



The Standard in Certification



Policies and Procedures

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Crane Institute Certification Policies and Procedures

Introduction

Policy and Procedure information may be available in multiple places. Examples include the following:

[Candidate Handbook](#) for individuals applying for and taking Crane Institute Certification exams (initial and recertification)

[Coordinator Instructions](#) for an internal [Coordinator](#) that some organizations may use to register and purchase certification exams and maintain communication on behalf of one or more candidates

Coordinators have the following functions:

- ◆ Register and maintain candidate(s)
- ◆ Purchase and schedule certifications
- ◆ Verify certification status of candidate(s) prior to, during, and after certification
- ◆ Have an account in the system.

[Administrator Instructions](#) for 4ROI and designated Crane Institute Certification employees who provide and support all aspects of giving, reporting and maintaining exams and scores

[Exam Coordinator/Procter Handbook](#) for individuals who prepare for the administration of exams at approved exam locations and/or proctor exams, online or hardcopy versions

[Practical Examiner Handbook](#) for individuals who set up, administer and report observations on practical exams

Certifications Available

Crane Institute Certification provides certification and recertification exams to assess and certify an operator's knowledge and practical ability to work with the following mobile cranes.

1. Telescoping Boom, 20 Tons or less
2. Telescoping Boom, 21 through 75 Tons
3. Telescoping Boom Over 75 Tons
4. Lattice Boom, Carrier Mounted
5. Lattice Boom, Crawler Mounted

Crane Institute Certification certifies candidates who pass each of the following:

- ◆ The General Knowledge Exam
- ◆ One (or more) Supplemental Exam(s)
- ◆ Practical Exam associated with the selected Supplement(s).

Exams cover two basic areas – what a person needs to know to operate cranes of a certain size and the person's skill and ability to actually operate and control a load. Crane Institute Certification provides candidates opportunities to demonstrate their knowledge in written exams. Candidates prove their skills and abilities during Practical Exams.

Supplements

Candidates pre-select the load chart of their choice from the following approved list of load charts relevant to their exam type:

Telescoping Boom

- a. Telescoping Boom, 20 Tons or less
- b. Telescoping Boom, 21 Tons through 75 Tons
- c. Telescoping Boom Over 75 Tons

Lattice Boom

- a. Crawler
- b. Carrier/Outrigger

Practical Exam Associated with Supplements

In addition to passing the written exams, operators must successfully complete a Practical Exam. The Practical Exam requires the operator to perform tasks similar to those required on the job. The CIC obstacle courses are set with the boom at a length appropriate for the size and type of crane.

Candidates only need to pass the practical exam associated with the largest crane for which they are seeking certification. For this determination Lattice Boom Crawler, Lattice Boom Carrier/Outrigger, and Telescoping Boom over 75 Tons are all considered the same size. Passing this Practical Exam meets the requirement for Telescoping Boom 21 Tons through 75 Tons

and/or Telescoping Boom 20 Tons or less. Passing the Telescoping boom 21 Tons through 75 Tons Practical Exam would meet the requirement for Telescoping Boom 20 Tons or less.

Certification Cards

Candidates earning a passing score on the General Knowledge, Supplemental and Practical Exams required for their selected certification receive a Certification Card from Crane Institute of America Certification.

An operator may request a [Replacement Card](#) from Crane Institute of America Certification by calling 763-476-4242. Crane Institute Certification mails replacement cards within two weeks or less, and a fee will be charged to produce and mail a new certification card.

While CIC certainly expects violation of the [Code of Ethics Policy](#) or [Substance Abuse Policy](#) to be rare, violations can be serious matters that in some cases could result in an operator's certification being suspended or revoked. Should a revoked certification occur, operators understand and agree to surrender their certification card and agree not to attempt to work as an operator certified by Crane Institute Certification. For more information on Action of Discipline, see the [Disciplinary Policy](#) and the [Appeals Policy and Procedures](#).

Non-Discrimination and Legal Compliance

Crane Institute Certification Division does not discriminate on the basis of race, age, gender, disability, religion, or national origin.

Job analysis, exam development and exam implementation procedures are all performed to ensure that the resulting CIC certification examinations are in compliance with applicable professional and legal standards, such as the Civil Rights Act of 1991, the Americans with Disabilities Act (ADA), Age Discrimination Legislation, the *Uniform Guidelines for Employee Selection Procedures*, the *Principles for the Validation and Use of Personnel Selection Procedures*, and the *Standards for Educational and Psychological Testing*.

Procedures for ADA Compliance

Crane Institute Certification will provide reasonable accommodation to its testing process to individuals requesting such an accommodation in compliance with the Americans with Disabilities Act (ADA).

In general, an accommodation will be made in the event that a disability is relieved by an auxiliary aid or a procedural change in the administration of an exam.

It is the responsibility of the candidate seeking an accommodation to notify Crane Institute Certification and 4ROI in advance of the exam for which he is seeking accommodation. For the complete process of requesting an accommodation, refer to the [Request for Accommodation](#) form found in the [Candidate Handbook](#).

The candidate will have to do the following:

- ◆ List the exam types for which he is requesting an accommodation
- ◆ Name the disability and when it was first diagnosed
- ◆ List any previous accommodations provided for the disability
- ◆ Describe the specific accommodation he is requesting
- ◆ Provide documentation from a licensed care provider about the history of his disability and any past accommodation.

In the event that an individual is requesting an accommodation that is recognized under the ADA, and the request has been submitted in a timely and accurate manner, Crane Institute Certification will grant the accommodation at no cost to the individual requesting the accommodation. The intent of the ADA is to provide equal access for all individuals to the testing process and to ensure that reasonable accommodations are provided to gain access to the process. Crane Institute Certification will not grant any accommodation that limits its ability to measure the ability of an individual to safely operate a crane as defined by the ASME Regulation for Mobile and Locomotive Cranes, B30.5-2004.

Documentation of Procedures

Registration Procedures

Candidates will complete the following overall process to achieve Crane Operator Certification:

- ◆ Go to www.craneinstitute certification.com to find information on the certifications offered.
- ◆ Select “Registration” and walk through the registration steps online. (Candidates may register over the phone for an additional fee.)
 - Set up profile including user name and password.
 - Register the candidate’s desired certification.
 - Select the desired exam, exam location, date, and time.
 - Purchase the exam using a credit card.
- ◆ The candidate will then receive a confirmation email that includes the following:
 - Location and time for the exam
 - The candidate’s ID
 - Instructions for what to bring and what not to bring to the exam site
 - Address and map to the site
 - Copies of the Medical Verification Form, Code of Ethics Policy Substance Abuse Policy, Confidentiality Policy and Security Agreement that are required to be signed
 - Instructions for emailing a digital photograph for Certification Card (or bring a photo to the exam -additional fee applies).
- ◆ Arrive at chosen exam location.
 - Provide US Government issued photo ID (i.e., driver’s license, passport) and confirmation (**Important:** The candidate’s name on the confirmation email and US Government photo must match exactly or the person will not be admitted to take the exam.)
 - Read and sign the Confidentiality Policy, Security Agreement, Code of Ethics Agreement, and Medical Verification Form.
- ◆ Complete appropriate exam(s).
- ◆ Review certification status and update contact information at www.craneinstitute certification.com and provide updates through emails after every step exam.
- ◆ Receive the CIC Certified Crane Operator card.

Scheduling Exams

Candidates, or their employers, complete the online application process that includes registering a user password, contact information, desired exams, exam date(s), exam time(s), and making a payment. Written and practical exams can be scheduled in any order, with no waiting period required between exams. However, all exams for a certification program must be completed within 12 months; otherwise the candidate will need to restart the process.

It is recommended that candidates schedule exams at least 4 weeks in advance. The deadline is 7 days in advance. If there is availability, specific Rush Exam Sites may register within 1-3 days of the exams. The registration system that is set up online will show the closest exam locations to the candidate along with the available dates for the exams. Technical registration support is available from CIC by telephone and email Monday-Friday, excluding holidays.

Be sure to follow the directions carefully when completing your application. Incorrect applications, payment, or documentation will delay scheduling your exam and may incur additional fees. All deadlines are based upon receipt of your final completed application. Candidates or the individual registering the candidate (i.e., their employer) are exclusively accountable for making sure that accurate applications are completed online at least 7 days in advance of the desired exam date.

