WHS DOCUMENTS & TEMPLATES

DOC-FLT-VOC · Forklift VOC Assessment Template

Product Overview

For: Businesses that operate forklifts: owners, supervisors, WHS advisers and workplace assessors

Version 1.0 · 9 November 2026

SAMPLE

An editable verification of competency (VOC) for forklift operators: check, and record, that an operator can use your forklift safely at your site.

A high risk work licence shows a person has been assessed to operate a type of forklift. It does not show they can operate your forklift, with your attachments, in your aisles, docks and yards, under your traffic rules. A verification of competency is how a business checks that, and keeps a record of it.

This template gives the assessor everything in one place: the scope, the pre-assessment checks, knowledge questions with a separate marking guide, a practical observation checklist from pre-start to shutdown, the safety-critical fail criteria that stop an assessment, the evidence to keep, the outcome, sign-off and the review date. Placeholders in square brackets show where to add your business's details.

A verification of competency (VOC) supports your business's own check that a worker can do the work safely, on your equipment, at your site. It does not replace a high risk work licence. Where the work needs a high risk work licence, the operator must hold the licence of the right class before they operate, and before any VOC.

What is included

Item	File
VOC assessment tool: candidate and assessor details, scope, pre-assessment checks, practical observation checklist, safety-critical fail criteria, evidence, outcome, sign-off and review date	02_VOC_ASSESSMENT/Forklift VOC Assessment Tool.docx and .pdf
Knowledge questions, candidate version	02_VOC_ASSESSMENT/Forklift VOC Knowledge Questions (Candidate).docx and .pdf
Marking guide with model answers, assessor version	02_VOC_ASSESSMENT/Forklift VOC Marking Guide (Assessor).docx and .pdf
Excel VOC register: who is verified, on what, and when they are due	02_VOC_ASSESSMENT/Forklift VOC Register.xlsx
Start here: Read Me First, Product Overview, Permitted Use Terms, Version Information	01_START_HERE/ (four PDFs)

Who it is for

- Businesses that operate forklifts: warehouses, distribution centres, manufacturing, retail, agriculture, construction and yards

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[Company name]

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Forklift VOC Assessment Tool

Verification of competency for one operator, on one type of forklift, at [Site name]

Purpose	To check, and record, that an operator can use a forklift safely on your equipment, at your site, following your procedures.
When to use it	Before a new operator works unsupervised at the site; when an operator starts on a new type of forklift or attachment; at the re-verification interval your business sets; and after any of the review triggers in Part K.
Who completes it	An assessor your business has chosen as competent to assess (see Part B). The candidate completes the knowledge questions and signs Part J.
What goes with it	The Knowledge Questions (Candidate) for the candidate to answer, the Marking Guide (Assessor) with the model answers, and the VOC Register to track who is verified and when they are due.

Before you start

- Agree the scope (Part C) with the candidate's supervisor: the forklift type, attachments and work areas the operator will use.
- Do the pre-assessment checks (Part D) before anything else. If one fails, do not start.
- The candidate answers the knowledge questions. Mark them with the Marking Guide and record the result in Part E.
- Observe the practical work (Part F) in the real work area, during normal operations where it is safe, with pedestrians managed.
- Watch for the safety-critical fail criteria (Part G) the whole time. Any one stops the assessment.
- Record the evidence, the outcome and the re-assessment plan (Parts H and I), give feedback, and sign off with the candidate (Part J).

A VOC is not a licence

A verification of competency (VOC) supports your business's own check that a worker can do the work safely, on your equipment, at your site. It does not replace a high risk work licence. Where the work needs a high risk work licence, the operator must hold the licence of the right class before they operate, and before any VOC.

Part A Candidate details

Name		**Position or role**	
Employer (if a contractor or labour hire)		**Employee or worker ID**	
High risk work licence class (where required)		**Licence number and expiry**	
Experience on this forklift type		**Last VOC or training on this type (date)**	

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Part B Assessor details

Name		**Position or role**	
High risk work licence class held (where relevant)		**Experience operating this forklift type**	
Assessor training or experience		**Relationship to the candidate (for example, supervisor, peer, external)**	

The assessor should not assess a VOC for a forklift type they are not competent to operate. Where the assessor is the candidate's direct supervisor, record it above. It is allowed, but an independent assessor is preferred where practicable.

Part C Scope of this VOC

This VOC covers only what is ticked and written here. An operator verified on a counterbalance forklift is not verified on a reach truck, an order picker or an attachment that was not assessed.

Forklift type (tick the one being assessed)	Attachments (tick each one assessed)
☐ Counterbalance forklift: LPG	☐ None (standard forks only)
☐ Counterbalance forklift: diesel or petrol	☐ Side shift
☐ Counterbalance forklift: electric	☐ Fork positioner
☐ Reach truck	☐ Carton or bale clamp
☐ Order-picking forklift (operator lifted with the load)	☐ Rotator
☐ Pedestrian-operated stacker	☐ Fork extensions (slippers)
☐ Other: _____	☐ Jib attachment (freely suspended loads)
	☐ Other: _____

Forklift make and model		**Forklift ID**	
Rated capacity (from the data plate)		**Attachment data plate sighted**	
Site		**Work areas (for example, dock, racking aisles, yard)**	
Conditions (indoor, outdoor, ramps, wet or uneven surfaces)		**Typical loads used in the assessment**	

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Forklift VOC Knowledge Questions (Candidate)

Answer in your own words. You may answer out loud and have the assessor write it down.

Name		Date	
Forklift type		Site	

For the candidate

These questions check that you know how to use the forklift safely at this site. Answer every one in your own words. Short answers are fine. If you have trouble reading or writing, tell the assessor: they will read the questions to you and write down your answers.

1. What licence or authorisation do you need to operate this forklift at this site? ★ critical

2. What do you do before you use the forklift each shift? What do you do if you find a defect? ★ critical

3. How do you know how much this forklift can lift? What can reduce that amount? ★ critical

4. What is the load centre, and why does it matter?

5. Name three things that can make a forklift tip over. ★ critical

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Forklift VOC Assessment Template

END OF THE FREE SAMPLE

This sample shows a few pages, so you can judge the layout and the quality. An editable verification of competency (VOC) for forklift operators: check, and record, that an operator can use your forklift safely at your site.

What the full product contains

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  01_START_HERE/ (four PDFs)

Formats

- Word (.docx), editable, with your logo and business name in the header
- Excel (.xlsx), editable, with dropdowns and formulas
- PDF copies of the Word documents, for printing blank
- Delivered as a single ZIP download

Get the full editable documents

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