



Mobile Crane Operator Candidate Handbook

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Welcome to CIC!

Greetings, Fellow Crane Operators!

All of us on the CIC Governing Council and the CIC team are pleased that you chose Crane Institute of America Certification (CIC) for your certification needs. Here at CIC, our goal is to provide the best value and the most “real world” crane operator certification assessment process in the industry. This Mobile Crane Operator Candidate Handbook was developed to inform you about who we are and how to pursue certification or recertification through CIC.

If you have worked with us before, you will notice a few things have changed as you read through the Candidate Handbook. Going into 2023, we have refined our focus to certifications required by OSHA, including the following Mobile Crane Operator certifications: Telescoping Boom Cranes (small, medium, and large), Articulating Boom Cranes, and Lattice-Boom Crawler/Carrier Cranes. These certifications cover a lot of ground!

In addition, CIC is introducing a new exam process. ***Going forward we will be moving to all online testing (virtual exams).*** In the past, operators needed to schedule knowledge-based written or computerized exams in advance at a specified testing location and, in some cases, had to travel quite a distance to that testing location. But that is about to change!

CIC has adopted a more convenient way for operators to take knowledge-based tests by teaming up with Meazure Learning/ProctorU, one of the leading virtual proctoring companies around the globe. Going forward, *all CIC knowledge-based exams will be taken online with live virtual proctors*, allowing certification candidates to take virtual exams at any time, almost anywhere, and on any computer that meets CIC [minimum requirements](#). For some of us, the change may be a bit of an adjustment initially, but we’re confident that once you’ve done it, you’ll find it to be very beneficial and convenient. More about that to come.

As a fellow crane operator, I have tremendous appreciation and respect for what you do to keep America growing and building. My sincere hope is that you will enjoy each part of the CIC testing process as you pursue your OSHA compliant certification credentials.

On behalf of the CIC Governing Council and the entire CIC team, it is a pleasure to welcome you to the CIC family if you are new to us, and to welcome you back if you’ve been with us before. We’re looking ahead to a long and bright future with you and CIC.

All the best,

A handwritten signature in black ink that reads 'Timothy S. Edwards'.

Timothy S. Edwards
Chairman
CIC Governing Council



Introduction to CIC

Purpose

Crane Institute of America Certification, LLC (CIC) is an independent certifying organization established in 2007 to provide OSHA-level crane operator certifications. The three-fold purpose of CIC is to:

1. Assess the knowledge, skills, and abilities of crane operators.
2. Offer efficient and cost-effective accredited certifications.
3. Provide the most “real world” virtual and practical assessments in the industry.

CIC Certifications Offered

CIC will offer five (5) different kinds of Mobile Crane Operator Certifications based on crane type and/or type and capacity. These certifications include:

- 1. Telescoping Boom Cranes Under 21 Tons (fixed cab)**

Note: Service/Mechanic Truck (SMT) and Digger Derrick (DD) cranes are both examples of common cranes certified in the telescoping boom cranes under 21-ton category.

- 2. Telescoping Boom Cranes 21 to 75 Tons (fixed or rotating cab)**
- 3. Telescoping Boom Cranes Over 75 Tons (rotating cab)**
- 4. Lattice Boom Cranes (crawler or carrier mounted)**
- 5. Articulating Boom Cranes**

Duration of Certifications

CIC Crane Operator Certifications are valid for a period of five (5) years from the date the candidate’s first Virtual or Practical Exam is passed (whichever comes first).

CIC Governance

The CIC Governing Council develops, governs, oversees, and is responsible for the ongoing development and maintenance of all CIC certification programs. The Governing Council holds autonomous and independent authority to establish policies for the CIC certification programs as defined in the CIC Governing Charter.

The Governing Council ensures that CIC certification programs remain relevant and current and are developed in a manner consistent with generally accepted practices for certification programs and recognized national accreditation standards. The Governing Council is responsible for overseeing the development of CIC certification programs, implementation of policies and procedures for the certification programs, and overseeing the development and administration of the certification examinations.

The Governing Council does not require, provide, accredit, or endorse any specific study guides, training classes or review courses, or other examination preparation products of any type. The Council is not involved in the creation,

accreditation, approval, endorsement, development or delivery of training classes, examination review courses, preparatory materials, educational programs, or training programs/products that prepare candidates for any of CIC certification examinations.

CIC Operations

CIC administrative staff are your first points of contact for any questions or concerns about the certification process. Under the operational leadership of the CIC Certification Manager and oversight and guidance of the Governing Council, the CIC operations team is equipped to assist you through the certification and recertification processes. For assistance or other inquiries, contact CIC Customer Service at help@bicert.com or at 407-878-5590.

About Crane Operator Certification

Certification Candidate Eligibility Requirements

To be a certified crane operator, several eligibility requirements must be met and validated. These include candidate age, physical abilities to operate a crane as required by ASME (Association Society of Mechanical Engineers), compliance with Ethics and Substance Abuse Policies, and passing scores on all virtual and practical exams.

The following table provides a list of all requirements for crane certification, including the necessary documentation to validate the requirements:

<i>Requirements for Crane Operator Certification</i>	
Certification Eligibility Requirements	Required Documentation
Be 18 years of age or older.	Government-issued photo ID (i.e., driver’s license, passport, military ID, etc.); CDL licenses may be required in some areas.
Be physically able to operate a crane, per ASME standard B30.5.3, 1.2 (a)	Completed and signed Medical Verification Form . If applicable, have licensed medical professional complete and return Medical Verification Form B to CIC.
Agree to adhere to the <u>CIC Code of Ethics & Substance Abuse Policies</u> .	Signed Code of Ethics & Substance Abuse Policies Agreement
Take and pass the General Knowledge Exam. Take and pass a Supplemental Exam for each certification desired.	Passing score on General Knowledge Exam. Passing score for a Supplemental Exam for each certification desired.
Take and pass the Practical Exam.	Passing score on Practical Exam(s).

These requirements adhere to current OSHA and ASME standards regarding employment in the lifting industry in the United States and are applicable to the certified population.

Eligibility Determination

Each candidate completes a pre-registration application to determine their eligibility to pursue certification. CIC staff review candidate applications to determine whether the candidate meets the minimum eligibility requirements, which include: (1) being at least 18 years of age, (2) meeting all physical/medical requirements mandated by ASME, and (3) acknowledging full agreement with CIC’s Ethics and Substance Abuse Policies. Additionally, the candidate must sign the Exam Security Agreement, and the Candidate Information Confidentiality Agreement, and provide a photo that meets CIC’s [photo requirements](#). Pre-registration will be considered incomplete if any of the requested information is

missing. Candidates who do not complete pre-registration materials or do not meet all eligibility requirements will not be permitted to take the exams until pre-registration forms are complete and any possible eligibility issues are addressed. Eligibility decisions may be appealed

Please start the pre-registration process several days prior to registering for exams to allow sufficient time to complete the required documents and time for CIC to review them. Candidates may enter and exit the pre-registration site as often as needed to complete the application documents and their progress will be saved.

Candidate Eligibility Appeals

Any appeal must include the reasons the candidate believes they are eligible for certification and describe how they comply with the published requirements. CIC certification staff will confirm receipt of the candidate's appeal through email or phone call within 30 days of receipt and forward the appeal request to the Governing Council who will review and make a final determination within 30 days of receiving the appeal. Their decision will be provided to the candidate in writing within 30 days of the decision. See CIC [Appeals Policy and Procedures](#) for more information about grounds and procedures for appeals and how to file appeals.

Location-Specific Certification Requirements

It is important to note that some employers, states, or cities may have specific requirements for crane operator certification. Each candidate and/or employer is responsible for complying with any such requirements for achieving certification. Please alert your Practical Examiner to any in advance, so that we can effectively serve your certification needs.

Exams Required for CIC Certification

The CIC certification program will focus on OSHA-required certifications for Mobile Crane Operators. In addition to meeting all eligibility requirements, candidates must also:

- **Take and pass two kinds of knowledge-based, online exams:**
 1. **A General Knowledge Virtual Exam**, assessing a candidate's overall understanding of the knowledge needed for crane operation.
 2. **One or more Supplemental Virtual Exams** (one for each certification desired) to assess the specific knowledge of operating each crane type or type/capacity for which the candidate desires certification.
- **Take and pass a hands-on, skills-based Practical Exam.** Candidates demonstrate their crane operating proficiency on one of several CIC-designed, outdoor Practical Exam courses.

With CIC, one Practical Exam may satisfy the Practical Exam requirements of several types of certifications. This pragmatic approach offers a convenient and cost-effective way for candidates to maximize their investment of time and money in the certification process. At the same time, CIC's approach to Practical Examinations provides an effective construct for assessing a candidate's operational skills applicable to numerous types/capacities of cranes.

For example, a candidate who desires to be certified in each of the five available CIC certifications and meets the requirements to do so would only need to take and pass one Practical Exam on either a Telescoping Boom Crane Over 75 Tons or a Lattice Boom Crane, in addition to one General Knowledge Virtual Exam, and one online Supplemental Exam for each certification of the five available CIC Certifications. Note: only one General Knowledge Exam is required during any five-year period.

