



CERTIFICATION SCHEME FOR Signalpersons



Norsafe Fours As

CERTIFICATION SCHEME FOR Signalpersons

(According To BS EN ISO/IEC 17024:2012)



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1. INTRODUCTION

NORSAFE FOURS (formerly MTI Middle East) is a Norwegian registered HSE and Third Party Inspection company headquartered in Dubai, UAE.

NORSAFE FOURS started its operations in Dubai at Jebel Ali in 2004. The company has a Local Service Agreement with Oilfields Supply Centre (OSC), and is operational in the UAE, Yemen, and other MENA countries on a call of basis. The company currently employs approx. 55 persons and its financial situation is sound.

SERVICES:

- Third Party Inspection Services
- Third Party Certification services
- Supply of Specialist Personnel for oil & gas operations
- HSE related Training Services
- Safety Consultancy Services
- Offshore manpower consultancy services
- Non Destructive Testing & Pressure Testing
- Life Saving Appliance Inspection Services

APPROVALS

- Certified Quality System ISO 9001:2008.
- Dubai Municipality: Accredited Inspection Body, ISO/IEC 17020.
- Dubai Municipality: Accredited Certifying Body, ISO/IEC 17024
- Dubai Municipality: Local Order 52.
- EHS (Trakhees): Third Party Inspections.
- Norwegian Directorate of Labour: Competent Company for Inspections & Training.
- The Norwegian Directorate of Shipping and Navigation: B1

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2. COMPANY POLICY

NORSAFE FOURS aims to provide service satisfaction and safety for its customers through implementation and continual improvement of its quality system that is established to comply with ISO 9001:2008, ISO 17020:2012 and ISO 17024:2012 requirements.

The top management is committed to continuous enhancement of leadership and professionalism inside out of its business sphere by means of:

- Timely delivery of quality product at the right price
- Impartial and regular communication internally and externally
- Proper training of its personnel in order to exceed customers' expectation.

NORSAFE FOURS is responsible for, retains the authority for and not delegates its decisions relating to certification, including granting, maintaining, recertifying, expanding and reducing the scope of the certification, and suspending or withdrawing the certification

3. COMMITMENT TO IMPARTIALITY

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

NORSAFE FOURS has documented a procedures for managing impartiality and conflict of interests.

NORSAFE FOURS acts impartially in relation to its applicants, candidates and certified persons. Its policies and procedures are fair among all.

NORSAFE FOURS is not restricted on the grounds of undue financial or other limiting conditions and it does not use procedures to unfairly impede or inhabit access by applicants and candidates.

NORSAFE FOURS structured and managed its certification activities so as to safeguard impartiality.

4. DISCIPLINARY POLICY

NORSAFE FOURS 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



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5. **ELIGIBILITY, OCCUPATIONAL HEALTH EVALUATION**

➤ **ELIGIBILITY**

To be eligible for certification, candidates must:

- a. Be at least 18 years of age
- b. Have valid occupational health card issued by relevant department.
- c. Comply with LEOTF Substance Abuse Policy
- d. Comply with LEOTF Code of Ethics.
- e. Pass Written/Oral Examination (Core Exam and at least one Specialty Exam) with score not less than 80%
- f. Pass Practical Examination with score not less than 75%

➤ **OCCUPATIONAL HEALTH EVALUATION**

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

NORSAFE FOURS will make sure during the examination that the candidate is physically and mentally capable of operating the crane safely.

6. **CANDIDATE RIGHTS AND DUTIES**

➤ **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 NORSAFE FOURS Two 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 NORSAFE FOURS 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 Four International provided email address 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 Four International 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.

➤ **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.



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- 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 NORSAFE FOURS 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. Candidate have to notify NORSAFE FOURS if the examiner is known to him during the examination process to prevent any conflict of interest.

7. CERTIFICATION SCOPE

The signalperson certification program has been developed to include all process and requirements needed to evaluate knowledge and skills for individuals who are seeking signalperson certification.

8. JOB AND TASK DESCRIPTION

This is for personnel who are responsible for giving hand signals and voice signals to the crane operator in order to guide him on how to move and operate the crane safely.

9. CANDIDATES REQUIRED COMPETENCE

NORSAFE FOURS certification exams are designed for signalpersons who are trained and who use hand and voice signals in crane operations

10. CANDIDATES ABILITIES

All candidates who are seeking the certification should make sure that they are physically and mentally capable to perform their signaling duties safely and must continue to meet occupational health card requirements throughout their certification period.

11. PREREQUISITES

All candidates have to bring their ID to the examination

12. CODE OF CONDUCT

a. CODE OF ETHICS FOR CERTIFIED SIGNALPERSONS

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

- a) Free of bias with regard to religion, ethnicity, gender, age, national origin and disability.
- b) To place the safety and welfare of workers associated with the lifting operation above all other consideration
- c) To protect nearby general public property and the environment.
- d) Make management aware if he has safety concerns relating to the lifting operations that he is performing.



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- 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 crane 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.

b. SUBSTANCE ABUSE POLICY

It is the policy of the department that signalperson shall not use prescribed or over the counter substances that would impair their ability to perform signaling activities 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 a signalperson may use such a substance or drug if it is prescribed by a licensed medical practitioner who is familiar with the signalpersons' medical history and all assigned duties, and who has advised the signalperson the prescribed substance will not adversely affect the signalperson ability to perform the signaling activities safely.

