

## Certifior™ Delivers Certification for Crane Institute

### Business Issue

Crane Institute of America is the leading crane operator training company in the nation. Their challenge was to achieve NCCA accreditation for their crane operator certification programs and to install an effective and flexible certification program delivery system that would meet their market's needs throughout the United States and internationally. They contracted with 4ROI, a highly experienced assessment development and delivery organization to achieve their goals.



Specifically, their goals were to update their job analyses, establish the reliability and validity of their certification exams psychometrically, and offer crane operators flexible options and locations for obtaining accredited certification thereby promoting industry safety and industry standards established by OSHA and ASME respectively.

### Solution

Crane Institute set up a completely independent organization, Crane Institute Certification (CIC) to objectively offer its crane operator certification programs and partnered with 4ROI to develop and administer these programs.

Working together, five programs were developed, validated and submitted to NCCA for accreditation. CIC provided subject matter experts, while 4ROI led the job analysis, item development and psychometric review.

All programs were implemented on 4ROI's user-friendly and efficient certification program, Certifior. The Certifior system is fully-automated to handle all aspects of certification programs: registration, payment, scheduling, examinations, reporting and record keeping. All functions are delivered online to ensure accuracy, efficiency, privacy, and speed. The diverse population of crane operators also required significant flexibility. The Certifior system was able to satisfy a wide range of users. For instance, it provided easy registration for both self-employed contractors and sponsoring organizations that need to keep track of large numbers of candidates; for tests needed in remote on-site locations or test centers; and for paper or web-based exams.

### Outcomes

Five separate certification programs were accredited by NCCA within nine months of starting the project. Their accreditation was formally recognized by federal OSHA. The cost of certification is the lowest in the industry and the programs are offered in the places and formats needed by a diverse population. As a result, thousands of people are using the system on an ongoing basis. A testament to the efficiency and cost effectiveness of the process is that CIC has continued to implement additional programs to provide certification services for signalers, riggers, crane inspectors, tower crane operators, as well as cultural adaptations into other languages.

**"4ROI consultants and automated systems makes certification easy and fast"**