The following chart illustrates which Practical Exams satisfy the Practical Exams requirement for which Certifications:

Certifications	Practical Examinations				
	ABC	TB<21	TB 21-75	TB 75+	LB
Articulating Boom Crane (ABC)	X		X	X	X
Telescoping Boom, Under 21 tons (TB<21)		X	X	X	X
Telescoping Boom, 21-75 tons (TB 21-75)			X	X	X
Telescoping Boom, 75+ tons (TB 75+)				X	X
Lattice Boom Carrier & Crawler (LB)				X	X

Steps to Pre-Registering & Submitting Eligibility Application

- 1. ADA Testing Accommodations.** CIC If a candidate needs assistance to take exams for a disability covered by the Americans with Disabilities Act, they must complete and return the [Special Accommodations Request form](#) to CIC at least four (4) weeks prior to testing to allow sufficient time for arrangements to be made. The request will be reviewed by CIC and the candidate will be notified about eligibility for the accommodation, and if eligible, to confirm whether the accommodation can be provided. See more on this topic [here](#).
- 2. Enter the CIC Test Portal** – To start the process, visit www.cicert.com and click on the CIC Test Portal button to link to the CIC test site. Create a log in and password, and then follow the prompts to enter the pre-registration process. Be sure to save your login and password as it will be needed each time you enter the CIC testing site.
- 3. Choose and Purchase Exams** – Choose and purchase your exams. Whether this is your first time getting certified or you are recertifying, you will choose the General Exam and at least one Supplemental Exam (one for each type of certification or recertification you seek). If you are pre-registering for initial certification, you must also choose which Practical Exam you need to take for certification(s) desired.
 - **Initial Certification Exams.** During the pre-registration process, **initial certification candidates** must select and purchase at least three exams – enough to earn one full certification. Those exams include two knowledge-based Virtual Exams (the General Knowledge Exam and a Supplemental Exam), and one Practical Exam. Many candidates choose to make the most of their testing dollars by seeking certification for multiple crane types or crane types and capacities at the same time.
 - **Recertification Exams.** Eligible recertification candidates must select and purchase at least two Virtual Exams, but are not required to complete the Practical exam for recertification if they have had at least 1,000 verifiable crane-related hours over the past five (5) years. [See Recertification section](#) in this handbook for more details.
- 4. Submit Candidate Photo** – Photos submitted for use on certification cards must meet all requirements found at cicert.com/photo and be uploaded digitally by the candidate as a part of the online pre-registration process.
- 5. Review and Sign All Required Documents.**
- 6. CIC Reviews Completed Eligibility Application Materials** – Once the required documents are submitted, CIC will review the application for candidate eligibility and send an email to the candidate notifying them of their eligibility status. When approved, the Candidate will receive a confirmation email from CIC confirming their eligibility and providing instructions about scheduling Virtual Exams and Practical Exams. If the candidate does not currently meet eligibility requirements, they may contact CIC by phone at (407) 878-5590 or email at help@cicert.com for assistance.

Exams Scheduling Summary

Scheduling Virtual Exams (NEW!)

Once the candidate receives a confirmation email from CIC confirming their eligibility, the next step is logging on to the CIC Test Portal using the login and password established during pre-registration. The CIC Test Portal button can be found at www.cicert.com. Look for the big yellow button on the top right of the landing page, and throughout the site.

After logging on to the CIC Test Portal, the candidate follows the prompts to (1) complete their Pre-registration and Eligibility Application, (2) select and purchase virtual exams; and (3) choose and purchase their Practical Exam(s).

Once the application has been submitted, it will be reviewed by CIC staff and an email will be sent to the candidate within a few days to let the candidate know if their eligibility has been approved. Once it has, upon notification the candidate may move on to scheduling virtual exams, choosing the date and time for each virtual exam they wish to take. CIC recommends scheduling each virtual exam on separate days if possible. While taking two or more virtual exams on one day is not prohibited, it is imperative that candidates schedule exams a minimum of two hours apart in order to allow for rest and refreshments and to provide adequate margin for the unexpected.

Rush Scheduling and Fees – For candidates who wish to take their exams within 72 hours of scheduling, “rush scheduling” is available for a convenience fee as follows:

- Taking exam within 24 hours of scheduling: \$12 fee
- Taking exam within 72 hours of scheduling: \$8 fee

Rush fees are paid by the candidate directly to the virtual proctoring vendor online to cover the costs of additional staffing for rush exams proctoring.

Scheduling Practical Exams

Choosing Your Practical Examiner. All Practical Examinations must be administered by a CIC Authorized Practical Examiner at a CIC Authorized Practical Exam Site. CIC maintains a list of Practical Examiner who may be hired to administer practical exams.

Some Candidates contact and hire Practical Examiners directly, selecting an authorized Practical Examiner from the list of public/traveling CIC Authorized Practical examiners on CIC’s website and/or the CIC Test Portal. Alternately, companies have a private CIC Authorized Practical Examiner employed or contracted by their company who administers Practical Exams on the company site. Some of these sites permit non-employees to take Practical Exams at their location. Candidates are advised to check with these sites to see if their location is more conveniently located to the candidate’s location.

Practical Examiners will coordinate the scheduling of the exam with the candidate and the exam test site, and then complete the Practical Exam registration online for the candidate. CIC Authorized Practical Examiners are not employed by CIC. Payment is made directly to the Practical Examiner and fees may vary between Practical Examiners. Candidates hire and pay any applicable fees directly to the Practical Examiner and exam sites.

Scheduling Rush Practical Exams. If candidates need to register for and schedule a RUSH Practical Exam within fewer than ten (10) business days and have difficulty identifying an available Authorized CIC Practical Examiner or Exam site, candidates may call CIC at (407) 878-5590 for assistance finding Exam sites and related personnel on the desired date and time (if available). Rush fees will apply. See Certification Fees Policy #32 in CIC Policies & Procedures on the CIC website for the most current fees. Registration support is typically available at CIC by telephone and email (help@cicert.com) Monday-Friday during traditional business hours (EST), excluding holidays.

Note: *Candidates are entirely responsible for confirming that accurate and complete Practical Exam registrations are submitted online by your chosen Practical Examiner or Practical Exam Site Coordinator prior to the desired Exam date.*

CIC Exams: What to Expect & How to Prepare

Virtual Exams

As previously stated in this handbook, Virtual Exams required for candidate's seeking certification include one **General Knowledge Exam** as well as a **Supplemental Exam** for each certification the candidate wishes to achieve (up to five). Virtual exams demonstrate the candidate's understanding of the general and more specific knowledge necessary to operate a crane effectively and safely. The General Knowledge Exam is a 50-question exam, and 90 minutes are allowed for testing. Supplemental Exams have 25-30 questions and 60 minutes are allowed. See more information about test domains for CIC Virtual Exams in the [Understanding Exam Scores](#) section in this handbook.

Virtual Exams test questions each fall into one of four domains:

1. Site Evaluation and Crane Set up
2. Pre-Operational Crane Inspection
3. Load Charts
4. Crane Operation

Candidates with an approved special testing accommodation allowing more time for testing may receive time and a half for testing (90 minutes for a 60-minute exam and 135 minutes for a 90-minute exam). This special accommodation must be requested a minimum of four weeks prior to test date to allow for the accommodations to be arranged.

Practical Exams

The **Practical Exam** is a demonstration of the candidate's hands-on skills operating the crane. With CIC, one Practical Exam may qualify an operator for several types of certifications (see table and description on Page 9 for more information).

All Practical Exams consist of four (4) skills challenges demonstrating the following:

1. Accuracy & Depth perception (timed challenge)
2. Hand signal recognition
3. Ability to maintain a load under control (timed challenge)
4. Exiting the crane safely

For more information about the Practical Exam, visit the CIC website, which includes the purpose of the Practical Exams, overview of initial certification and recertification requirements related to Practical Exams, an overview of the Practical Exam process and the four challenges, non-allowable activities and reasons for disqualification.

Exams Preparation: Exam Outlines, Load Charts, and Resources

It is important to note that CIC does not endorse any specific training program or company, nor does CIC provide a course of study that leads to certification. We recommend candidates choose high quality training programs and invest time and effort on their own to gain both the knowledge and hands on experience necessary for safe and effective crane operation. CIC also encourages candidates to reference the CIC website which contains information that may be helpful when preparing for CIC Virtual and Practical Certification Exams.

The information on the website will:

1. Provide candidates with a general understanding of the breakdown of the testing domains for Virtual and Practical Exams mentioned above. This information can also be found in this handbook in the [Understanding Exam Scores](#) section.

2. Provide **manufacturer load charts** used in each Mobile Crane Operator Exam so that the candidate may become familiar with them before their exams, if they wish.
3. Provide an excellent **list of resources** including relevant published materials, professional regulations and safety standards, and helpful contact information that may assist you as you look ahead toward your certification or recertification exams.

We encourage candidates to take the time to review these resources, pursue high quality training, and seek feedback and evaluation from qualified individuals to prepare for certification exams.

Before, During, and After Exams

Virtual Exam Administration Procedures

First, an Introduction to Our Virtual Proctoring Vendor – Meazure Learning/ProctorU. Meazure Learning/ProctorU is a pioneer in global proctoring with the largest and most experienced remote proctoring operation in the market, with 1,500 test centers located in 115 countries. Millions of professionals in various industries and students at academic institutions have participated in the Meazure Learning/ProctorU proctoring experience.

Second, an Introduction to Live Virtual Proctoring – Live virtual proctoring is an online method of test proctoring in which a live person observes the candidate’s online exam session through a live connection between the candidate’s and live proctor’s computer. It is similar to taking an exam at a traditional exam site with a proctor who is physically present in the same room to monitor candidate testing; however, the exam is taken at the location of the candidate’s choosing while the live proctor observes from afar while linked online.

