



**NATIONAL COMMISSION FOR THE
CERTIFICATION OF CRANE OPERATORS (NCCCO)**

CANDIDATE HANDBOOK

- **LIFT DIRECTOR—MOBILE CRANES**
- **LIFT DIRECTOR—TOWER CRANES**



BOARD OF DIRECTORS

This candidate handbook has been developed to provide you with comprehensive information about the CCO Written Examinations leading to certification as a CCO-certified Lift Director. This handbook reflects NCCCO's current policies at the time of publication; to be sure that you have the latest version of this book, see the Handbooks and Forms page on the NCCCO website. Please read this handbook carefully and retain it for reference throughout the certification process.

Do not discard this document.

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NCCCO does not discriminate against any individual because of race, gender, age, creed, disability, or national origin.



This NCCCO certification program is accredited by the American National Standards Institute (ANSI) to ISO 17024 (General Requirements for Bodies Operating Certification Systems of Persons).



ISO/IEC 17024
Personnel Certification Body
#0756

Mobile, Tower, Overhead,
Articulating, and Service Truck Crane
Operator, Digger Derrick Operator,
Signalperson, Rigger Level I and
Level II, Crane Inspector, and Lift
Director Programs Accredited

Dear Lift Director Certification Candidate:

Welcome to the National Commission for the Certification of Crane Operators (NCCCO) national lift director certification program.

NCCCO is a nonprofit organization founded in 1995 to establish a fair and independent evaluation of crane operator knowledge and skills. Key to this industry-led effort was the development of the CCO Written and Practical Examinations, initially for mobile crane operators but now also for tower, overhead, and articulating crane operators, crane inspectors, riggers, and signalpersons. These nationally recognized and internationally accredited certification programs are the culmination of many years' hard work by experts from the varied industries and groups that use cranes, including construction, steel erection, operating engineers, utilities, crane rental, petrochemicals, pulp and paper, and others.

The NCCCO Lift Director Task Force that developed this certification program was made up of experts from all aspects of the crane industry—management, crane users, trainers, and safety supervisors—who together represent many thousands of hours of crane-related experience. These volunteers gave freely of their time and expertise with the primary goal of improving the quality of lift direction and promote additional training among lift directors.

To ensure CCO examinations are—and remain—valid measurements of crane inspectors' proficiency, NCCCO teamed its exam development expertise with the task force's knowledge and experience. In addition to guiding the development of new examinations, NCCCO continually analyzes the performance of CCO exams and reports to the Exam Management Committees. To be able to provide fair and independent assessments, NCCCO does not conduct training, nor does it provide training materials.

NCCCO, as a third-party certification body, is fully committed to, and understands the importance of, delivering all certification activities on a foundation of impartiality. All policies and procedures are established in an objective manner and ultimately strive to achieve fairness throughout all activities. NCCCO prevents any conflicts of interest through detailed policies and procedures observed by staff, governing body representatives and those involved in written and practical exam administration.

This candidate handbook has been developed to provide you with comprehensive information about the CCO Written Examinations leading to certification. NCCCO recognizes the commitment you are about to make and will do everything it can to make your experience a positive and successful one. If, after reading this handbook, there is anything you do not fully understand, please call NCCCO at 703-560-2391 or e-mail info@nccco.org. NCCCO staff will guide you through any aspects of the program that you would like explained in more detail.

Thank you for your interest—and good luck with your efforts to become CCO certified!

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Introduction

PROGRAM DESCRIPTION

The National Commission for the Certification of Crane Operators (NCCCO) is an independent, nonprofit organization formed to set standards for fairly measuring the knowledge and proficiency required for the safe operation of cranes. NCCCO currently administers a nationwide program of certifications for crane operators and related trades, including riggers, signalpersons, crane inspectors, and lift directors.

Based on extensive discussions with representatives from all segments of business and industry who recognize the impact of safety issues, NCCCO has identified the following potential benefits of lift director certification:

- Fewer accidents, injuries, and fatalities
- Reduced risk of loss
- Assurance of lift directors' abilities
- Less property damage
- Improved safety records
- Enhanced public image of crane industry

All candidates are required to pass the necessary Written Examination(s) to be certified.

The initial certification period is for five years, after which a lift director is required to recertify. Periodic Written Examinations are necessary to ensure that certificants' knowledge of industry standards, equipment, and safety practices keeps pace with changes in these areas. NCCCO's subject matter experts, working in conjunction with psychometric consultants, reviewed the speed of such change in the industry and researched other comparable certification/licensing programs before determining that this goal could be achieved by setting the examination interval at five years; little, if any, additional benefit is believed would accrue by more frequent testing.

CCO EXAMINATION DEVELOPMENT

The first step in the development of an objective test to measure what is required for safe crane operations was a job analysis study. The study identified the knowledge and skills necessary for effective lift supervision. A survey was given to a representative number of lift directors, who validated that the knowledge recommended by the experts was vital to effective inspections. The test blueprints and content specifications were then generated from the validation study.

Development of the Lift Director Written Examinations involved a panel of lift director content experts who worked with NCCCO staff to write and review all questions used in the examination. Each examination contains a unique combination of questions from the question bank. Questions are selected for examinations on the basis of the content areas and specialties defined by the test blueprints.

NCCCO teamed its exam development expertise with the task force's knowledge and experience. NCCCO guided the task force in establishing key elements of the program, including identifying essential skills, standardizing test conditions, developing the scoring process, establishing reliability among tests, and creating flexible application and scheduling procedures.

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Certification Policies

LIFT DIRECTOR

ELIGIBILITY

To be eligible for certification, candidates must:

- Be at least 18 years of age
- Meet medical requirements
- Pass Written Examination(s)
- Comply with NCCCO's Substance Abuse Policy
- Comply with NCCCO's Code of Ethics

EXPERIENCE

CCO certification exams are designed for lift directors who have been trained and/or have extensive knowledge due to their experience in the crane industry. These exams are intended for candidates desiring to be lift directors.

MEDICAL REQUIREMENTS

Certified lift directors must be in good physical health, as verified by a medical professional, sufficient enough to handle the physical demands that directing lifts requires.

CCO WRITTEN EXAMINATIONS

The Lift Director Written Examination consists of a Core Examination and Specialty Examinations for the Lift

Director—Mobile Cranes and Lift Director—Tower Cranes certifications. Each candidate must also successfully pass the respective operator exam and/or the Rigger Level II exam; however, currently CCO-certified operators are not required to take the corresponding operator exam, as long as they maintain their certification status in good standing. Similarly, those who are certified as Rigger Level II do not need to take the Rigger Level II written exam.

The Core Lift Director Exam contains 40 questions that must be completed in 60 minutes. The Lift Director—Mobile Cranes Specialty Exam contains 15 questions that must be completed in 120 minutes. The Lift Director—Tower Cranes Specialty Exam contains 15 questions that must be completed in 60 minutes.

The table below details the exams necessary for each Lift Director certification.

CCO PRACTICAL EXAMINATIONS

There is no formal practical examination for the lift director program. Lift plan drawings are used in the Specialty Exams to test lift directors' abilities to identify hazards and resolve issues related to the lift. These exams will, in essence, serve as the practical component.

