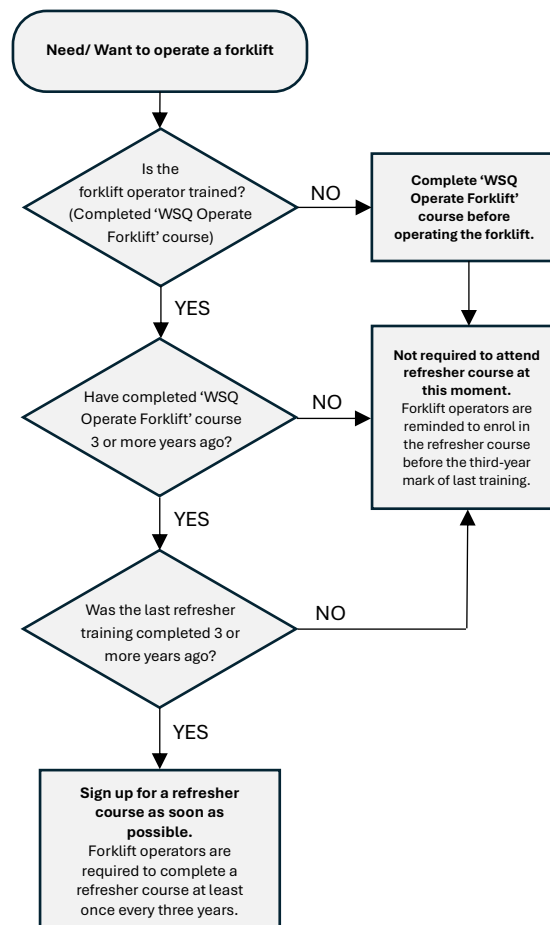


Frequently Asked Questions: Forklift Operator Refresher Training Course

1. Who should attend the new forklift operator refresher training course?

All forklift operators must complete 'WSQ Operate Forklift' course before operating a forklift. They should attend and complete the new refresher course if their last training (be it the WSQ Operate Forklift or any forklift refresher) was more than three years ago.

The flowchart below can be used to self-assess if the forklift operator is required to attend the new training:



2. What is the duration of the new forklift operator refresher training course and what will it cover?

The forklift operator refresher training will be an approximately one and half day course comprising 4 hours of asynchronous e-learning with assessment, 4 hours of case study group discussion, and 4 hours of hands-on practical session with assessment.

The course curriculum will include the followings:

- Strengthen operator's knowledge on key WSH Legislation & Singapore Standards (SS573) on forklift operations and highlight the implications of non-compliance;
- Enhance operator's competency in interpreting and applying the load chart to ensure safe and effective forklift operation;
- Reinforce the forklift stability fundamentals essential for safe forklift operation during travelling, loading and unloading;

- Refresh on the knowledge of conducting pre-operational and post-operational checks to maintain forklift functionality and reliability;
- Refresh on safe operation techniques and compliance requirements;
- Reinforce operator's awareness of common safety lapses and their consequences by referencing past accident cases;
- Instil strong understanding of safety rules i.e. essential DOs & DON'Ts to ensure safe practices by operator.

3. Does the new training requirement include other types of Material Handling Equipment other than forklift (e.g. reach truck, order picker)?

No, the new training requirement only applies to counterbalanced forklift that applies lifting with the use of forks and the use of counterweights for balance. Please refer to Singapore Standard 573: 2012 on 'Code of Practice for the safe use of powered counterbalanced forklifts' for safe operation of such industrial forklifts.

For all other Material Handling Equipment, please seek proper training from equipment suppliers before operation.

4. How do forklift operators determine when they are required to attend the forklift operator refresher training course?

Forklift operators should check the training date listed on their most recent 'WSQ Operate Forklift' course certificate or latest forklift training course certificate. If the time since the last training date is approaching or has exceeded three years, they are required to attend the new refresher training. Keeping track of the certification expiry date is crucial for maintaining their qualification to operate a forklift safely.

Upon successful completion of the refresher course, they will be issued a new completion certificate/card. The date on this certificate/card serves as the starting point for their next three-year training cycle. Operators should use this date to plan and schedule the next refresher training, ensuring they maintain continuous certification and compliance with safety regulations.

