## 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.
 |
| 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 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:**
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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:

|  |  |  |
| --- | --- | --- |
| **?** = 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 to be used (If applicable)*e.g. auger, post hole digger, forklift tines etc.* |  |

## 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.

|  |  |  |  |
| --- | --- | --- | --- |
| **Prerequisites (must be completed before continuing with the VOC)** | **Y** | **N** | **NA** |
| **At least one of the following must be verified:** |
| **🗎** | Licence/Ticket/Certificate = LL: Licence no: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Expiry date: \_\_\_\_\_\_\_ |  |  |  |
| **🗎** | Statement of Attainment = Conduct front end loader operations or equivalent qualification: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |
| **🗎** | 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: \_\_\_\_\_\_\_\_\_\_ |  |  |  |
|  |  |  |  |  |
| **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 attachment 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. |  |  |  |
| **?** | **Name two methods that should be used to prevent the collapse of a trench or excavation?**Suggested answer/s: Shoring, battering, benching |  |  |  |
| **?** | **What should you do if the loader makes contact with power lines during operation?**Suggested answer/s: Stay calm, remain in seat, warn others to keep away, try to break contact by lowering the bucket, contact your supervisor and/or power authority to disconnect the power, if possible, do not climb out of the machine until power has been disconnected. |  |  |  |
| **?** | **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 |  |  |  |
| **?** | **Why is it dangerous to drive along the high side of a trench?**Suggested answer/s: The trench could cave in and cause the loader to overturn. |  |  |  |
| 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 has 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 Front End Loader taking into account the task to be performed and the environment?** |  |  |  |
|  |  |  |  |  |
| **Conduct Routine Checks** | **Y** | **N** | **NA** |
| **?** | **What precautions must be taken when inspecting under a raised bucket or inside the articulation area of the machine?**Suggested answer/s: Chocks, blocks or safety bars must be used to prevent the bucket from falling. All locks and hatched must be closed off and locked in the articulation area of the loader. |  |  |  |
| **?** | **What safety precautions should be taken when inflating tires fitted with demountable split rims?**Suggested answer/s: Do not stand in front of the wheel. Inflate tyre in a cage if available and ensure all split rim bolts are secure. |  |  |  |
| **?** | **Before excavating or any ground penetration, what controls should be established?**Suggested answer/s: Dial Before You Dig (GFIS or any other underground service plans), ensure all services in close proximity are accurately and physically identified, services protected and/or isolated as required, excavation and trenching permit approved. |  |  |  |
| 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 the following? (tick ✓ all that apply)**🞏 Safety features and alarms: condition / operation 🞏 Tyres/wheels: condition / operation🞏 Hydraulics and fluid: levels / leaks 🞏 GET+ Attachments: condition/operation🞏 Controls and gauges: operating / labelled 🞏 Hitches/linkages: condition / operation🞏 Mirrors and visual aids: condition / position 🞏 Body damage🞏 Radio (if fitted): operational / reception 🞏 Condition of access (steps/ladder)🞏 Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Could the operator locate or identify the following items? (tick ✓ all that apply)**🞏 Log Book 🞏 Operators Manual 🞏 Load Charts🞏 Start Card 🞏 PHA 🞏 TRA  |  |  |  |
| 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 Front End Loader and Prepare for Task** |  |  |  |
| **?** | **What exclusion zone(s) should be established around Front End Loader 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. |  |  |  |
| 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?** |  |  |  |
|  |  |  |  |  |
| **Operate Machine** | **Y** | **N** | **NA** |
| **?** | **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 also reduce the load that could be raised and safely carried. |  |  |  |
| **?** | **How high must the bucket be kept above the ground when driving forward?**Suggested answer/s: Only high enough to provide ground clearance at all times. |  |  |  |
| **?** | **How far away from an excavation must material be dumped?**Suggested answer/s: No closer than 1m with material coming to rest no closer than 0.5m from the excavation |  |  |  |
| **?** | **How would you determine the maximum weight that can be safely lifted with a front-end loader?**Suggested answer/s: By looking at the load chart |  |  |  |
| **?** | **What is the danger of loading a truck across a sloping surface?**Suggested answer/s: The loader could become unbalanced and tip over |  |  |  |
| **?** | **How would you dismount a machine that contacted live power where the machine could not be released or the power turned off?**Suggested answer/s: Jump well clear ensuring you do not make contact with the ground at the machine at the same time. Hop or shuffle out of the affected area |  |  |  |
| **?** | **During backfilling, what direction should the loader approach the trench?**Suggested answer/s: Square on with the trench (i.e. form a T with the trench) |  |  |  |
| **?** | **What is meant by the term “rated capacity” in relation to a front-end loader?**Suggested answer/s: It is the maximum load that a front-end loader is designed to carry at a specified load elevation at a specific load centre distance |  |  |  |
| **?** | **How does increasing the load centre affect the capacity of a front-end loader?**Suggested answer/s: Increasing the load centre distance reduces the lifting capacity on the equipment |  |  |  |
| 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 of the following?**🞏 Competently shift material 🞏 Operate at a safe speed 🞏 Ensure clear direction of travel 🞏 Travel with bucket low 🞏 Place loads to ensure stability 🞏 Place loads to avoid causing hazard 🞏 Smoothly operate controls 🞏 Use sufficient revs for work |  |  |  |
| 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 🞏 Boom down 🞏 Travel  |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **The Operator has demonstrated sufficient knowledge of Plant Risk Assessment?** |  |  |  |
| 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 demonstrated the attitude required for safety and procedural compliance?** |  |  |  |
| 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** |
| **?** | **Name three areas where you would not park the front-end loader?**Suggested answer/s: Access ways, near overhangs, refuelling site, tidal or flood areas, adjacent to an excavation. |  |  |  |
| **?** | **Where possible what type of surface should be selected to park the loader on?**Suggested answer/s: A level surface. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **During shut down of the Backhoe, did the Operator do all of the following?**🞏 Machine set to ‘SLOW’ speed 🞏 Neutral gear selected 🞏 GET / attachment lowered to ground 🞏 Operator exits cabin of plant 🞏 Park brake applied 🞏 Engine turned off 🞏 Other (please specify) |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **The Operator was able to effectively isolate the plant to prevent unauthorised / unexpected movement?** |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **The Operator left the plant in a position and location suitable to ensure site safety?** |  |  |  |
|  |  |  |  |  |

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