



QUEENSLAND
GOVERNMENT

Division of

Workplace Health
& Safety

Department of Employment, Training
and Industrial Relations

ORDER PICKING FORK LIFT TRUCK

ASSESSMENT INSTRUMENT

**NATIONAL GUIDELINES FOR OCCUPATIONAL HEALTH AND SAFETY
COMPETENCY STANDARDS FOR THE OPERATION OF LOADSHIFTING
EQUIPMENT AND OTHER TYPES OF SPECIFIED EQUIPMENT
[NOHSC:7019(1992)]**

May 1994

Loadshifting Equipment

Order Picking Fork Truck

ASSESSMENT

Part 1 Performance
Part 2 Oral/Written

May 1994

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Assessor guidelines - general

1. Introduction

1.1 Scope

These general guidelines apply to all the assessment instruments for the certificates of competency prescribed by the National Guidelines for Occupational Health and Safety Competency Standards for the Operation of Loadshifting Equipment and Other Types of Specified Equipment.

Assessors should also be familiar with the publication Assessment guidelines for National Occupational Health and Safety Certification Standard for users and operators of industrial equipment.

1.2 Additional guidelines

Guidelines which provide additional specific information to certificate assessors are also included in each assessment instrument. Included, where appropriate, are specific instructions on the usefulness of training records (such as log books) and other certificates with overlapping competencies.

1.3 Evidence of competence

Evidence of competence is established in a number of ways. The methods used in the following instruments involve:

- assessment of practical performance
- written and/or oral answers to questions on underpinning knowledge.

2. Preparing for the assessment

2.1 Study the instruments

You need to read the assessment instruments and specific instructions carefully before beginning an assessment.

2.2 Confirm appointments

Prior to an assessment, you need to confirm the date, time and location of the assessment with the applicants and any other relevant people.

2.3 Equipment availability

The availability of equipment, materials and a suitable working area must be organised and confirmed, prior to the assessment.

2.4 Workplace factors

Because procedures and processes vary greatly between workplaces, it is important for assessors to plan their approaches to meet the requirements of the individual workplace.

Make sure you take the timeframe into account when planning the assessment and also make applicants aware of any time limits.

2.5 Selecting questions

Questions for the written/oral assessment should be randomly selected, either by hand or using the computer system, if applicable.

3. Conducting the assessment

3.1 Provide an explanation

Begin by explaining clearly to the applicants what is required of them. Check that applicants have provided (or have been provided with) the necessary tools and equipment.

3.2 Practical performance

Complete the performance checklist, as the applicant works through the required tasks. Wherever possible, this should be done in a normal working environment.

Do not ask the applicant questions while he or she is performing a task, as this can be distracting, and may affect the time taken to complete the assessment.

If, at any time, the applicant is endangering himself/herself or others, stop the assessment immediately. This indicates that the applicant is not yet competent and may require further training, before being reassessed.

Assessments should also be stopped, if equipment or property are likely to be damaged.

3.3 Knowledge

The knowledge assessment covers both oral and written exercises. The model answers provided with the knowledge assessment instruments are not necessarily exhaustive. Use your own judgement when scoring alternative answers.

3.4 Recording responses

Each item and question on the assessment forms you use is accompanied by a box. Assessors must complete every box as follows:

- CORRECT PERFORMANCE/ANSWER
- NOT YET ACHIEVED
- NOT APPLICABLE

If a box is marked incorrectly, cross out the mistake, mark the correct response alongside, and initial the change.

4. Determining competencies

4.1 Assessment summary

A specific assessment summary is given for each certificate class. This is to be filled in and signed by the assessor, and countersigned by the applicant.

The original and duplicate are given to the applicant. The applicant provides the original to the certifying authority. The triplicate is retained by the assessor.

4.2 Competency requirements

In order for you to deem an applicant competent, he or she must have completed each section of the assessment to the standard required. You should note any time constraints when arriving at your decision.

The standard required for each instrument is specified in the specific guidelines and/or on the summary page at the end of each assessment.

