

Guidelines for customers applying for Certification of Persons as per ISO 17024

ELIGIBILITY

To be eligible for certification as Lifting Equipment Operator, Rigger or Signaller, candidates must:

- a) Be at least 18 years of age
- b) Have valid occupational health card issued by relevant department.
- c) Have valid driving license from the relevant authority (for Lifting Equipment Operator, where applicable)
- d) Comply with LEOTF Substance Abuse Policy
- e) Pass Written/Oral Examinations (core exam and at least one specialty exam) with score not less than 80%
- f) Pass practical examination(s) with score not less than 75%
- g) Comply with the LEOTF Code of Ethics

Terms in Quotation

All candidates are required to pass both written/oral and practical examinations to be certified. The practical examination specialties correspond to the written/oral exam specialties.

The initial certification period is for one year, after which an Operator, Rigger or Signaller is required to recertify. Both written/oral and practical examinations are necessary to meet recertification requirement and to ensure that candidates' knowledge of industry standards, equipment and safety practices are current.

- In case, if client fail to resolve the issues that have resulted in the suspension, in a time established by the certification body, results in withdrawal or reduction in the scope of the certification.
- Recertification period of one year is decided on the basis of the following:
 - a) Certification scheme.
 - b) Regulatory requirements.
 - c) Changes to normative documents.
 - d) Changes to the scheme documents.
 - e) Nature and maturity of the industry or field in which the certified person is working.
 - f) Risk resulting for incompetent person.
 - g) Ongoing changes in technology, and requirements for certified person.
 - h) Requirements of interested parties.
 - i) The frequency and the content of the certification activities as per the scheme.
- Recertification candidates must complete all recertification requirements prior to their certification's expiration date. This includes:
 - a) Passing the recertification written/oral examination(s).
 - b) Continuing to meet occupational health card requirements.
 - c) Have valid driving license from the relevant authority where applicable.
 - d) Compliance with Substance Abuse Policy.
 - e) Compliance with the Code of Ethics.

Recertification candidates who must take practical/onsite assessment and written/oral exams, checks on physical capability in relation to the competence concerned, however, must do so before their certification expires. Recertification candidates may take their recertification written/oral and practical examinations up to one month prior to their certification's date of expiration. Regardless of the date of the recertification examination, the new one-year certification period begins from the date of expiration of the candidate's initial certification. Candidates who are not certified in all Specialties may add a new specialty at the same time as they take their recertification examinations by taking the full examination in that specialty.

Note:

The physical capability can be done with health professional or by a professional qualified to evaluate physical skills such as dexterity, strength and endurance as well as the technical performance skills

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required for the certification OR self-declaration on medical fitness.

Training Requirement

Candidate who fails in either one or both written/oral or practical examination twice (two times in a row) cannot undertake any further assessment until he/she undertakes a relevant training. Training is not to be less than:

- a) Lifting Equipment Operator: 3 days 5-7 hours a day.
- b) Rigger Level I: 1 day 5-7 hours a day.
- c) Rigger Level II: 1 day 5-7 hours a day.
- d) Signalman: 1 day 4-6 hours.

Re-Examination for Initial & Re-Certification

The candidate who passes the Written Exam, but doesn't pass the Practical Exam or vice versa, will then be required to re-sit that exam within 30 calendar days upon declaration of the results.

The candidate should send a request for re-sit exam and has only one chance to re-sit the written and/or practical exam with a cost of 50% of Certification Fees.

Rescheduling & Cancellations by Candidate

If the candidate is unable to sit for the examination upon his registration, TÜV Middle East should receive a written notification not later than two (2) working days prior to the date of examination.

Certification fees of such candidates will not be reimbursed and candidates should re-schedule the examination.

Candidate who wishes to reschedule his examination should notify TÜV Middle East and submit the necessary documentation by the deadline of the rescheduled test date.

