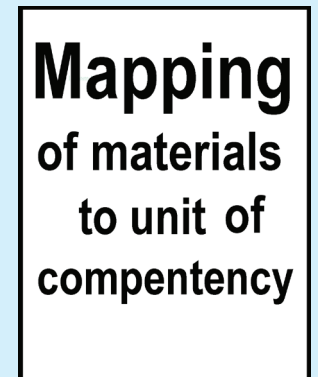
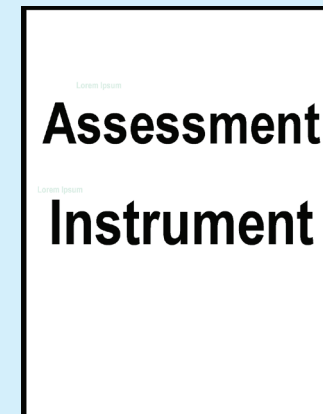
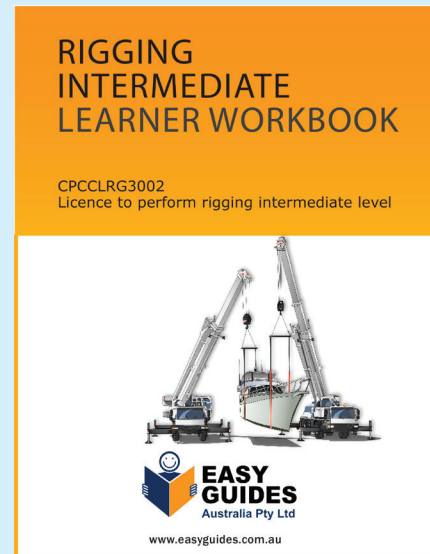


# The benefits of using a Trainer Value Pack



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# ORDER PICKING FORKLIFT SAFETY AND LICENCE GUIDE



Training support material for:

TLILIC0004

Licence to operate an  
order picking forklift truck

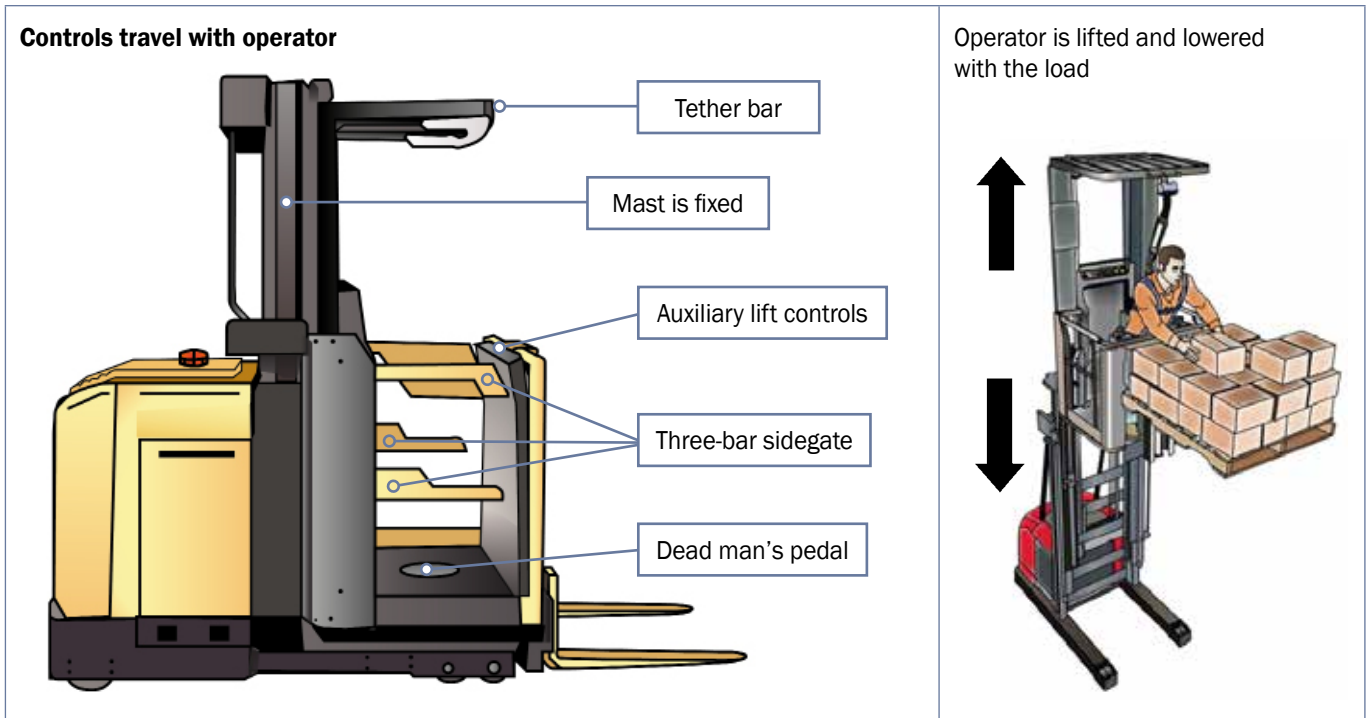
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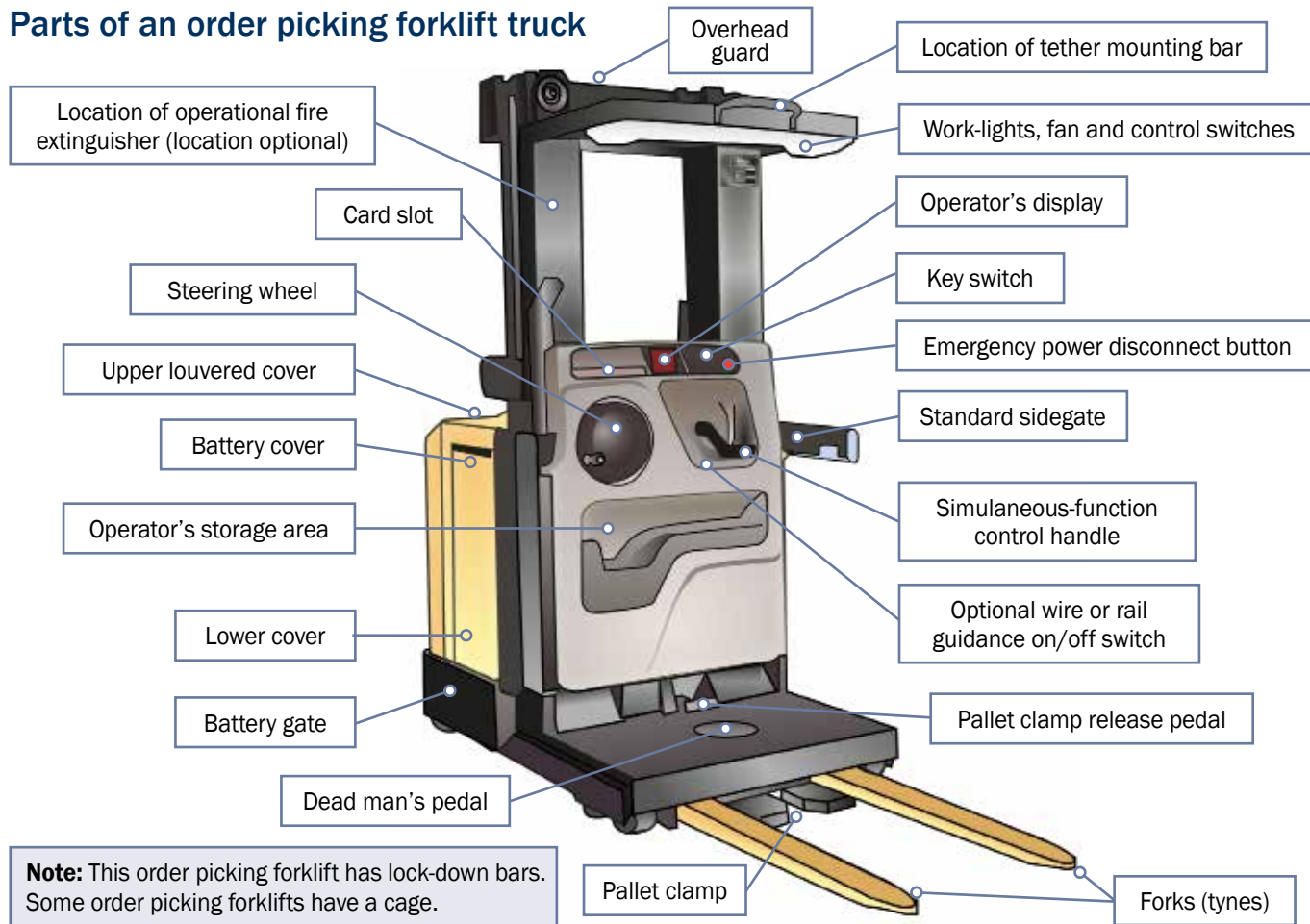
## What is an order picking forklift truck?

