

City & Guilds Level 2 Certificate of Competence in Fork Lift Truck Operations (0014-33)

Version 2.0 (September 2026)

Assessment Pack – Candidate Version

Candidates are **not** permitted to refer to this document
during the practical observation and questioning.

Version and date	Change detail	Section
1.0 February 2020	First version	
1.1 March 2020	Checklists moved to appendices	Appendices
	Introduction updated	Introduction
1.2 March 2025	Formatted	Throughout
	Unit numbers amended	
2.0 September 2026	Updated content to include battery-powered machinery	Throughout

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Introduction

This assessment relates to the units in the Qualification Handbook. The assessment can be achieved at pass only. If any task is not yet met, the candidate is unsuccessful.

This assessment contains the following units and learning outcomes:

Unit 226 Prepare and operate a rough terrain telescopic or masted forklift truck

1. Know the hazards, risk assessment requirements and legislation for the use of rough terrain telescopic or masted forklift truck
2. Carry out pre-start checks on a rough terrain telescopic or masted forklift truck
3. Operate a rough terrain telescopic or masted forklift truck.

Unit 227 Prepare and operate a counterbalance forklift truck

1. Know the hazards, risk assessment requirements and legislation for the use of counterbalance forklift truck
2. Carry out pre-start checks on a counterbalance forklift truck
3. Operate a counterbalance forklift truck

Unit 228 Operate a rough terrain telescopic or masted forklift truck for materials handling

1. Operate a forklift truck for material handling

General guidance on the requirements for assessment can be found in the Assessor Guidance document available on the City & Guilds web site **www.nptc.org.uk**

This is not an open book assessment; however, additional technical information may be sought from the relevant manufacturer's operator manuals or any other appropriate training or safety publication.

Record of assessment (ROA)

A pre-populated record of assessment must be completed by the assessor following an assessment. **All** Assessment Criteria (AC) must be completed as either 'Met' or 'Not met' (except where exempt) for each unit on the ROA.

Assessment Time

The expected assessment time for this qualification should take no longer than 1.5 – 3 hours.

Practical observation descriptor table

226 - Prepare and operate a rough terrain telescopic or masted forklift truck

Activity number and description from check list		Assessment criteria
1 (1.1 in QHB)	Carry out a site-specific hazard and risk assessment	May include: • slopes • ground conditions • contact with moving parts • manual handling • overhead obstructions • overhead power lines (OHPL) • surface obstructions • people and/or animals • ditches/waterways • hot components • fuel and oil • biohazards • dust/fungal spores • electrical connections
		To include: • evaluate risks • implement appropriate control measures • confirm that the condition of the site is acceptable • confirm who they would report to if the site condition is unsuitable
2 (1.2 in QHB)	Describe the relevant health and safety legislation in relation to forklift truck operations	The Lifting Operations and Lifting Equipment Regulations (LOLER): • lift trucks must have a record of inspection • lift trucks must have a certificate of thorough examination
		May include: • Health and Safety at Work Etc. Act (HASAWA): ○ duties imposed on the employer/employee/others • Provision and Use of Work Equipment Regulations (PUWER): ○ machine must be properly maintained according to manufacturer's recommendations ○ vehicles must be fitted with Falling Objects Protection Systems (FOPS) and Roll Over Protection Systems (ROPS) • Management of Health and Safety at Work Regulations (MHSWR): ○ comply with risk assessments • Control of Substances Hazardous to Health (COSHH): ○ fuel handling and protection from contaminants • Personal Protective Equipment Regulations (PPE): ○ PPE must be provided, maintained and worn • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR): ○ certain categories of injuries must be reported
		May include: • the lift truck is fitted with a restraint system if there is a possibility of overturning