Rescheduling or Cancellation of an Exam

Exam fees are not refundable, but exams can be rescheduled. If a candidate must reschedule or cancel an exam once it has been scheduled and confirmed by the exam site, the candidate is responsible for re-applying and paying any applicable fees. No fee is charged when an exam is cancelled or rescheduled by the exam site.

Procedures for Reporting Exam Results

Crane Institute Certification candidates taking online exams, at an approved exam location, will receive pass/fail results within moments of completing the exams.

Crane Institute Certification provides the following results:

- ◆ Candidates taking online exam(s) receive a beneficial score report at completion of the online exam.
- ◆ All candidates are emailed the beneficial score report to the registered email address, typically the candidate's, or in some cases may be someone else the buyer has designated.
- ◆ All coordinators or candidates who buy their own certification may login to view their institution report immediately after completing an online exam or within ten business days after completing a paper and pencil exam.

Crane Institute Certification's testing partner, 4ROI, electronically scores and reports exam results. Online results are typically available instantly. For security reasons, scores are not available by telephone. However, if buying their own certification, coordinators or candidates may check scores online at www.craneinstitute certification.com.

Paper and pencil exams are scanned and results are posted within ten business days. Scan sheets with incorrect markings (i.e., incomplete fill-ins or extra marks in margins or on sheet) are likely to result in a failing score.

Quality Control Procedures

Security and Quality Control procedures are in place at Crane Institute Certification and at 4ROI. To oversee and verify ongoing quality of the certification experience, Crane Institute Certification will conduct a series of procedures on a regular basis. At a minimum, our quality control policies include the following:

- ◆ Requesting [Voluntary Candidate Feedback](#) on the registration process, exam location, functionality of the online exam, and courtesy of the staff and welcoming any other comments regarding a candidate's certification experience or suggestions for improvement
- ◆ Consistently monitoring exam locations for quality and security
- ◆ Conducting periodic interviews of candidates who pass and fail the exams to learn their perceptions of the exam experience
- ◆ Running random internal audits of system and follow up with candidates to survey their experiences.

The following quality control measures will be implemented to ensure expected quality standards are maintained during scoring, equating, and reporting of exam scores (Kolen and Brennan, 2004; Allalouf, 2007). Kolen and Brennan (2004, p. 309) list six quality controls with which to monitor equating:

1. Check that the administration conditions are followed properly.
2. Check that the answer key is correctly specified.
3. Check that the items appear as intended.
4. Check that the equating procedures specified are followed correctly.
5. Check that the score distribution and score statistics are consistent with those observed in the past.
6. Check that the correct conversion table or equation is used with the operational scoring.

The following quality control procedures will be used for avoiding, detecting, or dealing with mistakes:

1. **Examinee background information** is verified in advance through pre-registration and government issued photo ID, and demographic data is requested as part of the exam process.

2. **Examinee answers:** All examinee answers are captured in an electronic medium. Paper surveys are collected and saved for double the appeal period. They are also scanned and saved indefinitely. Quality control measures include the following:
 1. UPS and backup batteries for the computers
 2. Machine maintenance—checking the scanner and calibrating it periodically
 3. Backups (nightly duplication to a second secured server in a different location)
 4. Audit of answer sheets, both by comparing the number of answer sheets to the number of examinees and number of answer sheets to the number processed.
 5. Use of smart software to review the scanner output and achieve maximum accuracy
 6. Manual check of all marks failing below scanner threshold.

3. **Storing the examinee data:** Examinee data are stored in a database containing examinee name, identity number, gender, birth date, other demographic data, registration and exam date, payment confirmation, exam type, exam version, and exam administration (exam location, date, Examiner ID, and Coordinator ID for the Practical Exam). The database will routinely be kept accurate by the following means:
 1. Validating ID by means of demographic data if needed
 2. Continually checking on the examinee database for cases with different names but the same ID (additional information: gender, date of birth, place of birth)
 3. Using an embedded ID on scannable answer sheets
 4. Keeping detailed logs of the scoring process.

4. **Scoring:** Raw data are translated to scores. Quality control measures include the following:
 1. Performing checks on a random basis
 2. Computing and reviewing basic statistics on major units, such as examinee exam locations
 3. Performing item analysis (see next step)
 4. Scoring data samples on a periodic basis to ensure score consistency.

5. **Item analysis:** After exam administration, an item analysis is performed. Quality control measures include the following:
 1. Comparison of Classic Test Theory statistics to Item Response Theory parameters (i.e., correlating CTT difficulty indices to IRT b parameters; a high correlation expected)
 2. Check of potential answer-key problems in each exam
 3. Review of item content if analysis of an item shows a problem.

6. **Computing of raw scores** (to be used for the final standardized scores): Quality control measures include the following:
 1. Repeating the item analysis (if there were changes in the key)
 2. Checking that problematic items have been removed
 3. Performing following checks: low scores, differences between domains, special group checks
 4. Using parallel scoring methods that compare system output to an independently scored output.

7. **Equating of new exam forms and items** (so that they are on the same scale as old forms and items): Quality control measures include the following:
 1. If there are unexplained equating problems (i.e., the common items that serve for equating do not have the same characteristics in the two exam forms), confirm that the exam was administered under the same standardized conditions (exam format, time allowed, etc.)
 2. Check that the specified equating procedures, the data collection design and the statistical method assumptions have been followed correctly
 3. Check that the correct conversion equation has been used
 4. Compare the scores obtained with prior expectations based on examinee background and exam date; investigate the reason for any discrepancy
 5. Check the pass and fail rates and compare to prior expectations.

8. **Computing standardized scores:** Parameters or conversion tables are used to compute the scale, standardized, or percentile score to be reported. Quality control measures include the following:

1. Checking low standardized scores to make sure that they are based on low raw scores
2. Comparing the tables/parameters of the new form to other exam form tables/parameters (When exam forms are parallel, the tables/parameters should be similar.)
3. Disabling table editing (Tables should be “read only” files.)
4. Calculating some scores manually and comparing results with the computer-generated results
5. Checking the statistical relation between raw scores and standardized scores; examining a scatter plot that presents this relation.

9. **Reporting exam scores:** Scores are delivered to examinees (examinee reports) and to the client institutions (institution reports). Quality control measures include the following:

1. Involve users to construct a meaningful score report
2. Make the Certification Card the only acceptable form of certification documentation
3. Ensure that the Certification Card is difficult to forge
4. Require personal username and password to view institution reports
5. Encrypt electronic scores.

10. **Documentation of the scoring process:** Quality control measures include the following:

1. Document the entire scoring process, including main statistics and trends
2. Highlight statistics that must be checked before scoring is determined
3. Do not deliver the new form before the old one has been documented
4. Release summary of technical data and enable the public to contact you directly.

Exam Center Procedures

Exam Center security procedures are mandatory to preserve and protect personal civil rights, business property rights, and the public trust.

In general, candidates must have a letter or email that confirms the candidate's exam date, location and verification of fees paid. In addition, the candidate must provide required documentation and meet additional requirements for [Eligibility](#). In some cases, exams may be given with as little as 24-hour advance registration. However, the norm is one week or more advanced registration.

Candidates should expect to store bags and personal items not permitted in the exam area. Items not permitted include cameras, scan or transmitting equipment, cell phones, pagers, beepers, books and paper. Candidates should bring the following:

- ◆ A valid, government-issued photo ID
- ◆ The confirmation email that states the Candidate's name, Candidate ID, exam date, location and time
- ◆ Standard #2 pencils with erasers

The exam location will provide and collect the following:

- ◆ Scratch paper or worksheets
- ◆ Computer and workstation
- ◆ Paper and pencil exams, where available
- ◆ Crane Institute Certification calculators.

Candidates may not use or bring their own calculators to the exam area. Crane Institute Certification provides calculators that perform only basic math functions. Since other types of calculators may pose a security risk, only the calculators provided, at no charge, by Crane Institute Certification are permissible.

