Updated May 2020


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The graphics used to illustrate information are not intended to be exact representations, but rather they are added to help the reader’s understanding.
Candidates must register to take certification exams through CIC. Forms for doing so can be found at cicert.com. Both Practical and Written Exams must be taken at CIC Authorized Exam Sites with authorized Proctors.

Photos submitted for use on certification cards must meet all the requirements found at cicert.com/photo

For additional and the most recent information, please visit www.cicert.com or contact CIC at help@cicert.com or 844-546-3362
Introduction

Crane Institute of America Certification, LLC (CIC) is an independent certifying organization providing OSHA-recognized crane operator, rigger and signalperson certifications.

The purpose of CIC is to:
- Assess the knowledge, skills and abilities of crane operators, riggers and signalpersons
- Offer efficient and cost-effective accredited certifications
- Provide the most “real world” written and practical assessments

CIC Governing Council

The CIC Governing Council is charged with the development and operation of certification programs for crane operators, including the policies and procedures in this handbook.

The Governing Council ensures that CIC certification programs remain relevant, current, and are developed in a manner consistent with generally accepted practices for certification programs and recognized national accreditation standards. The Governing Council is responsible for overseeing the development of CIC certification programs, implementation of policies and procedures for the certification programs, and to overseeing the development and administration of the certification examinations.

The Governing Council does not require, provide, accredit, or endorse any specific study guides, training classes, or review courses, or other examination preparation products of any type. The Council does not have involvement in the creation, accreditation, approval, endorsement, development, or delivery of training classes, examination review courses, preparatory materials, educational programs, or training programs/products that prepare candidates for any of the CIC certification examinations.
Crane Operator Certification

In order to earn a CIC crane operator certification candidates must take and pass both a Written Exam and a Practical Exam.

The Written Exam will consist of a **general knowledge** portion and a **supplemental** exam section for each type of certification the candidate wishes to achieve.

The Practical Exam is a demonstration of the candidate’s skills actually operating the crane. At CIC one Practical Exam can qualify an operator for several types of certification, as long as the corresponding Written Exam supplements are passed.

Crane operator certifications are valid for a period of five years from the date the first Written or Practical Exam is passed.

The chart below shows which Practical Exams cover which certifications.

<table>
<thead>
<tr>
<th>Practical Exam</th>
<th>TB</th>
<th>TB 21-</th>
<th>TB &lt;</th>
<th>LB</th>
<th>ABC</th>
<th>SMT</th>
<th>PRE</th>
<th>TC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CERTIFICATION</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tower Crane</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Precast Concrete Delivery</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
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<tr>
<td>Service Mechanic Truck</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Articulating Boom Crane</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Telescoping Boom, Under 21</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Telescoping Boom, 21-75</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Telescoping Boom, 75+ tons</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Lattice Boom (Carrier &amp;</td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
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<td></td>
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</tbody>
</table>

Rigger/Signalperson Certification

Candidates must document at least one year of experience on the Rigger/Signalperson Experience Verification form, and pass both a Written Exam and a Practical Hand Signal Exam.

Rigger/Signalperson certifications are valid for a period of five years from the date the Written and Practical Exam is passed.

Master Rigger Certification

Candidates must earn a CIC Rigger/Signalperson Certification, document at least five years of experience on the Rigger/Signalperson Experience Verification form, and pass a Written Exam.

Master Rigger certifications are valid for a period of five years from the date the Written Exam is passed.
Available Certifications

Crane Operator

Telescoping Boom Cranes
- Under 21 tons (fixed cab)
- 21 to 75 tons (fixed or rotating cab)
- Over 75 tons (rotating cab)

Lattice Boom Cranes
- Crawler or carrier mounted

Tower Cranes
- Self-erecting, fixed jib, or luffing boom

Multi-Purpose Cranes
- Articulating Boom Cranes
- Service/Mechanic Truck Cranes
- Precast Concrete Delivery Cranes (under 21-ton capacity, fixed or rotating operator station)

(Special designations can be issued for a specific type, make, model or configuration, including digger derrick or friction cranes. Contact CIC for details.)

