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## ***Certification Scheme for Forklift Operator***

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**Legal Scope:**

TÜV Rheinland Middle East FZE

**Business Scope:**

I.02 Elevators & Lifting Equipment

**Process Scope:**

6.3 Service Delivery

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### **1. Objectives**

The main objective of this document is to define requirements for Forklift operator certification scheme

### **2. Terms and Abbreviations**

Terms/Abbreviations	Description
EIAC	Emirates International Accreditation Centre
DHA	Dubai Health Authority
TRME FZE	TÜV Rheinland Middle East FZE
PersCert	Personnel Certification

### **3. Scope of Application**

This work instruction is applicable to I.02 Elevators and Lifting Equipments of TRME FZE

### **4. Activities**

#### **4.1 Introduction**

4.1.1 This Certification program is binding regarding contents for Certification of Lifting Equipment Operators through the accredited Certification Body for Personnel Certification of TÜV Rheinland Middle East F.Z.E., mentioned on the cover page.

4.1.2 Besides this Certification Program, the following international normative documents, which constitute the minimum requirements of personnel certification, are the basis for the accreditation:

- *ISO/IEC 17024*
- *IAF Guidance for ISO/IEC 17024*  
*each in their latest version.*

4.1.3 The qualification criteria for Forklift Operators are complying with the Public Health & Safety Requirement of Dubai Municipality PHSD department, as per ISO /IEC 17024 and as per EIAC (Emirates International Accreditation Centre) EIAC-RQ-CB-006, and any other requirements provided by Dubai or UAE governmental authorities.

4.1.4 Following additional sources are also used as references:

## ***Certification Scheme for Forklift Operator***

- *Scheme Document (PHSD-DM) Stands for Public Health and Safety Department of Dubai Municipality guidelines*
- *Dubai Municipality-Code of Construction Safety Practice*
- *Government of Dubai Local Order no. 11/2003 and 61/1991*
- *Concerning Public Health and Safety of the Society in the Emirate of Dubai*
- *TUV Rheinland Middle East Corporate Training and Assessment guidelines.*
- *National Commission for the Certification of Forklift Operators, NCCCO Hand Books*
- *DM-PH&SD-P4-TG21 Guidelines for Examination and Certification of Cranes, Hoists, Lifts and other Lifting Appliances*

4.1.5 TÜV Rheinland Middle East Certification Scheme representative has developed this certification scheme for Forklift Operator to ensure the quality and competency of the Forklift Operator after completing the assessment stages mentioned below by theoretical and practical assessment / evaluation as per the equipment type and its Safe working load (SWL) / Capacity.

### **4.2 Admission & Eligibility Requirements for Participation in the Examination**

4.2.1 Each candidate has to fill out a registration admission template. Other than basic information mentioned in the admission template, TRME FZE also requires each candidate to present the following documents:

- *Passport copy,*
- *Valid residence visa copy,*
- *Labor card copy,*
- *Colored photograph (not older than six months),*
- *Proof of training (if relevant),*
- *Evidence of working experience.*

*Note: Candidates from other countries shall submit valid identification document issued by the relevant governments.*

4.2.2 The requirements for Forklift Operator's prerequisites for granting of certificates are shown in the following overview:

Requirements	Description
Education level	Minimum Basic Level – Primary Level
Alternative professional experience if missing education	Minimum 5 years.
Professional experience	Minimum 1 Year
Relevant experience in the field of lifting equipment	Minimum 1 Year
Relevant training experience in Forklift operation	Should be 15 to 20 hours
Physical fitness (if mandatory by DHA)	Occupational Health Card.
Regulatory requirements	Minimum of 18 years of age.
Driving License	Valid license from relevant authority (if applicable)
Abuse Policy	Comply with substance abuse policy (see section 4)
Code of Ethics	Comply with code of ethics. (see section 4)
Written Examination	Successful completion

## ***Certification Scheme for Forklift Operator***

Practical Examination	Successful completion
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**Notes:**

- *“Successful completion” means, passing the final examination of the training course in accordance with this certification program.*
- *A scope related work exists, if it is exercised in individual responsibility and usually aimed at the realization of significant demands of respective scope or according to normative documents.*

4.2.3 Occupational health evaluation/ screening is the candidates and his employers responsibility to continue to meet occupational health screening requirements (as per DHA) throughout their certification period, TÜV Rheinland Middle East F.Z.E. do not conduct health and physical evaluation for the candidates.

