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Order Picker / Stock Picker

INSTRUCTOR + PRINT PACKET

AUDIENCE	EST. TIME	REFERENCE
Order-picker operators	30-40 min	29 CFR 1910.178(l)

IMPORTANT USE NOTE

Equipment-specific formal instruction. Practical training and workplace evaluation are required; fall protection must follow the truck/manufacturer and employer requirements.

What is inside this packet

- Instructor quick-start and site-specific preparation checklist
- Slide-by-slide trainer guide with discussion prompts
- Employee handout / key takeaways
- Printable 10-question knowledge check
- Separate answer key and coaching notes
- Attendance record
- Practical / workplace evaluation checklist
- Certificate wording and completion record
- Primary regulatory/source reference

Run a strong session without overcomplicating it.

1. PREPARE	Review the deck and packet. Insert your procedures, equipment, routes, photos, emergency contacts and site rules.
2. PRESENT	Use the PowerPoint/PDF on a screen. Pause for discussion rather than reading every bullet.
3. CHECK	Give the knowledge check. Review missed items and coach to the expected decision.
4. VERIFY	Complete required hands-on or workplace-specific practice/evaluation with an appropriate trainer/evaluator.
5. DOCUMENT	Use the attendance record, evaluation and certificate only after required training elements are complete.

BEFORE EMPLOYEES WORK

Equipment-specific formal instruction. Practical training and workplace evaluation are required; fall protection must follow the truck/manufacturer and employer requirements.

Learning objectives

- Recognize elevated-platform, fall and crushing hazards
- Use required fall-restraint/fall-protection systems correctly
- Control travel and platform elevation in narrow aisles
- Pick/place loads without overreach or unstable body position

1. The operator goes up

- Order pickers elevate the operator with the load platform, creating fall and overhead exposure.
- The truck must be used only as designed, with required gates/rails and fall-protection systems.

DISCUSSION PROMPT

Where could this fail here?

2. Fall protection and body position

- Use the manufacturer-required harness/restraint and approved anchorage.
- Keep gates/rails in position and do not climb on them.
- Do not overreach; reposition the truck/platform.

DISCUSSION PROMPT

What control do we use?

3. Travel and elevation

- Follow manufacturer/site rules for travel with the platform elevated.
- Control speed and maintain clearance from rack beams, sprinklers and other overhead hazards.
- Stop and lower when visibility or aisle conditions are not controlled.

DISCUSSION PROMPT

What would make you stop?

4. Picking and load control

- Stay within platform capacity and keep picked product stable.
- Secure loose items and keep platform floor clear.
- Use proper ergonomics and avoid twisting from unstable positions.

DISCUSSION PROMPT

Where could this fail here?

5. Pedestrians and aisles

- Control access below/around the elevated platform.
- Use horns, lights, barriers or spotters as the site requires.
- Never allow a person under elevated forks/platform components.

DISCUSSION PROMPT

What control do we use?

6. Inspection and rescue readiness

- Inspect lift chains/mast, controls, gates, fall-protection equipment and anchorage.
- Know emergency lowering/rescue procedures and who can respond.

DISCUSSION PROMPT

What would make you stop?

Stop-work / red-flag conditions

- Harness/lanyard/restraint is not connected as required
- Gate is open or bypassed while elevated
- Operator overreaches outside the platform
- Travel path has overhead obstructions or people below

SCENARIO

An operator cannot reach a carton from the elevated platform without leaning past the guardrail. What should they do?

RECOMMENDED RESPONSE

Stop, lower/reposition the truck or platform and maintain the required body position and fall-protection system; do not overreach.

Make it site-specific

- Manufacturer-required fall protection/restraint and anchorage
- Rules for elevated travel and aisle control
- Emergency lowering/rescue procedure
- Hands-on picking at height and workplace evaluation

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KEEP THIS PAGE

Key decisions to remember

The operator goes up: Order pickers elevate the operator with the load platform, creating fall and overhead exposure.

Fall protection and body position: Use the manufacturer-required harness/restraint and approved anchorage.

Travel and elevation: Follow manufacturer/site rules for travel with the platform elevated.

Picking and load control: Stay within platform capacity and keep picked product stable.

Pedestrians and aisles: Control access below/around the elevated platform.

Inspection and rescue readiness: Inspect lift chains/mast, controls, gates, fall-protection equipment and anchorage.

Stop and get help when...