In the live virtual proctoring model, the virtual proctor will observe the candidate’s testing through a connection between the virtual proctor and the candidate’s computer’s camera throughout the candidate’s entire exam session. The virtual proctor observes the testing session from just after the initial technical review of computer settings until completion of the exam. Exams are video recorded to ensure exam security and to record any test anomalies (behaviors or actions consistent with exam security violations).

While intentional breaches in exam security aren’t common, in the rare instances that they do occur, this process, including the live virtual proctor and the videotape feature will serve as strong deterrents to the few who may contemplate breaking exam rules.

Before Virtual Exam Day: Candidate Preparation

Helpful and important instructions for preparing **BEFORE** Exam Day:

- **Set up Your CIC Test Portal Login and Password.** Our testing vendor, Gauge/Testcom, created and maintains a test portal for CIC, which is the first stop for all CIC certification candidates. From the CIC website at www.cicert.com, click on the “CIC Test Portal” button and if you don’t already have an account, follow the prompts to register.
- **Enter the Portal to pre-register and purchase your exams, and to complete the eligibility application process.** Once you receive notification of your eligibility approval, you will use the same login and password to schedule and then to take your knowledge-based exams online. The CIC Test Portal is always your starting place for pre-registering and purchasing exams and applying for eligibility.
- **Schedule all your exams upon approval of eligibility.** Once eligibility notification is received, head to the CIC website and click “CIC Test Portal” and log in using the username and password you established. To secure an exam time that works well for your schedule and fits within your exam window, plan on scheduling exams 3-4 weeks in advance. To avoid additional fees, you will need to schedule more than 72 hours ahead of time. Rush fees will apply if you choose to take your exams within 72 hours of registering.

- **Select your testing location.** Remember, with this new model of testing, you get to choose the testing space located most conveniently for you. You will need to select a private room with four walls and a door located indoors that is quiet and free from interruptions. Examples of ideal testing locations include a quiet home office with a door, or a private room with a door that you can reserve at your place of employment or at a local library. Examples of *non-allowed exam locations*: A coffee shop, your living room couch, a public open-air area, the beach, etc.
- **Download the Virtual Proctoring Browser.** Candidates are responsible for downloading ProctorU's [Guardian Browser](#) on their computers in advance of their exam(s). This browser will be used exclusively for the virtual proctoring component of the exam. Click "[How to Download the Guardian Browser](#)" for step-by-step instructions about how to download the browser on your PC or Mac.
- **Check Your Computer Equipment in Advance.** To ensure your computer system meets the minimum requirements for taking your online exam(s), click on [ProctorU Equipment Requirements](#) to review the list on the page. **Please note:** Chromebooks and tablets (of any brand) are not compatible with the virtually proctored testing system and may not be used for testing. PC or Mac desktop or laptop computers compatible with Windows 10 and higher must be used. Any operating system older than Windows 10 will not be compatible.

To do a system check to confirm your computer meets minimum technical requirements, log on to the CIC Test Portal on the CIC website at www.cicert.com, and click on "Test Your Equipment". *Do this at least one week before your scheduled exam(s)* to allow enough time to troubleshoot any issues. Be sure to test your equipment in a similar environment to the one in which you will be testing (same location, time of day, bandwidth usage, etc.).

- **Connect with a representative through the LiveChat function for technical assistance** – If your equipment does not pass, click the LiveChat feature on the "Test Your Equipment" page to connect with a ProctorU support representative to resolve the issues prior to exam day.
- **Test computer equipment again within 24 hours of taking the Exam** to ensure that any automatic updates on your computer have not interfered with its testing functionality.
- **Reboot before Testing.** All other programs and windows must be closed before logging into the proctored testing environment and must stay closed throughout the exam.
- **Confirm Sufficient Bandwidth in Your Testing Location.** Bandwidth can be negatively impacted if others sharing the network you are using to take your exam are simultaneously using heavy bandwidth by streaming videos or gaming, etc. We advise communicating with others with whom you share an internet connection in advance of your exam to minimize excessive demand and ensure a strong internet connection throughout your exam.
- **Review Your Equipment Requirements** – Review [equipment and technology requirements here](#).

On Virtual Exam Day: Testing Area Requirements for Virtual Exams

The live virtual proctor monitors both the integrity of the test session *and* the testing area itself. Any deviation from CIC test area requirements will be flagged for review by ProctorU and CIC exam administrators. To ensure you have the best possible exam experience, review and follow the required parameters for testing.

Candidates must choose an exam testing area that meets all the following requirements:

- **Test in an Uninterrupted, Quiet, Enclosed Room.** The test environment must be indoors, in a quiet, private, uninterrupted room with four walls and a door that can be closed during testing. No television or radio should be playing in the background. No third parties should be in the room unless permitted by a CIC approved

specific testing accommodation. We recommend candidates test with the door at their back to minimize distractions.

- **Take Your Exam at a Desk or Table.** Sit in a chair at a clean, hard-surface desk or table (not on a bed, couch, or floor). The desk or table should be clear of all other materials.
- **Ensure Good Lighting.** Test area lighting should be well lit and bright enough for the candidate and the testing area to be clearly visible. If overhead lighting is not possible, the light source should not be behind the candidate.
- **Establish an Unobstructed Camera View.** Your computer's internal or external camera must be free from any obstruction or distraction limiting the virtual proctor's view of the exam session at all times throughout the exam session.
- **Bring Only Permitted Resources.** The only resources or other items allowed in the testing room with CIC certification candidates are two sharpened pencils, two pieces of blank paper (blank front and back as confirmed by the virtual proctor), and a cell phone or mirror for the virtual proctor to perform a 360-room scan of the test environment, or for communication with the ProctorU proctor, if necessary. Once the test area scan is complete, the cell phone or mirror must be put out of reach. **Important Note:** A basic calculator and all applicable load charts will be available on the testing computer for candidate use.
- **No Written Material** should be visible on the desk, table, walls, floors, ceiling or anywhere in the room.
- **No Virtual Machines.** Virtual machines can be detected through the pre-exam system check and are not permitted.
- **One Monitor – One Computer.** Only one monitor attached to one computer is allowed to be in the test area during the exam.
- **No Watches of any kind** may be worn during the testing period or in the testing environment.
- **No Audio Devices.** Headsets, ear plugs, Bluetooth ear buds (or similar audio devices) are not permitted.

Just Before Exam Begins – Onboarding, Identification, Scan of Testing Space

- **On-Boarding /Set up Process.** The Measure Learning/ProctorU on-boarding specialist will walk the candidate through the exam set up process. This set up period does not use any of the candidate's allotted testing time. Rest assured that should any technical issues arise during testing your live virtual proctor will connect you to tech support for assistance.
- **Authenticate Your Identity.** Before the timed exam begins, the virtual proctor will verify the Candidate's identity by asking them to show their government-issued identification (driver's license, passport, military ID, etc.). **IMPORTANT: Candidates without a valid, government-issued photo ID that verifies their identity will not be permitted to take the exam.**
- **Security Scan of Your Testing Area.** The virtual proctor will have the candidate pan the room using their cell phone or holding up a mirror to show the testing area. The virtual proctor will instruct the candidate about how to do this. In this way, any items that should be removed from the exam area can be addressed

During the Exam - Virtually Proctored Exam Rules

The following list of rules were put in place by CIC in collaboration with our team of virtual proctoring experts at ProctorU to protect the integrity of the exam process as well as the security of exam materials. Becoming familiar with these in advance of testing will contribute to a successful testing experience.

- **Dress as though you are in public.** Wear what you might typically wear in a work setting, such as a shirt and jeans. Do not wear bulky clothing such as hoodies, oversized jackets or cargo pants with lots of pockets. No hats, visors, or scarves (unless dictated by religious practices). Candidates may not wear sunglasses during the exam and must also plan ahead to leave purses, bags, briefcases, or other storage items in a safe place other than the testing room.
- **Talking aloud:** Unless the candidate has a CIC approved special accommodation permitting someone to be in the room to assist them, talking or whispering aloud during the exam is not permitted.
- **Being out of, or obscuring camera view:** Candidate's face, chin to forehead, needs to be in the camera view at all times. Do not cover or obscure the camera in any way.
- **Allowing anyone else into testing room:** Candidate may not have anyone else in their testing location with them unless they have a CIC special accommodation approving them doing so.
- **Communicating with anyone while in the testing area:** no texts, phone calls, side conversations (if someone enters the room, which they should not), or communication with anyone other than the Virtual proctor is permitted.
- **Looking off-screen:** Unless the candidate is using scratch paper to work out questions about loads, their eyes should stay on the screen at all times while testing.
- **Books, notes, or other non-permitted resources:** The only resources or other items allowed in the testing room with CIC certification candidates are two pencils, two pieces of blank paper (blank front and back), and a cell phone or mirror for panning the test area for the proctor. A basic calculator and applicable load charts will be available on the testing computer.
- **Taking pictures or screenshots of the exam:** Taking pictures while in your exam, including screenshots, is strictly prohibited, and will be considered as theft of intellectual property (a felony offense) as well as a serious exam security violation. Candidates using a Mac that demonstrate such behavior may have their keyboard screenshot hotkeys turned off by their virtual proctor.
- **Copying and pasting any part of the exam:** In most cases, the proctoring system will not allow copying and pasting of any content from the exam. Regardless of whether the candidate can or cannot perform this function, the proctoring system will capture all events of copy and paste that occur, flagging it as test anomalies. This is also considered to be a serious violation of exam security and theft of intellectual property. Candidates using a Mac computer who demonstrate such behavior may have the copy and paste function turned off for the duration of the exam by their proctor.
- **Leaving the exam room during the test:** Expect to take all restroom and refreshment breaks **before** testing starts. Once testing starts, you may not leave the computer station until testing is complete.

