



The questions provided within the bank of questions, are the only questions that are allowed to be used for the associated knowledge examination.

Where it has been determined that English is not the candidate's first language, or a candidate experiences literacy and numeracy difficulties, they may take the test orally. In such circumstances, the examiner must pose the questions on an individual candidate basis, and all answers must be documented and recorded on the final assessment document for future reference.

Marking

Candidates must achieve 80% to pass the test and must answer all mandatory questions correctly.

Multiple choice questions are worth 4 points. Open questions are worth a maximum of 4 points also, but are scored in proportion to the accuracy of the answer given – for example, if the question requires 4 responses and 3 suitable answers are given, then 3 points will be awarded; if a question requires 2 examples and 1 is given, 2 points should be awarded.

Proportional marking for a Multiple choice question is not permitted.

Errors must be explained to the candidate.

Candidates who do not achieve the required pass mark, must undergo appropriate remedial tuition prior to undertaking a new question paper containing 25 questions.

Examiners should accept suitable and appropriate answers for an Open question that is not in the list of model answers provided.

All candidates answer sheets must be retained for audit purposes.

Associated Knowledge Question Bank

Open Questions

Please choose 5 questions. Each question is worth a total of 4 points (there are 20 points available in this part of the test, 20% of the overall paper). Answers should be marked according to their completeness as discussed above.

Suggested suitable answers are supplied under each question.

- 1. Q.** Give 4 examples of places where it is not appropriate to park a truck.
 - A. Doorways
 - B. Refuelling locations
 - C. By emergency exits
 - D. Over pedestrian walkways
 - E. In front of emergency equipment/routes
 - F. Obstructing stairs
 - G. Blind corners
 - H. Inclines
 - I. Wet areas

- 2. Q.** What information relating to the truck's capacity, apart from the maximum stacking height, can be obtained from the truck's 'Rated Capacity Plate'?
 - A. Maximum carrying capacity in kilograms
 - B. Load centre in millimetres (imperial units are acceptable)

- 3. Q.** Name 4 checks you must make to a load before picking it up.
 - A. Its weight
 - B. Its load centre
 - C. Required stacking and de-stacking heights/locations
 - D. Its condition
 - E. Its security
 - F. What the load consists of
 - G. Is it a live load
 - H. What material the pallet is made from

- 4. Q.** List 8 items that should be checked on the truck during a pre-use inspection.
 - A. External condition
 - B. Rated capacity plate
 - C. Forks/load handler
 - D. Carriage plate
 - E. Backrest extension
 - F. Mast
 - G. Mast rollers/slides

- H. Lift chains and pulleys
- I. Hydraulic components
- J. Wheels
- K. Tyres
- L. Operating position/platform
- M. Battery
- N. Starting procedure
- O. Warning systems (including audible warning systems)
- P. Hydraulic controls and lift
- Q. Drive and brake
- R. Collision safety switch
- S. Steering

5. **Q.** While conducting a pre-use inspection of a truck, the operator finds a major defect. State the 4 actions that the operator should take.
- A. Do not use or operate the equipment
 - B. Log the fault on the inspection sheet and complete any further visual inspections
 - C. Isolate from use and mark the truck "out of service"
 - D. Inform a manager or supervisor of the defect
6. **Q.** The Health and Safety at work, etc. Act 1974 lists 4 responsibilities/duties of operators and employees. What are they?
- A. Duty of safety to themselves
 - B. Duty of safety to others
 - C. Co-operation with management on aspects of safety
 - D. Not to interfere, misuse, abuse, be reckless or modify anything provided for health and safety or welfare
7. **Q.** Give 2 reasons why it is advisable to stop just a short distance from the stack.
- A. Assist with accuracy
 - B. Avoid damage
 - C. Discourage pedestrians walking between the truck and the load(s)

