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Dubai Branch

CERTIFICATION SCHEME

FOR FORKLIFT OPERATOR

{According to BS EN ISO/IEC 17024:2012}



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Certification Scheme of Forklift Operators

➤ Introduction

TÜV SÜD Middle East is a certifying body in the Dubai-UAE that develops and administers a third-party professional certification Process for Crane operators, Forklift, Riggers and Signal person.

TÜV SÜD Middle East is a group company of TÜV SÜD Group of Germany, and the largest of the German TÜVs for Technical Testing & Inspection Organizations, in addition to that, provides a wide spectrum of ISO Certification Services (ISO 9000, ISO 14000, OHSAS 18000, ISO 22000, and HACCP) as well as Certification for Safe Operating of Crane, Forklift, Riggers & Signal persons.

TÜV SÜD Middle East is a leading international service organization catering to the business segments of Industry, Mobility and People. Founded 150 years ago as a steam boiler inspection association, then has evolved from a regional service provider to a significant service partner in single European market and worldwide, as an impartial third-party service organization. Today, TÜV SÜD Group looks into the future globalization and innovation as its priority.

TÜV SÜD Middle East's primary goal is to improve the safety of cranes and lifting operations. Since October 2012 the **TÜV SÜD Middle East's** has produced and administered written and practical examination which leading to certifying lifting equipment operators, signal persons and riggers along with the **accreditation criteria ISO 17024:2012 standard, EIAC-RQ-CB-006, in the same way this scheme is compatible with scheme outline document issued by the Public Health & Safety department of Dubai Municipality and any specific requirements issued by Dubai or UAE government authorities**

More than 50,000 written and practical exams have been administered to over 50,000 crane operators, riggers and signal persons in all Dubai-UAE. By providing a thorough, independent assessment of the knowledge and skills required to work safely, to enhance lifting equipment safety, reduce workplace risk, improve performance records, stimulate training, and give due recognition to the professional skills required for Crane Operators, Forklift, Riggers and Signal persons.

TÜV SÜD Middle East's mission is to develop effective performance standards for those who work with and around cranes; to provide fair, valid, and reliable assessments of knowledge and skills; and to serve as an authoritative industry resource of relevant information. **TÜV SÜD Middle East** currently offers certifications for Safety operation of mobile, tower crane, Forklift operators, riggers, Rigging Supervisor and signal persons. A certification program for Forklift operators is currently being developed in accordance with the requirements of the latest version of ISO 17024:2012 the general requirements for bodies operating certification of persons.

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➤ Welcome

Welcome to TÜV SÜD Middle East for the Certification of Forklift Operators program.

TÜV SÜD Middle East has established a fair and independent evaluation of Lifting Equipment Operator's Safety knowledge and skills also developed written and practical examinations for Lifting Equipment operators, riggers, and signal persons. These certification programs are the culmination of many years of hard work by technical experts with this field.

TÜV SÜD Middle East Certification Scheme Committee has developed this certification program for Forklift Operator —who together gave freely their time and expertise with the primary goal of improving the safety of all whose work brings them into contact with cranes and lifting equipment by providing qualified examiners whose lead and guide the operators during the assessments stages to be certified within the (CMCO) through evaluation them by means of a written and practical assessment of skill and certification based on equipment capacity and type.

This Forklift Certification Scheme or Program is complying with the requirements of **the ISO Standards 17024** (General Requirements for Bodies Operating Certification Systems of Persons) and with Public Health & Safety Requirement of Dubai Municipality PHSD department, and According to relevant Standards.

➤ Dear Candidate

➤ TÜV SÜD Middle East Declare

That the policies and procedures of certification of persons unit and their administration will be related to the criteria in which certification is sought, will be fair and equitable among all candidates, and will comply with all applicable regulations and statutory requirements. In addition to, certification will not be restricted on the grounds of undue financial or other limiting conditions, such as membership of an association or group and will not use procedures to unfairly impede or inhibit access by applicants and candidates, except as provided for in this International Standard.

Complaints should be addressed to:

Phone: +97144473113 / Fax: +97144473112 / E-mail: info@tuvsudme.com

TÜV SÜD Middle East does not discriminate against any individual because of race, gender, age, creed, disability, or national origin.



