



Policies and Procedures

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**** To access CIC public certification-related forms and documents, please visit:
www.cicert.com/forms. Most forms and documents are also available on the CIC Test Portal.**

For Assistance, contact CIC 407.878.5590 or help@cicert.com.



Overview

Organizational Mission & Purpose

Crane Institute of America Certification, LLC (hereinafter referred to as CIC) is an independent organization established in 2007 to provide OSHA compliant certification services for men and women in the lifting industry per OSHA Standard 1926.1427. The three- fold purpose of CIC is to:

- Assess the knowledge, skills, and abilities of crane operators through the combination of valid, fair, and unbiased knowledge-based virtual exams and hands-on practical examinations.
- Offer efficient and cost-effective certifications.
- Provide the most “real world” knowledge-based and skills-based exam assessments in the industry.

Our mission is to provide lifting industry personnel with a common sense, effective, and affordable pathway to achieve and maintain compliance with OSHA level requirements and ASME (American Society of Mechanical Engineers) standards through nationally accredited certification programs.

CIC Governance

The Governing Council is charged with the development and oversight of unbiased, fair, and relevant certification programs for crane operators in a manner consistent with nationally recognized accreditation standards for personnel programs and generally accepted psychometric practices. The Governing Council was established in the original organizational bylaws in the CIC Governing Charter and was granted authority by CIC founders and shareholders to function as an independent and autonomous body, always acting in the best interest of CIC, the lifting industry and public safety.

The Governing Council’s overall duties include:

- Developing, maintaining, approving, and overseeing the implementation of certification program policies.
- Overseeing the development, implementation, and administration of all CIC certification examinations.
- Oversight of the implementation of management practices related to certification program activities.

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 is not involved in the creation, accreditation, approval, endorsement, or development of training classes, examination review courses, preparatory materials, educational programs, or training programs/products that prepare candidates for any CIC certification examinations.

Certifications Offered & Certification Examinations

Certifications Offered

Once CIC again achieves its status as an accredited certification organization, we will provide certification and recertification examinations to assess and certify candidates’ knowledge and hands-on, practical ability to operate the following types and/or types and capacities of mobile cranes:

- **Telescoping Boom Crane, Under 21 Tons**
- **Telescoping Boom Crane, 21 - 75 Tons**
- **Telescoping Boom Crane, Over 75 Tons**
- **Lattice Boom Carrier/Crawler**
- **Articulating Boom Crane**

Certification Examinations

Certification candidates must meet all eligibility requirements and successfully pass each of the following exams:

1. Knowledge-Based Virtual Exams (General Knowledge and Supplemental Exams)

All eligible CIC crane certification and recertification candidates must take the online **General Knowledge Examination** to assess the operator’s overall knowledge and understanding of crane operation across the spectrum of crane types and/or types and capacities.

In addition, each candidate must also take an online **Supplemental Exam** for each specific crane certification he or she wishes to pursue. These exams assess what a candidate needs to know to operate, inspect, and set up cranes of a specific crane type and/or type and capacity.

CIC Knowledge-based exams are all taken online with a live, virtual proctor.

2. Practical Exam (hands-on crane operator skills test)

Candidates must also take a CIC Practical Exam as a part of their certification process. This exam assesses the operator’s hands-on skills and abilities, requiring the operator to perform skills-based tasks similar to those encountered on a job site. Courses are set up based on boom length, specified for the crane’s type and/or type and capacity.

CIC Crane Operator Practical Exams are structured so that candidates may achieve more than one certification with one Practical Exam (see chart below) if they take and pass the corresponding online Supplemental Exams. For example, if a candidate seeks to achieve certification for an Articulating Boom Crane, a Telescoping Boom Crane Under 21 tons and a Telescoping Boom Crane 21-75 tons, they would only be required to take the Telescoping Boom Crane 21-75 tons Practical exam (along with the General Knowledge Exam, and Supplemental exams for each of the three specific kinds of cranes). This model offers a highly effective, efficient, and common-sense process for evaluating crane operator skills and abilities while at the same time, maximizing the candidate’s investment in achieving and maintaining certification compliance.

Practical Exams Certification Credits						
<i>Some Exams Count Toward More Than One Certification</i>						
Practical Exams		ABC	TB <21 T	TB 21-75 T	TB > 75T	LBCW/LBCR
Boom Lengths		36' +/- 5'	36' +/- 5'	75 +/- 5'	120' +/- 10'	120' +/- 10'
certifications	ABC	ABC		ABC	ABC	ABC
	TB< 21T		TB<21T	TB < 21 T	TB < 21T	TB < 21T
	TB 21-75T			TB 21-75 T	TB 21-75 T	TB 21-75 T
	TB>75T				TB > 75 T	TB > 75 T
	LBCW/LBCR				LBCW/LBCR	LBCW/LBCR

Duration of CIC Certifications and Recertifications

The duration of all CIC crane operator certifications and recertifications will be five (5) years. Dates of certification and expiration will be listed on each CIC certification credential achieved.



2023 Policies and Procedures

The 2023 CIC Policies and Procedures Handbook provides the structure and guidance to effectively carry out CIC’s mission: to provide lifting industry personnel with a common sense, effective, and affordable pathway to achieving and maintaining compliance with OSHA level certification requirements and industry standards as established by ASME (American Society of Mechanical Engineers).

CIC Policies and Procedures are also developed in alignment with ANSI standards, ensuring that CIC maintains the highest standards for accredited crane operator certification programs.

The following table provides an overview of CIC’s various policies and procedures documents with descriptions and required approvals. This document focuses on candidate certification policies and procedures.

CIC Policies and Procedures Documents		
Descriptions & Approvals		
Document	Description	Approval By
Governing Charter	Outlines the purpose, structure, authority, responsibilities, limitations qualifications and impartiality of the CIC Governing Council and Advisory Committee.	CIC Governing Council
Certification Policies & Procedures	Policies and procedures governing the CIC certification program.	CIC Governing Council
Quality Manual	Outlines policies of the CIC quality management system.	CIC Governing Council
Candidate Handbook	Published requirements and policies for candidates applying for and taking CIC exams for initial certification and recertification.	CIC Governing Council
Employee Handbook	Outlines policies and procedures for CIC employees including confidentiality agreement and HR documents.	Certification Manager
Practical Examiner Handbook	Defines procedures for CIC Authorized Practical Examiners administering CIC Practical Exams. Available to Practical Examiners only.	CIC Governing Council/Staff
Assistant Examiner Handbook	Procedures for individual assisting Practical Examiner in exam administration. Available for Assistant Practical Examiners and Practical Examiners only.	CIC Governing Council/Staff

For questions about CIC’s public certification-related forms, applications, or handbooks, please visit: www.cicert.com/forms.

Please note that many forms and documents previously included on the CIC website will now be housed on the CIC Test Portal. For assistance, contact CIC at 407.878.5590 or help@cicert.com.

Non-Discrimination and Legal Compliance

Policy # 1

Approved by: Governing Council

Date approved: May 2023

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CIC does not and shall not discriminate on the basis of race, color, religion, creed, gender, age, national origin, disability, marital status, sexual orientation, or military or veteran status in any of its activities or operations.

All applicants/candidates for certification will be judged solely on the criteria established by the CIC Governing Council based on OSHA Regulations in Standard 1926.1427 Subpart CC (Cranes and Derricks in Construction), and ASME (American Society for Mechanical Engineers) Standard B30.5-2021 for Regulation for Mobile and Locomotive Cranes.

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

Accommodations for Candidates with Disabilities

Policy # 2

Approved by: Governing Council

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CIC provides reasonable and fair access to its testing process for individuals requesting testing accommodation for disabilities as recognized by the Americans with Disabilities Act (ADA). In general, accommodation will be made in the event that a disability is relieved by auxiliary aid or a procedural change in the administration of an exam.

It is the responsibility of the candidate seeking accommodation to notify CIC in advance of the exam for which they are seeking accommodation. Candidates are required to complete a [Request for ADA Testing Accommodation form](#) and submit the required information for approval at least four (4) weeks in advance of desired test date.

The candidate must include the following:

- List the exam type(s) for which he or she is requesting accommodation.
- Identify their disability and when it was first diagnosed.
- List any previous accommodations provided for the disability.
- Describe the specific accommodation requested.

- Provide documentation from a licensed healthcare provider about the history of his or her disability and any past accommodations.

Upon submission of the form, CIC staff will follow these procedures:

- A CIC customer service representative will review the candidate's request for accommodation to ensure that the requirements listed above have been met.
- The CIC Certification Manager will review the accommodation request form for accuracy and approve or disapprove the request.
- CIC staff will work collaboratively with their testing vendor and live virtual proctoring vendor to make any arrangements needed for candidates approved for special testing accommodations.
- If reasonable accommodations can be made for the candidate, CIC will grant the accommodation at no cost to them.
- The applicant will be notified of the decision in writing by CIC within two weeks for receipt of their request.

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 ASME B30.5-2021.

Pre-Registration & Eligibility Application

Policy # 3

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Pre-registration

Contact Information. Exam Selection & Payment. Certification candidates pre-register by completing their eligibility application materials and by selecting and purchasing their desired exams online through the CIC Test Portal. Candidates must pre-register for and purchase enough exams to achieve one full certification, which includes two Knowledge-based Virtual Exams (the General Knowledge Exam and one Supplemental Exam specific to the crane certification sought), and one hands-on Practical Exam.

Pre-registering for Multiple Certifications. Certification Candidates are not limited to pre-registering and purchasing only one full certification. They may choose to seek multiple certifications at one time, and many do so. In that case, the Candidate would select and purchase one General Knowledge exam, a Supplemental Exam for each certification sought, and at least one Practical Exam (see table on page 5 for more information about which Practical Exams are needed).

Please note: When pre-registering for the Practical Exam, candidates pay the CIC exam fee. This fee does not cover the cost of hiring a Practical Examiner. Authorized CIC Practical Exam Sites may also charge a site fee at their discretion. Candidates will pay these fees directly to the Practical Examiner and Exam Site.

Eligibility Application Documents

To determine candidates' eligibility to pursue OSHA level certification, several specific requirements must be met. The following table provides a list of these requirements and the associated documentation required to validate them.

Certification Requirements	Required Documentation
Be 18 years of age or older.	Valid Government-issued photo ID (i.e., driver's license, passport); CDL licenses may be mandatory in some areas.
Be physically able to operate a crane, per ASME standard B30.5-3, 1.2(a)	Completed Medical Verification Form signed by the Candidate, and if applicable, Medical Verification Form B.
Agree to abide by the CIC Code of Ethics & Substance Abuse Policies and Agreement.	Signed Code of Ethics & Substance Abuse Policy Agreement.
Provide a digital color photo for certification credential.	Follow CIC Photo Requirements for photo submission. (Photos not in compliance with requirements must be resubmitted. Fees apply).
Agree to the Candidate Information Confidentiality process.	Signed Confidentiality of CIC Candidate Information Policy & Agreement.
Agree to abide by the Exam Security Agreement	Signed Exam Security Agreement.

Candidate eligibility is determined by CIC staff who review all eligibility application materials. Candidates must complete and submit all eligibility application materials in order to be reviewed for eligibility. If each of the eligibility requirements listed in the chart above has been fulfilled without issue and exams have been purchased, the candidate will receive an email confirming eligibility which will include the following information:

- Confirmation of the candidate's eligibility.
- Instructions for scheduling and taking exams.

Candidates who fail to provide all eligibility documentation or do not demonstrate that they meet all eligibility requirements will not be permitted to proceed with the certification process until such eligibility issues are resolved. They may contact CIC Customer Support for further assistance at (407) 878-5590 or at help@cicert.com.

Candidates who are deemed ineligible to pursue CIC certification may appeal their eligibility determination. See [Appeals Policy #22](#) in this document.

Scheduling Exams

Policy # 4

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All candidates whose eligibility applications have been approved may proceed with scheduling their Virtual and Practical certification Exams. See Certification [See Certification Fees in Policy #32](#).

Those seeking a new certification must register for at least one complete certification cycle. This includes registering for a minimum of two knowledge-based, virtual exams (the General Knowledge Exam and a Supplemental exam) and one skills-based Practical Exam. Candidates pursuing multiple certifications will schedule a Supplemental Exam for each certification sought and may need to schedule more than one Practical Examination (see Table entitled, "[Which Practical Exams Cover Which Certifications](#)") on the Certification Examinations page.

Those seeking recertification only need to schedule the Supplementary Exam associated with their recertification unless they do not have the required 1,000 hours of crane related time over the past five years. Recertification candidates who do not have the hours must also register for associated Practical Exam(s). [See Recertification Policy # 12](#) for more information.

Scheduling Knowledge-based Virtual Exams

Once Candidates are notified via email of their eligibility approval, they may schedule their knowledge-based Virtual Exams by clicking the [CIC Test Portal](#) link at www.cicert.com. Note: All scheduling and Virtual Exams testing are completed online.

CIC Virtual Exams may be taken 24/7, 365 days of the year at the time and date of the candidate's choosing, and/or during the time period specified by an employer. Candidates are encouraged to schedule their exams well in advance to increase the likelihood that their preference for time and date will be available, and to avoid any rush virtual proctoring fees. A rush virtual proctoring fee of \$12 applies to any exam scheduled to be taken within 24 hours. Scheduling exams within 72 hours of their desired testing date/time will incur an \$8 rush fee. These fees are associated with the virtual proctoring vendor's cost of scheduling additional staffing on short notice.

Scheduling Practical Exams

Practical Exams may also be scheduled after CIC notifies them of their eligibility application approval. To schedule their Practical Exam(s), candidates contact, hire, and pay Practical Examiners directly from a list of CIC Authorized Practical Examiners. This list of Examiners, ordered by city and state, will be available on the CIC website and on the CIC Test Portal. All Practical Examinations must be administered by a CIC Authorized Practical Examiner at a CIC Authorized Practical Exam Site. Examiners and Exam Sites are not part of CIC but are authorized to provide CIC Practical Exams. Fees may vary by Practical Examiner and Exam Site.

If candidates need to register for and schedule a RUSH Practical Exam within fewer than ten (10) business days and have difficulty identifying an available Authorized CIC Practical Examiner or Exam site, candidates may call CIC at (407) 878-5590 for assistance. CIC will attempt to locate available Authorized Exam Sites and related personnel on the desired date and time (if available). Rush fees of \$125 will apply. [See Certification Fees Policy #31](#).

Each candidate is responsible for submitting an accurate and complete Practical Exam pre-registration online through the CIC Test Portal prior to the desired exam date.

If candidates do not pass their first Practical Exam, there is no waiting period required for scheduling a second attempt. However, a minimum waiting period of 30 days is required between a second unsuccessful attempt and any subsequent attempt. CIC encourages operators to complete all needed Virtual Exams and Practical Exams within 30-60 days, if possible, as certification dates reflect the date of the candidate's first exam passed.

Timeframe. All exams for a certification program must be completed within 12 months of their eligibility approval; otherwise, the candidate will need to restart the process at their own expense. All exam date deadlines are based upon the date of receipt of the candidate's eligibility approval. Candidates are responsible for ensuring their application is accurate, complete, and submitted online prior to the desired exam dates.

Rescheduling, Cancellations, No Shows, Refunds and Emergencies

Policy #: 5

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Virtual Exam Rescheduling or Cancellation. Virtual Exams may be cancelled or rescheduled online without penalty if done at least 24 hours in advance of the originally scheduled date/time. Those who cancel or reschedule less than 24 hours in advance will forfeit any fees paid and will incur applicable fees from third-party exam vendors Gauge/Testcom. No-shows will also forfeit all exam fees and incur any related fees from vendors.

Practical Exam Rescheduling or Cancellation. If a candidate must reschedule or cancel a Practical Exam, the candidate is responsible for paying any applicable rescheduling fees. No fee is charged if a Practical Exam is cancelled or rescheduled by the Exam Site. If a Practical Examiner cancels a Practical Exam, it is the responsibility of the Practical Examiner to find a mutually agreeable time to reschedule the exam at no cost to the Candidate. In the case of thunderstorms or other acts of God, no fee is charged, and the Practical Examiner, Exam Site Coordinator, and Candidate coordinate and schedule a new date.

Rescheduling or Cancellation Exams with Special Testing Accommodation. *A candidate who has received an approved Special Testing Accommodation and needs to cancel or reschedule must do so at least 48 hours prior to their scheduled time. If a scheduling change is requested within less than 48 hours of scheduled tests, the candidate will be responsible for all costs associated with rescheduling.*

No Shows. Candidates who fail to show up for an exam will forfeit all CIC exam fees and incur any related fees from vendors. Candidates arriving more than 15 minutes after their scheduled virtually proctored exams will be considered a no-show. However, Practical Examiners and Exam Sites may make exceptions at their discretion as long as their next scheduled exam is not impacted by the delay.

