



**APPLUS+ ENERGY & INDUSTRY**

# **CERTIFICATION SCHEME FOR FORKLIFT OPERATOR**

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<b>PREPARED BY:</b>	<b>D.SN Sarma</b>
<b>APPROVED BY:</b>	<b>K. Vinoth</b>

## CERTIFICATION SCHEME FOR FORKLIFT OPERATOR

### 1.0 Introduction

Velosi Certification Services is a certifying body in the UAE that develops and administers a third-party professional certification Process for Crane operators, Forklift Operators, Riggers and Signalmen.

Established in 1982 in Malaysia, Applus+ VELOSI is a leading, international Third Party Inspection and Certification organization providing Asset Integrity and HSE solutions to diverse industries. Velosi is a part of the Applus+ Group. Applus+ is a global leading European-based provider of safety, quality and environmental solutions with over 19,000 employees worldwide. The Applus+ Group is currently structured across four divisions. Each of them focusing on providing cutting-edge services in different areas within the TIC sector, operating in multiple locations and countries worldwide.

Velosi Certification Services's primary goal is to improve the safety of Forklifts and lifting operations. Since 2013 Velosi Certification Services has produced and administered written and practical examination which leading to certifying lifting equipment operators, signal persons and riggers along with the accreditation criteria ISO 17024:2012 standard and EIAC-RQ-CB-006.

By providing a thorough, independent assessment of the knowledge and skills required to work safely, to enhance lifting equipment safety, reduce workplace risk, improve performance records, stimulate training, and give due recognition to the professional skills required for Forklift Operators, Riggers and Signal persons.

Velosi Certification Services's mission is to develop effective performance standards for those who work with and around Forklifts; to provide fair, valid, and reliable assessments of knowledge and skills; and to serve as an authoritative industry resource of relevant information.

### 1.1. Company Details

*Note: Any changes to the company details MUST be advised to the local accreditation body.*

#### Velosi Certification Services

##### Registered offices:

##### Head Office (HO) in Abu Dhabi, UAE

Velosi Certification Services LLC  
#201, Block 'B' Abu Dhabi Business Hub  
I CAD-1, Mussafah  
PO Box: 114182,  
Abu Dhabi, United Arab Emirates  
Abu Dhabi Commercial license No: CN-1023308

Tel: +9712 5502600  
Fax: +9712 5502601  
Email: [UAE@applusvelosi.com](mailto:UAE@applusvelosi.com)

##### Office in Dubai, UAE

Velosi Certification Services LLC  
Office 201, Building 4, Emaar Business Park,  
The Greens, Sheikh Zayed Road,  
P.O. Box 62726  
Dubai, United Arab Emirates  
Company Professional License: 502735

Tel : 971 4 244 1313  
Fax : +971 4 564 6037  
Email : [UAE@applusvelosi.com](mailto:UAE@applusvelosi.com)

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### 1.2. Welcome Note

Welcome to Velosi Certification Services for the Certification of lifting equipment operation program.

Velosi Certification Services has established a fair and independent evaluation of lifting equipment operation knowledge and skills also developed written and practical examinations for Forklift operators, riggers, and signal persons. These certification programs are the culmination of many years of hard work by technical experts within this field.

The Velosi Certification Services Certification Scheme Committee has developed this certification program. This committee gave freely of their time and expertise with the primary goal of improving the safety of all whose work brings them into contact with Forklifts and lifting equipment by providing qualified examiners who will lead and guide the personnel during all the assessment stages to be certified within the certification scheme through evaluation by means of written and practical assessment of skill and certification based on equipment capacity and type.

This Certification Scheme or Program is complying with the requirements of the ISO Standards 17024 (General Requirements for Bodies Operating Certification Systems of Persons)

### 1.3. Declaration

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

**All complains and appeals shall be addressed to contact details as provided in section 1.1**

Velosi Certification Services does not discriminate against any individual on the basis of race, gender, age, creed, disability, or national origin.

