



# Level 2

## Occupational Standard for National Vocational Qualification Forklift Operations

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## ACKNOWLEDGEMENT

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## **INTRODUCTION**

The Grenada National Training Agency (GNTA) as empowered by the GCTVET Act of 2009 is the agency mandated to co-ordinate, facilitate and enable the development and growth of Technical and Vocational Education and Training in Grenada Carriacou and Petite Martinique.

The Agency through modes of training intervention intends to help in ensuring that there exists a supply of trained and skilled workers to service labour market needs and thereby contribute to higher levels of productivity in the Grenadian economy. The organisation by way of policy seeks to have developed and approved occupational standards derived from industry specifications and to guide the training, assessment and certification within the Grenada TVET System.

The Grenada Council for Technical Vocational Education and Training (GCTVET) created by an ACT of parliament in 2009 is empowered to approve standards for the award certification leading to Caribbean Vocational Qualification (CVQ's) and National Vocational Qualification (NVQ's). The GNTA has established industry lead groups responsible for vetting standards as well as specifying and recommending standards to be approved.

## **ABOUT THIS STANDARD**

This is a National Vocational Qualification Standard that has been approved for training and certification in Grenada.

This standard was adapted and approved by the Grenada Council for Technical Vocational Education and Training (GCTVET) on 06<sup>th</sup> September 2018.

There are some minor modifications made to accommodate the local context; however, the overall content of the document is unchanged.



## QUALIFICATION OVERVIEW

The NVQ Level 2 in Forklift Operations is for individuals whose role in the construction sector requires well developed behavioural competencies but whose scope for independent decision making and for bringing about change is unlimited.

This qualification is for prospective forklift operators who wish to enter the construction and manufacturing sector. The qualification focuses on understanding of how heavy mobile machinery operates as well as the ability to manipulate the fork-shaped carriage to lift and position heavy objects. It also deals with the maintenance of an effective working environment as well as health and safety requirements to perform forklift operations.

They are likely to be in roles where they are required to:

- Prepare for Forklift Operations
- Prepare basic technical report
- Operate the Forklift
- Operate the Telescopic Boom Forklift
- Connect and inspect attachments and components

Normally persons working at Level 2 should be able to competently carry out simple, complex and routine work activities and to collaborate with others through groups and teams. The qualification covers competencies by providing services in Forklift Operations as indicated in the standard.

### **Persons who complete this qualification could be employed in the following job:**

- Forklift Operator
- Telescopic Boom Forklift Operator

The holders of this qualification will demonstrate a range of personal presentations and demonstrations of team work skills and literacy skills. To achieve this qualification all core units must be achieved. Any elective completed will be awarded unit statement of competency. The nominal training hours are a guide for planning the delivery of training programmes.



Please note that certification can be gained through formal training or on the job experience by scheduling assessments with the Grenada National Training Agency (GNTA) certified assessors.



## Occupational Standards for National Vocational Qualifications (NVQ)

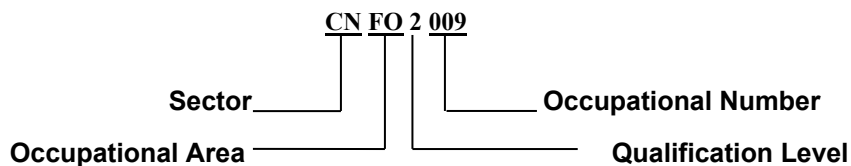
### CNFO2009                      NVQ Level 2 – Forklift Operations

Unit Number	Unit Title	Requirement
EN00200	Maintain Health, Safety and Environmental Procedures in the Workplace	Mandatory
EN00201	Respond to Hazards and Emergencies in the Workplace	Mandatory
EN00202	Maintain Effective Workplace Communication	Mandatory
EN00203	Prepare Basic Technical Report	Mandatory
CN00650	Prepare for Forklift Operations	Mandatory
CN00651	Perform Pre-Operational and Operational Checks	Mandatory
CN00652	Connect and Inspect Attachments and Components	Mandatory
CN00653	Operate the Forklift	Mandatory
CN00654	Operate the Telescopic Boom Forklift	Elective

To obtain a National Vocational Qualification (NVQ) all Mandatory Units must be achieved. Additionally, a Unit Award would be obtained for the Elective Unit.

**Legend to Occupational Standard code**

Example: CNFO2009

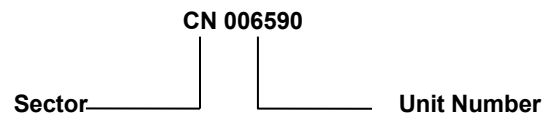


Key:    CN – Construction; FO – Forklift Operation 2-; Level 2; 009 - Numerical sequence



**Legend to Unit Code**

Example: **CN00650**



Key: **CN** – Construction; unit - **#00650**

EN00200

## Maintain Health, Safety and Environmental Procedures in the Workplace

Unit Descriptor:

This unit deals with the skills and knowledge required for the maintaining and applying health, safety and environmental regulations, legislation and procedures in the workplace.