Emergencies and Other Extenuating Circumstances

In the event an emergency or other extenuating circumstance prevents the candidate from taking their scheduled exam within the parameters of CIC rescheduling or cancelling policies, the candidate must contact CIC within 30 days of missing their exam to request an exception. The candidate will be asked to provide a description of circumstances with supporting documentation (e.g., medical documentation, accident report, etc.). Requests will be considered on a case-by-case basis by CIC.

- Mitigating circumstances include, but may not be limited to medical emergencies, death in immediate family, act of God/natural disaster, or military deployment.
- Circumstances not typically considered to be extenuating include, but are not limited to work demands, not being prepared for the exam, scheduling conflicts, minor medical events, or other personal obligations, etc.

If the request for an exception is approved, the candidate may reschedule their exam to the date and time of their choosing (based on availability) at no additional charge.

If the candidate's request is not approved, the candidate will forfeit their exam fees and must pay the full examination fee to schedule a future examination.

Procedures for Reporting Exam Results

Policy #: 6

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Reporting Knowledge-based Virtual Exams Results

Candidates will receive pass/fail exam results within minutes after completing each exam online. A follow up email will be sent to the candidate or their designee through the automated system with exam scores broken down by test domain. The CIC Governing Council reserves the right to invalidate test scores and take additional steps at their discretion for any candidate whose actions or behavior are investigated and deemed to be consistent with cheating, copying test materials or otherwise violating CIC certification policies.

Reporting Practical Exam Results

The Practical Examiner (Examiner) administers the Practical Exam with assistance from the Assistant Practical Examiner (Assistant). Both observe the candidate's performance on a skills course designed to simulate crane skills required on a typical jobsite, recording their respective observations on separate Exam Observation Sheets. On the same day the exam is administered, the Examiner and Assistant digitally submit their completed Exam Observation Sheets along with all related exam documentation through the CIC Test Portal for official scoring by the testing vendor. Within 24-48 hours of receiving the exam data, Pass/Fail Practical Exam results will be sent to the email address provided by the candidate in their registration.

Reporting Final Certification Results

Once all Knowledge-based and Practical Exam certification exams results are in, an email will be sent out within 24-48 hours congratulating the passing candidate for achieving CIC certification. The certificant's digital credential ("digital badge") is also included as an attachment or link with the congratulatory email. The digital badge will list the certificant's legal name, CIC identification number, certification(s) achieved, and dates of certification and expiration.

Those who did not pass all necessary exams will also receive an email indicating that they did not succeed in earning their certification and encouraging them to schedule a retake of the exam(s).

Finally, for any who were found to have cheated, and/or stolen exam materials, a written notification will be sent out informing them that their test was invalidated due to clear evidence violating exam security. All incidences of exam security violations will be reported to the Governing Council for review and disposition.

Candidates may request a Scoring Review of their results as described in Policy #22.

Exam Administration

Policy #: 7

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Exam Security

All CIC exams will be administered in a secure and standardized manner to protect and preserve the integrity of the examination process, to provide fair and impartial examinations for certification candidates, and to earn the trust and respect of the industry. We also hold our exam administration vendors accountable to their own high standards for preventing and identifying violations of exam security and work together closely to ensure exam integrity is upheld. The following exam administration policies and procedures apply to our knowledge-based Virtual Exams and hands-on Practical Examinations.

From the initial Pre-Registration and Eligibility Application phase through completion of certification exams, CIC, our testing vendor, and our virtual proctoring vendor require candidates to pass security measures as a part of the exam administration process. Candidates are required to:

- Establish login/password credentials that must always be used to access the CIC Test Portal.
- Review and sign an Exam Security Agreement and the CIC Code of Ethics & Substance Abuse Policies Agreement during the pre-registration and eligibility application process.
- Verify their identity with a valid/current government-issued photo ID (driver license, passport, military ID) before all exams (Knowledge-based Virtual Exams and Practical Exams).
- Provide their assent to have their exam session video recorded by the CIC virtual proctoring vendor and reviewed as needed by the vendor, CIC test administrators and the CIC Governing Council. Video-recording exam sessions provide a clear chain of evidence in the case of suspected exam security infractions. This practice safeguards the Candidate in the case of misinterpreted behavior, as well as the integrity of CIC certification programs.

Third-Party Vendor Roles in CIC Exam Administration

CIC has contracted with two third-party organizations to streamline, support, and enhance CIC's exam administration processes. These organizations integrate their respective digital services enabling CIC to provide efficient and secure certification services to our candidates.

Automating more of CIC certification operations with these vendors will simplify the certification process for candidates by making online exams available around the clock every day of the year, improving customer service through more timely grading, results notification, and credentialing for both Virtual and Practical Exams, and by improving CIC operational efficiencies as a whole. CIC and both organizations adhere to policies and procedures promoting confidential, secure, fair, and impartial testing, certification, and credentialing in compliance with established ANSI standards.

The CIC third-party test vendors are responsible for the following:

- **Setting up and maintaining the CIC Test Portal**, the “gateway” to the CIC certification process. All certification candidates start on the Test Portal by setting up their login and password credentials. All online exam activities take place through the portal, and many administrative tasks associated with the Practical Exam are also accomplished here.
- **Hosting and Automating the Candidate Registration, CIC Exam Fee Payments and the Eligibility Application Process.** (Note: Candidates pay Practical Examiners for exam administration and any Exam Site fees directly.)
- **Providing Platform for all Online Exams.** (Note: Candidates hire, schedule, and pay Practical Examiners independently, unless their place of employment serves as a CIC Authorized Exam Site, in which case, the employer handles many of the administrative tasks.)
- **Providing Online Testing and Live Virtual Proctoring.** (Online Exams only)
- **Scoring Online and Practical Exams.**

- **Notifying Candidates of Exam and Certification Results.** (Online Exams and Practical Exams)
- **Creating and Sending Certification Credentials by Email.** (Online Exams and Practical Exams)
- **Storing Online and Practical Exams and related documentation securely.**

Knowledge-based Virtually Proctored (Online) Exams. Candidates will pre-register, pay for and take their Online Exams on the CIC Test Portal. Exams are automatically graded on the Test Portal, and candidates will receive immediate notification of exam results at the completion of their exams. An official email notification will also be sent to the candidate or their designee with more detailed exam results by test domain. Note: to protect exam security, candidates are not given test-question-specific performance.

Live Virtual Proctoring. During all CIC Online Exams, vetted and trained live virtual proctors will observe candidates online testing sessions through a virtual link between the candidate and proctor’s computers. These virtual proctors will flag any potential exam policy violations on the session video and create incident reports for CIC exam administrators. Exam violations will be reviewed by CIC exam administrators and forwarded to the Governing Council for review and disposition.

The live virtual proctoring model is an efficient and cost-effective way to proctor certification exams and provides candidates with the flexibility to schedule and take exams at their convenience and to meet employer timeframes for certification. Live virtual proctoring was chosen by CIC as it most closely simulates the traditional proctoring model of employing an on-site proctor at a testing center or other exam site location with additional safeguards in place for exam security, and greater candidate scheduling convenience.

Hands-on Practical Exams. Candidates pre-register and pay a CIC Practical Exam fee on the Test Portal. They are responsible for hiring and paying a Practical Examiner and scheduling their exam (unless their employer is a CIC Exam Site, in which case the employer retains a Practical Examiner and handles scheduling). Exam site fees may also apply and are paid by the candidate. Practical Exams are administered on a hands-on, CIC-designed crane skills course. Once complete, an Authorized CIC Practical Examiner and Assistant Examiner electronically submit both sets of Candidate Observations Sheets together through the CIC Test Portal on the same day as the Practical Exam is administered. Practical Exam results notification will be sent out to the candidate via email by the CIC test administration vendor within 24-48 hours of receipt of Observation Sheets and other related exam documentation.

Certification Notification. Once the CIC Test Portal detects that a candidate has completed all required certification exams, a certification notification email is sent to the candidate within 24-48 hours. Those candidates achieving certification will receive a congratulatory email notification which will include their digital certification credentials. Candidates who did not pass all required exams will also receive notification with next steps for retesting and are encouraged to contact CIC if any additional assistance is needed.

Before Virtual Exam Day: Candidate Responsibilities

Helpful and important instructions for preparing **BEFORE** Exam Day:

1. **Set up Your CIC Test Portal Login and Password.** From the CIC website at www.cicert.com, click on the “CIC Test Portal” button and if you don’t already have an account, follow the prompts to register.
2. **Enter the CIC Test Portal** -Once you receive notification of your eligibility approval, you will use the same login and password to take your knowledge-based exams online. Be aware that live virtual proctors will ask you to show your driver license, passport, or military ID to verify your identity. They will also ask you to use your cell phone for a 360-degree scan of your testing area, your permitted items, and what you are wearing to establish your full compliance with exam rules. **Reminder: All CIC certification online exams are closed book exams.**
3. **Choose your testing location.** Remember, with this new model of testing, you get to choose the testing space located most conveniently for you. You will need to select a private room with four walls and a door located indoors that is quiet and free from interruptions. Examples of ideal testing locations include a quiet home office with a door, or a private room with a door that you can reserve at your place of employment or at a local library. Examples of *non-*

allowed exam locations: A coffee shop, your living room couch, a public open-air area, the beach, etc.

4. **Check your equipment in advance.** Make sure you have a reliable internet connection with sufficient bandwidth. You'll also need to ensure you have adequate electrical outlets, extension cords and chargers for your devices.
5. **"Google Meets"** If you haven't downloaded the "Google Meets" free app on your exam-taking device, you will need to do that before the virtual exam. You can do this by going to the app store on your cell phone. Please note: Your cell phone will need to be fully charged OR you will need to have a cell phone charger close by.
6. Refer to **Exam Rules for Virtual Exams with Live Virtual Proctors in Appendices Section of this document.**

On Virtual Exam Day – Testing Area Requirements for Virtual Exams

The live virtual proctor monitors both the integrity of the test session *and* the testing area itself. Any deviation from CIC test area requirements will be flagged for review by MonitorEDU and CIC exam administrators. To ensure you have the best possible exam experience, review and follow the required parameters for testing. Refer to **Exam Rules for Virtual Exams with Live Virtual Proctors in Appendices Section.**

Candidates must choose an exam testing area that meets all the following requirements:

1. **Test in an Uninterrupted, Quiet, Enclosed Room.** The test environment must be indoors, in a quiet, private, uninterrupted room with four walls and a door that can be closed during testing. No television or radio should be playing in the background. No third parties should be in the room unless permitted by a CIC approved specific testing accommodation. We recommend candidates test with the door at their back to minimize distractions.
2. **Take Your Exam at a Desk or Table.** Sit in a chair at a clean, hard-surface desk or table (not on a bed, couch, or floor). The desk or table should be clear of all other materials.
3. **Ensure Good Lighting.** Test area lighting should be well lit and bright enough for the candidate and the testing area to be clearly visible. If overhead lighting is not possible, the light source should not be behind the candidate.
4. **Establish an Unobstructed Camera View.** Your computer's internal or external camera must be free from any obstruction or distraction limiting the virtual proctor's view of the exam session at all times throughout the exam session. You will also need a cell phone or other device with a camera in the room.
5. **No Bluetooth items are permitted.** Do not bring earbuds, earphones, or any other electronic devices other than your cell phone. Those items should be left at home or held in a secure place by during your exams.
6. **No food or drinks are allowed unless medically necessary.**
7. **Watches are not permitted.** No smart watches or watches of any kind are allowed.
8. **Books, notes, or other non-permitted resources.** The only resources or other items allowed in the testing room with CIC certification candidates are two sharpened pencils, two pieces of blank paper (blank front and back), load charts for the exams you are taking taken from CIC website and stapled in top left hand corner (or use online load charts on test portal), a basic function calculator (also available on the test portal), and a ruler.

Other Exam Rules - Prohibited Behaviors:

9. **Talking aloud.** Unless you have a CIC approved special accommodation permitting someone to be in the room to assist you, talking or whispering aloud during the exam is not permitted. There may be a need to talk with a proctor if there are any technical issues; however, proctors cannot provide clarification about test questions.
10. **Looking off-screen.** Unless using scratch paper to work out questions, your eyes should stay primarily on the screen at all times while testing.
11. **Copying Exam Content of Any Kind.** Taking pictures of the screen with your camera, taking screenshots with your computer, writing down test questions or memorizing them for the purpose of sharing them with others are strictly prohibited behaviors and will be considered serious violations of exam rules and security as well as theft of intellectual property (a felony). If proctors note behaviors that are consistent with breaching exam security,

they will ask you to stop the test immediately, and CIC will be notified and provided access to the video recording of your exam session.

12. **Leaving the exam room during the test.** Expect to take all restroom and refreshment breaks before testing starts. Once testing starts, you may not leave the computer station until testing is complete. You may take a break between scheduled exams, but not during an exam unless there is an emergency.
13. **Cheating of any kind.** It goes without saying, but let your success be on your own merits. Cheating will result in invalidation of your exam results, the potential revocation of your certification, and possible legal ramifications. It's not worth it!

Just Before the Virtual Exam Begins

Be aware that live virtual proctors will ask you to show your driver license, passport, or military ID to verify your identity. You cannot proceed to your exam without verification of identity. They will also ask you to use your cell phone for a 360-degree scan of your testing area, your permitted items, and what you are wearing to establish your full compliance with exam rules. Reminder: All CIC certification online exams are closed book exams.

1. **important:** You will need your cell phone in addition to your exam-taking device. If you haven't downloaded the "Google Meets" free app on your device(s), you will need to do that now. You can do this by going to your app store.
2. Visit our website www.cicert.com • Click the yellow circle that says "Click Here CIC Test Portal". Sign into your CIC Test Portal account
3. On the Main Portal Page, select "EXAM CENTER". Here you will see a list of all the Exams you have been assigned to take. Select which exam you would like to take first. Exams may be taken in any order.
4. Click on the blue box that says "Connect to MonitorEDU Proctor". On the next page, click "New Conversation"
5. Fill out the form to connect to a Proctor and press "Start Chat". On the Chat Screen, you will receive automated message that says: "Welcome to our site, if you need help reply to this message." Please wait on this screen... connecting to the Virtual Proctor generally takes a few minutes - but could take up to 15 minutes depending on testing volume.
6. When the proctor is connected, they will introduce themselves and ask if you are ready to take your exam. Confirm that you are ready to take your exam by typing "yes" in the bottom left of the screen. If you plan to take multiple exams one after the other, notify proctor at this time.
7. The exam rules will be shared with you. Read them carefully! You will need to type "Your Name - I Agree" to agree to the rules.
8. If you haven't downloaded the "Google Meets" free app on your device, you will need to do that now. You can do this by going to your app store. Please note: Your cell phone will need to be fully charged OR you will need to have a cell phone charger close by. From your device, open the "Google Meets" app and enter the code provided by your Virtual Proctor. Then Press "Join"
9. You will be provided with a "Google Meets" link for your computer. You will need to click "Allow microphone and camera". Click "Join now" to share your screen with your Virtual Proctor.
10. Place your phone in a position where your Proctor can view your workspace. You may need to prop it up against something or obtain a phone holder/stand.
11. At the bottom of your screen, select the icon of the box with the arrow pointing up. This icon will allow you to share your computer screen with your Virtual Proctor.
12. To share your entire screen with your Virtual Proctor, select the ENTIRE SCREEN tab. Press "Share".
13. Click on the CIC Test Portal tab to return to the Test Portal.
14. Your proctor will provide you with an access password. Enter the password on the screen and press continue. Once your access password is authenticated, select the "Start this Exam".
15. Once you have completed the exam, your results will be displayed. You may also take your additional exams at this time. Notify your proctor of your wish to proceed.

During and After – Addressing Virtual Exam Policy Violations

1. **Flagging, Reporting of Violations.** Any testing anomalies identified by the live virtual proctor and flagged on the video at the time the event(s) occurred, and an incident report will be filed by Monitor EDU. CIC Test Administrators will be notified that the report and the exam session video are available for review within 24-48 hours of testing.
2. **Reviewing and Responding to Possible Violations.** If after reviewing the incident report and exam session video, the Administrator determines the candidate's actions were clearly not indicative of a violation of exam policy, no further action will be taken other than to log the incident and the findings, and to file the report under the candidate's name and candidate ID number. However, if the review questions remain, the CIC Test Administrator will forward the incident report and the video link to the Governing Council for further review. The Governing Council will review and make their determination, and the candidate will be notified of the Governing Council's decision and any related consequences. Documentation detailing the violation, incident report, and the final disposition will be kept in the candidate's file for future reference.
3. **Consequences for Exam Policy Violations** may result in corrective actions ranging from immediate correction by the virtual proctor to more serious consequences such as invalidation of test results, suspension of credentials, and/or potential civil legal action.
4. **Candidate Appeals.** Candidates may appeal exam results in writing within 30 days through CIC Policy #22: Appeals Policy and Procedures.

After the Virtual Examination – Exam Results

Candidates will receive virtual exam results within minutes after completing each exam online. Simultaneously, an email will be sent to the candidate, at the email on record, with exam scores listed as percentages by test domain. It is important to know that the CIC Governing Council reserves the right to invalidate test scores and take additional steps at their discretion for any candidate whose actions or behavior are investigated and deemed to be consistent with violating exam policy, copying test materials, or otherwise violating CIC certification policies.

