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## Everything you need to know about Pallet Truck Training (... and training for similar machines)

Receiving the correct training is vital if you're using any type of materials handling equipment. Whether you need to use a pallet truck, a pedestrian stacker truck or a rider pallet truck, the right training will equip you with the skills that you need to operate it confidently, safely and efficiently.

To help you get prepared for your training, we've answered some of the most frequently asked questions about our [RTITB Electric Pallet/Stacker truck training](#) courses.

(These questions cover Low Level, Eye Level and High Level Pedestrian, Rider and Counterbalance Pallet trucks, plus Rider and Pedestrian Stacker trucks as well as straddle and reach stacking trucks.)

**“I am brand new to materials handling – is the course suitable for absolute beginners?”**

RTITB instructors are qualified to deliver courses to logistics professionals at every level. Whether you're a complete novice, an existing operator or someone more experienced doing a refresher course, your instructor will be delivering the session at a level that is appropriate to you.

Others on your pallet truck or [pallet stacker training](#) will be at the same level as you and there will be a maximum of 3 people on the course. Learning in a small group is best at every skill level, not just for beginners. On our training courses you'll have plenty of time to observe and learn from the other trainees, as well as having the opportunity to ask questions and get feedback from your instructor whenever you need to.

**“How long does the course take?”**

The duration of the course depends on the specific type of electric pallet truck that you're being trained to use. High-level trucks, for example, have some additional training



considerations compared to a low-level pallet truck. In particular, these courses will cover working in eye-level and high-level industrial racking, providing the training on stacking at these heights, the different challenges and risks posed and the safety precautions that must be taken.

The course length will also vary depending on the number of candidates on your course and your skill level. All courses will run to a minimum duration that we have specified to make sure that you come away from Basic Operator Training with the core skills you need.

Novice courses take a little longer than those for existing operators, and all our pallet truck refresher courses can be completed in one day. You can get an idea of the length of your course [here](#).

If you're not sure which level is right for you, [speak to an expert at RTITB](#) and we can advise you.

### **“Am I going to be stuck in a classroom all day?”**

No, you won't be in a classroom much at all. Most of the skills you'll be learning on this course will be taught in a practical learning area. , It is important that your Instructor shows you pallet truck operation best practice in action before you have the chance to practice your skills in a controlled, safe environment under supervision.

Some parts of the training will be taught in a classroom, such as health and safety legislation, and load safety and stability. These important areas will be covered before you then apply your new knowledge in a practical environment. Our RTITB training varies to make sure it's as relevant as possible – a low level straddle truck training course, for instance, may cover different knowledge and skills than a high-level rider stacker truck.

### **“Will we be using the same truck and loads as in my own workplace?”**

While the type of truck will be the same, it may be a different brand, model or lift capacity than you will be using at work. Every materials handling operation is different, so we work with a range of loads during training, so that you will have all the basics that you need to understand how to operate a truck safely and efficiently.



After you've completed your Basic Operator Training, your employer will also need to arrange further Familiarisation and Specific-Job training for you to make sure you're completely up to scratch on the exact trucks that you'll need to use, and as safe as possible while working in the live environment. By law, you aren't allowed to operate the truck in a working environment until all three stages of training have been completed.

**“Do I have to take an exam for pallet truck training?”**

During the course your ability and operation will be assessed by your instructor who will provide ongoing feedback and tuition to help you.

At the end of the course, no matter which machine type or level of training, there will be a Basic Operating Skills test. During the test, you'll be required to demonstrate your understanding of pre-use checks and the appropriate remedial action, as well as a practical operating test where you will be asked to manoeuvre, stack, de-stack, deposit loads and more.

There will also be an associated knowledge assessment, which is a theory test. This may be a written test in the classroom, done verbally with your instructor, or as a combination of the two. It includes open ended questions and multiple-choice questions. You will need to get 80% of these questions right to pass the course.

**More than 3000 people completed and passed our RTITB pallet and stacker truck courses last year, receiving an RTITB Certificate of Basic Operator Training so our team are genuine experts when it comes to materials handling equipment training.**

**If you have any other questions about the RTITB pallet truck or pallet stacker training courses, our experienced and friendly team will be happy to answer them. Just give us a call on +44 (0) 1952 520200. Or to find your nearest pallet truck training provider, click [here](#).**