

Designed for equipment
types including:
Counterbalance (B1/B2/B3)
Reach truck (D1)
Pivot Steer (P1)



BLENDED LEARNING FOR FORKLIFT OPERATORS

Combine online and practical formats for efficient, cost-effective
forklift operator training



REINVENTING FORKLIFT TRAINING TO MINIMISE DOWNTIME >>>

BLENDED LEARNING FOR FORKLIFT OPERATORS



Now more than ever, modern businesses are looking to make their operations as time and cost efficient as possible. At Mentor, we ensure that our customers can achieve this goal whilst remaining safe and compliant.

Ongoing developments in technology and our training methods now allow us to offer a flexible 'blended' solution. This allows delegates to reduce face-to-face learning time by fitting online theory training around their daily duties - all while retaining the same high standards set by the industry's leading bodies.

What is blended learning?

Basic forklift operator courses are made up of theory and practical elements. Traditionally, both elements are delivered face-to-face with the theory training taking place in a classroom and the practical session on the truck in a 'hands-on' training environment.

Blended learning for novice and experienced operators has all of the theory content typically covered in the classroom session now delivered online via e-theory, followed by the usual instructor-led practical training and assessment.

Does it meet the same required standards as traditional face-to-face training?

Absolutely.

Not only do our traditional and blended courses cover the same required content, they are both AITT-approved, meaning content has been externally verified to meet the accrediting body's standards.

What's more, while blended learning involves e-theory training, it still requires both theory and practical testing to be done face-to-face, so that it can be invigilated by a qualified instructor and knowledge suitably confirmed.

Whichever training format you choose, you can rest assured that your training provision meets the required standards to keep your staff safe and your business compliant.



An end-to-end blended solution from one provider

Mentor is the first and only forklift training provider to offer the full blended learning solution from a sole supplier, keeping the process streamlined and simple for our customers.

By bringing everything together in one place, we keep bookings easy, manage the process from start to finish, and reduce administration for you.

Here's how it works:

Customer contacts Mentor booking team to arrange forklift operator training

Mentor book full training course, issuing e-theory login to delegate's email address and confirming subsequent practical training dates

Delegate receives login which provides instant access to e-theory element of training

Mentor monitor e-theory progress and issue reminders to ensure completion before practical training dates

Delegate attends face to face sessions for theory test, practical training and final assessment

Accredited forklift operator training certificate issued electronically



COURSE CONTENT COMPARISON - 5 DAY EXAMPLE



Blended		Face-to-face	
e-theory (3-6 hours)	Legislation	THEORY	Legislation
	Personal risk assessments		Personal risk assessments
	Lift truck components		Lift truck components
	Rated capacity & load centres		Rated capacity & load centres
	Principles of counterbalance		Principles of counterbalance
	Stability & instability		Stability & instability
	Pre-use checks		Pre-use checks
	Batteries & re-fuelling		Batteries & re-fuelling
	Dos & don'ts – unsafe practices		Dos & don'ts – unsafe practices
	Pallet & load assessment		Pallet & load assessment
	Racking		Racking
	Stacking & de-stacking		Stacking & de-stacking
	Vehicle loading & unloading		Vehicle loading & unloading
	Lift trucks on the public highway		Lift trucks on the public highway
	Attachments		Attachments
	Accidents, associated risks & costs		Accidents, associated risks & costs
	Manufacturer's manual		Manufacturer's manual
Day 1	Theory test*	PRACTICAL	Dis/mounting, controls & instruments
	Dis/mounting, controls & instruments		Battery maintenance
	Battery maintenance		Hydraulic controls
	Hydraulic controls		Starting, moving & stopping
	Starting, moving & stopping		Manoeuvring in an open area
	Manoeuvring in an open area		Daily inspection & maintenance
	Daily inspection & maintenance		Manoeuvring unladen in confined area
	Manoeuvring unladen in confined area		Manoeuvring laden in confined area
Day 2	90 degree turns in open area - un/laden	PRACTICAL	90 degree turns in open area - un/laden
	90 degree turns in confined area - un/laden		90 degree turns in confined area - un/laden
	Loading in/out of stacking system at low level		Loading in/out of stacking system at low level
Day 3	Loading into/out of stacking system at medium level	PRACTICAL	Loading into/out of stacking system at medium level
	Loading into/out of stacking system at high level		Loading into/out of stacking system at high level
	Practice de/stacking at all levels		Practice de/stacking at all levels
Day 4	Practice all operations together	PRACTICAL	Practice all operations together
	Pre-use check test		Theory test*
	Operator practical skills test		Pre-use check test
	Course closure		Operator practical skills test
Day 5			Course closure

*When carried out as part of blended learning, ABA theory testing is carried out face-to-face with a qualified instructor at the beginning of the first practical day to confirm that the delegate has satisfactorily completed their theory training.

BENEFITS OF E-THEORY



By introducing e-theory into the mix, there's far more to gain than simply cutting down on face-to-face training hours.

