



CANDIDATE AND CERTIFICANT HANDBOOK

Online Assessments

for the

**CERTIFIED FORKLIFT
TECHNICIAN (CFT) Program**

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CANDIDATE and CERTIFICANT HANDBOOK

The Certified Forklift Technician (CFT) is a nationally portable, industry-led, hands-on training and assessment certification program, developed through a partnership between MSSC and the Material Handling Equipment Distributors Association (MHEDA).

The Manufacturing Skill Standards Council (MSSC) is an industry-led training, assessment and certification system focused on the core skills and knowledge needed by the nations front-line production and supply chain logistics technicians. MSSC the only ISO Standard 17024 certified program covering entry-level to basic front-line supervisor skills, is nationally recognized, federally endorsed and has been vetted by the U.S. Departments of Labor, Education, Commerce, Justice, VA and Job Corps. For more information about MSSC, please visit our website at www.msscusa.org.

The Material Handling Equipment Distributors Association (MHEDA) serves as a premier trade association dedicated to serving all segments of the material handling business community. For over 60 years, MHEDA has provided business resources needed for material handling companies and their employees. For more information about MHEDA, please visit www.mheda.org

INTRODUCTION

The CFT program consists of two parts, the prequalification online assessment and the hands-on assessment. Candidates must first take and pass the pre-qualification online assessment before they can move on to the hands-on training and assessment.

- Documented hands-on mechanical, analytical, and problem-solving skills
- Based on industry defined, identified, and validated standards
- Highly in demand job opportunities

Program Elements

- 55 hours instructor led course
 - Delivered at a MSSC training site or a Forklift Dealership
- Pre-qualification assessment
 - Qualifies a candidate to enter the CFT hands-on training program
 - It is an online assessment given at a MSSC Authorized Testing Center or through ProctorU
- Hands-on training
 - Delivered at a Forklift Dealership or Community College if available
- Hands-on assessment
 - Covers 20 hands-on mechanical critical work functions
 - Performance based

Training Information

MSSC does not have any specific educational requirements in order to sit for the CFT pre-qualification assessment. However, MSSC strongly suggests that candidates possess at least a 10th grade reading (English) and 8th grade math level.

MSSC does not require candidates to take a specific course or training program in order to sit for the pre-qualification assessment.

MSSC CFT Course was developed in strict adherence to the industry-recognized, nationally validated standards upon which the Certified Forklift Technician (CFT) is based. These courses delivered by Amatrol have a proven track record of success in teaching the knowledge and skills identified in the national standards.

MSSC courses are highly interactive and utilize state-of-the-art, computer-based e-learning technologies and are delivered by MSSC-Authorized Instructors. MSSC does not authorize, review or endorse any other courses or curricula. MSSC does not require that individuals take MSSC courses or any other MSSC-related courses before taking an MSSC Assessment.

CERTIFICATES AND FEES

To obtain the total cost for registration and assessments, please contact your local assessment center. You can find the site and contact information by going to <https://www.msscusa.org/locations/>

Once a candidate earns a certificate or certification, they are able to download a free high-quality, high-resolution copy of the MSSC certificate(s). Certificates will be available for download 3 business days after the assessment date. A candidate who earns the Full CFT Certification will be sent a frameable certificate and an arm patch via mail.

A candidate interested in ordering additional copies of their certificate(s) and/or arm patch can do so by placing an order on their MSSC account.

Fees:

\$25 for one certificate + \$10 shipping = \$35
\$5 for one patch + \$10 shipping = \$15

Refunds:

Registrations and Assessments are **non-refundable**.

No refunds will be issued for individuals who fail to appear for a scheduled assessment.

NOTE: These and other assessment fees may or may not be paid by a third party including, but not limited to:

- local, state and federal grant programs
- community college credit or non-credit programs
- other education or tuition-based programs
- employer training/certification programs
- individual payment (if military)

REGISTRATION PROCESS

Prior to sitting for a MSSC assessment, all candidates must register with MSSC online at <http://login.msscusa.org>

Registrations must be completed at least **72 hours** prior to the scheduled assessment date.