Candidates withdrawing or cancelling after the deadline or decided not to attend the Exam, TÜV Middle East will forfeit all application fees and those will not receive a refund if the withdrawing or canceling is done without prior notification of two (2) days before the deadline or if this cancellation is done by the certification scheme committee as results of application rejection.

Request for examination cancellations are dealt by TÜV Middle East Management. A letter describing the actual situation should be submitted along with the name, address, Examination schedule and location with documental evidence. This will be evaluated by TÜV Middle East management.

Arrangement for Special Needs

Candidates requires special needs will be arranged by TÜV Middle East upon receipt of such requests provided such needs will not prevent the certified persons to fulfill the requirements of Certification Scheme.

Replacement of Cards and Certificates

Replacement of ID Cards and/or Certificates charges will be the same as Certification Fees. Top Management will consider any waivers from case to case.

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Written/Oral and Practical Examination Outline:

Candidate minimum passing score is 80% for written/oral examination and 75% for practical examination

Type of Certification	Type of Exam	Area/Task	%	No. of Questions	Time Allotted	
Rigger Level I	Written/Oral	Scope of Rigging Activity	10%	30 Multiple Choice	30 Minutes	
		Identify Rigging Components	20%			
		Technical Knowledge	10%			
		Inspection	25%			
		Practical	Execution of Rigging Activity	35%		
	Pre-Use Rigging Inspection				Approx. 30 Min	
	Rigging Hitches					
		Rigging Connections				
		Basic Knots				
Rigger Level II	Written/Oral	Scope of Rigging Activity	15%	40 Multiple Choice	40 Minutes	
		Planning the Rigging Activity	25%			
		Selection of Rigging Components	35%			
		Inspection	10%			
		Practical	Execution of Rigging Activity	15%		
	Level Lift				15 Minutes	
	Rigging Frame Rotation				30 Minutes	
Signal Person	Written Oral	Hand Signals	30%	30 Multiple Choice	30 Minutes	
		Voice Communication	15%			
		Basic Knowledge of Crane Operators	25%			
		Situational Awareness (Site Specific Considerations)	15%			
		Practical	Safety Standards and Regulations	15%		
	Match Scenario				Both Scenarios should be finished in 30 Minutes	
	Candidate-Initiated Scenario					
Lifting Operators – Mobile Crane	Core Examination Written / Oral	Site	20%	30 Multiple Choice	30 Minutes	
		Operations	25%			

		Technical Knowledge	30%		
		Load Charts	25%		
	Specialty Examination	Site	10%	20 Multiple Choice	<u>30 Minutes</u>
		Operations	30%		
		Technical Knowledge	25%		
		Manufacturer's Load Charts	35%		
	Practical	Place Ball in Stop Circle			<u>2 minutes</u>
		Follow Hand Signals			No time limit
		<u>Place Ball in Barrels:</u> - Telescopic Boom Crane—Fixed Cab -Telescopic Boom Crane—Swing Cab Lattice Boom Crane:			<u>4 minutes for each type of crane</u>
		<u>Negotiate Zigzag Corridor with Load:</u> - Telescopic Boom Crane—Fixed Cab -Telescopic Boom Crane—Swing Cab Lattice Boom Crane:			<u>4 minutes each direction</u>

INTEGRATING CORE AND SPECIALITY EXAMINATION

The examiner may administer the core exam separately if the participant wishes to take more than one specialty in the same written/oral exam day. The examiner may integrate both core and specialty examination into one exam per lifting equipment type consists of 50 multiple choice questions covering the whole areas for certain crane type/specialty without changing the percentage of the areas. **Examination shall be completed within 60 minutes.**

COMBINING CERTIFICATION REQUIREMENTS

Written/Oral: Core exam may be administered separately if the candidate would like to take more than one specialty. Core and specialty exams may be administered separately or combined if the candidates would like to take only one specialty.

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Practical: Once a practical examination starts for any certification area, it is finished prior starting other practical examination in other areas. Examiners are not allowed to combine the performance requirement of different specialties into one specialty.