		- the Capacity Plate or Safe Working Load (SWL) plate must not be exceeded - machine used in accordance with HSE guidance PM28 if used with an attached personnel access platform - operator must be trained and competent - operator has written authorisation to use the machine - operator to be within confines of the cab/canopy
3 (1.3 in QHB)	Describe the relevant legal and safety considerations when operating a forklift truck on or near a public highway	May include: - be road legal - appropriate vehicle tax/exemption - insurance cover - operator holds valid driving licence - have an orange flashing beacon when driven on unrestricted dual carriageways (other road types subject to individual risk assessment) - ensure safe speed appropriate to conditions - comply with relevant speed limits
		To include: - forks folded or covered - four-wheel drive mode disengaged - differential lock disengaged (if applicable) - two-wheel steer mode selected (if applicable) - boom/mast control locked (if applicable)
4 (1.4 in QHB)	Select and use the appropriate personal protective clothing and equipment	May include (subject to risk assessment): - safety boots - ear defenders - dust mask - head protection - face/eye protection - hand protection - non-snag clothing - any other protection highlighted in the risk assessment
5 (2.1 in QHB)	Identify and explain the function of all instruments and controls	To include: Candidates must safely mount and dismount from forklift truck cab using hand and footholds provided (usually facing inwards)
		To include: all internal/external controls and instrumentation applicable to the forklift truck being used for the assessment
		To include: - interpretation of information and warning symbols - interpretation of decals
		To include: safe load indicator/warning device
6 (2.2 in QHB)	6a. Carry out checks to the forklift truck to ensure that it is safe to use (fuel and battery)	To include: - horn working - reversing alert/warning system - all lights working - cab glass undamaged and clean - wipers in working order - mirrors clean and undamaged - indicators clearly visible and undamaged - operator presence controls (OPCs)

	- the Capacity Plate or Safe Working Load (SWL) plate must be in place and SWL must not be exceeded - all moving parts, belts, pulleys and chains are guarded - telescopic components in good working order - condition of wear pads - pallet forks are a matched pair, compatible with machine, in good condition and secure - wheel nuts tight and secure - correct tyre pressures - tyres free from excessive wear and damage - lubrication sites identified - absence of oil leaks - ram safety stops available - isolation devices working where fitted and correctly deployed (such as cab switch isolator for third service) - lift chains undamaged (if masted machine) - condition of mast rollers (if masted machine)
6b. Carry out checks to the forklift truck to ensure that it is safe to use (fuel only)	To include: all pre-start checks applicable to the forklift truck being used for the assessment – as specified in the manual
6c. Carry out checks to the forklift truck to ensure that it is safe to use (battery only)	To include: - battery - battery charger May include: - inspection of cables and plugs - clean air intake and battery connections - no sparks or naked flames during battery charging - away from a heat source - battery to be disconnected prior to maintenance - check on/off switch
6d. Carry out checks to the forklift truck to ensure that it is safe to use (battery only)	Connection (may include): - remove any covers - disconnect power lead from the battery - connect charging cable - check all connections - switch on the power Disconnection (may include): - switch off the power - remove the charging cable - reconnect the power lead from the battery to the machine - check all connections - secure all covers
6e. Carry out checks to the forklift truck to ensure that it is safe to use (battery only)	May include: - do not burn - do not open - not in general refuse - check local authority disposal requirements

	6f. Carry out checks to the forklift truck to ensure that it is safe to use (fuel and battery)	May include: - mirrors adjusted for clear view - steering wheel adjusted to suit operator - seat adjusted to suit operator - condition and function of seatbelt
		To include: - controls in neutral - correct starting technique demonstrated - SAFE STOP procedures followed
		To include: hydraulic functions fully tested to ensure correct, smooth operation and absence of leaks before lifting any loads
		To include: any suitable method of checking parking brake
		To include: - all round observation before moving off - brakes checked by driving short distance on level, smooth ground and applying the foot brake
7 (2.3 in QHB)	Explain the factors that can affect the stability of the Forklift truck	May include: - exceeding safe working load - turning at speed - operating with a soft tyre - uneven ground - turning on a slope - carrying load too high - load not centrally placed - articulation under load 'live' loads
		May include: - exceeding safe working load - forks not fully inserted - aggressive braking - travelling forward down a slope when loaded - incorrect use of tilt at high level loading - boom not fully retracted 'live' loads
		To include: - load centre is 'the distance from the centre of the load to the front vertical face of the fork - if the load centre is greater (ie an extended load) the lifting capacity is reduced - de-rating if using alternate attachments, extended loads or undercutting
		May include: - slopes and ground conditions - stability of loads - overall weight and weight distribution of load - Safe Working Load (SWL) of lift truck - carrying extended loads; using alternative attachments - undercutting 'live' loads