NOTE: Individual MSSC Assessment Centers may have additional deadlines. Contact your Assessment Center Site Coordinator for information.

Special Accommodations:

MSSC strives to provide a favorable environment for every participant during the online assessment session. The application for special accommodations must be submitted by the site coordinator to MSSC two weeks prior to the assessment date. All requests must be approved by MSSC before they can be processed.

The online assessment system supports the following accommodations when requested and/or determined appropriate:

- Text to speech audio enhancement
- Extended time option for adding time to assessment administration sessions to accommodate individuals with documented reading disabilities

ASSESSMENT ADMINISTRATION

Development of CFT Assessment

The CFT certification program was launched in 2019. MSSC and MHEDA recruited subject matter experts from the industry to develop the workforce standards upon which this certification is based.

These standards were then validated and MSSC working with the National Experts Panel ensures they are updated regularly. The assessments are reviewed annually to ensure that questions which are unclear, inaccurate or outdated are modified or deleted from the assessment item bank.

The CFT certification is awarded only when a candidate has taken and passed the CFT pre-qualification online assessment and passed the in person hands-on assessment.

Language

The CFT assessments are offered in English.

Assessment

The CFT online pre-qualification assessment consists of 92 multiple choice questions. Candidates are allowed 90 minutes to complete the assessment. The CFT hands-on assessment covers 20 mechanical critical work functions.

Assessment Options and Locations

MSSC offers online assessments at various Authorized Assessment Centers throughout the country. To find a center near you, see this map: <http://msscusa.org/locations>

- **Computer-Based**: The primary method of delivery for MSSC assessments is through an online assessment process supported by NOCTI/The Whitener Group.
- **In person hands-on**: This will be delivered at a school only if they have the necessary equipment to do so. Students can also be put in contact with a local forklift dealership to determine if they have an apprenticeship program going on that they can be part of. If this is the case the candidate would do the training and hands-on assessment at the forklift dealership.

Assessment Security

A significant component of a successful and respected professional certification credential is maintaining the security of the assessment. MSSC relies upon the ethical behavior of certificants and candidates to maintain the security of the CFT assessments.

When those who seek to obtain the credential, or those who hold the CFT credential reveal information about CFT assessment content (other than that information published by MSSC), they violate the Affirmation and Authorization agreement all candidates agree to and accept when they apply for certification and take the assessment. They also violate the MSSC Code of Ethics.

The MSSC Board will take action against individuals who violate MSSC Board Policies and the Code of Ethics. Actions taken may include permanently barring individuals from pursuing MSSC credentials and revoking certifications from those who have been awarded

the credential. MSSC will also pursue legal action against individuals or organizations who infringe upon our copyrights, proprietary rights and intellectual property.

Assessment Preparation

The MSSC Board employs strict measures to prevent the possession, reproduction and removal of assessment materials. A strategy for taking this assessment is:

1. Prepare in advance by becoming familiar with the concepts of the CFT Standards. MSSC does not require that individuals take any courses, however, before taking a CFT assessment.
2. When you login to the online exam, answer the questions that you know, and skip those which you do not know the answer to or are uncertain about.
3. On the second review, go back through the questions you skipped and try to choose the best answer.
4. Use remaining time to answer any last questions and to make sure that you have answered all questions.

Assessment Admission

You are responsible for bringing your MSSC Identification Number (received upon registration) with you to the assessment and a valid government issue photo ID. Candidates who do not possess valid identification will be denied access to the assessment. Identification must be a current government issued picture ID bearing the candidate's signature. Acceptable forms of government issued ID include a driver's license, passport, military ID, federal state or county issued ID.

You will not be permitted to take the assessment without a valid photo ID.