Examination Facility Requirements:

The following are the minimum requirements for the examination facility that will be available for the candidates:

- a) Provide an enclosed, professional environment that is clean, comfortable, smoke-free and conducive to testing.
- b) Place the exam delivery workstations in a permanently enclosed area that is separate from the rest of the office space. It should be in a low-traffic area away from any training rooms in use. Also, avoid placing the exam delivery room near an area where people gather.
- c) Provide adequate lighting and ventilation, along with comfortable seating and work surfaces.

Written/Oral Examination

1. In addition, for examining 5 Participants, the room should be at the size of 5 M X 5 M
2. Seating Arrangement shall be made by the examiner
3. There should be a gap of 1.5 M between each candidate in a row.
4. A gap of 1.5 M shall be kept between rows.
5. Room should be air-conditioned to balance the temperature.
6. It is a closed book exam and mobile phones, blue tooth; lpads, etc. are not allowed in the examination hall.
7. Only standard calculator is allowed for basic computations
8. Candidates should not leave the examination hall prior to completion of process
9. Examination Hall should be kept closed to avoid external interferences

Practical Facility (Equipment Operator, Rigger Level II and Signalman)

1. Necessary PPEs shall be provided as per the site requirements.
2. Certified Mobile Crane with adequate rigging gears (Certified) shall be available based on the type and capacity of crane certification required by the customer.
3. Lifting Objects or loads (known weights) like Pipes, Concrete blocks should be provided.
4. Certified Riggers and helpers shall be available during the assessment
5. Area has to be barricaded and cordoned off
6. Unauthorized personnel shall be kept away from the facility
7. Necessary Permit To Work (PTW) and/or Access Passes shall be provided by the customer.
8. Safety Tool Box Talk shall be conducted the customer HSE Representative prior to the assessment.
9. Lifting Plan to be provided where applicable.
10. Size of the testing area shall be 15 M circumference minimum and it will vary depends on the size of the crane.
11. Taglines shall be provided where necessary.

Rigger Level I

1. Necessary PPEs shall be provided as per the site requirements.
2. Certified rigging gears shall be available.
3. Lifting Objects or loads (known weights) like Pipes, Concrete blocks should be provided.
4. Helpers shall be available during the assessment
5. Area has to be barricaded and cordoned off
6. Unauthorized personnel shall be kept away from the facility
7. Necessary Permit To Work (PTW) and/or Access Passes shall be provided by the customer.

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8. Safety Tool Box Talk shall be conducted by the customer's HSE Representative prior to the assessment.
9. Size of the testing area shall be 5 M circumference minimum.

Examination process

- a) The candidates who are based in United Arab Emirates, submits the following documents along with the duly filled application for certification:
 - a) Passport Copy
 - b) Valid residence visa copy
 - c) Labor card copy
 - d) Colored photograph (not older than 6 months)
 - e) Proof of training (if relevant)
 - f) Evidence of working experience.
- b) Candidates who are from other countries submits valid identification document issued by the relevant governments.
- c) The examiner personally identifies the candidate at the time of examination as per the submitted documents and photographs.
- d) The confidentiality and integrity of the examination is ensured all the times during the examination.
- e) The detailed record of examination of each candidate is maintained for **5 years**.
- f) For oral/verbal examination the record includes the details of the question asked to the candidate with all right and wrong answers and marking with total score.
- g) For practical examination the records includes the details of actions/moves performed by the candidate with the detailed information of all the right and wrong actions/moves and making with total score.
- h) *For complaints and appeals, please refer to the link https://www.tuv-nord.com/fileadmin/Content/TUV_NORD_COM/TUEV_Middle_East/pdf/GEN-PRO-007_Customer_Complaint_Procedure.pdf and https://www.tuv-nord.com/fileadmin/Content/TUV_NORD_COM/TUEV_Middle_East/pdf/GEN-PRO-008_Appeals_Handling_Procedure.pdf. Send your feedback to: abudhabi@tuv-nord.com*

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