Important Reminder: *Technical support is available through ProctorU to assist with your computer equipment testing online before the exam and during your exam if needed.*

During and After - Addressing Virtual Exam Policy Violations

- **Flagging, Reporting of Violations.** Any testing anomalies identified by the virtual proctor system will be flagged at the time on the video the event(s) occurred, and an incident report will be filed by ProctorU. CIC Test Administrators will be notified that the report and the exam session video are available for review within 24-48 hours of testing.
- **Reviewing and Responding to Possible Violations.** If after reviewing the incident report and exam session video, the Administrator determines the candidate's actions were clearly not indicative of a violation of exam

policy, no further action will be taken other than to log the incident and the findings, and to file the report under the candidate's name and candidate ID number.

However, if the review questions remain, the CIC Test Administrator will forward the incident report and the video link to the Governing Council for further review. The Governing Council will review and make their determination, and the candidate will be notified of the Governing Council's decision and any related consequences. Documentation detailing the violation, incident report, and the final disposition will be kept in the candidate's file for future reference.

- **Consequences for Exam Policy Violations** may result in corrective actions ranging from immediate correction by the virtual proctor to more serious consequences such as invalidation of test results, suspension of credentials, and/or potential civil legal action.

After the Virtual Examination: Exam Results

Candidates will receive virtual exam results within minutes after completing each exam online. Simultaneously, an email will be sent to the candidate at the email on record with exam scores listed as percentages by test domain. It is important to know that the CIC Governing Council reserves the right to invalidate test scores and take additional steps at their discretion for any candidate whose actions or behavior are investigated and deemed to be consistent with violating exam policy, copying test materials, or otherwise violating CIC certification policies.

The goals of this process are, 1) to protect the integrity of CIC certification testing programs, 2) to maintain the highest standards for operators in the lifting industry, and 3) to maintain and protect the security of the exam materials themselves, which are the intellectual property of CIC.

Practical Exam Administration Procedures

Before the Practical Examination: Candidate Responsibilities

Hiring a Practical Examiner. Candidates are responsible for identifying and hiring an Authorized CIC Practical Examiner directly from a listing on the CIC website and/or CIC Test Portal. Some employers which are designated as Authorized Practical Exam Sites, have a CIC Authorized Practical Examiner and/or an Exam Site Coordinator who will handle registering, scheduling, and exam administration internally.

Ensuring Scheduling of Exam at Desired Date/Time and Location. While the Candidate does not handle the scheduling directly, it is their shared responsibility with the Practical Examiner and Exam Site to ensure desired dates and arrangements are secured and confirmed.

Paying Practical Examiner & Exam Fees. CIC Practical Examiners are not employed by CIC and set their own exam administration rates. Likewise, Exam Sites may charge a site fee which the Candidate is responsible for paying. Prices often vary.

If employed by a company serving as an Authorized CIC Practical Exam Site, the company's designated Site Coordinator and/or Practical Examiner will coordinate all aspects of the Candidate's exams.

Get Prepared. Pursue quality training in advance, practice your skills, and get feedback about your skills from qualified professionals. Review course preparation materials and helpful resources on the CIC Website.

On Practical Exam Day: Exam Rules

- **Dress Appropriately.** Candidate should dress as they would on a job site (boots, jeans or other comfortable pants, hard hat, reflective vest). CIC recommends leaving any personal items at home or out of sight in their locked vehicle.

- **Arrive a Few Minutes Prior to Your Exam Time.** Plan to arrive at the exam location *at least* 15-20 minutes before the scheduled exam time given by the Practical Examiner. Candidates arriving more than 15 minutes after their scheduled exams will be considered a no-show and will forfeit CIC pre-registration fees and may forfeit fees paid to the hired Practical Examiner at the Examiner's discretion.
- **Authenticate Your identity.** A driver's license, passport, or military ID are acceptable. Candidates who do not present their valid identification or whose photo ID does not match their appearance will not be permitted to take their practical examination and will be responsible for any associated fees. The same is true if the Candidate's ID appears to have been manipulated.
- **Check in and Review Exam Related Information in Candidate Waiting Area.** The Practical Examiner will come to the Waiting Area to bring the next Candidate to the Exam Course. Remain in the designated Practical Exam waiting room until you are called to take your exam by your Practical Examiner.
- **Secure Personal Items.** CIC recommends candidates leave any personal items out of sight in their locked vehicle or other safe place prior to coming to the Candidate check-in and waiting areas.
- **Do Not Observe Other Practical Exams in Process.** To prevent any unfair testing advantage or potential exam security issues, no candidate is permitted to observe exams in process, and must wait in the designated waiting area until the Examiner comes to notify them that it is time for their Practical Exam.
- **Don't Discuss Exam Questions.** No exam questions are to be discussed during or after the exam administration. Any infraction of these terms is a violation of the Candidate's ethical responsibilities and subject to CIC's disciplinary policy. It is also a violation of exam security.
- **Respect Exam Security Policies.** Any attempt to reproduce all or part of any CIC exam of any kind is strictly prohibited. This includes *but is not limited to*; aiding others by any means in reconstructing any portion of the exam; attempting to photograph or copy the exam set up or Practical Examiner materials, posting content on any discussion forum or web site; selling, distributing, receiving, or having unauthorized possession of any portion of any Practical Exam material or exam process, or by any other means.

Alleged copyright violations will be investigated and, if warranted, prosecuted. It should be noted that examination scores may become invalidated in the event of this type of suspected breach. Revocation of certification may occur if allegations are substantiated.

- **It Goes Without Saying...No Cheating.** All certification candidates are expected to answer all exam questions independently. Information sharing, teamwork, or any other collaboration with another candidate or any other person is prohibited. Any violation of this policy represents misconduct/ cheating. Any candidate engaged in this behavior may be subject to score cancellation and may not be allowed to sit for a future CIC exam.
- **Checks and Balances.** Testing irregularities may also be evidenced by subsequent statistical analysis of testing data. When testing irregularities occur, they are fully investigated by CIC in collaboration with the CIC Governing Council and any appropriate courses of action will be taken.

After the Practical Examination: Closing Instructions, Results Notification

- **Examiners cannot comment on candidate performance.** When the exam is complete, the Practical Examiner will tell the candidate that they are not permitted to discuss the candidate's performance with them, that they do not grade the exam but record, report, and submit their observations to the test portal for grading and notification of results.
- **Leaving the Premises.** The candidate is also instructed not to return to the waiting area or stay on the premises but must depart immediately. The Examiner thanks the candidate for their business and gives the

CIC customer support business card.

- **Exam Results Notification.** Both sets of Observation Sheets (Examiner's and Assistant Practical Examiner's) will be digitally logged on to the CIC test portal the same day the Practical Exam is administered. Both the Examiner's and Assistant Practical Examiner will be present for the submission of all documentation. Exams will be uploaded to the CIC Test Portal for scoring, and test results will be emailed to the candidate within 24-48 hours.

Cancelling or Rescheduling Exams, No Shows, and Emergencies

Cancelling, Rescheduling Virtual Exams - Virtual Exams may be cancelled or rescheduled online without penalty if done at least 24 hours in advance. Tests canceled less than 24 hours in advance will incur a rescheduling fee. Please note that any rush fees the candidate paid when initially scheduling their exam is not refundable.

Cancelling, Rescheduling Practical Exams - Practical Exam fees paid to a public Practical Exam test site or CIC Authorized Practical Examiner reserved by CIC are not refundable, but exams may be rescheduled. If a candidate must reschedule or cancel a Practical Exam once it has been scheduled and confirmed by the exam site, the candidate is responsible for rescheduling and paying any applicable fees. No fee is charged to the candidate when an exam is cancelled or rescheduled by the Practical Examiner or Practical Exam Site.

Potential reasons for rescheduling Practical Exams include, but are not limited to:

1. Site Issues

- a. Crane unavailable or unusable
- b. Course materials incomplete or inadequate
- c. Failed to schedule Candidate, Examiner, or Assistant Examiner for the proper time.
- d. Site Coordinator fails to show up.

2. Weather Conditions (no one's fault)

- a. Excessive wind
- b. Thunder or lightning
- c. Fog, precipitation, or other weather conditions that obscure vision.

3. Examiner Issues

- a. Examiner arrives late and misses exam.
- b. Missing Examiner materials or tools

4. Candidate Issues

- a. Missing ID or problems with verification of candidate identity
- b. Does not wish to proceed on day of exam for any reason (illness, discomfort with crane operation, etc.)
- c. Cancels exam less than a week before exam

No Shows. Candidates arriving more than 15 minutes after their scheduled virtually proctored exams will be considered a no-show. However, Practical Examiners and Exam Sites may make exceptions at their discretion as long as their next scheduled exam is not impacted by the delay.

Emergencies, Other Extenuating Circumstances. In the event an emergency or other extenuating circumstance prevents the candidate from taking their scheduled exam within the parameters of CIC rescheduling or cancelling policies, the candidate must contact CIC within 30 days of missing their exam to request an exception. Candidates will be asked to provide a description of the circumstances and supporting documentation (e.g., medical

documentation, accident report, etc.). Requests will be considered on a case-by-case basis by CIC staff.

