

# TLILIC0003

## Licence to Operate a Forklift Truck

### Learner Guide Instructions

Who is this document for?

The learner.

What is in this document?

- Course information that matches the PowerPoint presentation.
- Review questions.

What do you need to do before you use it for the first time?

1. Rebrand the document.
2. Review the document as part of your validation process.

**See the 'Read Me First' document for a complete set of instructions on how to use these resources.**



# LEARNER GUIDE

# TLILIC0003 Licence to Operate a Forklift Truck

|                          |  |
|--------------------------|--|
| Learner Name:            |  |
| Learner ID:              |  |
| Learner Contact Number:  |  |
| Learner Email Address:   |  |
| Date Training Commenced: |  |

## This Book Contains:

- Course Information.
- Review Questions.

The following review questions are to be completed by the learner. They can be removed and retained by the trainer/assessor as proof of formative assessment if required.

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Evaluation Only

# 1.1 Introduction

This training course is based on the National High Risk Licence Unit of Competence **TLILIC0003 Licence to Operate a Forklift Truck.**

You will learn about:

- ◆ Planning out your work.
- ◆ Carrying out routine checks on the forklift before you use it.
- ◆ Shifting loads safely with a forklift.
- ◆ Shutting down the forklift when you have finished.



## 1.1.1 What is a Forklift?



A forklift is a powered industrial truck equipped with a mast and an elevating load carriage with a pair of fork arms or another load handling attachment.

This can also include trucks where the operator is raised with the attachment for order picking.

## 1.1.2 Parts of a Forklift





### 1.1.3 High Risk Work Licence Requirements

Any licensed worker must take reasonable steps to make sure the way they work does not impact on the safety of themselves or any other worker. This is their legal duty of care.

Your duty of care requires the following:

- ◆ To take reasonable care of your own safety and the safety of others.
- ◆ To cooperate with your employer in any way that ensures the health and safety of the workplace.
- ◆ To avoid taking unnecessary risks, acting dangerously or using workplace equipment in unsafe ways, or ways it is not designed to be used.



Failing to work safely can result in the health and safety regulator:

- ◆ Suspending or cancelling your licence.
- ◆ Refusing to renew your licence.
- ◆ Ordering that you are reassessed to ensure you are competent.
- ◆ Taking legal action to prosecute you.

## 1.2 Plan Work in Accordance with Safety Information

It is important that you understand all of the health and safety rules relevant to your job.

As a forklift operator you are responsible for planning and carrying out high risk work. This work must be done in accordance with a range of safety requirements including:

- ◆ Work Health and Safety requirements.
- ◆ Duty of care.



### 1.2.1 Work Health & Safety Requirements

Work Health & Safety (WHS) laws and guidelines help keep your workplace safe.

These can be broken down into four main types:

|                             |  |
|-----------------------------|--|
| <b>Acts</b>                 | Laws to protect the health, safety and welfare of people at work.                            |
| <b>Regulations</b>          | Gives more details or information on particular parts of the Act.                            |
| <b>Codes of Practice</b>    | Are practical instructions on how to meet the terms of the Law.                              |
| <b>Australian Standards</b> | Give you the minimum levels of performance or quality for a hazard, work process or product. |

## 1.2.2 Duty of Care

Everybody in the workplace has a responsibility to keep themselves and others as safe as possible while they are at work. This is called a 'Duty of Care'.

Any licence holder needs to make sure they take care of their own health and safety and make sure that they don't put others in any danger.



The following people have a duty of care in the workplace:

- ◆ Employers and self-employed persons.
- ◆ Any person in control of the workplace.
- ◆ Supervisors.
- ◆ Designers.
- ◆ Manufacturers.
- ◆ Suppliers.
- ◆ Workers.
- ◆ Inspectors.

Your employer must take steps to ensure that the workplace is as safe as possible for you and other workers. In order to do this they can:

- ◆ Provide a safe workplace with minimal risks.
- ◆ Provide and maintain safe plant, equipment and structures.
- ◆ Provide and maintain safe systems/procedures for work.
- ◆ Provide facilities that are adequate for the personnel on site.
- ◆ Provide instruction, training, supervision and information for any work to be undertaken safely, **including any time you are required to use an unfamiliar or new forklift.**
- ◆ Take action to ensure all equipment, plant & substances used on site is handled and stored in a safe way.



## 1.2.3 Work Instructions and Procedures

All work needs to follow worksite and company safety procedures.

Procedures help to make sure that all work is done in a safe way, without damaging equipment or putting people in unsafe situations. They also help to make sure that work is done in the correct order and doesn't interrupt or get in the way of other work that is happening on the site.