4.2.4 At the time of granting of the certificate all requirements must be met.

4.2.5 The training must be carried out by an educational provider recognized and qualified by the Certification Body. In exceptional cases, the Certification Body can accept different proof of knowledge and skills as a prerequisite for certification. An alternative entrance option for testing and certification must be planned for autodidacts. The candidate's qualification is assessed in advance.

4.2.6 Online training is accepted as an entrance prerequisite for the participation in the examination as Lifting Equipment Operators in as far as their concept and teaching materials handle the respective topics of this guideline in full with learning objectives, tests and the candidate provides proof of successful completion of the learning objectives.

4.2.7 Certificates with the Accreditation Body's logo or accreditation information confirm the capability for the qualification level stated and are recognized by other Personnel Certification Bodies as equivalent to the corresponding training courses at approved training facilities in case of alternative entrance into higher qualification levels.

4.2.8 The certificate must be granted at the latest 12 months after the examination has been passed. The applicant is granted the opportunity to prove missing prerequisites within this period.

4.2.9 The validity of a certificate normally begins with a positive certification decision and remains valid initially for one year. If the certificate can only be granted later due to missing prerequisites (see above), the duration of the certification is reduced accordingly. In this case, the examination evaluation date is valid.

### **4.3 Qualification Criteria**

4.3.1 The knowledge and skills belonging to the learning content are not shown as isolated acquirable qualifications, but rather always in conjunction with and oriented towards the demands of technical standards.

4.3.2 This certification scheme is designed to certify the operators who are trained and currently operating the forklift at worksites. The forklift operator is a person with theoretical and practical knowledge as well as relevant experience to identify major faults in the forklift truck and to evaluate its fitness for operation

## ***Certification Scheme for Forklift Operator***

4.3.3 The criteria shown in the following table summarize the knowledge and learning content, which Fork Lift Operators should hold in order to fulfill their technical tasks.

No.	Fields of competence and learning content	
Written/ Oral Examination		
1	Hold Qualification for the safe operation of forklift truck within the manufacturer guidelines and as per the organizational safe working procedure.	
2	Knowledge on how to conduct pre-use inspections.	
3	Awareness of his scope of work and limitations.	
4	Awareness of fork lift capacities (SWL) Safe Working Load.	
5	Knowledge on how to set up, adjust, position, stabilize forklift before lifting operation.	
6	Knowledge about maintenance procedure.	
7	Knowledge about the safety of personnel and to save assets and environment at all time	
Practical Examination		
8	Basic knowledge about forklift truck components	
9	Ability to identify major faults	
10	Awareness about the manufacturer's instructions about the operation, limitations, maintenance, rigging and slinging and use of attachments	
11	Usage of forklift on sloppy areas with or without load	
12	Knowledge on how to understand and apply the load chart	
13	Knowledge on the environmental effects of forklift operation's i.e. wind, visibility, fog, rain, snow falling, heat etc.	
14	Knowledge of emergency stop procedure of forklift truck	
15	Knowledge of control panel, and all other related control system in forklift truck	
16	Knowledge on how to move, stop, swing, load and unload the materials safely	
17	Awareness of fire extinguisher use fitted on the forklift trucks	
18	Basic knowledge about manufacture / owner's operational manual for the type of forklift truck he is using	
19	Knowledge on the speed limits within the specified circumstances and environment	
20	Knowledge on the importance of ground condition before lifting operation and setting up the outriggers whenever required	

### **4.4 Examination Modalities**

4.4.1 The qualification criteria for Forklift Operators defined in section 3 provide the basis for the examination.

4.4.2 The examiner shall personally identify the candidate at the time of examination as per submitted documents and photograph.

4.4.3 Candidates must pass written exams (core + specialty) and a practical exam in the category(s) for which they seek certification. Candidates may take their written/ oral and practical exams in any order.