Assessment Rules and Procedures

The following rules and procedures will be strictly enforced on the day of the assessment.

- The assessment will begin promptly at the hour designated by the proctor and end at the stated time allowed for each particular exam offering
- Candidates will not be allowed to enter the assessment after it starts
- Visitors are not permitted in the assessment room
- Pencils are not provided
- Candidates are allowed to leave the room during the assessment with the proctor's permission. Lost time cannot be made up
- Textbooks and notes are NOT permitted
- Calculators and other such aids are NOT permitted. (A four-function calculator is provided with the online testing system)
- No cellular phones, pagers or other audible electronic devices, including watches with alarms are permitted to be used during the assessment.

MSSC will invalidate your assessment and take action in accordance with the disciplinary procedure if you access prohibited materials, have contact with anyone except proctoring staff, or engage in disruptive, unprofessional or conduct that violates the Code of Ethics at any assessment facility.

Actions / Disqualifications

The assessment center proctor or MSSC will take appropriate actions, up to and including disqualification from taking the assessment and withdrawal or revocation of certification when a candidate:

- Impersonates a candidate
- Creates a disturbance
- Gives or receives help on the assessment
- Uses a calculator or other such aid, which is prohibited during the assessment
- Attempts to remove assessment material or notes about the assessment from the assessment room
- Exhibits irregular assessment taking behavior, including consulting or attempting to consult with or give or obtain assistance during the assessment; bringing in or using unauthorized materials including cheat sheets, printed and/or other handwritten materials
- Provides false, misleading, or incomplete information on the registration form

Examinee Conduct

All candidates are required to sign a statement agreeing not to disclose the contents of the assessment nor remove assessment materials from the assessment room. All candidates are also required to attest to the authenticity of their credentials and the accuracy of all statements made in their registration.

Cheating will not be tolerated, and all instances of suspected cheating will be fully investigated. Candidates that are caught cheating will have their assessment invalidated and can be prevented from taking an MSSC assessment for a determine time frame.

Scoring

Answers are recorded directly on the computer screen. If you have questions on any content specific to the assessment, the Proctor is to inform you that he/she is unable to answer content questions.

By completing the final online submission of the assessment answers, the candidates are certifying that they are the person whose name was submitted in the online registration and that they will not copy or retain assessment questions or transmit them in any form to anyone else. Scores of candidates sharing such assessment information will automatically

be invalidated. If an individual has passed the online pre-qualification assessment obtained the CFT certification, that certification will be forfeited for such actions.

The Proctor is not allowed to respond to any inquiries about the assessment questions.

Results

The passing score for the CFT pre-qualification assessment is 78 percent (78%). To pass the CFT hands-on assessment a candidate must master all the tasks listed on the test.

Upon completion of the pre-qualification online assessment candidates can see a preliminary result on the screen. **This reflects an unofficial assessment result.**

Based upon guidance from industry experts, MSSC has established a minimum score for passing both the CFT pre-qualification and the CFT hands-on exams. MSSC policy prohibits release of any assessment scores to anyone other than the Candidate.

Confidentiality Statement

Assessment results are confidential. MSSC shall not disclose information regarding assessment results or other information without the candidate's consent except:

1. As necessary for MSSC staff, authorized consultants or others with a need to know
2. When verifying references provided by the candidate
3. As required by law. Candidates must request disclosure of assessment information in writing and identify the person to whom the disclosure should be made.

MSSC reserves the right to publish on the MSSC website the name of any certificant when a complaint about them has been upheld.

Information Release Policy

MSSC will not release any information regarding a Candidate's registration or assessment administration without written authorization from the Candidate. Assessments and all related materials remain the sole property of MSSC. The materials are confidential and are not available for review by any persons or agency for any reason.

During the candidate registration process, candidates will be asked to verify that they have read and understand the following:

I hereby authorize the Manufacturing Skill Standards Council (MSSC) to share my assessment results, including date(s) and location of testing, pass/fail status and assessment scores, with the following entities: federal or state or local educational authorities funding my training or assessments; employers funding my training or assessments.

