TECHNICAL NOTES PART II

Competency Unit	:	Operate Forklift
TSC Title	:	Operate Forklift
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Developer	:	WDA/SSG
Custodian	:	WSH Council

Table of Contents

The Technical Notes Part II (TNs) for the Generic Manufacturing Skills WSQ have been developed in two parts:

- Part A – General principles of Competency Unit delivery, assessment and advice on how to develop an assessment plan
- Part B – Specific advice and recommendations on how to develop deliver strategies, assessment strategies and develop an assessment plan for each particular Competency Unit

Providers should refer to both Part A and Part B when developing courses.

Version History

Version	Amendment Date	Changes	Author
1.0		Update	WSH Council
2.0		Update	WSH Council
3.0	Jan 2022	Update	CPT, WSH Council
4.0	1 Sep 2023	Update	CPT, WSH Council

Competency Unit Introduction

Purpose and Focus of Competency Unit

This Competency Unit enables an individual to acquire the skills and knowledge to operate forklift in the manufacturing / logistics industry.

Brief Description of Competency Unit

This Competency Unit specifies the skills and knowledge required by people to operate in the trade pertaining to operate forklift in the manufacturing / logistics industry in a WSQ Level 1 operation.

This Competency Unit includes the following elements:

1. Prepare to carry out forklift operations

2. Inspect forklift

3. Carry out forklift operations

4. Reinstate and hand over forklift

Relation to the WSQ Framework

This WSQ Level 1 Competency Unit is a specialised unit and candidate will attaina Statement of Attainment in Operate Forklift in Manufacturing / Logistics Industryfor Generic Manufacturing Skills WSQ after successfully completing the course.

Target Audience

This course aims to provide people already working or wishing to enter the generic manufacturing industry with the skills and knowledge required to operate forklift. The Competency Unit would be appropriate for people with job title such as ForkliftDriver..

Assumed Skills and Knowledge

Learners are assumed to:

- be able to interpret work instructions and technical information;
- be able to listen and speak English at a proficiency level equivalent to the Employability Skills System (ESS) level 3;
- be able to read and write English at a proficiency level equivalent to ESSlevel 3; and
- be able to process numbers at a proficiency level equivalent to ESS level 3

Recommended Duration

Notional hours: 35

Summary of Competency Unit and Elements Covered

The Competency Unit, Operate Forklift, applies to operating forklift in various environmental conditions.. This Competency Unit covers the competency elements listed below:

1. Prepare to carry out forklift operations

2. Inspect forklift

3. Carry out forklift operations

4. Reinstate and handover forklift

Curriculum and Delivery Advice

Underlying Content Areas

The unit covers the following content areas which should be taught:

- types of forklifts and their load capacities
- parts of forklift and their functions
- workplace safety and health code of practice relating to forklift practice
- protecting loads from damage during documentation
- reporting procedures if work preparation is not completed
- main parts of forklifts to be inspected
- constituents of each main part of forklift to be inspected
- safety precautions in inspecting forklift
- cargo handling symbols
- forklift stability
- operating procedures for different types of loads
- safety precautions in lifting potentially hazardous loads
- operating procedures for different types of terrains and confined spaces
- workplace safety and health code of practice relating to forklift operations
- procedures of reporting unsafe/unauthorised forklift practices
- procedures relating to parking of forklift
- handover procedures of forklift

Sequence of Coverage

The following sequence of coverage is suggested for delivery:

- types of forklifts and their load capacities
- parts of forklift and their functions
- workplace safety and health code of practice relating to forklift practice
- protecting loads from damage during documentation
- reporting procedures if work preparation is not completed
- main parts of forklifts to be inspected
- constituents of each main part of forklift to be inspected
- safety precautions in inspecting forklift
- cargo handling symbols
- forklift stability
- operating procedures for different types of loads
- safety precautions in lifting potentially hazardous loads
- operating procedures for different types of terrains and confined spaces
- workplace safety and health code of practice relating to forklift operations
- procedures of reporting unsafe/unauthorised forklift practices
- procedures relating to parking of forklift
- handover procedures of forklift

Delivery Strategies and Methods

The Competency Unit may be delivered on-the-job and/or off-the-job. Content relating to underpinning knowledge and principles may be delivered off-the-job. The practical aspects of the Competency Units, however, should be delivered on- the-job or in simulated workplace settings.

Off-the-job delivery can be face to face in the classroom in a training organisation, or at

a workplace venue. Classroom delivery should emphasise interactive and student-centred learning and use a flexible range of learning and teaching methods.

An on-the-job training environment can be working within a warehouse or a simulated warehouse environment. The participants performance can be alsomeasured by their participation in training environment whereby they carry out their trade activities. All training delivery should be related to the normal work process. It is important that the trainer bears in mind that the emphasis of the delivery of the Competency Unit should be on the trade skills of operating a forklift

Every effort must be made to emphasise the direct relationship between theacquisition and application of the skills, knowledge and attitudes to their workplace.

