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How-to: Certify Your Operators



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How to Certify Forklift Operators

The following forklift certification topics must be covered unless they're not applicable to the particular workplace.

Truck-Related Topics:

- All operating instructions, warnings, and precautions for the types of trucks the operator will be authorized to operate (operator's manual)
- · Differences between the truck and the automobile
- Controls and instrumentation (location, what they do, how they work)
- Engine or motor operation
- Steering and maneuvering
- Visibility (including restrictions due to loading)
- Fork and attachment adaptation, operation, and use **limitations**
- Vehicle capacity (weight and load center)
- Vehicle stability (with and without load and attachments)
- Vehicle inspection and maintenance the operator will be required to perform
- Refueling and/or charging and recharging batteries
- Operating limitations

Workplace-Related Topics:

- Surface conditions where the vehicle will be operated
- Composition of probable loads and load stability
- Load manipulation, stacking, and unstacking
- Pedestrian traffic in areas where the vehicle will be operated
- Narrow aisles and other restricted places where the vehicle will be operated
- Operating in hazardous (classified) locations
- Operating the truck on ramps and other sloped surfaces that could affect the vehicle's stability
- · Other unique or potentially hazardous environmental conditions that exist or may exist in the workplace
- Operating the vehicle in closed environments and other areas where insufficient ventilation or poor vehicle maintenance could cause a buildup of carbon monoxide or diesel exhaust
- · All other requirements found in the standard

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Duplicative Training

If an operator has previously received training in a topic specified above, and such training is appropriate to the truck and working conditions encountered, additional training in that topic is not required if the operator has been evaluated and found competent to operate the truck safely.

How have you evaluated them? How have you found them competent?



An evaluation of each powered industrial truck operator's performance must be conducted at least once every three years.

What should this evaluation look like?

Observe/audit their performance while they're working while performing the duties they get paid for:

- loading
- stacking
- fueling/charging
- inspecting
- pedestrians
- parking/shutting down
- maneuvering
- horn
- driving in reverse

- accessing/egressing truck
- floor surfaces
- docks
- lifting/lowering
- visibility
- tiering
- using attachments
- ALL traveling
- ramps/inclines

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Follow this up with Q&A, quizzes, etc.

This may take an hour (or less) or occur at different times of the week - you must evaluate their primary tasks. This is basically a continuing demonstration of safe skill and knowledge.

What does your evaluation look like?

OSHA's training rule also requires you to evaluate the effectiveness of your training.

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The following is taken from a very informative NIOSH Alert (Pub. # 2001-109) titled: Preventing Injuries and Deaths of Workers Who Operate or Work Near Forklifts. This 12 page document can be downloaded at http://www.cdc.gov/niosh

Pedestrian Traffic

- Separate forklift traffic and other workers where possible.
- Limit some aisles to workers on foot only or forklifts only
- Restrict the use of forklifts near time clocks, break rooms, cafeterias, and main exits, particularly when the flow of workers on foot is at a peak (such as at the end of a shift or during breaks)
- Install physical barriers where practical to ensure that workstations are isolated from aisles traveled by forklifts.
- · Evaluate intersections and other blind corners to determine whether overhead dome mirrors could improve the visibility of forklift operators or workers on foot.
- Make every effort to alert workers when a forklift is nearby.
- Use horns, audible backup alarms, and flashing lights to warn workers and other forklift operators in the area.
- Flashing lights are especially important in areas where the ambient noise level is high.

Workplace Foot Traffic

- Ensure that workplace safety inspections are routinely conducted by a person who can identify hazards and conditions that are dangerous to workers e.g. obstructions in the aisle, blind corners and intersections, and forklifts that come too close to workers on foot
- Install the workstations, control panel, and equipment away from the aisle when possible
- Do not store bins, racks, or other materials at corners, intersections, or other locations that obstruct the view of operators or workers at workstations
- Enforce safe driving practices such as obeying speed limits, stopping at stop signs. and slowing down and blowing the horn at intersections
- Repair and maintain cracks, crumbling edges, and other defects on loading docks. aisles, and other operating surfaces

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