- Mitigating circumstances include, but may not be limited to, medical emergencies, death in immediate family, act of God/natural disaster or military deployment.
- Circumstances not typically considered to be extenuating include, but are not limited to, work demands, not being prepared for the exam, scheduling conflicts, minor medical events, or other personal obligations, etc.
- If the request for an exception is approved, the candidate may reschedule their exam to the date and time of their choosing (based on availability), at no additional charge.
- If the candidate's request is not approved, the candidate will forfeit their exam fees and must pay the full examination fee to schedule a future exam.

Rescheduling Fees

Virtual Exams - Virtual Exams may be cancelled or rescheduled online, without penalty, if done at least 24 hours in advance. Cancellations less than 24 hours before the exam is to be taken will incur a rescheduling fee. Please note that any rush scheduling fees the candidate paid to the proctoring vendor when initially scheduling their exam are not refundable.

Practical Exams - Occasionally, Practical Exams do need to be rescheduled, whether the cause is inclement weather, a mix up on the part of the exam site or Practical Examiner, or an issue related to the candidate. In the interest of fairness and clarity, CIC has developed the following guidelines about who is responsible for paying any fees associated with rescheduling.

1. If the Exam Site reschedules:

- a. Site pays Practical Examiner fee.
- b. Candidate is rescheduled at no charge.

2. If Cancelled Due to Weather factors (no one's fault):

- a. Candidate and Exam Site Coordinator reschedule the exam at earliest convenience, at no additional fee.
- b. If the Exam Site cannot accommodate the Candidate, the Coordinator must contact CIC and the candidate may reschedule the new exam with no additional fee.

3. If Practical Examiner reschedules:

The Examiner must reschedule Candidate at no charge.

4. If Candidate reschedules:

- a. The original candidate exam registration fee is forfeited.
- b. Candidate must pay an Examiner fee (at the Examiner's discretion)
- c. Candidate must pay exam rescheduling fee.

If the Practical exam is *rescheduled at least 24 hours in advance of the exam* by the Practical Exam Site or the Candidate, the first rescheduling is free but subsequent rescheduling will require a \$25 repeat rescheduling fee per candidate.

After the Exams

Exam Results Notification

Virtual Exams - Notification of Virtual Exam scores will be received within minutes of completing the Virtual Exam. An email will also be sent to the candidate at their email address on record to provide candidates of their official exam results in writing. As mentioned previously in this handbook, CIC reserves the right to invalidate the scores and

impose further consequences for any candidate whose actions or behavior are investigated and deemed to be consistent with exam policy violation(s) or theft of exam materials.

Practical Exams - Practical Exam scores are emailed to the candidate at their email on record and to the Practical Examiner within 24 hours of the Examiners’ digital submission of all Observation Sheets and all related practical exam documentation to Gauge/Testcom. Examiners submit all Observation Sheets (Examiner’s & Asst. Examiner’s) digitally the same day the Practical Exam is completed. Please note, Neither the Practical Examiner nor the Assistant Practical Examiner score final test results.

Confirmation of Certification and Digital Certification Badges - When results of all Virtual and Practical Exams are in, candidates will receive an email congratulating the candidate on earning CIC certification along with their digital certification badge within 24 hours. The digital badge will replace the hard copy certification card used in previous years. Those candidates not achieving certification will also be notified by email. CIC recommends candidates who did not pass contact CIC Customer Service for information and guidance about next steps.

Understanding Exam Scores

Virtual Exams – Test Domains by Approximate Percentage of Exam Questions

Virtual exam questions are categorized by domain/content categories and percentage of the exam they make up. Exam questions are weighted to reflect these proportions. However, the entire exam is scored as a whole and not by section. The approximate percentages of Virtual Exam test items by testing domains are as follow:

Approximate Percentage of Exam Test Items by Exam and Test Domain <i>General Knowledge and Supplemental Virtual Exams by Type or Type & Capacity</i>						
Testing Domain	General Knowledge	TB < 21 Tons	TB 21-75 Tons	TB > 75 Tons	Lattice Boom Crawler/Carrier	Articulating Boom
Site Evaluation & Crane Set up	29%	34%	30%	31%	32%	35%
Pre-Operational Crane Inspection	17%	20%	18%	18%	19%	21%
Load Charts	16%	18%	16%	17%	17%	19%
Crane Operation	38%	29%	35%	34%	33%	25%

Minimum Passing Virtual Exam Scores by Type & Test Version		
EXAM TYPES	Test Version 1	Test Version 2
General Knowledge Exam	63.9%	63.6%
Telescoping Boom <21 Tons	64.6%	64.8%
Telescoping Boom 21 – 75 Tons	64.5%	63.6%
Telescoping Boom Over 75 Tons	63.3%	62.8%
Lattice Boom Carrier/Crawler	62.8%	62.7%
Articulating Boom Crane	65.5%	65.5%

Virtual Exams: Minimum Passing Exam Scores by Test Versions.

The General Knowledge Exam and each Supplemental Exam all have two active exam versions. Minimum Passing Scores for each of them are listed in the table to the left. Candidates will receive an exam report with their total percentage score and percentage scores by domain.

Practical Exam: Percentage of Questions by Domain & Minimum Points for Passing Grade

The four (4) Practical Exam skills domains and the approximate percentage of the Exam they represent are listed in the table below. There is only one Practical Exam skills-based test. Points are deducted for committing infractions or exceeding the stated time to complete a task. Candidates must have a final minimum score is 70%. Candidates receive a Pass/Fail score along with performance by test domain.

Practical Exam Domains Tested (Minimum Passing Score = 70)	Approximate Domain Weight (% of Exam Questions by Domain)
Accuracy & Depth Perception	30%
Hand Signals	16%
Ability to Control Load	50%
Exiting the Crane	4%

Exam Retake Policy

Virtual Exams (General Knowledge and Supplemental). A candidate failing the General knowledge or Supplemental exams is eligible to re-test without a waiting period by purchasing, registering, and rescheduling the exam. A candidate failing the examination after two attempts must wait a minimum of 30 days before retesting. Candidates retaking a virtual exam will receive an exam with an alternate set of test questions to prevent an unfair testing advantage due to familiarity of questions.

Practical Exam(s). A candidate who fails their first attempt may retake the exam immediately at no additional cost. If a candidate fails the Practical Exam on the second attempt, they must wait at least 30 days before making a third attempt. Retesting fees apply. Candidates whose certification expires prior to the next Practical Exam attempt must also take and pass the General Knowledge and applicable Supplemental Exam(s) for new certification.

Recertification

Recertification Eligibility Application Process. Applicants who do not complete the eligibility application materials or fail to demonstrate that they meet all of the eligibility requirements will not be permitted to take the exams required for recertification. Contact CIC at help@cicert.com or at 407-878-5590 for questions about achieving eligibility.

Any unsafe crane operation and/or incidents must be reported with the operator's recertification application through the completion and submission of the [Incident/Accident Report Form](#). Unsafe operation includes operating while intoxicated, abusing substance(s), or exhibiting other behavior resulting in disciplinary action, as well as any incident or accident resulting in property damage, injury, or death. If any unsafe operation is reported, the certified operator's application for recertification will go before the CIC Quality Assurance Board for review and approval or disapproval of their application.

Some states may have additional requirements for recertification. Crane operators and employers are responsible for identifying and abiding by any additional requirements for certification in their geographic location. Please notify CIC in advance if you are subject to additional recertification requirements to ensure CIC is able to serve your certification needs.

Certification Period. CIC certifications (and recertifications) are valid for five years. Certification dates begin once all exams have been passed.

Frequent Recertification Reminders. Going forward, CIC will no longer offer a grace period for recertification. Instead, CIC will be sending out automated reminders to certified operators about upcoming expiration dates during the 12 months prior to their expiration date. Emails will be sent to the email provided by the candidate during pre-registration.

Recertification Requirements. When the Governing Council established requirements for recertification, key considerations included on-site evaluation, professional development, interviews, confirming ongoing work or experience, examinations, and checks on physical capability in relation to the operator's ability to operate a crane. The guiding principle for the issuance of recertifications is CIC's ability to assess and confirm the continuing competence of operators seeking recertification. Requirements for Recertification include:

1. **Verification of at least 1,000 hours of safe crane operation** (operation, shift inspection, set-up, assembly/disassembly, travel, training) within the last five years.
Note: If the operator cannot verify a minimum of 1,000 hours of safe operation, they must take and pass a Practical Exam in addition to the General Knowledge and Supplemental exam(s) in order to achieve recertification.
2. **Pass Virtual Exams** – Passing scores on the General Knowledge Exam and a Supplemental Virtual Exam for each type of recertification the candidate wishes to achieve.
3. **Meet all ASME B30.5.3, 1.2(a) physical requirements for crane operators.** All candidates for recertification must indicate their compliance with the Medical Verification Form unless it can be shown that failure to meet the medical qualifications will not affect the operation of the crane.
4. **Agree and comply with the Code of Ethics and Substance Abuse Policies.**
5. **Updated Operator Photo for Digital Badge**

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Policies & Procedures

Nondiscrimination. CIC does not and shall not discriminate on the basis of race, color, religion or creed, gender, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. CIC is committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, subcontractors, vendors, and clients.

All candidates for certification (and recertification) will be assessed based solely on the criteria established by the CIC Governing Council.

CIC is an equal opportunity employer. CIC does not discriminate and will take active measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, or sexual orientation.