Certification Scheme of Forklift Operator

➤ **Description Program**

1. The Certification Scheme for Forklift Operators which contains the following elements but not limited to:

- 1.1. TÜV SÜD Middle East Certification Policies
- 1.2. Certification Scope and Objectives
- 1.3. Job and Task Description
- 1.4. Candidate Experience and Required Competence
- 1.5. Candidate Abilities (can include physical capabilities such as vision, hearing and mobility)
- 1.6. Prerequisites
- 1.7. Code of Conduct (A code of conduct describes the ethical or personal behavior required by the scheme & the Substance Abuse Policy)

2. The Certification Process Requirements for Forklift Operators includes the following but not limited to:

- 2.1. Criteria for Initial Certification Process
- 2.2. Assessment Methods and Mechanism for Initial Certification and Recertification
- 2.3. Surveillance Methods and Criteria (if applicable)
- 2.4. Suspending, Withdrawing or Reducing the Scope of Certification by TÜV SÜD Middle East
- 2.5. Candidates Requesting Testing Accommodations



1. The Certification Scheme Elements for Forklift Operators

1.1 TÜV SÜD Middle East Certification Policies

1.1.1 TÜV SÜD Middle East General Policy

- **TÜV SÜD Middle East LLC** policy is to operate a formal system that complies with the General requirements of International Standard ISO/IEC 17024:2012 and meets and complies within applicable relevant legal requirements.
- **TÜV SÜD Middle East** will be responsible for, and will retain authority for, and will not delegate its decisions relating to certification, including the granting, maintaining, recertifying, expanding and reducing the scope of the certification, and suspending or withdrawing of the certification.
- Our vision is to enhance our service, maintain, develop, and exceed business needs by providing the financial resources necessary for the operation, and have adequate arrangements to cover associated liabilities, with sufficient personnel available with the necessary competence to perform certification within the criteria relating to the type, range and volume of work performed and continually improve our services by developing a suitable means of monitoring and measuring the certification process.
- Customer satisfaction is of utmost importance so the **TÜV SÜD Middle East** with its administration will be related to the criteria in which certification is sought these for fair and equitable among all candidates and will comply with all applicable regulations and statutory requirements. In addition to, certification will not be restricted on the grounds of undue financial or other limiting conditions, such as membership of an association or group and will not use procedures to unfairly impede or inhibit access by applicants and candidates, except as provided for in this Relevant International Standard.
- **TÜV SÜD Middle East** is committed to communicate this policy to all employees within the organization and to other interested parties. The policy shall be subject periodical for review and update to ensure its suitability, relevance and appropriateness.

1.1.2 Certification Policy

To deny certification to candidates who lack understanding in any subject area in which Forklift operators, in their field, are expected to have a certain level of competence.



1.1.3 Disciplinary Policy

- TÜV SÜD Middle East with its certification scheme committee is responsible for establishing and implementing standards and policies of Ethics and Discipline and for disciplinary action. Grounds for revocation of certification status shall include, but not be limited to, the following:
 - Period of certification exceeded without renewal
 - Evidence of falsification of any information on any documents submitted to TÜV SÜD Middle East
 - Evidence of culpability in an accident during certification period
 - Evidence of non-compliance with medical requirements
 - Evidence of non-compliance with the Code of Ethics
- TÜV SÜD Middle East has established policies and procedures to address alleged violations of the Code of Ethics fairly and consistently.

1.1.4 Eligibility, Physical Qualification, Rights & Duties

➤ Eligibility

To be eligible for certification, candidates must:

- Be at least 18 years of age.
- Meeting medical requirements.
- Be physically and medically fit with regard to eyesight, hearing and reflexes.
- Comply with the TÜV SÜD Middle East Policy (Examination Policy)
- Comply with the TÜV SÜD Middle East Code of Ethics & Substance Abuse Policy
- Pass Written Examinations
- Pass Practical Examinations

➤ Physical Qualifications and Examinations of Operators

- TÜV SÜD Middle East Do NOT conduct physical examination for the candidates, as this is the responsibility of candidate's employer, see (refer clause 1.5 the candidate abilities) but in the interest of public safety, the examiner will make sure that the candidate does not have any physical, mental, or organic defect of such a nature as to affect the operator's ability to operate a Forklift safely.
- The candidate must attest to his agreement to this requirement in his applications.



