## 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)
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| 1. **Before conducting the VOC ensure the following steps are completed:**
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| * **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.
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| 1. **Planning and customising the VOC**
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| * **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.
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| 1. **To verify competency, the following must be completed when undertaking the VOC:**
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| * **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.
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| 1. **Undertaking the VOC:**
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| * **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:

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| --- | --- | --- |
| **?** = 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.
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## 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
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## 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: \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ \_
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## 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **Prerequisites (must be completed before continuing with the VOC)** | **Y** | **N** | **NA** |
| **At least one of the following must be verified:** |
| **🗎** | Licence/Ticket/Certificate = LE: Licence no: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Expiry date: \_\_\_\_\_\_\_ |  |  |  |
| **🗎** | Statement of Attainment = Conduct excavator operations, conduct civil construction excavator operations, or equivalent unit of competency: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |
| **🗎** | Log book with at least 50 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: \_\_\_\_\_\_\_\_ |  |  |  |
|  |  |  |  |  |

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| **Plan Work** | **Y** | **N** | **NA** |
| **?** | **How would an operator evaluate and select appropriate attachments for the task?**Suggested answer/s: Refer to operators manual to see what attachments are compatible with the machine, what the load capacity is, whether the lifting capacity is limited by the capacity of the hydraulic system, understand what the most appropriate attachment is for the task, understand how to attach and secure it. |  |  |  |
| **?** | **What underground services would you check for before starting to excavate? How would you confirm the location of the services?**Suggested answer/s: Check for power, telephone, gas, water, sewer, drainage, fibre optic. This would be confirmed using the DBYD, GFIS or other service identification plans |  |  |  |
| **?** | **Name two methods that should be used to prevent a collapse of a trench or excavation?**Suggested answer/s: Benching, battering or shoring. |  |  |  |
| **?** | **When would you be required to shore an excavation?**Suggested answer/s: When the excavation is greater than 1.5m in depth or when the ground is not self-supporting. |  |  |  |
| **?** | **Why is it important to keep the floor plates free from oil, grease and tools?**Suggested answer/s: To prevent the foot plates from becoming slippery and causing the operator to slip when mounting or dismounting. To prevent the tools from fouling controls. |  |  |  |
| **?** | **How would you find out the safe working distance around power lines in your work area?**Suggested answer/s: Refer to the Australian Standards and the electrical regulator in your area |  |  |  |
| **?** | **What must be provided on an excavator before it is used as a crane?**Suggested answer/s: The attachment must be an approved closed eye attachment; the SWL must be clearly displayed at all lifting points; the load must be within the machines rated capacity; all warning devices must be in place and operational; the excavator must also be fitting with burst protection valves. The operator must be qualified to perform the lift. |  |  |  |
| **?** | **How does increasing the load centre affect the capacity of an excavator?**Suggested answer/s: It reduces the lifting capacity of the excavator. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **During a pre-operational site inspection, what site hazards could be identified? (tick ✓ all that apply)**🞏 Overhead services 🞏 Other equipment 🞏 Personnel 🞏 Dangerous materials 🞏 Obstructions 🞏 Other hazards |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Did the Operator ensure suitable barriers and exclusion zones 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 Excavator taking into account the task to be performed and the environment?** |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **Conduct Routine Checks** | **Y** | **N** | **NA** |
| **?** | **What actions are required if a routine check found excessive wear in the power arms and connections that made the excavator dangerous to operate?**Suggested answer/s: Inform the Supervisor/authorised person, tag equipment out of service and refrain from operating the excavator until repairs have been carried out. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **During routine inspections and pre-operational checks, did the operator check for the following? (tick ✓ all that apply)**🞏 Safety features and alarms: condition and operation 🞏 Tracks/wheels: condition 🞏 Hydraulic and fluid: levels and leaks 🞏 GET+ Attachments: condition🞏 Controls and gauges: operating normally and labelled 🞏 Hitches/linkages: condition 🞏 Mirrors and visual aids: condition and position 🞏 Body damage 🞏 Radio (if fitted): operational and reception 🞏 Condition of access (steps🞏 Other (please specify) : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  |  |  |  |