Suggestions for delivery of this Competency Unit are given below:

Lecture presentation

- Prepare to carry out forklift operations
  - types of forklifts and their load capacities
  - parts of forklift and their functions
  - workplace safety and health code of practice relating to forkliftpractice
  - protecting loads from damage during documentation
  - reporting procedures if work preparation is not completed
- Inspect forklift
  - main parts of forklifts to be inspected
  - constituents of each main part of forklift to be inspected
  - safety precautions in inspecting forklift

- Carry out forklift operations
  - cargo handling symbols
  - forklift stability
  - operating procedures for different types of loads
  - safety precautions in lifting potentially hazardous loads
  - operating procedures for different types of terrains and confined spaces
  - workplace safety and health code of practice relating to forklift operations
  - procedures of reporting unsafe/unauthorised forklift practices

- Reinstate and handover forklift
  - procedures relating to parking of forklift
  - handover procedures of forklift

- Total WSH
  - Total WSH presentation slides will be issued upon approval of the Training Provider. The materials are provided strictly for the explicit use and guidance of training providers for the conduct of this course.

    Any other use of the materials or parts thereof, reproduction, publication, distribution, transmission, re-transmission, or storage in a retrieval system in any form, electronic or otherwise, for purposes other than that expressly stated above without the express permission of WSH Council is strictly prohibited.

Demonstration by trainer and skills practice by learners

The trainer will explain and demonstrate the following activities:

- Prepare to carry out forklift operations
- Inspect forklift
- Carry out forklift operations
- Reinstate and handover forklift

Throughout the above-mentioned activities, the trainer will explain, emphasize and also demonstrate the following tasks:

- Prepare to carry out forklift operations
  - Observe and apply safety practices in workplace when checking electrical installations
  - Observe and apply safety practices in workplace when preparing to operate forklift
  - Interpret details of activities given in work instructions and clarify any doubts in accordance with organisational procedures
  - Put on appropriate personal protective equipment in accordance with organisational procedure
  - Select appropriate forklift based on capacity and type of load to allow for adequate load weight safety margin in accordance with workplace safety and health code of practice relating to forklift operations
  - Identify environment and safe routes to be taken for forklift operations in accordance with workplace safety and health code of practice relating to forklift operations
  - Prepare work areas for lifting activities in accordance with workplace safety and health code of practice relating to forklift operations
  - Protect adequately loads to be transported to prevent damage during movement in accordance with organisational procedures
  - Inform appropriate person where preparation to carry out forklift operations cannot be completed in accordance with organisational procedures
  - Complete preparation to carry out forklift operations in accordance with organisational procedures

- Inspect forklift
  - Observe and apply safety practices in workplace when carrying out inspection of forklift
  - Check engine in accordance with workplace safety and health code of practice relating to forklift operations, and organisational procedures (see range of items to be checked)
  - Check forklift in accordance with workplace safety and health code of practice relating to forklift operations, and organisational procedures (see range of items to be checked)
  - Check instrument panel in accordance with workplace safety and health code of practice relating to forklift operations, and organisational procedures (see range of items to be checked)
  - Check engine running in accordance with workplace safety and health code of practice relating to forklift operations, forklift operating manual and organisational procedures (see range of abnormalities)
  - Carry out operational test of forklift in accordance with workplace safety and

health code of practice relating to forklift operations, and organisational procedures (see range of activities to be carried out)
- o Report any abnormalities in forklift to appropriate person in accordancewith organisational procedures
- o Inform appropriate person where inspection of forklift cannot be completed, in accordance with organisational procedures
- o Complete inspecting forklift in accordance with organisational procedures

- Carry out forklift operations
  - o Observe and apply safety practices in workplace when carrying out forklift operations
  - o Assess load to be transported for their weight and centre of balance in accordance with workplace safety and health code of practice relatingto forklift operations and organisational procedures
  - o Pick up load in accordance with workplace safety and health code of practice relating to forklift operations
  - o Transport load in accordance with workplace safety and health code of practice relating to forklift operations
  - o Lower load in accordance with workplace safety and health code of practice relating to forklift operations
  - o Stack and de-stack pallets safely in accordance with workplace safety and health code of practice relating to forklift operations andorganisational procedures
  - o Load and unload pallets into racking system safely in accordance with workplace safety and health code of practice relating to forklift operations and organisational procedures
  - o Inform appropriate person where forklift operations cannot be completed, in accordance with organisational procedures
  - o Complete forklift operations in accordance with organisational procedures

- Reinstate and handover forklift
  - o Observe and apply safety practices in workplace when reinstating and handing over forklift

  - o Park forklift properly, after completion of work, at designated area in accordance with workplace safety and health code of practice relatingto forklift operations and organisational procedures
  - o Report any observed fault in forklift to appropriate person in accordance with organisational procedures
  - o Inform appropriate person where work as detailed in work instructions cannot be completed, in accordance with organisational procedures
  - o Complete reinstatement and hand over forklift in accordance with organisational procedures
  - o Return key to appropriate person upon completion of work inaccordance with organisational procedures

Group discussion

Topics for group discussion may include:

- Prepare to carry out forklift operations
- Inspect forklift
- Carry out forklift operations

- Reinstate and handover forklift

These delivery methods should be adjusted according to the different levels of theclass group.

