

Forklift Training Industry : Accredited or Non Accredited Training?

Within the Forklift Training industry, there are FOUR recognised accrediting bodies. [ITSSAR](#), [RTITB](#), [AITT](#) & [NPORS](#). Each of these conform to the standard set by the [ABA](#). They have regular meetings on ways in which to improve testing standards, along with discussing course groups. Although the standards are not entirely uniform at the moment, with ABA only being formed in 2012 - there have been significant strides to achieving this.

Over the past few years we have seen various updates to the testing standards for Counterbalance and Reach trucks, which including splitting reach truck category into D1 and D2 categories and improving the testing criteria and question sets.

In addition, we have recently received the new A Categories, timings and testing standards from ITSSAR & RTITB. This included moving A8 - Stand on Reach Truck - to a NEW D3 category.

The way forward

With all these changes recently, isn't accredited training the way forward? According to some customers, no! But why not?

When it comes to training requirements for material handling equipment, I have many customers say they do not want to pay registration fees for various reasons including timings, costs, staff retention and much more. I recently put this to my LinkedIn connections and the results were resounding.

I noticed the accrediting bodies closely watching this post for peoples responses, and rightly so. They are trying to push accredited training forward - putting a lot of time into making the changes widely sought after over the years - but there still seems to be a lot of resistance.

LinkedIn Post & Responses

The Post

When it come to training requirements for forklifts, do you prefer accredited training where the training is registered with one of the four ABA Member Accrediting bodies, or not?

I have many customers say they do not want to pay registration fees, so want to see the opinions of my connections.

The Responses

Adam Smith, from AITT made the valid point to highlight in justifying the increased administration required by training providers to register a training course, its worth considering that "many training providers can profit from registration fees, AITT the cost if only £1.90 per candidate" and then continued by saying that "customers need to be educated more as to the benefits of having a course accredited".

Mark Price of MJP Forklift and Safety Training Services also zoned in on costing stating "At £1.90 -£4.50 per person difference what company doesn't want accredited training? What at that price is better about unaccredited?".

Ryan Small of Small Training Solutions explained that he is finding "with new enquiries from companies that they say non accredited will be fine as they are losing staff, a few of my current customers who at the moment have RTITB have said that they may go non accredited to hold onto their staff."

The Original Post - https://www.linkedin.com/posts/shane-richardson-itssar-rtitb-06016146_itssar-activity-6572218231430488065-y06T

My take on the post

When I have a call from a customers regarding forklift training, I always ask (as we are currently accredited by both ITSSAR & RTITB) which accrediting body would the customer like their training to be under. Where they are not given the option of non-accredited training, I would say most customers do not question the registration fee. Having said that, sometimes you have the situation where cost is more important to the customer, and the registration fee is questioned. Some questions and answers are below;

What is the registration fee for? Its a fee charged to have the training verified by the relevant accrediting body. Approximately 14 different checks are made on the data provided, to ensure the training course was compliant with the correct course ratios, length etc, and that a suitability qualified instructor provided the training.

Do I need it to be accredited? Well the simple answer is no, but then there are so many benefits with having it accredited. The cost is low, the training is verified, its also proof the training has been carried out the the correct standard. The HSE call upon the ABA and its members for expert witness statements, and validation of training records. Any training that has not been registered (even if provided by an registered instructor) would not be recognised by the ABA.

Many more questions are asked. but these are the main two. And the response I get is quite mixed.

- Some customers are happily to pay it, without question.
- Others question the need but pay it anyway,
- A small minority question the need. I've had customers state they ***just need training*** or ***they need to be trained at as low a cost as possible.***

Summary

For me, the most important aspect of training is ensuring the employer provides the correct training required for their employees needs. Non accredited training is not monitored, and for that reason course timings seem to sway from the accredited standard. On top of that, there have been occasions where **new** customers have called asking for "1 day for novice candidate, like our previous instructor did". Comments like this show just how non accredited training can affect the entire industry by making customers think they are receiving adequate basic training, when they are not.

Where staff turnover is high, I can understand the reluctance to pay the extra cost if this eats away at your training budget for the year. However, with accrediting bodies only charging a small amount for registrations fees, the cost charged to customers typically would remain a reasonable fee that represent huge benefits when it comes to proving employee's have received adequate basic training.

For me, ACCREDITED TRAINING is the winner. The pro's highlighted throughout this article heavily outweigh the cons (and the limited pros of Non Accredited.

For all your training requirements, contact me directly using one of the below methods;

E-Mail : shane@hltraining.co.uk **Telephone** : 0117 9525625 or through Social Media.