### 1.4. Description of Certification Program

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

- a) Velosi Certification Services Certification Policies
- b) Certification Scope and Objectives
- c) Job And Task Description
- d) Candidate Experience and Required Competence
- e) Candidate Abilities (can include physical capabilities such as vision, hearing and mobility)
- f) Prerequisites
- g) Code of Conduct (A code of conduct describes the ethical or personal behavior required by the scheme & the Substance Abuse Policy)

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

- a) Criteria for Initial Certification Process
- b) Assessment Methods and Mechanism for Initial Certification and Recertification
- c) Surveillance Methods and Criteria (if applicable)
- d) Suspending, Withdrawing or Reducing the Scope of Certification by Velosi Certification Services
- e) Candidates Requesting Accommodations

### 2.0 CERTIFICATION SCHEME ELEMENTS

#### 2.1. COMPANY POLICY

Velosi Certification Services is dedicated to providing a high quality personnel certification service to all of its clients, placing particular emphasis on the competence, experience, expertise, capability and professionalism of both the personnel and service.

Our objective is to provide our service in a fair and impartial manner, conforming to the contractual requirements agreed with our Clients and to the controls laid down by Emirates International Accreditation Centre (EIAC) including the Standard, ISO/IEC 17024:2012.

In addition to the requirement of ISO/IEC 17024:2012 for quality Velosi Certification Services shall adopt the Applus Velosi QHSE policy (L1-POL-001) with regards to Health, Safety and Environmental elements.

In order to achieve this objective, it is our policy to design, develop, implement and maintain an efficient Quality System. The effectiveness of this system is monitored continuously through regular Internal Audits and Periodic Reviews.

The Company's Systems are laid down in controlled documentation, which is agreed, understood and implemented at all levels.

Continuous monitoring of service levels and Company performance both internally, externally and from Client feedback is intended to ensure that we meet the Standards we have set ourselves and to enhance and further develop our Services for the benefit of our Clients.

#### 2.2. COMMITMENT TO IMPARTIALITY

Applus Velosi Management is committed to impartiality in its certification activities. The top management of Applus Velosi understands the importance of impartiality in carrying out its certification activities manages conflict of interest and ensures the objectivity of its certification activities.

Applus Velosi has documented procedures for managing impartiality and conflict of interests. Applus Velosi acts impartially in relation to its applicants, candidates and certified persons. Its policies and procedures are fair among all.

Applus Velosi is not restricted on the grounds of undue financial or other limiting conditions and it does not use procedures to unfairly impede or inhibit access by applicants and candidates. Applus Velosi structured and managed its certification activities so as to safeguard impartiality.

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### 2.3. DISCIPLINARY POLICY

Applus Velosi certification scheme committee has established and implemented standards and codes of conduct, such as ethical standards and policies and procedures for disciplinary action, Grounds for revocation of certification include, but not limited to, the following:

- a) Period of certification exceeded without renewal
- b) Evidence of falsification of any information on any documents submitted to the department or its agent
- c) Evidence of non-compliance with Substance Abuse Policy
- d) Evidence of culpability in an accident during certification period
- e) Evidence of non-compliance with medical requirements required for the Occupational Health Card issuance
- f) Evidence of non-compliance with the Code of Ethics

### 2.4. ELIGIBILITY

To be eligible for certification, candidates must:

- a) Be at least 21 years of age
- b) Have valid occupational health card issued by relevant department.
- c) Have valid evident of training listed in the candidate registration form L5-ARE-054
- d) Have valid driving license from the relevant regulatory authority as applicable
- e) Comply with Velosi Certification Services Substance Abuse Policy
- f) Comply with Velosi Certification Services Code of Ethics.
- g) Pass Written Examination (Core Exam and at least one Specialty Exam) with score not less than 80%
- h) Pass Practical Examination with score not less than 75%

### 2.5. OCCUPATIONAL HEALTH EVALUATION

It's the candidates responsibility to continue to meet occupational health card requirements throughout their certification period, Applus Velosi do not conduct health and physical evaluation for the candidates.

Applus Velosi will make sure during the examination that the candidate is capable of operating the Forklift safely.