### ELEMENTS

### PERFORMANCE CRITERIA

Candidates must be able to:

- |   |  |   |
|---|--|---|
| 1 | Maintain personal safety standards                             | 1.1 Wear recommended personal protective equipment to ensure own health and safety, as specified by the health and safety procedures and risk assessment<br><br>1.2 Attend risk assessment development and safety meetings to identify and eliminate/reduce hazards related to workplace activities<br><br>1.3 Perform safe manual handling and lifting to avoid injuries in accordance with safety policies and procedures<br><br>1.4 Communicate with all parties to be affected by workplace activities as specified by workplace procedures   |
| 2 | Apply occupational health, safety and environmental procedures | 2.1 Comply with health, safety and environmental procedures in accordance with organisational policies and safety plans<br><br>2.2 Identify breaches of health, safety, security and environment policies and procedures and report to the appropriate personnel in accordance with workplace procedures<br><br>2.3 Perform work activities in a safe manner to prevent hazards according to safety policies and procedures<br><br>2.4 Perform housekeeping activities in accordance with workplace procedures<br><br>2.5 Use all equipment and safety devices according to company/manufacture's procedures/instructions/standard operating procedures |



- 2.6 Identify and follow all safety signs/symbols according to workplace instructions

## RANGE STATEMENT

All range statements must be assessed

1. Personal protective equipment may include but not limited to:
  - gloves
  - protective footwear
  - protective head gear
  - hearing protection
  - eye protection
  - protective clothing
  - respiratory protection
  - fall protection
  - flotation devices (where applicable)
2. Safety equipment may include but not limited to:
  - fire fighting/prevention equipment
  - fall protection equipment
  - eye wash and shower
  - medical/first aid kit
  - alarm monitors
3. Measures to prevent injury or impairment include:
  - risk register
  - Job Safety/ Hazard Analysis (JSA/JHA)
  - work permits
  - risk assessment
  - site orientations

## UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. what are the individual responsibilities with respect to health, safety and environmental legislation, regulations, safe working practices, local, national and site specific procedures
2. what are the procedures to contact authorised personnel in case of emergencies, including the location of local first-aid facilities, first-aiders and systems for alerting relevant professional authorities
3. what are the incident reporting documentation and systems relevant to the workplace
4. what are individual responsibilities with regard to the reporting lines and procedures in the workplace
5. what are relevant industry safety regulations and codes of practice
6. what are major safety requirements for the work environment
7. what are the personal protective equipment to conduct work

8. what are the safety requirements relating to handling and usage of tools, equipment and materials
9. what are the emergency evacuation procedures for the workplace
10. what are fire hazards and fire hazard minimisation procedures
11. what are the organisational health, safety, security and environmental policies and procedures that applies to the activity
12. what are the occupational safety decals
13. what are the procedures that apply to working in confined spaces (where applicable)
14. what are the procedures for lock out/tag out(when applicable)
15. what are the procedures for permit to work (when applicable)
16. how to identify classes of fire and the types of extinguishers required
17. how to identify major causes of workplace accidents relevant to the work activity
18. how to identify breaches to health, safety, security and environmental procedures and how to mitigate against them

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. select and wear appropriate personal protective equipment to ensure own health and safety, following health and safety procedures
- b. attend risk assessment development and safety meetings to identify and eliminate/reduce hazards related to workplace activities
- c. comply with health and safety procedures in accordance with organisational policies and safety plans to prevent injuries and minimize workplace hazards
- d. identify breaches of health, safety, security and environmental procedures and report to the appropriate personnel in accordance with health and safety procedures
- e. use all equipment and safety devices according to company/maker's procedures/instructions

### (2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation, portfolios and oral and written questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials.

### (3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

EN00201

## Respond to Hazards and Emergencies in the Workplace

Unit Descriptor:

This unit deals with the skills and knowledge required for checking and identifying potential hazards and taking the appropriate action to minimise the risks posed. It also includes identifying and dealing with emergency situations.