Your work instructions will tell you the safest way to do the job, and the equipment that you will need to use. It is a good idea to check your work instructions with your boss or supervisor to make sure you know exactly what you need to do.



Forklift instructions can include:

- ◆ Manufacturer's guidelines (instructions, specifications, checklists).
- ◆ Industry operating procedures.
- ◆ Workplace procedures (work instructions, operating procedures, management plans, safety policies, checklists).

If you don't know where to get your instructions or you can't understand them, you can ask your boss or supervisor. They will tell you where to find your work instructions and explain what they mean.

You can also speak with your WHS workplace representative for more information about workplace safety.

**Please complete section 1 review questions 1 and 2.**

## 1.3 Manage Hazards and Risks

Before starting any work it is important to manage any hazards or risks in the area, or related to the work.

A **Hazard** is a thing or situation with the potential to cause harm or damage.

A **Risk** is the chance of a hazard causing harm or damage.

By lowering or removing risks we can make hazards less dangerous.





### 1.3.1 Consulting with Other Workers about Hazards and Risks

Controlling a hazard can be a team effort and it's important that everybody knows what they need to do and how or if they need to change their work process to suit.

Make sure you talk to the right people. This can include:

- ◆ Safety officers.
- ◆ Site engineers (where applicable).
- ◆ Supervisors.
- ◆ Colleagues.
- ◆ Managers who are authorised to take responsibility for the workplace or operations.
- ◆ Health and Safety Representatives.
- ◆ Work Health and Safety Committee members.



These people may have information about site hazards and hazard controls that can/should be implemented to manage the risks.

It is important to communicate with other personnel and safety officers before starting on a worksite to ensure that any workplace policies or site-specific procedures are followed.

### 1.3.2 Identify Hazards



Part of your job is to look around to see if you can find any hazards before you start any work.

Before you get started it's a good idea to check the path that you're planning to take with the forklift, to make sure that you have identified all hazards in the path of movement and put effective control measures in place. This will help to make the workplace safer.

Check that the forklift will fit and that there are no obstacles in the way. Also check for any other equipment or people working in the area.

Checking the weather forecast can help you to prepare for each day and allows you to schedule your work activities, prepare risk controls associated with bad weather and plan out movements around the work environment.

When you start checking for hazards, make sure you look everywhere. A good way to do this is to check:

- ◆ **Up high** above your head.
- ◆ All around you **at eye level**.
- ◆ **Down low** on the ground (also think about what is under the ground).





Some hazards you should check for in the work area:

- ◆ **Ground conditions:**
  - ◇ Condition of pavement.
  - ◇ Slopes, ramps and inclines.
  - ◇ Underground services.
  - ◇ Non-weight bearing surfaces.
- ◆ **Overhead hazards:**
  - ◇ Power lines.
  - ◇ Overhead service lines.
  - ◇ Bridges.
- ◆ **Poor lighting.**
- ◆ **Surrounding structures:**
  - ◇ Buildings.
  - ◇ Obstructions.
- ◆ **Traffic:**
  - ◇ Pedestrians.
  - ◇ Vehicles.
  - ◇ Other plant.
- ◆ **Weather:**
  - ◇ Strong winds.
  - ◇ Lightning.
  - ◇ Rain.
  - ◇ Snow or ice.
  - ◇ Heat and sun exposure.
  - ◇ Smoke, fog or limited visibility.
- ◆ **Other hazards** (e.g. dangerous materials).

### 1.3.2.1 Task-Related Hazards

Some hazards may be caused by the way the work is done. You should think about task hazards including:



### 1.3.2.2 Working Near Power Lines

Working near power lines can be dangerous if you are not careful.

It is very important that you know the safe operating distances for different types of power lines and the steps you must take if your job needs you to work closer than the safe distances.

Generally, if you need to work closer than the safe work distance you must:

- ◆ Contact the local electrical authority for permission to work closer (this is called an exemption).
- ◆ Have the power lines shut off. If this is not possible then have the power lines insulated.
- ◆ Use a spotter (depending on local laws and rules).



Distances are different depending on the state or territory you are working in and the voltage of the power lines. You should check with the local electrical authority for information and advice to find out the voltage of power lines in your work area.

#### Queensland

The Queensland Electrical Safety Regulation breaks down the distances in detail. Exclusion zones are broken down not only by size of electric/power line but also by the competency level of the operator. This means that the requirements should be clarified with the electrical authority before work commences even if the distance appears to be outside the zones.

