

## Statement of Attainment - Activity Book LO

### STUDENT TO COMPLETE

Candidate Name: \_\_\_\_\_  
D.O.B: \_\_\_\_\_  
Position: \_\_\_\_\_  
Employer: \_\_\_\_\_  
SupervisorName: \_\_\_\_\_

#### Note to Auditor:

Gap Analysis listed at rear page including instructions for passing SOA; listing-out comparable Underpinning Knowledge and Skills, as found via the WorkSafe Mandated Tools and UOC. All criteria must be *correctly answered and demonstrated*.



**TLILIC2002A**  
**LICENCE TO OPERATE AN**  
**ORDER PICKING FORKLIFT TRUCK**  
**SOA ACTIVITY BOOK**

**STUDENT TO COMPLETE**

TLILIC2002A  
LICENCE TO OPERATE An Order Picker

**ACTIVITY BOOK**

RTO to retain as evidence of training and competency

Learner Details:	WorkPlace Supervisor Details:
<b>Name:</b>	<b>Name:</b> <b>Mobile No.:</b>
<b>Contact number:</b>	RTO Service Provider 50091 [WA]
<b>Email:</b>	Contact number: Lead Trainer & Assessor John Staltari M: 0478 617 089
	Email: info@staltariohs.com.au
	Training Location:
	Date of Training:

Office use only:	Verified by J Staltari & Kamal Haddad	September 2014  Document Title Official Activity Book TLILIC2002A
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## STUDENT TO COMPLETE

### Module 1 Questions

**Note: Questions 2,3,7,8,9,12,13, and 15 (Module 1) are covered by WorkSafe Mandated Tool.**

**Note: Please use Learner Pack 1 power point presentation on your computer screen to study for your answers**

**Answer all questions correctly that represent assessment for your Statement of Attainment.**

1. Slide 86: List the 4 main types of WHS/OHS legislation, requirements and guidelines.

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4. Slide 87: What is a Safe Work Method Statement (SWMS)?

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5. Slide 88: What are the 3 stages of risk management?

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6. Slide 89: Why is it important to coordinate with other workers/personnel during the risk management process?

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10. Slide 90: What safety equipment is required while using an order picker?

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## STUDENT TO COMPLETE

11. Slide 91: Selecting the right order picker for the job is important. List 3 things that you need to think about when choosing an order picking forklift to use.
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14. Slide 92: List 3 types of instructions that you might come across in your day-to-day work as an order picking forklift operator.
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It is very important that you teach yourself to recall these answers on the actual day of assessment. Your assessor will question you to ensure *validity* and *authenticity* has been maintained. This rule applies to both Modules 1 and 2 questions in this Activity Book.

## WORKPLACE SUPERVISOR TO MARK WITH STUDENT

### Module 1 Practical Activities

#### WorkPlace Supervisor only to mark

Note to Student: 2-3 covered by WorkSafe Mandatory Tool. (Activities in orange to be completed only).

Activity	Competency Demonstrated
1. Locate an example of each of the following documents and explain how they affect the way you would operate the order picker:	
▶ Work instructions/SWMS/JSA.	<input type="checkbox"/>
▶ Legislative requirements.	<input type="checkbox"/>
▶ Organisational requirements.	<input type="checkbox"/>
2. Complete the risk management process using the form provided (or other appropriate workplace procedure) including:	
a) Identification and assessment of hazards and potential hazards in the area.	<input type="checkbox"/>
b) Selection of appropriate control measures for identified hazards and demonstration of how to implement them (including consultation with appropriate personnel/workers).	<input type="checkbox"/>
3. Identify the safety equipment that you will be required to use during the order picker operations and demonstrate how to inspect and correctly fit it.	<input type="checkbox"/>
4. Identify the order picker that you are required to use and locate the load chart/data plate. Explain what the maximum rated capacity for the order picker is to your trainer.	<input type="checkbox"/>
5. Check the path of movement of the order picker and identify any specific requirements that must be considered or put in place before you start.	<input type="checkbox"/>
6. Identify and explain the communication techniques that you will use during the order picker operations to coordinate with other nearby workers/personnel.	<input type="checkbox"/>

## STUDENT TO COMPLETE

### Module 2 Questions

Note: Questions 1,2,8,9,10,11,13,14,15,16,18,19,20,22,23,25, and 27 (Module 2) are covered by WorkSafe Mandated Tool.