An order picking forklift truck (also known as a stock picker) is different from other forklifts.

- On an order picking forklift the mast is fixed and cannot tilt
- An order picking forklift lifts and lowers the operator with the load
- The controls travel with the operator.



### Parts of an order picking forklift truck



**Note:** This order picking forklift has lock-down bars. Some order picking forklifts have a cage.



# PREPARE FOR WORK / TASK

## Element 2



## Selecting the right order picker

It is important that the correct type of order picker is selected for the job.

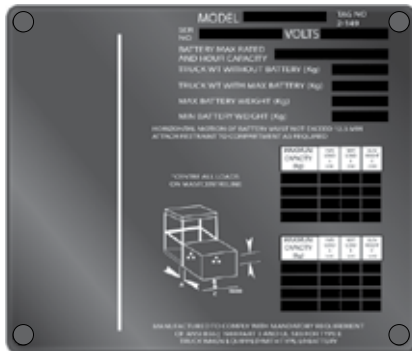
Some things you need to consider include:

### 1. Can the order picker lift the load?

The order picker must be fitted with a data plate.

The data plate tells you the maximum weight that can be lifted by the order picker.

The load you need to lift must weigh **less** than the maximum weight that can be lifted.



### 2. Lift height.

The order picker must be able to reach the highest item you need to pick.

Can the mast fit under any doorways you need to travel through?



### 3. Ground conditions.

The order picker must be appropriate for the operating surface.

Order pickers have small solid wheels and a low ground clearance.

They are designed to operate on hard, flat, level surfaces only.

For example concrete.