8. **Q.** Name 4 precautions you must take during the battery charging process.
- A. Wear appropriate PPE
 - B. Ensure the area is well ventilated
 - C. Ensure no naked flames or smoking
 - D. Ensure metal objects are kept away from the vicinity of the battery cells
 - E. Park the truck, switch off, remove keys and isolated
 - F. Ventilate the battery
 - G. Only use the correct charger for the equipment
 - H. Isolate the charger prior to connecting the charger lead to the battery
 - I. Ensure that charger and battery cables are not frayed/split/showing bare wires
 - J. Do not use a mobile phone
 - K. Follow the manufacturer's/organisation's recommendations and procedures
9. **Q.** List 4 ways a truck can lose its load and tip over sideways (laterally).
- A. Turning too fast
 - B. Turning on a slope or incline
 - C. Turning with a raised load
 - D. Turning too sharply
 - E. Harsh braking whilst turning
 - F. Turning across an incline/slope
 - G. Driving one wheel over a bump or pothole
 - H. Load not centrally positioned or with an offset centre of gravity
 - I. Uneven load
 - J. Forks not evenly spaced
 - K. Live load
10. **Q.** Name 4 checks that should be made of a load prior to transportation.
- A. Assess the load's weight (within the truck's capacity)
 - B. Assess the load's stability (the type of load, e.g. live load)
 - C. Check the load's security (how is it fixed to the pallet; banded, stretch wrapped, etc.?)
 - D. Check the load's condition (is it suitable for transportation; is the pallet damaged, is the packaging damaged, are there any leaks, etc.?)
 - E. Check where the load is required to be stacked and de-stacked from its heights/locations
11. **Q.** Give 2 reasons why a vehicle should be loaded evenly, with loads placed tight to one another and against the headboard.
- A. Prevent the loads from moving whilst in transit, especially under braking
 - B. Vehicle space/capacity can be fully loaded/utilised

12. Q. There are 4 actions to take when approaching and negotiating blind corners. What are they?
- Decrease speed
 - Sound the horn
 - Drive wide to increase visibility
 - Operate with caution and be prepared to stop
13. Q. Name 4 main safety checks you would make before loading or unloading a flat bed or curtainsider lorry.
- Lorry brakes or wheels chocked
 - Lorry bed condition, width, height, level and curtains out of the way
 - Lorry driver where is he/she and what is required
 - A support stand is positioned on an unsupported semi trailer
14. Q. Give 4 reasons why it is important to carry loads up to the heel of the forks.
- To keep the load centre as far back as possible
 - To maintain truck stability
 - Maintain load stability against the fork arms and carriage/load guard
 - Keep the truck and its load as short as possible for confined spaces
15. Q. A truck's rated capacity is 1800kg at 500mm load centre (LC). You have a load of 33 bags weighing 50kg each and a pallet weighing 30kg. The pallet measures 1200mm x 1000 mm. Can you safely handle this pallet heeled up in either direction? Please explain your answer.
- Total load = $1650\text{kg} + 30\text{kg} = 1680\text{kg}$ at 500 LC. The truck can lift the load at 500mm load centre, but taking into account the additional 100mm load centre, the truck cannot handle the pallet at that longer load centre as the rated capacity of the truck at 600mm LC is 1500kgs ($1800\text{kg} \times 500\text{mm} \div 600\text{mm} = 1500\text{kg}$).
16. Q. Name 2 effects that ground conditions can have on a truck.
- Truck instability
 - Loss of adhesion/braking
 - Damage or loss of load
 - Damage to the truck
17. Q. Name 2 precautions a truck operator can take when operating on different types of ground or surface.
- Drive at a speed according to the conditions
 - Use the foot brake according to the conditions
 - Be observant and aware of changes in ground conditions
 - Refrain from aggressive steering
 - Ensure that the truck is stable and secure before using the hydraulic controls

18. **Q.** Give 4 examples which could cause a truck to tip forwards (longitudinal instability).
- A. Exceeding the rated capacity of the truck
 - B. Extended load centre
 - C. Load not fully heeled up
 - D. Heavy braking
 - E. Rough/jerky hydraulic usage
 - F. Too much forward tilt at height
 - G. Live load
 - H. Hard acceleration in reverse with a load
 - I. Forks under an adjacent load/structure
 - J. Incorrect direction on a slope when laden
 - K. Travelling with the reach carriage extended
19. **Q.** Name 2 reasons why the parking brake and neutral must be applied when using any hydraulic controls.
- A. To ensure the truck is stable during the operation of the controls
 - B. The operator can, concentrate on the stacking/de-stacking operation
 - C. Engine speed to operate the hydraulics can be utilised
20. **Q.** State 4 safety factors to consider when charging a truck battery.
- A. The correct charger has been chosen
 - B. The charger is switched off prior to connection to the truck battery
 - C. The battery is ventilated sufficiently
 - D. The electrical cables are not at risk of entrapment
 - E. The connector is connected to the battery not the truck

Multiple Choice Questions - Safety

Choose 10 questions from this section, which must include the 5 mandatory question (in bold). Each question is worth 4 points (therefore there are 40 points available in this section, 40% of the overall paper). All answers are underlined.

