

Health & Safety Certification & Services Ltd



23 Pendle Ave – Kettering – Northants – NN16 9FA

Tel: 07930 158923

email: info@hscsltd.co.uk

HSE/ITSSAR National Training Provider No 2:11168



Health & Safety Certification & Services Ltd

23 Pendle Ave, Kettering, Northants, NN16 9FA

Tel: 07930 158923

email: info@hscsltd.co.uk

HSE/ITSSAR National Training Provider No 2:11168

Registered in England No 06991213

NATIONAL Coverage with LOCAL Knowledge and INDIVIDUAL care

Lift Truck Operator Training & Certification Courses



CONTENTS

ABOUT HSCS

Introduction & Background 3

Lift Trucks Covered 4

OPERATOR TRAINING COURSES

Rider Operated 5

Pedestrian Operated 6

Course Documentation 7

Examination Standards 8

Certification 8

Post Course / Additional Benefits 9

Associated Courses 10

Frequently Asked Questions 11

Information Resources 12



The enclosed is not an exhaustive account of our Lift Truck Training services, nor does it cover the entire range of Operator courses.
This document is offered only as an example of the way in which we operate as a professional and fully accredited provider

Forklift Operator Training Division

HSCS has over 25 years experience of offering Lift Truck, and plant, operator and instructor training with associated services. Our staff have been instrumental in developing recognised, and adopted, training programmes, safe systems of work, Risk Assessments, manuals for managers, supervisors, operators and trainers. Our lift truck instructors and trainers are at the forefront of creating and developing National Qualifications and training courses.



We are a fully **Accredited Training Provider** (no 2:11168), all HSCS staff delivering plant training and associated services are fully qualified Trainers and Instructors to the recognised standards across all HSE accreditation providers. In addition to delivering cost effective quality training and services, HSCS specialists staff work closely with the HSE, and accrediting bodies, to design and develop Health & Safety standards and courses, by being part of standards committees, lead bodies and advising HSE inspectors and EHO's.

Individual Care if our clients require services to encompass shift work, nights or weekends, we provide it! We also offer bespoke training to a clients particular operating environment, this not only ensures compliance with statutory requirements but also contributes to an overall cost effect service. Whether you have a single site or a nationwide company, our service fees are clear and precise, there are **no hidden extra's**, quotations are fully inclusive of all course materials, travel, expenses, certification, licensing, registrations - in fact everything except vat.



Abrasive Wheels, Manual Handling, Lift Trucks, Vehicle Banksman and Vehicle Mounted Loader courses, delegates can be entered onto the ITSSAR TOPS scheme if required. This does come with an additional cost, which is £4.75 for registration or £8:00 licence ID and includes registration. This fee is charged by ITSSAR, and is passed direct to yourselves at cost price. No additional admin fee is added by ourselves. This is an optional registration scheme.



Our clients range from Multinationals to single users and each client is viewed and treated as a unique entity. We believe that each client should receive individual attention and that the services we offer should be aimed at both the legal requirements expected of the client, and the clients need for services that are pertinent and advantageous to their operation. Furthermore that these services should be flexible and available at a time to suit the clients operations and requirements, and above all be cost effective.

Clients have individual needs, for example requiring services out of 'normal' hours, HSCS offer a level of **Individual Care** that means if our clients require services to encompass shift work, nights or weekends, we provide it! We also offer bespoke training to a clients particular operating environment, this not only ensures compliance with statutory requirements but also contributes to an overall cost effect service.



Whether you have a single site or a nationwide company our service fees are clear and precise, there are **no hidden extra's**, quotations are fully inclusive of all course materials, travel, expenses, certification, licensing, registrations - in fact everything except vat. **Why not put us to the test**, just call our head office and experience the difference.

The content of this document is not exhaustive and we would welcome the opportunity of discussing your individual requirements with you.



Finally, I would thank you for this opportunity of introducing ourselves to you, and assure you of our best attention at all times.

Alan Payne

HSCS offer a complete range of operator and instructor training & certification courses for all lift truck trucks. The grouping of the lift trucks is that of the ABA as recognised by the HSE.