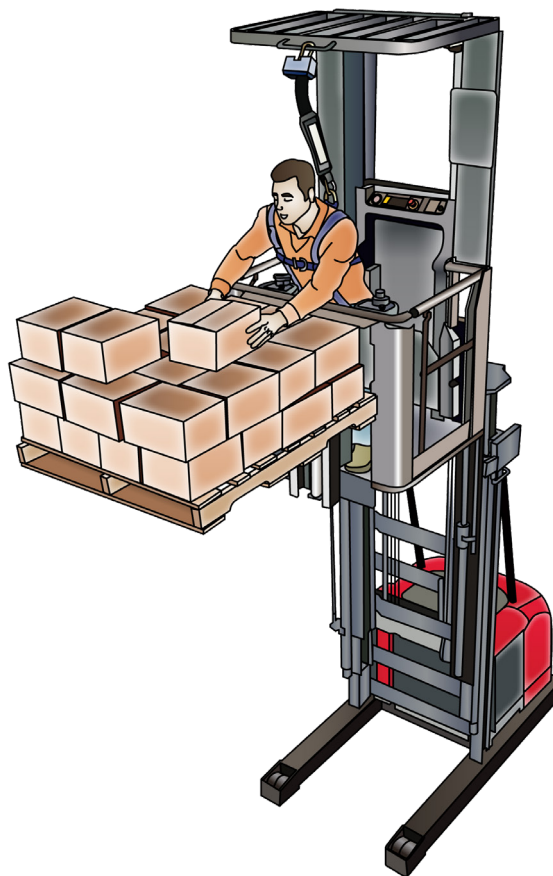


# ORDER PICKING FORKLIFT TRUCK

# TRAINER'S MARKING GUIDE

TLILIC0004

Licence to operate an order picking forklift truck





# Contents

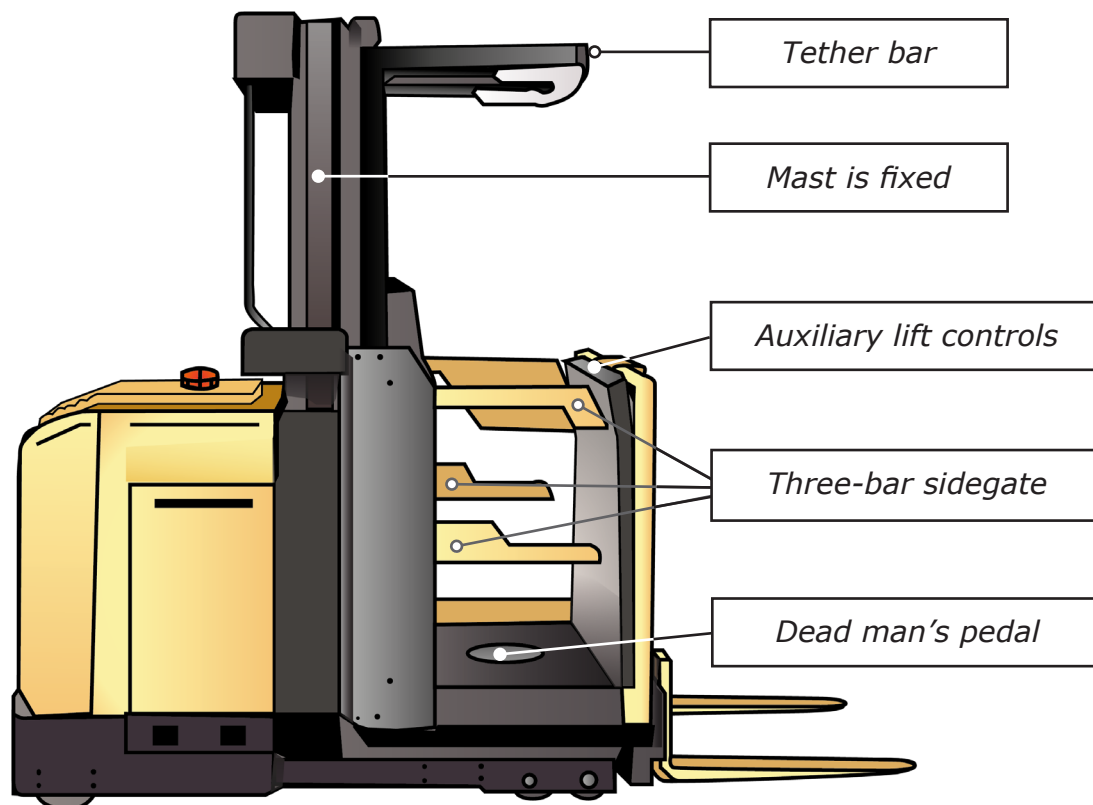
Language – Literacy – Numeracy (LLN) .....	4
How to get the most out of this book .....	5
Things to consider when learning .....	6
Learning support materials .....	7
Learning and practical tasks .....	8
What is an order picking forklift truck? .....	9
Parts of an order picking forklift truck .....	10
Data plate .....	11
<b>Introduction to high risk licensing</b> .....	13
New National Vocational Education and Training (VET) licensing pathway .....	14
Training and assessment requirements .....	15
Record of training logbook .....	16
Who has a duty of care? .....	17
Where to find licensing information .....	19
Introductory training exercise .....	20
<b>Part 1—Prepare for hazards</b> .....	23
Practical Task 1 .....	31
Practical Task 2 .....	32
<b>Part 2—Check the order picking forklift</b> .....	35
Practical Task 3 .....	44
<b>Part 3—Plan the move</b> .....	47
Practical Task 4 .....	55
<b>Part 4—Move the load</b> .....	59
Practical Task 5 .....	65
<b>Part 5—Shut down and secure the order picking forklift</b> .....	67
Practical Task 6 .....	73
Thank you .....	75
Continuous improvement form .....	76

# What is an order picking forklift truck?

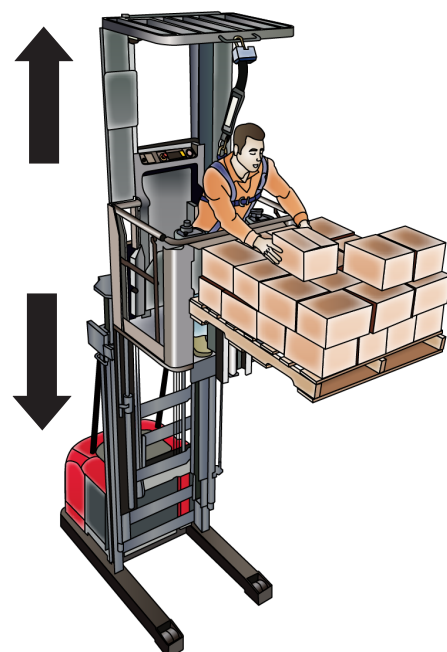
An order picking forklift truck (also known as a stock picker) is different from other forklifts.

- On an order picking forklift the mast is fixed and cannot tilt forwards.
- An order picking forklift lifts and lowers the operator with the load.
- The controls travel with the operator.