The goals of this process are, 1) to protect the integrity of CIC certification testing programs, 2) to maintain the highest standards for operators in the lifting industry, and 3) to maintain and protect the security of the exam materials themselves, which are the intellectual property of CIC.

Administration of Practical Exams

As soon as a Candidate receives confirmation of eligibility from CIC, they may move forward with arranging their Practical Exam(s). Hands-on Practical Exams are administered on a field skills course specific to the certification(s) the Candidate seeks. Only CIC Authorized Practical Examiners are permitted to administer Practical Exams at CIC Authorized Practical Exam Sites.

Before the Practical Exam

Candidate Responsibilities

- **Hiring a Practical Examiner.** Candidates or their designees are responsible for identifying and hiring an Authorized CIC Practical Examiner directly from a listing on the CIC website and/or CIC Test Portal. Some employers are designated as Authorized Practical Exam Sites and have access to an Authorized Practical

Examiner and/or Exam Site Coordinator to handle registering, scheduling, and exam administration internally.

- ***Ensuring Scheduling of Exam at Desired Date/Time and Location.*** While the Candidate does not handle the scheduling directly, it is their shared responsibility with the Practical Examiner and Exam Site to confirm desired dates and arrangements are secured and confirmed.
- ***Paying Practical Examiner & Exam Fees.*** CIC Practical Examiners are not employed by CIC and set their own exam administration rates. Likewise, Exam Sites may charge a site fee which the Candidate is responsible for paying. Prices often vary. It is the candidate's responsibility to pay the Examiner and the Exam Site. If employed by a company serving as an Authorized CIC Practical Exam Site, the company's designated Site Coordinator and/or Practical Examiner will coordinate all aspects of the candidate's exams.
- ***Getting Prepared.*** CIC encourages candidates to pursue quality training in advance, practice crane operator skills, and solicit feedback about their skills from qualified professionals. Review course preparation materials and helpful resources are on the CIC Website.

Before the Practical Exam

Practical Examiner & Practical Exam Site Responsibilities

- ***Scheduling the Practical Exam.*** The Practical Examiner, in concert with the Exam Site Coordinator, is responsible for scheduling the Practical Exam on the CIC Test Portal, working with the Candidate to confirm all arrangements.
- ***Securing, Preparing, and Inspecting the Exam Site according to CIC Requirements.*** These requirements for Practical Exam Administration and Exam Site setup are detailed in the Practical Examiner Handbook and the Practical Exam Site Coordinator Handbook, and include five key areas:
 1. ***The Candidate Waiting Area.*** Is the waiting area supplied with the proper materials for candidates and is it located out of sight of the exam course?
 2. ***Site Setup.*** Is the exam area level and properly located?
 3. ***Shift Inspection.*** Is the crane ready to be operated?
 4. ***Crane Setup.*** Is the crane level, and is the boom at the appropriate length and angle?
 5. ***Course Layout.*** Is the exam course correctly laid out?
- ***Collecting Exam Administration and Exam Site Fees.*** Fees may be paid by the candidate's employer or paid directly by the candidate.
- ***Confirming Needed Personnel.*** The Exam Site Coordinator, in collaboration with the Practical Examiner (Practical Examiner may play both roles) ensure that an Assistant Practical Examiner and any needed support staff are confirmed for the day of the exam. The Exam Site Coordinator or their designee must be onsite for the duration of the exams scheduled.

On Practical Exam Day

Candidate Responsibilities

- ***Bringing A Valid, Non-Expired Government Issued Photo ID for Identity Authentication.*** A driver's license, passport, or military ID are acceptable. Candidates who do not present their valid identification or whose photo ID does not match their appearance will not be permitted to take their practical examination and will be responsible for any associated fees. The same is true if the candidate's ID appears to have been manipulated.
- ***Arriving at the Exam Site Promptly.*** Candidate should arrive 15-20 minutes prior to the scheduled exam time.

- ***Dressing Appropriately.*** Candidate should dress as they would on a job site (boots, jeans or other comfortable pants, hard hat, reflective vest). CIC recommends leaving any personal items at home or out of sight in their locked vehicle.
- ***Checking in and Reviewing Exam Related Information in Candidate Waiting Area.*** The candidate must wait in the designated Waiting Area until the Practical Examiner comes to bring the next candidate to the Exam Course. Candidates may not observe or help set up the exam site or observe another candidate taking their practical exam.
- ***Keeping Testing Area Free of Photos, other Images of the Exam Course, or any Exam Materials.*** Exam materials are copyrighted and are protected under intellectual property rights laws. Copying exam materials will subject a candidate to potential legal action and revocation of certification.
- ***Respecting Exam Security.*** Candidates are responsible for passing or failing their exams on their own merits and should not, under any circumstance, violate exam security by seeking prior knowledge of exam content, course layout or any other aspects of the Practical Exam, or sharing confidential knowledge about exams with someone else. Posting any information on social media or other platform are violations of exam security.

On Practical Exam Day

Practical Examiner & Exam Site Coordinator Responsibilities

- ***Authenticating Candidate Identity.*** Use current/valid government-issued photo ID to verify candidate identity. No candidate may take the Practical Exam if their identity is not verified.
- ***Scheduling*** candidates for the exams on the CIC Test Platform and recording the name of each person participating in the Practical Exam (Examiner, Assistant, Candidate, and any other person involved). Note: The Practical Examiner is the only person authorized to administer the Practical Exam.
- ***Training the Assistant Practical Examiner.*** Examiner must go over the training with Assistant Examiner prior to exam administration even if the Assistant has been through the training before.
- ***Practical Examiner Administers the Exam.*** The Examiner administers the exam to the candidate following a carefully scripted process. Both the Examiner and the Assistant capture the candidate’s performance on detailed Observation Forms simultaneously as the Examiner directs the candidate through four specific challenges in the following categories: 1) Accuracy and Depth Perception, 2) Recognizing and Responding to Hand Signals, 3) Ability to Control a Load, and 4) Exiting the Crane Safely. Immediately after the candidate completes the skills course, the Examiner gives final instructions to the Candidate who must leave the premises immediately.
- ***Preparing & Submitting Practical Exam Observation Sheets and Related Documentation.*** The Examiner and the Assistant compare their respective observations, discuss any areas of difference, and reach an agreement regarding their observations of the Candidate. The Practical Examiner makes any final decisions in areas where there may be differences. The Examiner’s Observation Sheets serve as the “master” document and any adjustments are indicated on it. Before the end of the day of the Practical Exam, the Examiner, in the presence of the Assistant Examiner, submits the master Observation Sheets, Assistant’s Observation Sheets, and all other exam documentation digitally through the CIC Test Portal. The exam is automatically scored. Candidates will receive notification via email within 24- 48 hours of Observation Sheets being logged into the system and graded.

Addressing Practical Exam Testing Anomalies

Irregularities during Practical Exams must be reported to the CIC Certification Manager immediately via the Breach

of Security Form found on the CIC Test Portal and/or at help@cicert.com. The words “Breach of Security” should be included in the subject line of the emailed form.

Breaches of Security may involve Certification Candidates, Practical Examiners, Assistant Practical Examiners, Site Coordinators, or any other party who could seek to jeopardize the integrity of the exam process or violate exam security. Examples of Breaches of Practical Exam security include, but are not limited to:

- A Candidate providing a detailed description of the Practical Exam, photos or drawings of the exam course, confidential published material or other confidential material on social media or otherwise sharing the information with a competitor, or anyone who is a non-authorized CIC representative.
- A Practical Examiner losing their copy of the Practical Examiner Handbook (the intellectual property of CIC), or a candidate’s confidential Observation Sheet.
- A Candidate seeking to gain or give an unfair exam advantage by attempting to view another person’s exam in process or seeking or giving assistance .
- Theft or loss of any CIC intellectual property.

CIC staff will review reports of any irregularities, and as warranted, forward them to the Governing Council for further review, appropriate action, and final disposition. Appropriate actions range from verbal and/or virtual correction and instruction to possible revocation of Candidate Certification, Practical Examiner Authorization or Exam Site Authorization, to legal action. **Important:** *Crane Institute of America Certification retains the sole authority to amend or repeal its policies regarding denial or revocation of certification at any time including, but not limited to, the authority to add new grounds for denial or revocation of certification and adding provisions for suspension of certification.*

Addressing Concerns about Exam Results or Content

Reconsideration of Test Results. Candidates who fail an exam and believe irregular testing conditions, significant technical problems, or violation of CIC policy were a contributing factor may file a written request for reconsideration by contacting CIC through the “Contact Us” mailbox on the CIC website (scroll down to the bottom of the [Home Page](#)) or by emailing help@cicert.com and including the word, “Reconsideration” in the subject line.

Feedback. Candidates may submit feedback about the Virtual and/or Practical Exam process/es, exam content, or their exam experience should be made by contacting CIC staff within 10 days of the exam date. Feedback should be directed to the CIC Certification Manager, who will track and document complaints including the status and outcome of the complaint.

Reconsideration requests regarding *exam content* are not accepted; however, constructive feedback from candidates regarding the content of the examination or specific examination questions may be submitted to CIC staff following exam administration by contacting CIC through the “Contact Us” mailbox on the CIC website (scroll down to the bottom of the [Home Page](#)) or by emailing help@cicert.com and including the words, “Feedback on Exam Content or Questions” in the subject line. Any feedback will be reviewed and considered by the Governing Council or appropriate Exam Committee. .

For more information about these and other related topics, please see the following policies:

[*Policy#28, Complaints, Feedback, and Reconsideration Requests*](#)

[*Policy #22, Appeals Policies*](#)

[*Policy #17, Disciplinary Policies and Procedures*](#)

Exam Monitoring

CIC staff, Governing Council, and contracted testing, live virtual proctoring, and psychometrics partners work

together to monitor our online, virtually proctored exams as well as CIC Practical Exams to ensure the integrity of the exam process and to review exam data at least annually to identify any issues with exam questions, exam administration, and any other anomalies that may indicate remediation of some kind.

Monitoring Virtually Proctored, Online Exams

The CIC General Knowledge Exam and five Supplemental Exams are monitored three primary ways.

1. ***Live Virtual Proctoring and Reporting.*** Live virtual proctors observe certification candidates throughout their exam. Prior to the start of the exam, virtual staff authenticate the candidate's identity and age with a government-issued ID, and then provide instructions to candidates about permissible and non-permissible exam behavior established by CIC. The live virtual proctor also requires the candidate to do a 360-degree live pan of the exam room set up to identify any exam policy violations, such as additional computers or screens,, written notes, books, headphones, and other disallowed items.

Throughout the recorded exam process, live virtual proctors observe the candidate as they take their exam, intervening if necessary to address behavior inconsistent with CIC exam rules. If behavior occurs that is clearly inconsistent with examination security, proctors will stop the exam and the candidate. CIC Exam Administrators receive written reports within 24 hours of any suspected examination security violations, and the reports are read, reviewed, and sent to the Governing Council by the Certification Manager with a recommendation according to CIC policies and procedures. If further investigation is required, the Governing Council will review the documentation and the video as needed to decide on a specific course of action if necessary.

CIC has also established a [virtual proctor auditing process](#) for review of monthly virtual proctoring reports to ensure consistency and compliance with exam rules by vendor virtual proctors. (see

2. ***Psychometric Data Review.*** CIC's online exams data undergoes a thorough psychometrics review at least once annually by a contracted psychometrician. The purpose of the review is to identify any potential issues with test questions that may not be performing well, note any trends consistent with examination exposure, or identify other anomalies that may need to be further addressed through a statistical analysis of the data. Findings will be clearly documented in a summary report, with any recommendations about areas of concern. Exam Committee members will review and discuss the report and inform the Governing Council of findings, making any recommendations for corrective action.
3. ***Regular Reporting from Exam Vendors.*** CIC's examination administration and proctoring vendors will provide regular reporting to CIC including, for example, monthly reports of candidates taking online exams, types and frequency of testing irregularities, pass/fail rates, technical or other issues with the live virtual proctoring system, and other reasonable metrics reports as they are identified and requested from testing and proctoring partners. Reports will be provided to the Governing Council by the Certification Manager for review on a regular basis.

Any concerns noted in exam vendor reports by the Certification Manager will be discussed with vendor and at the Governing Council Chairman's request, reported to the Governing Council at regularly scheduled meetings (or sooner if the Chairman identifies the need to be urgent). Any concerns with examination trends, vendor performance, or other exam-related issues arising from the data will be addressed at these meetings. As appropriate, vendors may be invited to present to the Governing Council and comment on any significant developments.

Monitoring Practical Exams

CIC Practical Exams are also monitored in three ways.

1. ***Auditing.*** First, the CIC 3-part Practical Exams Auditing system is designed to ensure the consistency and fairness of Authorized CIC Practical Examiner administration of Practical Exams. Practical Exam Audit components include:
 - Ongoing training and testing for Practical Examiners which includes an initial, in-person, 3-day training to achieve authorization as a CIC Practical Examiner, and Practical Examiner updates which occur at least annually, and more often if needed. Full Reauthorization occurs every five (5) years. Regular reports of Practical Examiner trainings and updates will be presented to the Governing Council, any needed adjustments to recruiting initiatives, quality issues, other challenges will be addressed to make improvements in any areas in which improvement is needed.

- Periodic onsite audits of Practical Examiners and Practical Exam Sites by contracted Practical Exam Auditors. Onsite remediation and supportive training will be provided by Practical Exam Auditors, and Audit reports will be sent to CIC and the Governing Council for review, analysis, and course corrections as needed.
 - Ongoing solicitation of candidate feedback.
2. **Two-Person Accountability, Same Day Submission of Practical Exam Results.** The CIC Practical Exam submission process includes a two-person, same day digital uploading of all Practical Exam Observation results and any related documentation onto the CIC Test Portal. The Practical Examiner and Assistant Examiner will review their respective observations and agree on together on the same day the Practical Exam is administered, providing an extra measure of accountability and efficiency to the exams process.
 3. **Psychometrics Review of Practical Exam Data.** CIC’s contracted psychometrician will analyze the of Practical Examiner test data at least once annually to assess rater reliability and agreement between and within Practical Examiner and Assistant Practical Examiner pairs. The psychometrician will also review exam evidence over time to identify both the consistencies and inconsistencies of exam and/or Practical Examiner performance over time. The objective data yielded from this analysis will:
 - Provide valuable insights for improving the exam process and identifying strengths upon which to build.
 - Identify any inconsistencies or patterns that could be indicative of exam security issues.
 - Provide a statistically valid methodology for monitoring the reliability and consistency of the observations of the Practical Examiners and Assistant Examiners. informing our efforts to effectively equip Examiners to assess the skills of crane operator certification candidates with consistency and fairness.

The psychometrician’s report will provide clear and common-sense data analysis needed to inform the Governing Council about how to guide the growth and development of CIC’s Practical Exams processes. At their discretion, the Governing Council may engage exam committee members, Advisory Committee Members, CIC management and other key stakeholders to practically address any issues warranting corrective action or other remediation within the bounds of CIC policies & procedures.

Credential Granted Upon Assessment

Policy #: 10

Approved by: Governing Council

Date approved: May 2023

Date revised: May 2023

Date reviewed: April 2023

CIC is committed to providing certification candidates and their employers with easily accessible exams and accurate, timely results. Crane certification credentials will be issued electronically within 24-48 hours of candidates successfully passing all required exams.

Eligibility Requirements

Policy #: 11

Approved by: Governing Council

Date approved: May 2023

Date revised: May 2023

Date reviewed: April 2023

Eligibility requirements for CIC Crane Operator Certification include the following:

Certification Requirements	Documentation Required
Must be 18 years of age or older.	Present Valid Government-issued photo ID (e.g., driver’s license, passport, military ID) at exam site. CDL licenses may be required in some areas.
Must pass the General Knowledge Exam, and one Supplemental Exam for each desired crane certification.	Passing score on Virtual Exams.
Must pass a Practical Exam appropriate for the crane certification(s) desired.	Passing score on the Practical Exam.
Must honor and abide by the CIC Code of Ethics and Substance Abuse Policies.	Signed Code of Ethics and Substance Abuse Policies Agreement.

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

Eligibility Appeals

Candidates may question CIC’s eligibility determination decision by writing or emailing CIC with the reasons the candidate believes they are eligible for certification and how they comply with the published requirements. Whenever reasonably possible, CIC staff will review the request within 30 days.

