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PLEASE CIRCLE THE CORRECT ANSWER

1. Who is responsible for checking that the lift truck is in good working order before use?

- A. The management
- B. The maintenance department
- C. *The operator*
- D. The insurer

2. The truck's maximum carrying capacity will be reduced when:

- A. *The load centre is increased*
- B. The load centre is decreased
- C. The load obscures your view
- D. When traveling in reverse

3. Whose responsibility is it to ensure the safety of pedestrians while operating a pedestrian or rider operated pallet truck?

- A. *The pallet truck operator*
- B. Management
- C. The pedestrians themselves
- D. The human resources department

4. From the list below select the last thing the operator should do before moving off?

- A. Put their seat belt on
- B. Engage drive
- C. *Look around*
- D. Sound the horn

5. Lift trucks are more likely to turn over sideways when they are:

- A. Loaded and driven slowly around corners
- B. Loaded and driven quickly in a straight line
- C. When braking hard
- D. *Unladen and turning sharply*

6. An employee can operate a low level pallet truck as long as:

- A. They have received appropriate training on a more complex truck e.g. reach counterbalance
- B. They have received training on a pallet truck with a higher lift capacity. e.g. medium or high level
- C. *They have received appropriate basic operator training and testing on the machine type in question and received job specific and familiarisation training*
- D. As long as they have received instruction from a more experienced member of staff in regards to the safe operation of the machine

7. The operator should only safely step off the pedestrian pallet platform:

- A. Immediately on reaching the pick position
- B. Once the full pick has been completed
- C. *Once a full observation has been carried out for vehicles, pedestrians and floor conditions*
- D. When told to do so by the Warehouse Manager

8. Where thorough examinations are not applicable to low level pallet trucks, the truck:

- A. *Is still required to be maintained in accordance with the manufacturers requirements*
- B. Requires no maintenance
- C. Only requires a pre-use inspection once a week
- D. Is exempt from pre-use inspections

9. What position should a lift truck's mast be in to comply with the manufacturer's stated lifting capacity?

- A. Slightly tilted backwards with the truck on level ground
- B. It doesn't matter as the mast angle does not affect the rated capacity
- C. Slightly tilted forwards with the truck on level ground
- D. *Vertical with the truck on level ground*

10. What is the difference between Net weight and Gross weight?

- A. *Net weight = the product only: Gross weight = the weight of the product, pallet and packaging*
- B. Net weight = the weight of the load: Gross weight = the weight of the load and the pallet
- C. They are both the same and refer to the weight of the truck
- D. Gross weight only applies to live loads

11. What is meant by the term “load centre” as it applies to lift trucks?

- A. The width that the forks should be set on the carriage plate
- B. The length of the truck and the load
- C. The measurement to the middle of the load
- D. *It is the measurement given forward from the front face of the fork arms to the centre of gravity of the load*

12. Prior to operating a lift truck in the working environment, the operator must have “written authorisation” issued by:

- A. The instructor who carried out the training.
- B. *The employer*
- C. The lift truck supplier
- D. The lift truck manufacturer

13. Enforcement of the Health and Safety at Work Act 1974, etc. is the responsibility of:

- A. The Health and Safety Commission (HSC)
- B. The European Commissions United Inspectors (ECU)
- C. *The Health and Safety Executive and Local Authorities*
- D. The Police

14. Can a Lithium ION battery be “topped” up?

- A. *No*
- B. Yes, with distilled or de-ionised water
- C. Yes, with a special ion water
- D. No, they are a single use battery

15. A pallet truck should not be driven into a lift or elevator unless:

- A. It is unladen
- B. The lift is carrying no personnel
- C. *Specifically instructed by a supervisor, and the lift is able to safely carry the machine and its load*
- D. When accompanied by the operator

16. When sounding the lift truck's horn at a blind corner you should:

- A. *Make several short sharp blasts*
- B. Give one long blast to attract attention
- C. Give one short toot to save discharging the battery
- D. Give several long blasts

17. Health and Safety legislation places responsibility for safety at work on:

- A. The employers
- B. The employees
- C. *Everyone on the premises*
- D. Lift truck operators only

18. An Approved Code of Practice is:

- A. A requirement by law that everyone must comply
- B. *Advice to duty holders on how to comply with legislation*
- C. A registration scheme for the licensing of lift truck operators
- D. Written by a manufacturer on how to operate a lift truck

19. Undercutting is used when:

- A. The operator cannot see the pallet slots so places the forks under the pallet

- B. *The forks are longer than the pallet and the pallet is adjacent to a wall or another pallet or the pallet cannot be heeled up immediately*
- C. The forks are shorter than the pallet and the load has to be carried carefully
- D. When the load is at the maximum rated capacity of the lift truck

20. If a load appears to be unsafely stacked and liable to collapse, the operator should:

- A. *Report it immediately to the supervisor*
- B. Re-arrange the load himself/herself
- C. Pick the load up and travel with extreme caution
- D. Proceed slowly

PART TWO SAFETY QUESTIONS

1. What is the recommended way to approach a stack to place or retrieve a load at height?

- A. Drive slowly forward, raise the forks to the required height, stop, apply the parking brake
- B. *Stop not more than 150mm from the stack, secure the truck, and raise the forks*
- C. Stop at least a metre from the stack, raise the forks to the required height, drive slowly forward
- D. Stop 150mm from the stack, apply the park brake and select neutral and with full back tilt enter the pallet