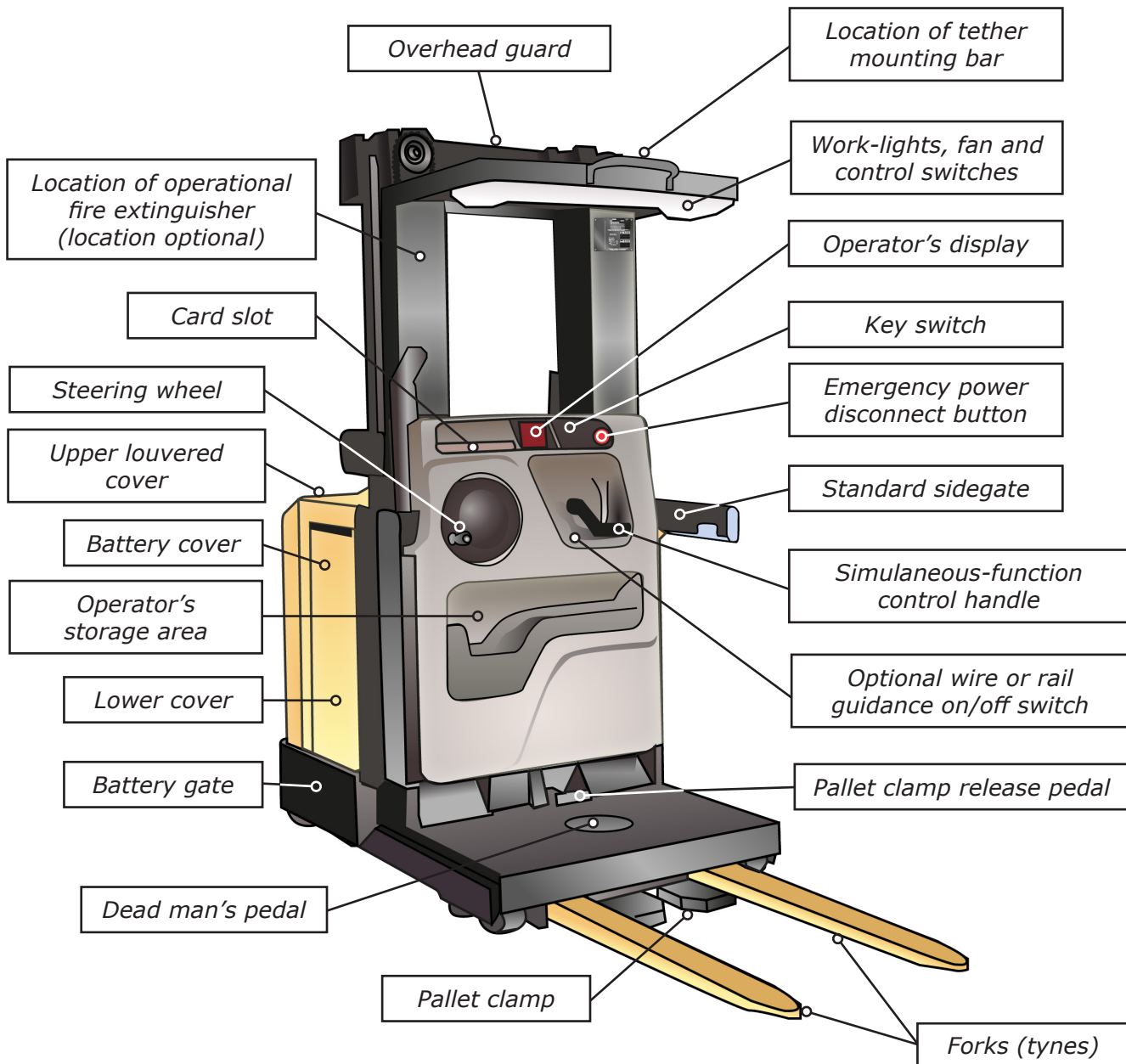
Controls travel with operator



Operator is lifted and lowered with the load



# Parts of an order picking forklift truck



**Note:**

This order picking forklift has lock-down bars. Some order picking forklifts have a cage.



## Part 1

# Prepare for hazards



**Trainers please note:**

**The answers in this book are in no way conclusive and are to be used as a guide only. Use your own knowledge and experience to correct the variation of answers that may be given by learners.**

Performance Criteria: 2.3

## Identify workplace hazards

A hazard is anything that can hurt you or others while you work. You need to know (identify) workplace hazards before you start work. Look for hazards. Look above you, look around you, and check the ground below you.



## Theory Training Task 1

Performance Criteria: 2.3

a) Give examples of hazards you should look for before you begin work

Answers may include but not limited to:



### Above head height

- powerlines and overhead service lines
- trees
- buildings
- other obstructions.

### Ground level to eye level

- other equipment
- machinery/plant
- people and pedestrians
- things in the path of travel
- environmental conditions
- surrounding structures
- facilities
- dangerous materials
- other obstructions
- insufficient lighting.

### Ground level (and below)

- stable/level surface
- spills or wet surfaces
- debris and rubbish
- trenched or recently filled trenches
- unstable ground
- underground services
- surface is strong enough to support the weight of any equipment/materials.



b) Tick any of these hazards you may have come across in past or present workplaces.

Trainers: Encourage your learners to place a tick beside hazards they have seen in their past or present places of employment.

Performance Criteria: 2.3, 3.1

## Hazards control measures

What are hazard control measures?

They are actions you take to control or prevent a danger that can injure (hurt) you. Use controls to reduce the risk to workmates and property. Set up the hazard controls before you start the task.

The hierarchy of hazard control tells you the steps to take so you can reduce the danger from hazards.

A risk is the chance of a hazard injuring a person. In other words, what is the chance of the hazard hurting you?



## Theory Training Task 2

Performance Criteria: 2.3, 3.1

a) What is a Job Safety Environment Analysis Worksheet (JSEA) used for?

**A JSEA is used to record a work plan.**

b) What else could you include to show how you will control a hazard?

**A JSEA should include details of the:**

- **Job**
- **Hazards**
- **Measures you will take to control those hazards.**

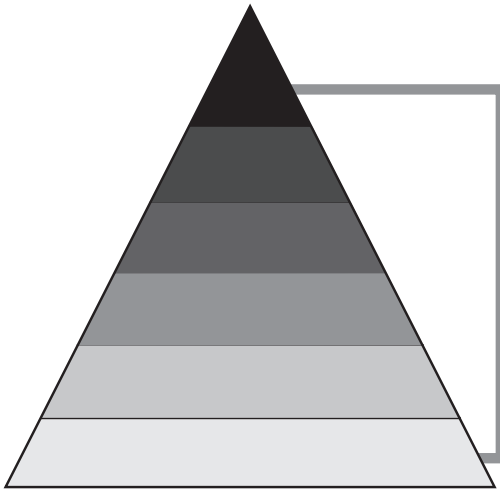
Job Safety Environment Analysis Worksheet			
Company name:	<input type="text"/>	Date:	<input type="text"/>
Site name:	<input type="text"/>	JSEA No.:	<input type="text"/>
Contractor:	<input type="text"/>	Permit to work requirement:	Yes <input type="checkbox"/> No <input type="checkbox"/>
Activity:	<input type="text"/>	Approved by:	<input type="text"/>



## Theory Training Task 3

Performance Criteria: 2.3, 3.1

a) List the **six** levels of the hierarchy of hazard control.



1. **Eliminate the hazard** .....
2. **Substitute the hazard** .....
3. **Isolate the hazard** .....
4. **Use engineering controls** .....
5. **Use administrative controls** .....
6. **Use personal protective equipment (PPE)** .....

b) What is the first thing you should try if you find a hazard?

**Eliminate the hazard – you should try to remove or get rid of the hazard.**



## Theory Training Task 4

Performance Criteria: 1.2

Why should you NOT rely on PPE as the only method of hazard control?