Rigger/Signalperson

Master Rigger

Some employers, states, or cities may have specific requirements for crane operator and/or rigger qualification, such as a Practical Exam taken on a certain type of crane or a particular endorsement on the card.

CIC’s website may not contain an exhaustive list of cities and states with specific crane operator certification requirements. The linked pages do not belong to CIC and may not be the most current regulation for the state or city listed. Each person or employer is responsible for complying with the requirements in their location.
Eligibility Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Required Documentation</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Be 18 years of age or older</td>
<td>Provide Government-issued photo ID (i.e., driver's license, passport) at exam site; CDL licenses may be mandatory in some areas.</td>
</tr>
<tr>
<td>• Be physically able to operate a crane, per ASME guidelines</td>
<td>Complete and sign the Medical Verification Form</td>
</tr>
<tr>
<td>• Pass the General Knowledge Exam and one Supplemental Exam per desired crane type</td>
<td>Earn a passing score on written exam(s)</td>
</tr>
<tr>
<td>• Pass a Practical Exam appropriate for the crane selected</td>
<td>Earn a passing score on the practical exam</td>
</tr>
<tr>
<td>• Honor the Crane Institute Certification Code of Ethics</td>
<td>Read and sign the Code of Ethics Agreement</td>
</tr>
<tr>
<td>• Adhere to the Crane Institute Certification Substance Abuse Policy</td>
<td>Read the Substance Abuse Policy and sign the Code of Ethics Agreement.</td>
</tr>
</tbody>
</table>

These requirements adhere to current OSHA and ASME standards regarding employment in the lifting industry in the United States and are applicable to the certified population.

Eligibility Appeals

Candidates may question their eligibility determination by writing or emailing CIC with the reasons they believe they are eligible for certification and how they comply with the published requirements. CIC certification staff will review the request within 30 days. If the issue can be resolved at the staff level, the staff will make a determination and will notify the Governing Council of the result. If the issue cannot be resolved by staff, the request can be referred to the Governing Council. The Council will review the request and make a determination within 60 days. The decision made by the Governing Council is final. The applicant will be notified of the decision within 30 days.
Applying for Certification

To apply for certification you must submit a completed application. Applications are available at [http://cicert.com/candidate-registration/](http://cicert.com/candidate-registration/).

Applications are reviewed to determine that applicants comply with all requirements. An application will be considered incomplete if any of the requested information is missing, illegible, or the appropriate fee is not included.

Applications must be complete before they are processed and approved. Incomplete applications will not be returned or refunded. Applicants who fail to demonstrate that they meet all of the eligibility requirements will not be permitted to take the exams.

Candidates must complete the following steps to apply for certification:

1. Review the certification requirements in this handbook and online at [http://cicert.com/certification/](http://cicert.com/certification/)
2. Meet all Eligibility Requirements for certification
4. If your application is approved you will receive a confirmation email that includes:
   a. Exam time and location
   b. Candidate ID number
   c. Instructions for what to bring and not bring to the exam site
   d. Instructions for emailing a digital photograph for the Certification Card
Scheduling Exams

Written and practical exams can be scheduled in any order, with no waiting period required between exams. All exams for a certification program must be completed within 12 months of application approval; otherwise the candidate will need to restart the process. CIC can locate a public testing site for candidates based on their location, or set up a private exam site if necessary if the site can meet specific security and setup requirements included on the Written Exam Site Application.

CIC candidates or their registrar contact a practical examiner from the list of public/traveling practical examiners on CIC’s website or utilize a private examiner employed by their company. The practical examiner and assistant examiner perform the exam and send the paperwork to CIC for scoring. CIC staff score the exam and email results to the candidate/registrar and practical examiner.

CIC recommends that candidates schedule exams at least 3 weeks in advance. If there is availability, rush registrations may be completed within fewer than 10 business days of the exams. Technical registration support is available from CIC by telephone and emails Monday-Friday, excluding holidays. Rush fees are applicable for testing dates fewer than 10 business days from the submission of registration.

All deadlines are based upon receipt of 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 prior to the desired exam date.

CIC Exams

In order to earn a CIC crane operator certification candidates must take and pass both Written Exams and a Practical Exam.