### ELEMENTS

### PERFORMANCE CRITERIA

Candidates must be able to:

- |   |                                 |     |   |
|---|---------------------------------|-----|---|
| 1 | Identify and control hazards    | 1.1 | Identify industrial processes, tools, equipment, materials and environmental conditions that have the potential to cause harm                   |
|   |                                 | 1.2 | Work safely at all times, complying with health and safety and other relevant regulations and guidelines  |
|   |                                 | 1.3 | Identify hazards and take appropriate action to minimise the risk from hazards according to workplace procedures                                |
|   |                                 | 1.4 | Report hazards identified and any actions taken, according to workplace procedures  |
| 2 | Respond to emergency situations | 2.1 | Identify potential emergency situation and take action within scope of responsibility, in accordance with emergency response procedures         |
|   |                                 | 2.2 | Seek assistance in the event of an emergency, using warning systems where necessary, in accordance with workplace procedures                    |
|   |                                 | 2.3 | Take appropriate action to minimise risk of personal and third party injury, property and equipment according to workplace emergency procedures |
|   |                                 | 2.4 | Report details of emergency situation in accordance with organisational policies and procedures   |

## RANGE STATEMENT

All range statement must be assessed.

1. Types of workplace and environment may include but not limited to:
  - construction sites
  - controlled operations
  - offshore installations (where applicable)
2. Emergencies may include but not limited to:
  - fire/ explosions
  - bomb threats
  - earthquake
  - serious/medical injury
  - electric shock
  - hazardous material spills
  - severe weather
  - flood
3. Action to be taken to control hazards/emergencies may include but not limited to:
  - identification and evaluation of risk
  - follow safety procedures
  - feedback
  - stop unsafe work
  - increase voltage
  - underground utility indicators
4. Hazards may include but not limited to:
  - chemical
  - physical
  - biological
  - psychosocial
  - simultaneous operations (SIMOPS)
5. Health, safety, security and environmental policies and procedures may include but not limited to:
  - emergency, fire and accident
  - hazard identification and control
  - safe lifting and handling
  - security of documents, equipment, personnel
  - safe use of tools and equipment
  - safe use of chemicals and toxic substances
  - safe use of lifting/rigging equipment (where applicable)
  - substance abuse

## UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. what are the individual responsibilities with respect to health, safety and environmental legislation, regulations, safe working practices, local, national and site specific procedures
2. what are the hazard identification and safety assessment methods and techniques
3. what types of hazards can arise and how can they be dealt with
4. what are the effects on personnel, property and the environment, if a hazard occurs
5. what are the types of actions required to minimize risk
6. what are the individual responsibilities with regard to the reporting lines in the workplace
7. what are the procedures applicable to shutdown and evacuations and what is your responsibility in the event of an emergency/evacuation
8. what are the reporting procedures to be completed for emergency situations and what should be included in such a report
9. what information is contained in the Material Safety Data Sheet (MSDS)
10. what are the steps involved in lock out/tag out (where applicable)

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. identify hazards and take appropriate action to minimise the risk from hazards according to workplace procedures
- b. identify potential emergency situations and take required action within scope of responsibility

### (2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation, portfolios and oral and written questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials.

### (3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

## EN00202

## Maintain Effective Workplace Communication

## Unit Descriptor:

This unit deals with the skills and knowledge required for establishing and maintaining productive working relationships and communicating work related information.

**ELEMENTS****PERFORMANCE CRITERIA**

Candidates must be able to:

- |   |                         |     |   |
|---|-------------------------|-----|---|
| 1 | Communicate with others | 1.1 | Communicate with others to maintain good working relationships according to workplace guidelines                      |
|   |                         | 1.2 | Inform others, in a timely manner, about work plans or activities which affect them according to workplace procedures |
|   |                         | 1.3 | Seek assistance from others, without causing disruption to work activities in accordance with workplace guidelines    |
|   |                         | 1.4 | Respond to others seeking information, in a timely manner, according to workplace procedures                          |
| 2 | Communicate information | 2.1 | Communicate information about tasks, processes or events according to workplace procedures                            |
|   |                         | 2.2 | Identify sources of information for the work activity according to workplace guidelines                               |
|   |                         | 2.3 | Report information in accordance with workplace policies and procedures   |

**RANGE STATEMENT**

All range statements must be assessed

- |  |  |
|--|--|
| <p>1. Working relationships include but not limited to:</p> <ul style="list-style-type: none"> <li>• those for whom you have responsibility</li> <li>• those to whom you are responsible</li> <li>• clients</li> <li>• co-workers</li> <li>• visitors</li> </ul> | <p>2. Communication include but not limited to:</p> <ul style="list-style-type: none"> <li>• formal</li> <li>• informal</li> <li>• written</li> <li>• verbal</li> <li>• signs/signals</li> </ul> |
|--|--|

3. Sources of information may include but not limited to:
  - those for whom you have responsibility
  - clients

## UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. what are the lines of communication and responsibilities of others in the workplace
2. what are the types of problems that can affect relationships and what actions can be taken to deal with difficulties related to the work activity
3. what are the methods to be used to convey information to others
4. how to create and maintain working relationships and why it is important to do so
5. how to use work schedules, charts, work bulletins and memos
6. how to use communication to resolve issues/conflicts

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. communicate with others to maintain good working relationships
- b. identify sources of information for the work activity
- c. communicate information about tasks, processes or events
- d. respond to others seeking information
- e. report information

### (2) Method of Assessment

Assessors should gather a range of evidence, over a period of time, which is valid, sufficient and authentic. Evidence should be gathered through a variety of ways including direct observation, portfolios and oral and written questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, manufacturer's specifications, codes, standards, manuals and reference materials.