**PPE will help keep a person safe but will not eliminate injury**

**It should not be solely relied upon for hazard control.**



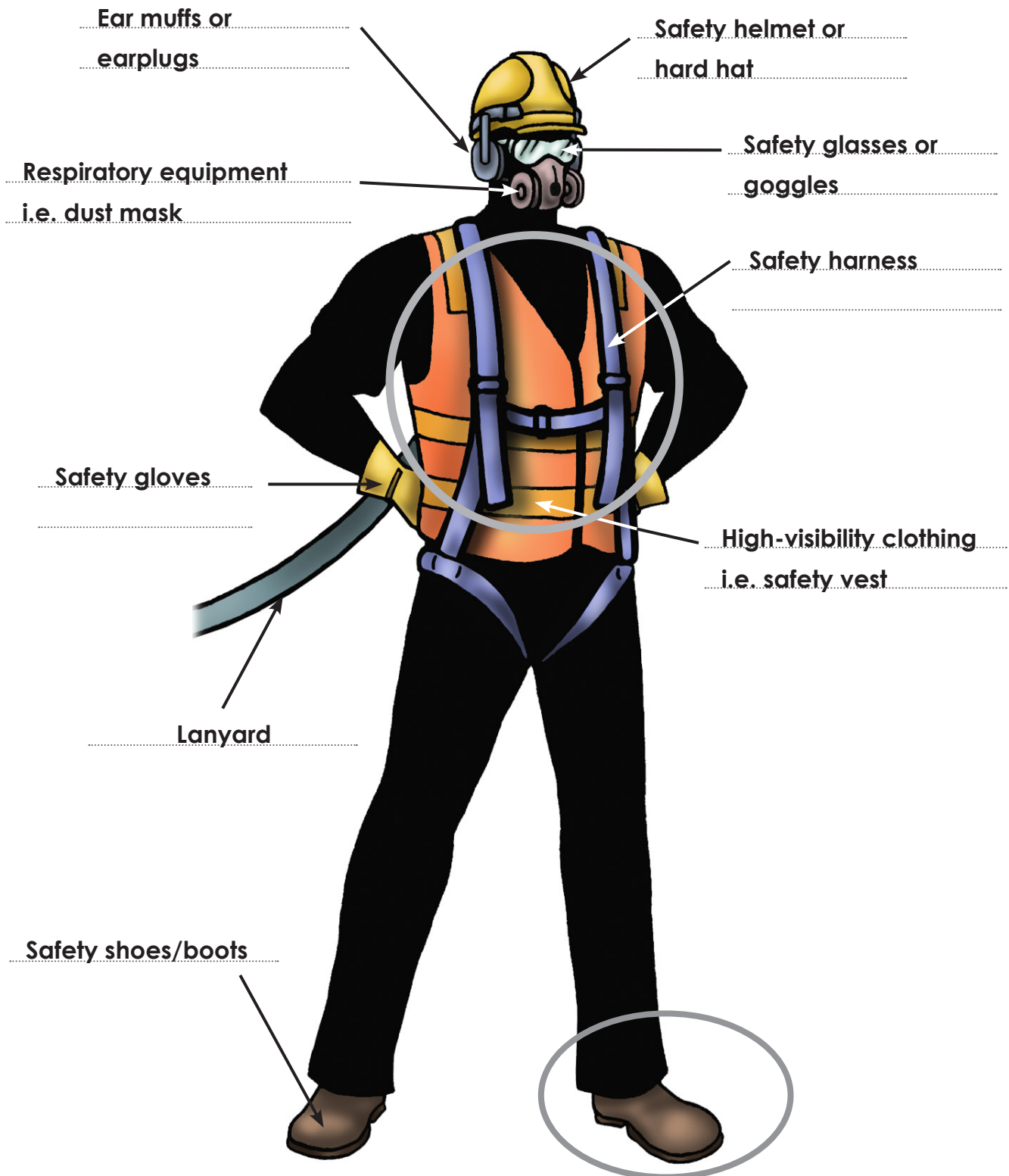




## Theory Training Task 5

Performance Criteria: 2.3

Label the personal protective equipment in the picture below.



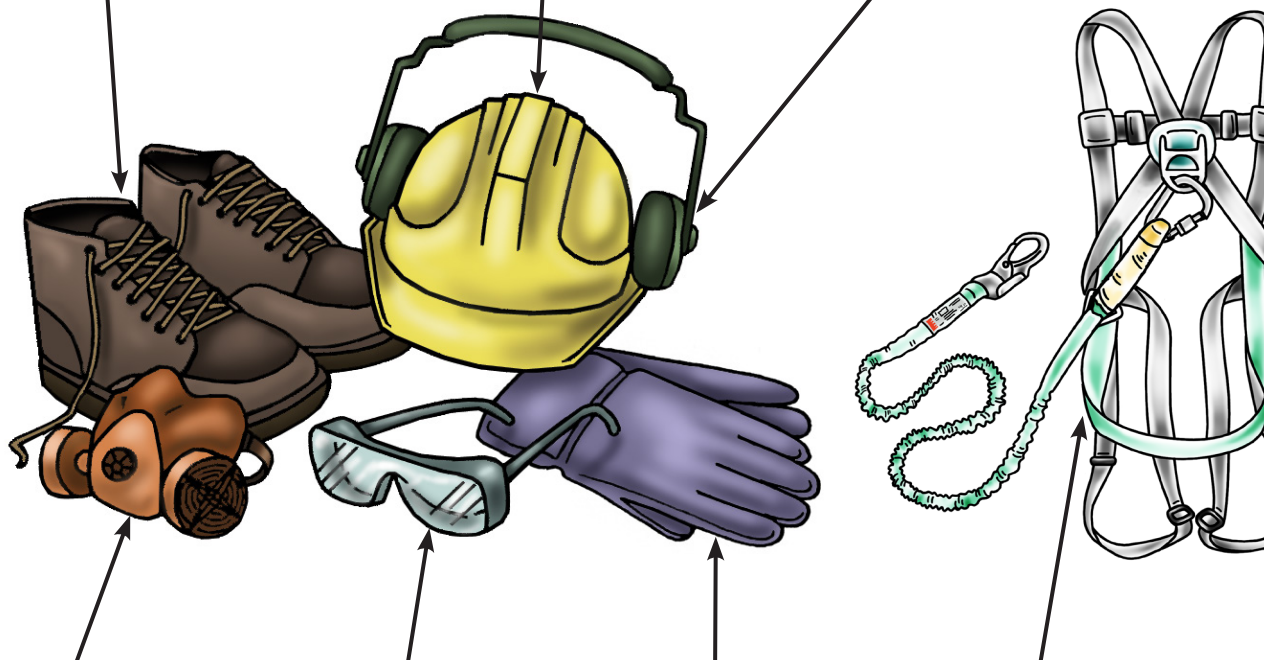
- b) Circle the two (2) items that must be worn on every work site when using an order picking forklift truck.



