



**APPLUS+ ENERGY & INDUSTRY**

# **CERTIFICATION SCHEME FOR SIGNALMAN**

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## CERTIFICATION SCHEME FOR SIGNALMAN

### 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, Signalman 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 cranes 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 Signalman along with the accreditation criteria ISO 17024:2012 standard and EIAC-RQ-CB-006 at the same way this scheme is compatible with scheme outline document issued by the Public Health & Safety department of Dubai Municipality and any specific requirements issued by Dubai or UAE government authorities.

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

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

### 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

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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 Signalman 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 crane operators, Signalman, and rigging 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 cranes 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) and within Public Health & Safety Requirement of Dubai Municipality PHSD department, and according to Relevant Standards.

### 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 Signalman 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 Signalman 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 Velosi Certification Services 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

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

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

Velosi Certification Services 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. Velosi Certification Services structured and managed its certification activities so as to safeguard impartiality.

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### 2.3. DISCIPLINARY POLICY

Velosi Certification Services 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) Comply with Velosi Certification Services Substance Abuse Policy
- e) Comply with Velosi Certification Services Code of Ethics.
- f) Pass Written examination with score not less than 80%
- g) Pass Practical Examination with score not less than 75%

### 2.5. OCCUPATIONAL HEALTH EVALUATION

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

Velosi Certification Services will make sure during the examination that the candidate is capable of conducting his function in a safe manner.

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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 Velosi Certification Services 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 Velosi Certification Services 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 Velosi Certification Services 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 Velosi Certification Services 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 Velosi Certification Services 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

The Signalman certification program has been developed to include all the processes and tasks needed to evaluate knowledge and skills for individuals who are seeking certification for Signalman.

#### 3.2. THE OBJECTIVES

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

- a) Identify Signalman who meet or exceed the minimum criteria for certification.
- b) Stimulate the improvement of rigging and establish it as a certifiable profession.
- c) Enhance the practice and profession of rigging through validated and reliable certification instruments.
- d) Directly promote Signalman competency and a safer work environment.
- e) Organize and implement a comprehensive program for the qualification of Signalman.
- f) Promote the development of knowledge and skills of those interested in the rigging profession.
- g) Provide technical assistance to agencies having regulatory authority applicable to testing and certification of Signalman.

### 4.0 JOB AND TASK DESCRIPTION

To ensure the signalman should

Know and understand the type of signals used. If hand signals are used the signal person must know and understand the standard method of signals.

Use signals and apply the correct type as required.

Basic understanding of equipment operation and limitations, including the capacities, and its dynamics.

### 5.0 CANDIDATE REQUIREMENTS

#### 5.1. CANDIDATES REQUIRED COMPETENCE

Velosi Certification Services Signalman certification assessment is designed for Signalman who are trained and who are currently deployed in lifting equipment operation. The candidate is a Signalman with appropriate practical and theoretical knowledge and experience for safe rigging and slinging operation of lifting equipment.

To qualify as Signalman, the person should be:

- a) Be medically and physically fit (have a good eye sight, hearing);
- b) Have been trained in the safe and standard method of signalling.
- c) Capable of reading and understanding the English language sufficient for the fulfilment of their function in a safe manner;

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- d) To able to provide necessary clear hand signals for crane operators as per standard signals
- e) To locate a load in away, to ensure safety of load and consideration for working personnel;
- f) To understand his companies' rules and regulations, color coding and around it the reasons Certification of lifting tackle is required;
- g) To be able to communicate with radio where the crane operator is out of range.

### 5.2. CANDIDATES ABILITIES

The client or the employment company is responsible to ensure that each of the certified Signalman do comply and meet the required health level throughout their certification periods, and attest to their agreement as per requirement within their applications.

### 5.3. PREREQUISITES

All candidates have to bring their ID to the examination.

## 6.0 CODE OF CONDUCT

### 6.1. CODE OF ETHICS FOR CERTIFIED SIGNALMAN

Certified Signalman 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 safely 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 equipment 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.
- h) Provide accurate and complete information and abide by Velosi Certification Services, its policies and procedures, including this Code of Ethics, as they may be updated from time to time;
- i) Cooperate fully and completely with any administrative inquiries or investigations by Velosi Certification Services



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### 6.2. SUBSTANCE ABUSE POLICY

- a) It is the policy of Velosi Certification Services that Signalman shall not use prescribed or over-the-counter substances that would impair their ability to operate cranes 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.
- b) An exception to this rule is that a Signalman/ rigging supervisor may use such a substance or drug if it is prescribed by a licensed medical practitioner who is familiar with the Signalman's medical history and all assigned duties. If this being the case, then that Signalman before registration shall support his medical condition by means of a written statement and/or certificate prescribed: by the said licensed medical practitioner that the prescribed substance will not adversely affect the Signalman's ability to perform the rigging of lifting equipment task in a safe manner.