### (3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

## EN00203

## Prepare Basic Technical Reports

## Unit Descriptor:

This unit deals with the skills, knowledge and attitude necessary to prepare basic technical reports. This includes identifying reporting requirements, obtaining information from sources, analysing information and preparing reports.

**ELEMENTS****PERFORMANCE CRITERIA**

Candidates must be able to:

1	Identify reporting requirements	1.1	Identify the reasons/requirements for reports according to workplace procedures
		1.2	Identify format for reports according to workplace procedures
2	Gather and analyse information	2.1	Obtain information from sources according to priorities and requirements of the report
		2.2	Verify information and confirm accuracy according organisational policies and procedures
		2.3	Check that the information is sufficient and gather additional material, if required, in accordance with workplace policies and procedures
3	Prepare reports	3.1	Prepare reports according to workplace procedures
		3.2	Verify reports using approved analysis/observation or research
		3.3	Submit reports within specified time according to workplace procedures

**RANGE STATEMENT**

All range statements must be assessed.

- |   |  |
|---|--|
| <p>1. Reports may include but not limited to:</p> <ul style="list-style-type: none"> <li>• witness reports</li> <li>• routine periodic reports</li> <li>• service/repair reports</li> </ul> | <p>2. Sources may include but not limited to:</p> <ul style="list-style-type: none"> <li>• organisation's information recording and storage system</li> <li>• paper and computer sources of data and information</li> <li>• interviews</li> <li>• incident reports</li> <li>• historical data</li> </ul> |
|---|--|



- observations
3. Workplace policies and procedures may include but not limited to:
    - authorised access to or use of information
    - data protection and the storage and security of information
    - use of information technology and other electronic or telecommunication systems

## UNDERPINNING KNOWLEDGE & SKILLS

Candidates must know and understand:

1. what are workplace policies and procedures relating to preparing basic technical reports
2. what are the procedures to identify the reasons/requirements for reports
3. what are the reporting formats applicable to workplace, including graphs, charts or tables
4. what are the sources to obtain information
5. what are the procedures to gather information and determine the need for additional material
6. how to prepare a basic technical report
7. how to analyse and interpret documents containing the required information
8. how to verify with reliable sources, inside and outside the organization, the accuracy and relevance of information
9. how to sort information into a logical pattern
10. how to record accurate, clear and objective information
11. how to present written material using a range of media applicable to the workplace, including information technology software
12. how to use communication to verify information
13. how to handle and store information securely and safely and with an awareness of environmental and sustainable practices

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. comply with workplace policies and procedures to prepare basic technical reports
- b. identify reasons/requirements for reports
- c. identify format for reports
- d. obtain information from sources
- e. verify information and confirm accuracy
- f. use communication to verify information
- g. prepare basic technical reports
- h. verify and submit reports

**(2) Method of Assessment**

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

**(3) Context of Assessment**

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

## CN00650

## Prepare for Forklift Operations

## Unit Descriptor:

This unit deals with the skills, knowledge and attitude required to prepare for forklift operations. It involves selecting the forklift, inspecting the site for potential hazards and adhering to site safety requirements.

**ELEMENTS****PERFORMANCE CRITERIA**

Candidates must be able to:

- |   |                           |     |   |
|---|---------------------------|-----|---|
| 1 | Plan and prepare for job  | 1.1 | Confirm work instructions according to workplace procedures   |
|   |                           | 1.2 | Determine procedure to carry out task according to work instructions  |
|   |                           | 1.3 | Select forklift according to job requirements   |
| 2 | Perform safety procedures | 2.1 | Select and use personal protective equipment (PPE) according to occupational safety and health (OSH) requirements |
|   |                           | 2.2 | Select route free of potential hazards and traffic for safe equipment operation according to work procedures      |
|   |                           | 2.3 | Inspect site for potential hazards according to work procedures   |
|   |                           | 2.4 | Adhere to site safety and signage requirements according to workplace procedures                                  |

**RANGE STATEMENT**

All range statement must be assessed.