# Theory Training Task 6

Performance Criteria: 2.3

Give an example of why you might have to wear each of the following.

<p><b>Safety shoes</b></p> <p>To protect your feet from falling or rolling objects and from standing on things.</p>	<p><b>Hard hat</b></p> <p>To protect your head from falling objects.</p>	<p><b>Ear protection</b></p> <p>To protect your hearing when working in noisy areas.</p>	
			
<p><b>Face mask</b></p> <p>To protect your lungs when working in a dusty area or with toxic chemicals.</p>	<p><b>Safety glasses</b></p> <p>To protect your eyes from flying objects.</p>	<p><b>Gloves</b></p> <p>To protect your hands and fingers.</p>	<p><b>Safety harness</b></p> <p>To protect you from falling when working at heights.</p>

## Part 2

# Check the forklift



**Trainers please note:**

The answers in this book are in no way conclusive and are to be used as a guide only. Use your own knowledge and experience to correct the variation of answers that may be given by learners.

Performance Criteria: 2.6, 2.7

## Visual check

Before you use an order picking forklift truck, do a visual check to make sure there aren't any problems.

Before you move any loads, look at the forklift to see if it's in a safe working condition and is right for the job.

A faulty forklift could cause an accident and injure or kill you or your workmates.

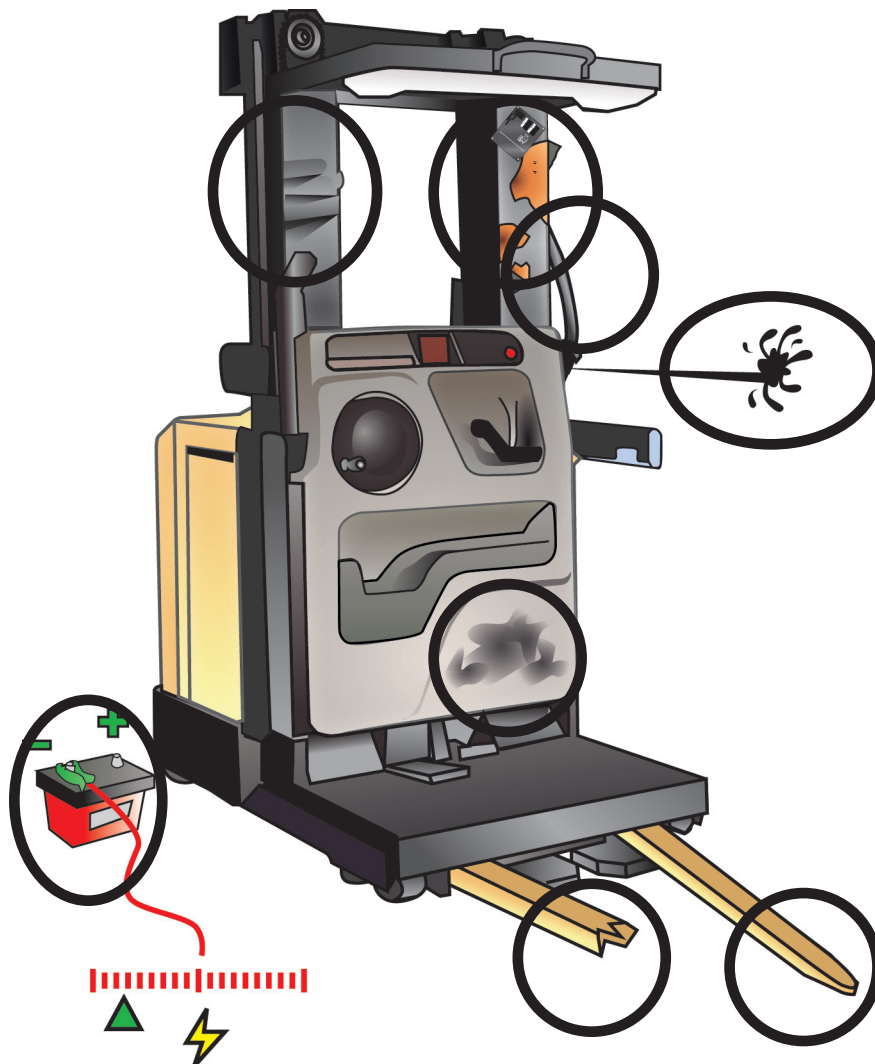


## Theory Training Task 10

Performance Criteria: 2.6, 2.7



a) Circle the things you should check the order picking forklift for:



- b) Choose two of the areas you circled in question a) picture.  
Explain why you think the check is important.

The answer may include:

- Rust, lifting paint and cracked welds arm may be signs of wear or a welding fault.
- Fluid on ground may be an oil or hydraulic leak.
- Missing logbook or user manual may be a sign of missed servicing.
- A damaged tyre may need to be replaced.

- c) What should you do if you find any of these faults?

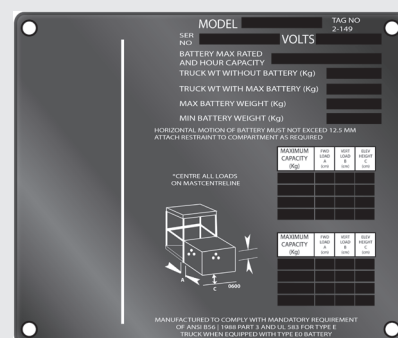
- Take the key/keycard out of the ignition
- Tag the order picker
- Record the fault in the logbook
- Tell the supervisor/boss.

Performance Criteria: 2.7

### Check signs and labels

You should know the order picking forklift's load limits and what it can and cannot do.

All signs and labels should be clear enough for you to read.



## Theory Training Task 11

Performance Criteria: 2.7

What do you do if you find the data plate can't be read or is missing?

- Do not use the order picking forklift
- Put the 'UNSAFE DO NOT OPERATE' tag on the order picking forklift
- Tell the supervisor/boss



Performance Criteria: 2.9

## Know your forklift's controls

Different forklifts can have different controls. Get to know the position and use of all the controls on the order picking forklift.



