IMPORTANT INFORMATION: This workbook must be completed before your course. If you are having difficulty completing it, please call our office at least three business days before your course to book a theory session or to discuss other options.
How to use this work book and why it MUST be completed before your course!

It is very important that you complete this workbook before attending your course. You cannot sit the final assessment unless it has been completed.

It has been designed to assist you in studying for the assessment, so once you have competed the workbook, go through it a few times and make sure you understand the questions. If there is anything that you do not understand or you have difficulty in completing this workbook, call us.

This workbook is to be used in conjunction with the Start Training Forklift Manual. The page numbers referred to throughout the workbook refer to the corresponding pages in the Start Training Forklift Manual.

The question marked with a hand are questions that most students often misinterpret so please pay close attention to these.

This book must be completed by yourself. It will form part of your formative assessment to make sure you have the theoretical knowledge to operate a forklift in the workplace.

If you obtain assistance from any other person when completing this workbook, please advise your trainer on the first day of your course. He will ask you some questions verbally to test your knowledge.

Student declaration:

I declare this is my own work, or that I received assistance from ........................................

Name: ___________________________________

Date:    /    /

<table>
<thead>
<tr>
<th>Workbook Questions</th>
<th>Required Correct</th>
<th>Competent</th>
<th>Not yet Competent</th>
<th>Questions requiring review</th>
</tr>
</thead>
<tbody>
<tr>
<td>73</td>
<td>66</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

Instructor Name: ___________________________ Signature: ___________________________
Checklist before attending your course

Have you.....

Completed this workbook?  

Studied the workbook questions and answers?  

Organized to bring your photo ID to the course?  

Obtained your USI number ready to bring to your course?  

Proof of prior experience (if attending an experienced operator's course)  

The time, date and location of your training course?
Contents

How to use this work book 3

Course Checklist 4

Contents 5

Legislative Requirements 7

Element 1 - Plan Work 9

Element 2 - Conduct Routine Checks 17

Element 3 - Shift Load 21

Element 4 - Shut down and Secure Forklift Truck 27

Load Calculations 28

Practice Test 31

What do I do now? 35
Legislative requirements

1. If you are asked to carry out work that requires a High Risk Work (HRW) licence what written evidence do you need to provide to your employer. (Page 8)

________________________________________________________________________

2. If you do not have a HRW licence when can you undertake High Risk work? (Page 8)

________________________________________________________________________

3. After passing your assessment how many days do you have to apply for your HRW licence? (Page 9)
   (Circle correct answer)
   a) 60 days  b) 90 Days  c) 120 Days

4. What happens if you do not renew your HRW licence within 12 months of its expiry date? (Page 9)

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
5. When undertaking work what responsibility does the HRW licence holder have? (Page 10)

____________________________________________________________________

6. As a HRW licence holder, what are the penalties for working unsafely? List 3 things. (Page 10)

a) ___________________________________________________________________

b) ___________________________________________________________________

c) ___________________________________________________________________

Element 1: Plan Work

7. List the two most common types of forklift used in warehousing. (Page 13, 14)

_________________________________________________________________________

_________________________________________________________________________
8. What workplace hazards would you need to check for before starting work?

a) Head Height and above (list 3)

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

b) Eye height to ground (list 3)

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

c) Ground Level (list 3)

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________


d) Other (list 1)

________________________________________________________________________
9. Apart from workplace hazards what other things do we need to consider before starting forklift work? List five (5)

1. __S____________________________________________________________________
2. __P____________________________________________________________________
3. __A____________________________________________________________________
4. __C____________________________________________________________________
5. __E____________________________________________________________________

10. Why is rear end swing dangerous? (Page 22)

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
11. If you operate in a poorly ventilated / enclosed area what may happen to you or people working near you? (Page 22)

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

12. In an enclosed space such as a container; store room or cold storage room would you use a : - (page 22)

Battery / Electric Forklift

Petrol Forklift

Diesel Forklift

(Circle the correct answer)

13. What is the minimum distance that you must keep your forklift away from domestic and High Voltage electric lines in Victoria? (Page 23)

______ metres for Domestic Power Poles with a qualified spotter.

______ metres for Domestic Power Poles

______ metres for Towers with a qualified spotter.

______ metres for Towers
14. If you need to work closer to electric lines than the minimum distances what must you do? (Page 23)

1. ______________________________________________________________________

2. ______________________________________________________________________

3. ______________________________________________________________________

15. How would you determine the voltage of electric lines? Page (23) (Circle correct answer)

   a) Guess
   b) The voltage doesn’t matter
   c) Contact the relevant power company

16. What is put on power lines to warn people of the danger? (page 24)

   ______________________________________________________________________
17. In order what are the 5 things (in order) you should do if you come into contact with power lines?
(Page 24&81)