A more specific set of exam center/exam administration location procedures follows:

Examinees

- 1 Examinee brings the following to proctored site:
 - a. Admission letter
 - b. Government issued photo identification
 - c. If taking paper survey, two #2 pencils and eraser (No other materials are allowed.)
- 2 At the site Examinee will do the following:
 - a) Sign exam site roster upon entry to exam area
 - b) Sign the Confidentiality Policy and Exam Security Agreement (Both are require to be able to take any exam)

- i) If electronic, check box online
- ii) If paper, sign separate paper
- c) Sign Code of Ethics Agreement (and incorporated Substance Abuse Policy)
 - i) If electronic, read and check a statement at beginning of exam
 - ii) If paper, read and sign a statement in exam packet at beginning of exam
- d) Sign Medical Verification Form
 - i) If electronic, read and check a statement at beginning of exam
 - ii) If paper, read and sign a statement in exam packet at beginning of exam
- e) Complete Assessment(s) online or on paper with breaks between sections
- f) View Report online, if system determines all requirements (including payment) are complete, otherwise later
- g) If paper, return following materials to 4ROI by Chief Examiner/Exam site Coordinator:
 - i) Answer sheet(s)
 - ii) Confidentiality Policy, Exam Security Agreement, Code of Ethics Agreement, and Medical Verification Form
 - iii) Two Exam Security Forms
 - iv) Exam booklets
 - v) Calculators

Exam Coordinator/Proctors

1. Before the exam
 - a. Schedule staff
 - b. Unlock facilities; perform check of exam facilities and equipment for operating condition and security
 - c. Start examinee workstations
 - d. Procure needed materials from secure storage based on daily roster
 - e. Complete necessary forms (i.e., Exam Security); assure that special equipment is in working order (if needed)
 - f. Prepare and test systems (if needed)
 - g. Call technical support to resolve system problems (if needed)
2. To start the exam
 - a. Direct candidates to location for storing non-testing items
 - b. Admit and sign in each candidate according to program specifics (examine government issued ID)
 - c. Collect required authorizations, vouchers, and forms (i.e., email authorization)
 - d. Perform computer check-in functions based on program requirements

- e. Capture examinee's image on computer when required (If this procedure fails, follow program guidelines.)
 - f. Read general and specific program instructions to each examinee
 - g. Distribute ancillary materials (i.e., scratch paper)
 - h. Escort examinees to workstations and obtain verifications of examinees and exam information
 - i. Activate computer routines, as required by program (i.e., log examinee into session)
3. During exam administration
- a. Maintain security of exam questions, software, and equipment by monitoring examinees through glass viewing window, on video monitors, and/or by proctoring, according to program requirements (Restrict exam room access to candidates and exam day staff.)
 - b. Perform required computer system functions (i.e., re-login after a break) (as needed)
 - c. Handle questions and problems regarding procedures and directions only
 - d. Assure accurate timing when indicated by specific program requirements (as needed)
 - e. Monitor scheduled and unscheduled candidate breaks
 - f. Manage and report irregularities when they occur
 - g. Provide breaks for exam day staff
4. At the end of an exam
- a. If paper, collect and verify materials and supplies
 - b. Perform candidate-related procedures specific to program (i.e., have candidate sign out)
 - c. Mail completed paper exam(s) to 4ROI for scoring (Online exams score immediately and automatically; Candidate may print screen with exam score; Scores are also automatically sent to Candidate's and Purchaser's emails.)
 - d. Ensure confidentiality of exam results, if discussed with candidate
 - e. Perform required system functions at individual workstation to end exam (i.e., close browser)
5. Following the exam
- a. Reconcile materials based on exam/examinee counts
 - b. Sort, label, and store materials (if needed)
 - c. Complete forms and send materials according to program specifics (Send everything back.)
 - d. Retain and store copies of completed exam session forms (if needed)
 - e. Perform end-of-day procedures
 - f. Lock facilities
 - g. Complete and send materials and forms at end of exam, same day

Medical Verification Procedures

Candidates need to comply with the Medical Verification Policy and meet the eight requirements listed on the Medical Verification form in order to be CIC Certified Crain Operators. Candidates are responsible for the appropriate medical examinations to make these determinations.

Medical Verification Policy

Physical requirements are taken from the ASME B30.5-3.1.2 (a) and are the physical requirements all candidates must meet in order to be certified by Crane Institute of America Certification, Inc. All candidates must indicate their compliance with the Medical Verification Form unless it can be shown that failure to meet the qualifications will not affect the operation of the crane. In such cases, specialized clinical or medical judgments and tests may be required and supporting documentation, with the Physicians Medical Verification form, must be provided to CIC for determination of whether the requirement is met.

Medical Verification Form

Carefully read the ASME B30.5-3.1.2 physical requirements listed below.

1. I have a vision of at least 20/30 Snellen in one eye and 20/50 in the other, with or without corrective lenses.
2. I have the ability to distinguish colors, regardless of position, if color differentiation is required.
3. I have adequate hearing to meet operational demands, with or without a hearing aid.
4. I have sufficient strength, endurance, agility, coordination, and speed of reaction to meet crane operation demands.
5. I have normal depth perception, field of vision, reaction time, manual dexterity, coordination, and no tendencies to dizziness or similar undesirable characteristics.
6. I have negative results for a substance abuse test. The level of testing determined by the standard practice for the industry where the crane is employed and confirmed by a recognized laboratory service.
7. I have no physical defects or emotional instability that could render a hazard to myself or others, or which, in the opinion of the examiner, could interfere with the operator's performance.
8. I am not subject to seizures or loss of physical control.

If you do NOT meet any of the eight (8) requirements listed above, but believe that failure to meet the qualification will not affect your ability to operate cranes:

- ◆ Select "B" below
- ◆ Get a copy of the Physicians Medical Verification Form from CIC
- ◆ Have it completed by the appropriate physician and returned to CIC

Check A OR B.

- A. **Passed Physical** - By checking this box and signing below, I state that I have passed a physical exam by a licensed physician within the last three (3) years that affirms my compliance with the ASME B30.5-3.1.2 (a) medical requirements, and confirm that the above eight (8) statements are true at this time. Furthermore, I swear that I will have a physical at least every three (3) years during the period of my CIC certification and if I do not meet any of the ASME B30.5-3.1.2 requirements that I will stop operating cranes and notify CIC immediately.

OR

- B. **Did Not Pass Physical** - By checking this box and signing below, I state that I have not met the ASME B30.5-3.1.2 (a) medical requirements. I am aware that I must provide a Physicians Medical Verification form in order to be considered for Crane Operator Certification. I am also aware that providing a Physicians Medical Verification form does not guarantee that I will meet Medical Verification Policy requirements for certification.

Signature: _____ Date: _____ Candidate ID _____

Note: CIC will make reasonable accommodations in accordance with ADA guidelines and limits. Read and complete the Request for Accommodations form in the appendix, if needed.

Credential Granted Upon Assessment

Crane Institute of America Certification, Inc. (Crane Institute Certification; CIC) commits to provide certification candidates and their employers easily accessible exams with fast, accurate results.

Eligibility for Certification

Eligibility for Crane Institute Certification as a Certified Crane Operator includes the following:

Requirement	Required Documentation
<ul style="list-style-type: none">• Be 18 years of age or older	Provide US government-issued photo ID (i.e., driver's license, passport) at exam site; CDL licenses may be mandatory in some areas.
<ul style="list-style-type: none">• Be physically able to operate a crane, per ASME guidelines	Complete and sign the Medical Verification Form
<ul style="list-style-type: none">• Pass the General Knowledge Exam and one Supplemental Exam per desired crane type	Earn a passing score on written exam(s)
<ul style="list-style-type: none">• Pass a Practical Exam appropriate for the crane selected	Earn a passing score on the practical exam
<ul style="list-style-type: none">• Honor the Crane Institute Certification Code of Ethics	Read and sign the Code of Ethics Agreement
<ul style="list-style-type: none">• Adhere to the Crane Institute Certification Substance Abuse Policy	Read the Substance Abuse Policy and sign the Code of Ethic Agreement

Important: Immediately prior to taking, the Written Exam candidates will be required to sign their acceptance of the [Confidentiality Policy](#) and [Exam Security Agreement](#). Candidates should review these forms in advance, since they must be signed by the candidate at the time of the Written Exam in order to take the written exam.

Candidates may question their eligibility determination or certification status by writing or emailing the CIC Executive Director. The Director will provide additional explanation. If desired, the prospective candidate or the Director may refer the matter to the Governing Committee's Examination Committee for review and reconsideration, as appropriate.

Recertification

Crane Institute Certification certifies mobile crane operators for a period of five years. Crane Institute Certification welcomes and offers recertification to individuals who have valid certifications from other accredited certifying agencies. Operators seeking recertification must meet all recertification requirements in the twelve months before the expiration of their current certification. Recertification is valid for five (5) years from the original date of certification. Recertification requirements include the following:

- ◆ Passing a 50-question Recertification Exam for the specific crane type
- ◆ Verifying ongoing ability to
 - Meet Medical Requirements
 - Comply with the Code of Ethics and Substance Abuse Policy.