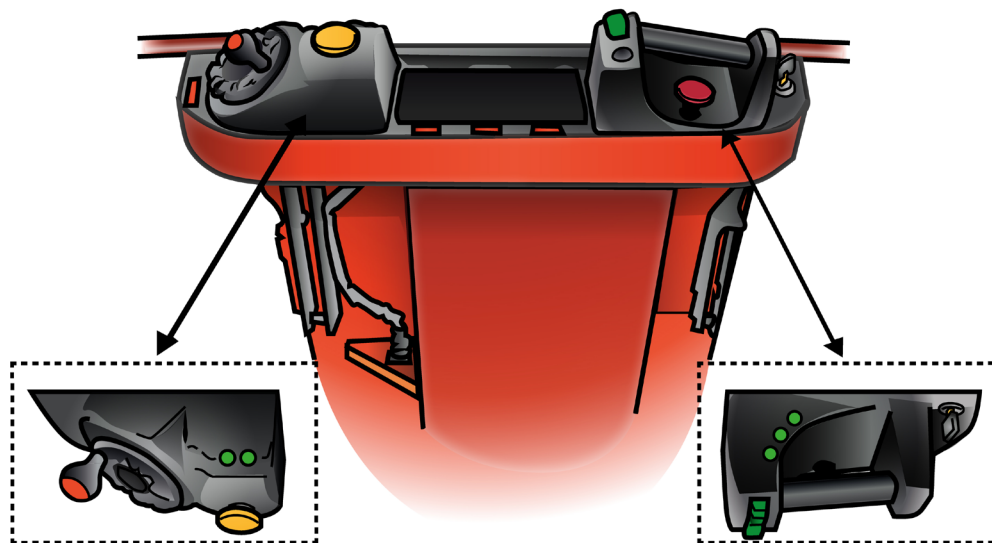
## Theory Training Task 12

Performance Criteria: 2.9

What are the main controls on an order picking forklift?

Answer may include:

- Emergency power disconnect button
- Steering wheel
- Steering direction indicator
- Parking (dead man's) brake pedal/button
- Pallet clamp release pedal
- Emergency lower valve
- Lights
- Horn button



## Part 3

# Plan the move



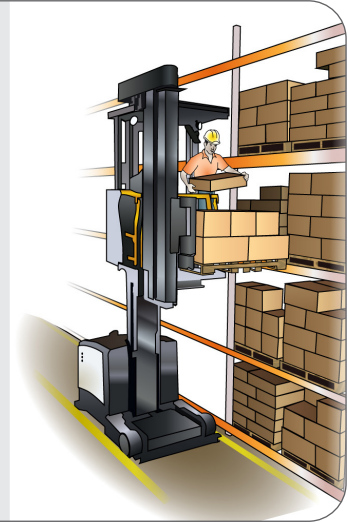
**Trainers please note:**

**The answers in this book are in no way conclusive and are to be used as a guide only. Use your own knowledge and experience to correct the variation of answers that may be given by learners.**

Performance Criteria: 1.3

## Choosing the right order picking forklift

Make sure you choose the right order picking forklift for where you are working.



## Theory Training Task 19

Performance Criteria: 1.3

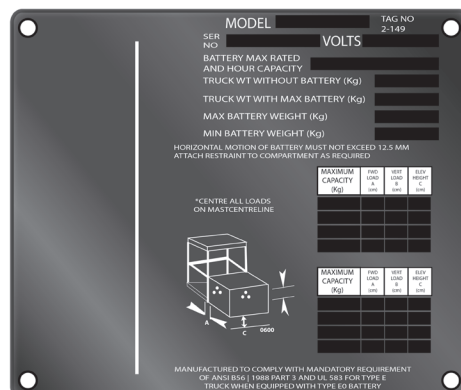
a) How do you find out the order picking forklift's load capacity to make sure it can move or lift the load?

- By reading the order picker's load limits in the owner/operator manual
- By looking on the order picker's data plate.

b) Can you name three things an order picker's data plate tells you?

Answer may include:

- Maximum load capacity of the order picking forklift truck
- Load centre distance
- Approximate weight of order picking forklift truck
- Maximum lift height.





# Mapping

## TLILIC0004 Licence to operate an order picking forklift truck



The information and questions contained in the learner guide and PowerPoint presentation have been mapped to the elements, performance criteria, and knowledge evidence for the unit of competency TLILIC0004 Licence to operate an order picking forklift truck.

**Elements and performance criteria**

Performance Criteria	Learner guide and PowerPoint	Learner Workbook	Review Questions and Practical Training Tasks
<b>ELEMENT 1 – PLAN WORK / TASK</b>			
1.1 Task requirements are identified from work orders or equivalent and confirmed with relevant people and a site inspection is conducted in accordance with workplace procedures	<ul style="list-style-type: none"> <li>• OHS / WHS Guidelines, instructions and people. – Page 13</li> <li>• Communicate clearly – Page 21</li> <li>• Written instructions Page 22</li> <li>• Personal Protective Equipment – Page 32 Question 9</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Theory Training Task 2</li> <li>• Theory Training Task 10</li> <li>• Theory Training Task 20</li> <li>• Practical Training Task 3</li> </ul>	<ul style="list-style-type: none"> <li>• Question 8</li> <li>• Question 8</li> </ul>
1.2 All work is confirmed to ensure coverage of work/task requirements for the relevant work area is in accordance with workplace procedures	<ul style="list-style-type: none"> <li>• Communicate clearly – Page 21</li> <li>• Question 9, 10, 12</li> <li>• Working from heights – Page 29</li> <li>• Personal Protective Equipment – Page 32</li> </ul>	<ul style="list-style-type: none"> <li>• Theory Training Task 4</li> </ul>	<ul style="list-style-type: none"> <li>• Question 24</li> </ul>
1.3 Order picking forklift truck is selected using relevant methodology in accordance with type and weight characteristics of load, workplace conditions, manufacturer specifications and workplace procedures	<ul style="list-style-type: none"> <li>• What is an order picking truck? – Page 7, 8</li> <li>• Selecting the right order picker – Page 41</li> </ul>	<ul style="list-style-type: none"> <li>• Theory Training Task 19</li> <li>• Theory Training Task 22</li> <li>• Theory Training Task 23</li> <li>• Theory Training Task 24</li> <li>• Theory Training Task 25</li> <li>• Practical Training Task 4</li> </ul>	<ul style="list-style-type: none"> <li>• Question 22</li> <li>• Question 25</li> <li>•</li> </ul>
1.4 Working area is inspected and appropriate paths for operating the order picking forklift truck and moving in work area are assessed and determined in accordance with workplace procedures	<ul style="list-style-type: none"> <li>• Question 19, 53</li> </ul>	<ul style="list-style-type: none"> <li>• Theory Training Task 20</li> <li>• Practical Training Task 4</li> </ul>	<ul style="list-style-type: none"> <li>• Question 23</li> </ul>

