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**FOREMAN
CERTIFICATION PROGRAM**



QUALITY SYSTEM MANUAL

FOREWORD

In today's competitive environment, all industrial facilities have to consider the critical issue of leadership as a key factor in the continued productivity of their operations. Supervision, in particular, is a major focus for electric utilities, oil refineries, manufacturing plants, paper mills chemical plants and all other projects, large and small.

The United Association (UA) has addressed industry's needs by developing an intensive course of study that includes classroom and problem solving instruction using the latest information and materials. The UA Foreman Certification Program has been designed to ensure that UA members and their employing contractors are able to take on any task they may encounter. This highly specialized training comes at no cost to contractors or plant owners.

The high standards of the UA Foreman Certification Program are uniform throughout the United States and Canada, yet each individual Local Union can tailor the Foreman training course differently to focus specifically on the requirements of industry in their particular region. In fact, contractors and owners are encouraged to review the UA Foreman Certification Program and make recommendations that will help modify the program to meet their specific needs.

The United Association together with the Mechanical Contractors Association of America (MCAA) have established an examination/qualification program that provides an outstanding tool for determining an individual's capabilities and competences and ensures their on-going training needs are provided for and validated in a structured environment. The UA Foreman Certification Program provides an assurance to industry that UA members have the necessary skills not only to do the job right but also to do the job right the first time.

It is our goal to provide highly trained UA craftsmen with detailed knowledge and experience that will improve their job performance and contribute to lower plant operating costs. In fact, many utilities and other industrial facilities throughout the United States and Canada have already established completion of the UA Foreman Certification Program as a necessary hiring requirement.

Without a doubt, the United Association boasts the premier training program available in the pipe trades industry today. For more than a century, we have been training apprentices and journeymen to the highest standards possible. There are approximately 330,000 highly-skilled United Association members, of which 36,000 are apprentices, who belong to 316 individual local unions across North America. The UA maintains approximately 340 training centers in the United States and Canada. The UA's joint union-management training programs are now valued at a half billion dollars in equipment and real estate, moreover, about \$130 million is spent annually in operation of these programs.

For a contractor or plant owner choosing Certified Foremen from the United Association is an assurance that the quality of craftsmanship is the highest you can find in industry today.

UA STANDARD FOR EXCELLENCE

The UA Foreman Certification Program has no parallel in industry today. Developed under the leadership of the United Association's General President William P. Hite, the program is designed to help meet the growing need for trained and qualified Foreman. The program provides trained, experienced, certified and immediately available Foreman throughout the United States and Canada, at no cost to contractors or their clients (owners and users). The United Association underwrites the cost of training and qualifying its Foreman and provides for the use of Certified Foreman Instructors and other third parties involved in the program's success.

OBJECTIVES OF THE PROGRAM

- ❖ Promote uniform administration and enforcement of UA Foreman qualifications and certifications.
- ❖ Promote a level of qualification standard, which will support safety, quality, and economical leadership activities.
- ❖ Provide industry with a qualification that is complete, accurate, consistent, reliable and current to comply with the required applications.
- ❖ Commit each UA Foreman to performance that includes quality, safety and cost effectiveness for the required work.
- ❖ Enable all UA Foreman to recognize their individual commitment to the integrity of the UA Foreman Certification Program.
- ❖ Provide all UA Foreman the opportunity to enhance the quality of their work and life and to emanate goodwill among the United Association, its members, the employing contractors and their clients (owners and users).

"The UA Standard for Excellence policy is a Labor-Management commitment to uphold the highest industry standards in the workplace and ensure customer satisfaction. The Foreman certification program is designed to promote UA members' world class skills and safe, efficient work practices on the jobs performed by our signatory contractors for their customers."

Confirmation Signature: 
Mark McManus - United Association General President

UA STAFF AND COMMITTEE PERSONNEL

UA GENERAL ADMINISTRATION

Mark McManus
General President

Christopher A. Haslinger
Director of Education and Training

Phillip F. Martin
Administrator of Certification Programs

FOREMAN TECHNICAL COMMITTEE

James P. Pavesic –
Administrative Assistant to the Director of Training

John Shue
United Association

Kathleen Crosby
Mechanical Contractors Association of America

THE UA ACKNOWLEDGES THE COOPERATION OF THE FOLLOWING ORGANIZATIONS:

Mechanical Contractors Association of America (MCAA)

UA QUALITY SYSTEM MANUAL

The Administrator of Certification Programs is responsible for maintaining this Quality System Manual. The Manual shall be revised when necessary to improve existing procedures, when work methods or organizational changes occur, or to keep the Manual current with industry requirements. The Administrator of Certification Programs shall approve new or revised parts of the Manual; his approval is indicated on the Table of Contents Page by signature and date.