Take a look at our top ten benefits of including online learning in your operator training plans:

1

Time and cost savings

On average, businesses can expect to need one day less instructor-led training per course - a significant cost saving. Furthermore, delegates can often complete e-learning in fewer total hours than a classroom theory session

6

Incorporates various learning styles

Everyone learns in different ways so included in the course are a mix of resources, including visual, written, interactive, multiple choice, spoken, pictorial and subtitled to aid different types of learners

2

Reduce operational disruption

Delegates can fit online training around busy operational periods and complete at different times to their colleagues who may all traditionally have attended face-to-face training together

7

Confirmation of learning

Theory modules include regular summaries and quizzes to ensure delegates have understood content

3

Work to own pace

Delegates complete theory modules independently, at their own pace, progressing once they have understood each section. To assist, the course is divided into manageable modules to help delegates process content in bite-size chunks

8

Administration made easy

On our secure platform, access is issued to delegates directly, removing internal administration, while still allowing them to monitor their progress. There is also no longer a need for a classroom to be sourced for an initial day's theory training

4

Visually engaging material

Varied interactive content including instructional video, dramatisation, click-to-reveal boxes, animation and more to keep delegates engaged throughout

9

Remedial training/Screening

Though designed for novice / experienced delegates, the course can also be revisited as remedial training or used as a screening tool for operator candidates

5

Consistency

The same AITT-approved course content will be delivered in exactly the same way to every online learner within your business, regardless of where in the country they are based, giving you added confidence in the consistency of training standards

10

Monitoring and support

While delegates can monitor their own progress against deadlines, we also pro-actively check progress, with reminders in place to ensure completion of e-theory prior to practical training. Our team can also provide additional reporting and support where required

WOLSELEY

Blended learning: making savings, without compromising standards

Wolseley is a leading merchant in plumbing, heating and cooling. With 560 UK branches supplying goods to their customer base, a smooth running operation is crucial, and training plays a key role in keeping Wolseley's workforce safe, compliant and productive.

Flexible training solutions

As Wolseley's established MHE training provider for several years, we approached them in 2023 to suggest blended learning for their counterbalance operators.

Combining online theory modules with face-to-face practical training, blended learning offered time- and cost-saving benefits while covering all the same elements as a course delivered entirely face to face, and crucially, met exactly the same accredited standards.

They were keen to reap the benefits, and since June 2023, more than 250 members of staff have now completed e-theory training with us, as part of a blended counterbalance operator course.

Delegates now complete the online theory portion of the training, previously a one-day session requiring a classroom and instructor, at a time and place that suits them. Content is split down into modules that can be completed separately across multiple days, when they choose and at their own pace. This approach also means multiple operators do not need to be away from their posts at once, during this time.

As Dom Smith, Learning & Development Manager for Wolseley, explains, "The learner still needs time to complete the e-theory, but this can be in multiple micro sessions to fit around work activities."

The new format has proven effective, with Wolseley's theory test pass rate for the initial year's completed blended learning courses at 97%. It is now their primary training method for counterbalance operators.

Though they agreed that, in some instances, instructor-led training would be appropriate for certain individuals' learning preferences, over 95% of Wolseley colleagues certified on counterbalance trucks since its introduction have completed the e-theory element and the two-day practical.

Consistent contacts for all bookings

To assist them, Wolseley are provided with full scale support services from Mentor. They have dedicated booking and support contacts, and all training (face to face or blended learning) can all be arranged simply, through the same contact points, for convenience.

We look forward to further developing our partnership and supporting Wolseley's continued success.



To implement e-theory within your business, please consider the following:

Learning requirements

Learners will need a quiet area in which to carry out e-learning, where they can concentrate and engage with interactive content.

As e-theory is conducted independently, they will need basic IT skills and to be able to read and understand written English.

Suitable devices

E-theory can be completed on any device with internet access (including desktop computers, laptops, tablets and phones), providing it can meet the below requirements. Videos contain audio so, ideally, devices would be compatible with headphones / speakers. Alternatively, subtitles can be enabled.

To ensure the device on which you wish to run the course can be used to access the e-learning platform, please check that it meets the following requirements.

Browser specifications

Your internet browser must meet the minimum specifications, as listed below:

Desktop	Linux	Mac OS	Mobile/Tablets
Windows 7+	Chrome 50+	Chrome 50+	Android (Lollipop) V5.0+
Chrome 50+	Firefox 45+	Firefox 45+	iOS version 9.3.5+
Firefox 45+		Safari 9+	
Internet Explorer 11+			
Microsoft Edge			
Safari 9+			

Whitelisting

Your IT Department may also need to whitelist (allow access to) certain specified IP addresses and URLs to ensure full course functionality. All relevant details will be provided to you as and when required.

Alternative hosting / learning formats

Own Learner Management System (LMS)? If you wish to host the course yourself, you will need a suitable LMS system onto which you can upload the e-theory modules (provided as SCORM V1.2 files).

Blended learning not suitable? We understand that every business is different - if blended learning is not feasible for you right now, don't worry, we continue to offer forklift training via traditional face to face learning formats as well. Please contact us to request relevant details and available training dates.

Discover more about blended learning

To learn more about our blended learning courses, you can speak with a member of our specialist team via phone or email. Alternatively, you can visit our website and request more details online.



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