- Means of compliance with **TÜV SÜD Middle East** of which the physical requirements include the following but are not limited to:
 - 1 Has no loss of a foot, a leg, a hand, or an arm?
 - 2 Has no impairment of the use of a foot, a leg, a hand, fingers, or an arm, and any other bodily physical defect or limitation, which is likely to interfere with his ability to operate and control a Forklift in safe manner.
- The **TÜV SÜD Middle East** will not accept any candidate who does not comply with 1 & 2 requirements.

1.1.5 Candidate Rights and Duties

➤ **Candidate Rights**

- Information supplied by an individual or employer is for the confidential use of TÜV SÜD Middle East and will not be disclosed without a written permission of the individual or employer concerned.
- All Certified Persons will receive certification and an ID card.
- The candidate not passing the first written or practical exam or both has the right to re-sit for 50% of exam fees for one time only, then if he fails his re-sit exam, he will require to re-register for re-attendance from the beginning with full charge.
- For an applicant of special needs has opportunity to declare, within reason, a request for accommodation.

➤ **Candidate Duties**

- A candidate must attest to his agreement in his application that his medical profession has found him physically qualified to act according the training mentioned above according to the relevant standard.
- He further agrees to the following Conditions:
 - To comply with the relevant provisions of the certification requirements and to supply any information needed for the assessment.
 - To comply with **TÜV SÜD Middle East** examination policy in maintaining the integrity and security of the examination process and be committed and not to release confidential examination materials or participate in fraudulent test-taking practices. Any irregular or improper behavior in examinations that is observed or uncovered by other means will be considered a subversion of the certification process and will constitute grounds for invalidation of a candidate's examination. In addition, **TÜV SÜD Middle East** may at its discretion suspend



or revoke a candidate's certification, exclude candidates from future examinations. {(Examples of irregular or improper behavior include giving or obtaining information or aid, looking at the test material of others, removing examination materials from the test center, bringing unauthorized items, including watches or electronic devices (e.g., Laptops, cell phones, etc.), into the examination)}

- Failing to comply with time limits or instructions, talking, or other disruptive behavior. Test administrators may intervene to stop any of the foregoing and inform the certification Scheme Committee.
- To make claims regarding certification only with respect to the scope for which certification has been granted.
- Not to use the certification in such a manner as to bring the certification body into disrepute, and not to make any statement regarding the certification which the certification body may consider misleading or unauthorized.
- To discontinue the use of all claims to certification that contains any reference to the certification body or certification upon suspension or withdrawal of certification, and to return any certificates issued by the certification body, and
- Not to use the certificate in a misleading manner.
- To abide by the conditions of certification and agree to inform the certifier of any changes affecting the status of the certification.
- To mention the name of any known person in **TÜV SÜD Middle East** from the beginning to prevent any conflict of interest or any problem taking place.

1.2 Certification Scope and Objectives

1.2.1 The Scope

This assessment is carried out to evaluate the qualification of operators with regard to the safe operation of a Forklift as follows:

- The forklift operator should be responsible for the correct operation of the Forklift in accordance with the manufacturer's instructions and within the safe system of work.
- To operate a Forklift to lift, move, position and place materials and equipment.
- He should at any one time only respond to the signals from one slinger/signaler who should be clearly identified.
- To perform pre-operational inspection.
- To calculate Forklift capacities and determine load weight.



- Set up and dismantle Forklift and position and stabilize the Forklift before the lift.
- They may also participate in rigging procedures.
- To perform some routine maintenance and housekeeping of the equipment such as lubricating and cleaning.

The prime consideration is the safety of personnel and then to ensure that materials and cargo are handled with the minimum risk of damage.

1.2.2 The Objectives

To set standards for fairly measuring the knowledge and proficiency required for the safe operation of Forklift and based on extensive discussions with representatives from all segments of business and industry that recognize the impact of safety issues, TÜV SÜD Middle East has identified the following potential benefits of operator certification:

- Fewer accidents, injuries, and fatalities
- Reduced risk of lost time incidents, accidents and fatalities
- Assurance of operators' abilities
- Less property damages
- Improved safety records
- Enhanced public image of Forklift operators

1.3 Job and Task Description

This is for a person who is responsible for operating a Forklift to lift, move, position, and reposition loads. Depresses buttons, operates levers, and ensures the load is safely attached to a Forklift prior to any operational motion.