IF YOU ARE SEEKING CERTIFICATION FOR:	TAKE THE CORRESPONDING WRITTEN EXAMS*:	
	LIFT DIRECTOR EXAMS	OPERATOR & RIGGER EXAMS**
Lift Director—Mobile Cranes	<ul style="list-style-type: none"> • Lift Director Core • Lift Director Mobile Crane Specialty 	<ul style="list-style-type: none"> • Mobile Crane Operator Core • Mobile Crane Operator Specialty TLL or TSS • Mobile Crane Operator Specialty LBC or LBT • Rigger Level II
Lift Director—Tower Cranes	<ul style="list-style-type: none"> • Lift Director Core • Lift Director Tower Crane Specialty 	<ul style="list-style-type: none"> • Tower Crane Operator • Rigger Level II
Lift Director—Mobile Cranes AND Lift Director—Tower Cranes	<ul style="list-style-type: none"> • Lift Director Core • Lift Director Mobile Crane Specialty • Lift Director Tower Crane Specialty 	<ul style="list-style-type: none"> • Mobile Crane Operator Core • Mobile Crane Operator Specialty TLL or TSS • Mobile Crane Operator Specialty LBC or LBT • Tower Crane Operator • Rigger Level II

* No practical exams are required for Lift Director certification.

**If you are currently CCO-certified as a mobile crane operator, you are not required to retake the Mobile Crane Operator Core and corresponding Specialty written exams. CCO-certified tower crane operators are not required to take the Tower Crane Operator written exam. CCO-certified Level II Riggers are not required to take the Rigger Level II written exam.

CCO CERTIFICATION TIME FRAMES

Certification is valid for five years. Candidates must pass Written Exam(s) in the category(s) for which they seek certification. Candidates may take their exams in any order. Candidates have 24 months after they pass their first exam to pass the corresponding exam(s). For example, a candidate passing the Lift Director Core Exam in January 2016 has until the end of January 2018 to pass the Lift Director—Mobile Cranes Specialty Exam.

If a certified Lift Director—Mobile Cranes subsequently becomes certified as a Lift Director—Tower Cranes by taking the appropriate written exam(s), the five-year certification period for Lift Director—Tower Cranes begins at the same time as he/she was originally certified (i.e., certifications for all Lift Director designations expire on the same date, regardless of when in the five-year certification period the candidate passed them). If the new designation is added within the final 24 months of his/her certification period, the certificant is exempt from recertifying for the new designation after five years; after that, however, certificants must recertify for all designations during the 12 months prior to their certifications' expiration date. This ensures that all of the certificant's lift director designations maintain the same expiration date.

Candidates for certification or recertification may petition for an extension of NCCCO's standard timeline(s). NCCCO staff shall have the discretion to make the initial determination of whether a requested extension should be granted. Petitions for an extension of time are generally denied absent a showing of extraordinary circumstances. Denials of such petitions may be appealed to the Appeals Committee.

CODE OF ETHICS FOR CERTIFIED LIFT DIRECTORS

CCO-certified lift directors must comply with NCCCO's Code of Ethics during their certification, as set forth below.

In my occupation, I will conduct myself in a manner:

- i. *So as to place the safety and welfare of others associated with my work above all other considerations;*
- ii. *So as to protect and preserve nearby general public property and the environment; and*
- iii. *So as to be free of bias with regard to religion, ethnicity, gender, age, national origin, and disability.*

Furthermore, in connection with my work and in my dealings with NCCCO, I will:

- iv. *Make management and appropriate personnel aware promptly if I have any safety concerns relating to the work that I am performing or with which I am involved;*
- v. *Not knowingly violate any safety-related regulations, warnings, or instructions set forth by OSHA, recognized safety standards, prevailing jurisdictions, or equipment manufacturers; and,*
- vi. *Not mislead, misrepresent or knowingly deceive others concerning my experience or the capabilities of myself or the equipment I am operating or with which I am working.*

In addition, in my dealings with NCCCO, I will:

- vii. *Provide accurate and complete information and abide by NCCCO's policies and procedures, including this Code of Ethics, as they may be updated from time to time;*
- viii. *Not act dishonestly or unfairly in order to gain an advantage, or to provide another with an advantage, in connection with any dealings with NCCCO;*
- ix. *Cooperate fully and completely with any administrative inquiries or investigations by NCCCO; and,*
- x. *Not misrepresent or misuse any NCCCO card, or the NCCCO or CCO acronyms and logos, or any registered trademark or other intellectual property of NCCCO; and I understand that I must return the card to NCCCO immediately if required to do so.*

CCO-certified personnel who intentionally or knowingly violate any provision of the Code of Ethics will be subject to action by a peer review panel, the Ethics and Discipline Committee, which may result in suspension or revocation of certification.

DISCIPLINARY POLICY

NCCCO's Ethics and Discipline Committee is responsible for establishing and implementing standards of conduct, such as ethical standards and policies and procedures for disciplinary action. Grounds for revocation of certification status shall include, but not be limited to, the following:

1. Period of certification exceeded without renewal
2. Evidence of falsification of any information on any documents submitted to NCCCO or its agents
3. Evidence of non-compliance with NCCCO's Substance Abuse Policy
4. Evidence of culpability in an accident during certification period

5. Evidence of non-compliance with medical requirements
6. Evidence of non-compliance with the Code of Ethics

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

NCCCO has a two-tier process to ensure that issues regarding the practice and conduct of certified lift directors are fairly and reasonably investigated and determined, and that the public is protected against unprofessional and unethical conduct by certificants.

Complaints against certificants are initially investigated by NCCCO's Manager of Test Integrity, who reports to NCCCO's Ethics and Discipline Committee. If the complaint is considered actionable, the Ethics and Discipline Committee informs both the certificant and the complainant of the official opening of the investigation. Following the investigation of the complaint, the Ethics and Discipline Committee informs the certificant and the complainant of its decision.

If a sanction is imposed, the certificant may request an appeal of the decision to the NCCCO Board of Directors.

Appeals should be addressed to:

Chief Executive Officer
National Commission for the Certification of Crane Operators (NCCCO)
2750 Prosperity Avenue, Suite 505
Fairfax, VA 22031

The decision of the NCCCO Board of Directors is final.

SUBSTANCE ABUSE POLICY

It is the policy of NCCCO that lift directors shall not use prescribed or over-the-counter substances that would impair their ability to effectively and safely perform their duties. This includes illegal drugs, controlled substances (including trace amounts), look-alike drugs, designer drugs, or any other substance that may have an effect on the human body of being a narcotic, depressant, stimulant, or hallucinogen.

An exception to this rule is that a lift director may use such a substance or drug if it is prescribed by a licensed medical practitioner who is familiar with the lift director's medical

history and all assigned duties, and who has advised the lift director the prescribed substance will not adversely affect the lift director's ability to perform his/her duties properly.

CCO-certified lift directors shall comply with nationally recognized substance abuse testing provisions. It is a condition of certification that lift directors certified by NCCCO attest to their compliance with this Substance Abuse Policy. Non-compliance with this policy automatically revokes a candidate's certification status.

CERTIFICATION CARDS

Certified lift directors receive a laminated photo ID card at no cost when they certify for the first time and when they complete the requirements for recertification.

Replacement cards, cards showing certification in an additional lift director designation, or updated cards for candidates who retake and pass a lift director exam they previously failed may be obtained from NCCCO at a cost of \$25. They may, however, hold only one lift director card at a time. Updated or replacement cards can be ordered online at: www.nccco.org/newcard.

Please note that if a certified lift director is also a certified crane operator, inspector, rigger, or signalperson, a separate lift director card (with separate expiration date) is issued.

CHANGE OF ADDRESS

Certificants who change their address must notify NCCCO as soon as possible. Failure to do so may cause important updates on NCCCO's programs to be missed that could affect a certificant's status.