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### **2.6. CANDIDATE RIGHTS**

- a) All candidates will receive certification and ID cards upon certification.
- b) The candidate has the right to reschedule the examination by informing Applus Velosi not less than two working Days prior the examination time.
- c) All information received from the applicants, candidates or certified persons and information obtained during the certification process is not disclosed to an unauthorized party without the written consent of the individual (applicant, candidate or certified person), except where the law requires such information to be disclosed.
- d) When Applus Velosi is required by law to release confidential information, the applicant, candidate or certified person will be notified as to what information will be provided
- e) All applicants, candidates or certified persons can raise a complaint in case of any dissatisfaction by sending email to Velosi Certification including all details of his complaints
- f) All applicants, candidates or certified persons can raise an appeal against the certification decisions by sending email to Applus Velosi provided email address including all details of his appeal
- g) For an applicant with special needs has opportunity to declare, within reason, a request for accommodation.
- h) If the candidate not passing the first written or practical or both has the right to re-sit for 50% of exam fees for one time only, then he fails his re-sit exam, he will require to re-register for re-attendance from the beginning with full charge

### **2.7. CANDIDATE DUTIES**

- a) All candidates must provide true and valid information and details in the application form as they will be used to assess his competency for granting the certification.
- b) All candidates must comply with the relevant provision of the certification requirements and to supply any information needed for assessment.
- c) To inform the certification body, without delay, of matters that can affect my capability to fulfil the certification requirements.
- d) All candidates must comply with the examination policy in maintaining the integrity and security of the examination process and not to release confidential examination materials or participate in fraudulent test-taking practices
- e) All candidates can make claims regarding certification only with respect to the scope for which the certification has been granted
- f) Candidates must not use the certification in such a manner as to bring Applus Velosi into disrepute, and not to make any statement regarding the certification which the certification body considers misleading or unauthorized
- g) All candidates must discontinue the use of all claims to certification that contain any reference to the certification body or certification upon suspension or withdrawal of certification, and to return any certificates issued by the certification body.
- h) Candidates have to notify Applus Velosi if the examiner is known to him during the examination process to prevent any conflict of interest.

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### 3.0 CERTIFICATION SCOPE & OBJECTIVES

#### 3.1. THE SCOPE

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

- a) The forklift operator should be responsible for the, correct operation of the Forklift in accordance with the manufacturer's instructions and within the safe system of work.
- b) To operate a Forklift to lift, move, position and place materials and equipment.
- c) He should at any one time only respond to .the signals from one slinger/signaller that should be clearly identified.
- d) To perform pre-operational inspection.
- e) To read/ understand the forklift capacities and determine load weight.
- f) Adjust the fork spacing as with respect to the load requirement.
- g) To perform basic routine maintenance and housekeeping of the equipment such as lubricating-and cleaning,

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

#### 3.2. THE OBJECTIVES

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

- a) Fewer accidents ,injuries and fatalities
- b) Reduced risk of Lost Time Injury's, Lost Time Accidentss and fatalities
- c) Assurance of operator's abilities
- d) Less property damage
- e) Improved safety records
- f) Enhanced public image of Forklift operators

### 4.0 JOB AND TASK DESCRIPTION

The certification scope involves personnel that are required to operate Forklift to lift, move, position, and reposition loads, Depress buttons, operates levers, and ensures the load is handled in the safest manner and to demonstrate all movements of the Forklift smoothly.

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### 5.0 CANDIDATE REQUIREMENTS

#### 5.1. CANDIDATES REQUIRED COMPETENCE

Velosi Certification Services certification exams are designed for operators who are trained and who currently work in Forklift operation currently deployed in Forklift operations. The candidate is an operator with appropriate practical and theoretical knowledge to examine the desired equipment and to detect weakness or defects, and to assess these in relation to safety and to continual use of the equipment

The Forklift operator should be:

- a) trained on the specific model of Forklift used;
- b) Able to assimilate and apply information contained in reports and duty charts relating to the range of duties and safe use of the Forklift;
- c) Familiar with the manufacturer's instructions for the operation of the forklift.
- d) Aware that the Forklift should be used on level ground or else seek the possibilities for the safe operation as recommended by the manufacturer.
- e) Able to set and check the functioning of the rated capacity limiter and rated capacity indicator if provided.
- f) Aware of the effects of wind and other climatic effects on the Forklift and load;
- g) Able to resist pressures from other persons to carry out unsafe operations;
- h) Able to take the action to avoid dangerous situations, including emergency stop when situation arises;
- i) Able to operate fire suppressant equipment, if fitted.