Testing Accommodations for Candidates with Disabilities. CIC provides reasonable accommodation to its testing process to individuals requesting such an accommodation in compliance with the Americans with Disabilities Act (ADA). In general, accommodation will be made in the event that a disability is relieved by auxiliary aid or a procedural change in the administration of an exam.

It is the responsibility of any candidates who needs a testing accommodation to complete and submit a **Request for Testing Accommodation** form electronically to CIC **no less than** four (4) weeks prior to desired testing, This required advance notice allows sufficient time for the request to be reviewed, and if approved, for arrangements to be made on the candidate's behalf.

In the event that an individual is requesting a reasonable accommodation recognized under the ADA and the request has been submitted in a timely and accurate manner, CIC will grant the accommodation at no cost to the individual requesting the accommodation. The intent of the ADA is to provide equal access for all individuals to the testing process and ensure reasonable accommodations are provided to gain access to certification testing opportunities.

Important Notice: CIC will not grant any testing accommodation that limits its ability to measure the ability of an individual to safely operate a crane as defined by ASME Regulations for Mobile and Locomotive Cranes B30.5-2021.

See next page for sample of Request for Test Accommodation Form. This form will be available on the CIC Test Portal.

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Request for ADA Testing Accommodation

Crane Institute of America Certification, LLC (CIC) will provide reasonable accommodation to its testing process to individuals requesting such an accommodation in compliance with the Americans with Disabilities Act (ADA). In general, an accommodation will be made in the event that a disability is relieved by an auxiliary aid or a procedural change in the administration of an exam. (CIC will not grant any accommodation that limits its ability to measure the ability of an individual to safely operate a crane as defined by the ASME Regulation for Mobile and Locomotive Cranes, B30.5-2021 or B30.3.)

If you are requesting an accommodation recognized under the ADA and the request has been submitted in a timely and accurate manner, CIC will grant the accommodation at no cost to you. The intent of the ADA is to provide equal access to all individuals to the testing process and to ensure that reasonable accommodations are provided to gain access to the testing process.

Candidate's Name:		
Address:		
City:	State:	Zip:
Hm Phone:	Cell:	Work:
CIC ID:	Email:	

Examinations for which you are seeking accommodations (please check all that apply).

Type & Capacity Levels:	Virtual	Practical
1. Telescoping Boom, under 21 Tons		
2. Telescoping Boom, 21-75 Tons		
3. Telescoping Boom, over 75 Tons		
4. Lattice Boom, Crawler/Carrier		
6. Articulating Boom Crane		

Please give the name of the official medical diagnosis for the disability for which you are requesting an accommodation: _____

What year were you first diagnosed? _____

When was the last time you received an evaluation for your disability? _____

Please send documentation of the initial diagnosis and most recent evaluation to CIC with this form.

Please list and describe the specific accommodations you are requesting: _____

I attest that the information I have provided above is accurate and true to the best of my knowledge. I authorize Crane Institute Certification to use the information I have provided in order to determine the eligibility of my request only. I understand and authorize Crane Institute Certification to verify the accuracy of the information I have submitted. By signing, I understand that if the information I have provided is discovered to be false or is a misrepresentation of a medical condition, then my request for an accommodation will not be granted.

Candidate's Signature

407-878-5590 • help@cicert.com

Date (mm/dd/yyyy)

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Form: FFA 1029

Confidentiality

Personal information about an applicant or candidate will only be released to someone other than that individual if a release of the information is authorized in writing by them or is required by law. When information is required by law to be disclosed, the individual will be notified of the required information release, unless such notification is prohibited by law.

Personal information submitted by an applicant or candidate with an initial application or recertification application is considered confidential. Personal information retained within the database will be kept confidential. Application information will not be shared with any party other than CIC staff or test and proctoring administration vendors.

Examination scores are released only to the examination candidate unless an agreement such as the Confidentiality of Candidate Information Policy Agreement is signed, or release of information is required by law. Certified Crane Operator personal information is also confidential.; however, information including name of certificant, and current certification will be provided quarterly and will be verified upon inquiry per policy.

Complaints, Feedback, and Reconsideration Requests

CIC welcomes honest and constructive input from candidates, volunteers, and other interested parties. Input from those we serve, as well as others in the industry, is essential to CIC's continued growth and success serving the craning industry.

Written complaints, feedback and/or reconsideration requests may be submitted in accordance with the following policies and procedures and must include:

- The complainant's name, address, phone number and email.
- A clear and objective description of the incident or of the origin of your concern; date, time, circumstances and, if applicable, the party or parties allegedly involved.
- To help CIC address your concerns and requests efficiently, contact CIC as soon as possible after any precipitating event or concern arises.
- Any complaints, concerns, feedback, reconsideration requests, appeals⁺⁺ may be submitted in writing through the "[Contact Us](#)" box on the CIC website's Home Page, or by emailing CIC help@cicert.com.

⁺⁺ *[Disciplinary appeals](#) may not be submitted electronically, but must be submitted by traceable carrier or return receipt mail with signature requested.*

Types of Complaints

Complaints About Exam Processes

Candidates with feedback about CIC examination processes or related concerns should contact CIC staff within 10 days of the exam date in writing. Written complaints may be submitted on www.cicert.com as described on the bullet point above or by emailing help@cicert.com. Complainants are asked to include the words "Exam Process Complaint" in their written correspondence to CIC.

The complaint, feedback or requests should be directed to the CIC Certification Manager. When reasonably possible, feedback will be acknowledged by CIC staff within 30 days of receipt. Exam process complaints will be tracked and documented.

Complaints About Exam Content

Feedback or complaints from candidates regarding the content of the exam or specific exam questions may be submitted to the Certification Manager no later than 10 days following exam administration. When reasonably

possible, feedback will be acknowledged by CIC staff within 30 days of receipt.

Reconsideration requests regarding examination content are not accepted. However, exam content feedback or complaints will be reviewed and considered by the relevant Exam Committee as part of the ongoing exam item review and test development process. Documentation of the input and any action taken to address the feedback will be documented by the committee and forwarded to the CIC Certification Manager to be maintained at CIC Headquarters.

Complaints About Test Results in Specific Circumstances

Candidates who fail the exam and believe irregular testing conditions, significant technical problems, or violation of Council policy were a contributing factor may file a **request for reconsideration**. All reconsideration requests must be made in writing and submitted to CIC no later days than 30 after the exam score report was issued. The candidate will submit their written reconsideration request through the [“Contact Us”](#) box on the CIC website’s Home Page or via email at help@bicert.com. Candidates are asked to include the words “Request for Reconsideration” in their correspondence.

The request must specifically describe whichever of the following circumstance(s) apply: (1) any contributing testing conditions, (2) technical problems, and/or (3) specific policy violation(s). When reasonably possible, feedback will be acknowledged by CIC staff within 30 days of receipt. If the issue can be resolved at the staff level, the Certification Manager will make the decisions and notify the Governing Council of the result. If the issue cannot be resolved by the Certification Manager, he or she will refer the request to the Governing Council Chair. The request will also be referred to the Chair if the operator requesting reconsideration will not accept a reconsideration decision by the Certification Manager.

A Reconsideration Committee, which may be an ad-hoc subcommittee of the Governing Council will review the request and may make determinations in person, via teleconference meetings, email, or other means as the committee deems appropriate. All Reconsideration Committee members must have the opportunity to participate in the review and decision.

The Reconsideration Committee will review and rule on the request within 45 days of receiving the request whenever reasonably possible. In general, the applicant will be notified of the decision in writing within 14 days of the Reconsideration Committee’s decision. All requests for reconsideration of test results, along with any actions taken and decisions made, will be documented by the appropriate committee to be filed at CIC headquarters.

Complaints or Feedback About Program Participants

CIC defines program participants as CIC certified operators, third-party Practical Examiners, Practical Exam Sites and Site Coordinators, third-party vendors who host and manage virtual exam administration and live virtual proctoring processes. Complaints and feedback in this category must be directly related to CIC certification program policies and procedures, which include, but may not be limited to issues related to certification or recertification.

Program Participant complaints may also be submitted through the [“Contact Us”](#) box on the CIC website’s Home Page or via email at help@bicert.com. Complainants are asked to include the words “Program Participants Feedback” in their written correspondence to CIC.

- **CIC Certified Crane Operators.** Any complaints made about a CIC certified crane operator’s non-compliance with exam security policies, the CIC Code of Ethics and Substance Abuse Policies Agreement including adherence to government and industry standards for crane operators, ASME Medical Requirements for operators, involvement in sexual harassment or other concerns may be submitted in writing as described above.

Complaints may be submitted on the [“Contact Us”](#) mailbox on the CIC website’s Home Page or by emailing the CIC Certification Manager at help@bicert.com.

CIC staff will review complaints and feedback and collect any relevant data from complainants, the certified operator who is the subject of the complaint and any other involved parties. Any verifiable complaints will be forwarded to the CIC Disciplinary Committee, who will review the complaint and evaluate the need for further investigation; notify the operator and any other parties involved in the alleged violation; review evidence and any applicable policies or codes; and determine if disciplinary action is appropriate, and if so, what form of discipline is warranted.

The operator in question will be notified of the Committee’s decision in writing within two business weeks of the decision whenever reasonably possible. Any documentation about the complaint from initial report to final decision will be retained at CIC Headquarters. See more about [Disciplinary Policies & Procedures in Policy 17](#), and about [Appeals Policy and Procedures in Policy #22](#).