8 (3.1 in QHB)	Prepare to move the load	To include: • assess condition of load • assess weight of load • assess security and condition of load • estimate load centre
9 (3.2 in QHB)	Set the fork width to ensure stability of the load	To include: • fork width adjusted to suit load • safe techniques used
		To include: • avoid manual handling where possible, use safe manual handling techniques
10 (3.3 in QHB)	Operate the forklift truck	To include: • operate controls in correct sequence according to manufacturer's handbook/ operator's manual • ensure all around observation • use correct 'move off' procedure as outlined in manufacturer's handbook/operator's manual • travel with forks at appropriate height (as determined by individual risk assessment) • use horn when approaching corners, blind bends or entrances
11 (3.4 in QHB)	Pick up, travel with and place loads	To include: • apply parking brake • transmission in neutral when lifting and lowering - apart from minor adjustments on rough terrain • insert forks cleanly without damaging or moving the pallet/stillage/box • use 'undercutting' technique as necessary • use of side-shift (if fitted)
		To include: • maintain all-round observation • carry load at minimum height without scraping • drive at suitable speed • accurate negotiation of course • ensure operator remains inside frame/cab at all times
		To include: • moving a load which should be at least ½ of the maximum lifting capacity of the truck • positioning loads at ground level • positioning loads at operator's eye level • positioning loads at least ½ of the maximum lift height of the truck • stacking in front of a vertical face • stacking alongside similar loads • use of side-shift (if fitted) • load placed safely • insert/withdraw forks without moving or damaging the load
12 (3.5 in QHB)	Park and secure the machine	To include: • move to secure site • SAFE STOP procedure followed • dismount from the tractor safely using correct hand and footholds

		• lock cab (if applicable) • isolate battery (if applicable)
13 (3.6 in QHB)	Describe how to clean the forklift truck and equipment after use and the reasons for cleaning	May include: • prevents personal contamination • prevents corrosion • prevents soiling of roads • makes visual inspection for damage possible • facilitates maintenance and adjustments
		May include: • a brush • compressed/blown air • water/pressure washer
		To include: • eye/face protection • safety footwear • overall/coverall • hand protection • dust mask
14 (3.7 in QHB)	Describe post-operational checks	May include: • inspect for wear and damage • faults can be identified prior to being used again • could prevent another operator from using it if in a potentially dangerous condition

227 - Prepare and operate a counter balance forklift truck

Activity number and description from check list	Assessment criteria
1 (1.1 in QHB)	Carry out a site-specific hazard and risk assessment May include: • slopes • ground conditions • contact with moving parts • manual handling • overhead obstructions • overhead power lines (OHPL) • surface obstructions • people and/or animals • ditches/waterways • hot components • fuel and oil • biohazards • dust/fungal spores • electrical connections To include: • evaluate risks • implement appropriate control measures • confirm that the condition of the site is acceptable • confirm who they would report to if the site condition is unsuitable
2 (1.2 in QHB)	Describe the relevant health and safety legislation in relation to forklift truck operations Must include: • The Lifting Operations and Lifting Equipment Regulations (LOLER): ○ lift trucks must have a record of inspection ○ lift trucks must have a certificate of thorough examination May include: • Health and Safety at Work Etc. Act (HASAWA): ○ duties imposed on the employer/employee/others • Provision and Use of Work Equipment Regulations (PUWER): ○ machine must be properly maintained according to manufacturer's recommendations ○ vehicles must be fitted with Falling Objects Protection Systems (FOPS) and Roll Over Protection Systems (ROPS) • Management of Health and Safety at Work Regulations (MHSWR): ○ comply with risk assessments • Control of Substances Hazardous to Health (COSHH): ○ fuel handling and protection from contaminants • Personal Protective Equipment Regulations (PPE): ○ PPE must be provided, maintained and worn • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR): ○ certain categories of injuries must be reported May include: • the lift truck is fitted with a restraint system if there is a possibility of overturning • the Capacity Plate or Safe Working Load (SWL) plate must not be exceeded