It is the responsibility of the certifying organization to have the candidate understands the Code of Ethics and the Substance Abuse Policy

### 7.0 CERTIFICATION REQUIREMENTS OF SIGNALMAN

#### 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) The candidate is required to submit the application form attached with the following:
  - Passport copy with valid residence visa copy - Labour card copy for the 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 Signalman 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.

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### 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,
- d) The assessment is carried out to evaluate the qualification of Signalman with regards the safety operation of lifting equipment and this will be done in separate stages as follows:

#### 7.2.1.1. Hand Signals

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

#### 7.2.1.2. Voice Communication

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

#### 7.2.1.3. Basic Knowledge of Crane Operations

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

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### 7.2.1.4. Situational Awareness (Site-Specific Considerations)

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

### 7.2.1.5. Safety Standards and Regulations

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

### 7.2.2. Practical Assessment /Skills: Test

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

#### 7.2.2.1. Typical Practical Assessment Instructions

- a) The signalman practical assessment consists of 2 domains. There is no time limit for this assessment. Candidates will typically complete the assessment in approximately 30 minutes.
- b) There are two types of scenarios to demonstrate proper hand or voice signals:
  - Match Scenario: In these scenarios, candidate will observe the crane performing certain functions and give the necessary hand or voice signal(s) that match or matches the function.
  - Candidate-Initiated Scenario: In these scenarios, candidate give the necessary hand or voice signals to initiate and direct lifting equipment movement based on assigned task by the examiner.
- c) All signals must be given in accordance with current standard signals (e.g., the swing signal is: Arm extended, point with finger in direction of swing of boom), see construction code of practice, hand signal.
- d) The candidate shall be assessed in maintaining constant communication if they use voice signals.
- e) In scenarios where multiple signals are required, candidates must give all signals correctly, examiners to assess each signal and it's relevant to the move.

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### 7.3. Time of Examination and Order

- a) Candidates may take their written and practical examination in any order.
- b) All candidates may only take one day for signalmen assessment and that will depend upon the number of candidates for each assessment batch. Assessment timing may be set by the examiner and may be extended based on other variables and or languages barriers.
- c) In the normal cases, the examination time will be as following:
  - Written Examination: 1 hour
  - Practical Examination: as per practical course outline L5-UAE-077a
- d) 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 certificate decision note by the Certificate Scheme Manager after review.

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### 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.

### 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, , category that the individual was certified to conduct the duties as a signalman, 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: The ID CARD is not driving License

#### 7.7.2. Validation of the Certificate

- a) If the operator becomes a certified Signalman by taking the appropriate written and practical exams, the candidate is certified for one year certification period,

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### 7.8. Combining certification requirements

#### 7.8.1. Written Exam

- 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 Exam

- 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

### 7.9. Unsafe Act

- a) If at any time during the Pre-Test Period or during the test, a candidate commits an unsafe act, the examiner must disqualify the candidate from continuing with the test if any of the unsafe acts present include, but are not limited to the following:
  - Incorrect performance and unclear hand signals while moving a suspended load
  - Not conducting pre-inspection of lifting tackles before its use in service
  - Uncontrolled or reckless operation with a suspended load
  - Failure to ensure that the crane boom is positioned above the load centre of gravity (e.g. load being dragged while lifting)
  - Contacting an obstruction with the crane boom or load by using the wrong hand signal/s
  - Any action that in the judgment of the Examiner 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 & Safety Department in that case by either e-mails; letter or fax, record shall 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.

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- 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 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 (Two times in roll) will not take any further assessment until he undertakes a relevant training.

### 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.

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### 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 & not for the sake of issuing 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.

#### 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.



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### 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,
- 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 Rigging accident, incidents that is submitted to the Certification Scheme Committee where Signalman error is determined to be the cause of the accident, incident.
  - Certified Signalman are required to notify Velosi Certification Services of a documented, recordable Rigging 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;

**7.19.** 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; Candidates Requesting Testing Accommodations:

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- 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 Signalman.
- 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.

### 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	05.04.2021	1.1 2.1	Company address change DAC changed to EIAC Review and update	K. Vinoth
4	02.01.2022	2.4  2.6 7.11.1 7.18 7.2.1	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