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CERTIFICATION SCHEME

FOR SIGNALMAN

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



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Certification Scheme for Signalmen

➤ Introduction

TÜV SÜD Middle East is a certifying body in the UAE that develops and administers a third-party professional certification Process for Crane Operators, Riggers and Signalmen.

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 Operation of Cranes, Riggers & Signal persons.

TÜV SÜD Middle East is a leading international service organization catering to the business segments of Industry, Mobility and People. Founded 140 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 and EIAC-RQ-CB-006, at 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 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, to stimulate training, and give due recognition to the professional skills required for Crane Operators, 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 operators, riggers and signal persons. A certification program for mobile crane operators is currently being developed in accordance with the requirements of the latest version of ISO 17024:2012 and general requirements for bodies operating certification of persons.

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➤ **Welcome**

Welcome to TÜV SÜD Middle East for the Certification of lifting equipments operation program.

TÜV SÜD Middle East has established a fair and independent evaluation of lifting equipments operation knowledge and skills also developed written and practical examinations for crane operators, riggers, and signal persons. These certification programs are the culmination of many years of hard work by technical experts within this field.

The TÜV SÜD Middle East Certification Scheme Committee has developed this certification program for Signal persons – this committee 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 who will lead and guide the Signalmen during the assessment stages to be certified within the certification scheme for signalmen through evaluating them with a written and practical assessment of skill and certification based on equipment capacity and type.

This Certification Scheme for Signalmen or Program is complying with the requirements of the ISO Standards 17024 (General Requirements for Bodies Operating Certification Systems of Persons) and within Public Health & Safety Requirement of Dubai Municipality PHSD department, and according to Relevant Standards BS 7121- 2: 2003.

➤ **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:

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



Certification Scheme for Signalmen

➤ Description Program

1. The Certification Scheme for Signalmen 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 and Substance Abuse Policy)

2. The Certification Process Requirements for Signalmen 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 Signalmen

1.1 TÜV SÜD Middle East Certification Policies

1.1.1 TÜV SÜD Middle East General Policy

- The TÜV SÜD Middle East LLC policy is to operate a formal system that complies with the General requirements of Relevant International Standard ISO/IEC 17024:2012 and meets and complies within applicable legal requirements.
- TÜV SÜD Middle East will be responsible for, 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 that TÜV SÜD Middle East with its administration will be related to the criteria in which certification is sought, therefore 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 within this Relevant International Standard.
- The 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 subjected to 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 mobile crane operators, within their particular 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
- Meet medical requirements
- 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**

- TÜV SÜD Middle East are not conducting any physical examination for the candidates, as this is the responsibility of candidate's employer (see 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 perform his work safely.
- The candidate must attest to his agreement within this requirement in his application document/s.



- Means of compliance with TÜV SÜD Middle East of which 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 control and signal to lifting equipments in a safe manner.
- The TÜV SÜD Middle East will not accept any candidate 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 the 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 examination or both has the right to re-sit by 50% of examination fees for one time only, therefore if he did not pass, he needs re-register for new certification from the beginning with full charge.
- For an applicant of special needs therefore has the opportunity to declare, within reason, a request for accommodation.

➤ Candidate Duties

- A candidate must attest to his agreement within his application that his medical profession has found him physically qualified to act according to the training mentioned above according to and in compliance with 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 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

The signalman certification program has been developed to include all the process and tasks needed to evaluate knowledge and skills for individuals who seek certification for signalman.

1.2.2 The Objectives

The Certification Program was developed to identify those individuals with the professional knowledge and skills worthy of being designated as a Certified signalman. Therefore, this Certification Program is intended to accomplish the following objectives:

- Identify signalman who meet or exceed the minimum criteria for certification.
- Stimulate the improvement of slinging and establish it as a certifiable profession.



- Directly promote signalman competency and a safer work environment.
- Organize and implement a comprehensive program for the qualification of signalman.
- Promote the development of knowledge and skills of those interested in the slinging profession.
- Provide technical assistance to agencies having regulatory authority applicable to testing and certification of signalman.

1.3 Job and Task Description

To ensure that this Person who is responsible for signaling to the lifting equipment operator or the rigger or another signal man during any lifting operation as per the approved standard set of signals by Dubai Municipality.

1.4 Candidate Experience and Required Competence

TÜV SÜD Middle East signalmen certification assessment is designed for persons who are trained and who currently deployed in lifting equipment operation. The candidate is a Signalman with appropriate practical and theoretical knowledge and experience for safe slinging operation of lifting equipment.

➤ **To Qualify as Signalmen the person/s should:**

- Be medically and physically fit (have a good eye sight, hearing);
- Have been trained in the safe use of lifting equipment;
- Capable of reading and understanding the English language sufficient for the fulfillment of their function in a safe manner;
- Ability to select and use the lifting tackles as per load configuration;
- To be able to provide necessary clear hand signals for crane operators as per standard signals within the training material booklet;
- To locate a load in a way, to ensure safety of load and consideration for working personnel;
- To understand his companies' rules and regulations, color coding and around it, the reasons Certification of lifting tackle is tackled;
- To be able to communicate with radio where the crane operator is out of range.