1. ___________________________________________________________________
2. ___________________________________________________________________
   ___________________________________________________________________
3. ___________________________________________________________________
   ___________________________________________________________________
   ___________________________________________________________________
4. ___________________________________________________________________
5. ___________________________________________________________________
   ___________________________________________________________________

18. At work who could you ask about workplace hazards and why? Name three (3). (Page 25)

1. _______________________________________________________________________
2. _______________________________________________________________________
3. _______________________________________________________________________
   Why? ___________________________________________________________________
19. Communication in the workplace is important. What are some ways we can communicate in the workplace? (Page 34)

1. ________________________________________________________________
2. ________________________________________________________________
3. ________________________________________________________________
4. ________________________________________________________________

20. What are the six levels of hazards control measures in the Hierarchy of Hazard Control? (Page 26 & 27)

unwrap
Substitution
Isolation
Engineering
Administration
Personal Protective Equipment

1. __________________________
2. __________________________
3. __________________________
4. __________________________
5. __________________________
6. __________________________

21. When should you choose what safety equipment (including PPE) that you may require? (Page 28)(Circle correct answer)

a) When the boss tells you
b) Before commencing work
c) Lunch time
22. When do you apply the required risk control measures? (Page 29) (Circle correct answer)
   
a) When the boss tells you
b) Before commencing work or as soon as you notice a hazard
c) Lunch time

23. If there are pedestrians, site personnel or traffic in the area, how can we protect them? (Page 29)

1. _________________________________________________________________
2. _________________________________________________________________
3. _________________________________________________________________
4. _________________________________________________________________
5. _________________________________________________________________
24. If you had to operate your forklift at night or in a dark area what must be provided? (Page 63)

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

25. If the forklift is damaged, unsafe to use or the data plate is missing what should we do? (Page 45 & 53)

1. S__________________________________________

2. T__________________________________________

3. I__________________________________________

4. R__________________________________________

5. R__________________________________________

26. Explain ‘rated capacity’ in relation to a forklift? (Page 30)

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
27. What is load centre distance? (Page 31, 59 & 60)

[Diagram of forklift showing load centre]

28. If the load is not hard up against the heel of the fork arms what effect does it have on the forklift? List two (2) effects. (Page 31 & 32, 59 & 60)

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

Element 2:  Conduct Routine Checks

29. List six parts of a forklift. (Page 41)

1. __________________________________________
2. __________________________________________
3. __________________________________________
4. __________________________________________
5. __________________________________________
6. __________________________________________

30. Name the three safety guards fitted to a forklift and what they protect. (Page 42)

<table>
<thead>
<tr>
<th>Guard</th>
<th>Protects</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
31. **When do you check the forklift for damage?** (Page 43) (Circle the correct answer)
   
   a) Lunch time
   
   b) When the boss tells you
   
   c) Before commencing work

32. **List 7 major parts that would be part of your pre-start check of a forklift.** (Page 44)

1. _______________________________________________________________________
2. _______________________________________________________________________
3. _______________________________________________________________________
4. _______________________________________________________________________
5. _______________________________________________________________________
6. _______________________________________________________________________
7. _______________________________________________________________________

33. **Why does the battery need to be recharged in a well-ventilated area?** (Page 47)

   __________________________________
   __________________________________
   __________________________________

34. **When checking wheels and solid tyres, what do you need to check for?** (Page 49)

1. _______________________________________________________________________
2. _______________________________________________________________________
3. _______________________________________________________________________
4. _______________________________________________________________________
5. _______________________________________________________________________
35. If air-filled tyres are not at their correct operating pressure how would it affect the forklift? (Page 49) (Circle correct answer)

a) Will have no effect
b) To maintain the stability of the forklift.

36. What might happen if we refuel the forklift with the engine running? (Page 48)

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

37. How many points of contact should we have when getting on or off the forklift? (Page 52)
(Circle correct answer)

a) Two 

b) Three 

c) Four

38. What are four things that we should check on starting the machine (start-up checks) and before moving any loads? (Page 52)

1. ______________________________________________________________________
2. ______________________________________________________________________
3. ______________________________________________________________________
4. ______________________________________________________________________
39. If during your checks you noticed a fault what action would you take? (Page 53)

1. _______________________________________
2. _______________________________________
3. _______________________________________
4. _______________________________________
5. _______________________________________

40. Can an operator make minor repairs to a forklift? (Page 53)

1. _______________________________________
2. _______________________________________

Element 3: Shift Load

41. Why are seat belts fitted to forklift trucks? (Page 67)

1. _______________________________________
2. _______________________________________