1.4 Candidate Experience and Required Competence

TÜV SÜD Middle East certification exams are designed for operators who are trained and who currently deployed in Forklift operations. The candidate is an operator with appropriate practical and theoretical knowledge and experience to examine Forklift equipment and to detect defects or weaknesses in the equipment, and to assess these in relation to safety and to continual use of the equipment.



The Forklift operator should be:

- trained on the specific model of Forklift used;
- Able to assimilate and apply information contained in reports and duty charts relating to the range of duties and safe use of the Forklift;
- Familiar with the manufacturer's instructions for the rigging operation and for maintenance of the Forklift;
- Aware that the Forklift should be used on level ground or else set level on outriggers before any load is applied;
- Fully conversant with the correct use of outriggers and where outriggers should be fitted, and;
- aware of how to properly support the outrigger feet (this requires regular monitoring to ensure that no movement occurs throughout the operation);
- Aware that the Forklift should be used on level ground or else set level before any load is applied;
- Able to set and check the functioning of the rated capacity limiter and rated capacity indicator;
- Aware of the effects of wind and other climatic effects on the Forklift and load;
- Able to resist pressures from other persons to carry out unsafe operations;
- Able to take the action to avoid dangerous situations, including emergency stop when situation arises;
- Able to operate fire suppressant equipment, if fitted.

1.5 Candidate Abilities

The client or the employment company is responsible to ensure that the certified Forklift operators should meet the required physical requirements throughout their certification periods and attest to their agreement as per requirement within their applications.

1.6 Prerequisites:

The Candidate must bring with him the personal ID and one personal picture.

1.7 Code of Conduct

1.7.1 Code of Ethics for Certified Forklift Operator



Certified Forklift Operators must comply with TÜV SÜD Middle East's Code of Ethics during their certification, as set below:

- In my occupation, I will conduct myself in a manner:
 - a. To be free of bias with regard to religion, ethnicity, gender, age, national origin, and disability.
 - b. To place the safety and welfare of others associated with the lifting operation above all other considerations;
 - c. To protect and preserve nearby general public property and the environment;

- Furthermore, in connection with the lifting operation work and in my dealings with TÜV SÜD Middle East, I will:
 - d. Make management and appropriate personnel aware promptly if I have any safety concerns relating to the work that I am performing or with which I am involved;
 - e. Not knowingly violate any safety-related regulations, warnings, or instructions set forth by OSHA, recognized safety standards, prevailing jurisdictions, of manufacturers equipment;
 - f. Not mislead, misrepresent or knowingly deceive others concerning my experience or the capabilities of myself or the equipment I am operating or with which I am working.

- In addition, in my dealings with TÜV SÜD Middle East, I will:
 - g. Provide accurate and complete information and abide by TÜV SÜD Middle East, its policies and procedures, including this Code of Ethics, as they may be updated from time to time;
 - h. Cooperate fully and completely with any administrative inquiries or investigations by TÜV SÜD Middle East;
 - i. Not misrepresent or misuse any TÜV SÜD Middle East card, or acronyms and logos, or any registered trademark or other intellectual property of TÜV SÜD Middle East.

It is the responsibility of the certifying organization to have the candidate understands the Code of Ethics.

1.7.2 Substance Abuse Policy



- It is the policy of TÜV SÜD Middle East that Forklift operators shall not use prescribed or over-the-counter substances that would impair their ability to operate equipment safely. This includes illegal drugs, controlled substances (including trace amounts), look-alike drugs, designer drugs, or any other substance that may influence the human body of being a narcotic, depressant, stimulant, or hallucinogen.
- An exception to this rule is that a rigger may use such a substance or drug if it is prescribed by a licensed medical practitioner who is familiar with the rigger's medical history and all assigned duties. If this being the case, then that rigger before registration shall support his medical condition by means of a written statement and/or certificate prescribed by the said licensed medical practitioner that the prescribed substance will not adversely affect the rigger's ability to perform the rigging of lifting equipment task in a safe manner.

