



NATIONALLY RECOGNISED  
TRAINING

TLILIC0004

# LICENCE TO OPERATE AN ORDER PICKING FORKLIFT TRUCK

BROCHURE NSW 2025

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LICENCES **4**  
**W**ORK



RTO #91413

# About this Course

This unit specifies the skills and knowledge required to operate an order picking forklift truck safely in accordance with all relevant legislative requirements. Competence in this unit alone does not in itself result in a HRWL licence to operate this plant. For a HRWL to be issued both the training course and the required assessment must be completed to the required level (assessment is always included in the price at L4W).

Order picking forklift truck means an order picking forklift truck where the operator controls are incorporated with the lifting media and elevate with the lifting media. A person performing this work is required to hold an order picking forklift truck High Risk Work Licence (HRWL).

This unit requires a person operating an order picking forklift truck to:

- plan for the work/task
- prepare for the work/task
- perform work/task
- pack up

Successful completion of this course, offered by Just Careers Training (RTO 91413) trading as Licences 4 Work, results in a Nationally Recognised High Risk Work Licence (HRWL). This course is designed to develop and confirm the skills and knowledge required to safely and effectively operate an order picking forklift truck - LO. On successful completion of this course you will be issued with a Statement of Attainment for the following Unit of Competency;

## **TLILIC0004 Licence to operate an order picking forklift truck**

You will also be issued with a Notice of Satisfactory Assessment (NSA), this is an interim licence issued by the SafeWork NSW Assessor when you pass your test. This training and assessment is conducted in line with requirements set out in the Conditions for

conducting HRW licence assessments in NSW under the Work Health and Safety Regulation 2011 and the Work Health and Safety Regulation 2011. This unit is based on the licensing requirements of Part 4.5 of the Model Work Health and Safety (WHS) Regulations and meets Commonwealth, State and Territory HRWL requirements.

## **COURSES ON OFFER**

Courses available include the Standard, Advanced and Express Advanced Courses. ALL courses have the same outcome. That is, you will receive the same licence. Please note that we do not always offer all options and you should check the website for current offerings.

**The Standard Course** is designed for new entrants, it is also recommended for all levels of experience (will help to refresh your skills and knowledge). You will only be admitted into the Standard Course if you meet the following pre-requisites:

- You can read and understand English

You will receive your materials online on booking for this course so that you may start reading and familiarizing yourself with the knowledge required prior to arriving for your course.





The Standard course commences when you book and the time taken to achieve your licence will depend on your progress through the course. Typically this course will take up to 40 hours and this includes; 3-4 hours of pre-attendance study, two 8-hour days for training (some assessment also takes place), some study while you wait for your Final Assessment and then up to 8 hours for the Final Assessment.

**The Advanced Course** is a condensed course and as such you will only be admitted into the advanced course if you meet the following pre-requisites:

- You hold a current LF forklift licence OR
- You have more than the equivalent of 1 year forklift driving experience in the last 3 years; AND
- You have excellent English reading, writing and comprehension; AND
- You agree to have the workbook in your pre-course pack completed before attending for your scheduled session

The Advanced Course commences when you book and the time taken to achieve your licence will depend on your progress through the course. Typically this course will take up to 30 - 40 hours and this includes; 3-4 hours of pre-attendance online study and completion of a workbook, one 8- hour day for training (some assessment also takes place), some study while you wait for your Final Assessment and then up to 8 hours for the Final Assessment.

**The Express Advanced Course** is a condensed course and as such you will only be admitted into the Express Advanced course if you meet the following pre-requisites:

- You have previously held a licence for both the LF and LO forklift truck (in the last 5 years) OR
- You have 2 years forklift driving experience in the last 3 years; AND
- You have excellent English reading, writing and comprehension; AND
- You agree to have the workbooks and the online quizzes completed before attending for your scheduled sessions.

You will also have to complete a Language Literacy and Numeracy Assessment on arrival to the training centre.