An Operator is not required to take the Practical Exam under the following conditions:

- ◆ Operator's employer(s) completes and signs an [Hours Verification Form](#). The purpose of the form is to verify that the operator has logged 1,000 + hours of crane operating time within a five-year period immediately preceding the request for recertification.
- ◆ 1,000+ hours of operation are on cranes comparable to the certification the candidate requests; hours of operation are defined as hours spent as the Designated Operator.

For example, if the operator's employer(s) shows that an operator ran cranes 20 tons or less, the recertification will be for cranes 20 tons or less. In this example, the operator is not eligible for recertification on a crane over 20 tons.

Operators may add additional certifications, at the time of recertification by fulfilling the requirements for the new certification(s).

CIC Will Track Hours for Recertification

Recertification exams are less expensive and take less time than new exams. Crane Institute Certification will attempt to notify operators when their certification is within twelve months of expiration. CIC understands that changes in jobs often mean that crane operators and their supervisors may work for different companies over a period of years. Since re-certification requires 1000+ hours of time operating cranes in the same certification category, operators certified by CIC have the option of having CIC maintain a record of their operating hours for re-certification.

The service is optional and would incur a small fee. For example, if an operator is changing jobs, the operator may be concerned about being able to return, years later, to find a supervisor to verify hours worked while employed at that job site.

Operators have the option of obtaining an [Hours Verification Form](#) from CIC, having the employer on the job they are leaving verify hours and submitting the form to CIC at that time.

CIC will do the following:

- ◆ Maintain all the forms each operator submits
- ◆ Notify (at the most recent email provided) the operator that they are within twelve months of needing to recertify
- ◆ Inform the operator if records indicate 1000+ hours on comparable cranes
- ◆ Inform the operator how many additional hours are needed, if hours recorded on file are less than 1000 hours.

At no cost, operators may update email addresses and contact information online by filling out the [Change of Address Form](#). CIC strongly encourages operators to update their physical and email address on file at CIC so that they will receive timely reminders for recertification.

Individuals with expired or suspended certification(s) or with less than 1,000 hours operating cranes must pass the General Knowledge, applicable Supplement and Practical Exams for a new certification. If no other restrictions apply, such as a Truck Crane operator having a suspended driver's license or a disciplinary action in effect, operators not eligible for recertification may qualify for new certifications.

Candidates have three (3) attempts to pass the Recertification General Knowledge and Supplemental Exams before their certification is invalid. If a candidate fails to pass in the first two (2) attempts, he must wait at least 30 days before making a third attempt. Candidates whose certification expires prior to a second or third attempt or who do not pass after three (3) attempts have to take and pass the General Knowledge and applicable Supplemental Exam(s) for new certification.

Operators who recertify earlier than one year before their certification expires earn a new certification date that extends five (5) years from the date of the new certification.

Crane Institute Certification has numerous exam locations that also offer Recertification Exams. Candidates seeking recertification may register online for the most convenient location and time to take applicable exams. New employers or the same employer at the time of initial certification may also have an Exam Coordinator [register and purchase Recertification Exams](#) for eligible operators.

Maintaining Candidate Confidentiality

Employers, potential employers, regulatory agencies and other interested parties may request the name and certification status of operators who earn Crane Institute Certification. Names of certified operators may be published or provided in response to a written request. Our testing partner, 4ROI, and Crane Institute Certification do not publish actual scores. Scored reports are sent only to the email address registered when the exam is purchased. Prior to taking a certification exam, candidates have an option to, if desired, sign a release to have their results sent to the email address of the person who registered them for the exam. Typically, if the candidate designates an email address other than his or her own email address, the other person's email will be that of an employer or employer's representative.

Security Procedures

Crane Institute Certification and its testing partner, 4ROI, protect confidential information to secure all of the following:

- ◆ The content of an exam
- ◆ Personal privacy of exam candidates and examiners
- ◆ Restricted business secrets and monetary investments of the Crane Institute Certification
- ◆ Unauthorized exposure of questions, processes, and procedures of any exam (including accidental loss or compromised security)
- ◆ Validation, sanctity, and certification of the exam and credentialing systems.

Confidential information is accessible only as necessary in order to perform one's job and never for personal benefit. Each individual is responsible for the safekeeping of any confidential information, whether verbal, written or electronic, and for limiting access to those who have a need to know in order to do their jobs. Confidential information should not be discussed in common areas such as buildings, elevators, restaurants, airplanes, taxicabs or other public areas.

All third parties who will receive confidential or proprietary information must agree to abide by this policy and enter into a Confidentiality Agreement or contract first. All confidential information and materials (manuals, documents, software, exams, etc.) must be returned on or before the last day of employment in the event of termination, voluntary or otherwise. The obligation to preserve confidential information continues even after employment ends. Confidential information may not be divulged (including documents containing confidential information) that may have been learned about or received during employment with Crane Institute Certification or our testing partner, 4ROI. In addition to protecting the Crane Institute Certification confidential information, the confidential information of others (i.e., previous employers) will be respected at all times.

Crane Institute Certification reserves the copyright to all materials prepared for Crane Institute Certification, including works-for-hire, under the Federal Copyright Act. Crane Institute Certification assumes ownership, all rights, titles, and interest in any information or material developed, conceived, modified, or created by any employee or work for hire, relating to its certification program, its examinations, application, and policy documents, including, but not limited to, exam items and any and all copyrighted information.

Building Security

Physical Plant Issues

Specifically based on the recommendations in the NOCA Handbook, the following measures are employed to restrict access to CIC and 4ROI offices:

- ◆ A designated employee monitors the entrances to CIC and 4ROI offices, and areas containing exam materials cannot be freely entered.
- ◆ Visitors are identified and escorted by an employee at all times.
- ◆ Outside contractors performing work in sensitive areas are monitored.
- ◆ Within the building, areas where exam developers may work are protected by locks, limiting access to those who have a legitimate need to enter.
- ◆ An alarm and/or camera system is in place to prevent theft.
- ◆ To maintain continuous custody of secure materials, there is a locked repository for all sensitive materials when they are not in the direct control of authorized personnel, including the work-in-progress of exam developers.
- ◆ Access to the repository is restricted by providing only one entrance accessible only to people with a legitimate need.

Materials Security

Exam content is the intellectual property of Crane Institute Certification and is protected by Federal Copyright Law. Thus, persons who scan, copy, steal, reproduce without permission, use or relay memorized content, or attempt to do so, are acting illegally. Such a person can expect to have his certification revoked and be prosecuted. A person who finds a way to cheat on an exam or assist another person with cheating is also violating the intended use of the exam. Crane Institute Certification will revoke the certification of any operator and/or prosecute to the full extent of the law anyone who cheats or helps another person cheat the testing process or who makes any unauthorized reproduction or copy of an exam.

A chain-of-evidence must be maintained at all times with respect to exam materials, specifically the following (based on the recommendations in the NOCA Handbook):

- ◆ An inventory of every piece of secure material will be maintained and constantly updated.
- ◆ Inventory records will include the date the document was created, the historical itinerary of the document, when the document was destroyed, and who handled the document at each stage of its life.
- ◆ Two people will attest to each change of location of an exam booklet or other secure document.
- ◆ Secure materials will be shipped only by traceable means.
- ◆ Recipients will be required to confirm receipt of the shipment.
- ◆ Secure materials will not be left unattended in an automobile or in a hotel room; someone will be with the materials at all times, or materials will be placed in a vault or hotel safe deposit box.
- ◆ Boxes will not be labeled as containing exam materials.
- ◆ Secure materials will be destroyed by incineration or shredded using a crosscut shredder.

Staff Security

All business decisions will be made in the best interests of candidates, operators, employers, the craning industry, the business operation and function, and not for personal benefit. An employee or contracted associate may not have an improper financial interest in any Crane Institute Certification competitor unless the Governing Committee pre-approves such interest in advance. An improper financial interest is one that creates, or appears to create, a conflict of interest. All employees or contracted associates are required to sign a Confidentiality Agreement.