- |  |   |
|--|---|
| 1. Signage requirements may include but not limited to: <ul style="list-style-type: none"> <li>• public notifications</li> <li>• barricades</li> </ul>               | 2. Forklift may include but not limited to: <ul style="list-style-type: none"> <li>• high lift rider</li> <li>• low lift rider</li> <li>• order pickers</li> <li>• walkies</li> </ul> |
| 3. Personal protective equipment (PPE) may include but not limited to: <ul style="list-style-type: none"> <li>• face protection</li> <li>• eye protection</li> </ul> | 4. Site may include but not limited to: <ul style="list-style-type: none"> <li>• general industry</li> <li>• port operations</li> </ul>   |

- ear protection
  - coveralls
  - high visibility clothing
  - steel toe boots
  - safety helmets
5. Potential hazards may include but not limited to:
- chemical
  - physical
  - biological
  - psychosocial
6. Site safety requirements may include but not limited to:
- Occupational Safety and Health (OSH) Legislation
  - statutory requirements
  - work place procedures
  - manufacturer's specifications
7. Work instructions may include but not limited to:
- verbal
  - written

## UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. what are the different types of forklift and their function
2. what is the importance of occupational safety and health (OSH) requirements
3. what are the potential hazards associated with forklift operations
4. what is the importance of using personal protective equipment (PPE) in forklift operations
5. what is the difference between electric and internal combustion power supply
6. what corrective action should be taken if the work site is unsuitable for forklift operation
7. how to select type of forklift to perform job
8. how to read and understand the load centres/capacity charts and operators manual (factors affecting stability)

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. select the type of forklift to perform task
- b. use personal protective equipment (PPE) based on site requirements
- c. inspect site for potential hazards
- d. comply with occupational safety and health (OSH) requirements
- e. perform all tasks according to established procedures and job specifications

### (2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those

required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

**(3) Context of Assessment**

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

## CN00651

## Perform Pre-Operational and Operational Checks

## Unit Descriptor:

This unit deals with the skills, knowledge and attitude required to conduct pre-operational and operational checks and prepare report after routine inspections. It involves inspecting lifting components, checking instruments and safety devices and maintaining records.

**ELEMENTS****PERFORMANCE CRITERIA**

Candidates must be able to:

- |   |   |  |
|---|---|--|
| 1 | Conduct pre-operational and operational forklift inspection | <ul style="list-style-type: none"> <li>1.1 Perform checks to ensure forklift is ready for operation according to manufacturer's specification</li> <li>1.2 Inspect tyres of forklift for damage according to manufacturer's specification</li> <li>1.3 Inspect lifting components according to manufacturer's specification</li> <li>1.4 Check instruments and safety devices used to monitor forklift performance according to manufacturer's specification</li> <li>1.5 Check controls and functions of the forklift before performing task according to manufacturer's specification</li> <li>1.6 Record findings on checklist in accordance with manufacturer's standards</li> </ul> |
| 2 | Prepare inspection report                                   | <ul style="list-style-type: none"> <li>2.1 Use findings to prepare inspection report in accordance with workplace procedures</li> <li>2.2 Submit report to the supervisor according to workplace procedures</li> <li>2.3 Maintain records in the appropriate location according to workplace procedures</li> </ul>   |

**RANGE STATEMENT**

All range statement must be assessed.

1. Checks may include but not limited to:
  - visibility
  - fluid level checks
    - hydraulic oil
    - coolant
    - engine oil
    - fuel
    - transmission oil
    - brake oil
  - cab
  - horn
  - seat
  - mirrors
  - steering wheel
  - presence of an operating manual
  - presence of a fire extinguisher
  - lights
    - head lights
    - brake lights
    - reverse lights
    - indicator lights
  - wheel nuts
  - tyres
  - battery
  - radiator
  - overhead guard/roll over protective structure (ROPS)
  - falling objects protective structure (FOPS)
2. Controls and functions may include but not limited to:
  - starting devices
  - engine speed control
  - stop control
  - gear selection
  - manual transmission and clutch
  - inching pedal
  - brakes
  - parking brakes
  - levers
  - hydraulic controls
3. Instruments and safety devices may include but not limited to:
  - hour meter
  - warning indicators
  - fire extinguisher
  - warning devices
  - seat belt
  - impact sensor
  - load sensor
  - operator presence sensor indicator
  - engine temperature meter
  - speedometer
4. Lifting components may include but not limited to:
  - pulleys
  - chains
  - mast rollers
  - hydraulic cylinders
  - hydraulic hoses
5. Appropriate location may include but not limited to:
  - checklist holder
  - site manager office
  - supervisor office

## UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

1. what are the pre-operational and operational checks which should be conducted on the forklift
2. what is the importance of inspecting the lifting components
3. what is the importance of checking instruments and safety devices
4. what is the importance of checking controls and functions
5. what are the procedures for starting-up, shutting-down and parking forklift
6. how to check instruments and safety devices to monitor forklift operations
7. how to check controls and functions of the forklift before performing task
8. how to use a fire extinguisher
9. how to record findings on the checklist
10. how to prepare inspection reports
11. how to maintain and update records
12. how to adhere to manufacturer's specifications, statutory requirements and standard operating procedures

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. perform pre-operational and operational checks
- b. complete checklist during pre-operational and operational checks
- c. prepare and submit inspection report of findings
- d. maintain and update records

### (2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

### (3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.



## CN00652

## Connect and Inspect Attachments and Components

## Unit Descriptor:

This unit deals with the skills, knowledge and attitude required to connect and inspect forklift attachments and components. It involves checking and removing attachments and components as well as preparing inspection report.

