

## **FORKLIFT OPERATOR (CERTIFICATION SCHEME)**



Dear Forklift operator certification candidate:

Welcome to Team Safety Consultants LLC Forklift operator, certification program.

This procedure defines the requirements and methods used by TSC for certifying persons in the field of lifting equipment whose task is to operate lifting equipment safely.

TSC fair and independent evaluation of Forklift operator knowledge and skills. Key to this industry – led effort was the development of the TSC oral/written and practical examinations.

Until recently Forklift operator certification has been voluntary unless required by local jurisdictions or under Public Health and Safety Department (PHSD) and EIAC-RQ-CB-006.

The process of certification of persons is generally summed up in six steps:

1) Application	2) Application review	3) Examination	4) Examination Evaluation
5) Certification	6) Recertification		

The reference has been developed to provide you with comprehensive information about the TSC written and practical examinations leading to certification. If after reading the certification Scheme, there is anything you do not fully understand, please call TSC at [04-2828868](tel:04-2828868) or email to [info@tsc-uae.ae](mailto:info@tsc-uae.ae) TSC staff will guide you through any aspects of the program that you would like explained in more detail.

### **TSC Approved by:**

Labour Ministry, Dubai Municipality, RAKEZ, Jebel Ali Free Zone Authority (Trakhees),  
ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018 Certified

Abu Dhabi – ENAS, ACTVET, Abu Dhabi Municipality, Hamriyah Free zone,

Dubai Civil Aviation Authority (DACC) Dubai South, Emirates Global Aluminium (EGA),

Knowledge and Human Development Authority (KHDA), Dubai corporation for ambulance services (DCAS),

High field Awarding Body for Compliance (HABC) Approved Centre-UK, SAIA University Accredited Training Institute (ATI) - USA,  
EIAC Accredited ISO 17020 Inspection Body (IB-004) & ISO 17024 Accredited Person Certification Body (CB-PRS-020)

## FORKLIFT OPERATOR (CERTIFICATION SCHEME)

### Table of Contents

1. Scope Description .....	4
2. Terms and Definitions .....	4
3. Application Pre-Requirements (Criteria for Initial Certification Process) .....	4
4. Eligibility .....	4
5. Job & Task Description .....	5
6. Candidate Abilities .....	5
7. Application Review & Acknowledgement to Client .....	5
8. Code of Ethics for Certified Lifting Equipment Operators .....	5
9. Substance Abuse Policy .....	5
10. Disciplinary Policy .....	6
11. Prerequisites .....	6
12. Certification Time Frame .....	6
13. Commitment to Impartiality .....	6
14. Examination Process (Assessment Methods for Initial and Re-Certification) .....	7
15. Unsafe Act .....	8
16. Weather Conditions and Equipment Problems .....	9
17. Candidates Feedback Forms, Rights and Duties .....	9
18. Evaluation of Examination .....	9
19. Recertification Requirement (Criteria for Re-Certification Process) .....	10
20. Decision on Certification .....	10
21. Issuance of Certificates .....	10
22. Change of Contact Information .....	10
23. Certification Scheme Fees Details (Please Refer Quotation) .....	11
24. Re-Set Examination .....	11
25. Training Requirement .....	11
26. Suspending, Withdrawing the Scope of Certification .....	11
27. Rescheduling, Cancellation Time Frame .....	12
28. Complaint and Appeals .....	12
29. Surveillance Methods and Criteria (If Applicable) .....	13
30. Candidate ID and Signature .....	13

## FORKLIFT OPERATOR (CERTIFICATION SCHEME)

31. Certification Cards ..... 13



## FORKLIFT OPERATOR (CERTIFICATION SCHEME)

### 1. Scope Description

Team safety consultants for the certification of Forklift operators is an independent, organization formed to set standards for fairly measuring knowledge and proficiency required for the safe operation of Forklifts.