In the case of a repeat assessment, the assessor can decide to apply the whole or only part of the assessment.

4.3 Additional comments

Where an applicant fails to meet the standard of competence, you should add a written comment on the Assessment Summary, which briefly explains the problem.

Advice to the applicant, on the appropriate remedial action should also be included. This will also assist the certificate assessor, in the event that the applicant undergoes future reassessment.

Likewise, if an applicant demonstrates outstanding or remarkable performance, this should be noted.

4.4 Further investigation

As a certificate assessor, it is your role to determine whether or not an applicant has achieved the standard necessary for the certifying authority to be able to grant a certificate of competency.

Whenever you are unsure of the applicant's performance or knowledge or performance, ask additional questions, and obtain additional evidence, before making your final decision

National OHS Certification Standard

Loadshifting Equipment

Order Picking Fork Lift Truck

Performance Assessment

May 1994

ORDER PICKING FORK LIFT TRUCK

Assessor Guidelines - Specific

ASSESSMENT SPECIFICATIONS	INSTRUMENT	–
This assessment of performance covers the Loadshifting elements of competence:		
1.1, 1.2, 1.3, 2.1, 3.1 and 3.2		

1. The assessment requires the applicant to transfer and shift loads following a sequence of:
 - a) planning
 - b) checking equipment
 - c) shifting load
 - d) unloading
 - e) shutting down equipment
2. The performance assessment can be conducted at any location which facilitates proper assessment of the above mentioned competency elements.
3. The following equipment and materials may be required during assessment:
 - an order picking fork lift truck in safe operating condition which complies with the requirements of the relevant Australian Standard code.
 - low medium and high level racks.
 - a suitable load.
4. A full assessment consists of 64 steps and can take up to one hour to complete.
5. The items in the shaded boxes are of critical importance. Failure to get any of these correct means that competency has not been achieved.
6. The applicant's competence in each unit is to be summarised for both performance and knowledge on the summary sheet. Competence is achieved for a unit when the required number of boxes for that unit have been ticked or marked 'N/A'.

Overall competence is achieved when competence in all units has been assessed.

Practical assessment course (example)
7. The assessment course design on page 4 is provided as an example, only, of what can be done either in a simulated or work place environment.
 - Consider the following in relation to course layout and test procedure:
 - The aim is to provide a course which will require skill to negotiate with a loaded order picking fork lift truck.
 - The order picking fork lift truck selected for the assessment should be used so that the full range of functions are demonstrated. To achieve this, the order picking fork lift truck will need to be loaded to a minimum of 90% capacity during the loaded part of the assessment. High level stacking/loading operations should be performed at maximum available stack/rack height, and for whatever reason should not be performed at less than 75% of the machine's height capacity.

- *Go to start and carry out pre-operational checks.*
 - pick up load at A and place at space B
 - pick up load at B
 - drive in reverse and place at C
 - pick up load at C
 - place load at D
 - pick up load at D
 - drive forward to finish E and place load
 - park order picking fork lift truck
 - carry out post operational checks
11. The full practical assessment will cover:-
- pre and post operational requirements of the equipment to specifications (Unit 1)
 - identification of work hazards and selection of prevention control measures (Unit 1)
 - planning and inspection of the work area (Unit 1)
 - appropriate use and effective equipment operation during load shifting operations (Unit 2)
 - correct shut down procedures (Unit 3)
 - post operational check procedures (Unit 3)

INSTRUCTIONS TO APPLICANT:

8. You may ask questions to ensure you understand the correct procedure before you begin and if necessary you may also seek clarification of the correct procedure during the assessment.
9. Do the assessment as if it is the first time you have performed it. Your competence as an operator will be assessed, based on the above mentioned assumption and your corresponding actions during the assessment. **You will be told when to begin.**
10. You will be asked some questions either during or after the assessment to establish the reasons for your decisions and actions. I may raise my left arm as an indication for you to stop the activity to allow questioning.