Changes of address should be sent to NCCCO's Testing Services Department. They must be in writing but can be sent via letter, fax, or email. A form for this purpose is provided in this handbook.



Written Examination Process

LIFT DIRECTOR

APPLICATION PROCESS TO TAKE THE WRITTEN EXAMINATION(S)

Lift director written exams and recertification exams may be taken either as paper/pencil tests (PPT) at an approved NCCCO written exam test site or as computer-based tests (CBT) at approximately 300 PSI test centers across the country. The content of both test formats is identical; see the appropriate sections below for instructions on how to apply for either PPT or CBT exams.

Candidates Requesting Testing Accommodations

Arrangements for persons with disabilities will be provided upon request, in conformance with the Americans with Disabilities Act (ADA).

Professional documentation in support of a request for accommodation must be submitted to NCCCO no later than four weeks prior to the scheduled test date. For further information about testing accommodations, see the complete NCCCO Testing Accommodations Policy at: www.nccco.org/accommodations.

PAPER/PENCIL TESTING (PPT) OPTION

Candidates desiring to sit for paper/pencil written exam(s) should visit www.nccco.org/testsites to see a schedule of upcoming Test Dates and Locations and then submit a completed Candidate Application form with the appropriate documentation as directed on the form. Applications are due two weeks prior to the scheduled examination date. PPT application deadline examples are shown on page 8. Information about the specific locations of the Test Sites will be available approximately one to three months prior to the examination. Candidates eligible to sit for the examination will receive an admission letter approximately one week before the scheduled test administration date.

Submission of Application

To apply for paper/pencil exams, use the Candidate Application form at the back of this handbook. The Candidate Application with the appropriate fees, as well as any correspondence and requests for information concerning the administration of CCO examinations, should be sent to:

NCCCO—Testing Services Department
 1960 Bayshore Blvd.
 Dunedin, Florida 34698
 Phone: 727-449-8525
 Fax: 727-461-2746

Contact the Test Site Coordinator to confirm whether the application should be sent to the Test Site Coordinator or directly to NCCCO. Check the application to ensure that all information provided is accurate and complete. In addition to the completed application, make sure that the appropriate fees are enclosed.

Candidates may also submit applications and payment online for either PPT or CBT exams at: www.nccco.org.

Candidates must follow the directions carefully when filling in the required information. Incomplete applications, incorrect payment, and/or inaccurate documentation will delay the processing and incur additional fees. This could result in *NOT* being able to sit for the examination(s).

Deadlines

Please note that all deadlines are UPON RECEIPT deadlines. Candidates and Test Site Coordinators are solely responsible for making sure that completed and accurate applications reach NCCCO by the stated deadlines.

Examination Fees

For paper/pencil tests (PPT), the appropriate Written Exam fees must be enclosed with the Candidate Application. Checks, money orders, or credit cards (VISA, MasterCard, or American Express) may be used; do not send cash. Please include payment in the envelope with all the other application materials.

All returned checks are subject to a \$30 fee.

PPT Written Exam/Retest Fees:

- Lift Director Core Exam \$150
- Lift Director Mobile Crane Specialty Exam \$150
- Lift Director Tower Crane Specialty Exam \$150
- Mobile Operator Core plus one Specialty Exam or Mobile Core Exam only (Specialty passed) \$165
- Mobile Core Exam plus two Specialty Exams \$175
- One Mobile Specialty Exam only (Core passed) \$65
- Two Mobile Specialty Exams (Core passed) \$75
- Tower Crane Operator Exam..... \$165
- Tower Crane Operator Exam (if currently CCO-certified Mobile Crane Operator or taking Mobile Crane Operator Core Exam at the same time)..... \$50
- Rigger Level II Exam \$95
- Rigger Level II Exam (current CCO-certified card holder or new candidate taking exam at same time as Lift Director exams) \$75

Other Fees:

An additional \$50 late fee will be charged if the application is late.

An additional \$25 will be charged if a candidate:

- Wishes to reschedule without a valid reason (see Emergency Cancellations or Withdrawals)
- Needs a replacement certification card or score report

An additional \$30 fee will be charged if:

- An application form is incomplete
- Full payment is not received or a check is returned
- A credit card cannot be processed for any reason
- A candidate wants to add to (or change) the exams he/she plans to take after scheduling has been completed (in addition to the exam fee)

All application materials must be received at NCCCO's office according to the sample test schedule outlined under "Application Deadlines."

Applications received after the main application deadline—but at least four business days prior to the exam administration date—can be accepted for an additional \$50 late fee. For example, for a test administration on a Saturday, late applications that arrive at NCCCO's office by 5 p.m. (ET) on the Monday evening prior to the test will be accepted.

Candidate applications that arrive after that time cannot be accepted. ***Walk-in candidates cannot be accepted under any circumstances.***

Length of Test Day

NCCCO written exams are carefully designed to provide a reliable and valid assessment of a candidate's knowledge and skills. Time limits are carefully determined for each written exam to allow enough time for a prepared candidate to complete the exam and to provide for an efficient and successful administration of all exams to scheduled candidates on testing day.

To provide each candidate with a fair and standardized administration of the written examination(s), and to ensure the reliability and validity of the written examinations is maintained, it is not recommended that a candidate schedule written exams totaling more than six hours of testing time on the same day.

Rescheduling, Cancellations, and Withdrawals

Should a candidate be unable to sit for the examination, NCCCO's Testing Services Department must receive notification in writing no later than seven business days prior to the examination date. Candidate fees will be held up to one year. When the candidate reschedules, he/she will need to pay an additional \$25 rescheduling fee.

Candidates who wish to reschedule their CCO Written Examination(s) ***must*** notify NCCCO and submit the necessary documentation and fees by the deadline for the rescheduled test date.

Candidates withdrawing or canceling after the deadline or not sitting for the examination will forfeit all application fees and will NOT receive a refund.

Emergency Cancellations or Withdrawals

Only the following situations will be accepted as grounds for emergency cancellations or withdrawals:

- ***Called to work***—supporting documentation required: *letter from employer*
- ***Candidate illness***—supporting documentation required: *doctor's note*
- ***Family death***—supporting documentation required: *death certificate or obituary notice*

Requests for medical and personal emergency withdrawals are handled by NCCCO upon submission of a letter describing the situation. Full name, address, and Candidate ID/CCO Certification number must be included along with the scheduled test date, site number, and supporting documentation indicated above.

NCCCO MUST receive written notification within seven business days after the scheduled examination date or all application fees will be forfeited. Candidates will, however, be allowed to reschedule for a future examination administration.

Candidates will NOT receive a refund if they decide they no longer wish to take the test.

Test Administration Schedule for CCO Examinations

Paper/pencil CCO Written Examinations are available for administration on demand with at least four weeks' notice.

Application Deadlines

Tests can be administered at any time as long as the application deadlines are adhered to. Sample deadlines shown below are for a test date of January 29.

		January						
		S	M	T	W	Th	F	Sa
Written Test Administration Request Form due four weeks prior to test date.	●	→	1	2	3	4	5	6
Candidate Applications due two weeks prior to test.	●	→	15	16	17	18	19	20
Test Day	●	→	29	30	31			

Admission Letters

For paper/pencil exams, approximately one week before the scheduled test date, registered and eligible candidates approved to take CCO Written Examinations will receive an admission letter by mail. The admission letter contains information regarding the test center address, the reporting time, the examination(s) the candidate is registered for, and the materials the candidate needs to bring on the day of the test administration. This admission letter should be presented at the Test Site to gain admittance to the examination(s).