| 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 a machine prestart  |  |  |  |
|  |  |  |  |  |
| **Setup Excavator and prepare for the Task** |  |  |  |
| **?** | **What exclusion zone(s) should be established around excavator operations?**Suggested answer/s: physical barriers should be maintained around plant to reduce plant and people interface |  |  |  |
| **?** | **Why should 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. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Did the Operator fit attachment(s) and correctly secure them using the safety mechanism?** |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Did the Operator make satisfactory adjustments to the seat, controls and system?** |  |  |  |
| 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 attachments for the task?** |  |  |  |
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|  |  |  |  |  |
| **Operate Machine** | **Y** | **N** | **NA** |
| **?** | **Why are you not allowed to hoist persons with the excavator bucket?**Suggested answer/s: The machine is not designed for this purpose and it is against all safe operating procedures. |  |  |  |
| **?** | **What precautions would you take if a person were in a trench while you are lowering pipes into the trench?**Suggested answer/s: Ensure the person is not under the load and is well clear of either end of the pipe; make sure you are lowering the pipes in a location where the trench will not collapse. |  |  |  |
| **?** | **Why are you not allowed to attach slings to the teeth of a bucket**Suggested answer/s: The teeth may break, which can cause the load to fall potentially injuring someone or damaging the load. The quick hitch could fail and the bucket could fall off. Slinging loads this way is also against regulations as the attachment point must be an approved closed eye lifting point. |  |  |  |
| **?** | **What effect would operating on soft or uneven ground have on the load capacity of the loader?**Suggested answer/s: It increases the risk of the machine tipping over. It would reduce the load that could be raise and safely carried. |  |  |  |
| **?** | **How would you establish the load that can be safely lifted by an excavator?**Suggested answer/s: Initially, you must determine the weight of the item if unknown and then refer to the load chart on the excavator to establish if the load can be lifted safely. |  |  |  |
| **?** | **How would you dismount a machine that contacted live power lines?**Suggested answer/s: Jump well clear ensuring you do not make contact with the ground and machine at the same time. Hop or shuffle out of the affected area |  |  |  |
| **?** | **What must be provided on an excavator to attach slings so that the excavator may be used as a crane?**Suggested answer/s: A specifically designed and approved lifting lug |  |  |  |
| **?** | **Before reversing a machine what precautions should be taken?**Suggested answer/s: Look back over both shoulders to ensure the path of travel is clear. Utilise the reverse beeper / motion alarm which must be fitted to the machine. |  |  |  |
| **?** | **What are the dangers of driving the excavator close to the edge of an excavation?**Suggested answer/s: The excavator could collapse causing the excavator to overturn or to fall into the excavation. |  |  |  |
| **?** | **How far must people be kept away from the excavator when it is digging?**Suggested answer/s: At least the operating radius of the machine. |  |  |  |
| **?** | **Is it permissible for loads to be slewed over the cabin of the truck being loaded? Explain your answer.**Suggested answer/s: No. The driver of the truck may be in the cabin and in the event of an accident the bucket could strike the cabin, or the load could be dropped on the cabin. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Could the Operator identify the following hand signals?**🞏 Stop 🞏 Boom up/down 🞏 Slew right/left 🞏 Travel/traverse |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **During Operation and load shifting, did the operator do all the following?**🞏 Select correct controls 🞏 Operate at a safe speed 🞏 Ensure clear direction of travel 🞏 Travel with bucket low 🞏 Ensure turntable is level 🞏 Place loads to avoid causing hazard 🞏 Smoothly operate controls  |  |  |  |
| 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 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 achieved the required quality standards?** |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **Shut Down Equipment** | **Y** | **N** | **NA** |
| **?** | **What post-operational checks should the Operator conduct on the machine?**Suggested answer/s: Check the structure and equipment for defects and wear and fuel. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **During shut down of the Excavator, did the Operator do the following**🞏 Machine set to ‘SLOW’ speed 🞏 Control lockout lever engaged 🞏 GET/Attachment lowered to ground 🞏 Operator exits cabin of plant🞏 Park brake applied 🞏 Engine turned off🞏 Other (please specify) 🞏 Remove keys  |  |  |  |
|  |  |  |  |  |

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