1.5 Candidate Abilities

The client or the employment company is responsible to ensure that each of the certified signalmen do comply and meet the required physical health level 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 Signalmen

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

- During my occupation, I will conduct myself in such a manner:
 - a. So as to be free of bias with regard to religion, ethnicity, gender, age, national origin, and disability.
 - b. So as to place the safety and welfare of others associated with the lifting operation above all other considerations;
 - c. So as 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's** 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 understand the Code of Ethics.

1.7.2 Substance Abuse Policy

- It is the policy of **TÜV SÜD Middle East** that signalman shall not use prescribed or over-the-counter substances that would impair their ability to perform his job safely. This includes illegal drugs, controlled substances (including trace amounts), look-alike drugs, designer drugs, or any other substance that may have an effect on 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 for Signalmen

2.1 Criteria for Initial Certification Process

➤ Submission of Application

- Candidate must complete and sign the **Assessment 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 18. (The candidate registration Form enclosed at the back of this scheme).
- The candidate also must complete and sign the **Certification Assessment Application form** to enable the certifying company issuing the signalman passport ID for the certified person.
- The TÜV SÜD Middle East shall require that all candidates who are based in UAE must submit the following documents along with duly filled application for certification:
 - Passport copy,
 - Valid residence visa copy,
 - Labor card copy,
 - Colored photograph,
 - Proof of training (if relevant),
 - Evidence of working experience

2.2 Assessment Methods and Mechanism for Initial Certification and Recertification

- The candidate should carry out assessment to be certified as signalman.
- The Assessment Methods and Mechanism will consist of two stages:
 - Written Examination.
 - Practical Examination.
- The candidates must register for both stages.
- A candidate must pass both stages of examination in order to be certified for a duration of one-year period only.



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 an Open Book Material.
- Written assessment will be taken as paper/pen tests.
- Written assessment is carried out to evaluate the qualification of signalman with regards the safety operation of lifting equipments and this will be done as following:

1- Hand Signals

- Knowing the standard method hand signals for mobile cranes, tower cranes, hoist, etc.
- Understanding the necessity of moving with the load while remaining visible to operator.
- Knowing the importance of providing clear and visible hand signals.
- Knowing the importance of keeping constant communication and understanding with the operator.

2- Voice Communication

- Knowing the proper use of the equipment being used, as well as its benefits and limitations.
- Being aware of communication barriers, i.e. wind, language, interference.
- Knowing the importance of ensuring fully charged batteries are used and the communication device is in acceptable working order.
- Knowing the importance of keeping continuous communications and understanding with the operator.
- Knowing the standard method pertaining to function/direction, speed and/or distance, and function/stop.
- Understanding the importance of operator perspective while swinging.
- Knowing what action to take if the operator is not following signals correctly.



3- Basic Knowledge of Crane Operations

- Knowing basic crane terminology and definitions.
- Understanding the effect of size, shape, weight, and center of gravity of load being lifted.
- Understanding boom deflection and how to compensate for it.
- Knowing the effect a moving load has on a crane.
- Understanding that boom length, angle, and load weight may affect boom deflection.
- Knowing the importance of keeping the hoist line vertical when a load is applied.
- Understanding what causes drift and how to compensate for it.
- Knowing the effects of side loading.
- Knowing the causes and consequences of two blocking.
- Knowing the importance of keeping personnel from the load path.
- Understanding that when applying load to crane that center of gravity needs to be below the boom tip.

4- Situational Awareness (Site-Specific Considerations)

- Knowing the importance of reviewing lift requirements with site supervision/operator/crew.
- Knowing how to identify and avoid hazards and obstacles.
- Understanding the effects of weather conditions.
- Knowing how and when to use voice or hand signals.
- Knowing emergency procedures.

5- Safety Standards and Regulations

- Knowing the applicable local regulation/standards, including but not limited to:
 - People under loads
 - Suspended personnel platforms
 - Hand signal posting requirements
 - Knowing electric power line hazards, applicable regulations, and safety practices



2.2.2 Practical Assessment /Skills Test

- Practical assessment will be taken as oral/verbal assessment.
- The TÜV SÜD Middle East Examiner will conduct the test at the client site layout for the required model of crane and the examiner will ensure that the assessment process remains standardized for all candidates, wherever and whenever they may conduct the test.
- Practical scoring: The Examiner's task is primarily to record the performance of the candidate. Scoring criteria must be set by the examiner.
- **The following is a sample outline of the practical testing procedure, as provided to candidate at the time of testing:**

➤ **Typical Practical Assessment Instructions**

The signalman practical assessment consists of 2 tasks. Candidates should complete the assessment in 30 minutes.