The Express Advanced Course commences when you book and the time taken to achieve your licence will depend on your progress through the course. Typically this course will take up to 20 hours and this includes; 3-8 hours of pre-attendance study and completion of a workbook and quiz, one 3-hour training session (some assessment also takes place), some study while you wait for your Final Assessment and then up to 8 hours for the Final Assessment.





## WHAT IS INVOLVED IN GETTING A LICENCE?

- Book your course online or by calling us on 8292 0111
- You will receive access to your course by email. Contact us if you require print options
- Study the pre-course materials to prepare for your course. If you are doing the advanced course then you must also complete the Student Workbook in your pre-course pack. If you are undertaking the Express Advanced course then as well as the Student Workbook there is an additional online quiz which you must complete correctly
- Attend for your training days/ nights (as per your booking). Standard course requires two days (or three nights) of attendance to our custom designed training facility. Advanced course participants will only need to attend for 1 day (or two nights) of training. Express Advanced Courses only include 1 night of training
- Once you have met the requirements of the course (including practice tests) then you will be booked in to undertake your SafeWork NSW Assessment on our site.
- Prior to attending your Assessment, you must ensure you have an active Service NSW account and have applied and received your Assessment

Enrolment Number (AEN).

- This test takes up to a full day depending on numbers. Waiting times for assessment could be up to 10-14 days. This will also allow you to study for your assessment. If you need to operate a forklift immediately then we can arrange this if you have a suitable workplace.
- Once you have passed your SafeWork NSW test then you will be issued with a Notice of Satisfactory Assessment. This document allows you to now drive a forklift!
- You will need to attend to a Service NSW Office within 60 days to apply for your digital High Risk Work Licence (fees apply at the service centre)

**Please note:** Most people will not have any additional fees payable if they choose the correct course. As with all courses, there are terms and conditions covering additional training, reassessment, and cancellations / rescheduling. Please refer to these on our website.

If you book into the Advanced/Express Course (because you meet the pre-requisites) and you do not meet the pre-requisites and / or do not complete the pre course work satisfactorily, then you will have to change options (fees will apply).

# What is covered in the course?

## KNOWLEDGE

- Australian and industry standards, codes of practice and guidelines to safely
- Operate an order picking forklift truck
- Appropriate worksite communication protocols
- Hazards including all operating surface hazards, traffic including pedestrians, vehicles, other mobile plant and fixed structures, overhead hazards obstacles or obstructions, insufficient lighting, and other hazards
- Other specific hazards including falling from platform and dangerous goods
- Impact of the following on the operation of the order picking forklift truck; loss of control of brakes and/or steering, failure of equipment including hydraulic system
- Order picking forklift truck instability, deterioration of operating surface condition, overloading, picking and placing of irregular loads
- Lock out and tag out procedures
- Methodology and appropriate mathematical procedures to estimate loads or determination from labels, markings or load paperwork
- Manufacturer specifications, instructions and operator's manual
- Order picking forklift truck characteristics and capabilities, manufacturer specifications and instructions for any attachments
- Problems, and appropriate response procedures to unplanned and/or unsafe environmental conditions
- Procedures for connecting battery to charger and disconnecting battery from charger and reconnecting to order picking forklift truck
- Procedures for recording, reporting and maintaining workplace records and information
- risk assessment process including hierarchy of control
- Relevant documentation requirements
- Risk control measures including barricades and traffic control

- Traffic management plan procedures and requirements
- Typical routine problems encountered operating an order picking forklift truck and equipment, and adjustments required for correction
- Workplace procedures including work plan which may be verbal, documented/written, or electronically generated
- Work area operating surface suitability
- Work Health and Safety (WHS) legislative obligations and responsibilities
- Working at height procedures and relevant PPE