To enhance the transfer of learning, an andragogical or adult-oriented approach to learning is encouraged in the development and delivery of the Competency Unit. Andragogical instructional techniques are designed with these factors in mind:

- adults are self-directed
- adults have acquired a large amount of knowledge and experience that can be utilised as a resource for learning
- adults acquired a large amount of knowledge and experience through workplace learning
- adults show a greater readiness to learn tasks that are relevant to the rolesthey have in life
- adults are motivated to learn in order to solve problems or address needs and they expect to immediately apply what they learn to these problems and needs
- adults need to be challenged with varied strategies that maintain interest

Varied delivery strategies should be utilised to optimise learning. For example:

- lecture presentation
- group discussion
- case studies
- demonstration
- practice
- observation and feedback
- computer aided instructions

Assessment Advice

Assessment strategy 1

Practical Assessment

Candidates are to be observed at approved assessment centre and the observation should cover participants' ability to operate forklift. It will include assessment on the participants' ability to operate forklift safely in accordance with organisational procedures, workplace safety and health code of practice relating to forklift operations and safe use of powered forklift.

The work will be observed and assessment recorded.

Ideally there should be one assessor to one candidate subject to the assessment set-up and availability of space for operating forklift safely on the day of assessment.

Assessment strategy 2

Written Test

TP must adhere to the following guideline for the written assessment:

- The number of attempts a candidate is allowed to be assessed in the written assessment is ONE. The candidate certified "NOT YET COMPETENT" after the assessment must be re-coursed.

Candidates will be assessed in written test for underpinning knowledge items as well as performance criteria that are not feasible to be assessed under practical performance.

Written test, which may be done through electronic means or question paper, may include questions such as:.

- Identify different types of forklift used in the workplace
- Identify important parts of the forklift and their functions
- Apply appropriate workplace safety and health code of practice relating to forklift preparations
- State importance of protecting loads from damage during transportation
- Identify who to report to when you are not able to complete preparing for forklift operations
- Identify the important parts of the forklift to be inspected
- State the importance of conducting pre-operation checks of forklift
- Identify specified cargo handling symbols
- Identify the factors affecting forklift stability
- State safe operating procedures for different types of load and surroundings
- State importance of parking forklift in designated area
- State the importance of following proper handover procedures on completion of forklift operations

Where any of the above knowledge can be demonstrated through practical performance, questions need not be asked.

During the administration of the written assessment, there shall be an assessor to ensure the integrity of the assessment process. The trainer for the course is not permitted to be the assessor for the same course during the assessment. An invigilator can be appointed in place of the assessor, but the trainer for the course must be on standby to make clarification on the questions where needed.

Attendance Requirements

More than 2 days course with practical - 75% for classroom and 100% for practical session

Course duration : 35 hours

Industry Requirements

- The learner must attain 60% pass the for the WA and 100% pass in the Practical assessment in order to be issued with the certificate of successful completion. Failure to complete the practical modules or pass the WA shall render a "Fail" outcome for learner and he must then re-attempt the course and assessments.

- MOM/WSH Council officers shall conduct audits with or without notice on WSQ WSH TPs

- To facilitate marking of the assessment papers, TPs shall install the Automated Marking System (AMS) and its associated hardware.

- The TP personnel who is authorised to use the AMS to scan and mark the test via AMS must also ensure that the assessment results are updated in SSG's TPGateway system.

- To facilitate uploading of the assessment results, TPs shall install the Automated Marking System (AMS) and its associated hardware.

- The TP personnel who is authorised to use the AMS must also ensure that the assessment results are updated in SSG's TPGateway.

- TPs are to upload the test results to MOM/ WSH Council no later than 5 calendar days after completion of the courses. All errors must be rectified within 24 hours for re-submission of the affected results to MOM/ WSH Council via WSH TRS. This is in addition to the uploading of assessment results to SSG via TPGateway.

- Authorities (i.e. MOM/ WSH Council) may request from TPs information on the course. TPs are to ensure that the information given to the Authorities are accurate and updated.

- MOM/WSH Council officers shall conduct audits with or without notice on WSQ WSH TPs.

- Note: For system(s) or requirement(s) administered by the relevant authorities, i.e. MOM/ WSH Council, the TP shall fulfil the requirements and follow up with the agencies accordingly.

Certifying and Grading Performance

Not applicable as this unit is un-graded.

Assessment Instruments and Tools

Assessment evidence gathering templates are located in the annexes at the end of this guide.

A Performance Criteria Checklist is provided in **Annex A.** This provides a reporting mechanism for several performance criteria that may be achieved by satisfactory completion of each selected assessment strategy.

An Evidence Sources Checklist is provided in **Annex B.** This provides a reporting snapshot of the types of evidence gathering that may be used.

An Evidence Plan Checklist is provided in **Annex C.** This provides a reporting instrument to record a plan of expected evidence materials.

A Verbal Assessment Checklist is provided in **Annex D.** This provides an instrument for the recording of answers to questions concerning the underpinning knowledge.

Trainer Requirements

A trainer of this Competency Unit must:

- have demonstrated competency under this Competency Unit
- have at least 5 years related experience in the manufacturing/logistics industry
- have at least 2 years of practical training experience
- be equipped with Advanced Certificate in Training and Assessment (ACTA) or Advanced Certificate in Learning and Performance (ACLP) or Diploma in Adult Continuing Education (DACE) or Diploma in Design and Development of Learning for Performance (DDDLP).