- There are two types of scenarios to demonstrate proper hand or voice signals:
 - **Match Scenario:** In these scenarios, candidate will observe the crane performing certain functions and give the necessary hand or voice signal(s) that match or matches the function.
 - **Candidate-Initiated Scenario:** In these scenarios, candidate give the necessary hand or voice signals to initiate and direct lifting equipment movement based on assigned task by the examiner.
- All signals must be given in accordance with current standard signals (e.g., the swing signal is: Arm extended, point with finger in direction of swing of boom), see construction code of practice, hand signal.
- The candidate shall be assessed in maintaining constant communication if they use voice signals.
- In scenarios where multiple signals are required, candidates must give all signals correctly, examiners to assess each signal and it's relevant to the move.



2.2.3 Certification Timeframe

- All candidates may take their Written and Practical assessment in any order.
- All candidates may only take **one day for signalmen assessment** and that will depend upon the number of candidates for each assessment batch. Assessment 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 set as the following:
 - Written Assessment: will be set at 60 minutes/ Group.
 - Practical Assessment: The time limit will be 30 minutes/ Candidate.

2.2.4 Test Scoring Information

- **TÜV SÜD Middle East** Written and Practical assessment are criterion-referenced examinations; i.e., the passing score is set beforehand, and candidate performance on the assessment is not compared to the performance of others taking the assessment. In a criterion-referenced assessment, 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 assessment three types for the written assessment, these types has the same questions with same options of answer but segregated from each other in the order of each questions and the order of options of the answers.
- **TÜV SÜD Middle East** will take full responsibility to fairly review and score the candidate examination papers.
- The assessment results for written and practical will be recorded in the Certification Assessment Application form of candidates by the decision maker.
- A candidate must pass both Written and Practical assessment to be certified for a One-Year Period and his score should not less than 80% for written assessment and 75% for practical.

2.2.5 Post-Test Procedure

Once the candidate have 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** on the basis of 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 candidate becomes a certified signalman by taking the appropriate written and practical assessments, the candidate will be certified for one-year certification period (signalman certification will expire on the same date next year).

2.2.10 Combining Certification Requirements

➤ Written Examination

- Core examination may be administered separately if the candidate would like to take more than one specialty.
- Core and specialty examinations 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, the examiner must disqualify the candidates from continuing with the test if any of the unsafe acts present include but are not limited to the following:
 - Uncontrolled or reckless operation with a suspended load
 - Contacting an obstruction with the crane boom by using wrong hand signals
 - 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 either e-mails, letter or fax, 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 Examination 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 a candidate resumes the test with a different machine, the candidate must start the entire test over from the beginning.
 - If the testing is postponed and rescheduled 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
 - Have 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 examinations, 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-SIT Examination for Initial Certification & Recertification

Under normal circumstances, the candidate must pass the written and practical examination for which he seeks certification but if such a case arises and he didn't pass, the following would apply:

- The candidate who passes the Written Examination, but does not pass the Practical Examination or vice versa, will then be required to re-sit that examination.
- The candidate will send a request for a Re-Sit Examination before two weeks of examination.
- The candidate has the opportunity to re-sit of the written or/and practical examination at cost of **50% of Certification Fees/Examination**.
- A candidate who fails in either one or both, being the written or the practical examinations shall not undertake any further assessment until he undertakes a relevant training once again.

2.2.15 Training Requirements

- Candidate who fails in either one or both, being the written or the practical examinations twice shall not undertake any further assessment until he undertakes a relevant training once again.
- Training shall not be less than:
 - Signalman, 1 day 4-6 hours.

2.2.16 Certification & Recertification & Re-Test Fees

➤ Certification & Re-Certification Fees

- Fees charged by the Certification Body 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 or 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 back, unless he wishes to reschedule an alternative session/date of training.
- Candidate who wishes to reschedule his examination must notify **TÜV SÜD Middle East** and submit the necessary documentation to the Certification Administration Personnel by the deadline for the rescheduled test date.
- Candidates withdrawing or canceling after the deadline or not sitting for the Examination, **TÜV SÜD Middle East** will forfeit all application fees and therefore those concerned will **NOT** receive a refund if the withdrawing or canceling is applied without prior notification of two days before the deadline or if this cancellation is applied by the certification scheme committee as results of revocation.

➤ **Emergency Cancellations of Assessment**

In case the client or candidate has an emergency situation, 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 one year so the surveillance methods will not be applicable unless 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 regards 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 signalman-related accident that is submitted to the Certification Scheme Committee where a signalman-related error is determined to be the cause of the accident.
 - Certified signalmen are required to notify the TÜV SÜD Middle East of a documented, recordable signalman-related accident within 48 hours of the accident.
 - Failure to do so will result in revocation of certification without appeal.
 - Certified signalmen should submit the “Incident Report”.
- TÜV SÜD Middle East may, at its discretion, revoke or rescind certification if the signalmen were 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 signalman 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 signalman 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 signalman'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 from fulfillment of the requirements of signal person.
- 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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