The UA Foreman Certification Program Quality System Manual is maintained at the UA Certification Program Department, UA Building, Three Park Place, Annapolis, MD 21401.

Upon approval by the Administrator of Certification Programs, the Quality System Manual and its subsequent revisions are posted on UANet.org. The electronic version of the Manual is considered the only controlled version of the Quality System Manual and as such is password protected with only the Administrator of Certification Programs and designated UA Administrative Staff having editing capabilities. Printed out pages of the Manual are considered uncontrolled and are for informational purposes only. All UA Local Union Training Facilities are provided access to UANet.org.

Uncontrolled printed copies of the Manual may be issued to others upon request to the Administrator of Certification Programs. Uncontrolled copies are current at time of issue only and will not be issued to UA personnel.

Periodically, revisions are made to the Quality System Manual, when this occurs the changes will be described on the Summary of Changes page of the Manual. Each approved revision is issued with revised Table of Contents and Summary of Changes page. When there are significant revisions throughout the entire Manual, a new Edition may be issued. The Manual revision date and Edition number are identified on the Table of Contents page. Manual revisions become mandatory ninety (90) days after the revision date indicated on the Table of Contents page.

This Quality System Manual contains mandatory requirements and non-mandatory guidance for Foreman certification activities. The Manual does not address all aspects of these activities and those aspects that are not specifically addressed should not be considered prohibited. It is the responsibility of the Administrator of Certification Programs and members of the Technical Committee using sound technical judgment to provide guidance and a course of action in such matters.

All recipients of this Quality System Manual and related documents are trusted for their physical condition, intended use and maintenance. Violations of this trust, brought to the attention of the Administrator of Certification Programs, would support the withdrawal of all such documents.

SUMMARY OF CHANGES

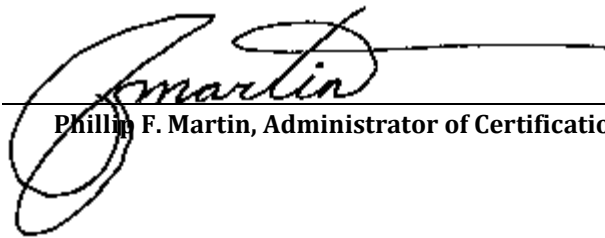
Second Edition: January 2012

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Second Edition

<u>Section Number and Name</u>	<u>Revision Date</u>
1: Organizational Leadership	January 12, 2012
2: Foreman Training Program	January 12, 2012
3: Foreman Personnel Certification	January 12, 2012

Approval Signature: _____



Phillip F. Martin, Administrator of Certification Programss

SECTION 1: ORGANIZATIONAL LEADERSHIP

1.1 Scope

- a) The objective of the United Association Foreman Certification Program is to provide highly qualified Foremen to fulfill the quality and workmanship requirements governing supervision activities.
- b) The implementation and maintenance of this certification program is conducted in accordance with this Quality System Manual.

1.2 UA General Administration Responsibilities and Authority

- a) **General President** - has the authority and responsibility for the operations of the United Association and ensures that sufficient funding and manpower is available to properly administer all certification programs.
- b) **Director of Training** - has the authority and responsibility for the UA training program for all members, including journeymen, apprentices and instructors, along with seminars conducted for personnel throughout the UA.
- c) **Administrator of Certification Programs** - has the overall authority and responsibility for Foreman Certification Program operations.
- d) **Foreman Administrator** – an individual who has satisfactorily completed the UA Foreman Training Course (Course 443), who is responsible for proctoring and maintaining the integrity & security of the UA Foreman Certification Examination.
- e) **Foreman Instructor** - responsible for execution of the Foreman Local Union Training Program, (recommended that the Instructor complete the UA Foreman Training Course - Course 443).

1.3 Program Resources

- a) The resources for support of the Foreman Certification Program consists of the following:
 - The UA's International Training Fund underwrites funding for this Foreman Certification Program.
 - The development of the Foreman Certification Program, including development, maintenance and control of the UA Quality System Manual and training materials.
 - The efforts of the UA Representatives to promote acceptance throughout the piping industry.
 - The execution of the Foreman Certification Program Examinations.
 - Control of documents and records, including document issue, maintenance and storage.