1.5 Traffic management plan implementation is confirmed and understood in accordance with workplace procedures	<ul style="list-style-type: none"> <li>• Question 12, 39</li> </ul>	<ul style="list-style-type: none"> <li>• Theory Training Task 27</li> </ul>	<ul style="list-style-type: none"> <li>• Question 26</li> <li>• Question 9</li> </ul>
1.6 Appropriate communication procedures are identified and tested with relevant people in accordance with workplace procedures	<ul style="list-style-type: none"> <li>• Communicate clearly – Page 21</li> <li>• Question 18</li> </ul>	<ul style="list-style-type: none"> <li>• Theory Training Task 21</li> <li>• Practical Training Task 4</li> </ul>	<ul style="list-style-type: none"> <li>• Question 24</li> </ul>
1.7 Work area operating surface is assessed to determine quality and suitability for operational use in accordance with workplace procedures	<ul style="list-style-type: none"> <li>• Question 12, 55</li> <li>• Selecting the right order picker – Page 41</li> <li>• Ground surface – Page 63</li> </ul>	<ul style="list-style-type: none"> <li>• Theory Training Task 1</li> </ul>	<ul style="list-style-type: none"> <li>• Question 11</li> </ul>

<b>Performance Criteria</b>	<b>Learner guide and PowerPoint</b>	<b>Learner Workbook</b>	<b>Review Questions and Practical Training Tasks</b>
ELEMENT 2 – PREPARE FOR WORK / TASK			
2.1 Consultation with workplace person/s is maintained to ensure workplan is clear and consistent with site requirements in accordance with workplace procedures	<ul style="list-style-type: none"> <li>• OHS / WHS Guidelines, instructions and people – Page 13</li> <li>• Communicate clearly – Page 21</li> <li>• Question 9, 12</li> </ul>	<ul style="list-style-type: none"> <li>• Theory Training Task 21</li> </ul>	<ul style="list-style-type: none"> <li>• Question 24</li> </ul>
2.2 Environmental work area conditions are assessed to determine any impact on order picking forklift truck positioning in accordance safe work procedures	<ul style="list-style-type: none"> <li>• Personal protective equipment (PPE) – Page 32</li> </ul>	<ul style="list-style-type: none"> <li>• Theory Training Task 1</li> <li>• Theory Training Task 2</li> </ul>	<ul style="list-style-type: none"> <li>• Question 9</li> </ul>

<p>2.3 Risk control measures for hazards identified are checked for implementation in accordance with safe work procedures</p>	<ul style="list-style-type: none"> <li>• Question 12, 11, 13, 37, 38, 39, 65, 66, 67, 68</li> <li>• Contact with electrical or live service lines – Page 25</li> <li>• Hazardous materials – Page 29</li> <li>• Hazard, risk and control – Page 30</li> </ul>	<ul style="list-style-type: none"> <li>• Theory Training Task 1</li> <li>• Theory Training Task 2</li> <li>• Theory Training Task 3</li> <li>• Theory Training Task 5</li> <li>• Theory Training Task 6</li> <li>• Theory Training Task 7</li> <li>• Practical Training Task 1</li> <li>• Practical Training Task 2</li> </ul>	<ul style="list-style-type: none"> <li>• Question 7</li> <li>• Question 9</li> </ul>
<p>2.4 Order picking forklift truck is accessed in a safe manner in accordance with manufacturer specifications and safe work procedures</p>	<ul style="list-style-type: none"> <li>• Question 58</li> </ul>	<ul style="list-style-type: none"> <li>• Theory Training Task 14</li> </ul>	<ul style="list-style-type: none"> <li>• Question 27</li> </ul>
<p>2.5 Order picking forklift truck logbook is inspected and is correct for the order picking forklift truck, is completed, signed and required rectifications have been signed off in accordance with manufacturer requirements and safe work procedures</p>	<ul style="list-style-type: none"> <li>• Question 26, 27, 31, 35, 80, 86, 89</li> <li>• Post-start checks – Page 56</li> </ul>	<ul style="list-style-type: none"> <li>• Record of Training Logbook – Page 16</li> </ul>	<ul style="list-style-type: none"> <li>• Question 2.5</li> </ul>
<p>2.6 Pre-start checks are carried out and any damage and defects are reported, recorded and appropriate action is taken in accordance with safe work procedures and manufacturer specifications</p>	<ul style="list-style-type: none"> <li>• Selecting the right order picker – Page 41</li> <li>• Question 22, 23, 25, 26, 27</li> <li>• Pre-start operational checks – Page 44</li> </ul>	<ul style="list-style-type: none"> <li>• Theory Training Task 10</li> <li>• Theory Training Task 13</li> <li>• Theory Training Task 18</li> <li>• Practical Training Task 3</li> </ul>	<ul style="list-style-type: none"> <li>• Question 12</li> <li>• Question 13</li> <li>• Question 15</li> <li>• Question 16</li> <li>• Question 18</li> <li>• Question 19</li> </ul>
<p>2.7 Prior to operation, order picking forklift truck and safety equipment for working at height is visually checked for any damage, defects are reported, recorded and appropriate action is taken in accordance with safe work procedures</p>	<ul style="list-style-type: none"> <li>• Question 15, 31, 32, 33, 35</li> <li>• Pre-start operational checks – Page 44</li> <li>• Test order picking forklift functions and safety devices – Page 57</li> </ul>	<ul style="list-style-type: none"> <li>• Theory Training Task 10</li> <li>• Theory Training Task 11</li> <li>• Theory Training Task 17</li> <li>• Theory Training Task 18</li> <li>• Theory Training Task 28</li> <li>• Practical Training Task 3</li> </ul>	<ul style="list-style-type: none"> <li>• Question 27</li> </ul>