TELEHANDLER (RIIHAN309F)

VOC Study Guide

CERT LEVEL	QUESTIONS	SECTIONS	YEAR
Telehandler (RIIHAN309F)	**56**	**6**	**2025**

How to use this guide

This document is split into two parts. Part 1 contains all questions — use it to test yourself before looking at the answers. Write your responses in the space provided, or cover the answer pages and work through from memory.

Part 2 contains the full answer guide. Each question is repeated with its answer so you can use it as a learning reference before sitting your VOC assessment.

SEC	TOPIC	QUESTIONS
1	PRE-OPERATIONAL CHECKS & INSPECTIONS	1 – 13
2	SAFE OPERATION & MACHINE HANDLING	14 – 25
3	LOAD HANDLING & LIFTING PRINCIPLES	26 – 35
4	SITE SAFETY, HAZARDS & PLANNING	36 – 41
5	COMMUNICATION, SIGNALS & SITE CONTROL	42 – 43
6	SAFETY SYSTEMS, COMPLIANCE & GENERAL KNOWLEDGE	44 – 56

This study guide is provided by Voceed — www.voceed.com. Always cross-reference with current Australian legislation, codes of practice, and your RTO training materials.

PART 1 — QUESTIONS

Work through each question and write your answer in the space below, or test yourself from memory before checking Part 2.

SECTION 1 — PRE-OPERATIONAL CHECKS & INSPECTIONS

Q1. **You are required to inspect your telehandler. What would you check?**

Q2. **During your pre-operational checks you notice the data plate is missing or not readable. What action do you take?**

Q3. **Should you find any defects on your pre-start or during operation, what are you required to do?**

Q4. **Which items should be tested after moving off in the telehandler?**

Q5. **What do you need to check to ensure that your attachments are attached securely to the machine?**

Q6. **What are you looking for when inspecting the hydraulics, rams and hoses on the telehandler?**

Q7. **What precautions must be used when inspecting under a raised attachment?**

Q8. **When you are doing your pre-start inspection what should you do first?**

Q9. After you have gone to work you notice a bulge in a hose. What would you do?

Q10. If you found a mechanical defect in the machine, what tag would you use?

Q11. When should you inspect your machine for faults?

Q12. What two stability factors must be considered when lifting with a telehandler on a slope?

Q13. When must you stop and apply the park brake before operating the boom?

SECTION 2 — SAFE OPERATION & MACHINE HANDLING

Q14. What direction must the load be facing when travelling down a ramp?

Q15. What sort of ground is suitable for pick and carry operations?

Q16. What may happen if you turned a telehandler when it is on a ramp or sloping surface?

Q17. When travelling, at what height should the load be?

Q18. When travelling with a large load that obscures your vision, what precautions would you take?

Q19. When operating the telehandler, if it becomes unstable at any time you must:

Q20. What would happen when raising the telehandler bucket on soft or uneven ground?

Q21. What might cause your telehandler to roll over?

Q22. What is the safest way to traverse a slope?

Q23. When travelling up a slope unloaded, which direction should the machine face?

Q24. What three steer modes are generally available on a telehandler, and what is crab steer used for?

Q25. What should you do before changing steer modes on a telehandler?

SECTION 3 — LOAD HANDLING & LIFTING PRINCIPLES

Q26. By what means can a person be raised and lowered by a telehandler?

Q27. How can a telehandler operator establish the load mass of an unmarked object?

Q28. What is meant by load centre distance?

Q29. How does increasing the load centre affect the capacity of a telehandler?

Q30. Before a round load is released, what would you do to stop it from rolling away?

Q31. What two things must you know before looking up a load on the telehandler load chart?

Q32. What does the load chart in the cab assume about the ground conditions?

Q33. Where would you find the SWL of a telehandler for a specific boom angle and extension?

Q34. What is a Load Moment Indicator (LMI) and what does it warn you about?

Q35. If the LMI warns you the load is near its limit, what action should you take?

SECTION 4 — SITE SAFETY, HAZARDS & PLANNING

Q36. What would you do if windy conditions made the object you were lifting unsafe to control?

Q37. What hazards would arise when operating a telehandler close to any excavation?