The Written Exams will consist of a general knowledge portion and a supplemental exam section for each type of certification the candidate wishes to achieve. Visit http://cicert.com/how-to-set-up-your-written-exams/ for more information on scheduling written exams.

The Practical Exam is a demonstration of the candidate’s skills actually operating the crane. At CIC one Practical Exam can qualify an operator for several types of certification, as long as the corresponding Written Exam supplements are passed. Each practical exam will consist of several timed challenges on hand-eye coordination, depth perception, maintaining a load under control, and hand signal recognition. Visit http://cicert.com/practical-exam-information/ for more information about the Practical Exam requirement.

For each exam, candidates should review the exam descriptions and exam content outlines available at http://cicert.com/certification-descriptions/ to prepare for the exam.
Exam Content Outlines

Written Exams (General Knowledge and Supplemental)
Written exam questions are categorized by percentage of the exam they make up:

General Knowledge Exam
- Site Evaluation and Crane Setup: 25%
- Technical Information: 25%
- Load Charts: 25%
- CraneOperation: 25%

Supplemental Written Exam
- Site Evaluation and Crane Setup: 5%
- Technical Information: 15%
- Load Charts: 40%
- Crane Operation: 25%

Exam questions are weighted to reflect these proportions. The entire exam is scored as a whole and not by section.

Practical Exam
The practical exam challenges are weighted in the following manner:
- Challenge One: Accuracy & Depth Perception: 30%
- Challenge Two: Hand Signals: 16%
- Challenge Three: Ability to Control Load: 50%
- Challenge Four: Securing the Crane: 4%
On Exam Day

- Plan to arrive at the exam location at least 10 minutes before the scheduled exam time
- Provide your government issued photo ID (i.e., driver’s license, passport) (Important: The candidate’s name on the confirmation email and government photo must match exactly or the person will not be admitted to take the exam)
- Complete your Medical Verification Form, Code of Ethics Policy, Substance Abuse Policy, Confidentiality Policy, and Security Agreement at the start of the testing session
- Complete your scheduled exam(s)

To provide a fair and consistent environment for all candidates, the exams are delivered using standardized procedures following strict security protocols. Candidates are required to follow all testing site rules at all times. Failure to follow these rules may result in termination of testing, invalidation of the candidate’s exam score, and/or disciplinary action.

Written Exam Procedures

Exam Center security procedures are mandatory to preserve and protect personal civil rights, business property rights, and the public trust. The following requirements apply to the general knowledge and supplemental written exams.

Candidates should expect to store bags and personal items not permitted in the exam area. Items not permitted in the exam area include cameras, electronic devices, scanning or transmitting equipment, cell phones, watches, books, and paper.

Candidates are required to bring a valid, government-issued photo ID.

The following will be provided at the testing center:

- Scratch paper or worksheets, and pencils
- Computer and workstation
- Paper and pencil exams, where applicable
- Crane Institute Certification calculators
- Paper load charts for supplemental exams
- Basic calculator

All items must remain in the testing area. Candidates are not permitted to remove any items.

Candidates may not use or bring their own calculators to the exam area. CIC 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 CIC are permissible.
Practical Exam Procedures

- Plan to arrive at the exam location at least 10 minutes before the scheduled exam time given by the practical examiner
- Provide your government issued photo ID (i.e., driver’s license, passport) (Important: The candidate’s name on the confirmation email and government photo must match exactly or the person will not be admitted to take the exam)
- Remain in the exam waiting room until you are called to take your exam