### 2. Terms and Definitions

Terms included in this document are defined as follows:

**PHSD**- Stands for Public Health and Safety Department of Dubai Municipality.

**EIAC** - Stands for Dubai Accreditation Center of Emirates International Accreditation Centre

**TSC** – Team Safety Consultants

**Lifting Equipment** - Any lifting equipment as described in EIAC-RQ-IB-002

**Lifting Equipment Operator** - Any person who are qualified and certified to operate certain type of lifting equipment

**Examiner** - Person competent to conduct and score an examination, where the examination requires professional Judgment (assessment)

**Decision Maker** - Authority who makes the decision regarding the issuance of certification, complaints and appeals

**Examination** - Mechanism that is part of the assessment which measures a candidate's competency by one or more means, such as written, oral, practical and observational defined in this document

**Assessment** - Process that evaluates a person's fulfillment of the requirements defined in this document.

### Certification Procedures

### 3. Application Pre-Requirements (Criteria for Initial Certification Process)

Before any certificate may be issued, a written application shall be in place. This application shall as a minimum contain:

- ❖ The scope of the application
- ❖ The applicant's full name
- ❖ Company name and address
- ❖ Examination type and category
- ❖ A statement that the applicant agrees to comply with the certification scheme requirements and to supply any information needed for the assessment.
- ❖ Following documents copies of the applicant to be submitted along with this application.
  - i. Passport Copy
  - ii. Visa Copy
  - iii. Labor Card Copy
  - iv. Photograph ( Not older than 6 months)
  - v. Proof of training ( if relevant)
  - vi. Evidence of working experience
  - vii. Non-Disclosure & Certification Agreement

Check your application to ensure that all information is accurate and complete. Incomplete application, inaccurate documentation will delay the processing.

### 4. Eligibility

To be eligible for certification as lifting equipment operator, candidates must.

- Be at least 18 years of age
- Have valid occupational health card issued by relevant equipment

## FORKLIFT OPERATOR (CERTIFICATION SCHEME)

- Have valid driving license from the relevant authority (For lifting equipment operator where applicable)
- Comply with TSC substance abuse policy
- Able to read load chart
- Pass written/oral examination (core exam and at least one specially exam) with score not less than 80%
- Pass Practical Examination with score not less than 75%
- Comply with the TSC code of ethics

### 5. Job & Task Description

Lifting equipment operator certification examinations are designed for operators who are trained and who currently work in lifting equipment operation.

### 6. Candidate Abilities

Certified Forklift operator must continue to meet occupational health card requirements throughout the certification periods.

### 7. Application Review & Acknowledgement to Client

A review and verification of the application and the submitted documentation shall be conducted by TSC quality Department, confirming that the applicant satisfies the pre-requirements according to the certification scheme.

If the applicant found not eligible as per the above requirements, TSC coordinator shall notify the applicant or concerned personnel immediately.

### 8. Code of Ethics for Certified Lifting Equipment Operators

Certified lifting equipment operators must comply with code of ethics during their certification, asset 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 consideration
- 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 warning or instruction set forth by authority recognized safety standards, the lifting equipment manufacturer, or relevant department.
- Not misrepresent or knowingly deceive others concerning the experience or the capabilities of myself or the Forklift he is operating
- Not misrepresent or misuse my certification card, both of which are the property, and understand that he must return the card to the TSC immediately. If required to do so

### 9. Substance Abuse Policy

It is the policy of the TSC 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 prescribed by a licensed medical practitioner who is familiar with the operator medical history and all assigned duties, and who has advised the operator the prescribed substance will not adversely affect the operators ability to operate a Forklift safely.

## FORKLIFT OPERATOR (CERTIFICATION SCHEME)

### 10. Disciplinary Policy

TSC with its certification scheme committee is responsible for establishing and implementing 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:

1. Period of certification exceeded without renewal
2. Evidence of falsification of any information on any documents submitted to TSC.
3. Evidence of non-compliance with Substance Abuse Policy
4. Evidence of culpability in an accident during certification period
5. Evidence of non-compliance with medical requirements required for the Occupational Health Card issuance.
6. Evidence of non-compliance with the Code of Ethics

TSC has established policies and procedures to address alleged violations of the Code of Ethics fairly and consistently.

### 11. Prerequisites

All candidate have to bring their personal ID during the examination time and pen & Pencil (to complete the written examination answer sheet) and Proper PPE for practical Examination.

### 12. Certification Time Frame

Candidates must pass Written/Oral Exam 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.

Candidates may only take one day for Forklift safety operation assessment. Exam timing may be set by the examiner and may be extended based on other variables and or language barriers

Candidates have one month after they pass their first exam (Written/Oral or Practical) to pass the corresponding Written/Oral or Practical Exam(s) in the same category(s).

If a certified operator subsequently becomes certified in additional Specialties by taking the appropriate written and practical exams, the one-year certification period for the additional Specialties begins at the same time as he/she was originally certified (i.e., all specialties expire on the same date, regardless of when in the one-year certification period the candidate passed them).