Identification at the Test Site

Candidates must bring valid photo identification to the test site on the day of the test administration. Candidates will be required to sign the test site roster upon entry to the testing area.

Acceptable forms of photo identification for paper/pencil tests are a current:

- Passport
- Government-issued driver's license
- Military identification card
- U.S. Government-issued alien registration card
- Work identification

NOTE: Candidates without appropriate identification documents will NOT be admitted to take the CCO Written Examination(s) and all fees will be forfeited.

Materials to Bring to the Test Site

Each candidate must bring the following items to the test site:

- Valid photo identification
- Admission letter for the specific test date (recommended)

- Two sharpened #2 pencils (to complete the examination answer sheet)
- A good eraser

NOTE: No books, scratch paper, calculators, reference materials, beepers, cellular phones, or other personal items will be allowed in the examination room. A basic four-function calculator will be provided for use on the Lift Director—Mobile Cranes and Lift Director—Tower Cranes exams only.

Score Reporting

Paper/pencil CCO Written Examinations are electronically scored at NCCCO facilities. For this reason, it is important to complete the answer sheet according to the instructions provided by the Chief Examiner on the day of the exam. Candidates will receive credit only for answers recorded on the scannable answer sheet.

Answers marked in the test booklet(s) will NOT be counted toward a candidate's score.

All candidates will receive a score report of their performance. Examination results are mailed to candidates approximately 12 business days after the examination administration.

COMPUTER-BASED TESTING (CBT) OPTION

Candidates desiring to take their written exam(s) using the computer-based testing (CBT) option should visit www.nccco.org and click on the Computer-Based Testing link under Test Dates and Locations (www.nccco.org/cbt). This page includes links to a directory of approximately 300 PSI locations throughout the U.S. as well as the online application form.

Online applications may be completed and submitted at any time. Candidates should apply to take CBT exam(s) as soon as possible, but no later than five business days before their preferred exam date. Please note that site availability is not guaranteed on the preferred exam date or location, and availability can only be confirmed when scheduling the appointment.

After the candidate completes and submits the online application (with payment), the application will be processed within two business days. Candidates authorized for testing will receive a scheduling authorization email from PSI with specific instructions on how to schedule an examination appointment. For the fastest and most convenient test scheduling process, PSI recommends that candidates use the online scheduling service at www.goAMP.com. Candidates follow the

onscreen step-by-step instructions to register for their examination(s).

Candidates may also call the number provided in the email to schedule the test(s) with PSI; the PSI customer service representative will do his/her best to select a test date and location convenient for the candidate. PSI will send an appointment confirmation email within 24 hours. The candidate must then go to the selected test center at the scheduled date and time.

CBT Examination Fees

Candidates must pay the appropriate CBT Written Exam fees when they apply online. A credit card (VISA, MasterCard, or American Express) must be used to pay online. CBT exam payments are valid for one year. If the candidate does not schedule and test within 12 months, he/she forfeits the fees. This does not affect the deadline(s) noted in the CCO Certification Time Frames or the Recertification Requirements sections.

CBT Written Exam/Retest Fees:

- Lift Director Core Exam \$190
- Lift Director Mobile Crane Specialty Exam \$190
- Lift Director Tower Crane Specialty Exam \$190
- Mobile Operator Core plus one Specialty Exam or Mobile Core Exam only (Specialty passed) \$215
- Mobile Core Exam plus two Specialty Exams \$241
- One Mobile Specialty Exam only (Core passed) .. \$100
- Two Mobile Specialty Exams (Core passed) \$120
- Tower Crane Operator Exam..... \$200
- Tower Crane Operator Exam (if currently CCO-certified Mobile Crane Operator or taking Mobile Crane Operator Core Exam at the same time)..... \$85
- Rigger Level II Exam \$130
- Rigger Level II Exam (current CCO-certified card holder or new candidate taking exam at same time as Lift Director exams) \$110

The same fees apply for retest examinations.

Other Fees:

An additional \$25 will be charged if a candidate:

- Needs a replacement certification card or score report

An additional \$30 fee will be charged if:

- An application form is incomplete (e.g., name misspelled or does not match name on valid photo ID)
- A credit card cannot be processed for any reason
- Any changes are requested after submitting the application

NOTE: After the candidate has scheduled his/her appointment with PSI, no changes can be made (adding exams, changing exams, etc.). If the name for the scheduled appointment does not match that on the photo ID presented, all fees will be forfeited.

Rescheduling, Cancellation, or Withdrawal

CBT candidates may cancel and reschedule an examination appointment without forfeiting their fees if their cancellation notice is received at least 24 hours before the scheduled examination date.

Candidates will NOT receive a refund if they no longer wish to take the test.

To reschedule an exam appointment, candidates may log into their PSI account or call PSI at 888-519-9901 to speak with PSI Candidates Services Department. A voice-mail message is not an acceptable form of cancellation.

Missed Appointment or Late Cancellation

A candidate's registration will be invalidated and the examination fee(s) will be forfeited if he/she:

- Does not cancel the appointment more than 24 hours before the scheduled examination date
- Does not appear for his/her examination appointment
- Arrives after examination start time
- Does not present proper identification

Identification at the Test Site

Candidates must bring photo identification to the test site on the day of the test administration. Candidates will be required to sign the test site roster upon entry to the testing area.

Acceptable forms of photo identification for computer-based tests are a current:

- Passport
- U.S. government- or state-issued driver's license
- Military identification card
- U.S. government-issued alien registration card

NOTE: Candidates without appropriate identification documents will NOT be admitted to take the CCO Written Examination(s) and all fees will be forfeited. Work identification is NOT acceptable for computer-based testing centers.

Materials to Bring to the Test Site

Each candidate must bring the following items to the test site:

- Valid photo identification
- Confirmation email from PSI (recommended)

NOTE: No books, scratch paper, calculators, reference materials, beepers, cellular phones, or other personal items will be allowed in the examination room. A basic four-function calculator will be provided on-screen for Lift Director—Mobile Cranes and Lift Director—Tower Cranes exams only.

Score Reporting

CBT candidates receive their test results immediately following their exams and should retain these score reports for their records.

TEST SITE INFORMATION (BOTH PPT AND CBT)

Test Security

For the purposes of test security, candidates who sit for CCO examination(s) acknowledge that they understand the following:

- The examination is the exclusive property of NCCCO.
- The examination and the questions contained therein are protected by federal copyright law.
- No part of the examination(s) may be copied or reproduced in part or whole by any means whatsoever, including memorization.
- Theft or attempted theft of an examination booklet or any of its pages is punishable as a felony.
- While at the examination site, candidates are considered professionals and shall be treated as such. In turn, candidates must conduct themselves in a professional manner at all times. While at the site, they shall not use words or take actions that are vulgar, obscene, libelous, or that would denigrate the staff or other candidates.
- No conversing or any other form of communication among the candidates is permitted once they enter the examination area.

- No smoking, eating, or drinking is allowed at the examination site.
- No guests, visitors, or family members are allowed in the testing room or reception areas.
- Candidate participation in any irregularity during the examination, such as giving or obtaining unauthorized information or aid, as evidenced by observation or subsequent statistical analysis, may be sufficient cause to terminate participation, invalidate the results of the examination, or other appropriate remedy.
- Candidates verify that they have successfully met the physical/medical requirements and are eligible to take this examination. If at any time it is confirmed that a candidate has not met all the requirements, the candidate will no longer be eligible for certification.
- A candidate's signature on the answer sheet or roster for the administration of the examination confirms that the candidate has read and understands the above statements.

