

Frequently Asked Questions – FAQs

There are so many questions within the forklift training industry we get asked on a regular basis. If you have a question for our skilled team? It's always worth checking out our FAQs below before calling our team.

We have compiled a list of the questions we get asked most frequently. If your question has not been answered below, please contact us via one of the methods on our Contact Us page.

I have been a forklift operator for a while now, and was wondering if I can train to be a forklift instructor?

Our three accreditation's have different pre-requisites for attending a forklift instructors course. If you are an experienced operator who has received adequate basic training previously you will simply need to undertake a refresher for B1 Counterbalance to be able attend a forklift instructors course.

ITSSAR required a certificate dated within 6 months of the course start date.

RTITB required a certificate within 12 months of the course start date.

AITT require a certificate dated within 12 months of the course start date.

If you meet the above pre-requisite for attending a forklift instructors course, check out our available courses dates here.

When does my forklift certificate expire?

Your forklift certificate does NOT expire, it's for life. ITSSAR & AITT do not have expiry dates on their certificates, however if you were trained by an RTITB instructor, and have an RTITB certificate, the registration on NORS it what will expire.

If you want to renew it, you will need to go on a Refresher course, which is something we can offer. This is NOT a requirement, and is up to your employer whether they allow you to continue operating a forklift once the NORS registration has expired.

I am not happy with the training that has been delivered, what can I do?

We strive to offer the best quality of training possible. We are always looking to improve, so if you want to make our team aware of any issues you have had, please email shane@hltraining.co.uk who will be able to deal with your issue.

How can I check that the training I have been delivered meets the requirements?

Each of our accrediting bodies have ways to check if training have been registered with themselves. On your certification, you should have a recognisable unique ID number.

ITSSAR have a TOPS number.

AITT have an ACORNS Number.

RTITB have a NORS number.

You can check these numbers are correct by contacting the accrediting bodies directly. See our Accreditation's Page.

You can check, with your relevant number above, on both ITSSAR and RTITBs website directly. See below;

ITSSAR – <https://tops.itssar.org.uk/tops-check>

RTITB – <https://www.mdrsandnors.co.uk/public/public-search.aspx>

What do I receive once I have passed an accredited course?

We offer THREE different accreditations, check them out here.

Each accreditation offers different end of course certification. ITSSAR & AITT Certificates are generated within our chosen CRM, along with accompanying ID cards. These are covered within quoted course fees.

RTITB certificates are produced by RTITB themselves, and have a 48 hour response time. We can offer ID cards with this, but as these are produced by the accrediting body, they are additional to quoted course costs and take between 7 – 10 working days to be available for collection.

Do I need a forklift license to operate a forklift?

There is not actually a forklift license, once you pass a forklift operators course, you receive a certificate of basic training. This is the legal document. We offer an ID Card to accompany the certificate, which is what is typically mistaken as the *license*.