Employees may not receive any form of compensation from anyone other than Crane Institute Certification for doing their job in regards to certification. Examinees must not in deceptive manner reference participation with respect to the certification program or specific evaluations. To avoid confusion with a program not in compliance with, nor under the control of, Crane Institute Certification, employees shall not participate as a practical examiner for other crane operator certification programs. This does not preclude any individual (employee or candidate) from participating in an employer-administered program used for qualification purposes or issuing a training certificate, including training for preparation for Crane Institute Certification exams.

All public or private disclosures, statements, press releases, interviews, or testimonies concerning any of these confidential topics and issues shall be used solely and only by prior written authorization of the Governing Committee.

Violation of this policy must be brought to the attention of the Crane Institute Certification Governing Committee immediately upon discovery. Violation of confidential matters are sufficient grounds for immediate termination, criminal prosecution, competent civil suit, civil injunction action, and/or expulsion from the system, whether such acts are done by an employee, representative of Crane Institute Certification or any other person. Breaches of this Confidentiality Agreement are defined as any public or private action taken or done by anyone not authorized in writing previously by Crane Institute Certification and so not acting in the normal and usual course and functioning of the system. This Confidentiality Agreement is further designed to allow action necessary to protect the privacy and confidentiality of all candidates in the exam system. Violation of this agreement will constitute a material breach causing substantial harm to Crane Institute Certification; and remedies, including injunctive relief, are agreed to be enforceable in a court of law.

Crane Institute Certification has in-place Confidentiality Agreements with those associated with exam development, integrity and administration, including, but not limited to, the following:

- ◆ Our testing partner, 4ROI
- ◆ Staff
- ◆ Exam Centers
- ◆ Volunteers serving on Crane Institute Certification Governing Committee, Advisory Board, Sub-Committees and Task Forces
- ◆ Independent examiners and proctors or any contracted body and/or individual performing services for Crane Institute Certification who may have access to information about Crane Institute Certification that people outside the organization never see.

Information relating to Crane Institute Certification's business or strategy is strictly confidential. The persons listed above are in agreement to keep information confidential, unless specifically authorized to relay or distribute information. See [Security Procedures](#) for more information on exam security.

System and Application Security

The assessment system will be housed at 4ROI and secure data center. This system contains personal information including name, assessment results, and demographic information. 4ROI considers information security critical to the business. The following document describes the steps 4ROI takes to minimize system security risks.

System Security

1. Firewalls - 4ROI uses the latest in firewall technology. We close off all ports to servers, unless those ports are needed to serve our clients. If a server needs client access, this is usually done through regular http/https protocols. If a server does not run a web server, those ports are closed. If a client needs to connect to SSH or FTP, these are opened on a non-standard port with restrictions to a specified IP address and user.
2. Protocols - 4ROI encourages https and SSH for all communications. We do allow HTTP, depending upon our clients needs. If 4ROI needs to retrieve information from other systems, we highly encourage our clients to use HTTPS, SSH or, in certain situations, VPN or secure FTP. We also transfer data through XML requests using HTTPS.
3. Servers - All servers are located in secure facilities. Production servers are hosted in a major data center with 24-hour security, individual pass card and pass code access into the building and locked caged server area. All logins to any of our servers is limited and logged. All passwords are created using the highest standards.
4. Backups - All systems are backed up on a daily basis to a computer and tapes in a second secured location. Weekly tapes are removed from the premises and stored in a secure off-site location.
5. Server Applications - All applications running on the servers are kept up-to-date using the latest patches and releases provided by the software vendors. Unused services and shells are deactivated, including Perl.
6. Web Application - Currently 4ROI uses the latest release of Apache as the web server. The Apache server is configured with the minimum amount of modules, and every directory is configured to require a specific document. The server is configured to deny any directory listing. Apache is not configured for CGI. All dynamic content is served through Apache/Tomcat connectivity.
7. System Users - 4ROI limits the number of system login accounts and deletes any inactive accounts.
8. System Logs - All system files and logs are scanned using tripwire, and reports are created and sent to administrative personnel every day. Any attempt to compromise our systems is detected and policy reviewed.

Application Security

9. N-Tier Software - All software created by 4ROI follows N-Tier structure. This structure mandates that a request will go through multiple levels before getting to the data store and ensures that the data is protected.
10. Browser Lockout – Candidates taking an exam online will have no access to any other site while taking an exam.
11. User Security - Anyone accessing a secure 4ROI application needs a username and password. If he passes authentication, roles are assigned and information is served based upon his identity. No data is served to the user without proper identification, and any attempt is met with a security violation. All security is done server side, which illuminates the threat of spoofing.
12. Application Software - Software goes through a review and exam cycle before delivered to a production environment to ensure that the application has met security requirements imposed by 4ROI policy.
13. Real Time Notification - 4ROI monitors all applications in real time. If the code experiences anything out of the ordinary, it immediately contacts multiple parties. This notification includes security violations, application errors or system problems.
14. Logging - All requests are logged to the database within the 4ROI software. This log includes all information from the requestor, including IP, browser, OS, parameters and other pertinent information.

Database Security

15. Personal information inside the database is encrypted on data save using open PGP algorithms. The database is fully backed up nightly in a round robin fashion. Weekly and monthly tapes are taken to a secure facility for storage.

Disclaimer: Any online system is at risk of attack. 100% security cannot be guaranteed in any online environment. 4ROI diligently works to reduce the chance of a system compromise or application breach by implementing the best practices described above.

Retention of Candidate Records

It will be the policy of CIC to retain all electronic records of candidates who have passed or failed their exams for a period of ten years. CIC's policy is to destroy paper copies of candidate exams after 90 calendar days from the date the candidates have received notices of their results, unless a candidate files an appeal. For those candidates who appeal, their exam materials will be kept for the duration of the appeal. After the appeal and review process is final, the review records and candidate exam materials will be destroyed, but a notation will be made that indicates an appeal was made, the date of the appeal, and the results of the appeal.

CIC will keep an electronic record of a candidate's application(s), date of exam, the designation of the exam version administered, whether the candidate passed, his examination score(s) and the date and result of any appeal.

Directory of Certified Individuals

4ROI maintains a Directory of all Certified Individuals. This database is available to 4ROI system administrators.

If an operator needs a new copy of his certification card, the operator may call CIC to request a Replacement Certification Card. The operator will need to answer security questions. Within two weeks, eligible, certified candidates will receive a duplicate card. A fee will be charged for duplicate cards to cover the cost of production and shipping.

People who purchase certification (employer coordinators or individual candidates) will have access to a directory of pass/fail results for exams that they have purchased.

Job Analysis

In October of 2007, the Crane Institute Certification Division (CIC) entered into a contract with 4ROI to conduct formal job analyses on a series of content-valid certification examinations in five areas:

1. Telescoping Boom 20 Tons or Less (General Knowledge Exam + Supplemental Exam + Practical Exam)
2. Telescoping Boom 21 – 75 Tons (General Knowledge Exam + Supplemental Exam + Practical Exam)
3. Telescoping Boom Over 75 Tons (General Knowledge Exam + Supplemental Exam + Practical Exam)
4. Lattice Boom – Carrier (General Knowledge Exam + Supplemental Exam + Practical Exam)
5. Lattice Boom – Crawler (General Knowledge Exam + Supplemental Exam + Practical Exam)

Each certification examination consisted of a written general knowledge examination, a specific supplemental examination and a practical examination. Three versions of the General Knowledge Exam, two versions of each of the written supplemental examinations, and one version of the practical exams were developed.

A new job analysis will be conducted every five years to assure currency with current practice in the industry. The job analysis process will include the following:

1. A review of existing mobile crane operator job descriptions, job analyses, and industry standards documents (ASME, OSHA) will be used to create a preliminary outline of key knowledge, skills and abilities necessary for effective operation of mobile cranes.
2. A panel of subject matter experts (SMEs) from the crane industry will be facilitated to finalize the knowledge, skills and abilities (KSAs) necessary for safe mobile crane operation. The panel of SMEs will complete a linkage questionnaire identifying what KSAs link to what Tasks.
3. A copy of the Tasks and KSAs in the form of a job analysis questionnaire will be distributed to industry SMEs who will rate the importance and frequency of Tasks and KSAs recommended by the initial expert panel for safe mobile crane operation.

Exam blueprints/content specifications and an examination development plan will be generated as a result of the preceding steps.

Item Writing

To support writing of new items, Exam Development Training is conducted to provide guidelines for item development from a psychometric standpoint. Based on the exam blueprints, SMEs from the crane industry draft questions for the written assessments, tasks for the practical exams and instructions/processes for administration of the written and practical exams.