Candidate Question Comment Form

Candidates may comment on the examination(s) as a whole or on specific items within an examination by writing their comments on the Candidate Question Comment Form. Written comments should reference the question number as well as the site code and the test date and should accompany the examination. Examination comments are reviewed by NCCCO content experts on a regular basis.

Computer-based testing candidates may provide comments for any question by clicking on the “Comments” button to the left of the Time button. This opens a dialogue box where candidates may enter comments.

NOTE: Only comments completed on the Candidate Question Comment Form or provided during the computer-based examination at the Test Site will be considered for review.

TEST SCORING INFORMATION

CCO Written Examinations are criterion-referenced examinations; i.e., the passing score is set beforehand, and candidate performance on the examination is not compared to the performance of others taking the examination. In a criterion-referenced examination, a candidate must obtain a score equal to or higher than a predetermined passing score to pass the test. The passing scores represent absolute standards and are determined

by panels of NCCCO content experts using a psychometrically accepted standard-setting methodology.

In reporting the examination results to candidates, statistical procedures are used to convert raw scores (i.e., the number of test questions answered correctly) to scaled scores, which are equivalent for all administrations of the examination(s). The scaled score is not a number-answered-correctly score.

Candidate results are reported as a scaled score, with a score of **70** representing the minimum passing score for this test. Written exam score reports include a strength and weakness report by content domain.

Candidate scores are never reported by telephone, email, or facsimile.

Hand Score Requests

Candidates not passing exam(s) may request from NCCCO a hand scoring of their answers, provided the request is made in writing within three months of the test date. Requests must be accompanied by a processing fee of \$25 for one failed test score or \$50 for two or more failed test scores per test administration.

Requests should be mailed to:

NCCCO—Testing Services Department
1960 Bayshore Blvd.
Dunedin, Florida 34698
Phone: 727-449-8525
Fax: 727-461-2746

In the event that the hand scoring of a failing candidate's answer sheet results in a passing score, the hand-scoring fee(s) will be refunded in full.

RETAKE THE EXAMINATION(S)

Candidates who fail an examination(s) may retake the examination(s). Candidates will need to reapply and pay all corresponding retest fees.

INFORMATION RELEASE POLICY

NCCCO releases information pertaining to individuals who have successfully passed one or more CCO examinations according to its Information Release Policy (see page 24).



Written Examination Outline

LIFT DIRECTOR—CORE EXAMINATION

The Core examination portion of the CCO Lift Director Written Examination tests the following knowledge areas relating to mobile and tower cranes:

Domain 1: Site

- Approximately 20% of test

Domain 2: Roles, Responsibilities, and Qualifications

- Approximately 17.5% of test

Domain 3: Lifting Operations

- Approximately 20% of test

Domain 4: Lift Plans

- Approximately 5% of test

Domain 5: Rigging

- Approximately 25% of test

Domain 6: Signals

- Approximately 12.5% of test

DOMAIN 1: SITE

1. Know how to identify and address hazards related to ground/surface conditions during lifting operations, such as:
 - a. Subsurface (voids, tanks, utilities)
 - b. Ground conditions (slopes, drainage, soil type)
 - c. Traffic control
2. Know how to identify and address hazards related to site access/transportation, such as:
 - a. Clearance/obstructions
 - b. Slopes
 - c. Compaction
 - d. Ground bearing
 - e. Traffic control
3. Know how to determine appropriate matting/cribbing. Elements of concern include, but are not limited to:
 - a. Types
 - b. Materials
 - c. Sizing (PSI vs. PSF, mat size adjustment for ground condition)
4. Know how to identify and address hazards associated with power lines or transmitter/communication towers, such as:
 - a. Defined lift zone vs. non-defined lift zone
 - b. During operations (>350kV, <350kV, working closer than Table A)
 - c. During travel
 - d. Emergency procedures
5. Know how to identify and address environmental conditions that adversely affect lifting operations, such as:
 - a. Weather (wind, lightning, snow/ice/frost, rain, fog, extreme temperatures)
 - b. Lighting conditions (artificial or natural)
6. Know how to identify and address hazards associated with lifting operations, such as:
 - a. Taglines
 - b. Non-standard rigging (specialty lifting devices)

DOMAIN 2: ROLES, RESPONSIBILITIES, AND QUALIFICATIONS

1. Know the roles, responsibilities, and qualifications of personnel involved in the lifting operations, such as:
 - a. Lift director
 - b. Site supervisor
 - c. Crane operator (mobile, tower)
 - d. Crane owner
 - e. Crane user
 - f. Signalperson
 - g. Rigger
 - h. Controlling entity
 - i. Dedicated spotter

DOMAIN 3: LIFTING OPERATIONS

1. Know how to identify and address hazards associated with special lifting operations, such as:
 - a. Critical lifts
 - b. Personnel lifting
 - c. Multi-crane lifts
 - d. Multiple load line lifts
 - e. Pick and carry
 - f. Assembly/disassembly
 - g. Lifting on, from or to water (e.g., barges, trestles, docks, launching)
 - h. Duty cycle operations
 - i. Demolition
2. Know and understand the requirements for communications during lifting operations

DOMAIN 4: LIFT PLANS

1. Know when and how to conduct pre-lift meetings
2. Know how to read, interpret, and communicate lift plans
3. Know how to recognize and address deviations from the lift plan prior to or during a lift, including items such as:
 - a. Site / environmental (tail swing, clearance to structures)
 - b. Crane configuration/location
 - c. Personnel
 - d. Load
 - e. Rigging
4. Know how to plan for contingencies (i.e., emergency lay down, shutdown, securing, personnel rescue)

DOMAIN 5: RIGGING

1. Understand inspection standards and regulations
2. Understand non-inspection standards and regulations
3. Know the proper application of rigging
4. Know how to select the proper rigging equipment

DOMAIN 6: SIGNALS

1. Know standard method signals for:
 - a. Hand signals
 - b. Voice signals
 - c. New signals
2. Understand crane dynamic principles and limitations
3. Know signaling regulations and requirements
4. Know how to determine safe load paths and movements

For operator and rigger exam outlines, refer to the appropriate candidate handbooks available at <http://nccco.org/handbooks-forms>.



Written Examination Outline

LIFT DIRECTOR SPECIALTY EXAMINATIONS

The lift scenario questions found on the Lift Director Specialty Exams are designed to evaluate a candidate's ability to comprehend the presented information and apply knowledge of lift planning and directing in circumstances that may be found in real life situations. During the exam administration, candidates will be provided a supplementary booklet that includes simulated lift plans intended to replicate real work conditions. These documents will be used to answer a series of scenario-based questions relating to the information on the plans.

As in actual work conditions, lift plans are made and approved using the best information available to those drafting those plans. However, actual site conditions are constantly changing, or mistakes may have been made during the initial design process and upon arrival at a site, a lift director often must make adjustments based on actual site conditions. Many of the lift scenario questions contained within the exam are specifically designed to test a candidate's ability to understand and adjust to these changing circumstances.

The Lift Director Specialty Exams contain questions related to standard load chart usage, as well as questions using single-crane and multiple-crane lift plans. Many of the questions require the use of one or more load charts, and it is recommended that candidates become familiar with the charts prior to taking the examinations.

