

ASSESSMENT TOOL — Assessor Guide

Operate a forklift

RIIHAN201E

Candidate & assessor details

Candidate name	
Date of birth	
Assessor name	
Date of assessment	

Candidate declaration

1. Candidate Declaration: I declare that the evidence I have submitted for this assessment is my own work. I understand the assessment process and my rights to appeal.
2. Assessor Declaration: I declare that I have conducted this assessment in accordance with the Principles of Assessment and Rules of Evidence, and that the judgement of competence is my own.

Results

Theory Assessment Result	Competent / Not yet competent
Practical Assessment Result	Competent / Not yet competent
Final Assessment Outcome	Competent / Not yet competent

Conditions of assessment

This assessment must be conducted in a safe workplace or a simulated environment that is realistic and sufficiently rigorous to cover all aspects of workplace performance. The candidate must have access to: a compliant forklift, a range of materials/loads to be shifted, at least two different certified and approved forklift attachments (e.g., slipper forks, lifting jib), required personal protective equipment (PPE), relevant workplace documentation (e.g., SWMS, pre-start checklists, logbooks, load charts), and an operational area with designated travel paths, racking/storage areas, and potential hazards. Assessment must comply with relevant legislation, regulations, and workplace policies and procedures.

Signatures

To be signed by hand after printing.

Candidate

Name

Signature

Assessor

Name

Signature

Theory assessment

Answer all questions in the spaces provided. You must answer all questions correctly to be deemed satisfactory in this section. Your assessor will provide clarification if you do not understand a question.

1. What is the primary purpose of conducting a thorough pre-start inspection on a forklift before use?

Model answer: To ensure the forklift is safe to operate, identify any faults or defects that could cause an accident or injury, and to confirm it is mechanically sound and compliant with workplace procedures and legislative requirements.

2. List three (3) common hazards you might encounter when operating a forklift and a control measure for each.

Model answer: 1. Pedestrians: Use warning devices, establish exclusion zones, use a spotter. 2. Uneven/slippery surfaces: Reduce speed, avoid sharp turns, ensure tyres are in good condition. 3. Overhead obstructions (e.g., pipes, doorways): Be aware of travel path, check height clearances, lower mast when travelling.

3. A forklift's data plate indicates a maximum lift capacity of 2500kg at a 600mm load centre. If the load centre of your pallet is moved further out to 1200mm, the forklift's safe lifting capacity will:

- ☒ a) Decrease
- ☐ b) Increase
- ☐ c) Remain the same
- ☐ d) Depend on the type of load being lifted

4. Before commencing work, what key information should you obtain, interpret and clarify from workplace documentation and briefings?

Model answer: The candidate should identify the need to understand the task requirements, the type and weight of the load, pick-up and drop-off locations, potential hazards identified in the SWMS/JSA, site rules, communication protocols, and any specific instructions for the job.

5. What does PPE stand for, and list three (3) items of PPE typically required for forklift operation.

Model answer: PPE stands for Personal Protective Equipment. Three required items are: high-visibility clothing, steel-capped safety boots, and safety glasses. Depending on the environment, gloves or hearing protection may also be required.

6. If you discover a significant fault, such as a hydraulic fluid leak or faulty brakes, during your pre-start check, what is the correct procedure?

Model answer: Do not operate the forklift. Isolate the equipment, apply a 'Do Not Operate' or 'Out of Service' tag, report the fault to a supervisor or maintenance personnel according to workplace procedures, and record the fault in the logbook.

7. It is acceptable to use a forklift attachment that is not certified or approved by the manufacturer as long as it seems to fit correctly.

- ☒ a) False
- ☐ b) True
- ☐ c) True, but only for light loads
- ☐ d) True, as long as a supervisor approves it

8. Describe the steps for safely parking and shutting down a forklift at the end of a shift.

Model answer: Park on a level surface in the designated area, fully lower the tynes to the ground, tilt the mast forward, apply the park brake, place controls in neutral, turn off the engine, remove the key, and conduct any post-operational checks as required.

9. Why is it important to communicate your planned activities with others (e.g., truck drivers, pedestrians) at the site before you start work?

Model answer: To ensure everyone is aware of the planned forklift movements, prevent collisions, coordinate activities for efficiency, and maintain a safe working environment for all personnel.

10. How can ground conditions, such as a loose gravel surface or a steep ramp, affect forklift stability and operation?

Model answer: They can reduce traction, increase the risk of tipping (especially when turning or carrying a raised load), and affect braking distance. The operator must adjust speed and technique to suit the conditions.

11. If a warning alarm sounds while you are operating the forklift, what is the immediate and correct response?

Model answer: Immediately stop the forklift in a safe location, lower the load, and investigate the cause of the alarm. Report the issue to a supervisor as per workplace procedures. Do not continue operating until the issue is resolved.

12. What factors should you consider when monitoring traffic flow and selecting the safest and most efficient travel route?