		• machine used in accordance with HSE guidance PM28 if used with an attached personnel access platform • operator must be trained and competent • operator has written authorisation to use the machine • operator to be within confines of the cab/canopy
3 (1.3 in QHB)	Select and use the appropriate personal protective clothing and equipment	May include (subject to risk assessment): • safety boots • ear defenders • dust mask • head protection • face/eye protection • hand protection • non-snag clothing • any other protection highlighted in the risk assessment
4 (2.1 in QHB)	Identify and explain the function of all instruments and controls	To include: • Candidates must safely mount and dismount from forklift truck using hand and footholds provided (usually facing inwards)
		To include: • all internal/external controls and instrumentation applicable to the forklift truck being used for the assessment
		To include: • interpretation of information and warning symbols • interpretation of decals
		To include: • safe load indicator/warning device
5 (2.2 in QHB)	5a. Carry out checks to the forklift truck to ensure that it is safe to use (fuel and battery)	To include: • horn working • reversing alert/warning system • all lights working • cab glass undamaged and clean • wipers in working order • mirrors clean and undamaged • indicators clearly visible and undamaged • operator presence controls (OPCs) • the Capacity Plate or Safe Working Load (SWL) plate must be in place and SWL must not be exceeded • all moving parts, belts, pulleys and chains are guarded • hydraulic pipework (condition and routing) • pallet forks are a matched pair, compatible with machine, in good condition and secure • wheel nuts tight and secure • correct tyre pressures • tyres free from excessive wear and damage • lubrication sites identified • absence of oil leaks • isolation devices working where fitted and correctly deployed (such as cab switch isolator for third service) • lift chains undamaged • condition of mast rollers

	5b. Carry out checks to the forklift truck to ensure that it is safe to use (fuel only)	To include: all pre-start checks applicable to the forklift truck being used for the assessment – as specified in the manual
	5c. Carry out checks to the forklift truck to ensure that it is safe to use (battery only)	To include: battery; battery charger
		May include: - inspection of cables and plugs - clean air intake and battery connections - no sparks or naked flames during battery charging - away from a heat source - battery to be disconnected prior to maintenance - check on/off switch
	5d. Carry out checks to the forklift truck to ensure that it is safe to use (battery only)	Connection (may include) - remove any covers - disconnect power lead from the battery - connect charging cable - check all connections - switch on the power Disconnection (may include) - switch off the power - remove the charging cable - reconnect the power lead from the battery to the machine - check all connections - secure all covers
	5e. Carry out checks to the forklift truck to ensure that it is safe to use (battery only)	May include: - do not burn - do not open - not in general refuse - check local authority disposal requirements
	5f. Carry out checks to the forklift truck to ensure that it is safe to use (fuel and battery)	May include: - mirrors adjusted for clear view - steering wheel adjusted to suit operator - seat adjusted to suit operator - condition and function of seatbelt
		To include: - controls in neutral - correct starting technique demonstrated - SAFE STOP procedures followed
		To include: hydraulic functions fully tested to ensure correct, smooth operation and absence of leaks before lifting any loads
		To Include: any suitable method of checking parking brake
		To include: - all round observation before moving off - brakes checked by driving short distance on level, smooth ground and applying the foot brake

6 (2.3 in QHB)	Explain the factors that can affect the stability of the Forklift truck	May include: • exceeding safe working load • turning at speed • operating with a soft tyre (if applicable) • uneven ground • turning on a slope • carrying load too high • load not centrally placed • 'live' loads
		May include: • exceeding safe working load • forks not fully inserted • aggressive braking • travelling forward down a slope when loaded • incorrect use of tilt at high level loading • 'live' loads
		To include: • load centre is the distance from the centre of the load to the front vertical face of the fork • if the load centre is greater (ie an extended load) the lifting capacity is reduced • de-rating if using alternate attachments, extended loads or undercutting
		May include: • slopes and ground conditions • stability of loads • overall weight and weight distribution of load • Safe Working Load (SWL) of lift truck • carrying extended loads • using alternative attachments • undercutting • 'live' loads
7 (3.1 in QHB)	Prepare to move the load	To include: • assess condition of load • assess weight of load • assess security and condition of load • estimate load centre
8 (3.2 in QHB)	Set the fork width to ensure stability of the load	To include: • fork width adjusted to suit load • safe techniques used
		To include: • avoid manual handling where possible, use safe manual handling techniques
9 (3.3 in QHB)	Operate the forklift truck	To include: • operate controls in correct sequence according to manufacturer's handbook/operator's manual • ensure all around observation • use correct 'move off' procedure as outlined in manufacturer's handbook/operator's manual • travel with forks at appropriate height (as determined by individual risk assessment) • use horn when approaching corners, blind bends or entrances