Exam Security

- All candidates are expected to answer the exam questions independently. Information sharing, teamwork, or any other collaborative relationship with another candidate during the exam is prohibited. Any violation of this policy is misconduct/cheating. Any candidate engaged in this behavior may be subject to score cancellation and not be allowed to sit for future administrations of the exam.
- No exam questions are to be discussed during or after the exam administration. Any infraction of these terms is a violation of your ethical responsibilities and subject to the disciplinary policy. It is also a violation of copyright law and exam security.
- Any attempt to reproduce all or part of any CIC exam is prohibited. This includes, but is not limited to: removing materials from the testing room; aiding others by any means in reconstructing any portion of the exam; posting content on any discussion forum or web site; and selling, distributing, receiving, or having unauthorized possession of any portion of the exam. Alleged copyright violations will be investigated and, if warranted, prosecuted to the fullest extent of the law. It should be noted that examination scores might become invalid in the event of this type of suspected breach. Permanent revocation of certification may occur if allegations are substantiated.
- Irregularities observed during testing, including but not limited to creating a disturbance, giving or receiving unauthorized information or aid to or from other persons, or attempting to remove test materials or notes from the testing area, may be sufficient cause to terminate candidate participation in the examination administration or to invalidate scores. Irregularities may also be evidenced by subsequent statistical analysis of testing materials. When testing irregularities occur they are investigated.
Rescheduling

Exam fees that must be paid to a public test site or proctor reserved by CIC 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.

Potential reasons for rescheduling include, but are not limited to

1. Site Responsibility
   a. Crane unavailable or unusable
   b. Course materials incomplete or inadequate
   c. Failed to schedule Candidate, Examiner or Proctor for the proper time
   d. Proctor fails to show up

2. Weather Conditions (no one's fault)
   a. Excessive wind
   b. Thunder or lightning
   c. Fog, precipitation or other weather conditions that obscure vision

3. Examiner Responsibility
   a. Arrives late and misses exam
   b. Missing Examiner materials or tools

4. Candidate Responsibility
   a. Missing ID
   b. Does not wish to proceed on day of exam for any reason (illness, discomfort with crane operation etc.)
   c. Cancels exam less than a week before exam

Fee Ramifications

1. If Site Responsible
   a. Site pays Examiner fee
   b. Reschedule Candidate at no charge

2. Weather Factors (no one’s fault)
   a. Candidate and Exam Site Coordinator reschedule the exam at the earliest convenience at no additional fee
   b. If the Exam Site cannot accommodate Candidate, the Coordinator must contact CIC and Candidate may reschedule new exam with no additional fee.

3. If Examiner Responsible
   a. Examiner must reschedule Candidate at no charge.

4. If Candidate Responsible
   a. Forfeits original exam registration fee.
   b. Candidate must pay Examiner fee.
   c. Candidate must pay exam rescheduling fee.

If exams are rescheduled before the day of the Exam for Site or Candidate’s reasons, the first reschedule is free but subsequent rescheduling will require a $25 repeat rescheduling fee per candidate.
After the Exams

Exam Results

- Electronic written exam scores are automatically emailed to the candidate’s registrar (or the candidate personally if they have registered themselves for testing). If the exam results do not arrive after completion of the exam, please contact CIC to receive them. Paper written exam scores are emailed to the email on record within 20 business days of receipt of the exams.

- Practical exam scores are emailed to the email on record within 20 business days of receipt of the exams.

Understanding your Exam Scores

A minimum score of 70/100 is necessary to pass. Points are deducted for committing infractions or exceeding the stated time to complete a challenge.

Exam Retake Policy

Written Exams (General Knowledge and Supplemental)

A candidate failing the general knowledge or supplemental examination is eligible to re-test by submitting an application and pay the required fee. A candidate failing the examination after two attempts must wait a minimum of 30 days before retesting.

Practical Exam

If a candidate fails the practical exam in the second attempt, he/she must wait at least 30 days before making a second attempt. Candidates whose certification expires prior to the next attempt must take and pass the General Knowledge and applicable Supplemental Exam(s) for new certification.

Exam Complaints and Appeals

Candidates with feedback about the examination processes or their experience at the testing site, should contact the staff within 10 days of the exam date. Feedback should be directed to the Certification Manager. The Certification Manager will track complaints including the status and outcome.

Reconsideration requests regarding examination content are not accepted. However, feedback from candidates regarding the content of the exam or specific exam questions may be submitted to the Certification Manager following exam administration and this feedback will be reviewed and considered by the relevant committee as part of the ongoing item review and test development process.

Candidates who fail the exam and believe irregular testing conditions, significant technical problems, or violation of Council policy were a contributing factor may file a request for reconsideration to the Council. All reconsideration requests must be made in writing and postmarked or emailed no later than 30 days after the exam score report was issued. All requests must describe the suspected error or problem.