1. **Q. Who is responsible for checking that the truck is in good working order before it is used?**
- A. **The management**
 - B. **The maintenance department**
 - C. The operator
 - D. **All employees**

2. Q. 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
3. Q. The truck's maximum carrying capacity will be reduced when:
- A. The load centre is increased
 - B. The load centre is decreased
 - C. When carrying a wide load
 - D. The load obscures your view
4. Q. Whose responsibility is it to ensure the safety of pedestrians while operating a truck?
- A. The truck operator
 - B. Everyone's
 - C. Management
 - D. The pedestrians themselves
5. Q. 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. Q. Who is responsible for supplying workplace equipment that is safe to use?
- A. The operator
 - B. The maintenance department
 - C. The manufacturer/supplier
 - D. Management
7. Q. What is the difference between the load Net weight and load Gross weight?
- A. The Net weight is the load only and the Gross weight is the weight of the load and the truck combined
 - B. Load Net weight is the weight of the product only and the Gross weight is the product weight together with its packaging, pallet etc.
 - C. Load Gross weight is the product weight together with its packaging, pallet etc. and the Net is the pallet only
 - D. None, they all describe the weight of the load and truck combined

8. Q. What is meant by the term "load centre" as it applies to trucks?
- A. The width that the forks should be set on the carriage plate
 - B. The width of the load from left to right
 - C. The length of the truck and the load
 - D. The measurement given forward from the front face of the fork arms to the centre of gravity of the load
9. Q. Prior to operating a truck in the working environment, the operator must have written "authorisation to operate" issued by:
- A. The instructor who carried out the training
 - B. Another operator
 - C. The employer
 - D. The truck supplier
10. Q. Enforcement of the Health and Safety at Work, etc. Act 1974, is the responsibility of:
- A. The Health and Safety Commission (HSC)
 - B. The European Commission's United Inspectors (ECU)
 - C. The Health and Safety Executive (HSE) and Local Authorities
 - D. The Police
11. Q. The specific gravity reading of a fully charged traction battery is:
- A. 1.000
 - B. 1.140
 - C. 1.280
 - D. 2.160
12. Q. The traction battery gives off a gas called:
- A. Oxygen
 - B. Nitrogen
 - C. Hydrogen
 - D. Carbon dioxide
13. Q. When driving an unladen truck how should the forks be set?
- A. As low as practicable and where applicable to the truck type, tilted forward to prevent damage
 - B. As low as practicable and where applicable to the truck type, tilted back
 - C. As low as possible and parallel to the ground
 - D. At full height

14. Q. Health and Safety legislation places responsibility for safety at work on:
- A. Employees and employers
 - B. The general manager
 - C. The health and safety officer
 - D. Members of the public
15. Q. What information must be displayed on the specific information section of the racking load notice?
- A. Maintenance notice, warning notice, safe working load information notice
 - B. Prohibition signs, warning signs, information signs, mandatory instruction signs
 - C. Total carrying capacity, height between the beams and the height of the first beam above the floor
 - D. Administrative information giving the supplier's contact details
16. Q. An Approved Code of Practice is:
- A. A requirement by law that everyone must comply with
 - B. A list of rules that need to be followed
 - C. Advice to duty holders on how to comply with legislation
 - D. A registration scheme for the licensing of truck operators
17. Q. What would happen if the low-level beam of the racking system was damaged?
- A. The carrying capacity of the entire section of racking will be reduced
 - B. Nothing will change
 - C. The remaining beams' carrying capacity will increase
 - D. The operator will be able to deposit loads at ground-level safely
18. Q. When sounding the truck's horn at a blind corner you should:
- A. Keep sounding the horn all the way round the corner
 - B. Make several short sharp blasts
 - C. Give one long blast to attract attention
 - D. Give one sharp toot to save discharging the battery
19. Q. Undercutting is used when:
- A. The operator cannot see the pallet 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. The operator is in a rush and hasn't got time to fully insert the forks

20. Q. Why must you be more cautious when transporting metal or plastic pallets?
- A. They are more likely to slip on the forks under braking, steering and during acceleration
 - B. They are more likely have damage on them
 - C. Wooden pallets are more durable
 - D. There are heavier and will stick to the truck better
21. Q. What position should a 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
22. Q. How must the forks be positioned when handling metal stillages?
- A. As wide as possible to prevent the load slipping sideways
 - B. Spaced to take an equal weight on each fork as with pallets
 - C. Fairly narrow to allow for easy entry/withdrawal and to keep the weight on the forks
 - D. As close as possible
23. Q. Pre-use inspection and maintenance should be carried out:
- A. At the start of each shift, or when taking over the truck
 - B. When you expect a fault on the equipment
 - C. Weekly
 - D. When any mechanical fault develops

Multiple Choice Questions - Operational

Choose 10 questions from this section. Each question is worth 4 points (therefore there are 40 points available in this section, 40% of the overall paper). All answers are underlined.

1. Q. Before turning left from one narrow aisle to another, you should prepare by correctly positioning the truck:
- A. To the right-hand side
 - B. To the left-hand side
 - C. In a central position
 - D. Any of the above
2. Q. What is the recommended way to approach a stack before stacking or de-stacking a load?
- A. Drive slowly forward, raise the forks to the required height, stop and apply the parking brake
 - B. Stop at least 300mm (12 inches) from the stack, lower the forks to the ground
 - C. Stop no more than 150mm (6 inches) from the stack, where applicable to the truck type, apply the parking brake and select neutral, then adjust fork height
 - D. Stop at least a metre from the stack, raise the forks to the required height, drive slowly forward

3. Q. In normal circumstances, if the load on the forks obscures your view, you should:
- A. Dismount, check that the way is clear, then drive forward slowly, sounding the horn
 - B. Ask your supervisor to guide you with hand signals
 - C. Drive forward blindly sounding the horn occasionally to warn pedestrians
 - D. Travel with the load trailing, looking in the direction of travel
4. Q. When parking a truck how should the forks be positioned?
- A. The tips not more than 100–150mm (4–6 inches) high with the heels touching the ground
 - B. The heels not more than 100–150mm (4–6 inches) high with the tips touching the ground
 - C. The heels as low as possible with the tips slightly above the ground
 - D. The heels as low as possible with the tips touching the ground
5. Q. When driving a laden truck up an incline, the forks should be:
- A. Trailing
 - B. Leading
 - C. Raised 100–150mm (4–6 inches) from the floor
 - D. Tilted forward 75–150mm (3–6 inches) from the floor
6. Q. When travelling unladen on an incline, the forks should face downhill to improve:
- A. Operator's awareness
 - B. Stability, traction and adhesion
 - C. Visibility and steering
 - D. Speed and tyre wear
7. Q. The truck should be operated:
- A. At a speed that suits the load and surrounding conditions
 - B. Very slowly and deliberately
 - C. At the speed set by the manufacturer
 - D. At a speed to keep pace with the pressure of work
8. Q. When negotiating sharp corners forks leading, you should start the turn when the inside wheel of the truck:
- A. Has just cleared the corner
 - B. Is directly opposite the corner
 - C. Is approximately 300mm (12 inches) before the corner
 - D. None of the above

9. Q. Why should you stop the truck no more than 150mm (6 inches) from the stack before adjusting the forks?
- A. To assist with accuracy, avoid damage and discourage people walking between the forks and the stack
 - B. To reduce the damage to the pallet caused by continuous stacking and de-stacking
 - C. To save too many movements of the truck when manoeuvring
 - D. To save using the parking brake too many times
10. Q. What should you do if you saw some rubbish lying in an aisle or warehouse location?
- A. Inform the supervisor
 - B. Manoeuvre around the rubbish
 - C. Park the truck safely and remove the rubbish
 - D. Inform the other truck operators and get it moved at break time
11. Q. When following another 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
12. Q. The brakes on the truck you are operating seem to be faulty. What action should you take?
- A. Inform the supervisor
 - B. Operate the truck slowly to a safe place and call for an engineer
 - C. Safely park the truck immediately, isolate and mark it "out of service" and inform a manager or supervisor
 - D. Continue to operate the truck slowly and get the fault checked at the next break time
13. Q. When parking the truck, you should ensure that:
- A. The fork arms are fully lowered and the key is removed
 - B. The tiller control handle is in the upright position, the fork arms are fully lowered, the key is removed and the drive wheel is in the straight ahead position
 - C. The drive wheel is in a straight ahead position and key removed
 - D. The tiller control is positioned straight, forks raised and keys removed
14. Q. The truck should be parked:
- A. Where it will not cause an obstruction or hazard
 - B. Near to a doorway in case of fire
 - C. At a point convenient for the next driver
 - D. On charge