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

13. CERTIFICATION REQUIREMENTS OF SIGNALPERSONS

13.1 Criteria for Initial Certification and Recertification Process

- **Submission of Application**
 - The candidate must complete and sign the application form which will be sent to him after receiving his inquiry of initial certification or recertification.
 - The candidate is required to submit the application form attached with the following:
 - *Passport copy*
 - *Valid residence visa copy*
 - *Labor card copy*
 - *Colored photograph (not older than six months)*
 - *Proof of training (if relevant), copy of your previous certificate,*
 - *Evidence of working experience*
 - If the inquiry received from a company which is seeking NORSAFE FOURS certification service for its employees, declaration of work experience form will be sent along with the application form to be filled and signed by an authorized personnel in the company to declare the experience of the applicants. This form will be used as evidence of working experience of applicants.



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- **Recertification Process**
 - NORSAFE FOURS will remind the certified personnel of his certification expiration 2 months prior to the expiration date
 - If the personnel wants to re-certificate , application form will be sent to him to be filled and submit it back
 - All candidate must complete all recertification requirements prior to the certification's expiration date. This includes:
 - **Passing the recertification written and practical examination**
 - **Continuing to meet Occupational Health Card requirements**
 - **Compliance with Substance Abuse policy**
 - **Compliance with the Code of Ethics**
 - Recertification Written/Oral and practical examinations must be taken up to one month prior to the certification's expiration date

13.2. Assessment Methods for Initial Certification and Recertification

- The signalperson assessment methods will consist of two stages:
 1. Written Examination
 2. Practical Examination
- All candidates must register and take both examination
- Candidate must pass both examination, Written and Practical, and comply with all requirements to be certified.

13.2.1. Written Examination

- It tests the following knowledge area:
 - Hand signals
 - Voice communication
 - Basic knowledge of crane operations
 - Situational awareness (Site-Specific Considerations)
 - Safety standards and regulations
- It consists of 30 multiple choice questions
- Written examination will be conducted at the client premises, as feasible
- If the client does not have adequate premises to conduct the examination, NORSAFE FOURS will arrange for it at its premises.
- Minimum passing score is 80%

13.2.2. Practical Examination

- Requires the candidate to demonstrate proficiency in giving both hand signals and voice commands as it assesses The candidate's understanding of crane dynamics and crane operations
- Two scenarios will be used to demonstrate proper hand and voice signals:
 1. **Match Scenario:** in this scenario, candidate will observe the crane performing certain functions and give the necessary hand or voice signals that match the function

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2. Candidate-Initiated Scenario: In this scenario, candidate gives the necessary hand or voice signals to initiate and direct lifting equipment movement based on assigned task by the examiner

- Practical examination will be conducted at the client site which is oral and practical.
- The examiner's task is primarily to record the performance of the candidates
- Scoring criteria will be set by the examiner
- Minimum passing score is 75%

13.3. Time Examination and Order

- Candidates may take their written and practical examination in any order
- In the normal cases, the examination time will be as following:
 - Written Examination: 1 hour
 - Practical Examination: 30 minutes / candidate
- In other cases, Time examination maybe extended by the examiner based on other variables and/or language barriers.

13.4. Decision Making Process

- After examination is done, the examiner will collect examination sheets, put them in a file, seal it and take them for scoring
- The scoring will be done as the criteria set by the certification department at NORSAFE FOURS, the minimum passing score for written examination is 80% and for practical is 75%.
- All candidates must pass both examination, written and practical.
- The scoring results will be passed to the decision maker who will make his decision based on the examination score, complying with all requirements, and completion of the certification fees.
- If all requirements are met, the candidate will be deemed as competent. A certificate and ID card will be issued

13.5. Issuance of Certificate and ID card

- Competency certificate will be issued by NORSAFE FOURS, signed by the authorized signatory.
- ID card will be issued by NORSAFE FOURS for each certified person.
- Certificate will include at least, but not limited to the photo of the certified personnel, unique identification number for tracking, machine type that the individual certified to operate, issue date, expiration date and validity in addition to other contents as required by ISO 17024 standard.
- ID Cards will include the sentence **“This is not a driving license”**
- All certified personnel should keep their original card with them all the time for review and checking from the relevant authorities during inspection

13.6. Certification Timeframe

- All Certificates and certification ID cards will be valid for 1 year.

13.7. Re-Set Examination for Initial Examination and Re-examination

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

- The candidate passed the written examination and he did not pass the practical one or vice versa then, re-set examination will be conducted
- The re-set examination will be scheduled with NORSAFE FOURS certification department
- The fee of the re-set examination will be 50% of the original certification fee.
- 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.

13.8. Training Requirement

Candidates who fail in either one or both written or practical exam twice (Two times in roll) will not take any further assessment until they undertake a relevant training. The training must be for 1 day, 4-6 hrs

13.9. Unsafe Act

- If at any time during the pre-Test period or during the test, candidates commit an unsafe act, examiners must disqualify candidates from continuing with the test
- The examiner has the authority to stop the test at any time for reasons of safety. Examiners are responsible for informing Public Health and Safety Department in that case by either e-mails, letter or fax, records will be kept
- 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

13.10. 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 examination sheet.
- The examiner has the responsibility to determine if the 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 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.



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13.11. Suspending and Withdrawing of Certification

- NORSAFE FOURS has a documented procedures for suspension or withdrawal of the certification, or reduction of the scope of certification
- Failure to resolve the issues that have resulted in the suspension, in a time established by NORSAFE FOURS, shall result in withdrawal of the certification or reduction of the scope of the certification.
- NORSAFE FOURS 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.
- NORSAFE FOURS 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.