Q38. **Why is it important to consult with relevant workplace personnel and WHS officers before commencing work on sites?**

Q39. **What types of hazards would you consider to incorporate into your work plan?**

Q40. **What hazard control strategies would need to be included in the plan for telehandler operations?**

Q41. **What can happen to the telehandler if you drive over underground services?**

SECTION 5 — COMMUNICATION, SIGNALS & SITE CONTROL

Q42. **How should you warn personnel in the area that a load is being moved?**

Q43. **When loading trucks, who dictates where the truck is to be positioned?**

SECTION 6 — SAFETY SYSTEMS, COMPLIANCE & GENERAL KNOWLEDGE

Q44. **To protect the operator from falling objects, what should be provided on a telehandler?**

Q45. **What information must be marked on a workbox?**

Q46. **How would you leave the telehandler parked up off the job?**

Q47. **Explain your requirements relating to the vehicle logbook.**

Q48. **If the telehandler was to come into contact with power lines, what must be done?**

Q49. **What must be provided when working at night?**

Q50. **What are the advantages of having a level, clean working floor?**

Q51. **What factors can cause tyre damage to a telehandler?**

Q52. **Are you allowed to refuel the telehandler with the engine running?**

Q53. **Do you have to wear the seat belt provided in the machine?**

Q54. **At the end of the shift, what should you do after you park up?**

Q55. **When must the battery be isolated on a telehandler, and what must you do before isolating it?**

Q56. **What should you do before using any attachment not covered in the operator's manual or that is not manufacturer-approved?**

PART 2 — ANSWER GUIDE

Each question is repeated with its answer. Use this section as a learning reference to build your understanding before your VOC assessment.

SECTION 1 — PRE-OPERATIONAL CHECKS & INSPECTIONS

Q1. **You are required to inspect your telehandler. What would you check?**

A. Boom, steering, brake and tyres; oil, coolant, hydraulic oil and brake fluid; lights, seatbelt, ROPS, FOPS.

Q2. **During your pre-operational checks you notice the data plate is missing or not readable. What action do you take?**

A. Tag the machine out of service, fill out the logbook, and report to supervisor.

Q3. **Should you find any defects on your pre-start or during operation, what are you required to do?**

A. Tag out of service, fill out the logbook, and report to supervisor.

Q4. **Which items should be tested after moving off in the telehandler?**

A. Steering, brakes, transmission and hydraulics.

Q5. **What do you need to check to ensure that your attachments are attached securely to the machine?**

A. Pins or quick hitch.

Q6. **What are you looking for when inspecting the hydraulics, rams and hoses on the telehandler?**

A. Cracks and splits or corrosion; oil leaks; damaged connections.

Q7. **What precautions must be used when inspecting under a raised attachment?**

A. Make sure you stand well clear of the attachment whilst it is raised.

Q8. **When you are doing your pre-start inspection what should you do first?**

A. Isolate and tag the machine, then try to start the machine.

Q9. **After you have gone to work you notice a bulge in a hose. What would you do?**

A. Stop, notify your supervisor and have the hose inspected and repaired.

Q10. **If you found a mechanical defect in the machine, what tag would you use?**

A. Out of service tag.

Q11. **When should you inspect your machine for faults?**

A. At pre-start; at the end of shift; at smoko; at lunch.

Q12. **What two stability factors must be considered when lifting with a telehandler on a slope?**

A. Longitudinal (forward/backward) stability and lateral (sideways) stability. The machine must be level across its width before any lifting operation on a slope.

Q13. **When must you stop and apply the park brake before operating the boom?**

A. Before conducting any lifting operations — the park brake must always be applied and the machine stationary before raising or extending the boom.

SECTION 2 — SAFE OPERATION & MACHINE HANDLING

Q14. **What direction must the load be facing when travelling down a ramp?**

A. Load facing uphill, driving at creep speed.

Q15. **What sort of ground is suitable for pick and carry operations?**

A. Firm, level, flat and smooth ground.

Q16. **What may happen if you turned a telehandler when it is on a ramp or sloping surface?**

A. It may become unstable and overturn.

Q17. **When travelling, at what height should the load be?**

A. Close to the ground, but high enough to avoid obstructions.

Q18. **When travelling with a large load that obscures your vision, what precautions would you take?**

A. Drive in reverse.

Q19. **When operating the telehandler, if it becomes unstable at any time you must:**

A. Lower the bucket or tynes.

Q20. **What would happen when raising the telehandler bucket on soft or uneven ground?**

A. It would decrease the amount you can carry in the bucket.

Q21. **What might cause your telehandler to roll over?**

A. Driving across a steep slope; having the bucket up too high and full; travelling too fast on rough ground.

Q22. **What is the safest way to traverse a slope?**

A. Drive straight up or down the slope.

Q23. **When travelling up a slope unloaded, which direction should the machine face?**

A. Reverse up the slope. When loaded, drive forward up the slope and reverse down.

Q24. **What three steer modes are generally available on a telehandler, and what is crab steer used for?**

A. 2-wheel steer (road travel), 4-wheel steer (tight site manoeuvring), and crab steer. Crab steer moves the machine diagonally — useful for positioning loads sideways without turning.