Note: Please use Learner Pack 1 power point presentation on your computer screen to study for your answers

Answer all questions correctly that represent assessment for your Statement of Attainment.

3. Slide 93: List 3 examples of fluids you may need to check as part of the inspection.

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4. Slide 94: What should you refer to if you are unable to locate, or correctly identify the controls for the order picker?

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5. List 2 examples each of the following safety devices that you would expect to find on an order picker:
- a) Slide 95: Lights.

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- b) Slide 96: Guards.

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- c) Slide 97: Devices.

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## STUDENT TO COMPLETE

6. Slide 98: Should you ever use an order picker that has been modified beyond the manufacturer's recommendations?

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7. Slide 99: What would you check for in the order picker's logbook and why?

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12. Slide 100: List 3 hazard control measures that may be implemented before starting order picking forklift operations.

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17. Slide 101: List 3 factors that would influence the speed of the forklift.

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21. Slide 102: Under what circumstances should you attempt to jump from an order picker that has made contact with overhead electric/power lines?

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24. Slide 103: What can you refer to for details of the shut down procedure for the order picker you are using?

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26. Slide 104: Why should you conduct post-operational checks?

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## WORKPLACE SUPERVISOR TO MARK WITH STUDENT

# Module 2 Practical Activities

### WorkPlace Supervisor only to mark

Note to Student: 6 (part of),8,9 (part of) covered by WorkSafe Mandatory Tool. (Activities in orange to be completed only).

Activity	Competency Demonstrated
1. Conduct an inspection of an order picking forklift and record the results in the service logbook / daily inspection checklist. All appropriate safety equipment must be fitted and correctly used during the inspection.	
a) Demonstrate how to carry out pre-start visual checks.	<input type="checkbox"/>
b) Demonstrate the correct procedure for mounting and starting the forklift including connecting safety equipment to appropriate attachment point.	<input type="checkbox"/>
c) Demonstrate how to conduct operational checks including:	<input type="checkbox"/>
(i) Locate and identify all controls.	<input type="checkbox"/>
(ii) Test all movements and functions to their full extent.	<input type="checkbox"/>
(iii) Test all safety devices.	<input type="checkbox"/>
2. Demonstrate the correct procedure for reporting faults in accordance with site procedures including:	<input type="checkbox"/>
a) Reporting the fault.	<input type="checkbox"/>
b) Recording the fault in the logbook.	<input type="checkbox"/>
c) Isolating defective equipment.	<input type="checkbox"/>
3. Implement hazard control measures as required for the job and site. Demonstrate how to communicate these controls with other workers/personnel as required.	<input type="checkbox"/>
4. Determine the weight of an unmarked load selected by your trainer.	<input type="checkbox"/>
5. Determine if the order picker can safely lift the load by referring to the load chart/data plate.	<input type="checkbox"/>



## WORKPLACE SUPERVISOR TO MARK WITH STUDENT

6. Demonstrate how to operate the order picker:	
a) Position the order picker to access a load to be shifted.	<input type="checkbox"/>
b) Pick up and travel with the load ensuring:	<input type="checkbox"/>
▶ Communication is maintained at all times with relevant personnel/workers.	<input type="checkbox"/>
▶ All instructions and directions are followed.	<input type="checkbox"/>
▶ The order picker does not collide with anything during travel.	<input type="checkbox"/>
▶ The order picker is operated at a safe speed appropriate to workplace conditions.	<input type="checkbox"/>
▶ The order picker is operated at a safe height.	<input type="checkbox"/>
▶ Visibility is maintained at all times during travel.	<input type="checkbox"/>
▶ Safety devices are used in accordance with site procedures.	<input type="checkbox"/>
▶ The stability of the load and order picker is monitored at all times and adjustments are made to correct any problems.	<input type="checkbox"/>
▶ Order picker is operated in forward and reverse according to work space restrictions.	<input type="checkbox"/>
c) Place the load according to directions from your trainer. This may include picking parts of the load to be stored in racking.	<input type="checkbox"/>
7. Demonstrate the correct procedure for responding to a simulated emergency situation described by your trainer.	<input type="checkbox"/>
8. Park the order picker in the designated area away from hazards.	<input type="checkbox"/>
9. Demonstrate the correct shutdown procedure for the order picking forklift.	<input type="checkbox"/>
▶ Refer to site procedures or the manufacturer's instructions for the correct shutdown sequence.	<input type="checkbox"/>
10. Conduct post-operational checks on the order picker, secure the order picker and report any defects you find in accordance with site isolation procedures.	<input type="checkbox"/>