CONDUCT ROUTINE CHECKS:

Performance criteria 1.1.1 and 1.1.2

The applicant is asked to carry out a complete routine check on this order picking fork lift truck in accordance with the manufacturer's instructions.

- 1. Check lift system.
- 2. Check mast assembly.
- 3. Check tyre condition.
- 4. Check that liquid levels are correct
 - Battery
 - Hydraulic oil
- 5. Check guards (condition and security)
 - load guard
 - overhead guard
- 6. Operator inspects pins or other locking devices to ensure security of attachment

PLAN WORK:

Performance criteria 1.2.1., 1.2.2 and 1.2.3

The applicant is asked to carry out an inspection on the work area to plan shifting a load.

- 7. Operator inspects work site and identifies hazards prior to operating order picking fork lift truck.
- Q.** Why did you inspect the work area?
- A.** *To determine if any hazards exist and plan for or eliminate if possible.*
- 8. Where practicable, operator either immediately removes hazard, or ensures hazard is eliminated by instigating

appropriate guarding or safeguarding measures.

- 9. Before operating, where appropriate, operator ensures on-site personnel, are made aware of vehicle operation and access restrictions for pedestrians.

This next question is asked where the operator has not been observed to carry out step 9.

Q. When would you ensure on site personnel are made aware of order picking fork lift truck operation?

A. *Whenever personnel are at risk from the operation*

- 10. Operator is wearing suitable protective clothing and equipment. May include footwear, hearing protection, safety helmet, respirator.

- 11. Operator checks Manufacturers Data Plate (including warning notices).

- 12. Operating area is either fenced off from personnel other than drivers, or machine travel motion is automatically locked off when load is raised 600mm.

- 13. Operator surveyed the practical assessment site by viewing the work area.

Q. What is the reason for inspecting/surveying the work area prior to shifting the load?

A. *To plan paths of movement for loads to ensure safe operation and vehicle selection.*

CHECK CONTROLS AND EQUIPMENT:

Performance criteria 1.3.1 and 1.3.2

The applicant is asked to carry out a pre-operational and post start up check of the order picking fork lift truck.

Operator demonstrates operational checks carried out in accordance with manufacturers specifications/operating manual covering:

- 14. Brake systems - service and park.
- 15. Steering system.
- 16. Attachments and their security.
- 17. Lights, horn, gauges.
- 18. Hydraulic leaks.
- 19. Battery charged and retainer locked.
- 20. Operation of controls results in smooth and correct operation of selected function.
- 21. Operator demonstrates correct start up procedure according to operations manual.
- 22. Order picking fork lift truck is checked for damage and defects by operator.
- 23. Operator indicates awareness of site procedure.
- 24. Defects and damage identified are reported.

This next question is only asked when damage or defects are not reported.

- Q.** What would you do if you identified damage or defects affecting safe operation when checking the order picking fork lift truck?

- A.** *Stop use and report the defects or damage to an authorised person.*

SHIFT LOAD:

Performance criteria 2.1.1 to 2.1.6

The applicant is asked to use the order picking fork lift truck to shift a load including manoeuvring the order picking fork lift truck in both forward and reverse direction around obstructions. Also to lift, place, remove and lower the load.

- 25. Operator selection of attachments is suitable for material to be shifted and correctly positioned.
- 26. Order picking fork lift truck is suitable for ground conditions/environment.
- 27. Order picking fork lift truck is of correct type, height and load capacity.
- 28. Operator is observed assessing weight of load prior to shifting.
- Q.** How was the weight of load assessed?
- A.** *Checked consignment details, or load markings, or checked with an authorised person, or calculated the load – **suitable explanation required.***
- 29. Load is evenly distributed prior to shifting.
- 30. Operation of controls and levers is smooth. There is no jerky movement of the load.