If the issue can be resolved at the staff level, the staff will handle the decision and candidate notification and will notify the Governing Council of the result. If the issue cannot be resolved by staff, the request will be referred to the Governing Council. The Council will review the request and make their determination within 60 days. The decision made by the Governing Council is final. The candidate will be notified of the Council’s decision within 30 days of making the decision. [Please see Appeals Policy #22.](#)

Recertification

Policy #: 12

Approved by: Governing Council

Date approved: October 14, 2024

Date revised: Sept/Oct. 2024

Date reviewed: Sept/Oct. 2024

When the Governing Council established requirements for recertification, considerations included on-site evaluation, professional development, interviews, confirming ongoing work or experience, examination, and checks on operator’s capability to operate a crane. *The guiding principle for the issuance of CIC recertifications is the ability to assess and confirm the continuing competence of operators seeking recertification.*

The operator’s ability to attest to continuing competence in the industry is an important factor in recertification. Requirements for recertification include the basic requirements for initial certification, and candidates must be able to attest to their continued competence by attesting to having a minimum of 1,000 hours of safe crane related experience over the most recent five-year period on the highest crane type and capacity level for which the operator is applying. In addition to holding a valid, unexpired CIC certification for the credential they wish to renew. Hours of experience includes crane operation, shift inspection, set-up, assembly/disassembly, crane travel and training. If the Candidate cannot attest to the minimum hours required or if their certification has expired prior to seeking recertification, the Candidate must take a Practical Exam, in addition to the applicable Virtual Exams to achieve recertification.

Recertification Eligibility Auditing - Verification of Reported Crane-Related Hours

To verify the accuracy of recertification candidates' self-reported hours, a randomly selected sample of 10% of recertification candidates employed as operators who attested to having a minimum of 1,000 crane-related hours during their eligibility application process will be audited. Audits will be completed by CIC staff within 30 days following the end of each quarter.

CIC staff will contact the candidate's employer by phone and/or in writing at the contact information listed by the candidate during the eligibility process to request written verification of the candidate's hours. Acceptable forms of verification include a letter on the company's letterhead from a company leader (i.e., safety manager, supervisor, human resources manager, company officer, etc.) confirming the veracity of the candidate's attestation statement. Recertification Candidates and their employers will have 30 days to provide a full response to the audit request. The CIC Manager will provide a report to the Governing Council of audit findings. The Governing Council or a sub-committee assigned at their discretion will review the report to determine if further investigation is necessary.

If the Governing Council finds clear and compelling evidence that the candidate willfully overrepresented their hours, the Council will determine an appropriate course of action at their own discretion, which may include corrective action, temporary or permanent suspension of certification and possible legal action. The Governing Council will notify the candidate in writing of their findings within 30 days of receiving the report from CIC. Records of communications between the candidate and CIC staff and Governing Council, including audit results, investigation findings (if any), and final decisions will be kept at CIC headquarters in the candidate's confidential file.

Recertification Requirements Include:

1. **Taking and Passing all Applicable Virtual Exams.** Passing scores on the General Knowledge Exam and a Supplemental Virtual Exam for each type of recertification the candidate wishes to achieve.
2. **Must hold a current/unexpired CIC Certification** to be eligible for recertification that *requires taking applicable virtual exams only*. If candidate's certification has expired, they may recertify by taking a Practical Exam in addition to the required virtual exams.
3. **Candidate must be able to attest to having logged of at least 1,000 hours of safe crane-related operation** – including crane operation, shift inspection, set-up, assembly/disassembly, travel or training) within the last five years.
If the operator cannot attest a minimum of 1,000 hours of safe operation, they must take and pass a Practical Exam in addition to the General Knowledge and Supplemental exam(s) to achieve recertification.
4. **Agree to abide by the CIC Code of Ethics and Substance Abuse Policies Agreement.**
5. **Provide an Updated Operator Digital Photo for Digital Badge.**
6. **Complete all Exam Security Agreements and other Documentation during the Eligibility Application Process.**

Pre-registration/ Recertification Eligibility Processing

Recertification eligibility is verified through the recertification pre-registration process on the CIC Test Portal. Recertification candidates link to the testing portal by clicking the "CIC Test Portal" button on the CIC website at www.cicert.com. Prompts will lead the candidate to complete all necessary documentation. Please note that candidates will not be able to continue with their certification process until all the required information is complete.

Candidates will receive an automated notification during pre-registration if any eligibility issues arise and will be instructed to contact CIC for assistance resolving the issue. If all agreements and other documentation confirm the candidate's eligibility, the candidate or their designee will receive an email instructing them about the next steps. Candidates who fail to demonstrate that they meet all eligibility requirements will not be permitted to take the exams required for recertification until the issues are remedied. Eligibility decisions may be appealed.

Maintaining Candidate Confidentiality

Policy #: 13

Approved by: Governing

Council Date approved:

October 2023

Date revised: October 2023 Date

reviewed: October 2023

Candidate information submitted by an applicant/candidate/certificant with their 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 the candidate outside of CIC or CIC examination development or test administration vendors except as follows.

- (a) ***The candidate has authorized the release of the information*** (as described in their Confidentiality of Candidate Information Policy Agreement). This agreement states that Candidates may choose to give their results to others by, 1) physically giving their results to another person or party, or 2) listing contact information different than their own on their registration form to receive their results.
- (b) ***Release of information 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.
- (c) ***Only the names and current certifications of operators are published or verified.*** Employers, prospective employers, regulatory agencies, and other interested parties may request the names and certifications of operators who are currently certified by Crane Institute Certification. Requests for certification verification will be responded to provided the interested party states the name of the operator whose certification(s) they wish to verify, the operator's CIC certification number or date of birth, their relationship to the certificant, and the purpose of their request.
- (d) ***Exam Scores are Confidential.*** CIC will not post the exam scores of certification candidates or certificants. CIC will maintain and periodically post the names of crane operators holding current CIC certifications with their certifications on a periodic basis.

Security, Confidentiality, and Conflicts of Interest

Policy #: 14

Approved by: Governing Council

Date approved: October 14 2024

Date revised: October 2024

Date reviewed: September 2024

CIC and our third-party contractors protect and secure all confidential information, including, but not limited to the following:

1. The content of all examinations.
2. Personal privacy of exam Candidates and Practical Examiners.
3. Restricted business secrets, intellectual property, and monetary investments of CIC.
4. Unauthorized exposure of exam questions, processes, and procedures (including accidental loss or compromised security).

5. Methodology for the validation and certification of the exam and credentialing system, including, but not limited to all psychometric/test development materials and data.

Confidential information is secured throughout the development, maintenance, and administration of the certification examinations. Aggregate exam statistics (including the number of exam candidates, pass/fail rates, and total number of certificants) will be updated at least annually and will be publicly available. Aggregate exam statistics as well as any studies and reports concerning applicants/certificants (e.g., psychometric reports such as cut score studies and test analysis/technical reports), will not contain information identifiable with any applicant/certificant.

Confidential information is accessible by staff, volunteers, contractors, or vendors only as necessary in order to perform one's role, and never for personal benefit. Each individual is responsible for the safekeeping of any confidential information in their possession, whether verbal, virtual or electronic, and for limiting access to those who have a need to know in order to do their jobs. Confidential information should not be discussed in public areas such as building hallways, lobbies, or other common areas such as elevators, restaurants, restrooms, airplanes, taxis and other public transportation or other public areas.

All parties who receive confidential or proprietary information must agree to abide by CIC's Confidentiality and Conflict of Interest Policy and enter into a formal agreement or contract. (See appendices for CIC Agreements). All confidential information and materials (manuals, documents, software, exams, etc.) must be returned on or before the last day of employment, contract, vendor relationship or volunteer service in the event of termination of such relationship, whether voluntary or otherwise. The obligation to preserve confidential information continues even after employment or other contract, vendor, or volunteer relationship ends. Confidential information that may have been learned about or received during employment or contract with CIC or CIC's consultants, vendors, contractors, or volunteers may not be divulged. In addition to protecting CIC confidential information, the confidential information of others (i.e., previous employers) will be respected at all times.

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

Former CIC staff are restricted from being able to acquire CIC certification or create a training program or materials for helping prepare candidates to pass CIC certification exams for 2 years after termination of employment

In the event of a potential conflict of interest involving staff members (such as an attempt by a relative, friend, or other close individual to acquire CIC certification), the relevant staff member is required to divulge the potential conflict of interest and to recuse themselves from handling their certification-related tasks pertaining to the potential conflict.

Any confidential materials provided to volunteers (Governing Council members, Advisory Committee members and other Subject Matter Experts) for review or input at in-person meetings (such as Annual Meetings, certification scheme reviews, test materials review or development, etc.) must be collected by CIC before they leave their meeting.

Reported Security Violations

The continued security of certification exams is essential to all phases of exam development and maintenance, and exam administration process. Any possible or suspected security violations identified by staff, Governing council members, other volunteer committee members, vendors, Practical Examiners, Assistant Practical Examiners, or others must be reported promptly to CIC for review and, as warranted, further investigation and any appropriate corrective action. Reports of exam security violations may be made through the "Contact Us" mailbox on the CIC website or by emailing help@cicert.com and including the words, "security violation." initial review is conducted by the Certification Manager and will include:

- Verification of the suspected security violation.
- Assessing the scope of the security breach.

- Identifying steps to remedy the security breach.
 - *Ensuring a root cause analysis is conducted.*
 - *Collaborating with the Governing council to identify and implement applicable solutions to remedy root cause(s) and prevent or reduce the risk of future breaches.*
 - *Recommending policy and/or procedure revisions (as applicable).*
 - *Notifying candidates (if applicable).*
 - *Removing compromised examinations from use (if applicable).*

Investigation outcomes and recommendations will be reported to the Governing Council to review investigatory findings and will either approve manager recommendations or determine other appropriate disposition. Consequences of confirmed violations of security range from a minimum of education and correction to a maximum of legal action.

Exam Security

Virtual Exams Security. Any testing anomalies observed by the live, virtual proctor during testing will be recorded by the virtual proctors, flagged in their report, and flagged on exam recordings, noting the timeframe when the potential violation occurred.. Monthly vendor reports of all exams are submitted to CIC with “green-yellow-red” coding of any behaviors that could be violations of exam security (with red indicating the most serious potential violations).

Live Virtual Proctoring Flag Color Categories with Examples:

Green - No to Low Severity

Definition: Minor issues with minimal impact on operations or user experience.

Examples:

- Tester connects with limited to no troubleshooting, able to launch and start exam, no issues occur, exam submission confirmed.

Yellow - Low to Medium Severity

Definition: Moderate issues that affect certain functionalities or have a noticeable impact but do not disrupt the overall exam validity.

Examples:

- Troubleshooting that takes longer than 15 minutes.
- Tester not listed for an exam/password and delay due to reaching out to the client for more information.
- Tester loses connection but able to reconnect within 10 mins.
- Tester needs to leave the room (for example: bathroom or grab a charger, etc.).
- Someone enters the room but is asked to leave and does not discuss any exam information.
- Tester disconnects before exam submission with proctor, proctor is able to confirm exam is closed/locked/submitted.

Red - High Severity

Definition: Critical issues causing significant disruption or risk to operations, users, or exam integrity.

Examples:

- Tester is caught using unauthorized materials, example - a phone or tablet, google or AI programs, notes that are hidden.
- Tester is unable to complete exam by choice or otherwise - power or internet out, server to their organization down.

- Tester uses profanity and poor behavior with the proctor.
- Tester loses connection and does not respond or reconnect.

If a candidate's behavior during the exam is identified by the virtual proctor as clear violations of exam security, the exam will be stopped, and the candidate will not be permitted to complete the exam. The candidate will be informed that their behavior during the exam was strongly consistent with violations of exam security and that the matter will be referred to CIC exam administration within 24 hours for further review. Videos of exam sessions will be provided upon request within 24 hours.

If the behavior is not recognized until after the exam session is completed and the candidate has a passing score, the proctor informs the candidate that their test result is conditional until further review by CIC exam administrators has taken place. Test administrators will forward the live review to the Governing Council for further review and response. CIC staff will maintain permanent records of any such incidents and their outcomes.

Audits of Virtual Exam Vendor Proctor Reports

CIC staff will perform monthly audits of the proctoring vendor's monthly exam reports to evaluate vendor compliance with established CIC exam rules. Audits will assess the consistency with which vendor proctors identify and document potential exam violations, and take requisite actions based on the potential violation as dictated by CIC exam rules. The audits will be completed within five business days from receipt of the vendor's monthly report. Any instances of non-compliance will be reported in writing to the CIC Manager on an ongoing basis, but no later than the end of each auditing period, for management review. Any reported non-compliance issues will:

- (1) Be addressed by the CIC manager directly with the proctoring vendor training director for the purpose of proctor and vendor accountability, and corresponding and documented corrective action will be required.
- (2) Result in further action as necessary with any certification candidate per whose flagged behavior was not addressed through the established exam rules process.
- (3) Findings will be kept in confidential files at CIC headquarters along with all related documentation.

Practical Exam Security. Breaches of Security may involve Certification Candidates, Practical Examiners, Assistant Practical Examiners, Site Coordinators, or any other party who would seek to jeopardize the integrity of the exam process or violate exam security. See *Exam Administration Policy #7, [Addressing Practical Exam Testing Anomalies](#)*.

CIC staff will review reports of any irregularities, and as warranted, forward them to the Governing Council for further review, appropriate action, and final disposition. Appropriate actions range from verbal and/or written correction and instruction to possible revocation of Candidate Certification, Practical Examiner Authorization or Exam Site Authorization, to legal action.

Statistical Analysis of Exam Data. Testing irregularities may also be detected through a statistical analysis of test data. An annual statistical analysis of CIC online test questions and exams, stored at CIC's selected third-party examination administration vendor's secure facilities, will be performed by CIC psychometrics vendor to identify potential testing anomalies.

Practical Exams will also go through a psychometric analysis wherein a rater reliability and agreement assessment will be performed comparing findings of Practical Examiner Observation Sheets and paired Assistant Examiner Observation Sheets. The psychometrics review will also assess exam trends over time to help identify strengths, weaknesses, and testing anomalies. These analyses will inform the CIC Governing Council about any exam changes that may need to be made and if there are any issues with inconsistencies among Practical Examiners or Exam questions performance requiring improvement, education, or other remediation.

Materials Security

Federal Copyright Law Protection. Exam content is the intellectual property of CIC and is protected by Federal

Copyright Law. Thus, persons who scan, copy, steal, reproduce without permission, use or relay memorized content or attempt to do so, are acting illegally. Such a person can expect to have his/her certification revoked and to be prosecuted. A person who cheats on an exam or assists another person with cheating is also violating the intended use of the exam and will also be subject to appropriate action. CIC will revoke the certification of any operator and/or prosecute to the full extent anyone who cheats or helps another person cheat the testing process or who makes any unauthorized reproduction or copy of an exam.

Chain of Evidence. CIC will maintain chain-of-evidence with respect to exam development materials, exam questions, and related materials at CIC headquarters. Materials include, but are not limited to the following:

- All secure test related material including psychometric data such as Job Task Analyses, Test questions, Standard Setting Cut Scores, and any material that is a part of the psychometric review process, will be kept in a locked office and inventoried at least once annually, and more often if warranted.
- Management of inventory records will be managed based on the organization's records retention procedures.
- Recipients of any mailed, secure CIC materials will be required to confirm receipt.

Secure materials will not be left unattended in an automobile or in a hotel room; the materials must be in the possession of an authorized individual at all times, or materials will be placed in a vault or hotel safe deposit box. Secure materials due for disposal will be destroyed by incineration or shredded using a crosscut shredder.

Building Security

Within the building, areas where confidential exam materials are kept are protected by locks, limiting access to those who have a legitimate need to enter. The CIC office is secured with a lock, alarm, and camera system. Access to secure exam materials is restricted only to those with legitimate need to be in those secure areas.

Confidentiality & Conflict of Interest: Staff, Contractors & Volunteers

All business decisions are made in the best interests of CIC candidates, operators, employers, business operations, and the lifting industry as a whole, and not for personal benefit. An employee or contracted associate may not have an improper financial interest in any CIC competitor, unless the Governing Council pre-approves such interest in advance. An improper financial interest is one that creates, or appears to create, a conflict between the interests of CIC and an employee's interest. All employees, volunteers, or contracted associates are required to sign a Confidentiality Agreement (*See Appendices section for CIC Confidentiality & Conflict of Interest Policy Agreements*), which includes the disclosure of any known or potential conflicts of interest.

Employees may not receive any form of compensation from anyone other than CIC for doing their job with regard to certification. Employees shall not participate as a Practical Examiner for other crane operator certification programs in order to avoid confusion with a program not in compliance with, nor under the control of, CIC.

All public or private disclosures, statements, press releases, interviews, or testimonies concerning any confidential topics and issues shall be issued or granted only by prior written authorization of the CIC Manager and Governing Council.

Violation of this policy must be brought to the attention of the CIC Governing Council upon discovery immediately. Violation of confidential matters is sufficient grounds for immediate termination, criminal prosecution, civil suit, civil injunctive action, and/or expulsion from the system, whether such acts are done by an employee, representative of CIC or any other person. Breaches of this Confidentiality Agreement are defined as any public or private action taken or done by anyone not authorized in writing previously by CIC and so not acting in the normal and usual course and functioning of the system. This Confidentiality Agreement is further designed to allow action necessary to protect the privacy and confidentiality of all candidates in the CIC exam system.