**ELEMENTS****PERFORMANCE CRITERIA**

Candidates must be able to:

- |   |  |   |
|---|--|---|
| 1 | Select and inspect attachment and components | <ul style="list-style-type: none"> <li>1.1 Plan the task to be carried out according to the job specifications</li> <li>1.2 Select and connect attachments and components to forklift according to job specifications and manufacturer's specifications</li> <li>1.3 Check attachments and components for mechanical defects and oil leaks and report to supervisor according to workplace guidelines</li> <li>1.4 Check the working condition of attachments and components according to manufacturer's specifications</li> <li>1.5 Check lubrication according to manufacturer's specifications</li> <li>1.6 Perform function of attachments according to manufacturer's specifications</li> <li>1.7 Remove or connect attachments and components according to manufacturer's specifications</li> </ul> |
| 2 | Prepare inspection report                    | <ul style="list-style-type: none"> <li>2.1 Use findings to prepare inspection report in accordance with workplace procedures</li> <li>2.3 Submit report to the supervisor according to workplace procedures</li> <li>2.4 Maintain records in the appropriate location according to workplace procedures</li> </ul>  |

## **RANGE STATEMENT**

All range statement must be assessed.

1. Attachments may include but not limited to:
  - forks
  - side-shifter
  - clamp
  - roll and barrel clamp
  - drum handler
  - man basket
  - scales
  - fork extension
  - carriage
2. Components may include but not limited to:
  - shifting pins
  - locks
  - hydraulic hoses
  - hose fitting
  - nuts and bolts
3. Function of attachment may include but not limited to:
  - mast movements
  - side-shifter movements
  - clamp action (open/close and rotate)
  - roll and barrel clamp action (open/close and rotate)
  - drum handler action (open/close and rotate)
  - man basket security check
  - scales weight verification check
  - fork extension dimensions check
  - carriage securement
4. Appropriate location may include but not limited to:
  - checklist holder
  - site manager office
  - supervisor office
5. Mechanical defects may include but not limited to:
  - worn/bent/broken attachment
  - presence of cracks on attachment
  - slack/missing components

## **UNDERPINNING KNOWLEDGE AND SKILLS**

Candidates must know and understand:

1. what are the uses of the different attachments
2. what is the importance of lubricating attachments
3. what are the different types of components
4. what is the importance of the function tests on the different attachments
5. what corrective action should be taken after checks
6. how to connect and detach attachments
7. how to check lubrication and maintain fluid levels
8. how to prepare inspection reports
9. how to maintain and update records

**EVIDENCE GUIDE****(1) Critical Aspects of Evidence**

Evidence should include a demonstrated ability to:

- a. select components and attachments to perform tasks
- b. inspect components and attachments
- c. connect and remove components and attachments
- d. perform function tests of attachment before performing actual work
- e. prepare an inspection report and maintain and update records
- f. perform all tasks according to established procedures and job specifications

**(2) Method of Assessment**

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

**(3) Context of Assessment**

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

## CN00653

## Operate the Forklift

## Unit Descriptor:

This unit deals with the skills, knowledge and attitude required to operate the forklift. It includes starting the forklift, picking up, transporting and positioning load.

**ELEMENTS****PERFORMANCE CRITERIA**

Candidates must be able to:

- |   |                              |   |
|---|------------------------------|---|
| 1 | Prepare to move the forklift | 1.1 Confirm work instructions with supervisor according to workplace procedures<br><br>1.2 Mount the forklift according to safety requirements<br><br>1.3 Position oneself in operator's seat and engage operator's restraint device according to manufacturer's specifications<br><br>1.4 Start engine according to manufacturer's specifications  |
| 2 | Operate the forklift         | 2.1 Operate controls according to manufacturer's specifications<br><br>2.2 Maintain visibility and all around observation when operating forklift according to safety requirements<br><br>2.3 Use direction and/or gear selection according to manufacturer's specifications<br><br>2.4 Use warning devices where vision is obstructed according to workplace procedures<br><br>2.5 Drive at required speed according to worksite regulations<br><br>2.6 Identify work site hazards associated with forklift operations according to work procedures<br><br>2.7 Use safe operating techniques to minimise risk according to manufacturer's specifications, statutory requirements and standard operating procedures |
| 3 | Hoist load                   | 3.1 Position forklift to engage load according to manufacturer's specifications and workplace   |