42. When can you drive with a passenger on the forklift? (Page 69)

__________________________________________
__________________________________________
__________________________________________
43. What emergency vehicles are we required to give way to? (Page 69&81) (Circle correct answer)
   a) All   b) None   c) only the ambulance

44. What are four ways of checking how much a load weighs? (Page 57)
1. _______________________________________________________________________
2. _______________________________________________________________________
3. _______________________________________________________________________
4. _______________________________________________________________________

45. Where is the fulcrum or forward point of balance of a forklift? (Page 65)
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
46. Are additional counterweights allowed to be added to a forklift without referring to the manufacturer? (Page 65)
(Circle correct answer)

- a) Yes
- b) No

47. Is all the weight behind the point of balance act as a counterweight? (Page 65)
(Circle correct answer)

- a) Yes
- b) No

48. It is important to centralize the side-shift attachment before travelling. Why?
   (Page 66 & 68)

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

49. What will make the forklift tip over sideways? List six (6) Things. (Page 66)

1. __________________________________
2. __________________________________
3. __________________________________
4. __________________________________
5. __________________________________
6. __________________________________
50. What will make the forklift tip over forwards? List six (6) things. (Page 66)

1. _______________________________
2. _______________________________
3. _______________________________
4. _______________________________
5. _______________________________
6. _______________________________

51. If the forklift was to roll over sideways, what do you need to do? (Page 67)

1. __________________________________________
   __________________________________________
2. __________________________________________
   __________________________________________
52. When driving why do we have to constantly monitor the load for movement? (Page 72)

1. __________________________________________

2. __________________________________________

53. When stacking loads on top of each other, what needs to be considered? (Page 73)

1. __________________________________________

2. __________________________________________

3. __________________________________________

54. What do we do if a load is stacked badly and we need to move / lift it? (Page 72 & 76)

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
55. If you are travelling with a large load that obscures your vision what precautions should you take? List four (4) things. (Page 76)

1. __________________________________________
2. __________________________________________
3. __________________________________________
4. __________________________________________

56. How high should the load be from the ground when moving loads? (Page 76)

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

57. If the surface is wet or slippery what precautions must you take whilst operating the forklift? (Page 76)

1. __________________________________________
2. __________________________________________
3. __________________________________________

58. When using a loading dock, what should be provided to allow safe access to unload the truck? (Page 76)(Circle correct answer)

   a) A pallet
   b) A secured dock or bridge plate
   c) A piece of timber
59. When travelling up a ramp or incline which direction should the load face? (Page 76)  
(Circle correct answer)

- a) Uphill
- b) Downhill
- c) Doesn’t matter which way the load is

60. Why is it dangerous to turn a forklift on ramp or slope? Give two (2) reasons. (Page 77)

1. _______________________________________________________________________
2. _______________________________________________________________________

61. Why is it unsafe to carry the load on one fork arm? Give two (2) reasons. (Page 78)

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

62. Can I raise or lower the load over or near people? (Page 78)
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
63. Why is it dangerous to operate the forklift with the load raised? (Page 78)

___________________________________________________________________
___________________________________________________________________
___________________________________________________________________
___________________________________________________________________

64. It is important to communicate in an emergency.

WHAT do you have to communicate and WHO do you need to communicate it to? (Page 80)

WHAT:

1. ___________________________________________________________________
2. ___________________________________________________________________
3. ___________________________________________________________________

WHO:

1. ___________________________________________________________________
2. ___________________________________________________________________
3. ___________________________________________________________________
4. ___________________________________________________________________
Element 4: Shut Down and Secure Site

65. What are the ‘normal’ steps or procedures when parking the forklift? (Page 88)

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

66. Name five places where you would not park your forklift in the workplace. (Page 87)

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

67. If you had to park the forklift on a slope what would you do? (Page 87)

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

68. Why is the key removed when parking and securing the forklift? (Page 89)

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________
69. If your forklift was rated at 2200kg at a 600mm load centre could it pick up a load of 2200kg at a 500mm Load Centre? (Page 60)

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

70. If the forklift is rated at 2200kg at a 600mm load centre and we try to lift up a 2200kg load with a load centre greater than 600mm what will happen to the forklift? (Page 60)

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
71. If there are 4 drums of water on the pallet at 200 litres in each drum and the drums weigh 10kg each then it is? (Page 58)

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

72. There are six cartons on each layer of the pallet and there are three layers and each carton is 15kg, then the total weight is? (Page 58)

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
73. Using the information on this data plate:

Using the information on this data plate:

**Forklift Load Chart**

<table>
<thead>
<tr>
<th>Model</th>
<th>Serial No</th>
<th>Max Height</th>
<th>4500mm</th>
<th>Max Back Tilt</th>
<th>6 Degrees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toyota</td>
<td>FBE15</td>
<td>12006</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Tyres 700 x 12 x12