The following minimum distances are provided as guidance:

| Electric/Power Line Type | Distance |
|--------------------------|----------|
| Up to 132kV              | 3.0m     |
| 132kV up to 330kV        | 6.0m     |
| 330kV and above          | 8.0m     |

#### New South Wales

In New South Wales, for anyone who is not accredited, equipment operation may not be any closer than the following distances to electric/power lines:

| Electric/Power Line Type              | Distance |
|---------------------------------------|----------|
| Up to and including 132kV             | 3.0m     |
| Above 132kV up to and including 330kV | 6.0m     |
| Above 330kV                           | 8.0m     |

To work closer than these distances requires authority from the relevant electrical authority and adherence to cl.64(2)(e) of the regulations.

## Australian Capital Territory

In the ACT mobile plant operators and persons erecting or working from scaffolding must maintain a safe minimum distance to power lines as outlined in the table below:

| Electric/Power Line Type          | Distance |
|-----------------------------------|----------|
| Less than 33kv                    | 4.0m     |
| 33kv or more (transmission lines) | 5.0m     |

## Victoria

In Victoria the Framework for Undertaking Work Near Overhead and Underground Assets states that equipment must not be closer than the following distances to electric/power lines:

| Electric/Power Line Type                                  | Distance                                |
|---|---|
| Distribution lines up to and including 66kv (power poles) | 6.4m (or 3.0m with a qualified spotter) |
| Transmission lines greater than 66kv (towers)             | 10m (or 8m with a qualified spotter)    |

## Tasmania

In Tasmania equipment must not be closer than the following distances to electric/power lines:

| Electric/Power Line Type          | Distance                            |
|-----------------------------------|-------------------------------------|
| Up to and including 133kv (poles) | 6.4m (or 3m with a safety observer) |
| Greater than 133kv (towers)       | 10m (or 8m with a safety observer)  |

## South Australia

In South Australia mobile plant operators and persons erecting or working from scaffolding must maintain a safe minimum distance to power lines as outlined in the table below:

| Electric/Power Line Type               | Distance                       |
|--|--------------------------------|
| Up to 132kv (including 132kv poles)    | 6.4m (or 3.0m with a spotter)  |
| 132kv or more (including 132kv towers) | 10.0m (or 8.0m with a spotter) |

## Western Australia

In Western Australia this falls under Regulation 3.64 from the OSH Regulations and states the following as the minimum distances:

| Electric/Power Line Type | Distance |
|--------------------------|----------|
| Up to 1kV (insulated)    | 0.5m     |
| Up to 1kV (uninsulated)  | 1.0m     |
| Above 1kV and up to 33kV | 3.0m     |
| Above 33kV               | 6.0m     |

## Northern Territory

In the Northern Territory equipment must not be closer than the following distances to electric/power lines:

| Electric/Power Line Type                       | Distance                    |
|--|-----------------------------|
| Up to and including 132kV (distribution lines) | 6.4m (or 3m with a spotter) |
| Greater than 132kV (transmission lines)        | 10m (or 8m with a spotter)  |

### 1.3.2.3 Power Line Visual Indicators

There are a range of different indicators in use across the country to identify the position of overhead power lines.

**Important:** Visual indicators **DO NOT** insulate the power lines so exclusion zones and safe operating distances must still be used, even when any of these systems are in use.

#### Tiger Tails and Coloured Markers

Tiger tails or coloured markers are used to clearly show the location of overhead power lines. Poles may also be coloured up to 3m from the ground.



#### Marker Balls or Flags

Marker balls are fixed to the power line and are often red or another bright colour.



#### Safety, Warning and Danger Signs

Signage may also be present to warn of overhead power lines and services.

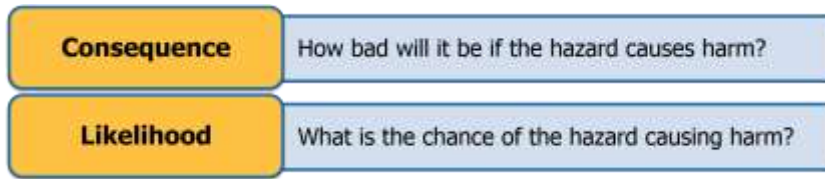




### 1.3.3 Assess Risks

Once you have identified the hazards on site or related to the work you will be doing you need to assess their risk level.