- requirements
- 3.2 Use inching pedal or clutch to maneuver forklift when engaging load according to manufacturer's specification
- 3.3 Select forward or reverse travel according to load dimensions
- 4 Transport load
  - 4.1 Secure load during transportation according safety guidelines
  - 4.2 Ensure attachments are locked according to manufacturer's specifications
  - 4.3 Carry the load low and at an angle to secure load according to workplace procedures
- 5 Position load in designated location
  - 5.1 Place load in the designated location according to job requirements
  - 5.2 Align forklift to deposit load in designated area according to workplace procedures
  - 5.3 Lower the load without causing damage or coming into contact with fixed objects according to industry standard
  - 5.4 Adjust mast to avoid contact with load during disengagement according to industry standard
- 6 Park and secure the forklift
  - 6.1 Stop the forklift and lower attachment to ground according to manufacturer's procedures
  - 6.2 Set transmission in neutral and apply parking brakes to prevent forklift from moving according to manufacturer's procedures
  - 6.3 Switch off engine according to manufacturer's procedures

**RANGE STATEMENT**

All range statement must be assessed.

1. Work instructions may include but not limited to:
  - written instructions
  - verbal instructions
2. Gear selection may include but not limited to:
  - forward to reverse
  - reverse to forward
  - gear sequence
3. Controls may include but not limited to:
  - hoist
  - lower
  - tilt forward
  - tilt backward
  - side shift
4. Warning devices may include but not limited to:
  - horns
  - backup alarm
5. Load may include but not limited to:
  - ferrous and non-ferrous
  - hazardous and non-hazardous
  - cylinders
  - live/dead loads
6. Work site may include but not limited to:
  - cross aisles
  - entrances
  - uneven surfaces
  - narrow aisles
  - blind spots
  - roads
  - loading bays
  - laydown yards
  - warehouses
  - industrial sites
7. Safe operating techniques may include but not limited to:
  - hoisting
  - lowering
  - placing
  - clamping
8. Work site hazards may include but not limited to:
  - electric lines
  - other moving equipment
  - pedestrians
  - fixed structures
9. Attachments may include but not limited to:
  - forks
  - side-shifter
  - clamp
  - roll and barrel clamp
  - drum handler
  - man basket
  - scales
  - fork extension
  - carriage
10. Safety requirements may include but not limited to:
  - hand and foot hold
  - face machine and maintain three-point contact
  - seat belts (operator's restraint device)

## UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

- 1 what are the legal requirements, safety requirements and statutory requirements relating to the use of a forklift
- 2 what are the techniques for calculating safe working load weight based on load centres
- 3 what are the site isolation and traffic control responsibilities and authorities
- 4 what are the methods of changing machine attachments
- 5 what are the required documentation for duties
- 6 what are the operational and maintenance procedures
- 7 what are the types of fuel used as the energy source to power the forklift
- 8 what are the safe operating techniques in all terrain
- 9 what are the hazards and risks associated with simultaneous operations
- 10 how to interpret materials safety data sheet and materials handling methods
- 11 how to shut down a forklift in an emergency situation

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. prepare for moving the load
- b. follow approved safe operating procedures when performing tasks
- c. operate the forklift
- d. ensure load is picked up, transported and positioned
- e. park and secure forklift
- f. perform all tasks according to established procedures, manufacturer's specifications, statutory requirements and standard operating procedures

### (2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

### (3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.

## CN00654

## Operate the Telescopic Boom Forklift

## Unit Descriptor:

This unit deals with the skills, knowledge and attitude required to operate the telescopic boom forklift. It includes starting the telescopic boom forklift picking up, transporting and positioning load.

**ELEMENTS****PERFORMANCE CRITERIA**

Candidates must be able to:

- |   |  |   |
|---|--|---|
| 1 | Prepare to move the telescopic boom forklift | <ul style="list-style-type: none"> <li>1.1 Confirm work instructions with supervisor according to workplace procedures</li> <li>1.2 Mount the telescopic boom forklift according to safety requirements</li> <li>1.3 Position oneself in operator's seat and engage operator's restraint device according to manufacturer's specifications</li> <li>1.4 Start engine according to manufacturer's specifications</li> </ul>  |
| 2 | Operate the telescopic boom forklift         | <ul style="list-style-type: none"> <li>2.1 Operate the telescopic boom forklift within parameters of the load chart according to manufacturer's specifications</li> <li>2.2 Operate controls according to manufacturer's specifications</li> <li>2.3 Maintain visibility and all around observation when operating forklift according to safety requirements</li> <li>2.4 Use direction and/or gear selection according to manufacturer's specifications</li> <li>2.5 Use warning devices when approaching location where vision is obstructed according to workplace procedures</li> <li>2.6 Drive at required speed according to worksite regulations</li> <li>2.7 Identify work site hazards associated with forklift operations according to work procedures</li> </ul> |