4.4.4 Candidates have one months after they pass their first exam (written or practical) to pass the corresponding written or practical exam(s) in the same category(s).

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## ***Certification Scheme for Forklift Operator***

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- 4.4.5 The candidate's expert knowledge and capability to master their tasks are evaluated.
- 4.4.6 The written/ oral and practical examination must be evaluated using a points system or a corresponding evaluation system. The criteria according to which the evaluation is carried out must be established. Each examination section must be evaluated separately. The Written examination is considered passed if a minimum of 80% of the theoretically highest possible score is achieved in each section. The practical examination is considered passed with score not less than 75%. Individual examination sections can be repeated.
- 4.4.7 The examinations of lifting equipment operators are conducted by at least one nominated TRME FZE examiners.
- 4.4.8 For examinations conducted by TRME FZE examiner, it is permissible to make use of a professional assessor, who is named by the Personnel Certification Body and has the same qualification as the examiner, in place of an examiner. An assessor is an examiner who has been used as an instructor with at least one of the candidates'. The assessor only has an advisory capacity for candidate evaluation.
- 4.5 Written / Oral Examination**
- 4.5.1 The core examination for Lifting Equipment Operators shall include at least 30 multiple-choice questions. The Specialty Examinations for Lifting Equipment Operators, consists of 20 multiple-choice questions. Candidates must register for the Core and the Specialty Examination.
- 4.5.2 The written examination consist of multiple choice questions as per the guide lines from EIAC and as per TRME FZE certification requirements. Written examination will be close book.
- 4.5.3 The examiner will make all the necessary arrangements to ensure the quality and transparency and will make all the arrangements including seating arrangements to stop cheating or copying by any means.
- 4.5.4 The standard time for candidates to solve 50 multiple choice examination is maximum 90 minutes as per TRME FZE standard.
- 4.5.5 The examiner may explain questions if not understood by the examinee. The examiner allow another 10 minutes extension in genuine cases.
- 4.6 Practical Examination**
- 4.6.1 TRME FZE will conduct practical assessment at a client facility or any other available place for the desired model of Forklift
- 4.6.2 The Practical assessment can include oral examination.
- 4.6.3 The client/ candidate's employer will inform the examiner of the model number, type and use of Forklift in order to conduct the examination properly.

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## ***Certification Scheme for Forklift Operator***

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- 4.6.4 The examiner will evaluate the Forklift Operator proficiency in operation. For this, the examiner will set the criteria for assessment, the required movement or any other operation.
- 4.6.5 There is no specific time limit for the practical examination. Usually it should take between 15 and 20 minutes per candidate to demonstrate his proficiency. If the examination lasts much longer, it may be considered as a lack of knowledge or confidence by the Forklift Operator.
- 4.6.6 Practical Examinations components shall be developed as fair and objective assessments of the essential skills for lifting equipment operators.
- 4.6.7 The examination area shall be for the exam purpose only. It is not allowed to integrate the practical exam with any actual ongoing job or task.
- 4.7 Combining Certification Requirements**
- 4.7.1 Written / Oral Examination  
Core exam may be administered separately if the candidate would like to take more than one specialty.
- 4.7.2 Practical Examination  
Once a practical examination starts for any certification area, it shall be finished prior to starting other practical examination in other areas.
- 4.7.3 Examiners are not allowed to combine the performance requirement of different specialties into one specialty
- 4.7.4 If a certified operator subsequently becomes certified in additional specialties by taking the appropriate written and practical specialty exams, the one-year certification period for the additional specialties begins at the same time as they were initially certified. Therefore, all specialties expire on the same date, regardless of when the candidate passed them.
- 4.8 Unsafe Operation / Act**
- 4.8.1 As per PHSD guidelines, in case of any unsafe act performed by candidates during pre-examination or examination, examiners must disqualify the candidates from continuing the exam. The following acts are considered, but not limited to, as unsafe acts:
- *Failure to respond to hand signals*
  - *Dropping load from the crane*
  - *Hitting any other object on the way during operation*
  - *Uncontrolled or reckless operation*
  - *Failure to respond to stop signal*
  - *Putting anyone in danger during the operation*
- 4.8.2 The examiner has the authority to stop the exam at any time for reasons of safety. Examiners are responsible for informing the Public Health and Safety Department in that case, either by e-mail, letter or fax. Records shall be kept. If the candidate is disqualified due to an unsafe act, the case will be reviewed by the relevant authority, and the candidate will be notified with the department decision of the eligibility for rescheduling the practical exam or otherwise.