- **Complaints About CIC Third-Party Exam Administration, Exam Site or Proctoring Vendors.** Complaints and feedback in this category may be submitted about any aspect of the exam administration of CIC examinations, including, but not limited to, Authorized CIC Practical Examiners, Authorized CIC Exam Sites and/or Site Coordinators, CIC third-party exam vendors. Complaints and feedback about processes, vendor staff, issues of fairness, efficiency, exam security or any issue related to the exams process and those who administer any aspect of our exams certification programs may be submitted through the [“Contact Us”](#) box on the CIC website’s Home Page or by emailing the CIC Certification Manager at help@bicert.com.

As with all complaints and feedback submissions, timely, objective, and specific input is essential to the effective remediation of concerns and problems, and should be made as soon as possible after any incident or concern arises. The complaint or feedback must include the complainant’s name, address, phone number and email and a specific and objective description of the incident or concern, including date, time, and if applicable, the party or parties allegedly involved.

CIC staff will acknowledge receipt of the complaint or feedback as soon as is reasonably possible (if a response is needed) and will review the written description of the issue and follow up with further questions to parties involved. Where warranted, issues and concern will be addressed directly with the third-party vendor identified by the complainant to identify and remediate any problems.

Any issues deemed to jeopardize program effectiveness, exam security, fair and unbiased exam administration processes or other significant issue as assessed by staff will be immediately elevated to the Governing Council Chairman and/or to the CIC Chief Executive Office for evaluation, any additional investigation needed, and any corrective actions necessary to address specific concerns. All documentation about the issue including any follow-up needed and final outcomes will be maintained at CIC headquarters.

Administrative Complaints and/or Feedback. At CIC we strive to serve our customers and guests with the kind of care, respect, and service they deserve. However, we also know that are times when we may miss the mark, and we need you to help make us better at what we do by letting us know when we do. We broadly categorize administrative complaints as those relating to some aspect of customer service. Perhaps the timeliness of a callback or email reply was slow, or the service you received wasn’t what was expected or desired. Whatever the reason for your concern or dissatisfaction, we welcome the feedback, and view it as an opportunity for learning and growth.

An Administrative Complaint may be filed by contacting CIC at 407.878.5590 to discuss your concern with the

CIC certification manager or a supervisor on duty. Alternately, you may choose to submit your concern in writing through the [“Contact us”](#) box located on the Home Page of the CIC website at www.cicert.com or by emailing the CIC Certification Manager at help@cicert.com. Your call or message will be acknowledged by a return call or an email promptly, Hopefully, the issue can be resolved at the staff level in many situations; however, if it ,cannot the Certification Manager or their delegate will forward the written complaint to the Governing Council to determine a course of action for pursuing resolution. CIC seeks to resolve Administrative Issues within 30 days whenever it is possible to do so.

Other Feedback, Requests, or Complaints. Understanding that not all complaints or feedback fall into one of the categories described above, candidates or other interested parties may submit any other concerns, requests, or feedback by following the same processes described above. CIC also welcomes any positive feedback from candidates, volunteers, and other interested parties. This input provides important insights and information that will help CIC recognize processes or aspects of our work that are valued by customers and other parties and need to be continued or further developed.

Any feedback in the “Other Feedback, Requests, or Complaint” may be submitted through the [“Contact Us”](#) box on Home Page on the CIC website, or by emailing the CIC Certification Manager at help@cicert.com.

Appeals Policies and Procedures

Candidates may submit a written appeal to CIC in one of three circumstances: 1) when the candidate’s eligibility application is denied, 2) when the candidate suspects a scoring error caused a failed exam; or, 3) when a candidate disagrees with a disciplinary decision imposed by CIC. CIC staff will acknowledge receipt of an appeal within 30 days and status updates as often as is reasonably possible.

Appealing Eligibility Determination or Certification Status. Candidates may question their eligibility determination or certification status by writing or emailing the CIC Governing Council within 30 days of receiving the decision by contacting CIC through the [“Contact Us”](#) box on the Home Page of the CIC website or via email at help@cicert.com (please include the word “Appeal” in the subject line). These appeals must include the reasons the candidate believes they are eligible for certification and describe how they comply with the published requirements. The Governing Council will review the request and make a final determination within 60 days. The decision made by the Governing Council is final. The candidate will be notified of the Council’s decision within 30 days of making the decision.

Request for Scoring Review. Multiple safeguards are in place to prevent scoring errors, and going forward, both online and practical CIC exams will be graded electronically by Gauge/Testcom making scoring error less likely. However, candidates who do not pass an exam and have concerns about their scoring may request that their exam(s) be reviewed and re-scored. Requests must be submitted within ninety (90) days of the original result date and a re-scoring fee of \$30 per exam requested will be applied for each scoring review. Candidates can submit their request to CIC by contacting CIC through the [“Contact Us”](#) box on the CIC website’s Home Page or via email at help@cicert.com (please include the words “Scoring Review” in the subject line).

To maintain exam security, specific questions missed are not revealed. However, if a scoring review reveals that an exam was incorrectly scored, CIC will promptly notify the candidate (and their employer, if applicable; refund the scoring review fee; update the candidate’s records to reflect a passing score; and make any applicable changes in credentials reflected by the change.

Appeal of a Disciplinary Decision. A crane operator may appeal a disciplinary decision made by the Disciplinary Committee as soon as is reasonably possible, but no longer than thirty (30) days of receiving notification of the Committee’s decision. The Governing Council will consider all disciplinary appeals.

A written appeal of a disciplinary decision must be sent by traceable courier or certified mail with return receipt requested to the following:

**Crane Institute Certification
CIC Governing Council
C/O: Certification Manager
4011 W. 1st St / Sanford, FL 32771.**

Specific grounds for appealing the disciplinary decision and for requesting the appeal must be clearly stated by the operator for consideration by the Disciplinary Committee. The Governing Council shall *only* overrule the Disciplinary Committee's decision if one or more of the following occurred:

- The Code of Ethics was incorrectly applied by the Disciplinary Committee.
- The findings of facts by the Disciplinary Committee were clearly erroneous, arbitrary, or capricious and/or disproportionate to the facts surrounding the violation.
- The disciplinary sanctions imposed by the Disciplinary Committee were grossly disproportionate to the facts surrounding the violation.
- New information, which is relevant and was not available at the time of the original decision, is provided.

In the event the operator's appeal is timely and properly prepared, the Governing Council shall serve as an Appeals Panel and shall notify the operator of the date and location of the appeal hearing. The Appeals Panel includes three members appointed by the Governing Council. The members of the Appeals Panel may not also be members of the Disciplinary Committee that made the initial decision or have a conflict of interest related to the operator filing the appeal.

The appeal hearing will be scheduled as soon as possible after the Council being notified of the appeal. The hearing shall be conducted at CIC headquarters, in a virtual hearing, or at another location agreed upon by the complainant and the Governing Council. The operator is responsible for their expenses. The operator has the right to have representation at the hearing but in no event will counsel be allowed to provide testimony in lieu of, or on behalf of, the operator. The Governing Council will consider all evidence, including the basis for the original decision reached by the Disciplinary Committee.

The Governing Council will reach a decision within thirty (30) days of the appeal hearing and will notify the parties involved in writing of its decision. If the discipline remains, the Council will report the name(s) of the disciplined operator(s) and the violation(s) to the CIC Certification Manager who will add the information in the permanent file of the complainant. Such information will become part of the records kept by CIC. This information will be made available, upon request, to any interested person or public agency deemed necessary to protect the public.

The Governing Council's decision is final and not subject to further appeal. Once the final decision is made, the matter shall be closed, and the related files shall be retained at CIC headquarters. Members of the Disciplinary Committee, the Governing Council, and others in contact with materials related to the investigation shall return all information received during the investigation to CIC headquarters, where one set of records will be maintained, and the remainder destroyed.

Disciplinary Policy and Procedures

CIC's respect for the crane industry and those who work in this field compels us to adhere to and uphold worthwhile standards of conduct and ethics for ourselves and for CIC Certified Crane Operators. While violations that lead to disciplinary action are expected to be few, our Governing Council has an ethical responsibility to oversee the application of CIC policies pertaining to any violations, and, when necessary to make final decisions of appeals to disciplinary decisions (see [Appeals of Disciplinary Decisions](#)). This policy describes established procedures for addressing any such violations when they do arise.

The CIC Governing Council may suspend or revoke certification if it verifies certain actions, including, *but not limited to*,

the following:

- Misrepresentation of any information provided to CIC or its representatives.
- Non-compliance with ASME medical requirements.
- Non-compliance with Code of Ethics Policy.
- Non-compliance with Substance Abuse Policy.
- Any infringement of exam security.
- Sexual harassment.

CIC has established policies and procedures to respond objectively, without partiality, to complaints and notifications or accusations of violations which involve disciplinary actions as described above (see “Complaints or Feedback about Program Participants regarding CIC credentialed crane operators). No attempts to influence CIC’s investigation of, or decisions related to complaints are tolerated, including any financial or commercial interests or pressures from third parties to influence decisions. To further protect impartiality, CIC does not permit any party who was involved in the complaint to play any role in the review of the complaint. Those involved in the complaint are asked to respond by providing full documentation of the circumstances surrounding the complaint.

CIC staff will initiate an investigation, which will include interviews and documentation of gathered information. The purpose of the preliminary investigation is to help assess the veracity of the charges so that only legitimate issues are investigated. Each person involved in the complaint is asked to respond by documenting circumstances surrounding the complaint in writing. If the documentation and conditions of complaint are verifiable, the staff reports the complaint and supporting information to the CIC Governing Council.