## PERFORMANCE REQUIREMENTS

- Applying safe operating procedures for an order picking forklift truck
- Carrying out pre-start checks, including visual inspection which must
- Conducting and applying risk and hazard assessment strategies
- Confirming and following traffic management plan procedures relevant to their role in the work area
- Conducting operational checks
- Clarifying workplan and checking understanding
- Complying with Commonwealth, State and Territory Work Health and Safety (WHS) legislation and regulations
- Conducting and monitoring safe order picking forklift truck operations
- Confirming traffic management plan is implemented
- Connecting battery to charger and disconnecting battery from charger and reconnecting to order picking forklift truck
- Demonstrating understanding of traffic management plan
- Ensuring risk control measures within the work area are effective as per workplace procedures
- Inspecting and using relevant safety equipment, including safety harness/es
- Energy absorber/s, lanyard/s, anchor point/s
- Identifying, segregating and tagging out defective equipment and reporting to authorised person/s
- Interpreting and confirming relevant documentation, workplace instructions, safety

information, emergency procedures for the work task and relevant area

- Maintaining communication with other workplace personnel through using appropriate worksite procedures
- Positioning the order picking forklift truck for safe operation for application of the task, manoeuvring in the workplace, stability of the order picking forklift truck and the load
- Recording and maintaining accurate information relating to order picking forklift truck operations
- Reporting to relevant person/s on site risk control measures that are not in place or deficient
- Safety devices are checked
- Securely parking order picking forklift truck and isolating in appropriate position to minimise possible access by unauthorised person/s
- Setting up and validating an exclusion zone
- Shutting down an order picking forklift truck in accordance with manufacturer specifications and workplace procedures ensuring access ways are clear
- Start-up is in accordance with manufacturer requirements
- Steering, transmission and brake functions comply with operating requirements and there are no unusual noises
- Verifying problems and equipment faults, and implementing appropriate response procedures to unplanned and/or unsafe situations
- Working safely at heights using relevant Personal Protective Equipment (PPE) safely and efficiently

### **IMPORTANT INFORMATION ABOUT LOGBOOKS**

If you are already operating a forklift using a logbook, then you may continue practicing the required skills only once you have enrolled into this course – however the hours logged prior to enrolling in our course may not be considered, and the logbook may not have enough recorded information and detail; please check with one of our trainers. It is important to note that operation of a forklift without commencing a formal course with a RTO is against the law.

If you require to operate a forklift truck AFTER COMMENCING the course, we will issue you with an acceptable logbook and training plan.

## **RE ASSESSMENT, COMPLAINTS AND APPEALS**

Our trainers have the experiences, abilities and training to effectively assist you in your course by providing well designed training and assessment. During your training you will receive feedback about your performance including suggestions where required. You will also be informed if you are doing exceptionally well!

During training if you or your trainer feels that you require additional support, then there are options to assist you, i.e. extended duration of your course.

After assessment, should your trainer feel that after training you still require further training (due to results of the assessments in your course) or you need to be reassessed (there is one assessment completed during training and before your SafeWork NSW test) you will be informed of your options.

If you fail your licence assessment, reassessment fees and minimum waiting times also apply to reassessment. There are also time limits on completing your course. We have an effective appeals procedure, which you can find on our website, if you dispute the assessor's findings.

If you have a complaint about the course, our trainer/ assessors or anything else, then we have an effective complaints procedure, which can also be viewed on our website.

# Who can do this course?

To participate in this course;

- You must be at least 17 years of age to commence the course;
- SafeWork NSW assessment (test) requires that you are 18 years of age;
- SafeWork NSW assessment (test) requires that you have met all training and assessment requirements
- Have a service NSW account and an Assessment Enrolment Number (obtained through Service NSW) and can provide one accepted form of photo ID. Refer to the Digital HRWL Fact Sheet located on our website.

## Other important information

### WHAT DO I NEED TO BRING?

- Your pre course resources
- If you are accepted as an Advanced Course student then your completed Student Workbook.
- If you are accepted as an Express Advanced Course student then your completed Student Workbook and online quiz
- Wear long pants and a long sleeve shirt and closed shoes (preferable hard caps)
- Closed Shoes (no thongs) – preferable hard caps. You will not be admitted with open shoes.

### BOOKING AND ENROLMENT

Book online or by contacting the customer service team at Licences 4 Work. Enrolling into this course requires that you complete our enrolment form and provide sufficient identification. Once you have enrolled, then you will receive access to your resource.