## Order Picker Inspection Checklist Must complete with WorkPlace Supervisor

Order Picking Forklift Inspection Checklist			Date:
Company Name:			Site:
Machine Number:			Operator Name:
Item to be checked by operator:	✓	✗	Fault Report
Forks/Tynes and attachments			
Fluids (Hydraulic Oil)			
Mast, chain, hydraulic rams/hoses/lines			.....
Tyre condition (Wear and Pressure), wheel nuts (where applicable) (move machine)			.....
Structure and overhead guard			.....
Signage, decals and data plate			.....
Battery security, water level and cleanliness			.....
Leaks under order picker			.....
Operators platform and load platform			.....
Seat and seat belt if fitted (turret truck only)			.....
Safety equipment, attachment point, harness			.....
Guardrails/gates and correct data plate (if platform attachment fitted)			.....
<b>POST KEY (now start order picker)</b>			.....
Steering			.....
Lights, horn and/or backup alarm			.....
Gauges and instruments			.....
All brakes (dead man and emergency)			
Steering Chain (where fitted)			Tag Attached? Yes / No
Hydraulic controls & lift			
Emergency descent valve			

Action Taken to Repair Order Picker: (Only if damage / defect found)	
Name:	Date of Repair:
Return to Service Authority by Supervisor	
Supervisor Name:	Comments:
Signature:	Date:

## **GAP ANALYSIS For Audit and Assessor Use Only**

Course: TLILIC2002A: Licence To Operate An Order Picking Forklift Truck.

All of the below must be answered and performed correctly

**Legend = MT (mandated tools supplied by worksafe)**

### **Underpinning Knowledge**

#### **Module 1**

Q2 = Q7 MT **	Q3 = Q9 MT	Q7 = Q10 & 11 MT
Q8 = Q10 MT	Q9 = Q12 MT	Q12 = Q45 & 46 ** MT
Q13 = Q16 MT	Q15 = Q23 MT	

#### **Module 2**

Q1 = Q27 MT	Q2 = Q31 MT **	Q8 = Q32 MT **
Q9 = Q30 MT **	Q10 = Q28 MT	Q11 = Q50 & 55** MT
Q13 = Q25 MT	Q14 = Q36 MT **	Q15 = Q56 MT
Q16 = Q37 MT	Q 18 = Q38 MT **	Q19 = Q52 MT **
Q20 = Q47 MT **	Q22 = Q28 MT	Q23 = Q60 MT
Q25 = Q63 MT **	Q27 = Q62 MT **	

\*\* Indicates non-critical questions in MT, however all questions to be answered correctly in order to achieve SOA.

### **Practical Skill-sets**

#### **Module 1**

Item 2a&B = Task one, p41 MT
Item 3 = Task three, criteria 4, p43 MT

#### **Module 2**

Item 6a = Task four, criteria 13, MT	Item 6b = Task four, criteria 15, MT
Item 6b1 = Task four, criteria 6, MT	Item 6b3 = Task four, criteria 9, MT
Item 6b4 = Task four, criteria 5, MT	Item 6b5 = Task four, criteria 8, MT
Item 6b6 = Task four, criteria 7, 15, 16, MT	Item 6b9 = Task four, criteria 12, MT
Item 8 = Task five, criteria 1, MT	Item 9 = Task five, criteria 1-5, MT

## WORKPLACE SUPERVISOR ONLY TO MARK AND EMAIL

### Assessment Summary

Course: TLILIC2002A: Licence To Operate An Order Picking Forklift Truck.

Learner's Name: (Employee) \_\_\_\_\_

WorkPlace Supervisor Name and Signature \_\_\_\_\_

WorkPlace Supervisor to check-off following achievements:

(Please email copy of this page only to confirm student has completed required self-learning:  
[info@staltariohs.com.au](mailto:info@staltariohs.com.au) This ensures student is ready to commence course).

