

## Forklift Frequently Asked Questions

**1. When are forklift training classes held and how much does it cost?**

Answer: Forklift training classes are held on the first and third Fridays of every month, except in cases those dates fall on a holiday. The cost of the forklift training is \$50; we accept check or money order.

**2. How do I register and do I have to prepay?**

Answer: Yes, everyone must prepay to hold their spot in the class. Classes are filled on a first-come, first-serve basis and space is limited. To register, come to Goodwill's corporate office on 7400 Scott Hamilton (Exit 134 off I-30), enter through Door 1 (visitor parking available close to the entrance) and let the receptionist know you are there to register for forklift. You will receive the registration packet to complete and we will accept your payment at that time.

**3. Is the class only one-day? And how is that enough time to certify me?**

Answer: Yes, the class is one day from 8:15-4:30. The first part of the class is in-class instruction and discussion. The classroom portion ends with a written test that each student must pass in order to drive the forklift. This class is designed to teach safe operating procedures and basic forklifting skills. Each company utilizes different trucks that will require additional training upon employment. Goodwill's class aims to prepare students with a general understanding of forklift safety and forklift skills.

**4. How does Goodwill's forklift class meet OSHA standards?**

Answer: OSHA requires that any person operating a forklift must be TRAINED, ASSESSED, and EVALUATED. At Goodwill, our instructors are able to train and assess an individual's ability to safely and appropriately operate a forklift. Once the individual becomes employed, OSHA requires the employer to evaluate the individual's skills separately than a third-party trainer. If the individual who is trained and assessed through Goodwill's class works at Goodwill, then he/she would also be evaluated as a result of this training.

**5. Is there a lunch break during the class?**

Answer: All forklift students are encouraged to bring a lunch with them. This training is facilitated quickly in order for students to receive as much time as possible driving the forklift. There are vending machines stationed around Goodwill's facility and students will have the opportunity to access the machines throughout the class.

**6. If I register and pay for the class, but have to cancel, can I get a refund or be moved to a following class?**

Answer: In order to receive a refund, the individual must provide 72 hours' notice unless in cases of emergencies which will be considered on a case-by-case basis. In cases of emergencies, registration funds can be used to secure a seat in the next available class.

*For more detailed answers to your questions, please contact:*

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