- All trainers/adult educators are required to attain 10 hours (minimum) annually by attending Continuing Professional and Development (CPD) courses conducted by appointed training providers. For more details, refer to Train-the-Trainer (T[3]) Programme in WSH Council website (www.wshc.sg)

- The trainer for the course is not permitted to be the assessor for the same course learners during the assessment.

Assessor Requirements

An assessor of this Competency Unit must:

- have demonstrated competency under this Competency Unit
- have at least 5 years related experience in the manufacturing/logistics industry
- Advanced Certificate in Training and Assessment (ACTA) or Advanced Certificate in Learning and Performance (ACLP) or Diploma in Adult Continuing Education (DACE) or Diploma in Design and Development of Learning for Performance (DDDLP).

Training Provider Requirements

Training Providers are required to fulfill the following requirements:
* ISO 29993 certification;
* bizSAFE Level 3 certification;
* Blended learning
    - Have developed an SOP to conduct online training and assessment (with online proctoring for supervisor and above courses) when required to do so.
    - For each WSH course, the Training Provider must have at least:
      a. 1 full time Principal/Director;
      b. 1 full time WSH Approved Adult Educator/ Trainer/Facilitators for each WSH course; and
      c. 2 approved full time/associate Adult Educator/ Trainer/Facilitators for each of the language.

Training Providers are to inform the WSH Council when they withdraw their training provider status for any WSH course(s), or have their status suspended or terminated by any authority.

Training Providers are to comply with the instruction by either (i) SkillsFuture Singapore (SSG), Ministry of Manpower (MOM) or the WSH Council to stop conducting any WSH Course(s) when an investigation is ongoing, or a non-compliance is being verified. Further actions would be taken when fraudulent acts or significant non-compliances are established.

Training Venue Requirements

1. Unless prior approval has been granted by the CB, which had certified its WSH courses, each TP shall maintain and conduct its WSH course at its primary Training Venue. In addition, the TP shall ensure that the following are not shared with any other TP:
(a) their approved Training Venue/s; and
(b) Any other equipment or loads, which are used for the conduct of the WSH course.

2. In the event, where the TP wishes to conduct its WSH theory course(s) at a venue, other than the approved Training Venue, the TP must inform the CB, which had certified its WSH course(s) at the approved Training Venue/s, of its intent to effect such a change, and it must also demonstrate to the CB that:
(a) It has an approved Training Venue at the registered address;
(b) That the proposed venue is conducive for learning; and
(c) That there are no safety and health concerns in relation to the proposed venue/s.
The TP may conduct its WSH theory course(s) at a venue other than the approved Training Venue/s only after obtaining the CB's approval.

3. The requirement stated at Para 2 shall apply to a TP for single and multiple usage.

4.Where the CB has granted approval to the TP to conduct the WSH theory course(s) at an alternate venue, the TP must ensure that:

a) All training and assessment records are kept by the TP, for courses conducted, at the alternate venue. Such records shall include the following documents:

i. Photographs of the alternate venue;
ii. Photographs of the WSH theory course(s) being conducted at the alternate venue;
iii. Layout plan of the alternate venue; and
iv. Leasing documents;

b) The records mentioned in sub-paragraph 4(a) above, are continually updated;
c) The alternate venue is only used for the conduct of WSH theory course(s). No practical training/assessment shall be allowed at the alternate venue, unless approval has been granted by the Authorities; and
d) The alternate venue is not occupied and or used by another TP or WSH approved training provider at any time.

5. The TP must ensure that all Training Venues (including alternate venues) have been approved by the Urban Redevelopment Authority (URA) or the Housing & Development Board ("HDB"), either as a Commercial School (theory based only) or for Industrial Training (theory and practical), before it applies to be certified by the CB.
Note: Tenancy agreement (e.g. from JTC Corporation or other Developers) does not constitute a URA approval. Only correspondence with letterheads bearing the office of the relevant government authorities granting the approval shall be recognised.

6. Paragraph 5 shall not apply to TP who is applying for a once –off use of the theory training premises.

7. The TP is to note that a CB's approval of any practical training venue is conditioned upon its safe and adequacy of the training facilities and equipment. The TP shall comply with all relevant legislations including but not limited to legislations involving land use, building, fire and safety.

   i.   Theory: 20 trainees per class (1 Trainer)

  ii.   Practical: 1 : 1 (Trainee: Trainer, Practical session)
           (Group of 5 trainees to 1 forklift/Trainer)

 iii.   Course duration: 35 hours

Facilities, Equipment, and Tools Information

Facilities, equipment and tools required may include:
- warehouse

- personal protective equipment may include:
  o safety shoes
  o safety helmet
  o appropriate gloves
  o mask
  o spectacle band

- forklift

- forklift attachments

- range of loads may include:
  o robust
  o fragile/sensitive/shock
  o even/uneven
  o hazardous/non-hazardous

- range of method of lifting may include:
  o palletised load
  o unpalletised load
  o lifting using appropriate forklift attachment

- range of environment may include:
  o sheltered / unsheltered
  o day and night
  o wet
  o greasy