NOTE: MSSC does not require your authorization for participation. However, some funding entities may require access to your assessment results in order to fund or allow your participation. Opting out may result in termination from the program. If you have any questions about your disclosure requirements, please contact your training and testing organization for more information.

The Family Education Rights and Privacy Act applies to schools that receive federal funding. Under this act, MSSC is authorized to share your assessment results with:

- 1) Federal, state and/or local educational authorities conducting an audit or evaluation or enforcement of education programs.
- 2) Organizations conducting studies on behalf of schools.
- 3) State and local officials in connection with service students under the juvenile justice system.

Rescheduling and Cancellation Policy

Should you be unable to attend the assessment at the time you scheduled, you must notify your Site Coordinator in their established timeframe. Your assessment will remain valid for six months from your scheduled assessment date, at which time it will expire and no longer be available. No refunds are provided for assessments. You are responsible for rescheduling the assessment time with your Assessment Site.

Retaking the Assessment

Candidates who do not pass the assessment may retake the assessment after a 15-day waiting period. Candidate may take the assessment up to three times (the original assessment plus two retakes) within a 45-day period from the date of their initially taking the assessment. If the candidate does not pass the exam upon the third try, they must then wait an additional 60 days before attempting again.

APPEAL PROCESS

Candidates have the right to file an appeal on matters relating to their registration, assessment, certification, recertification or other matters affecting their status as a Candidate or Certificant. There are generally two types of appeals, an administrative appeal and a personal appeal.

Administrative Appeal

Candidates who allege inappropriate administration procedures, severe environmental assessment conditions, or for other reasons challenge the results of an assessment have the right to file an administrative appeal in accordance with the appeal procedures.

Certificants who believe they were unjustly denied recertification, placed on “inactive” status incorrectly, or for other reasons have the right to an administrative appeal in accordance with the appeal procedures.

Appeal Procedures

All such appeals must be filed in the office listed below within the earlier of 30 days from the assessment date or notice of non-certification or recertification. The appeal fee is \$50. The fee will be refunded to the candidate if the Appeal and Complaint Committee resolves the appeal in favor of the Candidate or Certificant.

Each appeal must include a statement submitted by the Candidate in writing or via email of no more than five typed pages setting out the basis of the appeal, including information

as specific as the Candidate feels necessary why he or she is entitled to the relief requested.

The Appeal and Complaint Committee will consider each such written statement. The Appeal and Complaint Committee is entitled to seek further information from the applicant or any other person, organization or office that it feels appropriate and review any materials that it feels appropriate to determine the appeal. The Appeal and Complaint Committee will determine the appeal and respond to the applicant.

Appeals will be resolved within 90 days of submission. The Appeal and Complaint Committee reserves the right to waive or extend any time period set out in the procedure or modify any process as it deems appropriate to properly determine any appeal. All steps of the Appeal and Complaint process will take place in writing unless otherwise determined by the Appeal and Complaint Committee.

Submit all Appeals along with the \$50 fee to:
MSSC Certification Department
901 N Washington Street, Suite 600
Alexandria, VA 22314

Personal Appeal

Candidates and Certificants dissatisfied with the actions of the Appeal and Complaint Committee have the right to a Personal Appeal with the MSSC Board. A Personal Appeal must be submitted in writing and sent to the above address. A meeting of the Board will be set up within 180 days of receipt of the Personal Appeal. Appeal and Complaint Committee members are recused from the Personal Appeal process. Any action taken by a majority of a quorum of the Board pursuant to such appeal shall be final. The Board decision shall be sent to the person submitting the appeal within ninety (90) days of the decision of the Board.