#### 5.2. CANDIDATES ABILITIES

All candidates who are seeking the certification should be physically and mentally fit to perform their duties and to operate the Forklift safely.

The candidate must continue to meet occupational health card requirements throughout their certification period.

#### 5.3. PREREQUISITES

All candidates have to bring their ID to the examination.



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### **6.0 CODE OF CONDUCT**

#### **6.1. CODE OF ETHICS FOR CERTIFIED FORKLIFT OPERATOR**

Certified Forklift operator must comply with Code of Ethics during his certification, set as below:

- a) Free of bias with regard to religion, ethnicity, gender, age, national origin and disability.
- b) To place the safety and welfare of workers associated with the lifting operation above all other consideration
- c) To protect nearby general public property and the environment.
- d) Make management aware if he has safety concerns relating to the lifting operations that he is performing.
- e) Not knowingly violate safety-related regulations, warnings, or instructions set forth by the authority, recognized safety standards, the lifting equipment manufacturer, or relevant department.
- f) Not misrepresent or knowingly deceive others concerning the experience or the capabilities of himself or the Forklift he is operating
- g) Not misrepresent or misuse his certification card, both of which are the property; and understand that he must return the card to the issuing authority immediately if required to do so.

#### **6.2. SUBSTANCE ABUSE POLICY**

It is the policy of the department that Forklift operators shall not use prescribed or over the counter substances that would impair their ability to operate Forklifts safely. This includes illegal drugs, controlled substances (including trace amounts), look-alike drugs, designer drugs, or any other substance that may have an effect on the human body of being a narcotic, depressant, stimulant, or hallucinogen.

An exception to this rule is that an operator may use such a substance or drug if it is prescribed by a licensed medical practitioner who is familiar with the operator's medical history and all assigned duties, and who has advised the operator the prescribed substance will not adversely affect the operator's ability to operate a Forklift safely. It is the responsibility of the certifying organization to have the candidate understand the Code of Ethics and the Substance Abuse Policy

### **7.0 CERTIFICATION REQUIREMENTS OF FORKLIFT OPERATOR**

#### **7.1. Criteria for Initial Certification and Recertification Process**

##### **7.1.1. Submission of Application**

- a) Candidate-must complete and sign the Candidate Registration Form, which includes an affidavit that a medical professional has found him physically qualified to carry out the objective of the Technical requirements according to the relevant standard and must be aged over 21.
- b) .

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- c) The applicant is required to submit the application form attached with the following
  - Passport copy with Valid residence visa copy - Labour card copy for proof of identification
  - Driving license copy
  - Color photograph (not older than six months)
  - Proof of training (if relevant), copy of your previous certificate,
  - Evidence of working experience

#### 7.2. Assessment Methods for Initial Certification and Recertification

- a) The Forklift operator assessment methods will consist of two stages:
  - Written Examination
  - Practical Examination
- b) All candidates must register and take both examinations
- c) Candidate must pass both examinations, Written and Practical, and comply with all requirements to be certified.

##### 7.2.1. Written Examination

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

##### 7.2.2. Practical Examination

- a) Practical Assessment will be for all Forklift types and the operator will take practical assessment as per the desired equipment.
- b) Practical scoring: The Examiner's task is primarily to record the performance of the candidate. Scoring criteria is marked in the practical assessment form.
- c) Practical assessment will be taken as per the guidelines given in the practical outline L5-UAE-077e.
- d) The Velosi Certification Services Examiner will conduct the Test at the client site, Layout for the required model of Forklift used for practical assessment and the examiners will ensure that the assessment process remains standardized for all candidates, wherever and whenever they may conduct the test.
- e) The Forklift Operator Practical Assessment demonstrates Forklift operation proficiency.
- f) The practical test is structured in such a way, that it enables the operator to demonstrate safe and controlled operation in all circumstances, that regardless of prior knowledge of the Forklift he carries out pre start up checks.
- g) That the setup and pre lift checks are done (ground conditions, local hazards, weather etc.),
- h) That he follows signals correctly and does not pre-empt or assume actions or direction to be taken.
- i) That he can estimate heights of surrounding structures relative to his Forklift.
- j) Has good load control.