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## ***Certification Scheme for Forklift Operator***

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### **4.9 Weather Conditions and Equipments**

- 4.9.1 The examiner must use an anemometer to check the wind speed and will then record the weather conditions on the score/ assessment sheet.
- 4.9.2 The examiner has the responsibility to determine if weather conditions or equipment problems are such that an exam needs to be suspended. If the test is interrupted due to weather conditions or equipment problems, the procedure for restarting is as follows:
- *The Candidate will resume the test at the beginning of the task they were performing at the time of the interruption, as appropriate.*
  - *If the candidate resume the exam on a different machine, candidates may retake the whole exam*
  - *If the examination is delayed to a different day, the test must be restarted from the beginning.*
- 4.9.3 The Examiner must keep record of the candidates' performance.
- 4.9.4 The examination results will be taken and recorded in Evaluation / Assessment Template / Mark Sheet and will be kept in record for at least three years

### **4.10 Special Needs and Support**

- 4.10.1 TRME FZE may provide any additional support to candidates with special needs. TRME FZE verify and accommodate special needs, within reason and where the integrity of the assessment is not violated, taking into account national regulation.
- 4.10.2 Additional Support may lead to additional charges.

### **4.11 Code of Ethics for Certified Lifting Equipment Operators**

- 4.11.1 Certified lifting equipment operators, riggers and signalman must comply with Code of Ethics during their certification, as set below:
- *Free of bias with regard to religion, ethnicity, gender, age, national origin, and disability*
  - *So as to place the safety and welfare of workers associated with the lifting operation above all other considerations*
  - *So as to protect nearby general public property and the environment*
  - *Make management aware if he has safety concerns relating to the lifting operations that he is performing*
  - *Not knowingly violate safety-related regulations, warnings, or instructions set forth by the authority, recognized safety standards, the lifting equipment manufacturer, or relevant department.*
  - *Not misrepresent or knowingly deceive others concerning the experience or the capabilities of himself or the Forklift he is operating*
  - *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.*
- 4.11.2 In Addition to the above "TÜV Rheinland Code of Conduct" will be applicable.

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## ***Certification Scheme for Forklift Operator***

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### **4.12 Substance Abuse Policy**

- 4.12.1 It is the policy of the Lifting Equipment Operators Task Force that Forklift Operators 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.
- 4.12.2 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.

### **4.13 Certification**

- 4.13.1 The respective certificate is valid for one year. The client is legally bound to renew the operator certificate before the date of expiry.
- 4.13.2 Accredited certificates must be easy and clear to distinguish from non-accredited certificates. Non-accredited certificates may neither include any reference to the Accreditation Body nor contain the Accreditation Body's logo in connection with the qualification designation. When issuing non-accredited certificates, accredited certification bodies must demonstrably inform the recipients that these certificates are not accredited. Credentials regarding successfully completed examinations may not contain the Accreditation Body's logo anywhere, thus avoiding confusion with an accredited certificate.
- 4.13.3 Certification awarding process  
The examiner/ assessor will submit all the documents and examination records to the Head of CAB. The Head of CAB will then take a decision for certification on the basis of the collected data. The decision maker shall have a thorough knowledge of the relevant certification scheme.
- 4.13.4 TRME FZE will then issue the competency certificate and an ID card.
- 4.13.5 Certification Cards  
Competency certificates will be issued by CAB TÜV Rheinland Middle East and signed by the authorized signatory of the Head of CAB. In addition to the requirements by ISO/IEC 17024, certificates shall include, at least but not limited to:
- *Name and nationality of certified Forklift Operator*
  - *Colored photo of the certified Forklift Operator*
  - *Type of Forklift and its capacity*
  - *Date of Issue and validity of certificate*
  - *Unique identification number for tracking*
  - *Photo ID card (Preferably digital or laminated)*
- 4.13.6 Certified operators, riggers and signalmen shall keep their original certification card with them at all times to be verified by the relevant authorities during an inspection.