Violation of this agreement will constitute a material breach causing substantial harm to CIC, and remedies, including injunctive relief, are agreed to be enforceable in a court of law.

Signed CIC Confidentiality Agreements are required for those individuals associated with exam development and administration, including, but not limited to the following:

1. CIC testing, virtual proctoring, and psychometric vendors or contractors.
2. CIC Staff.
3. Exam Centers that may be used for those certification or recertification candidates needing special testing accommodations.
4. Volunteers serving on CIC Governing Council, Advisory Committee, Test Development Sub-Committees and other ad hoc committees as assigned by the Governing Council.
5. Independent Practical Examiners and Assistant Practical Examiners
6. Any other contracted Individual or organization performing services for CIC who may have access to confidential information about CIC that is not accessible to those outside the organization.

Information relating to CIC's business and/ strategies is strictly confidential. Staff, contractors, other third- party vendors, and volunteers agree to keep information confidential, unless specifically authorized to relay or distribute information.

Third Party Vendors Security Controls

A. Exam Administration Vendor - Gauge/Testcom

System and Application Security

The candidate assessment system is housed at Gauge.com and its secure data centers. This system contains personal information including name, assessment results, and demographic information. Gauge considers information security critical to the business. The following document describes the steps Gauge takes to minimize system security risks. System security includes:

1. **Physical and Virtual Firewalls.** Gauge uses the latest in both physical and virtual firewall technology supporting bit level threat detection for all transactions before the transactions reach any server.
2. **Protocols.** Gauge only supports TLS 1.2 https protocols.
3. **Servers.** All servers are located in secure facilities. Production servers are hosted in a major data center with 24-hour security, individual pass card and pass code access into the building and a locked caged server area. All logins to any Gauge servers are limited and logged. All passwords are created using the highest standards.
4. **Data Redundancy.** All data is mirrored across multiple database servers including disaster recovery sites.
5. **Backups.** All systems are backed up on a daily basis to a computer and to a cloud in a second secured location. This is in addition to data mirroring.
6. **Server Applications.** All applications running on the servers are kept up to date using the latest patches and releases provided by the software vendors. Unused services and shells are deactivated.
7. **System Users.** CIC limits the number of system login accounts and deletes any inactive accounts.
8. **System Logs.** All system files and logs are scanned using tripwire, and reports are created and sent to administrative personnel daily. Any attempt to compromise Gauge systems is detected and security policy is reviewed.

Test Delivery and Virtual Proctoring Application Security

1. **N-Tier Software.** All software created by Gauge follows N-Tier structure. This structure mandates that all requests go through multiple levels before getting to the data store, ensuring that the data is protected.

2. **Browser Lockout** Candidates taking an exam online will have no access to any other site while taking an exam.
3. **User Security.** Anyone accessing a secure Gauge application must have a username and password. If he/she passes authentication, roles are assigned, and information is served based upon his/her identity. No data is served to the user without proper identification, and any attempt is met with a security violation. All security is performed server side, which eliminates the threat of spoofing.
4. **User Identification.** All test taker identification is managed using biometric facial recognition technologies.
5. **Application Software.** Software goes through a review and exam cycle before being delivered to a production environment to ensure the application has met security requirements imposed by Gauge policy.
6. **Real Time Notification.** Gauge monitors all applications in real time. If the code experiences anything out of the ordinary, multiple parties are contacted immediately to identify and remedy any vulnerabilities. This notification includes security violations, application errors or system problems.
7. **Logging.** All requests are logged to the database within the Gauge software. This log includes all information from the requester, including IP, browser, OS, parameters, and other pertinent information.

Database Security

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

Disclaimer: Any online system is at risk of attack; thus 100% security cannot be guaranteed in any online environment. CIC and its examination partners diligently work to reduce the chance of a system compromise or application breach by implementing the best practices described above.

B. Live Virtual Exam Proctoring Vendor: MonitorEDU

Information Security Policies

1. Data Protection Policy

Objective: To protect the confidentiality and integrity of all data stored, processed, or transmitted by MonitorEDU.

Policy: All data must be classified according to sensitivity (e.g., public, internal, confidential) and protected by appropriate encryption, access control measures, and monitoring tools. Personal data must be handled according to relevant privacy regulations (e.g., GDPR, CCPA).

Actions:

- Implement encryption for sensitive data both at rest and in transit.
- Enforce access controls based on the principle of least privilege.
- Regularly audit data handling and storage practices.

2. Access Control Policy

Objective: To control and limit access to information systems to authorized individuals only.

Policy: All employees and contractors are required to use multi-factor authentication (MFA) to access internal systems and client data. Access to sensitive data is restricted based on role, with regular reviews of permissions.

Actions:

- Require strong passwords and MFA for all system access.
- Implement role-based access controls (RBAC) and Access Control Lists (ACL's) for internal systems.
- Perform regular access reviews and revoke access when necessary.

3. Incident Response Policy

Objective: To ensure a swift and coordinated response to security incidents to minimize damage and recovery

time.

Policy: MonitorEDU maintains an incident response plan (IRP) that outlines the process for identifying, reporting, containing, and recovering from security incidents. All incidents must be reported within 24 hours.

Actions:

- Establish a dedicated incident response team.
- Conduct regular incident response drills and review the IRP annually.
- Document all incidents and provide reports for post-incident reviews.

4. Network Security Policy

Objective: To ensure the protection of the company's network infrastructure from internal and external threats.

Policy: The network is protected by firewalls, intrusion detection systems (IDS), and vulnerability scans. All network traffic is monitored for suspicious activity.

Actions:

- Implement firewalls to filter inbound and outbound traffic.
- Monitor networks 24/7 with intrusion detection and prevention systems.
- Conduct regular vulnerability assessments and patch identified weaknesses promptly.

5. Acceptable Use Policy

Objective: To define the acceptable use of company IT resources by employees and contractors.

Policy: All employees are required to adhere to the acceptable use policy (AUP), which prohibits unauthorized access to company systems, use of unapproved devices, and the downloading or installation of unverified software.

Actions:

- Provide mandatory security awareness training for all employees.
- Monitor employee usage of IT resources to ensure compliance.
- Implement endpoint protection solutions to control device access.

6. Third-Party Vendor Policy

Objective: To ensure that third-party vendors meet the company's security standards before accessing sensitive data.

Policy: All third-party vendors must undergo a security assessment and sign a data protection agreement before being granted access to MonitorEDU systems or data.

Actions:

- Conduct regular security assessments and audits of third-party vendors.
- Require vendors to comply with industry standards like ISO/IEC 27001 or NIST.
- Terminate access immediately if a vendor no longer meets security criteria.

7. Compliance and Audit Policy

Objective: To ensure that MonitorEDU complies with all applicable laws, regulations, and security standards.

Policy: Regular internal and external audits must be conducted to ensure compliance with standards such as ISO/IEC 27001, and NIST. All employees must complete security training related to compliance annually.

Actions:

- Perform yearly audits to assess compliance with legal and regulatory requirements.
- Engage third-party auditors to validate security practices.
- Ensure all employees receive annual compliance and security training.

8. Disaster Recovery and Business Continuity Policy

Objective: To ensure business operations can continue in the event of a disaster or major outage.

Policy: MonitorEDU will maintain a disaster recovery plan (DRP) and business continuity plan (BCP) that is reviewed and tested annually. These plans will ensure critical systems and data can be recovered within defined recovery time objectives (RTO).

Actions:

- Maintain backups of critical systems and data with encrypted off-site storage.
- Test DRP/BCP at least once a year.
- Ensure that key personnel are aware of their responsibilities in case of an emergency.

Directory of Certified Individuals

Policy #: 15

Approved by: Governing Council

Date approved: May 2023

Date revised: May 2023

Date reviewed: April 2023

CIC maintains a directory of all active CIC certified individuals. This database is available to CIC and Testcom system administrators. Quarterly, a revised directory of current CIC certification-holders will be uploaded to the CIC website and/or the CIC Test Portal. This directory will ONLY list those who are certified (first name, last name, and current CIC certifications held). No additional information will be provided unless the certified individual is inquiring or required to do so by law.

Exam Development

Policy #: 16

Approved by: Governing Council

Date approved: March 2022

Date revised: March 2022

Date reviewed: March 2022

CIC leaders are committed to ensuring the quality, relevance, validity, and fairness of each of our certification exams programs. Together with our psychometrics vendor, Kryterion Global Testing Solutions and experienced Subject Matter Experts serving under the leadership of the CIC Governing Council, great care is given to assessing, evaluating, and improving these exams on an ongoing cycle. Following is description of the process.

Job Analysis

In June of 2021, the Crane Institute Certification (CIC) entered into a contract with Kryterion Global Testing Solutions to conduct formal job analyses on a series of content-valid certification examinations in five areas:

1. Telescoping Boom, under 21 Tons (General Knowledge Exam + Supplemental Exam + Practical Exam)
2. Telescoping Boom, 21 – 75 Tons (General Knowledge Exam + Supplemental Exam + Practical Exam)
3. Telescoping Boom, over 75 Tons (General Knowledge Exam + Supplemental Exam + Practical Exam)

4. Lattice Boom Crane Carrier/Crawler (General Knowledge Exam + Supplemental Exam + Practical Exam)
5. Articulating Boom Crane (General Knowledge Exam + Supplemental Exam + Practical Exam)

Each certification examination consists of a Virtual General Knowledge examination, a specific supplemental examination, and a Practical Examination. CIC maintains two versions of the General Knowledge Exam, two versions of each of the Virtual supplemental examinations, and one version of the Practical Exam.

A new job analysis is conducted every seven years to ensure currency with current practice in the industry. The Governing Council approved this timeframe during the 2018 Annual Meeting to reflect the limited pace of change within the industry.

The job analysis process includes the following.

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

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

Item Writing

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

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

Standard Setting and Equating

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

New assessment items (Virtual) are tested as unscored items embedded in the existing certification exams, and statistical analysis of item response characteristics is conducted when sufficient data is gathered (i.e., 100-500 responses). New practical assessments are field-tested with small groups of five or ten crane operators to ensure the instructions and process are fair and valid. Equating alternative forms of the assessments – a 3-parameter IRT model is used as recommended by the CIC psychometric consultant.

Examination Versions

All exam forms are assembled according to the approved exam content outline. The percentage of items in each of the content categories (listed in the table below) should be regarded as estimates, as future item edits to examinations could result in slight variations in these percentages. Virtual exam questions are categorized by domain/content categories and percentage of the exam they make up and are weighted to reflect these proportions. However, the entire exam is scored as a whole and not by section. Percentage of Virtual Exam test items by domain shown below

The CIC General Knowledge Exam and all Supplemental Exams have two active exam versions each. Minimum Passing Scores for each of them are listed in Tables 1-6 below. Candidates will receive an exam report with the percentages scored by domain. There is one test for Practical Exams with weighted domains listed in Table 7.

Virtual Exams Approximate Weighted Domains with Minimum Passing Scores

Table 1. Weighted Domains & minimum passing scores for the General Knowledge Exam

Knowledge Domains <i>General Knowledge Exam</i> Minimum Passing Score: Test 1 = 63.9% Test 2 = 63.6%	# of Items for 50-item Exam	Domain Weight (Approximate % of Exam)
I. Site Evaluation & Crane Setup	15	29%
II. Conduct Pre-Operational Crane Inspection	8	17%
III. Load Charts	8	16%
IV. Crane Operation	19	38%

Table 2. Weighted Domains & minimum passing scores for the Telescoping Boom Crane, Under 21 Tons Exam

Knowledge Domains <i>Telescoping Boom Crane < 21 Tons</i> Minimum Passing Score: Test 1 = 64.6% Test 2 = 64.8%	# of Items for 25-item Exam	Domain Weight (Approximate % of Exam)
I. Site Evaluation & Crane Setup	8	34%
II. Conduct Pre-Operational Crane Inspection	5	20%
III. Load Charts	5	18%
IV. Crane Operation	7	29%

Table 3. Weighted Domains & minimum passing scores for the Telescoping Boom Crane 21-75 Tons Exam

Knowledge Domains <i>Telescoping Boom Crane 21-75 Tons</i> Minimum Passing Score: Test 1 = 63.3% Test 2 = 62.8%	# of Items for 25-item Exam	Domain Weight (Approximate % of Exam)
I. Site Evaluation & Crane Setup	7	30%
II. Conduct Pre-Operational Crane Inspection	5	18%
III. Load Charts	4	16%
IV. Crane Operation	9	35%

Table 4. Weighted Domains & minimum passing scores for the Telescoping Boom Crane, Over 75 Tons Exam

Knowledge Domains <i>Telescoping Boom Crane >75 Tons</i> Minimum Passing Score: Test 1 = 63.3% Test 2 = 62.8%	# of Items for 30-item exam	Domain Weight (Approximate % of Exam)
I. Site Evaluation & Crane Setup	9	31%
II. Conduct Pre-Operational Crane Inspection	6	18%
III. Load Charts	5	17%
IV. Crane Operation	10	34%

Table 5. Weighted Domains & minimum passing scores for the Lattice Boom Crane Carrier/Crawler Exam

Knowledge Domains <i>Lattice Boom Carrier/Crawler Crane</i>	# of Items for 30-item Exam	Domain Weight (Approximate % of Exam)
Minimum Passing Score: Test 1 = 62.8% Test 2 = 62.7%		
I. Site Evaluation & Crane Setup	9	32%
II. Conduct Pre-Operational Crane Inspection	6	19%
III. Load Charts	5	17%
IV. Crane Operation	10	33%

Table 6. Weighted Domains & minimum passing scores for the Articulating Boom Crane Exam

Knowledge Domains <i>Articulating Boom Crane</i>	# of Items for 25-item Exam	Domain Weight (Approximate % of Exam)
Minimum Passing Score: Test 1 = 65.5% Test 2 = 65.5%		
I. Site Evaluation & Crane Setup	9	35%
II. Conduct Pre-Operational Crane Inspection	5	21%
III. Load Charts	5	19%
IV. Crane Operation	6	25%

Practical Exam Weighted Domains with Minimum Passing Score

The Practical Exam is weighted in the following manner:

Table 7. Weighted Domains for Practical Exams

<i>Practical Exam Skill Domains</i>	Domain Weight (Approximate % of Exam)
Minimum Passing Score on Practical =70%. Candidates receive scores as a Pass or Fail.	
I. Accuracy & Depth Perception	30%
II. Hand Signals	16%
III. Ability to Control Load	50%
IV. Exiting the Crane	4%

Points are deducted on the Practical Exam for committing infractions or exceeding the stated time to complete a challenge. The grading algorithm requires a score of 70% on the exam, and candidates receive a Pass/Fail score.

Technical Analysis

Performance statistics will be calculated and retained for exam items and each examination form. The contracted Psychometrics Consultant will perform a statistical analysis at least once annually. When exam forms are constructed from items that have not been previously used or pre-tested, the statistical analysis will be reviewed prior to release of the final exam scores to candidates. As needed, items may be removed from scoring or other adjustments made, as approved by the Governing Council in consultation with the psychometric consultant.

Test analysis or technical reports will be produced by the psychometric consultant and reviewed by the Council to evaluate the reliability and effectiveness of the examination and to determine any areas that must be reviewed or revised. The psychometric consultation will conduct analysis to identify irregularities, including cheating.

Disciplinary Policies and Procedures

Policy #: 17

Approved by: Governing Council

Date approved: May 2023

Date revised: May 2023

Date reviewed: April 2023

1. CIC's respect for the crane industry and those who work in this field compels us to adhere to and uphold worthwhile standards of conduct and ethics for ourselves and for CIC Certified Crane Operators. While violations that lead to disciplinary action are expected to be few, our Governing Council has an ethical responsibility to oversee the application of CIC policies pertaining to any violations, and, when necessary to make final decisions of appeals to disciplinary decisions (see [Appeals of Disciplinary Decisions](#)). This policy describes established procedures for addressing any such violations when they do arise.
2. The CIC Governing Council may suspend or revoke certification if it verifies certain actions, including, *but not limited to*, the following:
3. Misrepresentation of any information they provide to CIC or its representatives.
4. Non-compliance with ASME medical requirements for crane operators.
5. Non-compliance with the CIC Code of Ethics Policy
6. Non-compliance with the CIC Substance Abuse Policy
7. Noncompliance with the CIC Confidentiality & Non-disclosure Agreement
8. Any infringement of exam security.
9. Sexual harassment

CIC has established policies and procedures to respond objectively, without partiality, to notifications or complaints involving accusations of violations. No attempts to influence CIC's investigation of, or decisions related to complaints are tolerated, including any financial or commercial interests or pressures from third parties to influence decisions. To further protect impartiality, CIC does not permit any party who was involved in the complaint to play any role in the review of the complaint. Those involved in the complaint are asked to respond by providing full documentation of the circumstances surrounding the complaint.