- | | | | |
|--|-------------------------------------|--|--------------------------|
| 31. No object in the path of the order picking fork lift truck should be hit hard or knocked over;
- or be intentionally of
- unintentionally driven through;
- or be bumped into | <input checked="" type="checkbox"/> | 43. Operator and co-workers follow and maintain agreed plan/path. | <input type="checkbox"/> |
| 32. Whilst manoeuvring, the operator shunts or repositions path of order picking fork lift truck to eliminate hazard. | <input type="checkbox"/> | 44. Where necessary co-worker is asked to provide sufficient feedback to ensure communication is effective and interpreted. | <input type="checkbox"/> |
| 33. Operator looks in direction of travel before the order picking fork lift truck moves - in the case of reverse the operator looks behind over both shoulders before moving. | <input checked="" type="checkbox"/> | 45. Operator is secured by attachment points to approved safety line and belt or harness before stepping out onto the load platform. | <input type="checkbox"/> |
| 34. Travelling height should leave enough floor clearance to manoeuvre. | <input type="checkbox"/> | 46. Attachments inserted and withdrawn without touching or scraping loads. | <input type="checkbox"/> |
| 35. Operator keeps all parts of the body within the cockpit when travelling. | <input type="checkbox"/> | 47. Before the load is lifted it must be hard against the platform or operator deck. | <input type="checkbox"/> |
| 36. Lifting attachments or load does not rub the ground or racks. | <input type="checkbox"/> | 48. The weight is evenly distributed before the load is lifted. | <input type="checkbox"/> |
| 37. Operator selects travel mode either forward or reverse to ensure view is not obstructed by the load. | <input type="checkbox"/> | 49. Checks for clearance before moving. | <input type="checkbox"/> |
| 38. Operator ensures no objects are protruding off the order picking fork lift truck before travelling. | <input type="checkbox"/> | 50. When questioned by the assessor, operator does not show signs of panic or uncontrolled stress working at height. | <input type="checkbox"/> |
| 39. Operator shifts load without bumping into objects. | <input type="checkbox"/> | 51. Loads must be placed squarely in racks and on the rails, or in line with the loads below in a stack. | <input type="checkbox"/> |
| 40. Load does not move relative to lifting attachments. | <input type="checkbox"/> | | |
| 41. Operator maintains safe control of the order picking fork lift truck. | <input checked="" type="checkbox"/> | | |
| 42. Emergency stop would not cause load to move and become unstable. | <input type="checkbox"/> | | |

- 52. Before attachments are withdrawn the operator should ensure the weight of the load being stacked settles evenly on the existing stack.
- 53. Slowly withdraws from load checking that load is clear.
- 54. Operator to ensure stacks are square and stable before reversing order picking fork lift truck.
- 55. When clear of the racks/stacks order picking fork lift truck is stopped and lifting attachments are fully lowered by the operator before travelling.
- 56. Platform guardrail is properly used
- 57. Lifts load to safely clear rack.

SHUT DOWN EQUIPMENT:

Performance criteria 3.1.1 to 3.1.3

The applicant is asked to shut down the order picking fork lift truck and secure the site.

- 58. Lifting attachment is in the down position.
- 59. Motor is turned off and brake applied.
- 60. Operator checks order picking fork lift truck and equipment to determine service requirements.
- 61. Operator carries out minor service requirements.

SECURE SITE:

Performance criteria 3.2.1

- 62. Order picking fork lift truck parked clear of access ways, walkways, fire emergency exits, first aid facilities, overhangs or fuelling site.
- 63. Key removed if applicable.

National Guidelines for OHS Competency Standards

Loadshifting Equipment

Order Picking Fork Lift Truck

Oral/Written Assessment

May 1994

ORDER PICKING FORK LIFT TRUCK

Assessor Guidelines - Specific

ASSESSMENT INSTRUMENT – SPECIFICATIONS

This assessment of knowledge covers the
Loadshifting elements of competence:

1.1, 1.2, 1.3, 2.1, 3.1 and 3.2

1. A full assessment consists of 18 questions and can take up to 45 minutes to complete.
2. To pass the assessment the applicant must correctly answer (either in writing or orally) a majority of the randomly selected questions in each of the following units/elements of competence:
1.2 - 7 selected from 14
2.1 - 8 selected from 15
3.1 - 2 selected from 4
3.2 - 1 selected from 2.
3. An applicant who holds a fork lift truck certificate does not require knowledge assessment in Unit 1 or 3 provided the applicant has been assessed as competent in Unit 2
4. An applicant undergoing re-assessment need only be re-assessed in those elements where he/she previously failed to correctly answer 75% of the selected items or any critical question with a shaded box alongside.
5. The items in the shaded boxes are of critical importance. Failure to get any of these correct means competency has not been achieved.