15. Q. When travelling over a wet, slippery surface, you should:
- A. Travel very slowly with care and be prepared to stop
 - B. Travel quickly and avoid sudden braking and swerving
 - C. Travel diagonally across the surface
 - D. Raise the forks high to create more traction and adhesion
16. Q. When operating a truck with coast control engaged, the most significant risks are that:
- A. The operator or pedestrians may be struck by the truck when coasting
 - B. The truck could come to an abrupt and uncontrolled halt when coast control is engaged
 - C. The life of the traction motors could be significantly reduced by the use of the coast control device
 - D. The braking system will become unresponsive, meaning the collision control will have to be used to bring the truck to a halt
17. Q. You should never drive across a ramp/incline because:
- A. The electrolyte in the traction battery will spill
 - B. It becomes more difficult to steer the truck
 - C. It is harder to hold on to the tiller control
 - D. There is a danger of lateral instability
18. Q. Trucks can only operate on a loading platform:
- A. If they are operated with extreme caution
 - B. If the loading platform is compatible with the vehicle and is sufficiently secured to the vehicle and dock, has sufficient carrying capacity to take the weight of the load and the truck without causing damage and/or instability
 - C. If the vehicle driver is present and the vehicle and loading bay are empty
 - D. If the loading platform is fixed to the vehicle or dock and has sufficient carrying capacity to take the weight of the truck without causing damage and/or instability
19. Q. Where a "high" and "low" speed selector is fitted you may usually operate in:
- A. High speed when in pedestrian mode only
 - B. High speed whilst operating in pedestrian or rider mode
 - C. High speed whilst operating in rider mode only
 - D. Low speed whilst operating in pedestrian mode only
20. Q. When walking with a laden truck, you should:
- A. Walk backwards
 - B. Walk to one side, facing the direction of travel
 - C. It doesn't matter
 - D. Walk directly in front of the truck facing the direction of travel

21. Q. How much back tilt is required when transporting a palletised load?
- A. Sufficient back tilt to cater for the type of load and ground conditions
 - B. None whatsoever
 - C. Full tilt to keep the load against the vertical face of the forks
 - D. Back tilt just off the vertical to prevent the load from slipping forward
22. Q. When extending a load forward at height, why is there an increased risk of the truck tipping?
- A. The lateral forces placed over the rear axle will increase
 - B. The combined centre of gravity moves forwards
 - C. The combined centre of gravity is reduced
 - D. The load centre is increased
23. Q. As a general rule, how should the forks be positioned on the carriage to take a loaded wooden pallet?
- A. As wide as possible to prevent the load tipping off
 - B. Spread so as to take an equal weight on each fork
 - C. Fairly close together to allow easy entry of the forks
 - D. Evenly, no matter how far apart
24. Q. What is the meaning of "free lift" in relation to the truck?
- 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. The top part of the mast, when the mast begins to extend
25. Q. When carrying a load on level ground, the correct position of the forks is:
- A. As near to the ground as possible and parallel to the ground
 - B. 100–150mm (4–6 inches) off the ground and tilted back sufficiently to stabilise the load
 - C. 5–10mm off the ground
 - D. 100–150mm (4–6 inches) off the ground and fully tilted back
26. Q. The truck's "rated capacity" applies when the truck is on level ground and the mast is in the:
- A. Vertical position
 - B. Tilted back position
 - C. Horizontal position
 - D. Tilted forward position

27. Q. Before starting to load a rigid flatbed lorry or trailer from ground level, the 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)
28. Q. When travelling on slopes with a 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 up hill with reach carriage extended to increase stability
29. Q. The safe use of the hydraulic controls requires the following:
- A. Parking brake applied
 - B. Parking brake applied and transmission in neutral
 - C. Clutch disengaged and footbrake applied
 - D. A fully charged battery
30. Q. 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

