 - › Investigating and resolving breaches of conditions for admission to the Register, including complaints against the performance of an accredited business
 - › Deciding on and applying sanctions to accredited businesses as necessary.

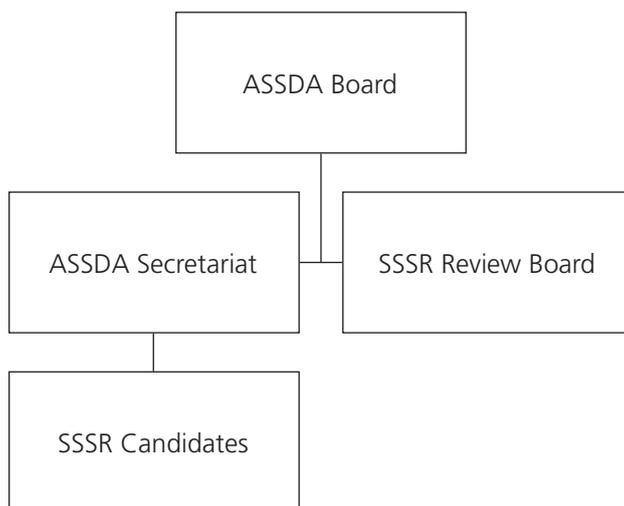
The Review Board is made up of the ASSDA Secretariat and three ASSDA members in each state of Australia (where possible), nominated by the ASSDA Secretariat.

The Secretariat will maintain a list of current members of the Review Board, with contact details. This list will be available to registrants and applicants for admission to the Register.

Membership of the Review Board is subject to the approval of the ASSDA Board. It is intended that members of the Review Board, after tenure of approximately two years, will resign from the Board and suggest a successor. A suggested successor must be approved by the ASSDA Board before taking up the position.

Interested parties wishing to join the Review Board are encouraged to apply in writing to the ASSDA Board.

The lines of communication and responsibility of the various parties in operating the ASSDA SSSR are shown below in the figure:



ADMINISTRATION OF THE REGISTER

The administration of the Register is the responsibility of the ASSDA Secretariat, following guidelines and procedures initiated and maintained by the Review Board. Ultimate authority rests with the ASSDA Board, which must approve the procedures followed by the Secretariat.

DATA CONTAINED IN THE SSSR

The Register is maintained as a computer database by ASSDA and contains the name and following data on each accredited business:

- › **Registered name of business**
- › **Date of first registration**
- › Entity type
- › **Australian Business Number (ABN)**
- › **Trading name (if different to registered name)**
- › Names and home addresses of all directors of the company
- › **Postal and street addresses of head office and branches**
- › **Telephone and fax numbers of each establishment**
- › **Email address/es**
- › **Industry category/ies in which the business is accredited**
- › **Business function/s for which the business is registered**
- › **Insurance details**
- › **Capability statement**
- › Reference list
- › Any sanctions applied.

DATA AVAILABLE TO SSSR USERS

Any person or organisation may, without charge, enquire whether a particular business is currently on the Register. Only the items in **bold** in the list above will be made available.

Enquirers may contact the ASSDA office directly, or may visit the ASSDA website, www.assda.asn.au. The Reference list will also be made available upon enquirers if the Registrant indicates on the application form that they wish for this to happen.

In the event that sanctions are applied to an accredited business, the Review Board will determine whether the sanctions are published to enquirers. Before deciding to publish sanctions, the Review Board will consider any submissions which the accredited business might wish to make.

PRIVACY

By completing and lodging an application for admission to the Register, applicants expressly consent to the data contained in the SSSR being made available in the manner set out on the previous page.

UPDATING OF THE REGISTER

It is important that the register is accurate and up to date. Registrants are required to advise ASSDA in a timely manner of changes to the data contained in their application to join the SSSR.

REGISTRATION YEAR

Registrations fees apply for one year from the date of admission to the Register, or of a subsequent renewal.

FEES

There is a 'once-off' application fee for initial enrolment of the SSSR. This fee is not refundable if the application is unsuccessful, or if the business is subsequently deregistered. The application fee covers assessment for registration in multiple industry categories.

If the applicant is not admitted to the Register at the first attempt, the application fee covers one further application submitted within one year of the applicant receiving notification of the failure of the first application.