All exam items are linked to KSAs identified in the job analysis, and a reference is provided where the answer can be verified. A review of the questions, tasks, instructions and processes is conducted by SMEs to ensure appropriate question content and responses. Assessment Consultants conduct a review in order to ensure appropriate measurement/ psychometric properties of the items.

Exam Development Procedures

SME Panel for cutoff/weighting (Angoff Committee) - An SME Panel provides formal training on how to assign the Angoff ratings that define the cutoff score for new items and exams.

New assessment items (written) will be tested as unscored items embedded in the existing certification exams, and statistical analysis of item response characteristics will be conducted when sufficient data is gathered (i.e., 250 responses). New practical assessments are field-tested with small groups of five or ten crane operators to ensure the instructions and process are fair and valid. Equating alternative forms of the assessments – a 3-parameter IRT model is used as recommended by the 4ROI psychometric consultant.

Examination Versions

The percentage of items in each of the content categories (listed in the table below) should be regarded as estimates. Future item edits to the written examinations could result in slight variations in these percentages. The General Knowledge Exam has three versions and each supplemental exam has two versions.

	General Knowledge	Telescoping Boom			Lattice Boom	
		<i>Up to 20 Tons</i>	<i>21-75 Tons</i>	<i>Over 75 Tons</i>	<i>Carrier</i>	<i>Crawler</i>
	<i>Proposed %</i>	<i>Proposed %</i>	<i>Proposed %</i>	<i>Proposed %</i>	<i>Proposed %</i>	<i>Proposed %</i>
SITE EVALUATION & CRANE SETUP	20%	10%	10%	10%	10%	10%
PRE-OPERATIONAL CRANE INSPECTION	20%	6%	6%	6%	6%	6%
RIGGING PROCEDURES	10%	6%	6%	6%	6%	6%
CRANE ASSEMBLY & DISASSEMBLY	0%	19%	19%	19%	19%	19%
LOAD CHARTS	25%	35%	35%	35%	35%	35%
CRANE OPERATION	25%	25%	25%	25%	25%	25%
Total	100%	100%	100%	100%	100%	100%

Non-Acceptance of Educational Credits

Educational credits are not accepted at this time.

In order to be certified, a candidate must complete all of the following:

- A General Knowledge Exam
- A Supplemental Exam
- A Practical Exam.

To be recertified, a candidate must complete the following:

- A Recertification Exam
- A Practical Exam (or provide documentation of 1,000 hours of crane operation in the past five years).

Disciplinary Procedures

Crane Institute Certification's respect for the craning industry and those who work in this field compels us to adhere to worthwhile standards of conduct and ethics. We expect violations that lead to disciplinary action to be extremely rare. The most common disciplinary action is to deem certifications void when the 5-year period of certification expires without recertification.

Certifications may also be suspended or revoked for other reasons, if documentation verifies certain actions, including, but not limited to, the following:

- ◆ Misrepresentation of any information provided to CIC or its representatives
- ◆ Non-compliance with medical requirements
- ◆ Non-compliance with Code of Ethics Policy
- ◆ Non-compliance with Substance Abuse Policy
- ◆ Any infringement of exam security.

Crane Institute Certification has established policies and procedures to respond objectively to complaints and accusations of violations. The procedure includes a review of documentation so that only legitimate complaints are investigated. Each person involved in the complaint is encouraged to respond and must document circumstances surrounding the complaint.

The first level of investigation, when a complaint is made, is for a Crane Institute Certification or 4ROI manager to collect relevant data on the complaint. If the documentation and conditions of complaint are verifiable, the manager reports the information to the Ethics Committee. The next steps for the Ethics Committee are as follows:

- ◆ Evaluate the need to investigate further
- ◆ Notify operator and involved person(s) of alleged violation
- ◆ Review evidence and applicable Code or Policy
- ◆ Determine if disciplinary action is warranted (If so, appropriate action may include training requirement and re-examination through actions such as suspending or revoking certification, as appropriate for the situation.).

If an operator's certification is revoked, the operator may appeal the decision. See the [Appeals Policy and Procedures](#) for more information.

Disciplinary Policy

Grounds for disciplinary action may include, but are not limited to, the following:
Misrepresentation of any information provided to CIC or its representatives

1. Non-compliance with medical requirements
2. Non-compliance with Code of Ethics
3. Non-compliance with Substance Abuse Policy
4. Any infringement of exam security.

Disciplinary action may include one or more of the following: reprimand, revocation of certification or potentially civil sanctions. In the event that disciplinary action is taken or decided upon by the Ethics Committee, an operator may appeal the decision to the Governing Committee within 30 days of written notification of the decision.

A written appeal must be sent by traceable courier or certified mail, return receipt requested, to the Executive Director, at the following address. Specific grounds as to why the appeal should be considered must be stated.

Debbie Dickinson, Executive Director
Crane Institute of America Certification, Inc.
3380 St. John's Parkway
Sanford, FL 32771

In the event that an appeal is timely and properly prepared, the Governing Committee shall constitute and serve as an Appeals Panel and shall notify the operator of the date and location of the appeal hearing. The appeal hearing will be scheduled as soon as possible after receipt of the notification of appeal. The hearing shall be conducted at the Crane Institute Certification Headquarters or another location designated by the Governing Committee. The operator is responsible for their expenses. The operator has the right to have representation at the hearing, but in no event will counsel be allowed to provide testimony in lieu of, or on behalf of, the operator.

The hearing is closed to third parties with the exception of witnesses, experts, consultants and legal counsel. The Governing Committee will consider all evidence provided, including the basis for the original decision reached by the Ethics Committee. A formal record of the proceeding will be on file at Crane Institute Certification Headquarters.

For complete appeals process see Appeals Policies and Procedures.

Code of Ethics Policy

Crane Operators certified by Crane Institute Certification are expected to maintain an honorable Code of Ethics. The Code of Ethics includes being positive role models for safety, operating with best practices and perpetuating the respect of the profession. Operators certified by Crane Institute Certification demonstrate the value of their work and profession by signing the Code of Ethics Agreement.

Code of Ethics Agreement

I agree to uphold a Code of Ethics that includes the following:

1. Using my knowledge and skill to accomplish my work in the manner that best safeguards myself, co-workers, employers, the public and the workplace
2. Being honest with employers, the public and co-workers and not willingly misleading anyone with regard to work experience, skill, experience or capability in operating a crane or the status of certification
3. Promoting competence and prestige of the craning industry by following applicable OSHA Regulations, ASME Standards and Operating Guidelines provided by crane manufacturers to operate cranes safely and efficiently
4. Working with integrity and without bias regarding race, color, creed, religion, age, gender, national origin, physical ability or ethnicity
5. Abiding by the Substance Abuse Policy including:
 - ◆ Never reporting to work under the influence of alcohol, an illegal drug or substance
 - ◆ Never using alcohol or illegal drugs while at work or on any work/job site
 - ◆ Never working while under the influence of alcohol or an illegal drug or substance
 - ◆ Never engaging in the unlawful manufacture, distribution, sale, or possession of illegal drugs in the workplace
 - ◆ Never abusing prescription drugs
 - ◆ Never operating cranes if taking a prescription drug, if the label, or attending physician, recommends not driving or operating machinery. However, I may operate a crane and take the prescribed medication without an adverse effect on maintaining certification, when, and if, an attending physician advises that the drug or substance will not adversely affect my ability to safely perform duties as a crane operator.

For purposes of the Substance Abuse Policy, “under the influence” means the detectable presence of any drug or substance in the operator’s body that impairs the operator’s ability to operate the crane safely.

6. Reporting safety and other violations of the Code of Ethics to appropriate personnel within their organization

By signing below, I acknowledge that I have read and agree to comply with the previous six (six) statements.

Signature: _____ Date: _____ Candidate ID _____

Substance Abuse Policy

The craning industry has a clear obligation to do its utmost to ensure a safe, healthy and efficient working environment for operators, their co-workers, the customers and the public. The unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger for everyone. For these reasons, as a condition of achieving and maintaining certification, operators seeking certification sign the Code of Ethics Policy, which includes the agreement to avoid substance abuse. In so doing, operators agree to the following: Never reporting to work under the influence of alcohol, an illegal drug or substance

- ◆ Never using alcohol or illegal drugs while at work or on any work/job site
- ◆ Never working while under the influence of alcohol or an illegal drug or substance
- ◆ Never engaging in the unlawful manufacture, distribution, sale, or possession of illegal drugs in the workplace
- ◆ Never abusing prescription drugs
- ◆ Never operating cranes if taking a prescription drug, if the label, or attending physician, recommends not driving or operating machinery. However, operators may operate a crane and take the prescribed medication without an adverse effect on maintaining certification, when, and if, an attending physician advises that the drug or substance will not adversely affect my ability to safely perform duties as a crane operator.