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### 7.3. Time of Examination and Order

- a) Candidates may take their written and practical examination in any order
- b) In the normal cases, the examination time will be as following:
  - Written Examination: 1 hour
  - Practical Examination: as guided in practical outline L5-UAE-77e
- c) In other cases, Time examination maybe extended by the examiner based on other variables and/or language barriers.

### 7.4. Test Scoring Information

- a) Velosi Certification Services Written Examinations and Practical are criterion referenced examinations; i.e. the passing score is set beforehand, and candidate performance on the examination is not compared to the performance of others taking the examination. In a criterion referenced examination, a candidate must obtain a score equal to or higher than a predetermined passing score to pass the-test,
- b) Velosi Certification Services has prepared for every exam three types for the Written Examination, these types has the same questions with same options of answers but different from each other in the order of the questions and the order of options of answers;
- c) Velosi Certification Services will take full responsibility to fairly score the candidate Exam papers.
- d) A candidate must pass both Written and Practical Examination to be certified for a one Year Period and his score should not less than 80%in written and 75% in practical examinations.
- e) The examination results for written and practical will be recorded in the Certification decision note by the certification scheme manager after review.

### 7.5. Post Test Procedure

Once the candidate have completed the Examinations:

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

### 7.6. Decision on Certification

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

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### 7.7. Issuing Competence Certificate

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

#### 7.7.1. Candidate Certificate & ID Card

- a) Prior to beginning the examination, the Examiner must ask a candidate for photo identification, such as a driver's license.
- b) Certified operators will receive a certificate and laminated-photo id card at no cost when they certify for the first time and when they complete the requirements far, recertification.  
Note: This ID CARD is not a driving License

#### 7.7.2. Validation of the Certificate

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

### 7.8. Combining certification requirements

#### 7.8.1. Written

- a) Core exam maybe administered separately if the candidate would like to take more than one specialty
- b) Core and specialty exams maybe administered separately or combined if the candidate would like to take only one specialty.

#### 7.8.2. Practical

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

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### 7.9. Unsafe Act

- a) If at any time during the pre-Test period or during the test, candidates commit an unsafe act, examiners must disqualify candidates from continuing with the test if any of the unsafe acts present include but are not limited to the following:
  - Uncontrolled or reckless operation
  - Failure to respond to a stop signal
  - Contracting an obstruction with the Forklift or test weight
  - Any action that could endanger personnel or equipment at the test site.
- b) The examiner has the authority to stop the test at any time for reasons of safety. Examiners are responsible for informing Public Health and Safety Department in that case by either e-mails, letter or fax, records will be kept
- c) If the candidate is disqualified due to an unsafe act, the case will be reviewed by the relevant authority, and candidate will be notified with the department decision of the eligibility for rescheduling the practical exam or otherwise.

### 7.10. Weather Conditions and Equipment Problems

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

### 7.11. Criteria for Re-Certification Process

#### 7.11.1. Recertification Requirements

- a) Certification is valid for one year. Recertification candidates must complete all recertification requirements prior to their certification's expiration date. This includes:
  - Passing the Recertification Written Examination(s)
  - Continuing to meet Occupational Health card requirements
  - Having valid driving license from the relevant authority where applicable,
  - Compliance with Substance Abuse Policy
  - Compliance with the Code of conduct and Ethics
  - Compliance with Velosi Certification Services Examination Policy
- b) Recertification candidates who must take both practical and written exams, however, must do so before their certification expires,
- c) Recertification candidates may take their Recertification Written and practical Examinations up to one

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month prior to their certification's date of expiration. Regardless of the date of the Recertification Examination, the new one-year certification period begins from the date of expiration of the candidate's initial certification.