The Lift Director—Mobile Cranes Specialty Exam uses the following load charts:

- Grove (Rough Terrain) TLL
- Manitowoc LBC

The Lift Director—Tower Cranes Specialty Exam uses the following load charts:

- Tower Crane (Hammerhead) Chart D
- Tower Crane (Luffing Boom) Chart F

These load charts can be viewed and downloaded as PDFs from the Lift Director Load Charts page on the NCCCO website (nccco.org/LDloadcharts).

The content domains in the outline for the Specialty Exams represent the knowledge areas that are generally relevant to load chart usage or lift planning. However, no specific percentage breakdown for the individual content domains has been generated, since multiple knowledge areas may be addressed in a single question.

Each Specialty Exam includes 15 multiple-choice questions broken down into three sections, each having five different scenarios:

- Load Chart Interpretations and Calculations (5 questions)
- Single-Crane Lift Plan (5 questions)
- Multi-Crane Lift Plan (5 questions)

LOAD CHARTS

1. Know how to read and interpret load charts for mobile and tower cranes, including how to:
 - a. Determine net capacity with a given configuration (including limiting factors)
 - b. Determine maximum/minimum radius using a known load weight
 - c. Determine crane configuration to optimize lifting capacity
 - d. Calculate and apply percentage of rated capacity used

LIFT PLANS

1. Apply knowledge of requirements for single crane and multi-crane lifts, including:
 - a. Critical lifts
 - b. Pick and carry operations
 - c. Duty cycle operations
 - d. On rubber lifts
 - e. Personnel lifting
2. Apply knowledge of site factors which may affect lift plans and operations, including:
 - a. Obstructions and clearances
 - b. Ground conditions
 - c. Environment/weather
 - d. Power lines
 - e. Site controls (e.g. pedestrians, vehicle traffic)
3. Apply knowledge of crane factors which may affect lift plans and operations, including:
 - a. Crane set-up (e.g. placement, outrigger spread, blocking/cribbing)
 - b. Crane configuration

4. Apply knowledge of personnel requirements which may affect lift plans and operations, including:
 - a. Qualifications and responsibilities
 - b. Communications
 - c. Traffic controls
 - d. Placement of personnel
5. Apply knowledge of factors which may affect lift plans and operations, including:
 - a. Load weight
 - b. Unusually shaped loads
 - c. Use of taglines
 - d. Load paths and movements
 - e. Load elevation and placement
6. Know how to recognize and address deviations from the lift plan prior to or during the lift.
7. Know how to plan for contingencies (e.g. emergency lay down, shutdown, securing, personnel rescue)



Reference List

LIFT DIRECTOR

The following reference materials are used by NCCCO's Written Examination Committee to verify the accuracy of CCO test questions.

OSHA References

1. OSHA 1926 Subpart CC – Cranes and Derricks in Construction
2. OSHA 1910.180 – Crawler Locomotive and Truck Cranes
3. OSHA 1910.184 – Slings
4. OSHA 1926.251 – Rigging Equipment for Material Handling

Order by Internet: <http://www.osha.gov/>

ASME References

1. ASME B30.3 (2012) – Tower Cranes (for Tower Specialty) \$55.00
2. ASME B30.5 (2014) – Mobile and Locomotive Cranes (for Mobile Specialty) \$92.00
3. ASME B30.9 (2010) – Slings \$85.00
4. ASME B30.10 (2009) – Hooks \$58.00
5. ASME B30.26 (2010) – Rigging Hardware \$49.00

Order by Internet: <http://catalog.asme.org/>

Order by Mail:

American Society of Mechanical Engineers
22 Law Drive, Box 2900
Fairfield, NJ 07007
ph: 800-843-2763; fax: 201-882-1717

For operator and rigger exam reference materials, refer to relevant candidate handbooks available at www.nccco.org/handbooks-forms.



Sample Lift Plans and Questions

LIFT DIRECTOR

The following are sample test questions typical of the style and content of the questions used in CCO Written Examinations.

CCO Lift Director certification exams are based largely upon the use of lift plan examples. These sample lift plans are similar to but not identical to what are used on the actual exams; they may be downloaded from nccco.org/liftplans:

- Single Mobile Crane Lift Plan (page 16)
- Single Tower Crane Lift Plan
- Two Mobile Cranes Lift Plan
- Two Tower Cranes Lift Plan

Similarly, the Lift Director Load Charts located at nccco.org/LDloadcharts are required to answer the following sample questions.

Additional sample questions corresponding to each of the sample lift plans can also be found at nccco.org/liftplans.

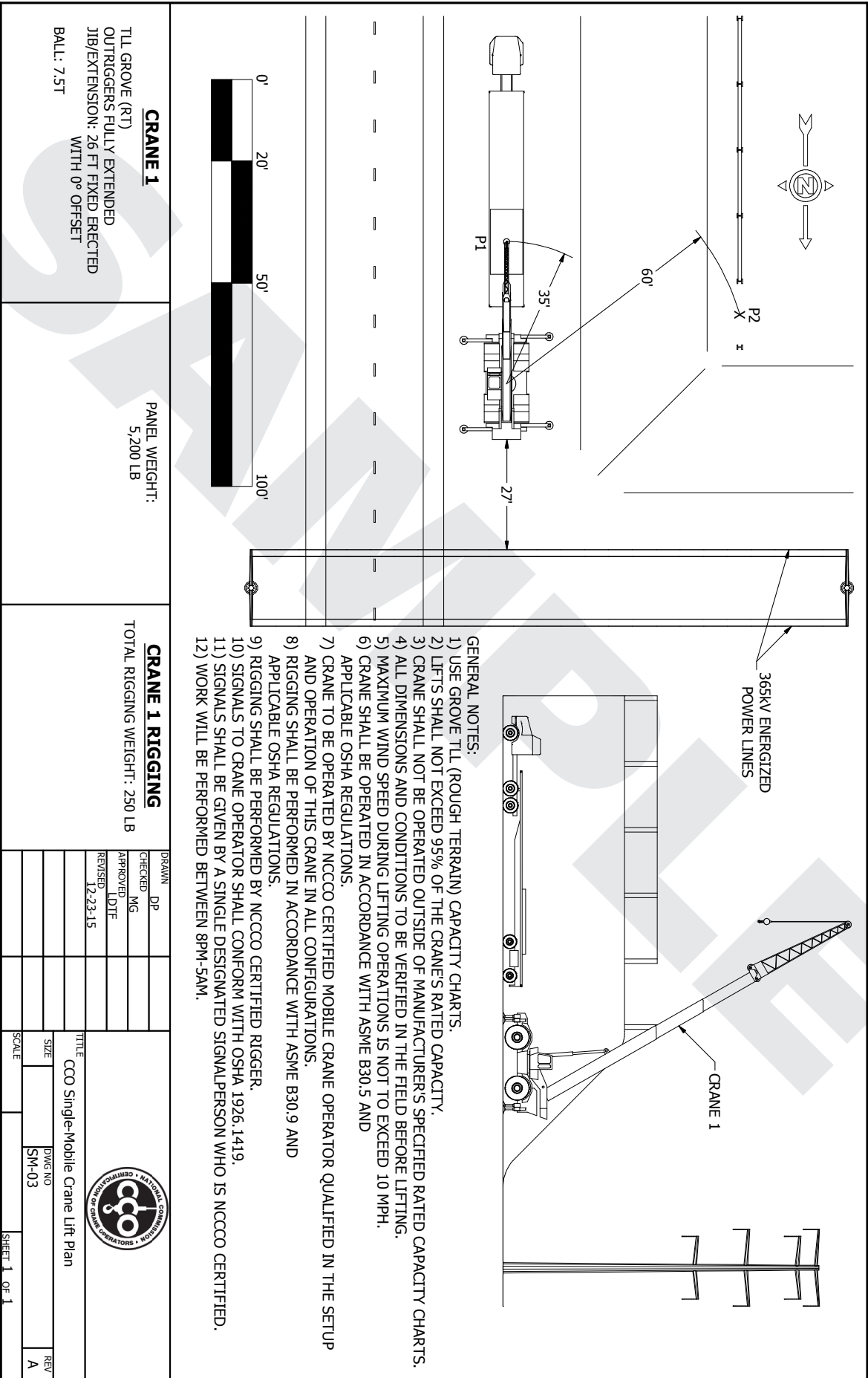
Single Mobile Crane Lift Plan

The following sample test questions refer to the Sample Lift Plan on the next page (page 16):

1. Based on the voltage of the power line shown in the lift plan, which of the following are the MINIMUM requirement(s) according to OSHA 1926 Subpart CC?
 - I. Conduct a planning meeting
 - II. Erect and maintain elevated warning lines
 - III. Identify and mark a work zone that maintains a 20-foot power line clearance
 - IV. Use non-conductive tag lines and a dedicated spotter
 - a. I, II, and IV
 - b. I, III, and IV
 - c. I, II, and III
 - d. II, III, and IV

2. The crane arrives at the jobsite without the boom extension and configured with the 40 ton 4-sheave block (4 parts of line). The 7.5 ton overhaul ball is over the auxiliary boom nose. The load weight has been modified to 4,800 lb. The measured maximum radius is 65 ft. What is necessary to meet the requirements of the lift plan?
 - a. Can be utilized as configured
 - b. Needs to be reconfigured by removing the 4-sheave block
 - c. Needs to be reconfigured by removing the 7.5 ton overhaul ball and auxiliary boom nose
 - d. Needs to be reconfigured by removing the 4-sheave block and auxiliary boom nose
3. The crane arrives at the jobsite with a 26–45 ft. tele offsetable boom extension stowed and configured with the 40 ton 4-sheave block (4 parts of line). The 7.5 ton overhaul ball is over the auxiliary boom nose. In order to meet the requirements of the lift plan, at a MINIMUM the crane must be reconfigured under the supervision of the:
 - a. A/D Director
 - b. Lift Director
 - c. Operator
 - d. Controlling Entity

C	3
D	2
A	1
Answer	Question #





Candidate Forms

LIFT DIRECTOR CERTIFICATION

- **Candidate Application—Written Examination(s)**
- **Change of Address Form**

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Candidate Application

WRITTEN EXAMINATIONS—LIFT DIRECTOR (PAPER/PENCIL TEST ONLY)

Please type or print neatly.

FULL LEGAL NAME <small>(as shown on driver's license)</small>		First	Middle	Last	Suffix (Jr., Sr., III)
CCO CERTIFICATION NUMBER (if previously certified)		DATE OF BIRTH		CANDIDATE ID: <small>(if previously tested)</small>	
MAILING ADDRESS		CITY		STATE	ZIP
PHONE		CELL		EMAIL	
COMPANY/ORGANIZATION				COMPANY PHONE	
COMPANY MAILING ADDRESS		CITY		STATE	ZIP
<input type="checkbox"/> I AM REQUESTING TESTING ACCOMMODATIONS IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT (ADA). <i>(For details on NCCCO's Testing Accommodations policy, please see www.nccco.org/accommodations)</i>					

ARE YOU A CURRENTLY CCO-CERTIFIED CRANE OPERATOR IN GOOD STANDING? Yes No

If you checked "yes" above, what is your CCO operator certification number? _____

Also please indicate the cranes you are certified to operate: Mobile Cranes Tower Cranes

WRITTEN EXAMINATION(S) FOR WHICH YOU ARE APPLYING

FILL IN the circle next to the crane type(s) for which you are applying. Total the amount due at bottom.

WRITTEN EXAMS

<input type="radio"/> Lift Director Core Exam	811101	
<input type="radio"/> Lift Director Mobile Crane Specialty	811201	
<input type="radio"/> Lift Director Tower Crane Specialty	811301	
<input type="radio"/> Mobile Crane Operator Core Exam	LOAD CHARTS 652603	(Check one for each Specialty Exam)
<input type="radio"/> Lattice Boom Crawler Specialty	652620	<input type="checkbox"/> American LBC <input type="checkbox"/> Manitowoc LBC
<input type="radio"/> Lattice Boom Truck Specialty	652609	<input type="checkbox"/> Link-Belt LBT <input type="checkbox"/> Manitowoc LBT
<input type="radio"/> Telescopic Boom— Swing Cab Specialty	652612	<input type="checkbox"/> Grove TLL (Truck Mount) 652613 <input type="checkbox"/> Link-Belt TLL (Rough Terrain)
<input type="radio"/> Telescopic Boom— Fixed Cab Specialty	652616	<input type="checkbox"/> Manitex TSS (Boom Truck) 652660 <input type="checkbox"/> Shuttlelift (Carry Deck)
<input type="radio"/> Tower Crane Operator	654601	
<input type="radio"/> Rigger Level II	652802	

OTHER FEES

- Candidate Late Fee (if applicable)..... \$50
- Incomplete Application Fee (if applicable)..... \$30
- Updated/Replacement Card \$25

ADD TO TOTAL AMOUNT AT RIGHT \longrightarrow

WRITTEN EXAM/RETEST FEES

LIFT DIRECTOR EXAMS

- Lift Director Core Exam \$150
- Lift Director Mobile Crane Specialty \$150
- Lift Director Tower Crane Specialty \$150

MOBILE CRANE OPERATOR EXAMS

- Core Exam plus one Specialty Exam (Initial or Retest) \$165
- Core Exam plus two Specialty Exams (Initial or Retest)... \$175
- One Specialty Exam (Retest or Added Specialty)..... \$65
- Two Specialty Exams (Retest or Added Specialty) \$75

TOWER CRANE OPERATOR EXAM

- Tower Crane Written Exam (new Candidate)..... \$165
- Tower Crane Written Exam (current CCO-certified
Mobile Crane Operator, or new candidate taking
exam same time as Mobile Crane exams) \$50

RIGGER LEVEL II EXAM

- Rigger Level II Written Exam (new Candidate) \$95
- Rigger Level II Written Exam (current CCO-
certified card holder or new candidate
taking exam same time as Lift Director exams) \$75

TOTAL AMOUNT DUE \$

For logistical reasons, and in fairness to each candidate, it is not recommended that a candidate schedule written exams totaling more than six hours of testing time on the same day.

CANDIDATE APPLICATION (CONT'D)

LIFT DIRECTOR WRITTEN EXAMINATION(S)

TEST SITE AT WHICH YOU INTEND TO TAKE THE WRITTEN EXAMINATION

TEST SITE NAME	TEST SITE COORDINATOR		
TEST SITE ADDRESS			
CITY	STATE	ZIP	COUNTRY
TEST ADMINISTRATION NUMBER	DATE YOU INTEND TO TAKE THE CCO EXAMINATION		

I declare that the foregoing statements and those in any required accompanying documentation are true. I understand and agree that my failure to provide accurate and complete information or abide by NCCCO's policies and procedures, including the Code of Ethics, shall constitute grounds for the rejection of my application, or denial or revocation of my certification. I understand that NCCCO reserves the right to verify any information in this application or in connection with my certification. I expressly consent to NCCCO's release of any information consistent with NCCCO's Information Release policy. I have received a copy of the NCCCO Candidate Handbook, have read it, and agree to be bound by it. I agree to be bound by all NCCCO policies and procedures, as they may be amended from time to time, including without limitation those posted at nccco.org. I have passed a substance abuse test conducted by a recognized laboratory service and agree to comply with NCCCO's substance abuse policy. I attest that I am in good physical health, as verified by a medical professional, sufficient enough to handle the physical demands that directing lifts requires. I understand that if at any point during my certification period I fail to meet any of the requirements outlined above, or if matters arise that can affect my capability to continue to fulfill certification requirements, I must report it to NCCCO immediately and agree to cooperate with any subsequent investigation regarding such matters.