6. The applicant's competence in each unit is to be summarised for both performance and knowledge on the summary sheet. Competence is achieved for a unit when the required number of boxes for that unit have been ticked or marked 'N/A'.

Overall competence is achieved when competence in all units has been achieved.

INSTRUCTIONS TO APPLICANT

This is an assessment of your Order Picking Fork Lift Truck knowledge. You will be asked questions and I shall note your answer.

There are some very important questions with a shaded box which you must get right. I will indicate these questions to you.

If you are unsure about the meaning of a question or would like to say more about your answer, ask me about it during or after the assessment.

I will check your answers after you have finished and ask you to explain anything which is unclear.

You should try and finish this assessment in forty-five minutes. Some additional time may be allowed if needed.

Element 1.2 (select 7 including 2 shaded boxes)

1. Why is it dangerous to use internal combustion engines in confined spaces such as cold rooms?
Persons in the confined spaces could be overcome by carbon monoxide gas created by the combustion process.
2. What is the minimum distance you should keep your order picking fork lift truck and load away from power lines?
2 metres from distribution lines or poles, 6 metres from transmission lines on towers, closer if lines are covered.
3. State the type of surface on which an order picking fork lift truck should operate?
Hard, level surfaces.
4. Can you operate an order picking fork lift truck on sloping ground?
No, most order picking fork lift trucks are top heavy and would overturn on slopes.
5. Why is 'rear end' swing dangerous?
The rapid sideways movement at the rear of the order picking fork lift truck creates a hazard, particularly for pedestrians close by.
6. Where practicable, what action is required to restrict pedestrian access during order picking fork lift truck operation?
Compliance with the requirements of the Statutory Authority and operating area fenced off from personnel, other than drivers.
7. When should 'Personal Protective Equipment' be worn at the workplace?
Where there is an injury or health risk that is not practicable to control by other means.
8. You have no pallet or platform attached. Why do you have to pull the sliding handrail across and attach it?
The handrail must enclose the driver's cabin to ensure that the driver doesn't inadvertently step out while the cabin is in the air.
9. What has to be done to the platform if your machine has to work where there is one side open (no racking)?
A handrail must be located on the open side of the platform.
10. Why is a work permit to operate an order picking fork lift truck necessary at some work sites?
To ensure safety control measures are in place before operating.
11. Is it permissible to carry passengers?
Yes, provided the order picking for lift truck is rated and approved to carry two people.
12. Can additional counterweights be added to an order picking fork lift truck?
No, the existing counterweights have been designed for the MAXIMUM Safe Working Load of the order picking fork lift truck.
13. May a load be carried by only one fork of an order picking fork lift truck?
No, not only could the fork arm carrying the load be over stressed but also the stability of the order picking fork lift truck will be seriously affected.
14. Is it allowable to lift personnel on a pallet or fork arms?
No, this is strictly forbidden.

Element 2.1 (select 8 including 2 shaded boxes)

15. The order picking fork lift trucks in Attachment A below are rated at 2000kg at 600mm load centre, which one is overloaded?
Indicate your answer A, B or C. A.

16. How does lengthening the load centre affect the capacity of an order picking fork lift truck?
Lengthening the load centre, that is lifting a long or wide load reducesthe order picking fork lift truck capacity.

17. Some stock is heavy e.g. refrigerators etc. How do you find out the weight of heavy objects?
Check weighbridge certificates of heavy articles. These should be kept, so that the weights can be checked.