For purposes of the Substance Abuse Policy, “under the influence” means the detectable presence of any drug or substance in the operator’s body that impairs the operator’s ability to operate the crane safely.

Violation of this Substance Abuse Policy may result in disciplinary action up to and including revoking the operator's certification. Operators should expect their certification to be suspended or revoked for engaging in the unlawful or unauthorized manufacture, distribution, sale, use or possession of illegal drugs and use of alcohol in the workplace.

At the sole discretion of the Ethics Committee, an operator’s certification that was revoked due to violation of the Substance Abuse Policy may be reinstated under certain conditions. Conditions for reinstatement include, but are not limited to, the following:

- ◆ Proof of participation in and successful completion of a treatment, counseling or rehabilitation substance abuse program that is professionally run and operated
- ◆ No other incidents of Substance Abuse Policy violations
- ◆ Taking the General Knowledge, Supplemental and Practical Exams for new certification(s).

Appeals Policy and Procedures

Appealing Eligibility Determination or Certification Status

Candidates may question their eligibility determination or certification status by writing or emailing the CIC Executive Director whose address is at the bottom of this page.

The Director will provide additional explanation. If desired, the Candidate or the Director may refer the matter to the Governing Committee for review and reconsideration, as appropriate. The Governing Committee will make a final determination within thirty (30) day or receipt of the request and provide that decision in writing to the Candidate.

Request for Scoring Review

Multiple safeguards are in place to prevent scoring errors. Candidates who do not pass an exam may request that their exam(s) be reviewed and re-scored by completing an online form titled Request for Exam Score Review. Requests must be submitted within ninety (90) days of the original result date and a re-scoring fee of \$50 per exam requested will be applied for scoring review. Re-score reports provide the same information as a Score Report. To maintain exam security, specific questions missed are not revealed. Scan sheets with incorrect markings do not qualify as an incorrectly scored exam. However if, a scoring review reveals that an exam was incorrectly scored, Crane Institute Certification will notify the candidate and employer immediately and refund the review fee. Scoring reviews may be requested for online exams, paper and pencil exams, and practical exams.

Disciplinary Appeal

An operator may appeal a disciplinary decision by the Ethics Committee to the Governing Committee within thirty (30) days of written notification of the decision.

A written appeal must be sent by traceable courier or certified mail, return receipt requested, to the Governing Committee c/o the Executive Director whose address is below. Specific grounds as to why the appeal should be considered must be stated.

Candidates may appeal to the Governing Committee if they are in disagreement with how a policy is enforced in their individual case. The Governing Committee shall only overrule the Ethics Committee's recommendations and conclusions in the event of the following:

- ◆ The Code of Ethics was incorrectly applied
- ◆ The findings of facts by the Ethics Committee were clearly erroneous, arbitrary or capricious and/or disproportionate to the facts surrounding the violation
- ◆ The disciplinary sanctions imposed by Ethics Committee were grossly disproportionate to the facts surrounding the violation
- ◆ New information, relevant and not available at the time of the original decision, is provided



In the event that an appeal is timely and properly prepared, the Governing Committee shall constitute and serve as an Appeals Panel and shall notify the operator of the date and location of the appeal hearing. The appeal hearing will be scheduled as soon as possible after receipt of the notification of appeal. The hearing shall be conducted at the Crane Institute Certification Headquarters or another location designated by the Governing Committee. The operator is responsible for their expenses. The operator has the right to have representation at the hearing but in no event will counsel be allowed to provide testimony in lieu of, or on behalf of, the operator.

The hearing is closed to third parties with the exception of witnesses, experts, consultants and legal counsel. The Governing Committee will consider all evidence provided, including the basis for the original decision reached by the Ethics Committee.

The Governing Committee will reach a decision within thirty (30) days from the appeal hearing and will notify the parties involved, in writing, of its decision. If the discipline remains, the Committee will report the name(s) of the disciplined operator(s) and the violation(s). Such information will become part of the records kept by Crane Institute Certification. This information will be made available, upon request, to any interested person or public agency deemed necessary to protect the public. The Governing Committee decision is final and not subject to further appeal. Once the final decision is made, the matter shall be closed and the files shall be retained at Crane Institute Certification Headquarters. Members of the Ethics Committee, the Board of Directors, and others in contact with materials related to the investigation shall return all information received during the investigation to CIC Headquarters, where one set of records will be maintained and the remainder destroyed.

Ethics Committee

Alleged ethics violations are reviewed by a three member panel of the Ethic Committee. Appeals are hear by the Governing Committee Name. Current Ethic Committee members include:

Name	Expertise	Company
Bob Jenkins	Crane Manufacture	Engineering and Design
Paul Zorich	ASME B 30 Main President, Operating Engineer	RPZ International
Anthony (Tony) D. Brown	Retired OSHA	Crane Work Consultant
Bill Schofield*	Schofield Consulting, Inc.	Crane Operations Consultant

* Alternate

Executive Director Address:

Debbie Dickinson, Executive Director
 Crane Institute of America Certification, Inc.
 3380 St. John’s Parkway
 Sanford, FL 32771
 email: ddickinson@craneinstitutecertification.com

Training Policy

CIC only offers certification exams. CIC does not provide training, accreditation for educational programs, or provide a course of study that leads to certification. CIC does not endorse any training company or process. CIC has no legal, financial, or other obligation to organizations it recognizes for training options.

Appendix: Detailed Exam Center Procedures

Standards for Exam Centers/Exam Administration Locations

The standards in this section of the policy document are organized into five parts and are based on the standards of the National College Testing Association (NCTA), which will be used to conduct written exams.

- ◆ Policy
- ◆ Contractual Agreements
- ◆ Staffing
- ◆ Institutional Representation and Coordination
- ◆ Physical Environment

Certain items pertain to computer-based exams only. If CBT is not specified, items cover both paper-based and computerized exams.

Policy: Exam Centers/exam administration locations must adhere to general policies which promote high quality operations, ethical practices as outlined in the *Code for Fair Testing Practices in Education*, professional mandates, and policies consistent with their institutions and the National College Testing Association (NCTA). NCTA has established standards and guidelines for exam centers and exam personnel to which CIC/4ROI adhere.

Exam Centers/exam administration locations must do the following:

1. Operate consistently with the policies and standards set forth in the standards for exam centers documented by CIC
2. Operate with adequate financial resources to support the mission of the testing program
3. Maintain adequate physical facilities and location suitable to the requirements of the testing program
4. Operate in a diligent manner to promote honesty, integrity, and fairness in all testing procedures
5. Operate under the guidelines of equal opportunity, affirmative action, and the Americans with Disabilities Act (ADA), and other local, state, and federal regulations
6. Protect the integrity of the exam
7. Protect the confidentiality and rights of privacy of examinees and staff

8. Adhere to program requirements of CIC/4ROI in the administration of CIC exams
9. Adhere to requirements and policies of their institutions in the administration of classroom exams and other assessments
10. Treat examinees in a fair, courteous, professional, and nondiscriminatory manner
11. Address examinee concerns with empathy while maintaining the integrity of the administration
12. Make referrals to other campus offices and testing resources, as needed, to provide students and clients with the most appropriate services of the institution and community
13. Implement the guidelines for exam center operations/exam administration locations and staff training provided or recommended by CIC/4ROI
14. Evaluate their implementation of the CIC/4ROI testing program in an on-going, systematic, and comprehensive manner.

Contractual Agreements: 4ROI will send contracts to exam centers/exam administration locations to establish agreements for exam delivery services. Specifics must be disclosed to exam centers in advance to allow for any exceptions or special agreements to be negotiated. The exam center manager or another designee of the institution can sign contracts. Honorarium payments, reservations systems, and other aspects of business between the exam center and testing company will be covered by individual contract for computerized exams. For paper-based exams, some items will be covered in program manuals.

Staffing: A number of people may be involved in the setup and administration of exams. These may include regular staff of the exam center/exam administration location and/or staff hired only for particular testing situations. In all cases, regardless of how specific tasks are divided, one person must be accountable.