2. The Certification Requirements of Forklift Operator

2.1 Criteria for Initial Certification Process

➤ Submission of Application

- Candidate must complete and sign the **Candidate Registration Form**, which includes an affidavit that a medical professional has found him physically qualified to carry out the objective of the Technical requirements according to the relevant standard and must be aged over 21.
- The candidate also must complete and sign **Certification Assessment Application form** to enable the certifying company issuing the operator passport ID for the certified person.
- The TÜV SÜD Middle East shall require that all candidates who are based in Dubai-UAE must submit the following documents along with duly filled application for certification:
 - Passport copy.
 - Valid residence visa copy.
 - Colored photograph.
 - Proof of training (if relevant)
 - Evidence of working experience.

2.2 Assessment Methods and Mechanism for Initial Certification and Recertification



- The Forklift Operator Assessment Methods and Mechanism will consist of two stages:
 - Written Examination
 - Practical Examination at the client site
- The candidates must register for both stages.
- A candidate must pass the two stages Written and Practical Examination to be certified for a one-year period.

2.2.1 Written Assessment

- The written assessment has multiple-choice questions in the line with Dubai Accreditation Center's requirements and recommendations as well as the scheme of certification processes.
- The written assessment will NOT be Open Material Exam Booklet.
- Written assessment will be taken as paper/pen tests.

2.2.2 Practical Assessment / Skills Tested

- Practical Assessment will be for all Forklift types and the operator will take practical assessment as per the desired equipment.
- Practical scoring: The Examiner's task is primarily to record the performance of the candidate. Scoring criteria must be set by the examiner.
- Practical assessment will be taken as oral examination.
- The TÜV SÜD Middle East Examiner will conduct the Test at the client site, Layout for the required model of Forklift used for practical assessment and the examiners will ensure that the assessment process remains standardized for all candidates, wherever and whenever they may conduct the test.
- The Forklift Operator Practical Assessment demonstrates Forklift operation proficiency.
- The practical test is structured in such a way, that it enables the operator to demonstrate safe and controlled operation in all circumstances, that regardless of prior knowledge of the Forklift he carries out prestart up checks.
- That the set up and pre lift checks are done (ground conditions, local hazards, weather etc.),
- That he follows signals correctly and does not pre-empt or assume actions or direction to be taken.



- That he can estimate heights of surrounding structures relative to his Forklift.
- Has good load control.

2.2.3 Certification Timeframe

- Candidates may take their Written and Practical Exams in any order.
- Candidates may take **one day only for the examination of Forklift Safety Operation Assessments** and that depending on the number of candidates for one exam batch. Exam timing may be set by the examiner and may be extended based on other variables and or languages barriers.
- But in normal cases the timing will be as the following:
- **Written Examination: The written exam will take 75 minutes.**
- **Practical Examination: 40 minutes /candidate**

2.2.4 Test Scoring Information

- **TÜV SÜD Middle East** Written Examinations and Practical are criterion-referenced examinations; i.e., the passing score is set beforehand, and candidate performance on the examination is not compared to the performance of others taking the examination. In a criterion-referenced examination, a candidate must obtain a score equal to or higher than a predetermined passing score to pass the test.
- TÜV SÜD Middle East has prepared for every exam three types for the Written Examination, these types have the same questions with same options of answers but different from each other in the order of the questions and the order of options of answers.
- TÜV SÜD Middle East will take full responsibility to fairly score the candidate Exam papers.
- A candidate must pass both Written and Practical Examination to be certified for a Three-Year Period and his score should not less than 70% for written exam and 75% for practical.
- The examination results for written and practical will be recorded in the Certification Assessment Application form of candidates by the decision maker.

2.2.5 Post-Test Procedure

Once the candidate has completed the Examinations:



- The Examiner is not permitted to review the candidate score sheet or discuss his performance on the test.
- The Examiner may discuss the question answers after the collecting of the candidate exam papers.
- The Examiner will evaluate and record the performance of candidate on the exam papers.

2.2.6 Decision on Certification

- The Examiner will submit all the candidate exam records and other relevant documents to the certification of person management to take a decision and record the exam scoring on the certification assessment application form.
- The decision on certification of a candidate will be made solely by **TUV SUD Middle East** based on the information gathered during the certification process. Personnel who make the decision on certification will not have participated in the examination of the candidate
- Decisions for granting, maintaining, recertifying, extending, reducing, suspending or withdrawing certification will be done by the **TUV SUD Middle East** and shall not be outsourced.