CIC staff will acknowledge receipt of any complaint by email or phone and will provide periodic updates as is reasonably possible through the review process, including the outcome.

Investigation and Review of Complaints about Crane Operators

Staff will follow up any reported complaint by collecting relevant data from those involved in the complaint. If the initial findings indicate that the conditions of the complaint and related documentation are verifiable, staff forward the information to the Disciplinary Committee, a group formed by the Governing Council, consisting of selected members of the Governing Council and the Advisory Committee.

The Disciplinary Committee is responsible for:

1. Evaluating the need for further investigation.
2. Notifying the operator and involved person(s) of alleged violation.
3. Reviewing evidence and applicable code or policy.

4. Determining if disciplinary action is warranted.

Disciplinary action may include one or more of the following: reprimand, training or additional re-examination requirements, suspension, revocation of certification, or potentially, civil sanctions. Crane Institute of America Certification, LLC retains the sole authority to amend or repeal its policies regarding denial or revocation of certification at any time including, but not limited to, the authority to add new grounds for denial or revocation and add provisions for suspension of certification.

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 notification of the initial decision.

For more on the appeals process related to Disciplinary Actions, please see [Appeal of a Disciplinary Decision](#) (Policy # 22)

Code of Ethics Policy

Policy #: 18

Approved by: Governing

Council Date approved: May

2023

Date revised: May

2023 Date reviewed:

April 2023

Crane Operators certified by CIC are expected to abide by an honorable Code of Ethics. The Code of Ethics includes a commitment to personal and professional ethics, including, but not limited to: honesty and integrity, professional competence and safe practices, compliance with government regulations (OSHA) and industry standards (ASME), abiding by all CIC policies and procedures, respect for others including fair work practices, non-discrimination, no sexual harassment, illegal drug/substance abuse-free work practices, personal and professional accountability, confidentiality, and no conflicts of interest.

Operators certified by CIC demonstrate their respect for and value of their work and profession by signing the [Code of Ethics Policy & Substance Abuse Policies Agreement](#).

Substance Abuse Policy

Policy #: 19

Approved by: Governing Council

Date approved: May 2023

Date revised: May 2023

Date reviewed: April 2023

The lifting industry has a clear obligation to do its utmost to ensure a safe, healthy, and efficient working environment for operators, their co-workers, customers, and the general public. Unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger for everyone. For the purposes of this

policy, being “under the influence” is defined as the detectable presence of any drug or substance in the operator’s body that impairs the operator’s ability to operate the crane safely.

As a condition of achieving and maintaining certification, candidates seeking certification agree to abide by this Substance Abuse Policy, along with the Code of Ethics Policy, which also includes the agreement to avoid substance abuse. In so doing, operators agree to the following statements:

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

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

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

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

Code of Ethics & Substance Abuse Policies Agreement

Policy #: 20

Approved by: Governing Council

Date approved: May 2023

Date revised: May 2023

Date reviewed: April 2023

As a CIC certified Crane Operator, I wholeheartedly declare that I will:

1. Fully uphold the CIC Code of Ethics and Substance Abuse Policies Agreement.
2. Use my knowledge and skill to accomplish my work in the manner that best safeguards myself, co-workers, employers, the public, and the workplace.
3. Advance the competence of and respect for the lifting industry by abiding by all applicable OSHA Regulations, ASME Standards, and Operating guidelines provided by crane manufacturers for safe

and effective crane operation.

4. Be honest with employers, the public, and co-workers and not willingly mislead anyone with regard to my work experience, skills, crane operation experience and capability, or the status of my certification.
5. Work with integrity and without bias regarding race, color, creed, religion, age, gender, national origin, physical ability, or ethnicity; refraining from sexual harassment.
6. Report safety, violation of regulatory and other violations of the Code of Ethics and Substance Abuse Policies Agreement to appropriate personnel within their organization.
7. Notify CIC via the Incident/Accident Report Form of any incidents, accidents, or disciplinary actions I have been involved in over the previous five (5) years.

With respect to CIC certification, I solemnly agree to the following statements:

8. I will only make truthful claims about the scope of the certification or certifications I have been granted.
9. I agree that CIC maintains sole ownership of any digital or physical certification card issued to me after passing all the requirements of certification and that CIC has granted physical and/or digital possession of the operator certification card to me in order to maintain compliance with OSHA standards.
10. I agree not to misuse the CIC certification card/credential or to use it in a misleading or fraudulent manner.
11. I agree not to alter the certification credential in any way, including, but not limited to, altering the certification and expiration dates, certifications listed, certificant's name, CIC logo, or certification number.
12. I will discontinue all claims to certification, discontinue use of the credential, and return the certification card issued to CIC if certification is suspended or revoked.
13. I will inform CIC, without delay, of matters that can impair my capability to continue to fulfill my certification requirements.
14. I will not copy, release, share, or otherwise disclose confidential exam materials or participate in any fraudulent test-taking practices.

Statement of Acknowledgement and Agreement:

I hereby attest to the following:

- All information I provided in my CIC certification eligibility application is complete and accurate.
- I will voluntarily and faithfully comply with all CIC policies and rules for the certification program including, but not limited to, this Code of Ethics and Substance Abuse Policies Agreement, the Nondisclosure and Conflict of Interest Agreement, Medical Verification Form(s), and the Exam Security Agreement.

By signing below, I acknowledge that I have read and agree to fully comply with all statements above.

Signature:

Date:

Candidate ID

Conflicts of Interest and Non-Disclosure Agreements Summary

Policy #: 21

Approved by: Governing Council

Date approved: May 2023

Date revised: May 2023

Date reviewed: October 2023

Conflicts of Interest

A conflict of interest may occur when an individual's outside personal or business interests (relationships, investments, memberships, financial matters, or other important interests compromise his or her judgment, decisions, or actions related to a particular organization of which they are a part – for example, an employer, a certification program, or a governing body.

The CIC Governing Council supports operational, administrative, and examination related policies that are free from actual, potential, or perceived conflicts of interest by Governing Council Members, Advisory Committee members or SMEs, employees, vendors, subcontractors, and those in elected, appointed, or other volunteer positions.

Confidentiality & Conflict of Interest Policy Agreements

Individuals with access to confidential information are required to sign confidentiality and conflict of interest agreements (*See Appendices section for agreements*) in which employees, contractors, volunteers, and other third-party vendor agree not to disclose business or private information gained through their relationship with CIC that could reasonably be considered confidential even if not labeled as such, *and* to disclose any of their perceived, potential, or actual conflicts of interest. Examples of conflicts of interest include, but are not limited to:

- Being employed by or contracted on a full or part-time basis with a business that could reasonably be considered to be a competitor with CIC.
- Developing or delivering educational training materials designed to prepare crane operator certification candidates to pass CIC Exams during my term of service as a volunteer, employee, contractor, or other third-party vendor and for 24 months after my service.
- Sharing, selling, or posting any information about CIC Exams, intellectual property of CIC or associated parties, or non-public CIC business information for your personal gain or the benefit of a family member, friend, competitor, customer or any other person or entity.
- Accepting personal compensation for CIC-related speaking engagements, consultative services, or other activities.

Agreements are maintained electronically on a secure server, with hard copies in a locked room.

Appeals Policies and Procedures

Policy #: 22

Approved by: Governing Council

Date approved: May 2023

Date revised: May 2023

Date reviewed: April 2023

Candidates may submit a written appeal to CIC in one of three circumstances: 1) when the candidate's eligibility application is denied, 2) when the candidate suspects a scoring error caused a failed exam; or, 3) when a candidate

disagrees with a disciplinary decision imposed by CIC. CIC staff will acknowledge receipt of an appeal within 30 days of receipt by email or phone call, and will provide status updates as often as is reasonably possible.

Appealing Eligibility Determination or Certification Status

Candidates may question their eligibility determination or certification status by writing or emailing the CIC Governing Council within 30 days of receiving the decision by contacting CIC through the “Contact Us” mailbox on the CIC website (scroll down to the bottom of the [Home Page](#)) or via email at help@cicert.com (please include the word, “Appeal” in the subject line). These appeals must include the reasons the candidate believes they are eligible for certification and describe how they comply with the published requirements. The Governing Council will review the request and make a final determination within 60 days. The Council’s decision is final. The candidate will be notified within 30 days of the decision.

Request for Scoring Review

Multiple safeguards are in place to prevent scoring errors, and going forward, both online and practical CIC exams will be graded electronically by Gauge/Testcom making scoring error less likely. However, candidates who do not pass an exam and have concerns about their scoring may request that their exam(s) be reviewed and re-scored. Written scoring requests must be submitted within ninety (90) days of the original result date and a re-scoring fee of \$30 per exam requested will be applied for each scoring review. Candidates may submit their request to CIC through the “Contact Us” mailbox on the CIC website (scroll down to the bottom of the [Home Page](#)) or via email at help@cicert.com (please include the words “Scoring Review” in the subject line).

To maintain exam security, specific questions missed are not revealed. However, if a scoring review reveals that an exam was incorrectly scored, CIC will promptly notify the candidate (and their employer, if applicable; refund the scoring review fee; update the candidate’s records to reflect a passing score; and make any applicable changes in credentials reflected by the change.

Appeal of a Disciplinary Decision

An operator may appeal a disciplinary decision made by the Disciplinary Committee as soon as is reasonably possible and no longer than within thirty (30) days of receiving notification of the Committee’s decision. *When submitting an appeal of a disciplinary decision, candidates must submit a written appeal by traceable courier or certified mail with return receipt requested to the following:*

**Crane Institute Certification
CIC Governing Council
C/O: Certification Manager
4011 West 1st St
Sanford, FL 32771.**

Specific grounds for appealing the disciplinary decision and for requesting the appeal must be clearly stated by the operator in their written appeal for consideration by the Disciplinary Committee. The Governing Council shall *only* overrule the Disciplinary Committee’s decision if one or more of the following occurred:

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

In the event the operator’s appeal is timely and properly prepared, the Governing Council shall serve as the Appeals Panel and shall notify the operator of the date and location of the appeal hearing. The Appeals Panel includes three members appointed by the Governing Council. The members of the Appeals Panel *may not also* be members of the Disciplinary Committee that made the initial decision or have a conflict of interest related

to the operator who is filing the appeal.

The appeal hearing will be scheduled as soon as possible after being notified of the appeal. The hearing shall be conducted at the CIC headquarters, virtually, or at another location agreed upon by the complainant and the Governing Council. The operator is responsible for their expenses. The operator has the right to have representation at the hearing but in no event will counsel be allowed to provide testimony in lieu of, or on behalf of, the operator. The Governing Council will consider all evidence, including the basis for the original decision reached by the Disciplinary Committee.

The Governing Council will reach a decision within thirty (30) days of the appeal hearing and will notify the parties involved in writing of its decision. If the discipline remains, the Council will report the name(s) of the disciplined operator(s) and the violation(s) and to the CIC Certification Manager who will add the information to the permanent file of the complainant. Such information will become part of the records kept by CIC. This information will be made available, upon request, to any interested person or public agency deemed necessary to protect the public.

The Governing Council's decision is final and not subject to further appeal. Once the final decision is made, the matter shall be closed, and the related files shall be retained at CIC headquarters. Members of the Disciplinary Committee, the Governing Council, and others in contact with materials related to the investigation shall return all information received during the investigation to CIC headquarters, where one set of records will be maintained, and the remainder destroyed.

Use of Certification Marks / Credentials

Policy #: 23

Approved by: Governing Council

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Date reviewed: April 2023

After meeting all eligibility requirements and passing the required examinations, individuals may use the appropriate CIC credential for the certification(s) they earned. CIC will provide certified individuals with an electronic CIC certification card and/or a physical card with operator's photograph, issue and expiration dates, certifications earned, and candidate ID. The CIC certification card remains the property of CIC and is issued to certified operators as a convenience to use as proof of their certification to employers and on worksites, as needed.

Monitoring Use of the Credential

CIC program staff will periodically monitor for unauthorized, prohibited, and/or fraudulent use of credentials. Monitoring will include, but is not limited to, a sampling of individuals whose credentials have expired or been revoked. A phone call, letter, or written email notification will be sent informing the individual to cease using the credential. This communication and follow-up to ensure it has been removed will be documented.

Monitoring activity will occur at least once per quarter. A log of periodic monitoring and any investigations of reported misuse of the credential will be documented to include the actions taken and results.

Any individuals found to be in violation will be contacted by CIC. Any violations that are not resolved after the initial contact will be referred for further action, including consulting with an attorney or law enforcement, as needed.

Companies which provide training for CIC certification exams may request permission to use the CIC logo on their website for advertisement purposes in compliance with logo guidelines provided by CIC. Guidelines specific to Authorized CIC Practical Examiners and Authorized Practical Exam Sites Exam Sites use of CIC marks can be found in the Practical Examiner Handbook and Practical Exam Site Coordinator Handbook found on the Practical Examiner site on the CIC Test Portal

Top Management

Policy #: 24

Approved by: Governing Council

Date approved: May 2023

Date revised: May 2023

Date reviewed: April 2023

CIC top management is defined as the Chair of the Governing Council and the CIC Certification Manager. Top management will ensure that the policies are understood, implemented, and maintained at all levels of the certification organization. They support the certification program by providing ongoing oversight and management of the program including, but not limited to, providing an annual management review, and monitoring continued resources for program operation.

Impartiality

Policy #: 25

Approved by: Governing Council

Date approved: May 2023

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Date reviewed: April 2023

CIC's commitment to impartiality includes, but is not limited to:

- The development of an annual Threat Analysis, including analysis of potential threats to impartiality.
- Requirement that CIC staff, volunteers, and other interested parties agree to, sign, and adhere to the Confidentiality & Conflict of Interests Policy Agreement (See Appendices for Agreements).
- The review and disposition of all complaints, appeals, eligibility reconsideration requests, request for scoring reviews, and other feedback, as required by CIC policies.
- CIC does not permit influence or pressure from internal or external sources to compromise impartiality.

The CIC Governing Council's role is to develop and oversee certification program development and administration, and determine if candidates for certification meet the established qualifications and standards, as defined in this manual.. CIC does not provide training, accreditation for educational programs, or provide a course of study that leads to certification. CIC does not endorse any training company or process. CIC has no legal, financial, or other obligation to organizations it recognizes for training options.

Members of the Governing Council, as well as individuals with access to confidential information, will not participate in the development and/or approval of educational or training materials as described below.

Governing Council Members and Other SME Volunteers. During their service and for a period of two years afterwards, volunteers with access to confidential certification exam information will not participate in the development or delivery of any educational or training program and/or product designed or intended to prepare individuals to take the CIC certification examination.

CIC Staff. Employees with access to examination content are not permitted to participate in the development of training materials or the delivery of training content intended to prepare individuals for certification during their time of employment or for two years following the end of their employment.

Educators/Trainers/Training Content Developers

Individuals that deliver courses and related products and/or develop training content are only permitted to have access to publicly available examination information such as the weighted exam content outline, and cannot participate in CIC exam development activities. They may participate in Job Task Analysis committees which do not review or develop confidential exam information.

The decision to award certification must be made solely on the basis of information gathered during the application and examination processes.

Operational Management

Policy #: 26

Approved by: Governing Council

Date approved: May 2023

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Date reviewed: April 2023

The Governing Council may delegate the operational management and implementation of approved certification program policies to CIC certification staff.

The Certification Manager conducts CIC staff performance evaluations annually. The Certification Manager will receive performance evaluations by CIC Founder/s or their designee(s) with input from the Governing Council Chair.

Position priorities are defined on an annual basis and formally approved as part of the evaluation process. Monitoring occurs on a periodic basis through in-person management meetings.

CIC will keep updated personnel files for staff including:

- Up-to-date job descriptions
- CV/Resume
- Confidentiality and Conflict of Interest Agreement
- Performance evaluations
- Copy of Training logs

Grandfathering

Policy #: 27

Approved by: Governing Council

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All certificants are required to meet the full eligibility requirements in place at the time of application and pass the required examinations every five years. CIC does not award honorary certifications based on previous experience alone.

Complaints, Feedback, and Reconsideration Requests

Policy #: 28

Approved by: Governing Council

Date approved: October 2023

Date revised: October 2023

Date reviewed: October 2023

CIC welcomes honest and constructive input from candidates, volunteers, and other interested parties. Input from those we serve, as well as other interested parties, is essential to CIC's continued growth and success serving the craning industry.

Complaints, feedback and/or reconsideration requests may be made in accordance with the following policies and procedures and must include the complainant's name, address, phone number and email and a specific description of the incident or concern, including date, time, circumstances and party or parties allegedly involved (if applicable). To help CIC address your concerns and requests as efficiently as possible, CIC should be contacted as soon as possible after any precipitating event occurs. For specific guidance, see complaint categories below for further guidance.

TYPES OF COMPLAINTS

In this policy, several categories of complaints are described. While not every concern can be specifically addressed, the following provide a framework for issues that might be anticipated given the nature of our work.