Group A – Powered Pallet Trucks

A1	Pedestrian	Pallet trucks; Stillage trucks: Low lift platform trucks; Low lift order pickers
A2	Rider	Pallet trucks; Stillage trucks: Low lift platform trucks; Low lift order pickers
A3	Pedestrian	Fork lift trucks
A4	Rider	Rider pallet stackers
A5	Pedestrian	Pallet stackers
A6	Pedestrian	Straddle trucks
A7	Pedestrian	Pedestrian reach



Group B - Counterbalance

B1	Rider	Counterbalance lift truck up to 5 tonne
B2	Rider	Counterbalance lift truck up to, and including 15 tonne
B3	Rider	Counterbalance lift truck trucks over 15 tonnes
B4	Rider	Stand on counterbalance

Group C - Sideloader

C1	Rider	Sideloaders up to and including 5 tonne
C2	Rider	Sideloaders up to and including 15 tonne
C3	Rider	Sideloaders over 15 tonne



Group D - Reach

D1	Rider	Reach & Straddle trucks <8m
D2	Rider	Reach & Straddle trucks >8m
D3	Rider	Stand on Reach Truck



Group E – Order Pickers

E1	Rider	Medium lift order picker <2.5m
E2	Rider	High lift order picker >2.5m



Group F – Very Narrow Aisle

F1	Rider	Very Narrow Aisle trucks - Man Up
F2	Rider	Very Narrow Aisle Man Down

Group G – Container Handler

G1	Rider	Straddle carriers
G2	Rider	Counterbalance container handling trucks
G3	Rider	Sideloaders container handling trucks
G4	Rider	Telescopic container handling trucks
G5	Rider	Rough Terrain Telescopic
G6	Rider	Multi Directional Straddle Carrier – Remote Control



Group H – Tow Tractors

H1	Rider	
H2	Pedestrian	Including Flip Up platform
H3	Rider	Rider over 30,000kg

Group Rough Terrain

J1	Rider	Rough Terrain masted lift truck <9m
J2	Rider	Rough Terrain variable reach (telescopic) lift trucks up to 9m lift
J3	Rider	Rough Terrain variable reach (telescopic) lift trucks over 9m lift
J4	Rider	Industrial variable reach lift (telescopic) trucks up to 9m lift
J5	Rider	Industrial variable reach lift (telescopic) trucks over 9m lift
J6	Rider	Rough Terrain variable reach (telescopic) 360 degree rotation up to 9 metres
J7	Rider	Rough Terrain variable reach (telescopic) 360 degree rotation over 9 metres



Group M – Multi Directional

M1	Rider	Counterbalance
M2	Rider	Sideloaders
M3	Rider	Reach Truck



Group P – Pivot Steer

P1	Rider	Pivot Steer Truck
P2	Pedestrian	Pivot Steer



Group T - Transportable

T	Rider	Transportable (vehicle mounted) lift trucks
---	-------	---



Group Z - Manual Operated

Z1	Pedestrian	Pallet trucks
Z2	Pedestrian	Platform trucks
Z3	Pedestrian	Pallet stacker
Z4	Pedestrian	Straddle truck



If you are unsure as to a lift truck truck's grouping, please call our Head Office and we will endeavour to place your truck in the appropriate group.

OPERATOR TRAINING COURSES

Rider Operated Lift trucks

HSCS are able to deliver all accredited and approved training courses for lift truck operator training and certification. The most common rider operated courses are shown below, in addition operator courses include conversion (From one truck type to another), Attachment (specific to the attachment being used), Specific load handling, Fridge / Freezer operating, Off Shore operating etc.

In general, all courses will include some if not all of the following as appropriate to the course

- | | | | |
|----|-------------------------|----|--|
| 1 | Introduction & Aims | 2 | Responsibility of the operator |
| 3 | Operational Safety Code | 4 | Basic Hydraulic & Electrical systems |
| 5 | Refuelling / Recharging | 6 | Daily Safety Checks & Maintenance |
| 7 | Site Safety | 8 | Simple Manoeuvring |
| 9 | Advanced Manoeuvring | 10 | Stacking & Destacking (Free & Racking) |
| 11 | Risk Assessment | 12 | Vehicle Loading |
| 13 | Practical Examinations | 14 | Knowledge Examination |

1 Day – 7.5 Hours Refresher / Retraining / Re Certification (As per client company policy (usually 3 to 5 years) and HSE ACOP L116 LOLER etc)

Training based on a ratio of 3 candidates per instructor.



PERIOD	1	2	3	4	5	6
DAY ONE	Intro to course	CORRECTIVE INSTRUCTION COVERING: Correct driving & manoeuvring Correct load handling			PRACTICAL COMPETENCE TESTING	
	Intro to truck	Stacking & Destacking			Course closure	

3 Day – 22.5 hours Experienced Operator (Has had at least 3 months experience of driving a lift truck but has had no formal/accredited training.)

Training based on 3 candidates per instructor

If only 1 candidate 11.25 Hours
If only 2 candidates 15 Hours



DAY ONE	Intro to course	SAFE OPERATING PRACTICES	ELEMENTARY DRIVING Explanation, Demonstration and guided practice in the correct procedures to adopt when driving this machine		BATTERY CARE and or REFUELLING
	Intro to truck	and Safety film			
DAY TWO	DAILY INSPECTION PROCEDURES	PRACTICAL OPERATING	SAFE WORKING LOADS	CORRECT OPERATING PROCEDURES	
				Simulated work	
DAY THREE	CORRECT OPERATING CONTR.	PRACTICAL COMPETENCE TESTING			
	Manoeuvring in confined areas	Course closure			

5 Day – 37.5 Hours Novice Operator (Little or no established prior experience of driving any type of lift truck)

Training based on 3 candidates per instructor

If only 1 candidate 22.5 Hours
If only 2 candidates 30 Hours



MON	Intro to course	SAFE OPERATING PRACTICES	ELEMENTARY DRIVING			BATTERY CARE and or REFUELLING	
	Intro to truck	and Safety film	Explanation, Demonstration and guided practice in the correct procedures to adopt when driving this machine				
TUE	DAILY INSPECTION PROCEDURES	ELEMENTARY DRIVING PRACTICE	SAFE WORKING LOADS	THE HYDRAULIC SYSTEM	CORRECT OPERATING PROCEDURES		
			Fork truck stability	How it works			
WED	CORRECT OPERATING PROCEDURES						
	Guided practice in handling a variety of loads in simulated working situations						
THU	CORRECT OPERATING PROCEDURES			INTENSIVE PRACTICE			
	Working with ramps and inclines Lorry loading / unloading			Consolidation of the skills involved in day to day operation			
FRI	PRACTICAL TESTING		WRITTEN TESTING	FEEDBACK			
				COURSE CLOSURE			
PERIOD	1	2	3	4	5	6	

If you have a mixed requirement please contact our head office (07930 158923) and we will be pleased to offer the most time and cost effective approach.

Pedestrian Trucks

Many users do not realise that these lift trucks also fall into the legislative framework. Consequently, this type of lift truck is sometimes overlooked when it comes to training in the work place. It does not look dangerous or powerful but in fact it is a major cause of accidents. If a motorised type is in operation at your premises, then training and certification is required. Most motorised versions have a capability of around 1 tonne and will lift loads clear of the floor, and transport them around the site, or load vehicles. Some have a capacity of 2 tonne and are capable of lifting loads to a height of 3 or 4 meters.

Typically operator training courses will include:

Introduction
Theory and Videos
Pre-shift checks & recording procedures
Truck Stability
Lifting capacities
Battery Charging
Vehicle Loading/Unloading
Safe operating practices
Knowledge and Practical examinations



Course durations will vary slightly, but typically will be:

Powered Trucks

Novice 3 Candidates – 1 instructor 7.5 Hours
Experienced 3 Candidates – 1 instructor 4 Hours
Re-test / Refresher 3 Candidates – 1 instructor 3.75 Hours

Stacking Trucks

Novice 1 Candidates – 1 instructor 11.25 Hours
Experience 2 Candidates – 1 instructor 6.5 Hours
Re-test / Refresher 3 Candidates – 1 instructor 6 Hours

All operator training courses are designed to train the basic skill requirements and associated job safety knowledge of basic Lift Truck operation, This is to the nationally recognised levels of skill, ability & safety as laid down by accrediting bodies and as in the Approved Code of Practice (L116) relating to section 2 of the Health & Safety at Work Act 1974, courses will also encompass the following legislation as appropriate:

The Health & Safety at Work Act 1974.

The Management of Health & Safety at Work Regulations 1999.

The Provision & Use of Work Equipment Regulations 1998.

The Lifting Operations & Lifting Equipment Regulations 1998.

The Workplace (Health, Safety & Welfare) Regulations 1992.