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## ***Certification Scheme for Forklift Operator***

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- 4.13.7 Certificates will not substitute or replace the driving license. Driving licenses shall be also available for checking. Therefore, each certification card shall contain the sentence "This is not a driving license".
- 4.13.8 In case of failure to pass the exam by either means, the examiner will submit a report to the Head of CAB. The candidate and /or the candidate's employer will then be informed by PersCert TRME FZE.
- 4.14 Monitoring and Recertification**
- 4.14.1 The standard ISO/IEC 17024 requires rulings for monitoring and recertification. As the certification period is only one year, no monitoring takes place.
- 4.14.2 Requirements for recertification  
Upon expiry of the duration of validity of the certificate following initial certification, recertification can take place if applied for by the certificate owner.
- 4.14.3 For recertification, the certificate owner must prove to the Certification Body (via written confirmation by the employer or client) that the candidate
- Continues to meet Occupational Health card requirements
  - Has a valid driving license from the relevant authority, where applicable
  - Complies with the Substance Abuse Policy in section 4.
  - Complies with the Code of Ethics in section 4.
- 4.14.4 In case of any uncertainties, the Certification Body is entitled to request further proof and/or to invite the certificate owner to a personal interview.
- 4.14.5 Recertification shall be done one month prior to certificate expiry. Late applications will be rejected.
- 4.14.6 If no scope specific experience in the past year can be proven, the certificate is not renewed. Recertification can take place when the experience set down in the respective technical standards has been proven and full examination has been successfully completed.
- 4.14.7 Recertification candidates must complete all recertification requirements prior to their certification's expiration date, but are only allowed to take their written/ oral and practical examinations up to one month prior to the date of expiration
- 4.14.8 Regardless of the actual date of the recertification examination, the new one-year certification period begins subsequently to the date of expiration of the initial certification.
- 4.14.9 Candidates who are not certified in all specialties may add a new a specialty at the same time as they take their recertification examination by taking the full examination in that specialty.
- 4.14.10 In accordance with the scheme requirements, recertification by TRME FZE consider at least the following:
- a) *on-site assessment;*
  - b) *professional development;*
  - c) *structured interviews;*
  - d) *confirmation of continuing satisfactory work and work experience records;*

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## ***Certification Scheme for Forklift Operator***

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- e) *examination;*
- f) *checks on physical capability in relation to the competence concerned.*

### **4.15 Retake of Examinations for Certification**

4.15.1 As per TRME FZE normal certification and re-certification requirements, the candidate must pass both written / oral and practical examination to receive the competency certification. In case of failure of either of the examinations, the applicant can re-sit a 2nd attempt. In case of another failure in both or either of the exams, the candidate cannot undertake a third attempt for certification. Instead, they must again participate in relevant training to be eligible for certification or re-certification. This shall not be less than, but not limited to:

- Safe operation of Forklift for 1 day with minimum of 5-7 Hrs. per day

4.15.2 In case of failure, TÜV Rheinland Middle East will charge the following for the 2nd attempt:

- 100% for the examination

### **4.16 Withdrawal and Suspension**

4.16.1 TRME FZE 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 status shall include, but not be limited to, the following:

- *False information given or fabrication document submitted to TRME FZE*
- *Any violation of governmental rule or regulation*
- *Forklift Operators if found hiding any critical information which need to informed*
- *Forklift Operator fail to maintain moral, ethical or professional behavior satisfactory to TRME FZE or any misconduct that affects professional competency or health and safety.*
- *Period of certification exceeded without renewal*
- *Non-compliance with Substance Abuse Policy*
- *culpability in an accident during certification period*
- *Non-compliance with medical requirements required for the Occupational Health Card issuance.*
- *Non-compliance with the Code of Ethics*

4.16.2 TRME FZE established policies and procedures to address alleged violations of the Code of Ethics fairly and consistently. The complaints procedures have been designed to ensure that only valid and actionable complaints are investigated and considered. These procedures also ensure that all parties involved in the complaint have an opportunity to document circumstances warranting the complaint and to respond to the complaint.

