



# FTW TRAINING

## LEARNER HANDBOOK



If you have any issues or questions during your course you can speak with:

- Your instructor/tutor
- The Training Centre Manager
- The FTW Training management team by calling 0151 420 3444 or emailing [management@ftwtraining.com](mailto:management@ftwtraining.com)

## Welcome to FTW Training

We are delighted that you have chosen us as a training provider to help you progress.

Our aim is to provide you with the skills and qualifications required to enter and progress in employment within the Warehouse & Logistics sector. To compliment this we aim to develop a range of skills such as confidence, communication skills and working as part of a team.

We hope you enjoy your course and we ask you to provide open and honest feedback using our evaluation forms provided on the last day of your programme so we can continually review and develop our programme. If you feel something needs bringing to our attention sooner, please do not hesitate to make contact with either the Training Centre Manager or the Senior Management Team (contact details on page 2).

We wish you the best of luck in your journey in to work.



## Learning Environment

We understand that it may have been a while since you were last in a classroom or undertook formal education/training. Rest assured that our tutors and instructors are very friendly and work hard to ensure that your learning is enjoyable.

In order to have the best possible learning experience, we expect everyone to:

- Treat everyone with respect.
- Listen to their tutor/instructor.
- Try their best.
- Be kind.
- Help us create a friendly and welcoming environment that all learners and tutors/instructors enjoy to work in.



## The Forklift Training Centre

During your RTITB/AITT accredited forklift course you will attend our dedicated training centre. Here are some things to know and be aware of:

- We will arrange free transport to bring you to and from our training centre.
- We provide free food and drinks during your course. As the training centre is based on an industrial estate there is little in the way of cafes and shops in the local area. If you would like to bring your own food we have a kitchen with fridge/freezer, microwave and preparation area.
- As it is a live training environment Health & Safety is taken extremely seriously. We expect everyone within the centre to conduct themselves safely and sensibly and to follow instructions from their tutor.
- Enjoy yourself. Learning to operate a forklift truck is a fantastic experience and your instructor will provide a relaxed and friendly atmosphere which will allow you to get the most out of the course.

## Career Prospects After Completing Your Course

After completing your courses with us you will have achieved, depending on which course you are on, a mixture of nationally accredited qualifications. We want you to understand that there's a wide range of career routes available, including:

- **Forklift operator.** Many of our past learners decide to return in order to undertake conversion training providing them with the accreditations necessary to operate a wide range of specialist machinery including Telehandlers, Pivot Steer and Sideloaders to name a few. If you would like to find out more about this, speak to your instructor or visit [www.ftwtraining.com](http://www.ftwtraining.com) to see what courses are available. Rates of pay on specialist machinery can be in excess of £20 per hour.
- **Warehouse operative.** Forklift driving isn't for everyone, don't worry if you would rather move into a warehouse operative role. Due to the rapid expansion of online shopping, distribution centres have grown enormously over recent years meaning there is a wide variety of jobs right across the country.
- **Moving into management.** Due to the expansion of the warehouse and logistics sector there is a demand for staff across all levels, including management. The career path can include roles such as: Team Leader, Shift Manager, Assistant Depot Manager, Depot Manager, Area Manager and more. Whilst we do not offer management qualifications currently, if this is something you are interested in please email [info@ftwtraining.com](mailto:info@ftwtraining.com) or calling 0151 420 3444 keep in touch with us after you leave, we love to hear success stories from our learners!
- **Becoming a forklift instructor.** Many of our forklift instructors were a few years ago in the same position as you are now. If you are, or would like to gain the skills to become confident, like helping people, able to present and have a high degree of knowledge about forklift operations a career as an instructor may be for you. To find out more, ask our instructors about their role, or call the office. We deliver RTITB accredited Instructor Training courses, the initial prerequisite is to have at least 12 months forklift operating experience so keep in touch with us.

## Helping you find your first role:

We work with a wide range of employers across Merseyside, Lancashire and Greater Manchester. The job vacancies vary each month; we have a dedicated member of our Engagement team who works to keep in touch with you after course completion and support you with gaining job interviews.



Our team can help you update your CV or give guidance on creating one.

We send out monthly job packs by email which shows the relevant jobs that are available in your local area, due to data protection laws we require you to opt in to receive these emails. This will be explained to you at the time but feel free to ask any questions.

## Further Learning

“If you are not willing to learn, no one can help you. If you are determined to learn, no one can stop you.”

– Zig Ziglar

Returning to learning can often make you realise that you would like to continue with your journey. Here's what many of our learners ask for:

- Maths – Maths is taught in schools differently to how it was only a few years ago. Many parents find teaching their children the new methods of Maths challenging and so choose to undertake courses at their local College. We would also recommend [www.khanacademy.org](http://www.khanacademy.org) as an excellent resource to develop and learn new Maths skills.
- English – There are lots of free English courses available that can help improve things such as reading, writing, speaking & listening. We would recommend contacting your local college, if unsure please get in touch and a member of our team will be happy to point you in the right direction – 0151 420 3444.
- Management Training – For the reasons mentioned earlier, many choose to attend management training, there are a lot of options here with courses ranging from Level 2-Level 5+. Speak with a member of our team to find out more.

There's a lot more available out there, to find out more, ask to speak with a member of our Engagement Team.