### ASSESSMENT ONLY

If you have completed and attained a Statement of Attainment from an RTO and are eligible to be assessed or reassessed (reassessment fees will apply. Please contact us for requirements).

On your scheduled assessment day, you must bring with you ONE form of Photo ID (must be the same ID used for your Service NSW account setup) and your Assessment enrolment letter sent to you from SafeWork NSW (you will apply for your AEN via your Service NSW account). Failure to provide the above mentioned will result in a reschedule of your assessment (fees and charges apply, please refer to our website for the current Terms & Conditions).

### ADDITIONAL TRAINING & REFRESHER

Practical Training Only - Additional training is available at a rate of \$50 per half hour. For refresher training, contact us.

Theory Training - Additional training will depend on your needs and may attract fees of up to \$100 for a full day (also includes some practical training).

### LANGUAGE, LITERACY & NUMERACY REQUIREMENTS

This course is delivered in English. To be able to successfully complete our training programs, participants must be able to read and write English to a sufficient standard to work with the supplied texts.

You may also be requested to undertake a Language, Literacy and Numeracy assessment.

## RECOGNITION OF PRIOR LEARNING (RPL)

If you feel that you already have the skills and knowledge covered in this course through prior learning, work experiences or general life skills then you may apply for RPL (Recognition of Prior Learning).

This is a process whereby you present evidence of your competency to your assessor who will then assess your evidence against the requirements of the course. Should the evidence meet the requirements of one or more units (even the whole qualification) then you may be awarded the unit(s) and not require any training or assessment. Where the evidence presented does not meet the requirements then you may apply to attempt an assessment only process to provide the required evidence or simply return to completing the required training followed by assessment. Contact us for further information about RPL assessments.

## ACCESS AND EQUITY

Just Careers Training abides by the principles of access and equity and offers this course to all applicants regardless of their gender, social, sexual preferences, and political and/or religious beliefs.

## FLEXIBILITY & REASONABLE ADJUSTMENT

In line with VET principles and as per the requirements set out in the relevant Training Package, there is scope for Reasonable Adjustment of the training and/or assessment requirements set out in this course.

Reasonable Adjustment in training may include the use of learning props and methodologies better suited to the individual's needs, as long as the adjustment in training method is still in line with regulator requirements. Examples of this include the use of videos and presentations, one on one training methods (for parts of the training not requiring work with other individuals) and extended training plans that exceed the standard course duration and format.

Reasonable Adjustment in assessment may include adjusting the assessment methodologies or the tools in order to cater for the needs of the participant. This may include the use of Verbal Assessment in place or written assessments and other variations allowable by the course requirements. Minimum assessment requirements have been set out by in the National Training Package and these cannot be reduced.

## PARTICIPANT SUPPORT

You will be provided with sufficient support to ensure that you attain this Skill Set. This support is limited to support offered throughout the duration of the course and the support that we can provide to you in relation to training and assessment. Support cannot change any of the course requirements. Where we cannot provide you with the support you require, we will provide you with information about where and how you can access any available services.

Your trainer will:

- Explain the course requirements, objectives and outcomes
- Present the required information in an easy to understand format
- Discuss the subject matter, answer your questions and demonstrate the skills required



- Assess you only once you feel (and he/she believes) you are ready for any final assessment
- Provide options for further training
- Provide you with options, where they exist and are allowable for reasonable adjustment to the training and/or assessment components of this course.

## FEES AND CHARGES

Refer to our website for current pricing and promotions.

## FURTHER INFORMATION

For further information about this course, please contact Licences 4 Work on (02) 82920111 (Sydney) or (02) 4954 4101 (Newcastle) or visit our websites:

[www.licences4work.com.au](http://www.licences4work.com.au)

[www.licences4worknewcastle.com.au](http://www.licences4worknewcastle.com.au)

[www.licences4workbrisbane.com.au](http://www.licences4workbrisbane.com.au)

[www.licences4workperth.com.au](http://www.licences4workperth.com.au)

[www.licences4workmelbourne.com.au](http://www.licences4workmelbourne.com.au)