## Instructions

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| 1. **All VOCs must be undertaken in accordance with** [**John Holland VOC Procedure**](http://ims.jhg.com.au/viewdocument.aspx?doc=JH-MPR-PAE-005) | |
|  |  |
| 1. **Before conducting the VOC ensure the following steps are completed:** | |
| * **Study the VOC instrument:** Read the VOC instrument and any specific instructions carefully before beginning the VOC. You also need to be familiar with the specific item of plant or equipment or high risk activity for which the VOC applies. Where applicable, a copy of the operator’s manual should be obtained and studied. * **VOC Verifier skillset requirements:** Ensure you understand the skillset requirements as described in the procedure and demonstrate you can meet these skillset requirements. * **Confirm VOC time and location:** Prior to any VOC, you must confirm the date, time and location of the VOC with the applicant, SME/s, and any other people. * **Equipment access and use:** The availability of equipment, materials, and a suitable work area must be organised and confirmed prior to the VOC. Verify with the applicant any specific types of plant and/or equipment to be used, along with any attachments or different configurations which may apply. * **Workplace factors:** Because procedures and processes vary between workplaces, it is important the VOC Verifier plans their approach to meet the requirements set out in the VOC and the workplace. Ensure any limitations such as workplace access, time constraints, access to equipment and materials, SMEs etc. are considered. | |
| 1. **Planning and customising the VOC** | |
| * **Planning:** The VOC should consider all site-specific conditions and requirements including but not limited to: risks and hazards; equipment, machinery and attachments; and any other standards and requirements. * **Customising:** Additional questions and practical tasks may need to be addedthroughout the VOC to ensure the applicant is assessed against requirements specific to the workplace and the type of work the applicant will be required to perform, i.e. plant configuration, plant modifications, make/model, workplace hazards and controls. | |
| 1. **To verify competency, the following must be completed when undertaking the VOC:** | |
| * **Pre-requisites:** Ensure evidence for any pre-requisites identified in the VOC are verified. * **Answer all questions:** The applicant must be able to correctly answer all questions (including any additional questions) asked throughout the VOC. * **Demonstrate practical competence:** The applicant must be able to safely and accurately perform all practical tasks (including any additional tasks) requested throughout the VOC. * **Verifying competency:** Responses provided and practical tasks demonstrated will be used by the VOC Verifier (and SME) to determine if competency can be verified. | |
| 1. **Undertaking the VOC:** | |
| * **Welcome the applicant:** Thank the applicant for participating in the VOC and provide an overview of how it will be completed. * **Instruction:** Ask the applicant to perform the VOC task/s described in the VOC and complete all sections. As a VOC Verifier, you will observe, ask questions along the way, and record results. * **Complete all sections:** All details requested in the VOC must be provided, and questions and tasks ticked accordingly with the appropriate result. Legend to follow and to assist with completing the VOC:  |  |  |  | | --- | --- | --- | | **?** = Oral Question | C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf = Practical Task | 🗎 = Documents / Licences | | **Y** = Verified Competency | **N** = Not Yet Verified Competency | **NA** = Not Applicable for this VOC |  * **Adjustments:** Some questions may need to be repeated or reworded if further clarity is required. Some practical activities can be repeated (SME judgement required) where an adjustment / correction may need to be made by the applicant to demonstrate competence. * **Records:** All John Holland personnel records must be recorded in the Chris21 (HRIS) system. Subcontractor records should also be maintained in Chris21 and/or must be kept at the workplace and readily available. | |

## VOC Details

## Applicant (person to be verified)

|  |  |  |  |
| --- | --- | --- | --- |
| Applicant Name |  | | |
| Employer |  | | |
| Contact Number |  | Email |  |

## VOC Details

|  |  |  |  |
| --- | --- | --- | --- |
| Date of VOC |  | | |
| Method of VOC | Evidence of Previous Experience, Oral Questions and Practical Tasks | | |
| Location of VOC |  | | |
| Plant Make |  | Plant Model |  |
| Plant Make (If applicable) |  | Plant Model (If applicable) |  |
| Attachments (If applicable) |  | | |

## VOC Verifier (person conducting the VOC)

|  |  |  |  |
| --- | --- | --- | --- |
| VOC Verifier Name |  | | |
| Employer |  | TOID if RTO |  |
| VOC Verifier Qualifications:  (at least one must be ticked ✓) | * Certificate IV in Training and VOC * Other VOC qualification: \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ * Completed the John Holland VOC Verifier Training | | |

## Subject Matter Expert (SME may also be the VOC Verifier)

|  |  |
| --- | --- |
| SME Name |  |
| SME Qualifications & Experience:  (at least one must be ticked ✓) | * Unit of Competency / Licence\_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ * Statement of attainment or other equivalent unit * Other qualifications (relevant): \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ * Current/Relevant experience: \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ |

## VOC Results

|  |  |
| --- | --- |
| Competency of the applicant can be verified on the date of this VOC? | * **Yes** * **No 🡪 Provide recommendation or next steps:** |
| Further VOC required? | 🞏 No 🞏 Yes 🡪 date scheduled: |
| Applicant Signature: |  |
| SME Signature: |  |
| VOC Verifier Signature: |  |
| Other comments: |  |

