## 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:** | |
| * **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; 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 they will be required to be 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)

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

## VOC Details

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| --- | --- | --- | --- |
| 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)

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| --- | --- | --- | --- |
| 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)

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| 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

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| --- | --- |
| 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.

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| --- | --- | --- | --- |
| 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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| **Prerequisite (must be completed before continuing with the VOC)** | | **Y** | **N** | **NA** |
| **The following is a prerequisite and must be verified:** | | | | |
| **🗎** | High Risk Work Licence = LF: Licence no: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Expiry date: \_\_\_\_\_\_\_ |  |  |  |
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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. |  |  |  |
| **?** | **List 5 hazards that would be common in your workplace for a forklift.**  Suggested answer/s: Power lines, trees, overhead / underground services, surrounding structures, dangerous materials, other personnel, soft/uneven ground, other machinery |  |  |  |
| **?** | **What function does a load backrest (load guard) perform on a forklift?**  Suggested answer/s: The backrest stops the load from fouling the mast and prevents the load falling onto the operator |  |  |  |
| **?** | **What type of forklift should be selected for working on rough or unstable terrain?**  Suggested answer/s: A four wheel drive or rough terrain forklift |  |  |  |
| **?** | **When travelling with a large load that obscures your vision, what precautions should you take**  Suggested answer/s: Only operate the machine with a spotter present. Prior to moving, ensure there are no hazards or personnel in the area. Operate at a slow speed following the spotter’s directions. |  |  |  |
| **?** | **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 |  |  |  |
| **?** | **May a load be carried by only one fork arm of a forklift? Explain your answer**  Suggested answer/s: No. The fork arm carrying the load may become overstressed and the lateral stability of the forklift will be compromised. |  |  |  |
| **?** | **What is meant by “rated capacity” in relation to a forklift?**  Suggested answer/s: It is the maximum load that a forklift is designed to carry at a specified load elevation at a specific load centre distance, SWL |  |  |  |
|  |  |  |  |  |
| **Conduct Routine Checks** | | **Y** | **N** | **NA** |
| **?** | **What precautions should the operator take when operating the forklift on wet and slippery surfaces?**  Suggested answer/s: Reduce travelling speed and proceed with caution. Turn corners slowly and drive in a manner consistent with the operating surface. |  |  |  |
| **?** | **What checks must be made before using an attachment on a forklift?**  Suggested answer/s: The attachment must be appropriate for the machine being used and the load being lifted. It must be attached to the forklift with a suitable locking device. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Can the Operator identify the location of the following documentation**  🞏 Log book 🞏 Operators Manual  🞏 Company/site Procedures 🞏 TRA/ PHA |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Can the Operator demonstrate what pre-operational checks would be made prior to starting the machine? Did they include 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 🞏 Body damage  🞏 Mirrors and visual aids: condition and position 🞏 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 |  |  |  |
|  |  |  |  |  |
| **Operate Forklift** | | **Y** | **N** | **NA** |
| **?** | **When operating a forklift, why is it dangerous to turn a corner with the load raised?**  Suggested answer/s: Lateral stability is affected and the forklift could topple over |  |  |  |
| **?** | **When travelling, at what height should the load and forks be?**  Suggested answer/s: Approximately axle height or an appropriate distance from the operating surface |  |  |  |
| **?** | **What would you do if you noticed a badly damaged pallet supporting a load?**  Suggested answer/s: The load should not be lifted. The load should be removed and restacked on an undamaged pallet. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **During operation, did the Operator do all of the following?**  🞏 Select correct controls 🞏 Operate at a safe speed  🞏 Ensure clear direction of travel 🞏 Travel with forks 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 achieved the required quality standards?** |  |  |  |
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| **Shut Down Forklift** | | **Y** | **N** | **NA** |
| **?** | **When leaving a forklift, what should be done with the raised attachment?**  Suggested answer/s: The attachment is to be lowered and engaged with the ground. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **During shut down of the forklift, did the Operator do all of the following?**  🞏 Machine set to ‘SLOW’ speed  🞏 GET/Attachment lowered to ground 🞏 Operator exits cabin of plant  🞏 Park brake applied 🞏 Engine turned off  🞏 Other (please specify) 🞏 Remove keys |  |  |  |
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## The VOC is complete. Record results and retain records as required in the procedure.