- Harness/lanyard/restraint is not connected as required
- Gate is open or bypassed while elevated
- Operator overreaches outside the platform
- Travel path has overhead obstructions or people below

Our site-specific information

- ☐ Manufacturer-required fall protection/restraint and anchorage
- ☐ Rules for elevated travel and aisle control
- ☐ Emergency lowering/rescue procedure
- ☐ Hands-on picking at height and workplace evaluation

Employee notes:

Order Picker / Stock Picker - Knowledge Check

Employee: _____ Date: _____

1. The main difference with an order picker is that:

- ☐ A. The operator is elevated with the platform
- ☐ B. It has no forks
- ☐ C. It cannot enter aisles
- ☐ D. It has front-wheel steering only

2. When required by the truck/manufacture, the operator should use:

- ☐ A. The approved fall-protection/restraint system and anchorage
- ☐ B. Any convenient rack beam
- ☐ C. A rope tied to product
- ☐ D. No restraint if the aisle is narrow

3. If an item is out of reach, the operator should:

- ☐ A. Reposition rather than overreach
- ☐ B. Stand on the guardrail
- ☐ C. Disconnect the restraint
- ☐ D. Lean farther out

4. People should be kept:

- ☐ A. Clear of the area below/around the elevated work platform
- ☐ B. Directly under the platform
- ☐ C. Inside the rack bay
- ☐ D. On the forks

5. Overhead hazards can include:

- ☐ A. Rack beams, sprinklers, pipes and structure
- ☐ B. Only the ceiling
- ☐ C. Only lights
- ☐ D. Only outdoor power lines

Score: _____ / 10 Passing requirement / retraining criteria:

6. Platform floor should be:

- ☐ A. Kept clear and loads stable
- ☐ B. Used to store loose debris
- ☐ C. Covered with oil for easier sliding
- ☐ D. Overloaded if needed

7. Emergency lowering procedures should be:

- ☐ A. Known before work at height
- ☐ B. Learned after a failure
- ☐ C. Kept only by maintenance
- ☐ D. Ignored if batteries are charged

8. Travel with the platform elevated should:

- ☐ A. Follow manufacturer and employer rules
- ☐ B. Always be done at full speed
- ☐ C. Never consider overhead clearance
- ☐ D. Be decided by the operator alone

9. Fall-protection equipment should be inspected:

- ☐ A. Before use according to the employer/manufacturer program
- ☐ B. Only annually
- ☐ C. Only after a fall
- ☐ D. Only by purchasing

10. This course replaces practical training/evaluation.

- ☐ A. False
- ☐ B. True

Employee signature: _____

Answer key + coaching notes

1. **A - The operator is elevated with the platform** | The main difference with an order picker is that:
2. **A - The approved fall-protection/restraint system and anchorage** | When required by the truck/manufacturer, the operator should use:
3. **A - Reposition rather than overreach** | If an item is out of reach, the operator should:
4. **A - Clear of the area below/around the elevated work platform** | People should be kept:
5. **A - Rack beams, sprinklers, pipes and structure** | Overhead hazards can include:
6. **A - Kept clear and loads stable** | Platform floor should be:
7. **A - Known before work at height** | Emergency lowering procedures should be:
8. **A - Follow manufacturer and employer rules** | Travel with the platform elevated should:
9. **A - Before use according to the employer/manufacture program** | Fall-protection equipment should be inspected:
10. **A - False** | This course replaces practical training/evaluation.

COACHING RULE

Do not treat a passing written score as proof of hands-on competency. Retrain missed critical concepts and complete workplace-specific verification where required.

Attendance + completion record

Course: Order Picker / Stock Picker

Date: _____ Instructor: _____ Department / Location:

Employee Printed Name	Employee Signature	Job / Department	Date

Site-specific topics / notes:

Can the employee apply it?

Employee: _____ Evaluator: _____ Date: _____

Evaluation Item	Meets	Coach	N/A
Inspects truck and fall-protection equipment	☐	☐	☐
Connects restraint/harness correctly	☐	☐	☐
Maintains gates/rails	☐	☐	☐
Controls platform height/travel	☐	☐	☐
Maintains overhead clearances	☐	☐	☐
Uses safe reach/body position	☐	☐	☐
Controls pedestrian exposure below	☐	☐	☐
Demonstrates emergency lowering knowledge	☐	☐	☐

Comments / coaching:

Result: ☐ Competent for evaluated task (subject to employer authorization) ☐ More training/practice needed

Evaluator signature: _____ Employee signature: _____

CERTIFICATE OF TRAINING

This certifies that

completed the formal / awareness training portion of
Order Picker / Stock Picker

Date: _____ Instructor: _____
Employer / Location: _____

Equipment-specific formal instruction. Practical training and workplace evaluation are required; fall protection must follow the truck/manufacturer and employer requirements.

Regulatory / source reference

Primary reference: 29 CFR 1910.178(l)

<https://www.osha.gov/etools/powerd-industrial-trucks/workplace/narrow-aisles>

Before delivery

- Confirm current OSHA and applicable state-plan requirements
- Confirm manufacturer instructions and employer procedures
- Insert workplace-specific hazards, controls, emergency contacts and rules
- Use competent/qualified trainers or evaluators where required
- Complete practical/workplace training and authorization requirements where applicable
- Retain training records according to employer and regulatory requirements

FINAL REMINDER

Equipment-specific formal instruction. Practical training and workplace evaluation are required; fall protection must follow the truck/manufacturer and employer requirements.