

## General Information Conditions of Training

1. TCE is committed to providing its learners with flexible learning processes, where possible. This means that TCE focuses on the learning, rather than the teaching, to provide the best possible outcome for the learner. If you have concerns which could impact your learning, please discuss this with the Trainer/Assessor.
2. For the rights and responsibilities of learners, please refer to the Learner Handbook.
3. The training you will be undertaking is competency based. The competencies required and assessments that will be undertaken for your course are clearly stated to you at the beginning of the course.
4. While on the premises, learners are required to conduct themselves in an appropriate manner. Please refer to the Learner Handbook for more information.
5. Please inform your Trainer/Assessor if you have any lingual, literacy or numeracy barriers which may inhibit you completing the course.
6. If you wish to raise a concern, complaint or appeal please discuss with a TCE staff member and complete the necessary form as per TCE's Complaints and Appeals Policy and Procedure.
7. Booking Conditions & Refund Policy: Please refer to the policy attached to your confirmation email. Alternatively find a copy on our website.
8. Recognition of Prior Learning: Please refer to our website for more information on RPL.
9. The assessment requires you to demonstrate the skills and knowledge. The assessment has been divided into 3 main parts:
  - Part 1: Knowledge Assessment (Theory)
  - Part 2: Calculations Assessment
  - Part 3: Performance Assessment (Practical)

## Part 1: Knowledge Assessment (Theory) Conditions of Assessment

In this part of the assessment, you will be asked questions about how to safely and competently operate a forklift truck (a 'forklift'). The term 'work health and safety' (WHS) is used throughout the assessment. This term means the same thing as 'occupational health and safety' (OHS).

### The assessment

1. You will have up to **15 minutes** of reading time, if needed, before you start the assessment.
2. During this time you can ask the assessor about any questions you don't understand.
3. You should finish the assessment in **two hours**. If it takes you longer than this, the extra time will be taken into account when your overall competency is assessed.
4. You must answer all questions without any help. You cannot use any references, books or course notes.
5. Your assessor will check your answers after you have finished and ask you to explain anything that is unclear.

### Optional question selection

Some questions contain multiple options. For these questions, the assessor will choose and mark **one or more options** for you to answer. You should only respond to the option or options the assessor has marked. You must respond to all marked questions. You must also respond to all questions that do not contain options.

## Multiple part questions

Some questions may have more than one part. For these questions you **MUST** answer **ALL** parts.

## Critical questions

Critical questions are marked with an \*. If you answer any of these incorrectly, you will be assessed as 'not yet competent'.

## Non-critical questions

To be found competent, you have to:

- answer all critical questions correctly **AND**
- achieve at least **90 per cent** on all other questions.

If you are found competent, but answer some non-critical questions incorrectly the assessor will give you feedback and discuss the questions with you at your performance assessment.

## Part 2: Calculation Assessment Conditions of Assessment

In this part of the assessment, you will do some calculations that have to do with forklift operations.

### The assessment

1. You will have up to 15 minutes of reading time, if needed, before you start the assessment.
2. These questions must be answered in writing.
3. During this time you can ask the assessor about any questions you don't understand.
4. You should finish the assessment in two hours. If it takes you longer than this, the extra time will be taken into account when your overall competency is assessed.
5. You must answer all questions without any help. You cannot use any references, books or course notes.
6. You **MAY** use a calculator. Electronic devices, including programmable calculators that can store information (such as formulas), are not allowed.
7. You must answer all questions correctly and provide all formulas and your working to show how you arrived at the answer. If you give an incorrect answer, you will be assessed as 'not yet competent'.
8. Your assessor will check your answers after you have finished and ask you to explain anything that is unclear.