2.2.7 Competency Certificate Issuance

- Competency certificate will be issued by **TÜV SÜD Middle East** and signed by the authorized signatory.
- Certificate shall include at least but not limited to the photo of the certified individual, unique identification No. for tracking, machine type that the individual certified to operate, issue date and validity in addition to as required by the ISO 17024 standard.
- If the applicant does not meet the requirements for certification, an Assessment Report shall be prepared immediately after exhausting the appeal procedures to say that the candidate not yet competent enough.

2.2.8 Candidate Certificate & ID Card

- Prior to beginning the examination, the Examiner must ask a candidate for photo identification, such as a driver's license.



- Certified operators will receive a certificate and laminated photo ID card at no cost when they certify for the first time and when they complete the requirements for recertification.

Note: The ID CARD is not driving License

2.2.9 Validation of The Certificate

If the operator becomes certified in Forklift Safety Operation by taking the appropriate written and practical exams, the candidate is certified for one-year certification period.

2.2.10 Combining Certification requirements

➤ **Written Exam**

- 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.

➤ **Practical**

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

2.2.11 Unsafe Act

- If at any time during the Pre-Test Period or during the test, candidates commit an unsafe act, examiners must disqualify candidates from continuing with the test if any of the unsafe acts present include but are not limited to the following:
 - Dropping the overhaul ball or Test Weight (on ground, in barrel, etc.)
 - Two blocking of the forklift.
 - Uncontrolled or reckless operation



- Failure to respond to a stop signal
- Contacting an obstruction with the crane or Test Weight
- Any action that in the judgment of the Examiner could endanger personnel or equipment at the Test Site
- The Examiner has the authority to stop the test at any time for reasons of safety. Examiners are responsible for informing Public Health and Safety Department in that case by E-mails, letter or fax, and record shall be kept.
- If the candidate is disqualified due to an unsafe act, the case will be reviewed by the relevant authority, and candidate will be notified with the department decision of the eligibility for rescheduling the Practical Exam or otherwise.

2.2.12 Weather Conditions and Equipment

- The Examiner must use an anemometer to check the wind speed and then will record the weather conditions on the score/assessment sheet.
- The Examiner has the responsibility to determine if weather conditions or equipment problems are such that a test needs to be suspended. If the test is interrupted due to weather conditions or equipment problems, the procedure for restarting is as follows:
 - Candidate will resume the test at the beginning of the task he was performing at the time of the interruption, as appropriate.
 - If candidate resume the test on a different machine, candidates may start the entire test over from the beginning.
 - If the testing is delayed to a different day, the test must be restarted from the beginning.
- The Examiner must keep record for candidate performance.

2.2.13 Criteria for Re- Certification Process

➤ Recertification Requirements

- Certification is valid for one year. Recertification candidates must complete all recertification requirements prior to their certification's expiration date. This includes:
 - Passing the Recertification Written Examination(s)



- Continuing to meet Occupational Health card requirements
- Having valid driving license from the relevant authority where applicable.
- Compliance with Substance Abuse Policy
- Compliance with the Code of Ethics
- Compliance with TÜV SÜD Middle East Examination Policy
- Recertification candidates who must take both practical and written exams, however, must do so before their certification expires.
- Recertification candidates may take their Recertification Written 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.

2.2.14 RE-SET Examination for Initial Certification & Recertification

In normal way the candidate must pass the written and practical exam for Forklift Safety Operation for which he seeks certification but in case he didn't pass the following:

- The candidate who passes the Written Exam, but does not pass the Practical Exam or vice versa, will then be required to re-sit that exam.
- The candidate will send request for Re-Sit of Exam before two weeks of exam.
- The candidate has one chance to re-sit the written or/and practical exam with cost of **50% of Certification Fees/Exam**.
- Candidate who fails in either one or both written and practical exam twice (two times enroll) shall not undertake any further assessment until they undertake a relevant training.

2.2.15 Training Requirement

- Candidate who fails in either one or both written and practical examination twice (two times enroll) shall not undertake any further assessment until they undertake a relevant training.
- Training shall not be less than:
 - Forklift Operator, 3 days-5-7 hours a day.



2.2.16 Certification & Recertification & Re-Test Fees

➤ Certification & Re-Certification Fees

- Fees charged by the CB shall be for the Certification Services and not for the sake of issuing a Certificate.