## Additional VOC Result (only if required)

**This section should only be completed** where further VOC was determined as appropriate by the SME due to one of the following circumstances:

* Result (as shown above) was unable to verify competency and further verification for parts or all of the criteria is appropriate; or
* Changes to the high risk work or plant operation that was not previously verified such as changes to; workplace conditions; the way in which the plant or equipment is being used (i.e. attachments or configurations etc.); or
* The applicant was previously verified as competent using a particular make or model and is now required to operate a different make or model. The SME must have assessed both items of plant and determined they are so similar in operation that it is appropriate to customise the original VOC to verify competency for the additional item of plant rather than conduct a separate VOC. Where the SME determines that there are fundamental differences in makes / models i.e. (i.e. controls, configuration etc.) a separate VOC must be conducted.

|  |  |  |  |
| --- | --- | --- | --- |
| Date of VOC |  | | |
| Location of VOC |  | | |
| Plant Make |  | Plant Model |  |
| Attachments (if applicable) |  | | |
| Competency of the applicant can be verified on the date of this VOC? | * **Yes** * **No 🡪 Provide recommendation or next steps:** | | |
| Applicant Signature: |  | | |
| SME Signature: |  | | |
| VOC Verifier Signature: |  | | |

## Verification of Competency

## All sections must be completed where a question or task is asked.

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| --- | --- | --- | --- | --- |
| **Prerequisites (must be completed before continuing with the VOC)** | | **Y** | **N** | **NA** |
| **Mandatory prerequisite** | | | | |
| **🗎** | Valid driver’s licence |  |  |  |
| **In addition to the above, at least one of the following must be verified:** | | | | |
| **🗎** | Licence/Ticket/Certificate = LD: Licence no: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Expiry date: \_\_\_\_\_\_\_ |  |  |  |
| **🗎** | Statement of Attainment = Conduct dump truck operations or other equivalent qualification: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |
| **🗎** | Log book with at least 100 hours of operation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |
| **🗎** | [Letter of Confirmation of Experience](http://ims.jhg.com.au/viewdocument.aspx?doc=JH-FRM-PAE-005-31&newtab=true) from an employer verifying experience: \_\_\_\_\_\_\_\_\_\_ |  |  |  |
|  |  |  |  |  |
| **Plan Work** | | **Y** | **N** | **NA** |
| **?** | **What hazards would you look for/avoid to establish the most appropriate haul route for loads**  Suggested answer/s: Sloping, soft or rough terrain, inclines and declines, obstructions such as boggy ground, rocks and underground services |  |  |  |
| **?** | **Before hauling loads, what action would you take with a rutted, rough or pitted hauling route?**  Suggested answer/s: Have hauling route levelled with a grader or dozer |  |  |  |
| **?** | **Why should travelling across sloping ground be avoided where possible?**  Suggested answer/s: There is a greater risk of the machine overturning when travelling across hills/slopes |  |  |  |
| **?** | **How should the flow of road traffic be controlled where signs and barricades are considered inadequate to control a potential hazard?**  Suggested answer/s: By a qualified traffic controller |  |  |  |
| **?** | **What is the danger of travelling near the edge of the fill/haul road or loading area?**  Suggested answer/s: The edge may collapse. Dump truck could tip or roll over |  |  |  |
| **?** | **Why must the operator remain in the cabin of the dump truck being loaded?**  Suggested answer/s: For their own safety, so the loading equipment operator knows of his location and so the operators can continue to communicate by radio. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **On site, can the Operator identify all of the following hazards?**  🞏 Power lines 🞏 Underground services 🞏 other personnel / machinery  🞏 soft / uneven surfaces 🞏 Other obstructions 🞏 inclines / declines |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Did the Operator ensure suitable barriers and exclusion zone are in place around operating area?** |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Did the Operator assess the suitability of the Dump truck taking into account the task to be performed and the environment?** |  |  |  |
|  |  |  |  |  |
| **Conduct Routine Checks** | | **Y** | **N** | **NA** |
| **?** | **What controls would you test to ensure the truck can be slowed and stopped?**  Suggested answer/s: The retarder and braking control levers |  |  |  |
| **?** | **When should machine checks and inspections be conducted by the operator?**  Suggested answer/s: Daily before use. |  |  |  |
| **?** | **If an inspection has to be performed under a raised body or a crush point area, what precautions should you take?**  Suggested answer/”: Engage lock out devices to prevent any striking or crushing injuries. |  |  |  |
| **?** | **Why shouldn’t tyres be checked while they are still hot?**  Suggested answer/s: The pressure in the tyres would be increased by the heat |  |  |  |