- range of terrain may include:
  o even / uneven
  o slope
  o confined space

- engine items to be checked may include:
  o even / uneven
  o engine oil
  o hydraulic oil
  o transmission oil
  o brake oil
  o fuel
  o radiator water
  o battery water
  o belts

- forklift items to be checked may include:
  o steering wheel
  o control levers
  o pedals
  o overhead guard
  o body
  o weight bolts

- tyres
- lightings
- side / rear mirror
- siren and horn
- fork
- mast
- lifting chains
- bearings
- hydraulic cylinders
- hydraulic pipes and hoses
- seat and safety belt

- instrument panel items to be checked visually include:
  - instruments and gauges

- abnormalities to be checked when engine is running may include:
  - abnormal noise
  - abnormal smoke emission
  - leakages

- activities to be carried out during operational test of forklift may include:
  - serviceability of brakes
  - lifting / lowering of forks
  - tilting of mast
  - serviceability of reverse buzzer / light / horn
  - steering

- materials to be used, where applicable, may include:
  - radiator water
  - battery water
  - engine oil
  - hydraulic oil
  - fuel

- relevant documents may include:
  - work instructions
  - inspection checklists
  - appropriate reporting forms
  - handing-over document

- relevant regulations may include:
  - SS 573 : 2012. Code of practice for the safe use of powered counterbalanced forklifts.
  - Workplace Safety and Health Act
  - Environmental regulations
  - Other relevant certification

- relevant procedures may include:
  - workplace safety and health code of practice relating to forklift operations
  - company organisational procedures

- access to a space to enable discussion and group activities as well as to practise situations or scenarios related to operating forklift
- whiteboard, overhead projector, PowerPoint software etc.
- rooms which have adequate lighting, adequate ventilation and shielding from external noise

Issuance of Certificate

Issuance of "Safety Pass" and the "Certificate of Successful Completion"

1. "Safety Pass/Card" is to be issued, in accordance with the format shown in Annex F, to candidate who is assessed "Competent" in this Competency Unit for the SOC.

2. "Certificate of Successful Completion" is to be issued, in accordance with the format shown in Annex G, to candidate who is assessed "Competent" in this Competency Unit.

3. The issuance of the "Certificate of Successful Completion" is optional for TPs who have already issued the "Safety Pass" to candidate who is assessed "Competent" in this Competency Unit.

Resource Information

Suggested Textbooks

- David E. Mulcahy (1999), Materials Handling Handbook. The Mc-Graw Hill Companies, New York, USA

Suggested Websites

- www.wda.gov.sg
- www.ntis.gov.au
- www.ukstandards.com
- www.hse.gov.uk/warehousing
- www.mom.gov.sg

Suggested Publications

- Workplace Safety and Health Act 2006
- Workplace Safety and Health (General Provisions) Regulations 2006
- **Workplace Safety and Health (Risk Management) Regulations 2006
- SINGAPORE STANDARDS SS 528: Parts 1 to 6: 2006 – Specification forPersonal Fall-Arrest Systems
- SS 573 : 2012. Code of practice for the safe use of powered counterbalanced forklifts
- Code of Practice for Working at Heights (https://www.tal.sg/wshc/resources/publications/codes-of-practice/code-of-practice-for-working-safely-at-heights---english)
- **Code of Practice on Risk Management (https://www.tal.sg/wshc/resources/publications/codes-of-practice/code-of-practice-on-wsh-risk-management)

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**The Risk Assessment process should consider the management of infectious disease outbreak, employees' health (including mental well-being) and terrorist threats. Training Provider should take reference from the 3rd revision of the Code of Practice on Risk Management.

Annex A

Performance Criteria Checklist

Written Test Assessment Strategy	Underpinning Knowledge/Performance Criteria Assessment	Competent?	
		Yes	Not Yet
1. Prepare to carry out forklift operations	UK 1.1 Types of forklifts and their load capacities		
	UK 1.2 Parts of forklift and their functions		
	UK 1.3 Workplace safety and health code of practicerelating to forklift operations		
	UK 1.4 Protecting loads from damage during transportation		
	UK 1.5 Reporting procedures if work preparation is not completed		
	PC 1.6 Prepare work areas for lifting activities in accordance with workplace safety and health code of practice relating to forklift operations		
	PC 1.7 Protect adequately loads to be transported to prevent damage during movement in accordance with organisational procedures		
	PC 1.8 Inform appropriate person where preparation to carry out forklift operations cannot be completed in accordance with organisational procedures		
2. Inspect forklift	UK 2.1 Main parts of forklift to be inspected		
	UK 2.2 Constituents of each main part of forklift to be inspected		
	UK 2.3 Safety precautions in inspecting forklift		
	PC 2.4 Check engine in accordance with workplace safety and health code of practice relating to forklift operations, and organisational procedures (see range of items to be checked)		

