WHS DOCUMENTS & TEMPLATES

DOC-TLH-VOC · Telehandler VOC Assessment Template

Product Overview

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

Version 1.0 · 9 November 2026

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

Telehandlers tip when the boom is extended with a heavy load, and kill people when used as a crane or a work platform without the right set-up. A training card does not show that an operator reads the load chart and sets up properly on your machine, at your site. 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 (including whether a licence is needed), the pre-assessment checks, knowledge questions with a separate marking guide, a practical observation checklist, the safety-critical fail criteria that stop an assessment, the evidence to keep, the outcome, sign-off and the review date.

Used with forks or a bucket, a telehandler generally needs no high risk work licence, but the operator must be trained and competent. Used as a crane, lifting freely suspended loads with a jib or hook, it may need a crane licence depending on its capacity and configuration: for example, a non-slewing mobile crane licence (class CN) for a telehandler with a capacity of more than 3 tonnes, or a slewing mobile crane class for a slewing telehandler. With a work platform fitted, check whether a boom-type EWP licence (class WP) applies. Confirm with your regulator which licence each telehandler and task needs. A VOC supports the business's own check that an operator can work safely on its telehandler, at its site. It does not replace a high risk work licence, and it is not a nationally recognised qualification.

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/Telehandler VOC Assessment Tool.docx and .pdf
Knowledge questions, candidate version	02_VOC_ASSESSMENT/Telehandler VOC Knowledge Questions (Candidate).docx and .pdf
Marking guide with model answers, assessor version	02_VOC_ASSESSMENT/Telehandler VOC Marking Guide (Assessor).docx and .pdf
Excel VOC register: who is verified, on what, and when they are due	02_VOC_ASSESSMENT/Telehandler VOC Register.xlsx
Start here: Read Me First, Product Overview, Permitted Use Terms, Version Information	01_START_HERE/ (four PDFs)

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Telehandler VOC Assessment Tool

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

Purpose	To check, and record, that a worker can operate safely on your telehandler, at your site, following your procedures.
When to use it	Before a new worker does the work unsupervised at the site; when they start on a new type of machine, attachment or task; 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: what the candidate will do, on what, and where.
- 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 work where it is safe, with other people kept clear.
- 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).

Licences, training and the VOC

Used with forks or a bucket, a telehandler generally needs no high risk work licence, but the operator must be trained and competent. Used as a crane, lifting freely suspended loads with a jib or hook, it may need a crane licence depending on its capacity and configuration: for example, a non-slewing mobile crane licence (class CN) for a telehandler with a capacity of more than 3 tonnes, or a slewing mobile crane class for a slewing telehandler. With a work platform fitted, check whether a boom-type EWP licence (class WP) applies. Confirm with your regulator which licence each telehandler and task needs. A VOC supports the business's own check that an operator can work safely on its telehandler, at its site. It does not replace a high risk work licence, and it is not a nationally recognised qualification.

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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 the task needs one): number and expiry		**Telehandler training (course and date)**	
Experience on this telehandler type		**Last VOC or training (date)**	

Part B Assessor details

Name		**Position or role**	
Experience in this work (telehandler)		**Licence or training held (where relevant)**	
Assessor training or experience		**Relationship to the candidate (for example, supervisor, peer, external)**	

The assessor should not assess work they are not competent to do themselves. 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 the telehandler, attachments and tasks ticked and written here. Lifting suspended loads or using a work platform is assessed only where the operator holds any licence it needs.

Telehandler type (tick the one being assessed)	Attachments and tasks (tick each one assessed)
☐ Fixed (non-slewing) telehandler ☐ Slewing (rotating) telehandler ☐ Compact telehandler ☐ Other: _____	☐ Forks ☐ Bucket ☐ Jib or hook: lifting suspended loads (licence may be needed) ☐ Work platform (check licence needs) ☐ Using stabilisers ☐ Rough terrain ☐ Other: _____

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Telehandler VOC Knowledge Questions (Candidate)

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

Name		Date	
Telehandler type		Site	

For the candidate

These questions check that you know how to do this work 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. When might you need a high risk work licence to operate a telehandler? ★ critical

The rest of this page, and the rest of this document, are in the full product.

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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 telehandler operators: check, and record, that an operator can use your telehandler safely at your site.

What the full product contains

- **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**
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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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