



## Stephenson Equipment, Inc. Training Qualifications and Cancellation Policy

Thank you for your interest in the NCCCO Certification. Following is lists of what CCO and we believe are the minimum qualifications for a candidate to be successful in completing the CCO certification process. Please review this list with your employees prior to registering them for the written exam class.

### Candidate Minimum Qualifications:

1. Must be at least 18 years of age.
2. For Crane Operator Programs only, must have a current DOT medical examiners physical examination card. If the candidate does not have a current medical examiners card, he/she will have to have a physical examination completed.
3. Must comply with CCO's substance abuse policy.
4. Must be able to read English at an eighth grade reading level (ASME B30.5 requires a crane operator to be able to read the load chart and operator's manual of the crane).
5. Must be able to do basic arithmetic, i.e. adding multiple numbers, subtraction, multiplication and know times tables up to 9's.

### Written Exam Registration/Cancellation Policy:

1. Pre-registration is required for the written exam classes. All candidate applications must be received by us, no later than two weeks prior to the week of the class, or applicable late fees will apply.
2. All candidates calling to register for a written exam class will only be "penciled in" until the completed candidate applications are received and necessary fees are paid. Since space is limited in these classes, no space in the class will be reserved until the official NCCCO Candidate Application is received and fees are paid in full. If the class fills and you are "penciled in", we will notify you to let you know that your space has been removed.
3. Written Exam Refund policy:
  - a. All candidate applications will be submitted to International Assessment Institute (IAI) no later than 16 calendar days prior to the written exam date, as required by IAI. Any candidate cancelling after the applications are sent to IAI will be required to reschedule. **No refunds will be offered after your application is submitted to IAI.**
  - b. If a candidate cancels **prior to the applications being sent to IAI** and **has not received his/her training manual**, we will refund all fees less a \$200.00 administrative fee.
  - c. If a candidate cancels **prior to the applications being sent to IAI** and **has received their training manual**, we will refund all fees paid after we receive the training manual returned to us **in usable condition. If you do not return the training manual or the training manual is not in useable condition, we will not refund any fee paid.**
  - d. **After the applications are sent to IAI, no refunds will be permitted, the training and testing can only be rescheduled at this point.** Following are the only three reasons for not attending the training class and subsequent testing.
    - i. work related emergency,
    - ii. family death, or
    - iii. Candidate illness.



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1. For a work related emergency, the candidate will need a letter from his employer stating why the candidate is unable to attend.
2. If it's Candidate illness, a doctor's excuse is required.
3. If it's a family death, a copy of the obituary notice is required.
- e. If rescheduling is necessary, it is the company's/candidate's responsibility to notify by email the Written Exam CCO Test Site Coordinator at Stephenson Equipment promptly. (see below for email address)
- f. The rescheduling must be done within one year from the original written exam date or all fees will be forfeited.
- g. If you do not attend the training and subsequent testing for any reason other than the reasons listed above, all fees will be forfeited and no rescheduling will be permitted.

#### **Practical Exam – Hands-on Training Registration/Cancelation Policy:**

1. Pre-registration is required for all practical exams or hands on training
2. Practical exam/hands-on training fees will only be refunded if:
  - a. The employer is paying the candidate fee and the candidate no longer is working for the employer on the testing/training scheduled date(s).
  - b. The candidate becomes incapacitated due to long term injury or illness (long term is at least 30 days).
  - c. The candidate passes away prior to the scheduled test/training date.
3. If for any other reason a candidate cannot attend the training/testing, the candidate must reschedule the testing/training, no refunds.
4. If cancellation is necessary, the employer/candidate must email the Practical Exam Test Site Coordinator and Written Exam Test Site Coordinator at Stephenson Equipment, Inc., promptly as soon as you know you have a scheduling conflict. (see below for email addresses)
5. If a candidate schedules their practical exam with no practice and the candidate disqualifies themselves or if they are disqualified by the practical examiner due to an unsafe act, no refunds.
6. If a candidate schedules their practical exam along with practice time and the candidate decides they are not ready to take the practical exam after taking their practice time (the candidate did not do the practical exam yet):
  - a. The candidate can schedule hands on training at a later date and we will apply the fees paid for the specific practical exam(s) to the hands on training fee, or
  - b. The candidate can take their practical exam(s), or
  - c. The candidate can reschedule their practical exam(s) at a later date. If the candidate desires practice time when they return, practice time will be charged at the rate of \$165.00/hour.
  - d. In any of the above cases, we will not refund fees after the candidate takes their practice time.

**Written Exam Test Site Coordinator: Chris Traino – [ctraino@stephensorequipment.com](mailto:ctraino@stephensorequipment.com)  
(800) 325-6455; 1154 - MMS 7176484342**

**Practical Exam Test Site Coordinator: Ray Feidt – [rfeidt@stephensorequipment.com](mailto:rfeidt@stephensorequipment.com)  
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