| **?** | **What action would you take with damage and defects found on the machine?**  Suggested answer/s: Report the damage and defects to authorised personnel and ensure safety is not jeopardised. Tag machine out of service if required. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **During routine inspections, did the operator check the following?**  🞏 Safety features and alarms: condition and operational 🞏 Tyres/wheels: condition  🞏 Hydraulics and fluids: levels and leaks 🞏 Hoist Ram: condition  🞏 Controls and gauges: operating normally and labelled 🞏 Body/tray: wear / damage  🞏 Mirror and visual aids: condition and position 🞏 Cabin/chassis: damage  🞏 Radio (if fitted): operational and reception 🞏 Condition of access (steps) |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Could the Operator identify the location for all of the following documentation?**  🞏 Dump Truck prestart book 🞏 Operators Manual  🞏 Company/site Procedures 🞏 TRA/PHA |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Has the operator done the following? (tick ✓ all that apply)**  🞏 Read and signed onto TRA 🞏 Completed Start Card  🞏 Read and Signed onto PHA 🞏 Completed machine prestart |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **Setup Dump Truck and Prepare for Task** | |  |  |  |
| **?** | **What exclusion zone(s) should be established around Dump Truck operations?**  Suggested answer/s: physical barriers should be maintained around plant to reduce plant and people interface |  |  |  |
| **?** | **Why should the adjustment of seating positions and weight settings be made prior to commencing work?**  Suggested answer/s: To ensure the operator is comfortable and confident to operate the machine in that position. To ensure operators vision is not impaired. To enable the safe and ergonomically sound operation of the machine. |  |  |  |
| **?** | **What checks must be made in and around the tipping area?**  Suggested answer/s: The tipping area is clear of hazards and personnel, there are no overhead hazards, spotter is in place if required for reversing operations |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Could the Operator conduct a Risk Assessment for Loading / Unloading areas?** |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Did the Operator make satisfactory adjustments to seat, controls and systems?** |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Has the Operator demonstrated sufficient skills/knowledge of the appropriate site hazard controls for the task?** |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **Operate Machine** | | **Y** | **N** | **NA** |
| **?** | **What warning device should function on the dump truck to warn personnel that the truck is travelling in reverse?**  Suggested answer/s: A reverse warning device |  |  |  |
| **?** | **How would you determine if pre-start checks have been carried out?**  Suggested answer/s: By referring to the prestart book of the machine. |  |  |  |
| **?** | **Why shouldn’t the hydraulic oil storage tank be filled above the filled mark?**  Suggested answer/s: Space in the tank is needed for displacement in the system. |  |  |  |
| **?** | **What is the danger of slipping tyres on shale or rock?**  Suggested answer/s: The tyres may be cut and blowout |  |  |  |
| **?** | **What effect does fanning the brake control instead of a firm application of the brake control have on the air pressure for the brakes?**  Suggested answer/s: Fanning may exhaust the pressure faster than the compressor can replace it |  |  |  |
| **?** | **Would you coast the dump truck downhill?**  Suggested answer/s: No |  |  |  |
| **?** | **Why must the dump body be lowered before travelling?**  Suggested answer/s: if the body is raised, the truck would become unstable and may tip. A raised body also increase the risk of contracting overhead services. |  |  |  |
| **?** | **What should operator do if machine contacts power lines?**  Suggested answer/s: Remain in the truck, warn others to stay away, disconnect the truck from the power lines if possible, notify the Supervisor and electrical authority and ask to disconnect power, report the incident to authorised personnel, truck to be reinspected prior to reuse. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **During operation, did the Operator do the following? (tick ✓ all that apply)**  🞏 Remain in cabin while loaded 🞏 Maintain safe following distance with other trucks  🞏 Travel at safe acceptable speeds 🞏 Avoid travelling across sloping grounds  🞏 Travel with dump body lowered 🞏 Give way to loaded dump trucks and scrapers  🞏 Check rear view mirrors before reversing |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **The Operator demonstrated skills to the project level requirements?** |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **The Operator was able to establish, monitor and maintain exclusion zones during works?** |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **The Operator achieved the required quality standards?** |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **The Operator could operate the plant in a controlled and fluent manner?** |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **The Operator demonstrated the attitude required for safety and procedural compliance?** |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **Shut Down Equipment** | | **Y** | **N** | **NA** |
| **?** | **Name three areas where you would not park the Dump Truck?**  Suggested answer/s: Access ways, near overhangs, refuelling sites, tidal or flood areas, adjacent to an excavation |  |  |  |
| **?** | **Where possible, what type of surface should be selected to park a dump truck on?**  Suggested answer/s: A level surface |  |  |  |
| **?** | **When leaving the truck, what should be done with the dump body?**  Suggested answer/s: The dump body lowered, or safety bars/props in place and machine to be tagged out if the body is to be left in a raised position. Keys must be removed. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **During shut down, were all of the following steps taken?**  🞏 Machine brought to a STOP 🞏 Communicate intentions via UHF  🞏 Neutral gear selected 🞏 Operator exists cabin of plant  🞏 Park brake applied 🞏 Engine turned off  🞏 Other (please specify) |  |  |  |
|  |  |  |  |  |

## The VOC is complete. Record results and retain records as required in the procedure.