		PC 2.5 Check forklift in accordance with workplace safety and health code of practice relating to forklift operations, and organisational procedures (see range of items to be checked)		
		PC 2.6 Check instrument panel in accordance with workplace safety and health code of practice relating to forklift operations, and organisational procedures (see range of items to be checked)		
		PC 2.7 Check engine running in accordance with workplace safety and health code of practice relating to forklift operations, forklift operating manual and organisational procedures (see range of abnormalities)		
		PC 2.8 Carry out operational test of forklift in accordance with workplace safety and health code of practice relating to forklift operations, and organisational procedures (see range of activities to be carried out)		
		PC 2.9 Report any abnormalities in forklift to appropriate person in accordance with organisational procedures		
		PC 2.10 Inform appropriate person where inspection of forklift cannot be completed, in accordance with organisational procedures		
3.	Carry out forklift operations	UK 3.1 Cargo handling symbols		
		UK 3.2 Forklift stability		
		UK 3.3 Operating procedures for different types of loads		
		UK 3.4 Safety precautions in lifting potentially hazardous loads		
		UK 3.5 Operating procedures for different types of terrains and confined spaces		

	UK 3.6 Workplace safety and health code of practicerelating to forklift operations		
	UK 3.7 Procedures of reporting unsafe / unauthorisedforklift practices		
	PC 3.8 Inform appropriate person where forkliftoperations cannot be completed, in accordance with organisational procedures		
4 Reinstate and hand over forklift	UK 4.1 Procedures relating to parking of forklift		
	UK 4.2 Hand over procedures of forklift		
	PC 4.3 Report any observed fault in forklift to appropriate person in accordance with organisational procedures		
	PC 4.4 Inform appropriate person where work as detailedin work instructions cannot be completed, in accordance with organisational procedures		

Practical Performance Assessment Strategy	Performance Criteria		Competent?	
			Yes	Not Yet
1. Prepare to carry out forklift operations	1.1	Observe and apply safety practices in workplace when preparing to operate forklift		
	1.2	Interpret details of activities given in work instructions and clarify any doubts in accordance with organisational procedures		
	1.3	Put on appropriate personal protective equipment in accordance with organisational procedures		
	1.4	Select appropriate forklift based on capacity and type of load to allow for adequate load weight safety margin in accordance with workplace safety and health code of practice relating to forklift operations		
	1.5	Identify environment and safe routes to be taken for forklift operations in accordance with workplace safety and health code of practice relating to forklift operations		
	1.6	Prepare work areas for lifting activities in accordance with workplace safety and health code of practice relating to forklift operations		
	1.7	Protect adequately loads to be transported to prevent damage during movement in accordance with organisational procedures		
	1.8	Inform appropriate person where preparation to carry out forklift operations cannot be completed in accordance with organisational procedures		
	1.9	Complete preparation to carry out forklift operations in accordance with organisational procedures		
2. Inspect forklift	2.1	Observe and apply safety practices in workplace when carrying out inspection of forklift		
	2.2	Check engine in accordance with workplace safety and health code of practice relating to forklift operations, and organisational procedures (see range of items to be checked)		
	2.3	Check forklift in accordance with workplace safety and health code of practice relating to forklift operations, and organisational procedures (see range of items to be checked)		

Practical Performance Assessment Strategy	Performance Criteria		Competent?	
			Yes	Not Yet
	2.4	Check instrument panel in accordance with workplace safety and health code of practice relating to forklift operations, and organisational procedures (see range of items to be checked)		
	2.5	Check engine running in accordance with workplace safety and health code of practice relating to forklift operations, forklift operating manual and organisational procedures (see range of abnormalities)		
	2.6	Carry out operational test of forklift in accordance with workplace safety and health code of practice relating to forklift operations, and organisational procedures (see range of activities to be carried out)		
	2.7	Report any abnormalities in forklift to appropriate person in accordance with organisational procedures		
	2.8	Inform appropriate person where inspection of forklift cannot be completed, in accordance with organisational procedures		
	2.9	Complete inspecting forklift in accordance with organisational procedures		
3 Carry out forklift operations	3.1	Observe and apply safety practices in workplace when carrying out forklift operations		
	3.2	Assess load to be transported for their weight and centre of balance in accordance with workplace safety and health code of practice relating to forklift operations and organisational procedures		
	3.3	Pick up load in accordance with workplace safety and health code of practice relating to forklift operations		
	3.4	Transport load in accordance with workplace safety and health code of practice relating to forklift operations		
	3.5	Lower load in accordance with workplace safety and health code of practice relating to forklift operations		
	3.6	Stack and de-stack pallets safely in accordance with workplace safety and health code of practice relating to forklift operations and organisational procedures		

Practical Performance Assessment Strategy	Performance Criteria		Competent?	
			Yes	Not Yet
	3.7	Load and unload pallets into racking system safely in accordance with workplace safety and health code of practice relating to forklift operations and organisational procedures		
	3.8	Inform appropriate person where forklift operations cannot be completed, in accordance with organisational procedures		
	3.9	Complete forklift operations in accordance with organisational procedures		
4 Reinstate and hand over forklift	4.1	Observe and apply safety practices in workplace when reinstating and handing over forklift		
	4.2	Park forklift properly, after completion of work, at designated area in accordance with workplace safety and health code of practice relating to forklift operations and organisational procedures		
	4.3	Report any observed fault in forklift to appropriate person in accordance with organisational procedures		
	4.4	Inform appropriate person where work as detailed in work instructions cannot be completed, in accordance with organisational procedures		
	4.5	Complete reinstatement and hand over forklift in accordance with organisational procedures		
	4.6	Return key to appropriate person upon completion of work in accordance with organisational procedures		