CANDIDATE SIGNATURE	DATE
---------------------	------

CCO CERTIFICATION CARD

Candidates who meet all the requirements for certification in any one designation are issued a certification card at no charge. Replacement and updated cards are available for an additional fee; see panel below.

Please email a digital color photo (without hat or sunglasses) to photos@nccco.org and label it with your full name and birth date. Enclose with your application form any required payment based upon the information listed below.

A 1 3/8" X 1 3/4" passport color photo may be substituted for a digital photo; if submitting a passport photo, please give it to your Test Site Coordinator.

METHOD OF PAYMENT FOR CANDIDATE EXAMINATION FEES

Do not send cash.

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Personal check enclosed	<input type="checkbox"/> Employer check enclosed	<input type="checkbox"/> Money Order enclosed	<i>Please do not staple your check or money order.</i>
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If paying by credit card, complete the following information:

CREDIT CARD NUMBER	EXPIRATION DATE
NAME (Print as it appears on card)	SIGNATURE (on card)
SECURITY CODE*	

* Three- or four-digit code located on the card.

Checks and money orders should be payable to: NCCCO

Please send application and payments to:

NCCCO—Testing Services Department
 1960 Bayshore Blvd.
 Dunedin, Florida 34698

Email: kqualls@nccco.org
 Phone: 727-449-8525
 Fax: 801-938-9540



Change of Address Form

Please use this form to advise of any changes of address. Please mail, fax, or email this completed form to:

NCCCO—Testing Services Department
1960 Bayshore Blvd.
Dunedin, Florida 34698

Phone: 727-449-8525
Fax: 727-461-2746
Email: info@nccco.org

Please type or print neatly.

FULL LEGAL NAME (as shown on driver's license)	First	Middle	Last	Suffix (Jr., Sr., III)
CCO CERTIFICATION NUMBER	DATE OF BIRTH		CANDIDATE ID	

OLD ADDRESS

MAILING ADDRESS			
CITY	STATE	ZIP	COUNTRY
PHONE	EMAIL		
COMPANY / ORGANIZATION	COMPANY PHONE		
COMPANY MAILING ADDRESS			
CITY	STATE	ZIP	COUNTRY

NEW ADDRESS

MAILING ADDRESS			
CITY	STATE	ZIP	COUNTRY
PHONE	EMAIL		
COMPANY / ORGANIZATION	COMPANY PHONE		
COMPANY MAILING ADDRESS			
CITY	STATE	ZIP	COUNTRY

EFFECTIVE DATE OF CHANGE

--



NCCCO Information Release Policy

A. Definitions

1. "NCCCO" means and refers to the National Commission for the Certification of Crane Operators acting through its staff and authorized agents and representatives.
2. "Releasable Information" means and refers to the following information: name, certification status, examination dates, certification dates, certification number(s), and designations. In the case of accredited Practical Examiners, "Releasable Information" also means and refers to the following information: name, accreditation status, accreditation dates, accreditation number, and categories in which the Practical Examiner is authorized to administer exams.
3. "Third Party" means and refers to an employer, prospective employer, regulatory agency, or any other person or entity that makes an inquiry to NCCCO.

B. Policies

1. It shall be the policy of NCCCO to provide Releasable Information pertaining to individuals who have successfully passed one or more NCCCO examinations. It shall also be the policy of NCCCO to provide Releasable Information pertaining to such individuals on its website using such protocols as may be established. In addition, it shall be the policy of NCCCO to provide information, as appropriate, concerning individuals who have been sanctioned, suspended or revoked from participation in NCCCO's programs, using such protocols as may be established.
2. Releasable Information may be released to a Third Party who makes a written request, including by electronic correspondence. Generally, Releasable Information will be released within one business day from actual receipt of a written request.
3. If a Third Party requests information concerning an individual who has not taken or successfully passed an NCCCO examination, NCCCO may release a statement confirming that, as of a given date, the individual does not appear on NCCCO's list of successful candidates in one or more categories of certification.
4. If an applicant or certificant is under formal sanction, suspension, or revocation by NCCCO, then NCCCO may release a statement to that effect to any persons and by any reasonable means, including by means of a list published on the NCCCO website. In addition, if an individual applicant or certificant is under formal investigation, sanction, suspension, or revocation by NCCCO, then NCCCO may release a statement concerning the status of the applicant or certificant to any Third Party and to any jurisdiction that requires or accepts CCO certification as a basis for satisfying requirements to work in the jurisdiction. Any such statement to a Third Party or jurisdiction may identify the applicant or certificant, the certifications affected, the actions taken, and the effective dates of any such actions.
5. If an accredited Practical Examiner, authorized Test Site Coordinator, listed Training Provider, or other authorized participant in NCCCO's programs ("Authorized Participant") is under formal sanction, suspension, or revocation by NCCCO, then NCCCO may release a statement to that effect to any persons and by any reasonable means, including by means of a list published on the NCCCO website. In addition, if an Authorized Participant is under formal investigation, sanction, suspension, or revocation by NCCCO, then NCCCO may release a statement concerning the status of the Authorized Participant to any persons and by any reasonable means, including by means of a list published on the NCCCO website. Any such statement may identify the Authorized Participant, the credentials or capacities affected, the actions taken, and the effective dates of any such actions.
6. If a Third Party seeks information other than the foregoing information, generally, absent a subpoena or similar legal process, such information will not be released. However, in the course of business, as circumstances reasonably warrant, NCCCO reserves the discretion to release information other than the foregoing information.
7. Certain situations may require or warrant the immediate verbal confirmation of an individual's certification status or other Releasable Information in response to a written or verbal request. Under such circumstances, NCCCO may provide such immediate verbal confirmation, at its discretion. When such a verbal confirmation is provided, it shall be NCCCO's policy to follow up with a written confirmation.
8. It shall be the policy of NCCCO to discuss score-related and test-specific matters only with a candidate or a candidate's authorized legal representative.
9. NCCCO will release Releasable Information about an individual upon receipt of a written request (including electronic correspondence) from that individual. NCCCO may release information other than Releasable Information about an individual, at its discretion, upon receipt of a signed, notarized, written request from that individual. In addition, NCCCO will release information other than Releasable Information about an individual when required by a legal authority of competent jurisdiction under a duly-issued subpoena, subject to any objection, or as otherwise required by law.

IMPORTANT CONTACT INFORMATION



NATIONAL COMMISSION FOR THE CERTIFICATION OF CRANE OPERATORS

2750 Prosperity Avenue, Suite 505
Fairfax, VA 22031-4312

Phone: 703-560-2391

Fax: 703-560-2392

Email: info@nccco.org



**NATIONAL COMMISSION FOR THE
CERTIFICATION OF CRANE OPERATORS**

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