

TLILIC0004

Licence to Operate an Order Picking 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

TLILIC0004 Licence to Operate an Order Picking Forklift Truck

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

This Book Contains:

- Course Information.
- Review Questions.

The review questions can be retained by the trainer/assessor as proof of formative assessment if required.

Evaluation Copy Only

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1.1 Introduction

This training course is based on the National High Risk Licence Unit of Competence **TLILIC0004 Licence to Operate an Order Picking Forklift Truck**.

You will learn about:

- ◆ Planning out your work.
- ◆ Conducting routine checks on the order picking forklift.
- ◆ Operating the order picking forklift safely.
- ◆ Shutting down and securing the order picking forklift after use.



1.1.1 What is an Order Picking Forklift?

An order picking forklift is a powered industrial truck where the operator's controls are incorporated with the load carriage, and the operator elevates with it.



1.1.2 Parts of an Order Picking Forklift

It is important that you understand the different parts and controls of an order picking forklift. Below is a diagram outlining some important parts of an order picking forklift:



A	Mast assembly.
B	Overhead guard.
C	Controls & gauges.
D	Safety gate/barrier.
E	Platform & 'dead man' control.
F	Load backrest (not on all models).
G	Pallet grab.
H	Forks.
I	Battery/engine/motor.

1.2 Plan Work



It is important that you are aware of the requirements relating to your work. Before you begin your tasks ensure that you access the relevant documentation and plan your work.

Requirements relating to your work may include:

- ◆ WHS requirements.
- ◆ Duty of care.

When planning out the task, some things you may consider are:

- ◆ Characteristics of the load.
- ◆ Method of attachment.
- ◆ Adequate and safe communication techniques and equipment.
- ◆ Location and specific details of the task.
- ◆ Permits required for the task.
- ◆ Availability of equipment.
- ◆ Capacity of the order picking forklift.
- ◆ Blind spots – due to corners, the mast or the load.



1.2.1 Work Health and Safety Requirements

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

These can be broken down into four main types:

Acts	Laws to protect the health, safety and welfare of people at work.
Regulations	Gives more details or information on particular parts of the Act.
Codes of Practice	Are practical instructions on how to meet the terms of the Law.
Australian Standards	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 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.
- ◆ Take legal action to prosecute you.

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 piece of equipment.**
- ◆ Take action to ensure all equipment, plant & substances used on site is handled and stored in a safe way.



1.2.3 Workplace Safety Information and Instructions



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.

Instructions for the task 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 to 3.

Evaluation Form

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.

You should also speak with several personnel on site when preparing for work including:

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



These people can help you to identify workplace specific hazards including unsuitable ground conditions and appropriate controls. It is important to speak with them to ensure that all workplace policies and procedures are being followed as well.

1.3.2 Identify Hazards

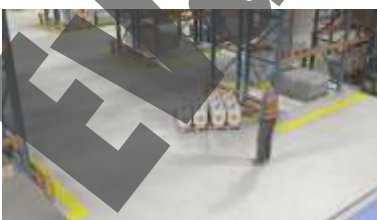
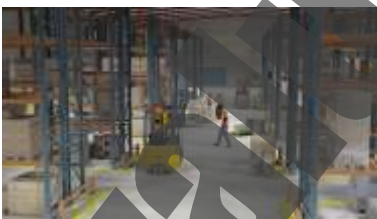
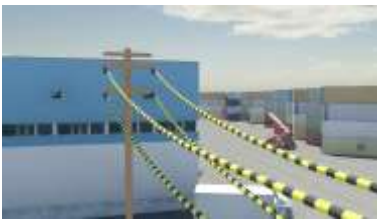
Part of your job is to look around to see if you can find any hazards before you start any work.

Before you get started it's a good idea to check the path that you're planning to take with the order picking 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 order picking forklift will fit and that there are no obstacles in the way. Also check for any other equipment or people working in the area.

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).



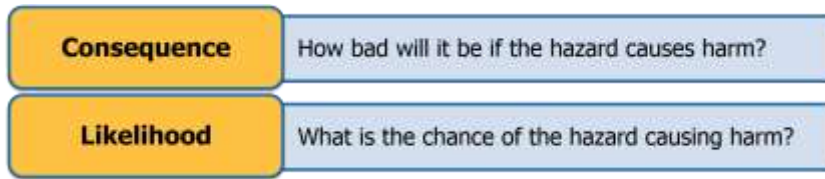
Some hazards you should check for in the work area:

- ◆ Ground conditions:
 - ◆ Condition of pavement.
 - ◆ Non-weight bearing surfaces.
 - ◆ Wet or slippery surfaces.
 - ◆ Variable operating surfaces/routes e.g. slopes, ramps or other imperfections.
- ◆ Overhead hazards:
 - ◆ Power lines.
 - ◆ Overhead service lines.
- ◆ Poor lighting.
- ◆ Surrounding structures:
 - ◆ Buildings.
 - ◆ Obstructions.
 - ◆ Racking.
 - ◆ Loading docks.
- ◆ Traffic:
 - ◆ Pedestrians.
 - ◆ Vehicles.
 - ◆ Other plant.
- ◆ Weather:
 - ◆ Wind.
 - ◆ Lightning.
 - ◆ Rain.
- ◆ Order picker instability:
 - ◆ Overloading.
 - ◆ Poor load placement.
 - ◆ Irregular loads.
- ◆ Other hazards:
 - ◆ Dangerous materials.
 - ◆ Falling from the order picker platform.
 - ◆ Worksite-specific hazards.

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				
Likelihood	1. Insignificant	2. Minor First Aid Required	3. Moderate Medical Attention and Time Off Work	4. Major Long Term Illness or Serious Injury	5. Catastrophic Kill or Cause Permanent Disability or Illness
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				
Likelihood	1. Insignificant	2. Minor First Aid Required	3. Moderate Medical Attention and Time Off Work	4. Major Long Term Illness or Serious Injury	5. Catastrophic Kill or Cause Permanent Disability or Illness
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

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

This table shows you the 6 different types of controls in order from best to worst:



Hierarchy Level	Action
1. Elimination	Completely remove the hazard. This is the best kind of hazard control.
2. Substitution	Swap a dangerous work method or situation for one that is less dangerous.
3. Isolation	Isolate or restrict access to the hazard. Includes using signage and barricades.
4. Engineering Controls	Use equipment to lower the risk level.
5. Administrative Controls	Site rules and policies attempt to control a hazard.
6. Personal Protective Equipment	The least effective control. Use PPE while you carry out your work.

It is important to think about all of the options available when deciding on the best hazard controls. You may need to use more than 1 control measure to bring the risk level down to an acceptable level.

1.3.4.1 Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) is clothing and equipment designed to lower the chance of you being hurt on the job. It is required to enter most work sites.

You should select and inspect your PPE before you start work.



PPE includes:

- ◆ **Head protection** – hard hats and helmets.
- ◆ **Foot protection** – non-slip work boots.
- ◆ **Hand protection** – gloves.
- ◆ **Eye protection** – goggles, visors or glasses.
- ◆ **Ear protection** – plugs or muffs.
- ◆ **Breathing protection** – masks or respirators.
- ◆ **Hi-visibility clothing** – clothing that makes you stand out and lets other people know where you are.
- ◆ **Weather protection** – clothing that protects you from the sun or from the cold.

Make sure any PPE you are wearing is in good condition, fits well and is right for the job.

If you find any PPE that is not in good condition, tag it and remove it from service. Then tell your supervisor about the problem and they will organise to repair or replace the PPE.

1.3.4.2 Control Strategies for Traffic

If the work area is going to be shared with pedestrians, site personnel, vehicles or mobile plant, you will need to make sure you have control measures in place before you start. These may include:

- ◆ Using a flag person or traffic controller to control traffic.
- ◆ Setting up flashing hazard lights.
- ◆ Setting up warning signs and barriers.
- ◆ Setting up pedestrian and vehicle exclusion zones.
- ◆ Implementing a Traffic Management Plan.



If it is not practical to fence off the work area from personnel other than the order picker operator you should use:

- ◆ Witches hats.
- ◆ Other personnel to assist.
- ◆ Flashing lights.
- ◆ Warning signs.
- ◆ Audible warning devices.

1.3.4.3 Control Strategies for Operating at Night or in Dark Areas



If order picker operations are being carried out at night or in darkened areas, adequate lighting needs to be provided across the entire work area.

This is to ensure that the order picking forklift operator and associated workers can see properly and carry out their work safely.

1.3.5 Report All Actions

It is important that you report the details of all identified hazards and all action taken to your supervisor.

Complete any forms required by site policies and procedures.

Speak with anybody who is affected by the actions you have taken to make sure they are aware of them, and know if they need to do anything differently.



Please complete section 1 review questions 4 to 7.

Review Questions

Section 1

1.	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>		
2.	What is Duty of Care?	<input type="checkbox"/>
3.	What requirements may be related to your work with an order picking forklift?	<input type="checkbox"/>

4.

Why should you speak with several personnel on site when preparing for work? coordinate with other personnel during the risk management process?

5.

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

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