2. In normal circumstances, if the load on the forks obscures your view, you should:

- A. Dismount, check that the way is clear, then drive slowly forward sounding the horn
- B. *Travel in reverse, looking in the direction of travel*
- C. Ask your Supervisor to guide you with hand signals
- D. Conduct an all-round check and proceed forwards very slowly with your head just outside the safety cage

3. When are you permitted to ride on a pallet truck machine?

- A. *When it is fitted with an approved rider platform*
- B. To increase productivity
- C. Following a risk assessment
- D. When time dictates

4. Before starting to load a lorry or trailer from a dock leveler, the lift truck operator must check that:

- A. The lorry driver has checked the load
- B. The lorry's tyre pressures are correct for the weight of the load
- C. The destination of the lorry
- D. *The lorry driver is aware that loading is to take place, the lorry engine is turned off, the lorry parking brake(s) are applied and the lorry wheels chocked (if necessary)*

5. A pallet truck must always be driven across, traffic calming speed bumps, drainage gullies, etc:

- A. As quickly as possible
- B. With forks trailing
- C. *Slowly and, if possible, diagonally*
- D. Straight onto the obstacle

6. Where on a low level pallet truck would you normally find the pivot point?

- A. *Centre of the front wheels*
- B. Centre of rear steering wheels
- C. The front edge of the pallet being transported
- D. The front edge of the tiller arm

7. Prior to unloading a road vehicle using a low level pallet truck utilising a dock leveler, the operator must first:

- A. *Minimise the difference between the loading dock and warehouse floor to allow safe transfer in and out of the lorry*
- B. Ensure the lorry driver is in full possession of the lorry keys
- C. Ensure the driver has raised the trailer above the level of the warehouse floor
- D. Maximise the difference between the loading dock and the warehouse floor

8. When turning with a load at height, why is there an increased risk of the truck tipping over?

- A. *Stability is reduced*
- B. The load centre will increase
- C. The combined centre of gravity moves forward
- D. The longitudinal stability is increased

9. In winter months loads stacked outside may be covered in ice and snow, the effect of this will:

- A. Increase the carrying capacity of the truck
- B. Make no change to the truck or weight of the load
- C. *Increase the weight of the load*
- D. Increase the friction between the pallet and the forks

10. While operating a lift truck what would you do if you saw some rubbish or dunnage lying in a gangway or warehouse location?

- A. Inform the supervisor
- B. *Park the truck in a safe place and remove the obstruction*
- C. Inform the other truck operators and get it moved at break time
- D. Ignore it as the next shift have cleaners that will move it

11. Why do you stop the truck no more than 150mm from the stack before raising the forks?

- A. *To assist with accuracy and discourage people walking between the forks and the stack*
- B. To save too many movements of the truck when manoeuvring
- C. To save using the parking brake too many times
- D. To allow pedestrians to pass through the gap at the rear of the truck

12. When following another lift truck down an aisle, how many truck lengths clearance is it recommended to leave?

- A. One length
- B. Two length
- C. *Three lengths*
- D. Four lengths

13. The brakes on the truck you are operating seem to be faulty. What are you going to do?

- A. Inform the supervisor
- B. *Stop immediately and seek assistance*
- C. Drive slower and get the fault checked at the next break time
- D. As long as the parking brake works it will be ok to finish the job and then report the fault

14. Why would you switch to pedestrian mode? (i.e. dismount from the platform)

- A. To save battery wear
- B. *To enable greater manoeuvring at a lower speed*
- C. Site rules
- D. It's safer to use in pedestrian mode

15. What is the purpose of the large button on top of the tiller arm?

- A. To stop the machine quickly
- B. *To change the direction of the machine if it makes contact with the operator*
- C. To quickly change direction
- D. To stop unauthorised use

16. When the load centre is increased:

- A. The load carrying capacity is not affected
- B. The load carrying capacity is increased
- C. The load carrying capacity is not affected if it is a live load
- D. *The load carrying capacity is reduced*

17. When transporting a palletised load on level ground, the correct position of the forks is:

- A. *With the forks as near to the ground as possible and parallel to the ground*
- B. With the forks 100mm – 150mm off the ground
- C. With the forks 200mm – 250mm of the ground
- D. With the forks 200mm – 250mm from the ground

REACH TRUCK PALLET TRUCKS ONLY

*These questions, (Both open and multiple choice), can be added in for A7 type trucks which are pedestrian, electric reach trucks.

Reach truck multiple choice questions

1. When traveling on slopes with a pedestrian operated reach truck where should the load be carried on the forks?

- A. With the load facing uphill and tilted forwards
- B. With the load facing downhill and tilted forward
- C. *With the load facing uphill and tilted back*
- D. With the load facing uphill with reach carriage extended to increase stability

2. What is the meaning of “free lift” in connection with lift trucks?

- A. *The distance the forks can be raised before the mast begins to extend*
- B. The tolerance allowed for fork clearance whilst entering the pallet
- C. Passengers may be carried on the truck to assist the operator
- D. Because the hydraulics do not use power when being lowered

3. When tilting a load forward at height, why is there an increased risk of the truck tipping

- A. The lateral force over the rear axle will increase
- B. *The longitudinal stability will be reduced*
- C. The combined centre of gravity is reduced
- D. The load is much heavier as it is tilted forward