In the normal case, the examination time will be as following:

- Written Examination: 45 Minutes & Specialty Examination: 45 Minutes
- Oral Examination: 30 Min
- Practical Examination : 1 hour/Candidate

### 13. Commitment to Impartiality

The Team Safety Consultants certification Activities shall be Undertaken Impartially.

The Team Safety Consultants shall be responsible for the impartiality of its Certification Activities and shall be keep the Determination and certification Result free from any commercial, financial and other pressure to compromise Impartiality. TSC has fair with all our applicants, Candidates and Certified Persons.

The processes and procedures are carefully designed to keep all the activities free from each other's influence, impartiality and conflict of interest. These processes and procedures are regularly reviewed during internal audits and management reviews to keep a strict check on the risk of impartiality.

## FORKLIFT OPERATOR (CERTIFICATION SCHEME)

The Team Safety Consultants should not allow commercial or other considerations to influence the objectivity or impartiality of the certification process. The certification shall have top management commitment to impartiality is in place.

### 14. Examination Process (Assessment Methods for Initial and Re-Certification)

TSC conducts examination (written/oral and practical) and certification in the following areas/specialties:

- Lifting Equipment Operator

Candidates meeting the eligibility requirements may take the written/oral and practical examinations in any order

#### 14.1 Written/Oral Examination Outline:



The Lifting equipment operator written/oral examinations are conducted by multiple choice questions, which shall be developed as fair and objective assessments of the essential skills a lifting equipment operator needs to operate, rig, supervise and signal safely. Each examination shall contain a unique combination of questions taken from the question bank. Questions are selected for examinations based on the content area and specialties applied by the candidate.

Core exam may be administered separately if the candidate would like to take more than one specialty in the same written/oral exam day. The examination may be integrated both core and specialty examination into one exam paper per equipment's, question paper consists of 50 multiple choice question.

#### Core Examination

The written/oral examination consists of 30 multiple choice questions covering area like,

**Area 1: SITE** (Approximately 20% of test: 6 Questions)  
**Area 2: OPERATIONS** (Approximately 25% of test: 7-8 Questions)  
**Area 3: TECHNICAL KNOWLEDGE** (Approximately 30% of test: 9 Questions)  
**Area 4: MANUFACTURERS' LOAD CHARTS** (Approximately 25% of test: 7-8 Questions)

#### Specialty exam

The written/oral examination consists of 20 multiple choice questions covering area like,

**Area 1: SITE** (Approximately 10% of test: 2 Questions)  
**Area 2: OPERATIONS** (Approximately 30% of test: 6 Questions)  
**Area 3: TECHNICAL KNOWLADGE** (Approximately 25% of test: 5 Questions)  
**Area 4: MANUFACTURES LOAD CHARTS** (Approximately 35% of test: 7 Questions)

#### PRACTICAL EXAMINATION OUTLINE:

The Forklift operator practical examinations demonstrate Forklift operation proficiency. The three tasks that make up the practical examination are task 1, 2, 3, 4 & Task 5. An optimum limit shall be set by the examiner for all the tasks. The examiner based on the lifting equipment type may modify tasks.

## FORKLIFT OPERATOR (CERTIFICATION SCHEME)

During the practical examination, you are under the direction of the examiner and must follow the examiners direction at all times. It is important that you understand the instruction. If there is anything you do not understand, please request clarification from the examiner.

You will be required to complete all phases of the test in sequence. Once you have complete all of the practical exam you must leave the testing area, only personnel involved in the administration of the test are allowed in the test area.

