AWS CORONAVIRUS (COVID-19) FAQ

Last Updated August 1, 2020

AWS has been monitoring the development of Coronavirus (COVID-19) and assessing its possible impact to our Society’s activities. We will continue to follow protocols established by all local, state, and federal health officials.

1. Q: Is AWS concerned about the COVID-19 pandemic?
   A: The health and safety of our members, staff, seminar and exam candidates, conference attendees and volunteers are of the utmost importance. AWS leadership will continue to make decisions as we receive information, then share it with all concerned as soon as possible.

2. Q: How will the COVID-19 pandemic affect upcoming AWS seminar and exam sittings?
   A: In response to growing concerns, AWS has taken the following step for those who have registered for an upcoming seminar and/or exam.
   - Cancellation of AWS seminars is based on two factors, enrollment and current local regulations for the area where the seminar is being held. If a seminar is canceled, all individuals currently enrolled for the seminar site will be notified to help transfer them to a different site or an online option. If you would prefer to take a seminar online, AWS offers both a 2-Week and an 8-Week, Online CWI Seminar. For more details, please visit awo.aws.org. We are also in the process of establishing a one-week, online CWI Seminar and will update this document as more information becomes available. If you have questions about a specific event, please contact us at 800.443.9353.
   - Prometric opened some of its testing locations in a limited capacity utilizing COVID-19 safety precautions to AWS exam candidates on May 1st. If your exam appointment has been impacted by Prometric closures, you will receive an email notification informing you that your appointment has been canceled, and instructions for how to reschedule for a future date. No rescheduling fees will be applied, and Prometric will be working with AWS on rescheduling. Please note that if you choose to contact Prometric for assistance, hold times may be extended due to the volume of individuals we are attempting to support.

3. Q: How is the COVID-19 pandemic affecting AWS Certification renewal and recertification processing?
   A: AWS is still processing certification renewals and recertifications as they come in; however, processing may take longer than normal due to nearly all AWS staff working remotely. We highly encourage individuals to submit their renewals and recertifications through the Online Portal, since the processing of paper applications is considerably slower than normal. If you are having issues getting requirements in place for your renewal or recertification due to COVID-19, please reach out to Customer Service & Support or contact us at 800.443.9353, and we will work with you on a case-by-case basis.

4. Q: Has anything changed regarding the certification application process due to COVID-19?
   A: Yes. We have updated our Terms and Conditions section of applications.

5. Q: Does AWS offer Hardship Relief?
   A: If you are an AWS member or customer who is experiencing job loss due to the COVID-19 pandemic, AWS would like to help. Please reach out to Customer Service & Support or contact us at 800.443.9353. Our staff members will discuss what type of relief options may be available, such as a grace period for member dues payment, an extension on certification renewal or recertification. AWS will make every effort to help you get back on your feet.
AWS CORONAVIRUS (COVID-19) FAQ cont’d

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6. Q: In light of the COVID-19 pandemic, how is AWS addressing the welder qualification continuity requirements within AWS standards?
   A: AWS has issued an addendum to the standards listed in the attached pdf. Click here to read the entire announcement.

7. Q: Is the AWS Headquarters open for business?
   A: To protect the health and well-being of staff who work in the Miami (Doral), FL office, all team members who are able to work remotely will do so until further notice, beginning Monday, March 16. For employees whose jobs require that they continue to work from the office, measures such as social distancing have been implemented throughout the building. Rest assured, we are not suspending or closing operations. We will continue to serve you and conduct business as efficiently as possible, given the extenuating circumstances.

8. Q: I have an in-person AWS Committee meeting and/or other AWS volunteer engagement coming up. Will that continue as planned?
   A: Each AWS Committee’s leadership will determine how to proceed with the scheduled meeting. Options include: holding the meeting as planned either in-person or virtually, postponing the meeting or canceling it. We have noticed a trend toward holding meetings virtually or postponing until a more advantageous time can be determined. Should committees choose to hold virtual meetings, AWS staff secretaries are equipped to schedule, set-up and host online meetings, complete with electronic agenda/exhibit books, that members can access remotely.

9. Q: How will major events such as FABTECH be impacted by the COVID-19 pandemic?
   A: AWS has been closely monitoring the rapidly increasing health and safety concerns related to COVID-19. After careful evaluation of currently available information, including the classification as a pandemic by the World Health Organization (WHO), and the recommendations from the Centers for Disease Control (CDC), the FABTECH Event Partners have decided to cancel FABTECH 2020. For further information, please visit fabtechexpo.com

11. Q: Will AWS Section meetings and/or AWS Student Chapter meetings continue to take place?
    A: AWS has asked Sections and Student Chapters to follow guidance and protocols established by all local, state, and federal health officials*. The use of web-based meeting tools, such as Zoom, GoToMeeting, GoogleMeet, etc., is encouraged to keep members engaged during this time.

12. Q: Who should I contact at AWS with additional questions about COVID-19 and its impact on AWS operations?
    A: Please reach out to Customer Service & Support with additional questions on this topic or contact us at 800.443.9353.