#### Learner has over time demonstrated the following:

- |  |                          |
|--|--------------------------|
| Correct pre-start procedure  | <input type="checkbox"/> |
| Suitable attitude toward self and others' personal safety and property | <input type="checkbox"/> |
| Correct interpretation of (load) data plate                            | <input type="checkbox"/> |
| Knowledge of workplace SOP for order picker                            | <input type="checkbox"/> |
| Correct use of all controls/pedals/throttle                            | <input type="checkbox"/> |
| Theoretical (written) underpinning knowledge                           | <input type="checkbox"/> |
| Practical (day to day) warehouse operations                            | <input type="checkbox"/> |
| Learner is happy to proceed to official (enrolled) order picker course | <input type="checkbox"/> |

**WorkPlace Supervisor ends all tasks here.** Please ensure your employee brings this Activity Book to class.

**Note to Assessor:** Prior to completing the Rules of evidence as listed out on the next page, you must be satisfied the learner has retained the required underpinning knowledge section contained within Modules 1 and 2. This validation must be completed as an individual exercise and the method is questioning F/F.

**Scores required are 100% for written Modules 1 and 2**

**Assessor Only: Rules of evidence**

**Evidence collected to date is:**

Rule	Evidence must...
Valid <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>	<ul style="list-style-type: none"> <li>- Address the elements and performance criteria</li> <li>- Reflect the skills, knowledge and context described in the competency standard</li> <li>- Demonstrate the skills and knowledge are applied in real or simulated workplace situations</li> </ul>
Current <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>	<ul style="list-style-type: none"> <li>- Demonstrate the candidate's current skills and knowledge</li> <li>- Comply with current standards</li> </ul>
Sufficient <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>	<ul style="list-style-type: none"> <li>- Demonstrate competence over a period of time</li> <li>- Demonstrate competence that is able to be repeated</li> <li>- Comply with language, literacy and numeracy levels which match those required by the work task (not beyond)</li> </ul>
Authentic <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/>	<ul style="list-style-type: none"> <li>- Be the work of the candidate</li> <li>- Be able to be verified as genuine</li> </ul>

Assessor's Signature and Name

Learner's Signature and Name

Date:

Date:

## STUDENT TO COMPLETE

Dear Student

Now that you have completed your evidence of learning against TLILIC2002A (Statement of Attainment) you are lastly required to study in particular the critical questions you will be asked during your actual HRWL (HIGH Risk Work Licence) knowledge assessment.

Whilst you will benefit from reviewing and learning the entire presentation you have since been given access to, you must now supply [practice] written evidence of homework for the following:

### Hazards – Controls and Planning

#### Slide 21 Q9

Before commencing work, who should you consult with about site hazards? **List** three (3)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

#### Slide 22-24 Q10

You are about to commence order picking forklift operations. **List** seven (7) site hazards that you need to consider and plan for.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_

## STUDENT TO COMPLETE

### Slide 25 Q11

You are about to commence order picking forklift operations. **List** five (5) things you need to consider **other than site hazards** when planning the task.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Slide 26-27 Q12

The 'Hierarchy of Control' is a logical sequence of steps that should be considered to control hazards in the workplace. Elimination is always the first consideration. **List** the remaining steps in logical order.

1. Elimination
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

### Slide 31 Q16

What are some of the issues that you may need to consider when determining the path of movement for the order picking forklift and/or the load?

1. \_\_\_\_\_

### Slide 33 Q18

What restrictions apply to pedestrian access around an order picking forklift truck?

1. \_\_\_\_\_

### Slide 34 Q19

What must be provided for order picking forklift operations while working at night or in darkened areas?

1. \_\_\_\_\_

## STUDENT TO COMPLETE

### Slide 35 Q20

Why must batteries be charged in a well-ventilated area?

1. \_\_\_\_\_

### Slide 36 Q21

What are two (2) precautions you can take when operating an order picking forklift on a wet or slippery surface?

1. \_\_\_\_\_
2. \_\_\_\_\_

### Slide 37 Q22

Why is 'rear end' swing dangerous when using an order picking forklift?

1. \_\_\_\_\_

## Communications

### Slide 39 Q23

What are three (3) methods you can use to communicate with other site personnel?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

### Slide 40 Q24

List three (3) important communications you should make in an emergency situation and the person(s) to whom they should be made?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## Weights

### Slide 42 Q25

What are three (3) methods of determining the weight of a load?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_



## STUDENT TO COMPLETE

### Pre-start Inspection

#### Slide 45 Q27

What are six (6) pre-operational checks you would carry out on an order picking forklift?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

#### Slide 46 Q28

What action would you take if you found a defect to your order picking forklift during your pre-operational check?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

#### Slide 47 Q29

What is meant by the term 'rated capacity' of an order picking forklift?