Complaints About Exam Processes

Candidates with feedback about CIC examination processes or related concerns should contact CIC staff within 10 days of the exam date. Feedback should be directed to the CIC Certification Manager. When reasonably possible, feedback will be acknowledged by CIC staff within 30 days of receipt. Exam process complaints will be tracked and documented.

Complaints About Exam Content

Feedback or complaints from candidates regarding the content of the exam or specific exam questions may be submitted to the Certification Manager no later than 10 days following exam administration. When reasonably possible, feedback will be acknowledged by CIC staff within 30 days of receipt.

Reconsideration requests regarding examination content are not accepted. However, exam content feedback or complaints will be reviewed and considered by the relevant Exam Committee as part of the ongoing exam item review and test development process. Documentation of the input and any action taken to address the feedback will be documented by the committee and forwarded to the CIC Certification Manager to be maintained at CIC Headquarters.

Complaints About Test Results in Specific Circumstances

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***. All reconsideration requests must be made in writing and submitted to CIC no later than 30 days after the exam score report was issued. The candidate must submit their formal reconsideration request in writing on the CIC website through the Complaints and Feedback Box, or via email at help@cicert.com. Candidates are asked to include the words "Request for Reconsideration" in their correspondence.

The request must specifically describe whichever of the following circumstance(s) apply: (1) any contributing testing conditions, (2) technical problems, and/or (3) specific policy violation(s). When reasonably possible,

feedback will be acknowledged by CIC staff within 30 days of receipt. If the issue can be resolved at the staff level, the Certification Manager will make the decisions and notify the Governing Council of the result. If the issue cannot be resolved by the Certification Manager, he or she will refer the request to the Governing Council Chair. The request will also be referred to the Chair if the operator requesting reconsideration will not accept a reconsideration decision by the Certification Manager.

A Reconsideration Committee, which may be an ad-hoc subcommittee of the Governing Council will review the request and decide within 45 days whenever reasonably possible. In general, the applicant will be notified of the decision in writing within 14 days of the Reconsideration Committee's decision.

All requests for reconsideration of test results, along with any actions taken and decisions made, will be documented by the appropriate committee to be filed at CIC headquarters.

The Reconsideration Committee may review requests and make determinations via teleconference meetings, via email, or other means as the committee deems appropriate. All Reconsideration Committee members must have the opportunity to participate in the review and decision.

The results of the reconsideration decision will be final and may not be appealed.

Complaints or Feedback About Program Participants

CIC defines program participants as CIC certified operators, third-party Practical Examiners, Practical Exam Sites and Site Coordinators, third-party vendors who host and manage virtual exam administration and live virtual proctoring processes. Complaints and feedback in this category must be directly related to CIC certification program policies and procedures, which include, but may not be limited to issues related to certification or recertification.

Program Participant complaints may also be submitted through the "Contact Us" Box at the bottom of the [Home Page](#) on CIC's website, or by emailing the CIC Certification Manager at help@cicert.com. Complainants are asked to include the words "Program Participants Feedback" in their written correspondence to CIC.

- **CIC Certified Crane Operators.** Any complaints made about a CIC certified crane operator's non-compliance with exam security policies, the CIC Code of Ethics and Substance Abuse Policies Agreement including adherence to government and industry standards for crane operators, involvement in sexual harassment or other concerns may be submitted in writing as described above.

CIC staff will review complaints and feedback and collect any relevant data from complainants, the certified operator who is the subject of the complaint and any other involved parties. Any verifiable complaints will be forwarded to the CIC Disciplinary Committee, who will review the complaint and evaluate the need for further investigation; notify the operator and any other parties involved in the alleged violation; review evidence and any applicable policies or codes; and determine if disciplinary action is appropriate, and if so, what form of discipline is warranted.

The operator in question will be notified of the Committee's decision in writing within two business weeks of the decision whenever reasonably possible. Any documentation about the complaint from initial report to final decision will be retained at CIC Headquarters. See more about [Disciplinary Policies & Procedures in Policy 17](#), and about [Appeals Policy and Procedures in Policy #22](#).

- **Complaints About CIC Third-Party Exam Administration, Exam Site or Proctoring Vendors.** Complaints and feedback in this category may be submitted about any aspect of the exam administration of CIC examinations, including, but not limited to, Authorized CIC Practical Examiners, Authorized CIC Exam Sites and/or Site Coordinators, CIC third-party exam vendors. Complaints and feedback about processes, vendor staff, issues of fairness, efficiency, exam security or any issue related to the exams process and those who administer any aspect of our exams certification programs may be submitted.

As with all complaints and feedback submissions, timely, objective, and specific input is essential to

the effective remediation of concerns and problems, and should be made as soon as possible after any incident or concern arises. The complaint or feedback must include the complainant's name, address, phone number and email and a specific and objective description of the incident or concern, including date, time, and if applicable, the party or parties allegedly involved.

CIC staff will acknowledge receipt of the complaint or feedback as soon as is reasonably possible (if a response is needed) and will review the written description of the issue and follow up with further questions to parties involved. Where warranted, issues and concern will be addressed directly with the third-party vendor identified by the complainant to identify and remediate any problems.

Any issues deemed to jeopardize program effectiveness, exam security, fair and unbiased exam administration processes or other significant issue as assessed by staff will be immediately elevated to the Governing Council Chairman and/or to the CIC Chief Executive Office for evaluation, any additional investigation needed, and any corrective actions necessary to address specific concerns. All documentation about the issue including any follow-up needed and final outcomes will be maintained at CIC headquarters.

Administrative Complaints and/or Feedback.

At CIC we strive to serve our customers and guests with the kind of care, respect, and service they deserve. However, we also know that are times when we may miss the mark, and we need you to help make us better at what we do by letting us know when we do. We broadly categorize administrative complaints as those relating to some aspect of customer service. Perhaps the timeliness of a callback or email reply was slow, or the service you received wasn't what was expected or desired. Whatever the reason for your concern or dissatisfaction, we welcome the feedback, and view it as an opportunity for learning and growth.

An Administrative Complaint may be filed by contacting CIC at 407.878.5590 to discuss your concern with the CIC certification manager or a supervisor on duty. Alternately, you may choose to submit your concern in writing through the "Contact us" box located on the [Home Page](#) of the CIC website at www.cicert.com (scroll down to the bottom of the page), or by sending an email to help@cicert.com, attention Certification Manager. Your call or message will be acknowledged by a return call or an email promptly. Hopefully, the issue can be resolved at the staff level in many situations; however, if the matter cannot be resolved on that level, the Certification Manager or their delegate will forward the written complaint to the Governing Council to determine a course of action for pursuing resolution. CIC seeks to resolve Administrative Issues within 30 days whenever it is possible to do so.

OTHER FEEDBACK, REQUESTS OR COMPLAINTS

Understanding that not all complaints or feedback fall into one of the categories described above, candidates or other interested parties may submit any other concerns, requests, or feedback by following the same processes described above. CIC also welcomes any positive feedback from candidates, volunteers, and other interested parties. This input provides important insights and information that will help CIC recognize processes or aspects of our work that are valued by customers and other parties and need to be continued or further developed.

Exam Retake Policy

Policy #: 29

Approved by: Governing Council

Date approved: May 2023

Date revised: May 2023

Date reviewed: April 2023

Virtual Exams (General Knowledge and Supplemental)

A candidate failing the General Knowledge or Supplemental Examination is eligible to re-test with no waiting period by registering for the desired exam(s) and paying the required exam fee. A re-test is performed on an alternate version of the exam. A candidate failing any virtual examination on their second attempt must wait a minimum of 30 days before re-testing. A 30-day waiting period is also mandated between any subsequent re-test attempts. Candidates (or their employers) are responsible for paying all exam fees for each exam taken, including retakes.

Rationale: The Governing Council of the certification body determined that a 30-day waiting period and usage of alternate test forms is necessary to mitigate overexposure to exam items on the part of the re-testing candidate. This allows the candidate time for additional study or training and minimizes the risk of candidates attempting to memorize test answers for later recording.

Practical Exam

If a candidate fails the Practical Exam after the first attempt, there is no waiting period before making another attempt. If they fail the Practical Exam twice, he or she must wait at least 30 days before making another attempt. Candidates whose certification expires prior to the next attempt must also take and pass the General Knowledge and any applicable Supplemental Exam(s) for new certification.

Certification Scheme Changes (*CIC Reciprocity Policy was removed. It was previously Policy #30*)

Policy #: 30

Approved by: Governing Council

Date approved: May 2023

Date revised: May 2023

Date reviewed: April 2023

The Certification Scheme for each credential includes:

- Scope of certification
- Eligibility requirements
- Recertification requirements
- Expired certification requirements
- Requirements for changing the certification capacity levels and applicable boom lengths.
- Examination(s) and the related exam content outline
- Disciplinary processes for suspending and revoking certification
- CIC Code of Ethics

Changes to a certification scheme require approval of the Governing Council. When considering changes, the Council considers the purpose and rationale for the recommended change(s), the impact of the change on applicants, candidates, and certificants, and available data/evidence to support the change. Evidence includes, but is not limited to, job analysis studies, demographic surveys, benchmarking, and related research.

When a change to any certification scheme is made, the Council will develop, document, and implement a transition plan to bring current certificants into compliance with the new scheme requirements within a reasonable period of time. The amount of time permitted to bring certificants into compliance will be relative to the scope of the change.

Changes to the certification scheme will be publicly announced. Notification of significant changes will be published with adequate advance notice to allow applicants, candidates, and/or certificants to reasonably prepare for the change (if applicable).

Certification and Recertification Fees

Policy #: 31

Approved by: CEO/CFO

Date approved: October 2023

Date revised: October 2023

Date reviewed: October 2023

CIC certification fees are set to be fair, reasonable, and competitive in the marketplace. The fees summarized in the table below are current as of the printing of the Policies & Procedures and the approval date listed above. Prices are subject to change. The following table summarizes CIC certification related fees.

2024 CIC Certification Exam Fees		
Exam Types Required for One Complete Initial Certification or Recertification	Initial Certification	Recertification
One (1) Online General Knowledge Exam One (1) Online Supplemental Exam	\$215	\$215
One (1) Hands-on Practical Exam Fee ¹	\$70	\$0.00 ²
Total	\$285	\$215

¹ **Practical Exam Fee** - The \$70 CIC Practical Exam fee does not cover the cost of Practical Exam Administration or Exam Site Fees. The candidate pays these fees directly to a Practical Examiner and Practical Exam Site. These fees are variable, as Practical Examiners and Exam Sites are private entities not employed by CIC. CIC will maintain neutrality in the market and will not engage in price fixing with any organization.

² **Recertification Practical Exam** - No Practical Exam is required for Recertification if candidate has accumulated at least 1,000 crane operator-related hours over the most recent five years and meets the required eligibility requirements including, but not limited to holding a current credential. If they have less than 1,000 hours, or have allowed their certification to lapse, they will need to take and pay all associated Practical Exam Fees.

CIC Administrative Fees	
Replacement Certification Card	\$35
Online Virtual Exam Retesting Fee	\$75
Add-on Online Virtual Exam to an Existing Certification	\$75
Non- Compliant Photo Submission	\$25
Rush Practical Exam Scheduling Assistance (Within 10 business days of desired Practical Exam)	\$125
Repeat Practical Exam Rescheduling Fee (First reschedule is free)	\$30

Fees are standardized and may not be discounted, though they may be adjusted or waived in certain situations at the sole discretion of CIC to ensure fairness in processing. For example, fees may be waived for an exam that had to be retaken due to an administrative error by CIC or third-party vendor staff).



APPENDICES

Forms & Agreements



Exam Security Agreement – Candidate

As a candidate taking any Crane Institute of America Certification (CIC) Exams, I, the undersigned, accept responsibility for maintaining the confidentiality of all examination-related materials, and complying by all Virtual and Practical Exam Rules. .

Further, I agree that I will NOT:

- Make copies, photographs, or notes of Virtual Exam questions, Practical Exam Observation Sheets, Practical Exam Course Layouts, or any other copyrighted or confidential exam-related information..
- Discuss, reproduce, or communicate exam questions in any form to any other person or entity before, during or after the exam.
- Use any unauthorized notes or other aids during the exam.
- Cheat in any way, including receiving or giving assistance or copying from another person’s exam materials, or otherwise seeking any other unfair advantage in the Virtual or Practical Exams processes.

By signing below, I acknowledge that I have read and understand the terms of this CIC Exam Security Agreement and I agree to the terms of this agreement without reservation. I also understand that any violation of this agreement may result in disqualification of my exam(s), revocation of my CIC Certification, and civil action.

Signature: _____ Date: _____

Candidate ID: _____



Confidentiality of CIC Candidate Information Policy Agreement

Crane Institute of America Certification, LLC (CIC) candidates' and certificants' test results are held in strict confidence by CIC staff, volunteers, contractors, and vendors. CIC keeps candidate and certificant exam scores and personal contact information strictly confidential unless mandated to provide this information by law, or the information is requested by the candidate themselves who can authenticate their identity with verifiable identifiers.

Candidates may choose to voluntarily give their exam results to others by, for example:

1. Physically giving their results to another person or party.
2. Listing contact information on their registration form which is different than their own for receipt of results.

If candidates list someone other than themselves to receive their test results on their behalf, or physically give their results to another party, they implicitly waive the confidentiality of their test results in those circumstances.

Verification of Certification. Current or prospective employers, regulatory agencies, or other interested parties routinely seek to verify the certification of operators certified by Crane Institute of America Certification. CIC staff will respond to requests to verify an operator's name and their active certifications provided the interested party provides the first and last name of the person whose certification they wish to verify and the person's candidate ID or birthdate. The inquiring party must also identify themselves and their relationship to the operator.

Additionally, on a quarterly basis, CIC will post a list of operators with current certifications including the certificant's name and their active certification(s) online as another way for employers or other interested parties to verify an operator's CIC for certification.

By signing below, I acknowledge that I have read and agree to this Confidentiality of CIC Candidate Information Policy Agreement.

Signature: _____ Date: _____



Crane Institute of America Certification, LLC Confidentiality-Conflict of Interest Agreement & Disclosure Form

Contractors and Employees

As a **Crane Institute of America Certification, LLC (CIC)** contractor or employee, I, the undersigned, recognize that I have willingly and intentionally entered into a formal relationship with Crane Institute of America Certification, LLC, (“CIC”). I understand and acknowledge that I have an ethical obligation to (1) exercise the highest standards of confidentiality regarding any and all proprietary, confidential, and private information to which I may have access as a contractor or employee for CIC, and (2) to avoid all activities that could represent conflicts of interest with CIC, acting at all times in the best interests of CIC through the exercise of sound judgment. This Confidentiality-Conflict of Interest Agreement & Disclosure Form (this “Agreement”) is entered into as of the date of the contractor or employee’s signature below.

Confidentiality

Business Information and Documentation. I agree that all information and documentation to which I have access because of my contract or employment with CIC that can reasonably be considered to be proprietary, confidential, or private in nature, whether labeled or such or not and whether received verbally, in written form, digitally, or otherwise will be treated with the strictest confidentiality. This obligation to confidentiality also extends to information learned about CIC exam contractors, vendors, volunteers, and other related parties.

Examples of this information and documentation may include *but are not limited to*, meeting minutes or related content; business negotiations and decisions, internal materials; processes, operational structures, strategic plans, confidential handbooks; exam design, development, content, and scoring; candidate testing scores or personal information; current and prospective customer lists and contact information, marketing and advertising techniques and strategies, pricing strategies; written, print or digital materials, audio-visual materials; and any other information or communication that could reasonably be considered confidential in nature. Neither the contents nor the existence of this information or documentation will be shared with anyone other than the officers, directors, authorized employees, and authorized agents of CIC.

Personal and Confidential Information. In addition, I acknowledge that my role with CIC may also provide access to personal and confidential information or documentation about CIC customers, employees, founders, vendors, contractors, volunteers, and other third parties. Examples of confidentiality breaches involving personal and confidential information may include but are not limited to providing the home address, private home phone, or private cell phone number of an employee, committee member, founder, customer, or other associated party, sharing the exam scores of certification or recertification candidates, providing credit card numbers without prior authorization, repeating any of the foregoing verbally, and any other information or communication that can reasonably be considered to be personal or confidential. I agree to hold this information to the same strict standards of confidentiality.

I understand and acknowledge that any unauthorized disclosure or use of verbal, written, digital, or any other form of transmitting information or any other proprietary or privileged information is considered a serious breach of confidentiality and can result in disciplinary action up to and including possible discharge from my contract or employment. I agree to direct any questions regarding my confidentiality obligations and any concern about possible breaches of confidentiality to the CIC Certification Manager immediately.

Conflicts of Interest

The purpose of the conflicts of interest policy set forth below is to inform contractors or employees about what constitutes a conflict of interest, to assist them in identifying and disclosing actual and potential conflicts, and to help ensure the avoidance of conflicts of interest or any perception thereof. A conflict of interest may occur when the conduct, transactions, or relationships through one’s personal or business interests conflict with one’s obligations to, or the best interests of, CIC.