### **4.17 Recertification Scope**

4.17.1 Recertification can only confirm standards already confirmed in the initial certificate. If a new scope is to be confirmed in recertification, this is only permissible if corresponding proof of training is presented as well as the examination criteria as fulfilled. Change/ update in scope will be considered as a new certification.

### **4.18 Collection of Examination Tasks**

4.18.1 Each Certification Body must keep collections of examination tasks for the written and oral parts of the examination. The collection for the written examination must essentially match the structure of the areas of knowledge as defined in section 3. The entirety, of the questions must cover the contents of the areas of knowledge as defined in section 3. In order to maintain a clear structure of the

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## ***Certification Scheme for Forklift Operator***

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examination task collection, areas of knowledge according to section 3 can be sorted into groups/clusters.

4.18.2 The Certification Body must establish how many examination tasks are to be taken from each cluster/group for each examination type. A cluster/group must contain a minimum of four times the number of tasks needed for an examination.

4.18.3 Annual statistical analysis must show how frequently a task for the written examination has been answered correctly or incorrectly in percent. Tasks which have been answered incorrectly too often or almost always correctly must be tested in terms of their effectiveness and changed as necessary.

### **4.19 Requirements for Examiners**

4.19.1 Section 5.2.1 of ISO/IEC 17024 demands requirements or appropriate competence of the examiners. This requirement is deemed met if the examiner/assessor has at least the qualification pertaining to the qualification level to be examined.

4.19.2 Monitoring of the examiners is required in Section G.5.2.2 of the IAF Guidance on the Application of ISO/IEC 17024. This requirement is deemed met if the examiner/assessor is subjected to monitoring within the scope of (local) examination.

4.19.3 As set within "EIAC-RQ-CB-006; 4.1 Requirements for Examiners", examiner's shall meet the following requirements:

- *May have bachelor degree in engineering (preferably mechanical, electrical, industrial, electronics, mechatronics) with a minimum of 3 years' experience or a diploma in the above mentioned fields of engineering with minimum of 6 years' experience*
- *Required working experience in the relevant field, such as lifting equipment operation, inspection, operators' examinations etc.*
- *Degree/diploma qualification may not be required if the examiner has extensive specialized trainings directly related to the lifting equipment operation, inspection, operators' examinations and several years (more than ten years) of working experience in same field, or holding credentials as Trainer/Examiner/Assessor from Forklift Institute of America (CIA), National Commission for the Certification of Forklift Operators (NCCCO) etc. for the field of subject training*
- *Is familiar with the relevant certification scheme*
- *Has a thorough knowledge of the relevant examination methods and examination documents,*
- *Have attended training courses/sessions on how to conduct an examination for the scheme*
- *Has appropriate competence in the field to be examined*
- *Is free from any interest so that he can make impartial and nondiscriminatory judgments (assessments)*

4.19.4 Examiners cannot be part of the training provided to the same candidates they are assigned to examine.

### **4.20 Documents Submission to EIAC**

4.20.1 As per the guidelines given in EIAC-RQ-CB-006, TRME FZE shall submit quarterly accumulated reports containing certification details under EIAC accreditation scheme(s) and up to date lists of authorized examiners for EIAC accreditation scheme(s) on prescribed formats on 10th January, 10th April, 10th July and 10th October every year. All records shall be maintained for at least 5 years.

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***Certification Scheme for Forklift Operator***

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**5. Roles & Responsibilities**

Process Roles	Responsibilities
Coordinator	Application Review, Preparation of final certificates and submission
Examiner	Conduct the assessments and evaluation of candidate
Decision Maker	Overall responsibility of PertCert

**6. Specifications**

N/A

**7. Attachments**

MS-0046277 Rev.1 Certificate Template.docx

**8. Related Documents**

MS-0046283 - Service Delivery Procedure

**9. External Reference Documents**

N/A