There is an annual registration fee, payable on initial admission to the Register and before that date in each subsequent year. This fee covers all business function/s and industry category/ies for which an accredited business is enrolled.

For ASSDA members, the application fee and annual registration fee are discounted. Members must be financial to receive the reduced fee structure.

The annual certificate of registration will be issued only on receipt of fees for the year. Businesses which do not pay by 30 days after the end of the month in which the fee falls due will immediately be suspended from the Register.

Accredited businesses failing to pay fees within the subsequent month will be removed from the Register, and will be required to submit a fresh application, including application fee, for re-admission to the Register.

The current scale of fees is given in the following table. Fees include GST.

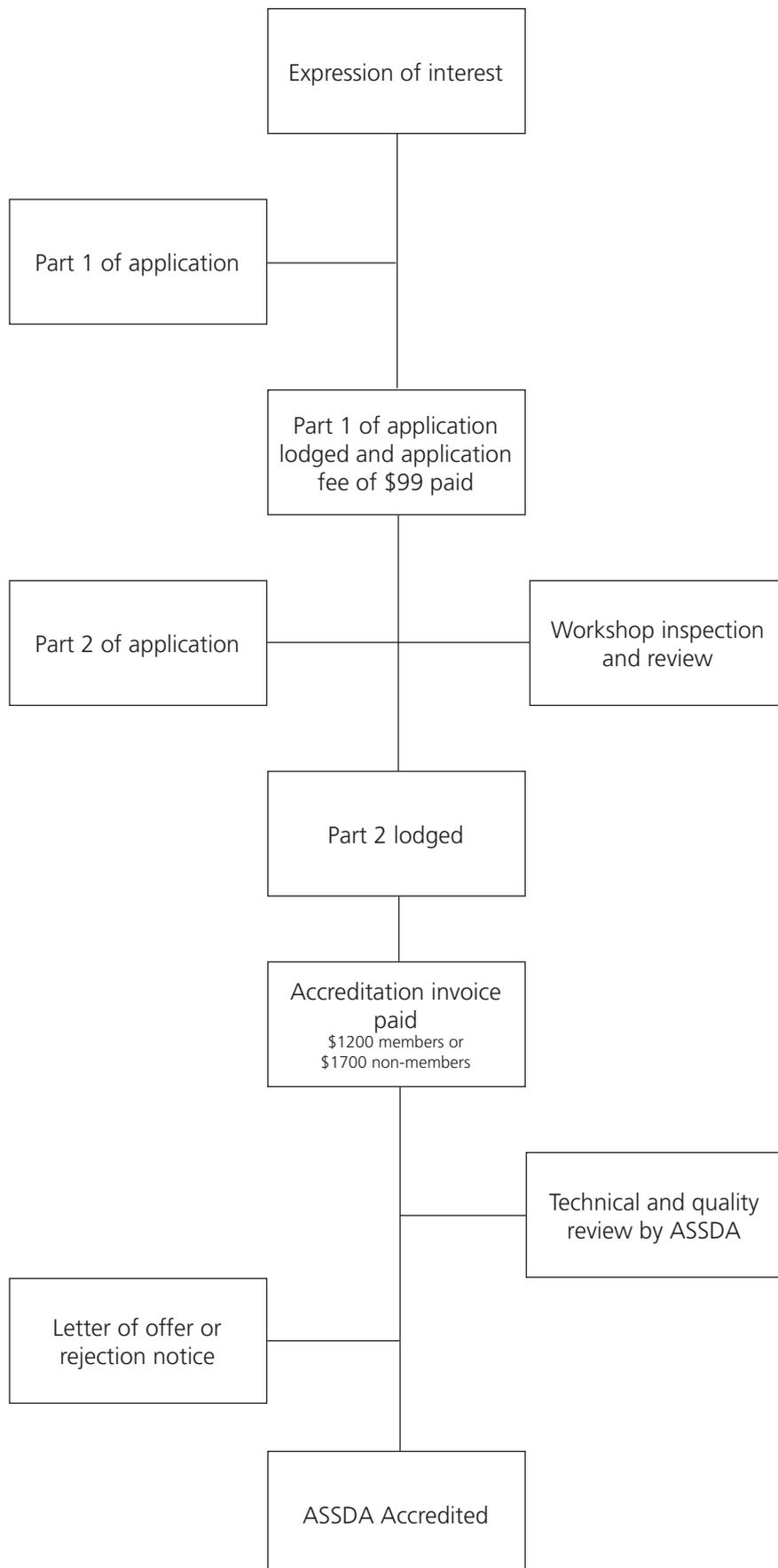
	Non ASSDA Members	ASSDA Members
Application fee	\$99	\$99
Annual registration fee	\$1700	\$1200