5. How often should forklift operators attend the refresher course?

Forklift operators are required to undergo the course at least once every three years. The refresher course serves as a crucial component of continuous professional development, ensuring that they are provided with the latest safe operating methods and regulatory requirements. Additionally, this training provides a valuable opportunity for them to identify and rectify any potentially unsafe practices or behaviours that may have developed over time.

6. For forklift operators who had attended a forklift refresher course in 2024, is it still required for them to attend the new refresher course by the early 2027 deadline?

No, operators are not required to attend the new refresher course if they have completed a forklift refresher course in 2024, as their current refresher training is still valid and relevant within the three years timeframe. However, they should enrol in the new refresher course before reaching the third-year mark after the 2024 refresher course.

For example, if the last forklift refresher course is taken on June 2024, the next Forklift Operator Refresher Training Course needs to be taken by June 2027.

7. Will there be an assessment component for the new refresher course?

Yes, theoretical and practical assessments are included in the refresher course to evaluate operators' understanding of the training materials and their ability to employ correct safety techniques during practical sessions. Only operators who pass these assessments will be considered to have successfully completed the course and will be issued a training certificate.

8. What will happen if forklift operators did not successfully complete the new refresher course?

Forklift operators who did not successfully complete the course must enrol in another course as soon as possible. Without a valid refresher course training certificate, they will not be considered an adequately trained forklift operator.

9. If a forklift operator decides not to operate a forklift anymore, does he still have to attend the new refresher course?

No, he is not required to attend the course if he no longer operates a forklift. However, if he plans to resume forklift operations in the future, he must complete a refresher course beforehand. This ensures his skills and knowledge are up to date with current safety standards and practices.

10. What happens if a forklift operator is found operating a forklift without having attended the new refresher course?

From 1 January 2027, enforcement action will be taken against operators found operating a forklift without proper refresher training. This applies to operators who have not attended refresher course or any forklift training within the past three years. Operating a forklift without valid certification is a serious safety violation and may result in serious penalties, including being barred from operating forklifts. To avoid such consequences, operators should ensure their certification remains up to date by attending the refresher course as required.

It is the duty of the forklift operators to ensure to ensure that they do not continue operating the forklift without complying with all necessary training requirements.

11. Are forklift operators allowed to attend the refresher course yearly?

Forklift operators may attend the refresher course on more regular basis than the prescribed three-year interval. There is no restriction on how often a forklift operator can attend the refresher course.

12. Are operators of heavy forklift required to attend the new refresher course?

Yes, attendance of the refresher course is mandatory for all forklift operators, regardless of the class or type of forklift, including heavy forklift operators. They must attend a refresher course within three years of their last refresher course or initial certification. This requirement ensures that all operators, including those handling heavy equipment, maintain up-to-date knowledge of safety practices and operational standards.

13. What are the responsibilities of the employer or principal of forklift operators?

Employer or principal of forklift operators are responsible for ensuring that all operators complete the refresher course within three years of their last refresher course or initial certification. Operators who do not meet this requirement must not be allowed to operate forklifts.

Employers are highly encouraged to enrol their operators in the refresher course at the earliest opportunity to avoid potential bottleneck at the training providers, especially as the deadline approaches. Early registration will help to ensure all operators remain compliant and up to date with essential safety training.

Enforcement actions may be taken against individuals or organisations that allow inadequately trained persons to operate a forklift.

14. Are there any existing subsidies or grants available that the employer or forklift operators can use to cover the cost of the refresher course?

Forklift operators may utilise existing grant schemes, such as SkillsFuture credits, to offset the cost of the course. Additionally, employers can explore other available grant schemes offered by trade unions or associations to help cover the training fees.

15. Where and when can forklift operators sign up for the new refresher course?

The list of training providers is provided in Appendix 1 of the circular. Forklift operators can contact the training providers directly or visit their website for course schedules, pre-requisites and registration details. Operators are encouraged to sign up for the course at the earliest available instance.

16. What languages will the course be conducted in?

The course will be conducted in English. However, training providers may offer the course in other languages. Forklift operators should contact their preferred training provider for more details.

17. Where can forklift operators or employers find more information regarding the new requirement or refresher training?

Forklift operators and employers can directly contact any of the training providers listed in Appendix 1 of the circular for more information regarding the refresher course such as schedules and registration.

For queries on the new requirement, they can contact MOM at 6438 5122 or via email at MOM_OSHD@mom.gov.sg