The Construction (Health, Safety & Welfare) Regulations 1996.

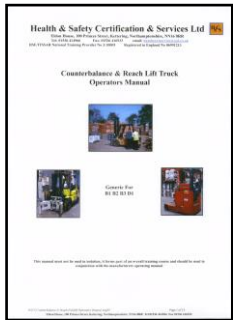
The Personal Protective Equipment Regulations 1992.

The Control of Substances Hazardous to Health Regulations 1998. (COSHH).

We ensure that all training is administered to the most cost effective outcome, if you have mixed requirements as regards experience levels etc we optimise the training time to accommodate the best possible outcome.

COURSE DOCUMENTATION

All lift truck operator training courses will carry with them the following documentation **as a minimum**. Copies of the candidate & course report and pre op check sheet are sent to our clients as a matter of course. These will carry all the information required by HSE, EHO's insurance companies etc, however, if clients wish we can send copies of all course documentation.



Operators Handbook, this will give the operator an insight into the safe operating practices for the type of equipment candidates are being trained on. Typically, this will include chapters on Aims of the course, Operators Responsibilities, PPE, Accident causation, Basic Components, Capacities, Stability, Basic Maintenance, Refuelling / Battery Charging, Daily Operational Checks, Safe Operating Practices.

For larger users this operator's manual can incorporate the client companies own logos, policies, safe systems of work, risk assessments, example company documentation etc.

Candidate And Course Assessment Sheet, this key document records the training undertaken, the machine used, the candidate's details, the company's details, the skills and knowledge examinations outcome, the level of certification, the instructors registration number, specialist applications and the candidates register number.

The details on this document meet (and exceed) the requirements for clients to correctly record the training as per the HSE L117 ACOP. This documentation will form an integral part of the authorisation process for successful candidates.

Practical Skills Test Sheet, this records the candidate's performance of the practical examination. This examination is as set out by the accrediting bodies recognised by the Health & Safety Commission as competent to accredit and monitor organisations which train instructors and/or train, test and certificate operators. Any poor operating practices are recorded on a scale of 1 to 5 points for each infringement. An operator must be able to complete the practical examination with 40 'penalty points' or less to achieve certification.

Safety & operating practices Examination Test Sheet, this records the candidates answers to the knowledge questions associated with the safe operating practices and working knowledge required to safely operate the lift truck for which training has been administered. Again, this knowledge test is as laid down by accrediting bodies. This document and the practical skills test sheet can be used to confirm an operator's knowledge and ability, and can be instrumental in any litigation or accident investigation situations throughout the operators working life.

Mobile Plant Pre-Operational Check Sheet, this is the record of the third examination element relating to lift truck trucks. If a client company have their own check sheet and system in place then we will use that rather than our own.

Where a client company do not have a set system in place, our trainers will advise as to the most appropriate check sheet and the applied system of recording.

EXAMINATION STANDARDS

**Validated by the HSC Accrediting Bodies
ITSSAR – RTITB – CITB – LANTRA - AITT - NPORS - ABA**

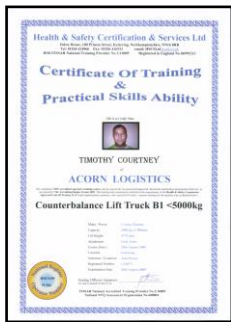
These standards have been developed and adopted by HSCS as a means of ensuring national, uniform standards for the testing of lift truck operators. **All** the accrediting bodies recognised by the Health & Safety Commission as competent to accredit and monitor organisations which train instructors and/or train, test and certificate operators, have approved it. **Only lift truck instructors and examiners who have been trained in its application should carry out this testing process.**

Continuous assessment of a truck operators' progression will naturally be undertaken during training by instructors.

The test will only be administered by accredited HSCS trainers, instructor/examiner in accordance with the Health & Safety Commission/Executive Approved Code of Practice (ACOP) and supplementary guidance "Rider-operated lift trucks: operator training". Candidates must attain pass levels in all three examinations (Practical, Knowledge & Pre-Operational Checks) to receive Certification.

CERTIFICATION

Certification will be issued to candidates who can demonstrate the required levels of skill, safety and knowledge. The certification issued is that referred to in the HSE ACOP.



Operators Certificate, (A4) this gives the required details of the operators training dates, the venue, the truck type, the bita group, any attachments, the client company, the operators registered number, the registered trainer / instructor / examiner name and registered number, the training provider (HSCS) their address and contact details.

As can be seen this is a positive identification document that carries the registered operators photograph. This certificate is also signed by the training providers authorised signatory and then laminated to avoid tampering and / or fraudulent use.

Positive ID Card, this is issued in addition to the certificate. Where certification will be held in the personnel department, or training record files, the ID card is credit card sized and is designed for the operator to carry at all times. The card details the machines the candidate has been certificated on, and again carries relevant details of training etc.



Temporary Pass Notification, due to the accreditation process, quality systems and the registration process of operators, it can take up to two weeks for certification to be forwarded to clients, HSCS recognise that clients and operators often need to be able to operate the plant as soon as they have achieved certification (subject to the client issuing an authorisation), we have therefore introduced the temporary pass notification, this demonstrates achievement and also lists contact numbers for HSE or EHO's should they visit sites / premises between achievement and certification being in place. We can include a client's authority to operate within this document if required. The temporary pass notification is duration limited to 14 days from issue.

POST COURSE

HSCS believe in offering a full and complete service, that does not stop once we have issued certification. We offer full telephone, fax and email support that backs up the training courses and acts as an advisory service for clients with queries regarding any aspect of materials handling.

ADDITIONAL BENEFITS

Subject to usage levels we offer the following 'added value' elements

All Clients

- Certification incorporating company logos.**
- Issuing pass notifications until certification is received.**
- Single contact training request placement**
- Certificate validation / advisory service**
- Telephone / email advisory service**
- Creation of bespoke training courses**
- Minimum liability cancellation policy**

Larger Users

- Materials Handling Equipment Specification Service**
- Dedicated client email address**
- Inclusion of clients procedures and policies in operator manuals & training**
- Issue of clients permits to operate**

ASSOCIATED COURSES

HSCS offer a wide range of Health & Safety training, certification and consultancy services, many of which compliment lift truck operator training, these include:

- Employee Health & Safety Awareness
- Manual Handling
- Materials Handling Risk Assessment
- Racking & Storage Systems Inspection & Care
- PUWER & LOLER
- Advisory Service
- Materials Handling Specification Service

The above is a small selection of the courses and services we offer, for details regarding any aspect of Health & Safety training or consultancy services please contact our Head Office (07930 158923)

We thank you for allowing us this opportunity of introducing ourselves to you, and would very much like to prove to you that we can offer a service that not only meets legislative requirements, but also offers a genuine way forward to cost effective quality training and services that contribute to the overall benefit of your company, employees and clients.



Alan Payne

Health & Safety Certification & Services Ltd

23 Pendle Avenue, Kettering, Northants, NN16 9FA

Tel: 07930 158923

email: info@hscsltd.co.uk

HSE/ITSSAR National Training Provider No 2:11168

Registered in England No 06991213

NATIONAL Coverage with LOCAL Knowledge and INDIVIDUAL care

Frequently Asked Questions - Lift Truck Training

What license do I need for me/my staff to operate lift trucks in the workplace?

There are no government issued licenses for vehicles at work, the law requires that each operator is given adequate training by their employer so that they are competent to operate the machinery which they use (the Provision and Use of Work Equipment Regulations 1998; regulation 9). The Health and Safety Commission (HSC) has recognised six bodies for this. ITSSAR, LANTRA, AITT, RTITB, NPORS & CITB

Do I need a valid UK car driving license in order to operate plant in the workplace?

No, driving a car and operating lift trucks are very different tasks, although they use some of the same skills. There is no legal requirement for plant operators to hold a driving license unless they wish to drive their vehicles on the public highway. All plant driven on the public highway must comply with the appropriate road traffic legislation.

It's three years since basic lift truck training. Do I need to provide/undertake refresher training?

There is no specific requirement to provide refresher training after set intervals, but even trained and experienced lift truck operators need to be re-assessed from time to time (3 to 5 Years is recommended) to ensure that they continue to operate lift trucks safely. In addition to routine safety monitoring, re-assessment might be appropriate where operators have not used trucks for some time, are occasional users, appear to have developed unsafe practices, have had an accident or near miss, or there is a change in their working practices or environment. Some insurance may stipulate a refresher period, please check your policy.

I have never undertaken formal training to drive a lift truck. What are the legal requirements?

Your employer has a general duty under section 2 of the Health and Safety at Work etc Act 1974 to provide information, instruction, training and supervision to ensure the health and safety of their employees. Under the Provision and Use of Work Equipment Regulations 1998 employers are required to "ensure that all persons who use work equipment have received adequate training for purposes of health and safety, including training in the methods which may be adopted when using the work equipment, any risks which such use may entail and precautions to be taken." The Management of Health and Safety at Work Regulations 1999 also places duties on employers to provide training for lift truck operators. By not providing training you could be breaking the law.

What Information Must A Valid Training Certificate Hold

The date, location and length of the training – The training providers address and accredited provider number. – The Trainer (Instructor) and Examiners registered number. – A unique and traceable registered certificate number. – The equipment used for training with its capacity information. – Statement that the training conforms to HSE and Forum 2000 requirements. **ADDITIONALLY** the certificate should be of a positive identification type (with photograph). The general certificate **must not** have an expiry date (although employers can specify their own expiry). A wallet sized card **is not** recognised as a certificate of training.

I have been told that that I must use a particular training scheme. Is this legal?

Operators can be trained to any scheme which is appropriate to their workplace, as long as on completion of the training a recognised certificate is issued. The company chooses which training company to use, accredited certification demonstrates that employees are competent to operate the mobile plant they will be using. For rider operated lift trucks, the HSE recognises each of the six accrediting bodies equally.

What are The Lifting Operations and Lifting Equipment Regulations (LOLER) 1998

LOLER deals with specific hazards/risks associated with lifting equipment and lifting operations. They replaced most sector-specific legislation on lifting to create a single set of regulations that apply to all sectors. Management should ensure that every lifting operation, including those involving a lift truck, is:

- properly planned by a competent person;
- appropriately supervised; and
- done in a safe manner.

For most lift truck work, planning will usually be a matter for the operator, who should therefore have the appropriate training, knowledge and expertise. While experienced lift truck operators may not be under direct supervision every time they carry out routine lifts, they may need to be supervised if required to lift an unusual load, or to lift it in potentially hazardous conditions.

What are The Provision and Use of Work Equipment Regulations 1998

These regulations apply to all work equipment, and they require that:

- work equipment should be suitable for the purpose for which it is used or provided, and should be properly maintained and inspected at suitable intervals;
- where the use of work equipment is likely to involve specific risks, the use, maintenance etc of that equipment is restricted to people given the task of using and/or maintaining it; and
- users, supervisors and managers have received adequate training for purposes of health and safety, including:
- training in the methods which may be adopted when using work equipment;
- any risks which such use may entail;
- precautions to be taken.

The Regulations also require that lift trucks which carry a seated ride-on operator should be fitted with a restraining system, such as a seat belt, if risk assessment indicates that there is a risk of the vehicle rolling over and the operator falling from the operating position and being crushed between the truck and the ground.

Regulation 9 requires that operators of rider-operated lift trucks are trained to use the equipment safely.

Information Resources

There are a number of information sources regarding the safe operations and training for lift truck operators and employers.

HSCS

We offer a totally impartial advisory service, regardless of whether you are a client or not. Our staff and trainers can usually answer most questions on the telephone **07930 158923** or info@hscsltd.co.uk

ITSSAR

As well as offering HSE accreditation, ITSSAR also has an ongoing programme monitoring training and safety to maintain and improve standards in the operation of industrial trucks. <http://www.itssar.org.uk>

HSE Website – Workplace Transport

<http://www.hse.gov.uk/workplacetransport/index.htm>

HSE Rider-operated lift trucks: operator training Approved Code of Practice

This relates to the provision of basic training for lift-truck operators. Further information can be found in HSE publication L117 HSE Books 1999 ISBN 0 7176 2455 2

HSE HSG6 Safety in working with lift trucks.

This guidance is relevant for anyone with responsibility for the safe operation of lift trucks, eg employers, controllers of worksites, managers, supervisors or operators. The guidance does not however replace formal training. Contents: Introduction; Types of lift truck; Lift truck operators; Training; Authorisation; The working area; Protecting pedestrians and operators; The lift truck; Operation of lift trucks; Trailers and loading platforms; Maintenance; Appendices; References and further reading.

Health & Safety Certification & Services Ltd
23 Pendle Avenue, Kettering, Northants, NN16 9FA
Tel: 07930 158923 email: info@hscsltd.co.uk