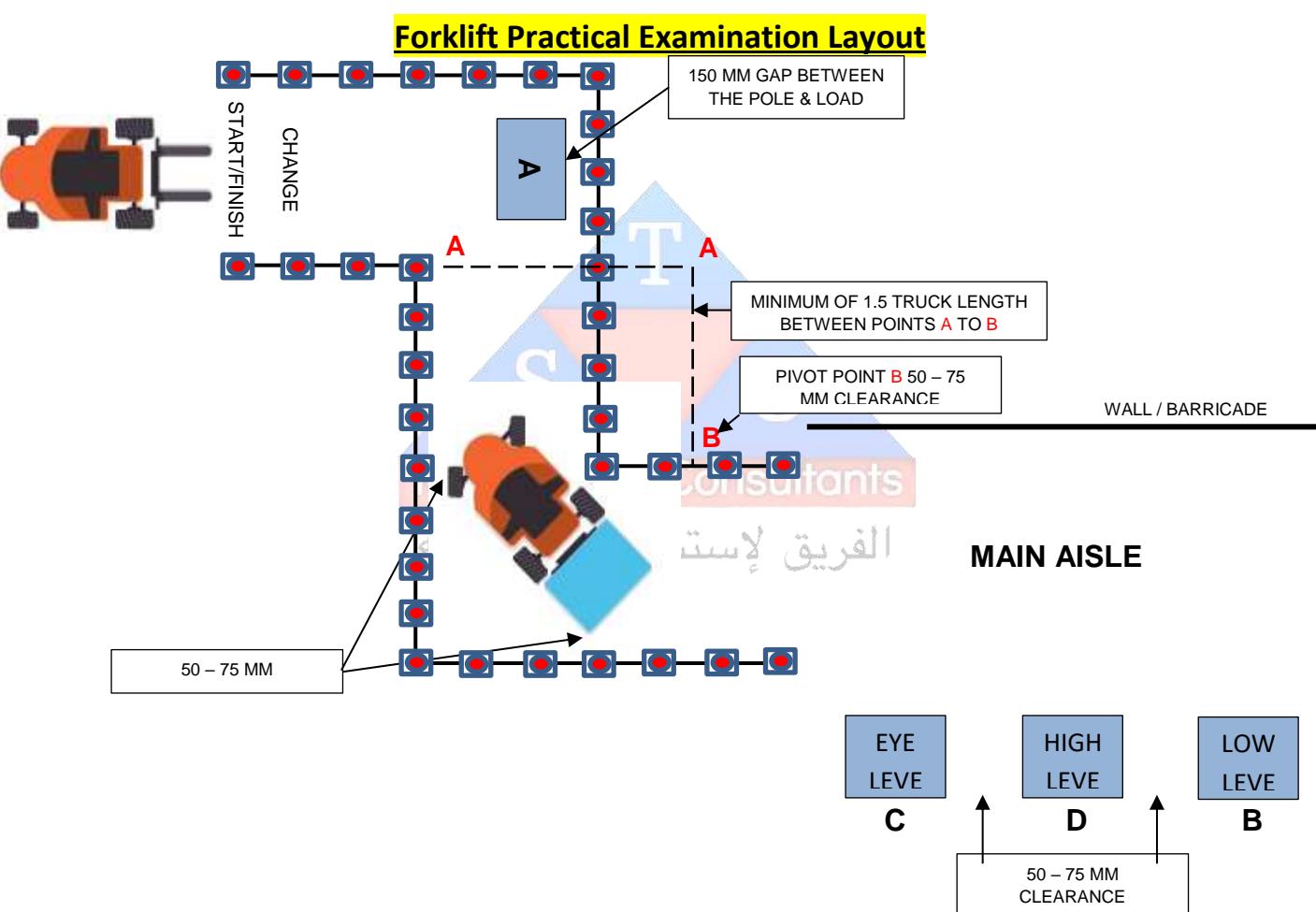
**TASK 1: PRE-OPERATION INSPECTION** (Sample optimum time: 1 minutes/Task)

**TASK 2: LOAD CHART AND LOAD BALANCING ACTIVITIES** - (Sample optimum time: 10 minutes)

**TASK 3: FOLLOW HAND SIGNALS VERIFICATION**-(Sample optimum time: No time)

**TASK 4: TRUCK OPERATION WITH AND WITHOUT LOAD** (Sample optimum time: 30 minutes)

**TASK 5: SAFE SHUTDOWN, TRUCK PARKING & SECURING PROCEDURES** (Sample optimum time: 10 minutes).



### 15. Unsafe Act

If at any time during the period of test, you commit an unsafe act, you will be disqualified from continuing with the test. Unsafe acts include but are not limited to the following.

- Dropping the overhaul ball or test weight
- Two blocking of the Forklift
- Uncontrolled or reckless operation

## FORKLIFT OPERATOR (CERTIFICATION SCHEME)

- Failure to respond to a stop signal
- Contracting an obstruction with the Forklift or test weight
- Any action that in the judgments of the examiner could endanger personnel or equipment at the test site.

The examiner has the authority to stop the test at any time for reasons of safety. Please ask the examiner if you have any questions.

- If you are disqualified due to an unsafe act, the case will be reviewed by TSC and you will be notified as to your eligibility for rescheduling the practical exam.