- 2.8 Use safe operating techniques to minimise risk according to manufacturer's specifications, statutory requirements and standard operating procedures
- 3 Hoist load
  - 3.1 Position forklift to engage load according to manufacturer's specifications and workplace requirements
  - 3.2 Use inching pedal or clutch to maneuver forklift when engaging load according to manufacturer's specification
  - 3.3 Select forward or reverse travel according to load dimensions
- 4 Transport load
  - 4.1 Secure load to prevent damage during transportation according safety guidelines
  - 4.2 Ensure attachments are locked according to manufacturer's specifications
  - 4.3 Carry the load low and at an angle to secure load according to workplace procedures
- 5 Position load in designated location
  - 5.1 Place load in the designated location according to job requirements
  - 5.2 Align forklift to deposit load in designated area according to workplace procedures
  - 5.3 Lower the load without causing damage or coming into contact with fixed objects according to industry standard
  - 5.4 Adjust boom to avoid contact with load when disengaging load according to industry standard
- 6 Park and secure the forklift
  - 6.1 Stop the forklift and lower attachment to ground according to manufacturer's procedures
  - 6.2 Set transmission in neutral and apply parking brakes to prevent forklift from moving according to manufacturer's procedures
  - 6.3 Switch off engine according to manufacturer's procedures

## RANGE STATEMENT

All range statement must be assessed.

1. Work instructions may include but not limited to:
  - written instructions
  - verbal instructions
2. Gear selection may include but not limited to:
  - forward to reverse
  - reverse to forward
  - gear sequence
3. Load may include but not limited to:
  - ferrous and non-ferrous
  - hazardous and non hazardous
  - cylinders
  - live/dead loads
4. Warning devices may include but not limited to:
  - horns
  - backup alarm
5. Work site may include but not limited to:
  - cross aisles
  - entrances
  - uneven surfaces
  - narrow aisles
  - blind spots
  - roads
  - loading bays
  - laydown yards
  - warehouses
  - industrial sites
6. Safe operating techniques may include but not limited to:
  - hoisting
  - lowering
  - placing
  - clamping
7. Work site hazard may include but not limited to:
  - electric lines
  - other moving equipment
  - pedestrians
  - fixed structures
8. Controls may include but not limited to:
  - raise boom
  - lower boom
  - tilt
  - extend
  - retract
  - lower outrigger
  - raise outrigger
  - level frame
9. Safety requirements may include but not limited to:
  - hand and foot hold
  - face machine and maintain three-point contact
  - seat belts (operator's restraint device)
10. Attachments may include but not limited to:
  - forks
  - side-shifter
  - clamp
  - roll and barrel clamp
  - drum handler
  - man basket
  - scales
  - fork extension
  - carriage

## UNDERPINNING KNOWLEDGE AND SKILLS

Candidates must know and understand:

- 1 what are the legal requirements, safety requirements and statutory requirements relating to use of a telescopic boom forklift
- 2 what are the techniques for calculating safe working load weight based on load centres
- 3 what are the site isolation and traffic control responsibilities and authorities
- 4 what are the methods of changing machine attachments
- 5 what are the required documentation for duties
- 6 what are the operational and maintenance procedures
- 7 what are the types of fuel used as the energy source to power the forklift
- 8 what are the safe operating techniques in all terrain
- 9 what are the hazards and risks associated with simultaneous operations
- 10 what are the different communication methods used during operations
- 11 how to interpret materials safety data sheet and materials handling methods
- 12 how to shut down a telescopic boom forklift in an emergency situation

## EVIDENCE GUIDE

### (1) Critical Aspects of Evidence

Evidence should include a demonstrated ability to:

- a. prepare for moving the load
- b. follow approved safe operating procedures when performing tasks
- c. operate the telescopic boom forklift
- d. ensure load is picked up, transported and positioned
- e. park and secure telescopic boom forklift
- f. perform all tasks according to established procedures, manufacturer's specifications, statutory requirements and standard operating procedures

### (2) Method of Assessment

Assessors should gather a range of evidence that is valid, sufficient, current and authentic. Evidence can be gathered through a variety of ways including direct observation, supervisor's reports, project work, samples and questioning. Questioning techniques should not require language, literacy and numeracy skills beyond those required in this unit of competency. The candidate must have access to all tools, equipment, materials and documentation required. The candidate must be permitted to refer to any relevant workplace procedures, product and manufacturing specifications, codes, standards, manuals and reference materials.

### (3) Context of Assessment

This unit may be assessed on the job, off the job or a combination of both on and off the job. Where assessment occurs off the job, that is the candidate is not in productive work, then an appropriate simulation must be used where the range of conditions reflects realistic workplace situations. The competencies covered by this unit would be demonstrated by an individual working alone or as part of a team. The assessment environment should not disadvantage the candidate.