The request for reconsideration must be submitted in writing to the Certification Manager. The request should describe the contributing testing conditions, technical problems, and/or policy violation(s).

The Certification Manager will review the request within 15 business days. If the issue can be resolved at the staff level, the Certification Manager will make a determination and will notify the Council of the result.
If the issue cannot be resolved by the Certification Manager, he/she may refer the request to the Governing Council Chair. The request will also be referred to the Council Chair if the applicant does not accept a determination by the Certification Manager.

A Reconsideration Committee will review the request and make a determination within 45 days. The decision made by the Committee will be final. The applicant will be notified of the decision within 14 days of the Committee’s decision.

The Reconsideration Committee may be an ad-hoc, sub-committee of the Council. The Committee may review requests and make determinations via teleconference meetings, via email, or other means as the committee deems appropriate as long as all Committee members have the opportunity to participate in the review and decision. The results of the reconsideration decision will be final.
Recertification

CIC accredited certifications are **valid for five years**. Crane operators who are certified by CIC or any other nationally accredited certification organization can recertify with CIC.

In order to recertify, crane operators must **verify at least 1,000 hours of safe crane operation** (operation, shift inspection, set-up, assembly/disassembly, travel, training) within the last five years, and **take and pass Written Exams** that include a general knowledge exam and a supplemental exam for each type of recertification the candidate wishes to achieve.

If the operator **cannot verify a minimum of 1,000 hours of safe operation**, they must take and pass a **Practical Exam** in order to achieve recertification.

Any **unsafe operation must be reported** with the operator’s recertification application through the completion and submission of the Incident/Accident Report Form. Unsafe operation includes intoxication, substance abuse, or other behavior resulting in disciplinary action as well as any incident or accident resulting in property damage, injury, or death. If any unsafe operation is reported, the certified operator’s application for recertification will go before the CIC Quality Assurance Board for approval or disapproval.

Some states may have additional requirements for recertification.

There is a 90-day grace period after a certification expires to recertify. If a certification expired more than 90 days ago, in addition to taking and passing the Written Exam you must take and pass a Practical Exam even if you can verify 1,000 operating hours.

**Applying for Recertification**

Applicants for recertification must submit a completed application for review. Applications are reviewed to determine that applicants comply with all requirements. An application will be considered incomplete if any of the requested information is missing, illegible, or the appropriate fee is not included.

Applications must be complete before they are processed and approved. Incomplete applications will not be returned or refunded. Applicants who fail to demonstrate that they meet all of the eligibility requirements will not be permitted to take the exam.

**Recertification Appeals**

Certificants may question their recertification determination by writing or emailing CIC with the reasons the candidate believes they are eligible for recertification and how they comply with the published requirements. CIC certification staff will review the request within 30 days. If the issue can be resolved at the staff level, the staff will make a determination and will notify the Governing Council of the result. If the issue cannot be resolved by staff, the request can be referred to the Governing Council. The Council will review the request and make a determination within 60 days. The decision made by the Governing Council is final. The applicant will be notified of the decision within 30 days.
Exam Outlines & Load Charts

CIC does not endorse any training process or company, nor do we provide a course of study that leads to certification. We do recommend a quality training program that will help candidates acquire the knowledge and skills necessary for crane operators to earn CIC certification. The information on these pages may be helpful as candidates prepare for CIC exams.

- cicert.com/mobile-crane-exam-prep/
- cicert.com/tower-crane-exam-prep/
- cicert.com/rigger-exam-prep/

The manufacturers’ load charts used in each crane operator exam are also available on our website so Candidates may become familiar with them before their Exams, if they wish.

Policies & Procedures

Nondiscrimination

CIC does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. CIC is committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, subcontractors, vendors, and clients.

All applicants / candidates for certification will be judged solely on the criteria established by the CIC Governing Council.

CIC is an equal opportunity employer. CIC does not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran’s status, sexual orientation, gender identity or gender expression.