### 16. Weather Conditions and Equipment Problems

The Examiner must use an anemometer to check the wind speed and then will record the weather conditions on the score/assessment sheet. The Examiner has the responsibility to determine if weather conditions or equipment problems are such that a test needs to be suspended. If the test is interrupted due to weather conditions or equipment problems, the procedure for restarting is as follows:

- Candidate will resume the test at the beginning of the task he/she was performing at the time of the interruption, as appropriate.
- If candidate resume the test on a different machine, candidates may start the entire test over from the beginning.
- If the testing is delayed to a different day, the test must be restarted from the beginning.

The Examiner must keep record for candidate performance.

### 17. Candidates Feedback Forms, Rights and Duties

Candidates can comment on the examination(s) as a whole or on specific items within an examination by writing their comments on the candidate feedback form. Examination comments are reviewed by TSC content experts on a regular basis.



Team Safety Consultants

#### RIGHTS:

All certified persons will receive certification and an ID Card. Information supplied by candidates for during certification activities is the confidential use of TSC and will not be disclosed without written permission of the individual or employer concerned. For an applicant of special needs has to declare, within reason, a request for accommodation. All certified persons have right to make complaint and appeal in case of any dissatisfaction in the certification process.

#### DUTIES:

To comply with relevant provision of the certification requirements and to supply any information needed for the assessment. To comply with TSC examination policy in maintaining the integrity and security of the examination process and to be committed and not to release confidential examination materials.

All candidates must provide true and valid information. Candidate have to notify TSC if the examiner is known

To make claims regarding certification only with respect to the scope for which certification has been granted. Not to use the certificate in a misleading manner. To abide by the conditions of certification and agree to inform the certifier of any changes affecting the status of the certification.

### 18. Evaluation of Examination

TSC examiner shall evaluate the written/oral and practical examination using the pre-defined answer given in the question bank. The examiner is not permitted to discuss your performance on the test.

## FORKLIFT OPERATOR (CERTIFICATION SCHEME)

**Score Reporting-** Candidate must record their answer in the appropriate area given in the question paper. All candidates will receive a result of their performance. Examiner results are mailed/telephonic to the candidate within 2 workings days after the examination.

### 19. Recertification Requirement (Criteria for Re-Certification Process)

Certification is valid for one year. Recertification candidates must complete all recertification requirements one month prior to their certification's expiration date. This includes:

- Passing the recertification written/oral examination(s)
- Continuing to meet occupational health card requirements
- Have valid driving license from the relevant authority where applicable
- Compliance with substance abuse policy
- Compliance with the code of ethics

Recertification candidates who must take both practical and written/oral exams, however, must do so before their certification expires.

Recertification candidates may take their recertification written/oral practical examinations up to one month prior their certifications' 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.

Candidates who are not certified in all specialties may add a new specialty at the same time as they take their recertification , Examination by taking the full examination in that specialty.

### 20. Decision on Certification

The examination is completed, the examiner will collect examination sheet and submitted to Quality department in TSC. Decision on certification of a candidate will be made by TSC based on information gathered from the certification process. Certification shall not be granted until all certification requirements are fulfilled.

Decision maker make his decision based on complying with all requirements and completion will result in his decision to grant certification to the candidate. Decision of granting, extending, reducing maintain, suspending or withdrawing will be done by TSC and shall not be outsourced.

### 21. Issuance of Certificates

A competency certificate will be issued by the TSC and signed by the examiner and decision maker (Certification Manager) and competency card shall be issued by TSC.

TSC certificates shall as a minimum contain the following information.

- A unique job number and certificate number.
- Name of the certified Person
- Photo of the certified individual
- Scope of certification, including range of validation and limitations

Date of issue and expiry date

TSC has maintained and has the sole ownership of the certificate.

### 22. Change of Contact Information

Certified person who change their contact information must notify to TSC ASAP.

## FORKLIFT OPERATOR (CERTIFICATION SCHEME)

### 23. Certification Scheme Fees Details (Please Refer Quotation)

- New Certification (Forklift Operator-Oral/Written)
- New Certification (Forklift Operator-Practical)
- Re-Certification (Forklift Operator-Oral/Written)
- The candidate has one chance to reset the written and practical exam with the cost of 50% of certification fees.
- An additional 100 AED will be charged if a candidate needs a replacement certification card or Certificate.