Examples of activities that could cause a conflict of interest include, but are not limited to:

- A) Acceptance of money or gifts exceeding \$75.00 in value received in exchange for services and/or business transactions provided to CIC.
- B) Having a financial interest in an outside concern from which CIC purchases goods or services.
- C) Being employed by or contracting with a company that is, or may be considered to be, a competitor of CIC.
- D) Developing or delivering educational training materials designed to prepare crane operator certification candidates to pass CIC Exams.
- E) Accepting personal compensation for CIC-related speaking engagements, consultative services, or other activities.
- F) Representing CIC in any transaction in which the contractor, employee or an immediate family member of the employee or contractor has a substantial interest.
- G) Sharing, selling, or posting any information about CIC Exams, intellectual property of CIC or associated parties, or non-public CIC business information for your personal gain or the benefit of a family member, friend, competitor, customer, or any other person or entity.
- H) Participating or engaging in business activities with other OSHA approved, accredited crane certification organizations that could reasonably be considered to be in competition with CIC, or participation in mobile crane operator training or development of training with a crane operator training body.

All conflicts of interest are not necessarily prohibited or harmful to CIC, and no presumption of guilt is created by the mere existence of a relationship with outside interests. However, prompt and full disclosure of all actual and potential conflicts of interest by any contractor or employee is required so that safeguards may be established to protect all parties.

All actual and potential conflicts of interest shall be disclosed by the contractor or employee to the CIC Certification Manager who will investigate by meeting with the contractor or employee in question. Once the investigation is complete, the Certification Manager will determine whether a prohibited conflict of interest exists and will then determine any corrective and necessary course of action (up to and including termination of the individual's contract or employment).

The Governing Council Chair will be informed of the Certification Manager's findings and course of action. Final decisions will be delivered to the parties in question by the Certification Manager. CIC shall retain the right to modify or reverse such determination and action and shall retain the ultimate enforcement authority with respect to the interpretation and application of this policy. Any declared or discovered conflict of interest and the course of action taken in response will be recorded in the individual's contract or employee file.

Returning Company Documents

I agree that, at the time of leaving the employ or contract relationship of CIC, I will deliver to the company (and will not keep in my possession, recreate, or deliver to anyone else) any and all software, devices, records, data, notes, reports, proposals, customer, contractor, employee or other lists, correspondence, specifications, drawings, blueprints, sketches, materials, equipment, other documents, or property, or reproductions of any aforementioned items developed by me pursuant to my employment with the company or otherwise belonging to CIC, its successors or assigns. In the event of the termination of my employment for any or no reason, I agree to sign and deliver the "Termination Agreement" attached hereto as Exhibit B. In addition, I agree that I will not disparage, degrade, publicly denounce, or in any other way negatively present information about CIC or any of its subsidiaries or affiliates.

Non-Competition

During the term of contract work or employment with CIC, and for the two (2) year period following termination for any or no reason, I will not, and will cause my affiliates to not, directly or indirectly, alone or in conjunction with any other person or entity, own (with the exception of a less than 2% interest in a publicly traded company),

manage, operate, control, or participate in the ownership, management, operation or control of, or become associated, as an employee, director, officer, advisor, agent, consultant, principal, partner, member, or independent contractor with or lender to, any person or entity engaged in or aiding others to engage in business competitive with CIC (included but not limited to crane operator training or similar) located anywhere in the State of Florida.

Notification

I agree that I will notify any new employer, organization, partner, associate, or any other person, firm, or corporation with which or whom I become professionally associated in a formal capacity, of the post-termination provisions of this Agreement. I acknowledge that CIC may notify any future employer or third party of the existence of this Agreement and shall be entitled to full injunctive relief for any breach or threatened breach hereof, without the requirement to post bond or other security.

Non-Solicitation

I agree that during the term of this Agreement, or any subsequent period of time during which I render employment or contractor services to CIC, and for a period of twenty-four (24) months after I no longer render services to CIC, I will not hire or participate in the hiring of, directly or indirectly, any person who is employed by CIC, or who was employed by CIC during the twelve (12) months prior to the termination of my employment or contractor relationship.

Enforcement

The undersigned acknowledges (i) the restrictions contained in this Agreement are reasonable in scope and are necessary to protect CIC's legitimate business interests, and (ii) any violation of the restrictions contained in this Agreement has potential to cause significant and irreparable harm to CIC for which CIC has no adequate remedy at law. The parties agree that damages at law, including, but not limited to monetary damages, will be an insufficient remedy to CIC and that (in addition to any remedies that are available to CIC, all of which shall be deemed to be cumulative and retained by CIC and not waived by the enforcement of any remedy available hereunder), CIC shall also be entitled to obtain injunctive relief, including but not limited to a temporary restraining order, a temporary or preliminary injunction or a permanent injunction, to enforce the provisions of this Agreement, as well as an equitable accounting of and constructive trust for all profits or other benefits arising out of or related to any such violation, all of which shall constitute rights and remedies to which CIC may be entitled. In my capacity as a contractor or employee, I agree with the following statements. Please initial each statement to attest to your agreement:

- _____ *I agree to conduct myself without engaging in any unapproved conflict with the interests of CIC. In my capacity, I agree to subordinate my individual business, third-party, and other business interests to the welfare and best interests of CIC.*
- _____ *As an individual with access to confidential exam information, I agree not to participate in the development or delivery of educational training courses designed to prepare an individual to take CIC certification exams during my service and for a period of two (2) years after service ends.*
- _____ *I agree not to take a CIC certification exam during the time I have access to confidential information and for a period of two years after such access ends.*
- _____ *I agree not to engage in an employment or contracted relationship with any organization or individual who could reasonably be considered a competitor to CIC. Furthermore, I agree not to hire anyone as a contractor or employee who was or is employed by CIC during my employment or contracted relationship with CIC for a period of 24 months after and during the 12 months prior to the termination of my employment or contract.*
- _____ *I agree to follow CIC rules, policies, and procedures during and after my service as described in this Agreement.*

All signed contractor and employee Confidentiality and Conflict of Interest Agreement and Disclosure Forms shall be provided to and reviewed by CIC Certification Manager and filed at CIC headquarters.

In the section below, please disclose any actual or potential conflicts of interest in the space provided. If there are none, simple write “No known conflicts of interest.”

Disclosure of Actual or Potential Conflicts of Interest:

I, the undersigned, have read and understood the CIC Confidentiality and Conflicts of Interest Policy set forth above and agree to comply fully with its terms and conditions at all times during my service with CIC.

If at any time following the submission of this form, I become aware of any actual or potential conflicts of interest, or if the information provided becomes inaccurate or incomplete, I will promptly notify the CIC Certification Manager in writing.

I acknowledge and agree that my selection for service and the opportunities made available to me by serving with CIC constitute good and valuable consideration for entering into this Agreement, the receipt and sufficiency of which I hereby acknowledge.

In my individual capacity,

Signature

Date Signed

Printed Name

Relationship to CIC (Contractor or Employee)

Employee / Contractor Termination Agreement

This agreement serves as an agreement between the **Crane Institute of America Certification, LLC (CIC)** and the undersigned outgoing employee or contractor, ensuring a smooth and mutually agreed-upon termination process to protect the rights and interests of both parties.

Effective Date: _____

Reason(s) for Employment Termination (check one):

_____ **Voluntary Termination** – _____ voluntarily resigns and/or decided to terminate employment on his or her own due to personal reasons.

_____ **Involuntary Termination** – Employment has been terminated by CIC due to performance issues, restructuring, corporate downsizing, or any other valid reasons.

_____ **Mutual Termination** - Both CIC and _____ agree to terminate employment.

_____ **Layoff or Redundancy** - CIC needs to lay off one or more employees, including _____ due to financial constraints, technological changes, or other factors. See separate documentation.

The undersigned outgoing employee or contractor signed and fully executed a **Confidentiality-Conflict of Interest Agreement & Disclosure Form** (attached to this document)

Employee/Contractor Name: _____

Position at CIC: _____

Employee/Contractor Signature: _____

CIC Management Name: _____

CIC Management Signature: _____



Confidentiality & Conflict of Interest Policy, Acknowledgement & Disclosures

Volunteers: CIC Governing Council, Advisory Committee, and other Subject Matter Experts

As a volunteer serving as a member of the Governing Council, Advisory Committee, or other Subject Matter Expert (SME) committee of Crane Institute of America Certification, LLC (CIC), I recognize that I have voluntarily and intentionally entered into a relationship of mutual trust and respect with CIC, its owners, and officers. I acknowledge that I have an ethical responsibility to honor and respect the trust afforded to me by; 1) maintaining strict confidentiality regarding proprietary, confidential, and private information about CIC, its owners and officers, and related parties, and 2) avoiding any and all conflicts of interest, acting at all times in the best interests of CIC through the exercise of sound judgment.

Confidentiality

I agree that all information and documentation I receive from CIC and others in connection with my volunteer service on the Governing Council, the Advisory Committee, or other SME committee will be treated with the strictest confidentiality. This information and documentation may include, but is not limited to, CIC Governing Council, Advisory Committee or other SME committee meeting proceedings, decisions, or corporate documents; CIC processes; operational structures; policies and procedures; strategic planning; testing design; copyrighted content and publications; marketing and advertising techniques and strategies; pricing and pricing strategies; current and prospective customer lists; written, print or digital materials; audio-visual materials, verbal information, and any other information that could reasonably be considered proprietary, confidential or privileged.

Neither the contents nor the existence of the aforementioned confidential information or documentation will be shared with anyone other than the officers, directors, employees, and authorized agents of CIC. In addition, I acknowledge that my role with CIC may also provide access to personal and confidential information about CIC officers, Governing Council and/or Advisory Committee and other committee members, employees, founders, contractors, and other interested parties. I agree to hold them the same standards of confidentiality. I understand and acknowledge that any unauthorized disclosure or use of verbal, written or digital information or any other proprietary or privileged information is considered a serious breach of confidentiality and may result in disciplinary action and discharge from my membership as a volunteer. I will direct any questions regarding my confidentiality obligations or concerns of any potential or known breach of confidentiality to the CIC Governing Council Chair (or Vice-Chair in the absence of the Chair).

Conflicts of Interest

The purpose of the Conflicts of Interest policy is to provide guidance to volunteers about what constitutes a conflict of interest, to assist them in identifying and disclosing actual and potential conflict of interest, and to help ensure the avoidance of conflicts of interest or any perception thereof.

A conflict of interest may occur when a Governing Council, Advisory Committee, or other SME committee member's conduct, transactions, or relationships through their personal interests or business interests outside of CIC conflict with that individual's obligations to CIC. Examples of activities that could cause a conflict of interest include, but are not limited to:

- Acceptance of money or gifts exceeding \$75.00 in value received in exchange for services and or business transactions provided to CIC.
- Having a financial interest in an outside concern from which CIC purchases goods or services.
- Accepting personal compensation for CIC-related speaking engagements, consultative services, or other activities.
- Representing CIC in any transaction in which the I or my immediate family member has a substantial interest.

- Seeking involvement on a CIC committee or Governing Council in order to gain and provide unfair advantage to candidates seeking CIC certification or recertification.

Specifically, in my capacity as a volunteer member of the Governing Council, Advisory Committee, or other SME Committee, I agree to the following:

- **If I serve as a Governing Council Member**, I understand that I may not participate in the training of crane operators for the purpose of preparing for CIC certification exams or be involved in the development of training for the same purpose in order to prevent any perceived or real conflicts of interest. Further, I agree to conduct myself without engaging in any other real or perceived conflict to the interests of Crane Institute of America Certification.
- **If I serve as a member of the Governing Council, or serve as an SME on an Exam Development or Test Writing sub-committee**, I agree not to participate in the development or delivery of educational or training courses designed to prepare an individual for the CIC certification written exams during my service and for a period of two (2) years after my service concludes due to the real or perceived conflict of interest created by access to confidential exam information,
- **As a Member of the CIC Advisory Committee**, I understand that if I am engaged in the training of crane operators or in the development of training for crane operators, I am not permitted to serve on any Exam Development or Test Writing sub-committees due to the potential for real or perceived conflict of interest from being exposed to confidential exam questions and materials that could influence my training of operators or the content of materials I develop for training crane operators. Advisory Committee Members involved in training or creation of training materials may take part in a Job Task Analysis committee where no exposure to confidential exam materials occurs.
- I agree to maintain strict confidentiality regarding any privileged, confidential, or private CIC information to which I have access or exposure as a CIC volunteer.
- I agree to follow CIC rules, policies, and procedures throughout my service to CIC.

All conflicts of interest are not necessarily prohibited or harmful to CIC, and no presumption of guilt is created by the mere existence of a relationship with outside interests. However, full disclosure of all actual and potential conflicts of interest by any CIC volunteer is required so that safeguards may be established to protect all parties.

CIC's top volunteer leadership, including the Governing Council Chair (or Vice Chair in their absence) and the Certification Manager will investigate any potential conflict of interest with the individual in question and present their findings to the Governing Council. The individual in question may choose to meet with and present their case to the Governing Council; however, they would be recused from participating in any discussion, debates or voting on the matter. The Governing Council will decide whether an actual conflict of interest exists and determine any corrective and necessary course of action (up to and including termination of the individual's membership on the Governing Council, Advisory or other SME committee).

Final decisions will be delivered to the parties in question by the Governing Council Chair (or Vice Chair in their absence). A declared conflict of interest(s) and associated findings and actions will be recorded in Governing Council meeting minutes. The Governing Council shall retain the right to modify or reverse such determination and action and shall retain final enforcement authority with respect to the interpretation and application of this policy. All decisions and will be communicated with the person involved as well as the CIC Certification Manager.

All completed Confidentiality and Conflict of Interest Policy Agreement and Disclosure forms for Governing Council, Advisory and other SME committee volunteers shall be provided to and reviewed by the CIC Certification Manager and Governing Council Chair. Completed documents will be filed at CIC headquarters.

I, the undersigned, have read the Crane Institute of America Certification, LLC Confidentiality and Conflict of Interest Policy set forth above and agree to comply fully with its terms and conditions at all times during my service with Crane Institute of America Certification, LLC.

If at any time following the submission of this form, I become aware of any actual or potential conflicts of interest, or if the information provided below becomes inaccurate or incomplete, I will promptly notify the CIC Governing Council Chairperson in writing. I will disclose any known actual or potential conflicts of interest below.

Disclosure of Actual or Potential Conflicts of Interest

Please include any known or possible conflicts of interest in the space below. If none, simply write "None."

I acknowledge and agree that my participation as a volunteer with Crane Institute Certification constitutes good and valuable consideration for entering into this agreement, the receipt and sufficiency of which I hereby acknowledge.

In my individual capacity,

Signature

Name (Please print)

Relationship to CIC
(Governing Council Member, Advisory Committee, SME Committee)

Date



Request for ADA Testing Accommodation

Crane Institute of America Certification, LLC (CIC) will provide reasonable accommodation to its testing process to individuals requesting such an accommodation in compliance with the Americans with Disabilities Act (ADA). In general, an accommodation will be made in the event that a disability is relieved by an auxiliary aid or a procedural change in the administration of an exam. (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, B30.5-2021 or B30.3.)

If you are requesting an accommodation 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 you. The intent of the ADA is to provide equal access to all individuals to the testing process and to ensure that reasonable accommodations are provided to gain access to the testing process.

Candidate's Name:		
Address:		
City:	State:	Zip:
Hm Phone:	Cell:	Work:
CIC ID:	Email:	

Examinations for which you are seeking accommodations (please check all that apply).

Type & Capacity Levels:	Virtual	Practical
1. Telescoping Boom, under 21 Tons	<input type="checkbox"/>	<input type="checkbox"/>
2. Telescoping Boom, 21-75 Tons	<input type="checkbox"/>	<input type="checkbox"/>
3. Telescoping Boom, over 75 Tons	<input type="checkbox"/>	<input type="checkbox"/>
4. Lattice Boom, Crawler/Carrier	<input type="checkbox"/>	<input type="checkbox"/>
6. Articulating Boom Crane	<input type="checkbox"/>	<input type="checkbox"/>

Please give the name of the official medical diagnosis for the disability for which you are requesting an accommodation:

What year were you first diagnosed? _____

When was the last time you received an evaluation for your disability? _____

Please send documentation of the initial diagnosis and most recent evaluation to CIC with this form.

Please list and describe the specific accommodations you are requesting: _____

I attest that the information I have provided above is accurate and true to the best of my knowledge. I authorize Crane Institute Certification to use the information I have provided in order to determine the eligibility of my request only. I understand and authorize Crane Institute Certification to verify the accuracy of the information I have submitted. By signing, I understand that if the information I have provided is discovered to be false or is a misrepresentation of a medical condition, then my request for an accommodation will not be granted.

Candidate's Signature

407-878-5590 • help@cicert.com

Date (mm/dd/yyyy)



Have questions or need more information about CIC Policies & Procedures?

Contact CIC at 407-878-5590 or help@cert.com