The Review Board may revise these fees at any time, as will be notified on application and renewal notices, and in an updated version of this manual.

The flow chart on the following page shows the process of Accreditation.

BECOMING ACCREDITED

The flow chart below outline the steps needed to gain ASSDA Accreditation.



REQUIREMENTS FOR REGISTRATION

ELIGIBILITY

The Register is reserved for businesses which operate in markets related to stainless steel, and which:

- › Conform to the prescribed standards for competence and experience available to be applied to jobs undertaken by the business
- › Commit to following the SSSR Code of Ethics and Practice (refer to Appendix)
- › Are a learning organisation and pursue best practice.

Registration on the SSSR is available to both members and non members of ASSDA.

To be eligible for registration, a business must meet the requirements for one of the SSSR business functions and at least one industry category. These requirements are:

- › Employ or have access to people with sufficient competence and experience to produce satisfactory work
- › Internal systems and procedures which consistently produce work of the standard agreed with the customer, on time
- › Have sufficient insurance to ensure that all risks to clients and employees interests for which the business is responsible are adequately covered
- › The business will only represent itself as an ASSDA Accredited business for work described by the business function/s, industry category/ies and knowledge statement for which it has been admitted to the SSSR.

STAINLESS STEEL COMPETENCE AND EXPERIENCE

Accredited businesses must be competent to provide work in the business function and industry category/ies recognised.

To meet the experience requirement for initial registration in a particular industry category, an application must provide evidence of jobs completed in the field covered by that industry category. A list of completed work (up to 10 completed jobs) must be provided and able to be audited by the Review Board, including contacting relevant referees.

For re-registration, an organisation must have **retained competence** in the field covered by the relevant industry category/ies during the previous 12 months. Registrants must submit a new application for registration each year. An endorsed copy of the previous years' application form is acceptable, if accompanied by a statement of training completed during the year.

The details of experience provided in an application may be used, as appropriate, to determine if a registrant is in breach of the Code of Ethics and Practice by practicing outside its area/s of expertise.

TRAINING PROGRAMME IN PURSUIT OF BEST PRACTICE

To meet the ALO requirement for registration, an applicant must provide details of an acceptable ALO programme.

An acceptable ALO programme includes training of staff via the following mechanisms: private study, completion of short courses and attendance at seminars, conferences, workshops and industry related meetings. Training must equate to an equivalent of at least 8 hours (1 day) per year per employee involved in working with stainless steel.

For re-registration, an accredited business must keep a record of ALO activities and submit it for audit on request.

INSURANCE

A business applying for registration or re-registration must provide details of relevant insurance cover. This information will be available to users of the SSSR.

Under the Code of Ethics and Practice, registrants must:

- › Ascertain that they have all relevant insurance cover required by a particular state or territory
- › Ensure that the cover is maintained throughout the registration year.

APPLICATIONS

GENERAL

An application for registration must nominate:

- › At least one business function
- › At least one industry category.

Applicants who have been accepted will be advised accordingly and sent an invoice for the required fees. When payment is received, the registrant's details will be entered into the Register and an ASSDA Accreditation Certificate will be forwarded to the registrant.

INFORMATION REQUIRED FOR REGISTRATION OR ANNUAL RENEWAL

Application for initial registration must be made on the application for accreditation form. Application for annual re-registration must be made on the annual renewal form. All fields on these forms must be completed.

Any attachments to an application for registration or annual renewal must be copies of original documents, and must be initialed by the director/s of the company making the applications.

The annual renewal form will be sent to the business no later than 30 days before the date of renewal. The annual renewal form will reproduce the current information contained in the SSSR database, and the registered business will be required to re-certify or amend the details recorded.