1. \_\_\_\_\_

### General Operations

#### Slide 56 Q37

The operator's view is obstructed. How can the load be safely moved?

1. \_\_\_\_\_

#### Slide 57 Q39

What type of surface should an order picking forklift operate on?

1. \_\_\_\_\_

#### Slide 58 Q40

Why are you not permitted to raise or lower a load near or over people?

1. \_\_\_\_\_

## STUDENT TO COMPLETE

### Slide 59 Q41

Is it permissible to carry passengers on an order picking forklift? Explain your answer?

1. \_\_\_\_\_

### Slide 61 Q43

When operating an order picking forklift, why is it not permitted to leave one rack and turn into another while the platform is elevated?

1. \_\_\_\_\_

### Slide 62 Q44

List two (2) reasons why it is unsafe to carry a load on only one fork arm?

1. \_\_\_\_\_
2. \_\_\_\_\_

### Slide 63 Q45

What are five (5) actions that may cause an order picking forklift to tip over sideways?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Slide 67 Q50

When must the handrail on the platform be closed?

1. \_\_\_\_\_

### Slide 68 Q51

How do you prevent a pallet or the platform from moving on the fork tynes?

1. \_\_\_\_\_

### Slide 71 Q54

You have been working on one section of racking one metre above the ground in an area not fenced off to pedestrians. How would you move the order picking forklift to another section at the same height?

1. \_\_\_\_\_

### Slide 73 Q56

When are you permitted to travel an order picking forklift truck while you are raised more than 600mm from the ground?

1. \_\_\_\_\_

## STUDENT TO COMPLETE

### Shut down

#### Slide 77 Q60

What are three (3) locations within the workplace where you would not park your order picking forklift?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

#### **Note to Assessor and Student:**

Due to use of Gap Analysis, the following non-critical questions found in the WorkSafe assessment must be answered correctly in order to achieve a SOA.

Q7	Q30	Q31	Q32	Q36	Q38
Q46	Q47	Q52	Q55	Q62	Q63

#### Slide 18 Q7

What responsibility does a HRW licence holder have when undertaking high risk work?

1. \_\_\_\_\_

#### Slide 49 Q30

You have conducted the pre-operational checks. There are no identified problems, and you start the order picking forklift. What post-start checks should be made? List six (6).

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_

#### Slide 50 Q31

If at any time while conducting an order picking forklift ruck inspection it is found to be defective or unsafe, what should you do?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

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### Slide 51 Q32

What three (3) things must you do if an abnormal noise is heard after starting an order picking forklift?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

### Slide 55 Q36

What must the operator do before reversing an order picking forklift? List three (3) things.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

### Slide 57 Q38

Why should load movement be constantly monitored?

1. \_\_\_\_\_
2. \_\_\_\_\_

### Slide 64 Q46

What are five (5) actions that may cause an order picking forklift truck to tip over frontwards or backwards?

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

### Slide 65 Q47

List two (2) actions you should take if the order picking forklift truck is rolling over sideways.

1. \_\_\_\_\_
2. \_\_\_\_\_

## STUDENT TO COMPLETE

### Slide 69 Q52

When refilling stock into racking/shelves, what two (2) things must you consider when stacking items on top of each other?

1. \_\_\_\_\_
2. \_\_\_\_\_

### Slide 72 Q55

When is a harness, where provided, required to be worn?

1. \_\_\_\_\_

### Slide 79 Q62

While carrying out post-operational checks you notice a defect or fault. What do you do before leaving the order picking forklift? List three (3) steps.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

### Slide 80 Q63

What is the reason for removing the ignition key when leaving the order picking forklift unattended?

1. \_\_\_\_\_

Written practice completes here. Remember, you will not be scored on these answers; however have completed only as a form of practising the knowledge required for a correct response.

Please remember to bring this Activity Book with you to class.

#### Summary:

1. You have completed your Module 1 and 2 questionnaire and the associated practical activities, whilst under the direct supervision of an appointed and suitably licensed workplace supervisor.
2. You have completed all questions [in red] required for learning the elements contained within the WorkSafe knowledge assessment.

We take this opportunity to thank you for being involved in your own learning and wish you luck on the day. A further summary of all learning material will be conducted by your trainer on the actual day of assessment.

Sincerely  
John Staltari  
Manager