### 24. Re-Set Examination

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

- If the candidate has passed the written exam and he failed in the practical then, re-set examination will be conducted.
- Once candidate will be ready for re-examination should inform to TSC to make schedule.
- The fee of the re-set examination will be 50% of the original certification fee.
- If the candidate fails in either one or all three written, oral or practical exam twice (two times in roll) will not take any further assessment until he undertakes a relevant training.

### 25. Training Requirement

Candidate who passes the written exam, but does not pass the practical exam will then be required to re-sit that exam. The candidate will send request for re-sit of exam before two weeks of exams.

Candidate who fails in either one or both written/oral or practical examination twice (two times in roll) shall not undertake any further assessment until undertakes a relevant training.

Training shall not be less than:

- Lifting Equipments operator, 3 days 5-7 hours a day.

The regulatory authority will assess the knowledge and competencies of the operator's onsite randomly to insure the regulation is being followed. Any company that violates either the training or the certification requirements will be subjected to legal action.

### 26. Suspending, Withdrawing the Scope of Certification

The Candidate seriously failed to meet certification requirements, or candidate does not follow the agreed terms and conditions for certification services, or misusing, or misleading the certificates, Failure to resolve the issues that have resulted in the suspension, in a time established by TSC, shall result in withdrawal of the certification or reduction of the scope of the certification.

TSC has documented procedures for suspension or withdrawal of the certification or reduction of the scope of certification.

The certification status shall be suspended or withdrawn immediately by TSC until the same is resolved, Filing for revocation are based on the following,

## FORKLIFT OPERATOR (CERTIFICATION SCHEME)

- The candidate seriously failed to meet certification requirements, including requirements for the certification scheme.
- The certified candidate does not allow surveillance or recertification audits to be conducted at the required frequencies.
- The Candidate does not follow the agreed terms and conditions for certification services.
- If it is found that the candidate is misusing the certificate.
- If it is noticed that the candidate is misleading with the certificate.
- Evidence of falsification of any submitted information on any documents.
- Evidence of non-compliance with substance abuse policy.
- Any related accident certified candidate should inform to TSC within 48 hours.
- Period of certification exceeded without renewal.

TSC shall have enforceable arrangement 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.

TSC shall make sure that the certified person is removed from TSC list of certified persons.

Under suspension the candidate certifications is invalid and inform the candidate for not using the certification status during the period of suspension.

TSC providing the certificate holder with the opportunity to resolve the issues that have led to the suspension. Failure to resolve the issues in the given time frame the certificate will be revoked.

### 27. Rescheduling, Cancellation Time Frame

When the candidate is ready to reschedule his examination, he must notify TSC one day before with proper documents.

#### Cancellation Time Frame (Deduction Percentage):

- Refunds are 100% for Examination canceled by the TSC.

Official refund for withdrawing from a Examination is as follows:

- 75% after the confirmed booking
- 50 % 3 days prior to the scheduled Examination date.
- 0 % after the 1 days or less, prior to, or after examination commencement the TSC will not refund any fees and charges paid by/ for the client.
- A full refund (100%) will be provided on behalf of a candidate whose death occurs during the training course.

### 28. Complaint and Appeals

Registrations and treatment of complaints and/or appeals shall be managed according to Quality Procedure-25, which is available along with TSC quotation.

These managed by the GM /MR/Decision maker and are reviewed by scheme committee as part of their impartiality review.

Complaint should be addressed to:

Team Safety Consultants

## FORKLIFT OPERATOR (CERTIFICATION SCHEME)

Bank of Sharjah Building,  
P.O.Box: 112349  
Al-Garhoud, Deira, Dubai  
Phone: +971-4-2828868  
Fax: +971-4-2865265  
Email: [info@tsc-uae.ae](mailto:info@tsc-uae.ae)

### 29. Surveillance Methods and Criteria (If Applicable)

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

### 30. Candidate ID and Signature

Prior to beginning of examination, candidate shall provide photo identification such as a Labor ID, Emirates ID or driving license and sign the examination document.

Candidate without proper identification documents will not be admitted to take the written examination. Candidate must bring the materials like pencil, Eraser and pen etc.

### 31. Certification Cards

Certified Forklift Operator shall keep their original card with them all the time for review and checking from the relevant authorities during inspection.

Certified Forklift operators receive a lamination photo ID cards at no extra cost when they certify for the first time and when they complete the requirements for certification.

Note: The ID card is not a driving License.

Prepared by	Reviewed by	Approved by
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