1. The Exam Coordinator is the primary institutional contact with CIC/4ROI and is ultimately responsible for the appropriate administration of testing programs. This person coordinates all exam administrations and may serve as exam administrator or may hire others for exam day administration.
2. Exam day administrators, room supervisors, and proctors may be regular staff members of the institution, student employees, or on-call workers hired just for testing. Exam Coordinators must avoid the reality or perception of conflicts of interest in the selection of staff. Particular attention must be paid to testing company or institutional requirements for specific programs with regard to

teaching in the content area of the exam, exam preparation activities, or inappropriate staff exposure to the exam material. Efforts should also be made to hire staff reflective of the ethnicity and gender of the population being tested. It is imperative that exam day staff members create a professional environment and follow the procedures as outlined for CIC exam administration.

3. Office staff, secretaries, and student personnel of the exam center often assist with various aspects of the exam administration process. It is essential that these staff members
 - a. Understand the requirement for security of exam materials and examinee information
 - b. Assist Manager with assigned responsibilities
 - c. Review exam procedures related to their assigned duties
 - d. Undergo performance evaluation at regular intervals.

Physical Environment: The location, space, and layout of the exam center are vital to the accomplishment of its mission. In addition, the conditions under which exams are handled, stored, and administered are extremely important. The standardization of these conditions is essential to the integrity of every exam administration.

1. To assure security of materials, the area where exam materials are stored must
 - a. Be locked with no insecure points of access, i.e., windows, transoms, false ceilings, etc.
 - b. Have access limited to key exam personnel.
2. At the exam site, the Exam Coordinator and/or staff must
 - a. Maintain a distraction-free testing environment, anticipate outside factors that may divert the attention of examinees, and take action to avoid these factors
 - b. Consider room temperature; attempt to correct as needed
 - c. Assure adequate lighting (using established guidelines)
 - d. Provide adequate exam room(s)/space for given volume
 - e. Provide seating and writing surfaces appropriate for exam volume, exam materials, candidate characteristics, ADA, and other special requirements
 - f. Seat examinees according to company specification, to limit their view of others' work
 - g. Check facility to assure readiness for testing
 - h. Have backup plans in case of emergency or problem, if possible; contact company about shift to any backup plan.
3. Access to the exam site requires that
 - a. Adequate parking is available
 - b. ADA requirements are met.
4. Special Accommodations

- a. Exam centers will provide testing to persons with disabilities with accommodations approved by testing companies if possible.
 - b. If the accommodation requires only a modification that will not disturb others, such as a pillow or an oversized table, the person may be tested in a room with other examinees.
 - c. If the accommodation requires extra time and/or any accommodation(s) that may distract other examinees, such as reading aloud, a separate room will be provided, if available.
 - d. For computerized exams: If a separate room is required but not available, the exam center will attempt to schedule the exam outside of regular testing hours, so the entire center does not need to be shut down. If this is not possible, then the room will be used only for the accommodated testing, and the testing company will pay for a minimum number of exam stations, as specified by contract between the exam center and testing company.
5. Computer-Based Exams: Equipment and Space
- a. Hardware and software requirements for computerized exams will be set at a basic level that allows usage by multiple testing company programs. Testing companies wanting to utilize CBT centers are responsible for coordinating efforts among themselves to assure compliance with established base level requirements and adherence to accepted testing standards and practices.
 - b. Specific equipment may be dedicated for use by one company's programs; or, if agreed to by the exam center and companies, some equipment may be designated for use by multiple companies.
 - c. Testing space may be utilized by multiple testing companies, either simultaneously or at different times, as desired by exam centers, provided that each company's requirements meet basic standards for its use and exam centers comply with exam program requirements.

Guidelines for Exam Centers/Exam Administration Locations

Paper-Based Exams

1. Before the exam, the Exam Coordinator and/or staff
 - a. Schedule adequate number of trained staff, per program requirements; have backup staff available, if possible
 - b. Perform check of exam facilities and equipment for operating condition and security; check rest rooms for security
 - c. Receive/count materials; reconcile discrepancies
 - d. Divide materials per room assignments
 - e. Store materials securely
 - f. Prepare staff for administrations with thorough review of manual

- g. Assure that all necessary equipment is in proper working order
 - h. Make appropriate campus contacts
 - i. Communicate necessary information to examinees
 - j. Assure proper reporting address on roster; reconcile errors
 - k. Display directional signs and room assignments on exam day.
2. To facilitate the admitting process, exam day staff
 - a. Admit examinees according to program requirements
 - b. Assign seats randomly according to program specifications
 - c. Call testing company to resolve discrepancies.
 3. To assure the best possible testing conditions during the administration and to assure standardization of the exam, exam day supervisor and staff
 - a. Make general housekeeping announcements (location of rest rooms, etc.)
 - b. Actively proctor exam; take short breaks to assure alertness but never leave a room unsupervised
 - c. Maintain security of materials; watch exits, especially near break times
 - d. Observe examinees without being obtrusive
 - e. Report and handle irregularities according to program requirements
 - f. Complete paperwork/seating chart
 - g. Distribute and collect materials individually and reconcile counts at all times
 - h. Assist with questions and completion of answer sheet information
 - i. Read instructions clearly and verbatim; answer examinee questions accurately
 - j. Assure accurate timing
 - k. Call company immediately, if necessary, to resolve questionable situations.
 4. Following the exam, the Exam Coordinator and/or exam day staff
 - a. Count and secure materials before dismissing examinees
 - b. Prepare reports/paperwork (vouchers, forms, etc.)
 - c. Arrange pickup/shipping, as necessary (according to company specifications and local system)
 - d. Retain exam administration documents (i.e., rosters, seating charts, vouchers, reports) for at least one year
 - e. Follow up on payments from testing company, if necessary
 - f. Handle staff questions and problems.

Computerized Exams

1. Before the exam, the Exam Coordinator and/or staff
 - a. Schedule adequate number of trained staff, per program requirements; have backup staff available
 - b. Unlock facilities; perform check of exam facilities and equipment for operating condition and security; check rest rooms for security
 - c. Start administration computer and examinee workstations

- d. Procure needed materials from secure storage based on daily roster
 - e. Complete necessary forms, prepare scratch paper packets, and assure that special equipment is in working order
 - f. Prepare and test video, audio, and imaging systems
 - g. Call technical support, if needed, to resolve system problems.
2. To facilitate the admitting process, exam day staff
 - a. Start video and/or audio recording, if required
 - b. Direct examinees to location for storing non-testing items
 - c. Admit and sign in examinees according to program specifics
 - d. Collect required authorizations, vouchers, and forms
 - e. Obtain fingerprints, if required
 - f. Perform computer check-in functions based on program requirements
 - g. Capture examinee's image on computer when required (If this procedure fails, follow program guidelines.)
 - h. Read general and specific program instructions to each examinee
 - i. Distribute ancillary materials (i.e., scratch paper)
 - j. Activate computer routines, as required by program
 - k. Escort examinees to workstations and obtain verification of examinee and exam information.
 3. To assure the best possible testing conditions during the administration and to assure standardization of the exam, exam day supervisor and staff
 - a. Maintain security of exam questions, software, and equipment by monitoring examinees through glass viewing window, on video monitors, and/or by proctoring, according to program requirements; restrict exam room access to examinees and exam staff
 - b. Perform required computer system functions, as needed
 - c. Handle questions and problems regarding procedures and directions only
 - d. Assure accurate timing when indicated by specific program requirements (i.e., handwritten essays or special administrations)
 - e. Monitor scheduled and unscheduled examinee breaks
 - f. Manage and report irregularities when they occur
 - g. Provide breaks for testing staff.
 4. At the end of an exam, exam day staff
 - a. Collect and verify materials and supplies
 - b. Perform examinee-related procedures specific to program (i.e., have examinees sign out, score exam), if required
 - c. Ensure confidentiality of information, if discussed with examinee
 - d. Perform required system functions at individual workstation to end exam.
 5. Following the exam, the Exam Coordinator and/or staff
 - a. Reconcile materials based on exam/examinee counts
 - b. Sort, label, and store materials
 - c. Complete forms and send materials according to program specifics
 - d. Retain and store copies of completed exam session forms

- e. Inventory and order forms, as needed
- f. Perform end of day procedures
- g. Lock facilities
- h. Complete and send materials and forms on weekly or monthly basis, depending on program specifics.