Accommodations for Candidates with Disabilities

CIC provides 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 CIC in advance of the exam for which the individual is seeking accommodation. Candidates are required to complete a Request for Accommodation form, available at http://cicert.com/forms/, and submit the required information for approval.

In the event that an individual is requesting a reasonable accommodation that is recognized under the ADA, and the request has been submitted in a timely and accurate manner, CIC 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. CIC 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.

Confidentiality

Information about an applicant/candidate/certificant will only be released to that individual unless release of the information is authorized in writing by the individual or is required by law. When information is required by law to be disclosed, the individual will be notified in advance of the required information release, unless such notification is prohibited by law.

Personal information submitted by an applicant/candidate/certificant with an initial application or recertification application is considered confidential. Personal information retained within the database will be kept confidential. Application information will not be shared with any party other than CIC examination development or administration vendors.

Examination scores are released only to the examination candidate unless a signed release is provided in writing by the individual, or release is required by law.
Disciplinary Policy

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 Governing Council of the CIC suspends or revokes certification if it 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.
- Sexual harassment

CIC 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. Investigations and decisions are made by the formation of a Disciplinary Committee by the Governing Council, consisting of selected Governing Council and Advisory Committee members. Membership is kept anonymous to the public to ensure their security.

CIC staff will acknowledge receipt of complaints, provide updates throughout the review process, and track complaints and disciplinary actions, including status and outcome.

The first level of investigation, when a complaint is made, is for a Crane Institute Certification staff to collect relevant data on the complaint. If the documentation and conditions of complaint are verifiable, the staff reports the complaint and supporting information to the Disciplinary Committee. The Disciplinary Committee:

- Evaluates the need to investigate further
- Notifies the operator and involved person(s) of alleged violation
- Reviews evidence and applicable Code or Policy
- Determines if disciplinary action is warranted.

Disciplinary action may include one or more of the following: reprimand, training or re-examination requirements, suspension, revocation of certification, or potentially civil sanctions.

In the event that disciplinary action is taken or decided upon by the Disciplinary Committee, an operator may appeal the decision to the Governing Council within 30 days of written notification of the decision.
Code of Ethics

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; refraining from sexual harassment

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
Use of Certification Marks

After meeting all eligibility requirements and passing the examinations, individuals may use the appropriate credential. CIC will provide certified individuals with their CIC certification card (produced as a laminated card with their photograph, issue and expiration dates, certifications earned, and candidate ID). Companies which provide training for CIC certification exams may request permission to use the CIC logo on their website for advertisement purposes, following logo guidelines provided by CIC. The certification mark(s) may be used only as long as certification is valid.

The following certification abbreviations are utilized to refer to each certification:

- Telescoping Boom Under 21 Tons: TB<21
- Telescoping Boom 21-75 Tons: TB21-75
- Telescoping Boom Over 75 Tons: TB>75
- Lattice Boom Carrier: LBCR
- Lattice Boom Crawler: LBCW
- Articulating Boom Cranes: ABC
- Precast Concrete Deliver Cranes Under 21 Tons: PCDC<21
- Service/Mechanic Trucks: SMT
- Tower Crane Operator: TCO
- Rigger/Signalperson: RSP
- Master Rigger: MR
Additional Policies
The following policy documents are available at cicert.com/policies-procedures

- Appeals Policy
- Exam Security Agreement
- Medical Verification Policy
- Substance Abuse Policy
- Training Policy

Forms & Applications
The following are some of the documents available at cicert.com/forms

Certification Forms
- Candidate Registration Form
- Rigger/Signalperson Experience Verification Form
- Request for ADA Accommodations

Recertification Forms
- Hours Verification Form
- Incident/Accident Report Form
- Medical Verification Form
- Medical Verification Form Part B
- Documentation of Non-CIC Certifications

Applications
- Practical Examiner
- Practical Exam Site
- Written Exam Site
- Written Exam Proctor
If You Have Questions

All the current policies and procedures, instructions, handbooks and forms are available at CICert.com. Materials change frequently so refer to the online material rather than material that has been printed. If you have any questions regarding current CIC exam policies or procedures, contact CIC Customer Service at 844-546-3362 or help@cicert.com.