10 (3.4 in QHB)	Pick up, travel with and place loads	To include: • apply parking brake • transmission in neutral when lifting and lowering - apart from minor adjustments on rough terrain • insert forks cleanly without damaging or moving the pallet/stillage/box • use 'undercutting' technique as necessary • use of side-shift (if fitted)
		To include: • maintain all-round observation • carry load at minimum height without scraping • drive at suitable speed • accurate negotiation of course • ensure operator remains inside frame/cab at all times
		To include: • moving a load which should be at least $\frac{1}{2}$ of the maximum lifting capacity of the truck • positioning loads at ground level • positioning loads at operator's eye level • positioning loads at least $\frac{1}{2}$ the maximum lift height of the truck • stacking in front of a vertical face • stacking alongside similar loads • use of side-shift (if fitted) • load placed safely • insert/withdraw forks without moving or damaging the load
11 (3.5 in QHB)	Park and secure the machine	To include: • move to secure site • SAFE STOP procedure followed • dismount from the machine safely using correct hand and footholds • lock cab (if applicable) • isolate battery (if applicable)
12 (3.6 in QHB)	Describe how to clean the forklift truck and equipment after use and the reasons for cleaning	May include • prevents personal contamination • prevents corrosion • prevents soiling of roads • makes visual inspection for damage possible • facilitates maintenance and adjustments
		May include: • a brush • compressed/blown air • water/pressure washer
		To include: • eye/face protection • safety footwear • overall/coverall • hand protection • dust mask
13 (3.7 in QHB)	Describe post-operational checks	May include: • inspect for wear and damage • faults can be identified prior to being used again • could prevent another operator from using it if in a potentially dangerous condition

228 – Operate a rough terrain telescopic or masted forklift truck for materials handling

Activity number and description from check list		Assessment criteria
1 (1.1 in QHB)	Describe the safe use of appropriate attachments	May include: • compatibility of attachment • hitch type • hydraulic connections • safe working load of attachment • effect on safe working load of machine
2 (1.2 in QHB)	Fit and secure an attachment	To include: • attachment checked for condition and suitability • pallet forks removed safely • attachment fitted safely • accurate driving • correct use of controls • attachment secured correctly • isolation controls used (if applicable) • connect hydraulic services (if applicable)
3 (1.3 in QHB)	Carry out an operation using the attachment	To include: • drive at suitable speed without sudden acceleration or braking • maintain all-round observation • accurate driving and operation • ensure operator remains inside frame/cab at all times • use traction aids on rough terrain if required • operation carried out as designated by task specification • operation carried out safely using appropriate controls according to machine type
4 (1.4 in QHB)	Remove attachment and re-attach forks	To include: • move to appropriate site • disconnect hydraulic services (if applicable) • remove attachment in a safe manner • re-attach pallet forks

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to **www.cityandguilds.com** or click on the links below:

Centre handbook: quality assurance standards

This document is for all approved centres and provides guidance to support their delivery of our qualifications. It includes information on

- centre quality assurance criteria and monitoring activities
- administration and assessment systems
- centre-facing support teams at City & Guilds/ILM
- centre quality assurance roles and responsibilities.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the Centre Contract.

Centre assessment: quality assurance standards

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated qualifications that feature centre assessed components. Specific guidance will also be included in relevant qualification handbooks and/or assessment documentation.

It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place when centres do not comply with our requirements, or actions that will be taken to align centre marking/assessment to required standards. Additionally, it provides detailed guidance on the secure and valid administration of centre-assessments.

Access arrangements: when and how applications need to be made to City & Guilds

Provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre document library** also contains useful information on such things as:

- conducting examinations
- registering learners
- appeals and malpractice.

Useful contacts

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City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

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