Annex B

Evidence Sources Checklist

Summary of evidence sources for the Competency Unit

Elements and Performance Criteria		Work Observation	Written activities / reports	Interview /tests	Work-place Documents	Training Records	Case Studies	Personal Statement/ Resume	Journal /Diary	Testimonials
Element	**1.1**									
	1.2									
	1.3									
	1.4									
	1.5									
Element	**2.1**									
	2.2									
	2.3									
	2.4									
	2.5									
Element	**3.1**									
	3.2									
	3.3									
	3.4									
	3.5									
Element	**4.1**									
	4.2									
	4.3									
	4.4									
	4.5									
Element	**5.1**									
	5.2									
	5.3									
	5.4									
	5.5									
	5.6									

Annex C

Evidence Plan Checklist

Evidence Plan checklist		
Name of candidate		
Unit(s)		
Training Organisation		

Sources of evidence	Expected evidence	Received
Research Project		
Work Observation		
Written Activities / Reports		
Personal Statement/Resume		
Workplace Documents (verified)		
Training Records		
Case Studies		
Projects		
Journal/Diary		
Testimonials		

Skills development activities

Arrangements

Agreement

C   **Evidence to be submitted by:**

C   **Interview date:**

C   **I agree to the evidence plan:**

     C **Candidate** _____ **(name)** _____ **(signature)**

     C **Supervisor** _____ **(name)** **(signature)**

     C **Assessor** _____ **(name)** **(signature)**

Annex D

Written Assessment Checklist

Record of written test questions	
Name of candidate	
Unit(s)	
Registered Training Organisation or workplace	
Name of assessor	

Questions	Satisfactory response Yes No
Q1.	
Q2.	
Q3.	
Q4.	
Q5.	
Q6.	
Q7.	
Q8.	
Q9.	
Q10.	

The candidate's underpinning knowledge and understanding was: **Satisfactory**   **Not satisfactory**
Signed by the assessor: **Date:**
Feedback to candidate:

Annex E

Suggested Format for Recording and Reporting Assessment

Course Code and Title:
Competency Unit Code and Title:
Participant:
Group:

Assessment criteria	Competent	Not Yet Competent
Element 1		
Element 2		
Element 3		
Element 4		
Underpinning knowledge		
Feedback to participant:		
Assessor's Signature:_____**Date:**		

Re-assessment information

Date of re-assessment Item/s to be re-assessed	Competent	Not Yet Competent
Assessor's Signature:_____**Date:**		

Annex F

Guidelines for the credit card size pass for MOM WSH courses

Format of Safety Pass

"Safety Pass/Card" is to be issued, in accordance with the format shown in Annex F. Safety Pass and/or Certificate of Course Completion is to be issued, to candidate who is assessed "Competent" in this Competency Unit.

Guidelines for the credit card size pass for MOM WSH courses by TPs

3 ⅜ × 2 ⅛ inch (85.60 × 53.98 mm)

Front view

Font Type: Arial
Font size (Course title): Recommended 8pt or larger
Font size (Others): Recommended 6pt or larger
Photo size: 3.1cm X 2.4cm

•Pass should contain no less than the information depicted in the guide
•TP may use their own reference format for serial number
• Course Title should be the title as indicated in the WSQ Framework(CS/CTAG). The Technical Skills and Competency (TSC) Code and Title, should also be printed in parentheses ( ) aligned to the title reflected in either the Competency Standards (CS) or TSC. However, it is not required to print the TSC Course name if it is the same as the SC/CTAG title
•ID should be FIN, NRIC Passport Number or any unique official identifier
•Course Venue should reflect address of training centre (not business office, etc) which pass holder attended
•Trainer signature should reflect the trainer that conducted the course

Back view

1. Use of card is governed by terms and conditions of < Name of Training Provider>
2. < Name of Training Providers> is a SkillsFuture Singapore Agency's Training Provider at the date of issuance of the pass
3. This card is not transferrable
4. The course is conducted @.< Course venue>
5. Holder of the card has been certified competent in the <**Course Title**> on the issued date as indicated in front.
6. This card will expire <xx> years from the date of issue.
7. This card is the property of < Name of Training Provider> and must be returned on request.
8. Card shall be retained if it has been tampered with, misused or replaced.
9. This card is issued by < Name of Training Provider>. If found, please return to < Name of Training Provider>. at <Address of < Name of Training Provider>..
10. For enquiries, please contact < Name of Training Provider. > at <hotline>

Font Type: Arial
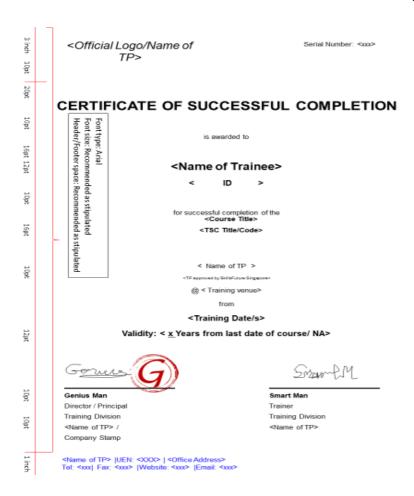Font size : Recommended 6pt or larger

Annex G

Certificate of Successful Completion for MOM WSH courses

Format of Certificate

"Certificate of Successful Completion" is to be issued, in accordance with the format shown in Annex G. This is in addition to the Statement of Attainment (SOA) issued by SSG for WSQ courses.