Risk levels are worked out by looking at 2 factors:



You can use a table like the one shown here to work out the risk level:

|                   | Consequence      |                                |   |  |  |
|-------------------|------------------|--------------------------------|---|--|--|
|                   | 1. Insignificant | 2. Minor<br>First Aid Required | 3. Moderate<br>Medical Attention<br>and Time Off Work | 4. Major<br>Long Term Illness<br>or Serious Injury | 5. Catastrophic<br>Kill or Cause<br>Permanent<br>Disability or Illness |
| Likelihood        |                  |                                |   |  |  |
| 1. Rare           | Low              | Low                            | Moderate  | Moderate   | Moderate   |
| 2. Unlikely       | Low              | Low                            | Moderate  | Moderate   | High   |
| 3. Possible       | Low              | Moderate                       | High  | High   | Extreme  |
| 4. Likely         | Moderate         | Moderate                       | High  | High   | Extreme  |
| 5. Almost Certain | Moderate         | High                           | High  | Extreme  | Extreme  |

For example, a hazard that has a **Major** consequence and is **Almost Certain** to occur has a risk level of **Extreme**.

|                   | Consequence      |                                |   |  |  |
|-------------------|------------------|--------------------------------|---|--|--|
|                   | 1. Insignificant | 2. Minor<br>First Aid Required | 3. Moderate<br>Medical Attention<br>and Time Off Work | 4. Major<br>Long Term Illness<br>or Serious Injury | 5. Catastrophic<br>Kill or Cause<br>Permanent<br>Disability or Illness |
| Likelihood        |                  |                                |   |  |  |
| 1. Rare           | Low              | Low                            | Moderate  | Moderate   | Moderate   |
| 2. Unlikely       | Low              | Low                            | Moderate  | Moderate   | High   |
| 3. Possible       | Low              | Moderate                       | High  | High   | Extreme  |
| 4. Likely         | Moderate         | Moderate                       | High  | High   | Extreme  |
| 5. Almost Certain | Moderate         | High                           | High  | <b>Extreme</b>                                     | Extreme  |

The risk level will help you to work out what kind of action needs to be taken, and how soon you need to act.

The table below is an example of a site risk policy:

| Risk Level      | Action   |
|-----------------|--|
| <b>Extreme</b>  | <b>This is an unacceptable risk level</b><br>The task, process or activity <b>must not proceed</b> .   |
| <b>High</b>     | <b>This is an unacceptable risk level</b><br>The proposed activity can only proceed, provided that: <ol style="list-style-type: none"> <li>1. The risk level has been reduced to as low as reasonably practicable using the hierarchy of risk controls.</li> <li>2. The risk controls must include those identified in legislation, Australian Standards, Codes of Practice etc.</li> <li>3. The risk assessment has been reviewed and approved by the Supervisor.</li> <li>4. A Safe Working Procedure or Work Method Statement has been prepared.</li> </ol> The supervisor must review and document the effectiveness of the implemented risk controls. |
| <b>Moderate</b> | <b>This is an unacceptable risk level</b><br>The proposed activity can only proceed, provided that: <ol style="list-style-type: none"> <li>1. The risk level has been reduced to as low as reasonably practicable using the hierarchy of risk controls.</li> <li>2. The risk assessment has been reviewed and approved by the Supervisor.</li> <li>3. A Safe Working Procedure or Work Method Statement has been prepared.</li> </ol>  |
| <b>Low</b>      | The proposed task or process needs to be managed by documented routine procedures, which must include application of the hierarchy of controls.  |

The action you take will depend on:

- 1. The organisation's policies.
- 2. The worksite's procedures.
- 3. Relevant laws and regulations.

### 1.3.4 Control Hazards to Reduce Risks

The best way to control hazards is to use the Hierarchy of Hazard Control. The hierarchy of hazard control is a range of options that can eliminate, or reduce the risk level.

You start at the top of the list and see if you can take away (eliminate) the hazard or danger.

If you can't take it away you move down the list to see if you can swap it for something safer (substitution).

Keep working through the list until you find something (or a combination of things) that controls that hazard or danger.



# Review Questions

The following review questions are to be completed by the learner. They can be removed and retained by the trainer/assessor as proof of formative assessment if required.

## Review Questions Section 1

|   |  |                          |
|---|--|--------------------------|
| <b>1.</b>                               | List the 4 main types of WHS legislation, requirements and guidelines. | <input type="checkbox"/> |
| <p>1.</p> <p>2.</p> <p>3.</p> <p>4.</p> |  |                          |

|                               |   |                          |
|-------------------------------|---|--------------------------|
| <b>2.</b>                     | List 3 examples of forklift instructions. | <input type="checkbox"/> |
| <p>1.</p> <p>2.</p> <p>3.</p> |   |                          |

**3.**

List 4 examples of hazards that you should check for in the work area.



1.

2.

3.

4.

**4.**

What 2 factors can you look at to work out risk levels?



1.

2.