➤ Retest Written & Practical Exam Fees of initial and recertification process:

- The candidate has one chance to re-sit the written or/and practical exam with cost of **50% of Certification Fees/Exam.**
- Candidate who fails in either one or both written and practical exam twice (two times in roll) shall not undertake any further assessment until undertake a relevant training.

➤ Other Fees:

- Certified operators will receive a certificate and laminated photo ID card at no cost when they certify for the first time and when they complete the requirements for recertification. An additional payment will be charged if a candidate needs a replacement certification card.

2.2.17 Rescheduling & Cancellations by the Candidate

- Should a candidate be unable to sit for the examination after his registration, **TÜV SÜD Middle East** must receive notification in writing no later than **Two Working Days** prior to the examination date. Candidate fees will be returned, unless he wants to reschedule other one.
- Candidate who wishes to reschedule his examination must notify **TÜV SÜD Middle East** and submit the necessary documentation to Certification Administration Personnel by the deadline for the rescheduled test date.
- Candidates withdrawing or canceling after the deadline or not sitting for the Exam, **TÜV SÜD 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 days before the deadline or if this cancellation is done by the certification scheme committee as results of revocation.

➤ Emergency Cancellations of Assessment

In case the client or candidate has an emergency, only the following situations will be accepted as grounds for emergency cancellations or withdrawals:



- Candidate illness—supporting documentation required: doctor’s note
- Family death—supporting documentation required: death certificate or obituary notice
- Requests for medical or withdrawals are handled by **TÜV SÜD Middle East** upon submission of a letter describing the situation. Full name, address, and ID number must be included along with the scheduled test date, site number, and supporting documentation indicated above.

2.3 Surveillance Methods and Criteria (if applicable)

Since the certification period cycle is three year so the surveillance methods are not applicable unless is requested by the client, at that time the criteria of initial certification process will apply.

2.4 Suspending, Withdrawing or Reducing the Scope of Certification by TÜV SÜD Middle East

- **TÜV SÜD Middle East** has its policy and documented procedure for suspension or withdrawal of the certification, or reduction of the scope of certification.
- Failure to resolve the issues that have resulted in the suspension, in a time established by **TÜV SÜD Middle East** shall result in withdrawal of the certification or reduction of the scope of certification.
- **TÜV SÜD Middle East** shall have enforceable arrangements with the certified person to ensure that, in the event of suspension of certification, the certified person refrains from further promotion of the certification while it is suspended.
- **TÜV SÜD Middle East** shall have enforceable arrangements with the certified person to ensure that, in the event of withdrawal of certification, the certified person refrains from use of all references to a certified status.

➤ Revocation of Certification Process



- Filing for revocation are based on the following:
 - Any misrepresentation or fabrication of documents submitted to **TÜV SÜD Middle East** in regard to the Operation Certification Scheme.



- Lack/expiration of a physical examination and/or failed substance abuse test, as required in the Operation Certification Scheme.
- Any documented recordable forklift accident that is submitted to the Certification Scheme Committee where forklift operator error is determined to be the cause of the accident.
- Certified operators are required to notify the **TÜV SÜD Middle East** of a documented, recordable forklift accident within 48 hours of the accident.
- Failure to do so will result in revocation of certification without appeal.
- Certified operators should submit the “Incident Report”.
- **TÜV SÜD Middle East** may, at its discretion, revoke or rescind certification if the Operator was not qualified to receive the certificate at the time it was issued, even if the certificate was issued as a result of a mistake on the part of **TÜV SÜD Middle East**. It may also revoke or suspend certification or participation in the certification process if:
 - The Operator fails to maintain moral, ethical or professional behavior satisfactory to **TÜV SÜD Middle East**, or engages in misconduct that adversely affects professional competence or integrity;
 - The Operator made any material misstatement of fact or omission of fact to **TÜV SÜD Middle East** in connection with application or to any third party concerning the Operator 's certification status; or

2.5 Candidates Requesting Testing Accommodations

- Arrangements for persons with special needs will be provided upon request if these needs will not prevent the certified persons to fulfill the requirements of Forklift operation.
- Professional documentation in support of a request for accommodation must be submitted to **TÜV SÜD Middle East** no later than one week prior to the scheduled test date.

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