- Certificate should contain no less than the information depicted in the guide

- TP may use their own reference format for serial number

- ID should be FIN, NRIC Passport Number or any unique official identifier

- For TP Course, Course Title should be the corresponding title as indicated in WSQ System Framework(CS/CTAG). The Technical Skills and Competency (TSC) Code and Title should be printed in parentheses ( ) aligned to the title reflected in either the Competency Standards (CS) or TSC. However, it is not required to print the TSC course name if it is the same as the CS/CTAG Title

- Course Venue should reflect address of training centre (not business office, etc) which pass holder attended

- Certificate should indicate that <<Name of TP>> is a Training Provider (TP) approved by SkillsFuture Singapore for <<Course Title of corresponding course>>

- Trainer signature should reflect the trainer that conducted the course

- Management of safety certificate should be in accordance to the requirements under TP scheme

Glossary of Terms

TP	TPs are training organisations accredited under the WSQ to offer training programmes and assessment services leading to WSQ certification
Assessment	A systematic process of collecting evidence and making judgements as to whether an individual has achieved a certain level of competency.
Assessment Criteria and marking scheme	Provides the context and conditions, under which the assessment will be conducted, what evidence the assessor must collect and the grading criteria used.
Assessment method	The process or technique used to gather evidence. (Bresciano & Fackler, 2005)
Assessment plan	A document which outlines when the evaluation will take place and how it will be conducted. An assessment plan includes the "programme mission or course/activity purpose, goals as appropriate, in/ended outcomes, methods for gathering, analysing data, and interpreting data for providing evidence to inform decision making." (Bresciano & Fackler, 2005)
Assessment process	The series of steps which a candidate undertakes within the enrolment, assessment, recording and reporting cycle of assessment.
Assessment tool	An instrument or resource used in association with a given assessment method. It may include a questionnaire, test paper, interview questions, structured report template and record sheet.
Assumed skills and knowledge	Assumed skills and knowledge are what learners ought to have and are assumed to have before they attend the training programme.
Competency	A competency is a measurable set of knowledge, skills and attitudes that drives and individual's performance to perform at his/her job effectively.
Competency category	A competency category refers to broad occupational or industry area or function, competency units (CU) that are inter-related are grouped by competency categories.
Competency elements	A competency element is the sub-division of a CU. Competency elements encompasses performance criteria, underpinning knowledge, range and context as well as evidence sources.
Competency level	The competency level reflects the level of complexity and depth of learning required by the competencies in the standard. It is outlined in the competency standards.
Competency Map (CM)	A document that captures the type of competencies needed in an industry. The competencies are expressed as CU and these are grouped into competency categories and pegged to occupational levels.
Competency Standards (CS)	A competency standard documents expected work performance outcomes, expected level of performance, knowledge that supports the delivery of work performance outcomes and work contexts under which the work performance outcomes are to be delivered.

Competency Unit (CU)	A CU describes a particular work role, duty or function, which forms the smallest group of skills, knowledge and abilities set able to be recognized separately for certification. The certification requirements of a CU are detailed in a CS.
Continuing Education and Training (CET)	Continuing Education and Training (CET) refers to educational programmes for adults, usually at the post-secondary level and offered as a part-time or short courses in occupational subject areas. Also see Pre-employment Training (PET).
Certification Body (CB)	A Certification Body (CB) is an organization accredited by the Singapore Accreditation Council (SAC) to assess and certify a WSH Training Provider's compliance to ISO 29993:2017 and MOM/WSH Council requirements.
Credit	A unit of measure assigned to courses or course of equivalent learning.
Technical Notes (TN)	The TN is a document that provides training and assessment advice to achieve effective training and assessment leading to WSQ certification of a CU.
Dimensions of competency	The dimensions of competency cover all aspects of work performance. The five dimensions of competency are: - TASK skills - TASK management skills - Contingency management skills - Job and role management skills - Transfer skills
Evidence sources	The evidence source section in a CS gives examples of tasks, observations, documents etc. that can be used as evidence for assessing the particular competency element or list of performance statements.
Learning outcomes	The work performance that a learner should be able to demonstrate as a result of having undertaken training and/or assessment. It must be measurable, clear and observable.
Performance criteria / statements (PC / PS)	Performance criteria or performance statements refer to the expected work performance or behaviours and expected level of performance to be demonstrated by a competent individual.
Pre-employment Training (PET)	Pre-employment Training (PET) refers to educational programmes that prepare individuals for entry into the workforce. This includes secondary, pre-university, polytechnic and university education.
Qualifications	Qualifications are formal certifications issued by a relevant approved body, in recognition that an individual has achieved learning outcomes identified by the industry.
Range and context	Range and context provides the type of situations under which the performance criteria / statements apply. Range and context cover items that are achievable or to be performed across by competent individuals, such as types of equipment, products and services, types of customers.
Underpinning knowledge	Underpinning knowledge states the knowledge that an individual needs to know and understand in order for him/her to perform competently at work.