If necessary, Investigations and decisions are made by the formation of a Disciplinary Committee by the Governing Council, consisting of selected Governing Council and Advisory Committee members. Membership is kept anonymous to the public to ensure their security.

CIC staff will acknowledge receipt of complaints, provide updates as reasonably possible throughout the review process, and track complaints and disciplinary actions, including status and outcomes. The Disciplinary Committee is charged with the following tasks:

- Evaluating the need to investigate further.
- Notifying the operator and any involved person(s) of the complaint, or accusation of a violation.
- Reviewing evidence and applicable Code or Policy.
- Determining if disciplinary action is warranted.

Disciplinary action may include one or more of the following: reprimand, training and/or re-examination requirements, suspension, revocation of certification, or potentially, civil sanctions.

Crane Institute of America Certification retains the sole authority to amend or repeal its policies regarding denial or revocation of certification at any time including, but not limited to, the authority to add new grounds for denial or revocation and add provisions for suspension of certification.

In the event that the Disciplinary Committee decides that some form of disciplinary action is the appropriate response, the operator may appeal the decision to the Governing Council within 30 days of notification of the decision. For more on the appeals process related to appeals of Disciplinary Actions, please see [Appeal of a Disciplinary Decision](#)

Substance Abuse Policy

The lifting industry has a clear obligation to do its utmost to ensure a safe, healthy, and efficient working environment for operators, their co-workers, customers, and the general public. Unlawful or improper presence or use of controlled substances or alcohol in the workplace presents a danger for everyone. For the purposes of this policy, being “under the influence” is defined as the detectable presence of any drug or substance in the operator’s body that impairs the operator’s ability to operate the crane safely.

As a condition of achieving and maintaining certification, candidates seeking certification agree to abide by this Substance Abuse Policy, along with the Code of Ethics Policy, which also includes the agreement to avoid substance abuse. In so doing, operators agree to the following statements:

- I will never report to work under the influence of alcohol, an illegal drug, or substance.
- I will never using alcohol or illegal drugs while at work or on any work/job site.
- I will never work while under the influence of alcohol or an illegal drug or substance.
- I will never engage in the unlawful manufacture, distribution, sale, or possession of illegal drugs in the workplace.
- I will never abuse prescription drugs.
- I will never operate cranes if taking a prescription drug when the prescription label, or attending physician, recommends not driving or operating machinery. However, operators may operate a crane and take the prescribed medication without jeopardizing certification, if, and when, the attending physician advises in writing that the drug or substance will not adversely affect my ability to safely perform duties as a crane operator.

Violation of this Substance Abuse Policy may result in disciplinary action up to and including revoking the operator’s certification. Operators should expect their certification to be suspended or revoked for engaging in the unlawful or unauthorized manufacture, distribution, sale, use, or possession of illegal drugs and use of alcohol in the workplace. At the sole discretion of the Quality Review & Assurance Board, an operator certification revoked due to violation of the Substance Abuse Policy may be reinstated under certain conditions. Conditions for reinstatement include, but are not limited to, the following:

- Proof of participation in and successful completion of a treatment, counseling, or rehabilitation substance abuse program that is professionally run and operated.
- No other incidents of Substance Abuse Policy violations.
- Completing and passing the General Knowledge, Supplemental and Practical Exams for new certification(s).

Code of Ethics Policy

Crane Operators certified by CIC are expected to abide by an honorable Code of Ethics. The Code of Ethics includes a commitment to personal and professional standards, including, but not limited to: honesty and integrity, professional competence and safe practices, compliance with government regulations (OSHA) and industry standards (ASME), abiding by all CIC policies and procedures, respect for others including fair work practices, non-discrimination and no sexual harassment, commitment to illegal drug/substance abuse-free work practices, personal and professional accountability, confidentiality, and no conflicts of interest.

Operators certified by CIC demonstrate their respect for work and profession by agreeing to uphold the CIC Code of Ethics and signing the CIC Code of Ethics & Substance Abuse Policies Agreement (see next page).



Code of Ethics & Substance Abuse Policies Agreement

As a CIC certified Crane Operator, I wholeheartedly declare that I will:

1. Fully uphold the CIC Code of Ethics and Substance Abuse Policies Agreement.
2. Use my knowledge and skill to accomplish my work in the manner that best safeguards myself, co-workers, employers, the public, and the workplace.
3. Advance the competence of and respect for the lifting industry by abiding by all applicable OSHA Regulations, ASME Standards, and Operating guidelines provided by crane manufacturers for safe and effective crane operation.
4. Be honest with employers, the public, and co-workers and not willingly mislead anyone with regard to my work experience, skills, crane operation experience and capability, or the status of my certification.
5. Work with integrity and without bias regarding race, color, creed, religion, age, gender, national origin, physical ability, or ethnicity; refraining from sexual harassment.
6. Report safety, violation of regulatory and other violations of the Code of Ethics and Substance Abuse Policies Agreement to appropriate personnel within their organization.
7. Notify CIC via the Incident/Accident Report Form of any incidents, accidents, or disciplinary actions I have been involved in over the previous five (5) years.

With respect to CIC certification, I solemnly agree to the following statements:

8. I will only make truthful claims about the scope of the certification or certifications I have been granted.
9. I agree that CIC maintains sole ownership of any digital or physical certification card issued to me after passing all the requirements of certification and that CIC has granted physical and/or digital possession of the operator certification card to me in order to maintain compliance with OSHA standards.
10. I agree not to misuse the CIC certification card/credential or to use it in a misleading or fraudulent manner.
11. I agree not to alter the certification credential in any way, including, but not limited to, altering the certification and expiration dates, certifications listed, certificant's name, CIC logo, or certification number.
12. I will discontinue all claims to certification, discontinue use of the credential, and return the certification card issued to CIC if certification is suspended or revoked.
13. I will inform CIC, without delay, of matters that can impair my capability to continue to fulfill my certification requirements.
14. I will not copy, release, share, or otherwise disclose confidential exam materials or participate in any fraudulent test-taking practices.

Statement of Acknowledgement and Agreement:

I hereby attest to the following:

- All information I provided in my CIC certification eligibility application is complete and accurate.
- I will voluntarily and faithfully comply with all CIC policies and rules for the certification program including, but not limited to, this Code of Ethics and Substance Abuse Policies Agreement, the Nondisclosure and Conflict of Interest Agreement, Medical Verification Form(s), and the Exam Security Agreement.

By signing below, I acknowledge that I have read and agree to fully comply with all statements above.

Signature:

Date:

Candidate ID

Use of Certification Marks

After meeting all eligibility requirements and taking and passing all required certification examinations, CIC certified operators may use the appropriate credential (i.e., the credential for the certification(s) received). CIC will provide certified individuals with their CIC certification card (produced and distributed digitally with: certificant's photograph, issue and expiration dates, certifications earned, and Candidate ID).

Companies which provide training for CIC certification exams may request permission to use the CIC logo on their website for advertisement purposes, following logo guidelines provided by CIC. The certification mark(s) may only be used as long as certification is valid.

The following certification abbreviations are used to refer to each certification:

- **Telescoping Boom Under 21 Tons: TB<21**
(Service/Mechanic Trucks (TB<21, SMT) and Digger Derrick Trucks (TB<21, DD) are examples of other small cranes within this certification category of small telescoping boom cranes)
- **Telescoping Boom 21-75 Tons: TB 21-75**
- **Telescoping Boom Over 75 Tons: TB>75**
- **Lattice Boom Crawler/Carrier: LBCC**
- **Articulating Boom Crane: ABC**

Frequently Used Documents

The following are some of the most frequently used CIC documents available at cicert.com/forms or on the [CIC Test Portal](#). For assistance locating a document, please contact CIC at 407-878-5590 or at help@cicert.com.

CIC Policies & Procedures 2023 – available at cicert.com/forms

Applications – *All Eligibility Application Materials will be available on the [CIC Test Portal](#)*

- Mobile Crane Operator Initial Certification
- Mobile Crane Operator Recertification
- Practical Examiner Initial Authorization Application
- Practical Examiner Reauthorization Application
- Practical Exam Site - Initial Authorization Application
- Practical Exam Site - Reauthorization Application

Certification Forms – *will be available on CIC Test Portal During Certificant Eligibility Application Process*

- Exam Security Agreement - available on CIC Test Portal
- [Medical Verification Form](#) - available on CIC Test Portal
- [Medical Verification Form Part B](#) (if applicable) - available on CIC Test Portal
- [CIC Code of Ethics & Substance Abuse Policies Agreement](#) – also in [Policies & Procedures](#) on CIC website
- Confidentiality of Candidate Information Agreement - available on CIC Test Portal
- [Request for Testing Accommodations](#) (if applicable)

Recertification Forms – *will also be available on CIC Test Portal during application process.*

- [Hours Verification Form](#)
- [Medical Verification Form](#)
- [Medical Verification Form Part B](#) (if applicable) – available on CIC Test Portal during eligibility application process
- [Request for Testing Accommodations](#) (if applicable)

Other Forms and Documents

- [Incident/Accident Report Form](#)
- Mobile Crane Operator Candidate Handbook
- [Policies & Procedures](#)



If You Have Questions

Most current handbooks, forms, and instructions are available at CICert.com or on the CIC Test Portal. Materials change frequently so please refer to the online material rather than printed material to ensure you have the most recent documents and information.

If you have any questions regarding current CIC Exam Policies & Procedures, contact CIC Customer Service at:

407-878-5590 or help@cicert.com.