Q25. **What should you do before changing steer modes on a telehandler?**

A. Stop the machine and ensure the wheels are aligned straight ahead before selecting a different steer mode.

SECTION 3 — LOAD HANDLING & LIFTING PRINCIPLES

Q26. **By what means can a person be raised and lowered by a telehandler?**

A. With a certified personnel lifting cage.

Q27. **How can a telehandler operator establish the load mass of an unmarked object?**

A. By shipping documents, manufacturer's notes, or by calculating it.

Q28. **What is meant by load centre distance?**

A. The distance from the face of the fork uprights to the centre of gravity of the load.

Q29. **How does increasing the load centre affect the capacity of a telehandler?**

A. It can cause the telehandler to tip forward and decreases load capacity.

Q30. **Before a round load is released, what would you do to stop it from rolling away?**

A. Chock it to prevent rolling.

Q31. **What two things must you know before looking up a load on the telehandler load chart?**

A. The weight of the load and the load centre distance — the distance from the face of the fork uprights to the centre of gravity of the load.

Q32. **What does the load chart in the cab assume about the ground conditions?**

A. That the machine is on solid, level ground. Any deviation from level ground reduces the machine's safe lifting capacity.

Q33. **Where would you find the SWL of a telehandler for a specific boom angle and extension?**

A. On the load chart in the cab. Each chart relates to a specific attachment — always ensure you are using the correct chart for the attachment currently fitted.

Q34. **What is a Load Moment Indicator (LMI) and what does it warn you about?**

A. The Load Moment Indicator (LMI) warns the operator when the machine is approaching its maximum forward load moment — the point at which it could tip forward. It does not directly indicate the weight of the load and must not replace reference to the load chart.

Q35. **If the LMI warns you the load is near its limit, what action should you take?**

A. Move the load into a stable position by raising or retracting the boom. Do not jerk the controls or make sudden movements.

SECTION 4 — SITE SAFETY, HAZARDS & PLANNING

Q36. **What would you do if windy conditions made the object you were lifting unsafe to control?**

A. Cease the lifting operation as soon as possible when the lift has been made safe.

Q37. **What hazards would arise when operating a telehandler close to any excavation?**

A. The possibility of the bank collapsing under the pressure.

Q38. **Why is it important to consult with relevant workplace personnel and WHS officers before commencing work on sites?**

A. To find out all hazards and site rules.

Q39. **What types of hazards would you consider to incorporate into your work plan?**

A. Any of: Powerlines; Trees; Overhead service lines; Bridges; Surrounding structures; Obstructions; Facilities; Other equipment; Dangerous materials; Underground services; Soil conditions; Vehicle traffic.

Q40. **What hazard control strategies would need to be included in the plan for telehandler operations?**

A. Any of: Warning signs; Barriers; Control lights; Lighting; Traffic control; JSA; Work procedure; Take 5.

Q41. **What can happen to the telehandler if you drive over underground services?**

A. Collapse and tip over the telehandler.

SECTION 5 — COMMUNICATION, SIGNALS & SITE CONTROL

Q42. **How should you warn personnel in the area that a load is being moved?**

A. By signals — hand, horn, radio calls etc.

Q43. **When loading trucks, who dictates where the truck is to be positioned?**

A. The telehandler operator.

SECTION 6 — SAFETY SYSTEMS, COMPLIANCE & GENERAL KNOWLEDGE

Q44. **To protect the operator from falling objects, what should be provided on a telehandler?**

A. FOPS (Falling Object Protective Structure).

Q45. **What information must be marked on a workbox?**

A. SWL, tare weight, and WorkSafe certification ID reference number.

Q46. **How would you leave the telehandler parked up off the job?**

A. In a designated parking area with all equipment correctly stowed.

Q47. **Explain your requirements relating to the vehicle logbook.**

A. Must be filled in every time it is used.

Q48. **If the telehandler was to come into contact with power lines, what must be done?**

A. Drive away where possible, then stop, tag, report, and enter into the logbook.

Q49. **What must be provided when working at night?**

A. Adequate lighting.

Q50. **What are the advantages of having a level, clean working floor?**

A. Smoother ride for the operator; reduces tyre damage; improves the production cycle.

Q51. **What factors can cause tyre damage to a telehandler?**

A. Spinning the tyres; driving up the face; driving over rocks.

Q52. **Are you allowed to refuel the telehandler with the engine running?**

A. No.

Q53. **Do you have to wear the seat belt provided in the machine?**

A. Yes — at all times.

Q54. **At the end of the shift, what should you do after you park up?**

A. Isolate the machine and do a walk-around inspection.

Q55. **When must the battery be isolated on a telehandler, and what must you do before isolating it?**

A. The battery must be isolated before any arc welding or electrical work on the machine. Before isolating, turn the ignition off and allow approximately 30 seconds for the ECU to shut down correctly — isolating immediately can damage machine electrics.

Q56. **What should you do before using any attachment not covered in the operator's manual or that is not manufacturer-approved?**

A. Do not install or use it until you have obtained and fully understood the manufacturer's instructions. Only approved attachments should be fitted — non-approved attachments can overload the machine, affect stability, and invalidate warranty and regulatory compliance.