Model answer: Factors include designated forklift paths, pedestrian walkways, blind corners, doorway heights, surface conditions, other vehicle movements, and potential congestion. The goal is to minimise interaction with pedestrians and other traffic.

13. After completing your work, what housekeeping activities are you responsible for, and why are they important?

Model answer: Clearing the work area of debris, returning unused pallets to storage, cleaning up any spills, and ensuring the area is left in a safe and tidy condition. This is important to prevent slip, trip and fall hazards for others.

14. What type of documentation might you need to complete after operating a forklift, and why is it important to complete it accurately?

Model answer: Documentation may include a pre-start checklist, a logbook entry detailing hours of use and any faults, and a job sheet or work order. Accurate completion is vital for safety records, maintenance scheduling, and compliance.

Practical assessment

You are required to perform the following tasks on two separate occasions, using two different approved attachments. Your assessor will observe you throughout the entire process and will ask you questions to confirm your understanding. You must follow all safety procedures and workplace instructions. If you are unsure about any part of the task, ask your assessor for clarification before you begin.

Task 1. Task 1: Plan and Prepare for Operations. Given a work order, access and interpret all relevant documentation (e.g., SWMS, site plan). Identify hazards, assess risks, and implement controls. Select and don the correct PPE. Communicate your planned activities with the assessor (acting as a co-worker).

Did the participant successfully demonstrate the following:	Yes	No	N/A
Accesses and correctly interprets work order and SWMS.			
Conducts a walkthrough of the work area, identifying potential hazards.			
Verbally explains risk control measures to be implemented.			
Selects and correctly wears required PPE (e.g., hi-vis vest, safety boots).			
Clearly communicates the intended task, route, and safety precautions to others.			

Task 2. Task 2: Conduct Pre-Start and Post-Start Checks. Using the workplace checklist, conduct a full pre-start inspection of the forklift. Identify any simulated faults placed by the assessor. Start the forklift and conduct all required post-start operational checks.

Did the participant successfully demonstrate the following:	Yes	No	N/A
Systematically follows a pre-start checklist (visual and physical checks).			
Identifies any planted faults (e.g., low tyre pressure, loose chain).			
Reports identified faults according to procedure.			
Starts the forklift correctly.			
Tests operational controls (e.g., lift, tilt, horn, brakes) before moving.			

Task 3. Task 3: First Operation (Standard Pallet). Safely manoeuvre the forklift to a palletised load. Secure, lift, and transfer the load through a designated course that includes intersections and simulated pedestrians. Place the load in a designated high-level racking location.

Did the participant successfully demonstrate the following:	Yes	No	N/A
Manoeuvres forklift smoothly and with full control.			
Approaches the load squarely and at the correct speed.			
Inserts forks correctly and lifts the load smoothly.			
Tilts mast back sufficiently for travel.			
Travels with the load at a safe height.			

Did the participant successfully demonstrate the following:	Yes	No	N/A
Maintains awareness of surroundings, checking blind spots and using horn.			
Responds safely to simulated hazards (e.g., pedestrian).			
Positions forklift correctly at racking and places load safely and accurately.			
Demonstrates correct technique for operating on different surfaces/inclines if present.			

Task 4. Task 4: Change Attachment. Safely park the forklift. Following manufacturer and workplace procedures, remove the standard forks and correctly fit a second approved attachment (e.g., slipper forks or lifting jib).

Did the participant successfully demonstrate the following:	Yes	No	N/A
Parks the forklift safely before changing attachment.			
Correctly disengages and removes the first attachment (forks).			
Inspects the second attachment before fitting.			
Correctly aligns and fits the second attachment.			
Ensures all locking pins or securing devices are properly engaged.			

Task 5. Task 5: Second Operation (Using Attachment). Using the fitted attachment, safely secure, lift and transfer a different type of load (e.g., a long pipe or an irregular object) through the designated course. Place the load in a designated ground-level location.

Did the participant successfully demonstrate the following:	Yes	No	N/A
Demonstrates understanding of the changed capacity and operating characteristics with the new attachment.			
Secures, lifts and transfers the second load safely and efficiently.			
Adjusts operating technique to suit the different load type.			
Maintains full control and situational awareness throughout the task.			
Places the load gently and securely in the designated area.			

Task 6. Task 6: Park, Shut Down, and Complete Duties. Remove the attachment and refit standard forks. Manoeuvre the forklift to the designated parking area. Perform the full shutdown procedure. Conduct post-operational checks. Clear the work area of any materials and complete the required documentation (e.g., logbook).

Did the participant successfully demonstrate the following:	Yes	No	N/A
Parks the forklift in the designated area on a level surface.			
Follows correct shutdown sequence (tyres down, mast tilted, park brake on, neutral, engine off, key out).			
Conducts a post-operational inspection for damage or defects.			
Reports any issues according to procedure.			
Clears work area, ensuring it is left tidy and safe.			
Accurately and legibly completes all required fields in the forklift logbook or report.			

Did the participant successfully demonstrate the following:	Yes	No	N/A
Responds appropriately to any simulated alarms or warnings during the task.			