<table>
<thead>
<tr>
<th>Tyre</th>
<th>Front bar</th>
<th>Rear 7 bar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tyres 700 x 12 x12</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**MAST VERTICAL**

<table>
<thead>
<tr>
<th>Forks</th>
<th>Length mm</th>
<th>Fork Height mm</th>
<th>Load Centre mm</th>
<th>Working Load Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1065</td>
<td>4500</td>
<td>600</td>
<td>1250</td>
<td>1065</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4500</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>600</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1050</td>
</tr>
</tbody>
</table>

**MAST FORWARD TILT: 3 DEGREES**

<table>
<thead>
<tr>
<th>Slippers</th>
<th>Length mm</th>
<th>Fork Height mm</th>
<th>Load Centre mm</th>
<th>Working Load Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>RAM</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paper Grab</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Work Load Limit**

- **Forks**
  - Length mm: 1065
  - Fork Height mm: 4500
  - Load Centre mm: 600
  - Working Load Limit: 1250

- **Slippers**
  - Length mm: 0
  - Fork Height mm: 0
  - Load Centre mm: 0
  - Working Load Limit: 0

- **RAM**
  - Length mm: 0
  - Fork Height mm: 0
  - Load Centre mm: 0
  - Working Load Limit: 0

- **Paper Grab**
  - Length mm: 0
  - Fork Height mm: 0
  - Load Centre mm: 0
  - Working Load Limit: 0

a) With the mast vertical what is the forklift's maximum WLL?

_____________________________________________________

b) With the mast on forward tilt what is the WLL of the forklift?

_____________________________________________________

c) When the mast is vertical can the forklift lift a load of 1250kg with a Load centre of 700mm?

_____________________________________________________

d) When the mast is vertical can the forklift lift a load of more than 1250kg?

_____________________________________________________

End of Load calculations
Practice Test

This is not compulsory. It may help you determine if you have learnt the material well enough to sit the National Forklift theory assessment. Without using the manual try and answer the following questions.

1. What workplace hazards would you need to check for before starting work?
   List seven (7)
   1. _______________________________________________________
   2. _______________________________________________________
   3. _______________________________________________________
   4. _______________________________________________________
   5. _______________________________________________________
   6. _______________________________________________________
   7. _______________________________________________________

2. What is the minimum distance that you must keep your forklift away from domestic and High Voltage electric lines in Victoria?
   ______ metres for Domestic Power lines with a qualified spotter.
   ______ metres for Domestic Power lines
   ______ metres for High Voltage Power lines with a qualified spotter.
   ______ metres for High Voltage Power lines

3. In order what are the 5 things (in order) you should do if you come into contact with power lines?
   1. _______________________________________________________
   2. _______________________________________________________
   3. _______________________________________________________
   4. _______________________________________________________
   5. _______________________________________________________

   TLILIC2001 Student Workbook_LF003_Feb 2018_V14.docm
4. What are the six levels of hazards control measures in the Hierarchy of Hazard Control?

1. ______________________
2. ______________________
3. ______________________
4. ______________________
5. ______________________
6. ______________________

5. What is load centre distance?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

6. If during your checks you noticed a fault what action would you take?

1. ______________________
2. ______________________
3. ______________________
4. ______________________
5. ______________________

7. Where is the fulcrum or forward point of balance of a forklift?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
8. What will make the forklift tip over sideways? List six (6) Things.

1. ____________________________
2. ____________________________
3. ____________________________
4. ____________________________
5. ____________________________
6. ____________________________

9. What will make the forklift tip over forwards? List six (6) things

1. ____________________________
2. ____________________________
3. ____________________________
4. ____________________________
5. ____________________________
6. ____________________________

10. It is important to communicate in an emergency.

WHAT do you have to communicate with and WHO do you need to communicate?

WHAT:

1. __________________________________________________________
2. __________________________________________________________
3. __________________________________________________________

WHO:

1. __________________________________________________________
2. __________________________________________________________
3. __________________________________________________________
4. __________________________________________________________
11. Name five places where you would not park your forklift in the workplace.

1. ________________________________________________
2. ________________________________________________
3. ________________________________________________
4. ________________________________________________
5. ________________________________________________

12. There are six cartons on each layer of the pallet and there are three layers and each carton is 15kg, then the total weight is? (_____________________

End of practice test
What do I do now?

Now that you have completed this workbook you should study the questions and answers contained in it (NOT just the practice test).

You will need to bring this workbook to your course so that your trainer can check your work. You must have it completed before you can sit the final forklift assessments.

To make sure you have everything for your course, we suggest you complete the checklist on page 4 of this workbook.

If you have any questions, or find this workbook difficult to complete, please call us on 9756 0244