18. A pallet appears to be unsafely loaded, would you attempt to lift it?
No, have it restacked so it is stable before lifting it.

19. Where is the forward tipping axis or fulcrum for an order picking fork lift truck?
Where a line drawn vertically through the front axles meets the ground.

20. Is all the weight behind the tipping axis or fulcrum acting as a counter-weight?
Yes.

21. What are three things that may cause the order picking fork lift truck to tip over sideways (lateral instability)?

- Turning at speed.
- Driving over uneven surfaces.
- Unevenly distributed load.
- Driving too fast (even unloaded).
- Travelling with the load raised.
- Braking too hard when turning.

22. Name two things that may cause an order picking fork lift truck to tip forward length-ways. (longitudinal instability).

- Overloading.
- Severe braking.
- Shifting of the load centre forward (which has the same effect as overloading).

23. Would you use a damaged pallet?
Not in any circumstances.

24. Can you leave one rack and turn into another while you have the platform up in the air.?
No the order picking fork lift truck could overturn.

25. Why is the pallet locking device important?
Once the gripper is applied the pallet cannot slip off the fork arms.

26. Can you drive an order picking fork lift truck along alleyways while you are up in the air?
Only if there is a locked off fence to prevent people walking into the area.

27. What emergency action must the operator take to stop forward travel motion of an order picking fork lift truck?
Lift foot quickly off the brake release pedal.

28. Which vehicles must you give right of way to during emergency situations?

Fire, ambulance, police and other emergency vehicles.

29. In the event of a hydraulic failure will the platform lower slowly or will it collapse down?

The platform will lower slowly because there is a restricting orifice in the hoist ram.

Element 3.1 (select 2)

30. What would you do if you found a structural fault in your order picking fork lift truck?

Stop use of the order picking fork lift truck and immediately report to an authorised person for repairs to be carried out.

31. Should your order picking fork lift truck be refuelled while the engine is running? Explain your answer?

No. The fuel could be ignited by the running engine.

32. For what reason is the fuel isolatory valve turned off after parking and leaving an LPG powered order picking fork lift truck?

To eliminate the risk of explosive gas mixture prior to start up.

33. Give three reasons for doing post-operational checks.

Check for damage, systems are closed off, metal fatigue, leaks in oil or hydraulic systems, etc.

34. Name at least three (3) areas where you would not park your order picking fork lift truck.

Includes Emergency Exits

- *First Aid Stations*
- *Fire fighting appliances*
- *Doorways*
- *Obstructing other traffic*
- *Less than 2 metres to the nearest rail of a rail track.*

35. What is the reason for removing the ignition key when leaving an order picking fork lift truck unattended?

To prevent unauthorised movement of the order picking fork lift truck.

Element 3.2 (select 1)

Assessment summary
Order Picking Fork Truck

Unit	Form of assessment	Total number of boxes in the assessment	Number of boxes given ✓ or NA	Number of boxes required to meet standard	Were all critical boxes given ✓ or NA?		Assessment standard requirements achieved *		
					Yes	No	Yes	No	
1	Performance	24		18	Yes	No	Yes	No	
	Knowledge	7		5	Yes	No	Yes	No	
	Assessment completed within time allowed							Yes	No
2	Performance	33		26	Yes	No	Yes	No	
	Knowledge	8		6	Yes	No	Yes	No	
	Assessment completed within time allowed							Yes	No
3	Performance	6		4	Yes	No	Yes	No	
	Knowledge	3		2	Yes	No	Yes	No	
	Assessment completed within time allowed							Yes	No

*Performance standard = Number of items required to meet standard (including all critical boxes)
 Knowledge standard = Number of questions required to meet standard (including all critical boxes)

Summary

Candidate is:
(circle the result obtained)

- COMPETENT
- NOT YET COMPETENT

Date:

Name of assessor

Name of candidate

Signature

Signature

Comments/feedback
(assessors to make any additional comments which clarify the assessment)

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