CODE OF ETHICS

This document sets for the following code of ethics for CFT certificants:

- To comply with relevant provisions of the certification scheme
- To make claims only with respect to the scope (of the standards) for which the certification has been granted
- To discontinue the use of all claims to certification that contains any reference to the certification body upon suspension or withdrawal of certification
- To understand the MSSC “Key Activities” document that describes the principal activities to which the CFT certification applies.
- To explain that the MSSC certificates document the individual’s competency to achieve the required performance level on a national certification assessment only with respect to the Key Activities related to that certificate.
- To avoid using the certification in a manner that will bring MSSC into disrepute

- To refrain from using certification in a misleading manner
- To understand that a violation of any of the above principles could lead to the suspension or withdrawal of this credential, after which the individual should discontinue the use of all claims to MSSC certification
- To refrain from altering the certification document in any way

Certificants shall, in their professional activities, sustain and advance the integrity, honor and prestige of the CFT certification by adherence to this Code of Ethics. Certificants who intentionally or knowingly violate any provision of the Code of Ethics will be subject to revocation of the certification.

CFT LOGOS

Logo Usage

As a CFT in good standing, you may want to utilize the official CFT logo to place on your business cards, email signature or other personal identification documents.

To request an electronic version of the CFT color logo JPG please contact: MSSC at info@msscusa.org or 703-739-9000.

Please adhere to the following guidelines when using the CFT logo:

The logo may not be revised or altered in any way. The logo must be displayed in the same form as produced by MSSC and cannot be reproduced unless such reproduction is identical to the logos provided by MSSC. The CFT logo is meant to identify a certificant as opposed to a business entity. The logo may be used only on the certificant's own business cards, stationery, forms showing the certificant's letterhead, inspection tags, and similar documents on which the name and address of the certificant is prominently displayed.

The logo may not be used in any manner that detracts from the high ideals of MSSC or the CFT certification. The CFT logo may not be used in any manner which would tend to imply a connection between CFT and the certificant which, in fact, may not exist. This includes any use of the logo the public might construe as an endorsement, approval or sponsorship by MSSC of a certificant or a certificant's business, or which might be taken to support or encourage a certificant's sale of product, process or installation. A certificant is allowed to print the logo on an advertisement or product literature. Without limiting the foregoing restrictions, the logo may in not be shown larger than 1.5 inches or 4 centimeters on a full page or proportionally on a smaller page.

If you have any questions regarding use of the logo, please contact MSSC at info@msscusa.org or 703-739-9000.

Affirmation of Proper Usage of CFT Logo

All CFT candidates and certificants sign an agreement that they will comply with the relevant provision of the CFT program described in the CFT Candidate Handbook. No person gains any rights whatsoever in the logo or its use; it remains the property of MSSC. MSSC reserves the right in its sole discretion to require the removal of the logo from any location or thing MSSC feels does not comply with these guidelines.

MSSC acts to challenge those who use the CFT designation without authority from MSSC. Penalties may include barring from pursuing the certification and publishing the names of the violators. MSSC may authorize the use of the symbol, the phrase “Certified Forklift Technician”, and the initials “C.F.T.” by certificants only, provided such holder currently possesses a valid certification issued by MSSC.

VERIFICATION OF PERSONAL DATA

Candidates and Certificants wishing to verify any personal data on file other than scores may contact MSSC at:

901 N Washington St
Suite 600
Alexandria, VA 22314
703-739-9000 or info@msscusa.org.

CFT REGISTRATION CHECKLIST

MSSC requires Candidates to complete an online registration process. To avoid potential delays in completing your online registration, use this checklist to carefully review the required information before beginning the registration process.

Have you...

- Read this Candidate Handbook cover-to-cover?
- Arranged for payment of the correct registration and assessment fees?
- Reviewed the MSSC Code of Ethics?

Note: During the registration process, you will be asked to confirm your receipt and conformance to the policies of this Candidate Handbook and receipt and acceptance of the MSSC Code of Ethics. You are responsible for reading these documents and adhering to their requirements.