Associated Knowledge

Electric Pallet/Stacker Truck - LTG4 (ABA Code: A1, A2, A3, A4, A5, A6, A7)

Organisation question paper reference number:	Test date:
Candidate Name:	

Question		Mark
1		/4
2		/4
3		/4
4		/4
5		/4

	A	B	C	D		A	B	C	D
6 (MC)					16				
7 (MC)					17				
8 (MC)					18				
9 (MC)					19				
10 (MC)					20				
11					21				
12					22				
13					23				
14					24				
15					25				

Minimum pass mark: 80%

Percentage Score:		Pass:		Refer:	
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Mandatory questions answered correctly?

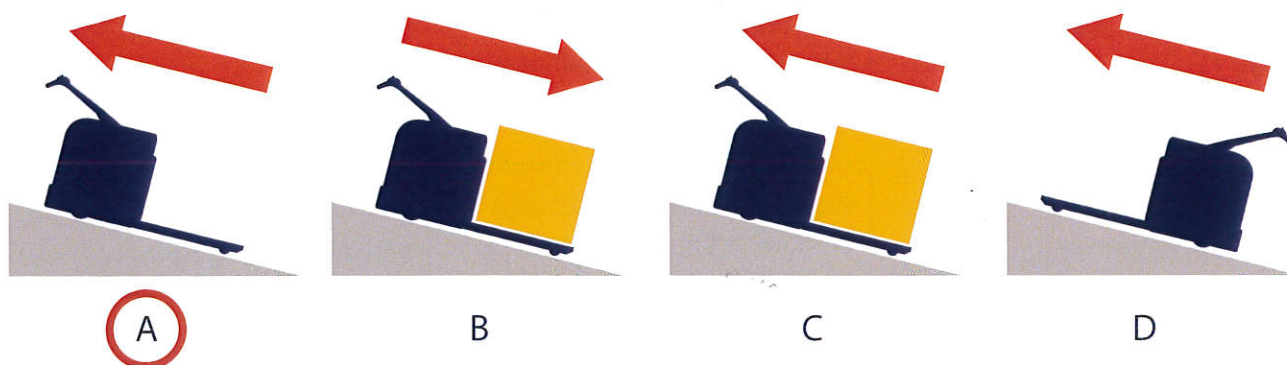
Yes:		No:	
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Candidate signature:
Examiner name:
Examiner signature:

Confirmation Exercise

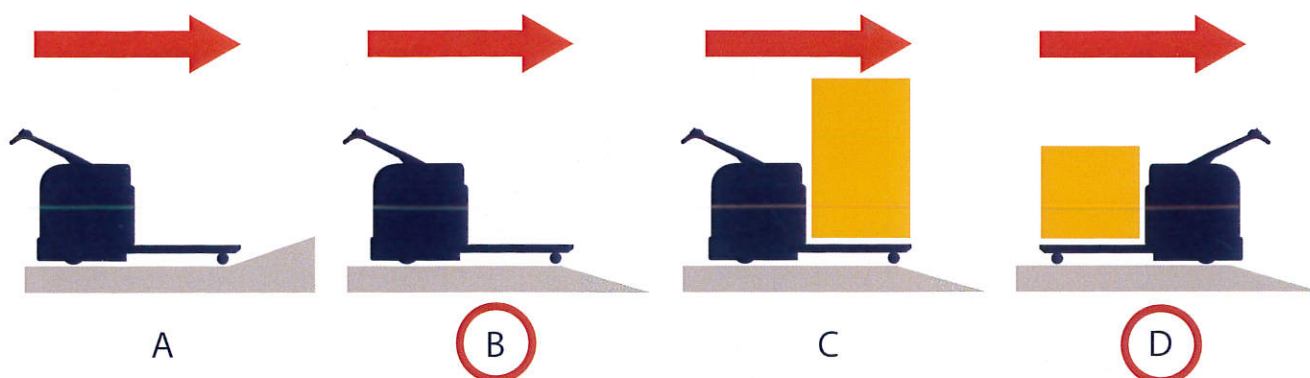
Q1.

Where the arrow indicates the direction of travel, which one is operating correctly on the ramp?



Q2.

Where the arrow indicates the direction of travel, which of the following shows the truck(s) driving correctly towards the incline?



Q3.

Which one is approaching the incline in a safe way?