### 7.12. Re-Sit Examination for Initial Examination and Re-examination

Normally, the candidate must pass both written and practical examination to be competent but if:

- a) If the candidate have passed the written examination and he failed in the practical or vice versa then, re-sit examination will be conducted
- b) The re-sit examination will be scheduled with Velosi Certification Services certification department
- c) The fee of the re-sit examination will be 50% of the original certification fee.
- d) If the candidate fails in either one or both written or practical exam twice ( twice in a row) will not take any further assessment until he undertakes a relevant training. Failed candidate shall attend the re-exam within one month.

### 7.13. Training Requirement

Candidates who fail in either one or both written or practical exam twice (Twice in a row) will not take any further assessment until they undertake a relevant training.

The training shall cover both theoretical and practical training and having minimum duration for one day, but not exceeding three days.

### 7.14. Certification & Recertification & Re-Test Fees

#### 7.14.1. Certification & Re-Certification Fees

- a) Fees charged by Velosi shall be for the Certification Services and not for the sake of issuing a Certificate,

#### 7.14.2. Retest Written & Practical Exam Fees of initial and recertification process:

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

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### 7.14.3. Other Fees:

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

### 7.15. Rescheduling & Cancellations by the Candidate

- a) Should a candidate be unable to sit for the examination after his registration, Velosi Certification Services must receive notification in writing no later than Two Working Days prior to the examination date. Candidate fees will be returned back, unless he wants to reschedule other one.
- b) Candidate who wishes to reschedule his examination must notify Velosi Certification Services and submit the necessary documentation to Certification Administration Personnel by the deadline for the rescheduled test date.
- c) Candidates withdrawing or cancelling after the deadline of not sitting for the Exam, Velosi Certification Services will forfeit all application fees and those will NOT receive a refund if the withdrawing or cancelling is done without prior notification of two days before the deadline or if this cancellation is done by the certification scheme committee as results of revocation,

#### 7.15.1. Emergency Cancellations of Assessment

- a) In case the client or candidate has an emergency, Situation, only the following situations- will be accepted as grounds for emergency cancellations or withdrawals:
  - Candidate - illness supporting documentation required: doctor's note
  - Family death - supporting documentation required: death certificate or obituary notice
  - Requests for medical or withdrawals are handled Velosi Certification Services upon submission of a Letter describing the situation. Full name, address and ID number must be included along with the scheduled test date, site number and supporting documentation indicated above.

### 7.16. Surveillance Methods and Criteria (if applicable)

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

### 7.17. Suspending, Withdrawing or Reducing the Scope of Certification by Velosi Certification Services

- a) Velosi Certification Services has its policy and documented procedure for suspension or withdrawal of the certification, or reduction of the scope of certification.
- b) Failure to resolve the issues that have resulted in the suspension, in a time established by Velosi Certification Services shall result in withdrawal of the certification or reduction of the scope of certification,

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- c) Velosi Certification Services shall have enforceable arrangements with the certified person to ensure that, in the event of suspension of certification, the certified person refrains from further promotion of the certification while it is suspended.
- d) Velosi Certification Services shall have enforceable arrangements with the certified person to ensure that, in the event of withdrawal of certification, the certified person refrains from use of all references to a certified status.

#### 7.18. Revocation of Certification Process

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

#### 7.19. Candidates Requesting Testing Accommodations:

- a) Arrangements for persons with special needs will be provided upon request if these needs will not prevent the certified persons to fulfil the requirements of Forklift operation.
- b) Professional documentation in support of a request for accommodation must be submitted to Velosi Certification Services no later than one week-prior to the scheduled test date.



## CERTIFICATION SCHEME FOR FORKLIFT OPERATOR

### 8.0 Revision History

Rev.	Date	Section	Outline of Change	Authorization
0	06.06.2013	N/A	Initial Draft	Gordon Gibbs
1	01.09.2017	All	Review and update	Gordon Gibbs
2	15.11.2018	All	Review and update	K. Vinoth
3	10.05.2021	1.0 1.1 2.1	Change of document reference to EIAC- RQ-CB-006 Dubai office address change DAC changed to EIAC Review and update	K. Vinoth
4	10.01.2022	2.4  2.6 7.11.1 7.18 7.2.1	License requirement changed to driving license Passing % of marks in written exam updated to 80% in place of 75% Change of two days into two working days Included word conduct Included word incident DAC to EIAC	K. Vinoth