SECTION 2: FOREMAN TRAINING PROGRAM

2.1 Responsibilities

- a) The Local Union Management is responsible for, ensuring that training materials are up to date, scheduling classes, providing Instructors, and maintaining records of the training classes they provide.
- b) Each training facility is responsible for making arrangements to have the necessary teaching equipment, tools and materials available for use during Foreman training classes.

2.2 Training

- a) The foreman training program consists of approximately 60 hours of training, which includes case studies.
- b) Copies of the Foreman Training Manual are available from the IPT Bookstore for individuals use during the foreman training programs.

2.3 Case Study Exercises

- a) In addition to classroom training, case studies are required to be completed by each trainee.
- b) In order to ensure consistent and adequate training, the case studies shall be as structured and regimented as the classroom sessions. Instructors shall provide each training group with a description of the activities and a general overview on items such as class conduct and safety.
- c) Leadership and supervision case studies shall utilize job-site problems and solutions; this adds to the realism of the training and is especially effective for foreman training courses.
- d) At the completion of the case study exercises, the Instructor shall note the satisfactory or unsatisfactory performance for each trainee. Instructors should not indicate satisfactory performance unless they are confident that each trainee has mastered the necessary skills.

2.4 Trainees Testing and Evaluation

- a) Following completion of the training program a UA Foreman Certification Examination is provided. Trainees are not allowed to take the certification examination without fully completing the training course, including the required case study exercises.
- b) As an alternative to the above, individuals who can provide evidence that shows extensive work experience in leadership and supervision, may take the UA Foreman Certification Examination without completing the foreman training program.
- c) In addition to the Foreman Administrator, a contractor representative must be present in proctoring the certification examinations.
- d) The UA Foreman Certification Examination consists of a written multiple choice examination. In addition to the information provided during the training program the certification examination also contains questions covering general pipe trades knowledge. A score of 80% or above must be achieved on the written examination.

SECTION 3: FOREMAN PERSONNEL CERTIFICATION

3.1 Responsibility

- a) The Administrator of Certification Programs is responsible for the evaluation of UA Foreman candidates. Upon completion of a satisfactory evaluation of the candidate's qualifications and examination results, the Administrator of Certification Programs issues the individual UA/MCAA Foreman credentials, valid for a four-year period.

3.2 Initial Qualification Requirements

- a) Individuals should complete UA Foreman Certification Training Program during the fifth year of their apprenticeship.
- b) As an alternative, in order to acknowledge the professional status and accomplishments of current UA members in the field of job supervision, beginning on January 1, 2009 through June 30, 2009, individuals will be recognized as UA Certified Foreman provided they can provide documented evidence from their local union Business Manager's office or an employing contractor that shows extensive work experience as a foreman. Individuals certified in accordance with this professional acknowledgement provision must take and pass the UA Foreman Certification Examination prior to the expiration of their initial four-year certification period.

3.3 Foreman Certification

- a) Upon satisfactory completion of all required classroom sessions, the Foreman Instructor reviews each individual's records of training for completeness and correctness.
- b) Upon receiving a passing grade on the UA Certification Examination, the Administrator of Certification Programs shall issue individuals certified UA Foreman credentials.
- c) UA/MCAA Foreman Certification is valid for a four-year period. Before expiration of their four-year certification, individuals are required to recertify per paragraph 3.4 below.

3.4 Recertification

- a) Recertification training is provided to each individual holding UA Foreman certification. Prior to the expiration of their four-year certification individuals must attend a minimum of three hours up-date training provided by the Local Union training facility. This update training is conducted to maintain the proficiency of the skills and knowledge required for acceptable performance and to adopt new industry standards on leadership and supervision.
- b) Individuals who can provide documented evidence they have worked as a foreman for at least 1500 hours during the four-year certification period and have previously taken the certification exam, will be recertified as a UA Foreman.
- c) Individuals working less than 1500 hours as specified above must pass the UA Foreman Certification Examination with a score of 80% or above. Should the individual score less than 80% on the examination it is recommended they take the 20 hour UA Foreman Refresher Training Course before re-taking certification examination.
- d) Records shall be maintained by the Local Union that provides evidence of individuals completing the recertification process.