PROCESSING APPLICATIONS

Applications will initially be assessed by the ASSDA Secretariat. Where the application provides, in the opinion of the Secretariat, clear evidence that the requirements for admission to the Register are met, the Secretariat shall admit the applicant to the Register. The Secretariat may choose to consult nominated referees, or other knowledgeable parties, before reaching a decision.

If the Secretariat is not confident of the suitability of the applicant, it will refer the application to three members of the Review Board in states or locations different to those in which the applicant operates.

If an application is not successful, the notification of rejection will detail a clear statement of further requirements, which need to be fulfilled for successful re-application, within an appropriate timeframe.

Applicants may re-submit their application any time during the 12 months from the date of notification of rejection without requiring a further application fee. Applicants may make additional submissions as it believes warranted in its re-application and the Review Board will consider those submissions in determining whether the resubmitted application is successful.

Where an annual renewal application has been referred to the Review Board, the applicant will remain on the Register until the issues have been resolved.

CERTIFICATE OF REGISTRATION

A Certificate of Registration will be issued when a business is first placed on the Register. The certificate will be current for one year, and a new certificate will be issued each year when accreditation is renewed.

BREACHES OF CONDITIONS

Any breach or alleged breach of the undertakings given by the registrant coming to the notice of the ASSDA Board, Review Board or ASSDA Secretariat will be investigated by the ASSDA Secretariat, with reference to the Review Board where needed.

SANCTIONS

The Review Board may sanction an accredited business for:

- › Failure to meet the conditions of entry to the Register, however and whenever the failure comes to notice
- › Failure to abide by the Code of Ethics and Practice
- › Failure to provide evidence of satisfactory ALO requirements
- › Failure to resolve satisfactorily a complaint received by the Review Board
- › Failure to pay the required fees on time.

Sanctions that may be imposed by the Review Board include some or all of the following list, or other sanctions as agreed between the Review Board and the registrant:

- › A requirement to undergo a specific ALO programme
- › Suspension of registration for specified time period or until certain actions have been completed
- › Removal from the Register
- › Publication of details of the breach
- › Provision of details to SSSR enquirers of any sanctions applied against a registrant or former registrant.

Before implementing any sanction, the Review Board will give written notice to an accredited business of its intended course of action. The business will then have 14 days in which to provide any further submissions (if any) and advise the accredited business of its determination before a sanction is implemented.

APPENDIX

CODE OF ETHICS AND PRACTICE

Accredited businesses of the Stainless Steel Specialists Register must:

- › Aspire to the highest level of business ethics, as generally expected by the business community.
- › Aspire to the highest level of industry competence through continued education, and by sharing ideas and experiences with other ASSDA Accredited businesses.
- › Be honest and thorough in all business dealings, including dealings with clients, client's customers, specifiers and others in the stainless steel industry.
- › Undertake professional practice in a responsible, careful and diligent manner at all times and only in their relevant areas of expertise.
- › Not disclose any confidential information acquired in the course of professional practice unless required to do so by law.
- › Respect the privileges, rights and reputation of other accredited businesses of the SSSR.
- › Not engage in any activity constituting, or leading to, a conflict of interest.
- › Treat all persons fairly and equally, regardless of race, religion, gender, disability, age or ethnicity.
- › Only make public statements, express opinions or give evidence on adequate knowledge. Accredited businesses shall adhere to truth in advertising standards.
- › Strive to promote ASSDA Accreditation and its goals, as well as the stainless steel industry as a whole, through educational avenues, public relations opportunities and advertising media.
- › Communicate non-confidential information relating to other accredited businesses violation of this Code of Ethics to the ASSDA Secretariat.
- › Maintain appropriate levels of insurance cover throughout the full period of registration applicable in the particular state or territory of practice.
- › Enable a client or subcontractor to reach an informed opinion regarding its overall capacity in order to assess risk.
- › Be able to demonstrate its ability to manage and deliver projects within the specified time.
- › Establish and maintain effective systems to manage the risks to the health and safety of all personnel, arising from the nature of the work performed.
- › Abide by and endeavour to secure the widest possible acceptance of the Code of Ethics and Practice.