## Local Colleges

### Merseyside:

City of Liverpool College

[www.liv-coll.ac.uk](http://www.liv-coll.ac.uk)

☎ 0151 252 3000

### Greater Manchester:

The Manchester College

[www.tmc.ac.uk](http://www.tmc.ac.uk)

☎ 03333 222 444

### Lancashire:

West Lancashire College

[www.westlancs.ac.uk](http://www.westlancs.ac.uk)

☎ 01695 52300



## Safeguarding

You have the right to feel safe on your course. If for whatever reason you do not feel safe, or if you are concerned about someone else, please ask to speak with the Designated Safeguarding Lead. Our Senior Leadership Team are available if you are unsure or would like to raise a concern. Email [management@ftwtraining.com](mailto:management@ftwtraining.com) or call 0151 420 3444 and asking to speak with a senior manager.



## Equality

“First they came for the socialists, and I did not speak out—because I was not a socialist.

Then they came for the trade unionists, and I did not speak out—because I was not a trade unionist.

Then they came for the Jews, and I did not speak out—because I was not a Jew.

Then they came for me—and there was no one left to speak for me.”

—Martin Niemöller

We welcome all. FTW Training is proud to support individuals from all walks of life right across the community. We have a zero-tolerance policy on any form of bullying, harassment or abuse (both physical and verbal).

You can report an issue at any time by speaking with any member of the FTW Training team or emailing [management@ftwtraining.com](mailto:management@ftwtraining.com)

Protected characteristics include; race, colour, religion, political opinion, ethnicity, nationality, disability, gender, trans-gender, age, sexual orientation, marital status, trade union membership, are or are suspected of being an individual with protected characteristics.

## Mental Health

1 in 4 people will experience a mental health problem of some kind each year in England.

1 in 6 people report experiencing a common mental health problem (like anxiety or depression) in any given week in England.

If you are experiencing mental health problems, you can speak with your teacher/instructor so they are aware and can make any necessary adjustments to your learning.

If you don't feel comfortable speaking to a member of our team, help is out there, including:

Whatever you're going through, there are people you can talk to any time. You can:

Call Samaritans on 116 123  
(UK-wide)

Text SHOUT to 85258 (UK-wide)

These services are for anyone who's struggling. They won't judge you. They're free, they're anonymous, and they're always open.

Information and advice is available at: [www.mind.org.uk](http://www.mind.org.uk)

Statistics taken from [mind.org.uk](http://mind.org.uk)

## Suicide

“Suicide is a permanent solution to a temporary problem”.

- Over 700,000 people take their own life each year – that’s one person every 40 seconds (World Health Organization)
- 115 people die by suicide in the UK every week – with 75% of those deaths being male (ONS)
- 1 in 5 people have suicidal thoughts (NHS Digital)
- 1 in 14 people self-harm (NHS Digital)

If you are struggling, help is available, you can speak with someone today by calling The Samaritans on 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)

SOS Silence of Suicide for everyone. Call 0300 1020 505 4pm to midnight every day. Email [support@sossilenceofsuicide.org](mailto:support@sossilenceofsuicide.org)

## #BeThe1To

### BE THE ONE TO SAVE A LIFE

The five action steps for communicating with someone who may be suicidal are supported by evidence in the field of suicide prevention.

**ASK**

**BE THERE**

**KEEP THEM SAFE**

**HELP THEM CONNECT**

**FOLLOW UP**

**Vibrant**  
SAMHSA

JOIN THE MOVEMENT AT  
[www.BETHE1TO.com](http://www.BETHE1TO.com)

**SUICIDE**  
PREVENTION  
LIFELINE  
1-800-273-TALK1825

## Food Banks



With the cost of living crisis, affording the basics is proving difficult for a lot of people. Support is out there, the Trussell Trust provides a lot of information and help for those who need help paying for food.

<https://www.trusselltrust.org/get-help/find-a-foodbank/>

## Gambling

In the year to March 2023, 44% of Brits gambled at least once. The average person spends £141 a year, or £2.70 a week, on betting and gaming. There are an estimated 168,149 'problem gamblers' in the UK, up by 50% from 2022.

Gambling can harm many areas of your life. This can include problems with your:

- Relationships
- Physical and mental health
- Finances

NATIONAL GAMBLING HELPLINE

**0808 8020 133**

[TalkBanStop.com](https://www.talkbanstop.com)

**TALK  
BAN  
STOP.**

 GamCare

 Gamban

 GAM STOP

## British Values

Whilst on this course and upon entering the workplace, understanding a wide range of British values will be required, including:

### The National Minimum Wage

In the UK there is a National Minimum Wage for employees that differs depending on age and if someone is on an apprenticeship. The National Minimum Wage is subject to change each year, to discover what your National Minimum Wage is visit: [www.gov.uk/national-minimum-wage](http://www.gov.uk/national-minimum-wage)

### Rule of Law

There are many ways we are held accountable to the rule of law which can include things like obeying traffic laws when driving. When working in a warehouse, particularly when operating a forklift truck you will be subject to ensuring rules enforced by the Health & Safety Executive covering things like not being intoxicated whilst operating a forklift and not endangering the lives of others. This will be covered throughout your course.

Mutual Respect and Tolerance of those with different faiths and beliefs

The following are protected characteristics:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation.

## Democracy

In England there is between 60–70% of people that turn out to vote in elections over recent years. The 30%+ who typically do not vote could potentially create dramatic change if they began voting. For those who do have the right to vote in the UK, they can register at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote) This site explains who has the right to register to vote in the UK. Registering to vote and then using that vote is at the core of understanding and participating in democracy.

## Forklift Training Test Results

### Counterbalance

Test Date:

Practical Score:

Theory Score:

Instructor Name:

### Reach Truck

Test Date:

Practical Score:

Theory Score:

Instructor Name:

### PPT Truck

Test Date:

Practical Score:

Theory Score:

Instructor Name:

### Bendi/Flexi Truck

Test Date:

Practical Score:

Theory Score:

Instructor Name: