## 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; lifting 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:

|  |  |  |
| --- | --- | --- |
| **?** = 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
 |

## 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 = TMH: Licence no: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Expiry date: \_\_\_\_\_\_\_ |  |  |  |
| **🗎** | Statement of Attainment = Conduct telescopic material handling operations or an 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: \_\_\_\_\_\_\_\_\_ |  |  |  |
|  |  |  |  |  |
| **Plan Work** | **Y** | **N** | **NA** |
| **?** | **How would an operator evaluate and select appropriate attachments for the task?**Suggested answers: 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 types of hazards would you consider for incorporation into your TRA?**Suggested answer/s: Power lines, trees, overhead services, surrounding structures, dangerous materials, underground/overhead services, recently filled trenches, other equipment |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Has the Operator ensured 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 Telescopic Material Handler taking into account the task to be performed and the environment?** |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **Conduct Routine Checks** | **Y** | **N** | **NA** |
| **?** | **If you found a defect in one of the main controls that would place the Telehandler/personnel at risk, what would you do?**Suggested answer/s: Secure the area and machine and report to an authorised person. Display an out of service tag on the machine if required. |  |  |  |
| **?** | **Why is undertaking a plant manufacturer-specific prestart check important?**Suggested answer/s: The prestart check helps to identify defects and maintenance required prior to starting the machine; this will reduce the risk of equipment failure during operation. |  |  |  |
| **?** | **When should you conduct a prestart check?**Suggested answer/s: Daily, before use. |  |  |  |
| 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 🞏 TRA 🞏 Start Card 🞏 PHA |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Did the operator check the following items before starting the machine? (tick ✓ all that apply)**🞏 Safety features and alarms: condition / operation 🞏 Tyres/wheels: alignment / condition 🞏 Hydraulics and fluid: levels / leaks 🞏 GET+attachments: condition/security🞏 Controls and gauges: operating normally/labelled 🞏 Load characteristics / weights🞏 Mirrors and visual aids: condition / position 🞏 Body damage🞏 Radio (if fitted): operational and reception 🞏 Condition of access (ladders / steps)🞏 Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Once the engine started, did the Operator check the throttle control, the air pressure gauge and confirm the LMI is working?** |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Can the Operator locate/operate the following functions in the telehandler cabin? (tick ✓ all that apply)**🞏 Seat adjustment 🞏 Boom elevation 🞏 Load moment indicator/limiter🞏 Accelerator 🞏 Horn 🞏 Telescoping lever 🞏 Tilt |  |  |  |
| 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 |  |  |  |
|  |  |  |  |  |
| **Set up Telescopic Material Handler and prepare for task** | **Y** | **N** | **NA** |
| ? | **Why must the telehandler be set up level (where applicable)?**Suggested answer/s: Radius increases for the same boom angle. Additional side loading on boom to ensure forks are not misaligned. |  |  |  |
| ? | **If the ground in the set up area is soft or wet, what steps can be taken to improve the load distribution of the machine?**Suggested answer/s: Steel plates, mats on timber pads or even concrete rafts will assist in distributing loads under the telehandler. |  |  |  |
| ? | **The telehandler is to be set up on a level, clear site adjoining a four storey building. You are aware that the building has two floors of car park below ground level, what hazard can arise when working close to the building?**Suggested answer/s: It should be obvious that the ground abutting the outer wall of the building has been filled, whether it has been compacted is unknown. There is a good chance that the telehandler will overturn or even crack the wall in the underground carpark. |  |  |  |
| ? | **What exclusion zone(s) should be established around Telehandler 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** |
| **?** | **List four essential actions which must be followed if the telehandler was to come into contact with power lines.**Suggested answer/s: Tell all personnel to stay away, remain in the machine, disconnect the machine from the power lines if possible, notify the electrical authority and ask to disconnect the power, report the incident to authorised personnel. |  |  |  |
| **?** | **Explain the requirements that would permit you to lift personnel with the machine**Suggested answer/s: Any requirements specified by telehandler manufacturer, any requirements covered by workplace conditions, any requirements specified by state authorities, in accordance with the relevant Australian Standards |  |  |  |
| **?** | **Are you permitted to allow a person to ride upon the lifting attachment?**Suggested answer/s: No, unless a person is secured in a suspended workbox which meets all necessary requirements. |  |  |  |
| **?** | **Can you use the jib of a telehandler as a ladder to access a worksite or as a work platform?**Suggested answer/s: Under no circumstances can the jib of a telehandler be used as a method of access, or as a work platform as it is against regulations and is unsafe. |  |  |  |
| **?** | **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 is the maximum wind speed your telehandler can work in?**Suggested answer/s: As per the load chart/manufacturers specification for the particular telehandler and its configuration |  |  |  |
| **?** | **How close to the ground would you keep the load when moving?**Suggested answer/s: As close as practical. |  |  |  |
| **?** | **As an operator what should you constantly monitor during load shifting operations?**Suggested answer/: Unauthorised access to work area, load position and security, directions/instructions from any dogger/spotter, plant fault warning systems. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Can the operator demonstrate the following functions?**🞏 Secure loads 🞏 travel with load 🞏 Telescope boom🞏 Load slung correctly 🞏 Tilt loads 🞏 Interpret signals correctly🞏 Conduct trial lift 🞏 Luff up/down loads 🞏 Smooth movements |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Can the Operator demonstrate the following hand signals?**🞏 Tilt 🞏 Boom down/up 🞏 Creep speed 🞏 Slew left/right 🞏 Boom in/out 🞏 Stop |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **The Operator was able to demonstrate control of the plant during works?** |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **The Operator maintained plant stability and positioning during works?** |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Did the Operator demonstrate sufficient knowledge of SWL and Load Chart limits at a given radius?** |  |  |  |
| 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 and Secure Crane** | **Y** | **N** | **NA** |
| **?** | **Can any load remain suspended from the tines following shut down or when the telehandler is left unattended?**Suggested answer/s: No, loads should be detached from the machine prior to shut down. If during the course of a lift the telehandler driver must leave the controls, the load should be placed on the ground and telehandler shut down in the prescribed manner.  |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Could the Operator demonstrate all of the following sequence of events involved in shutting down the telehandler in accordance with all established procedures?**🞏 Machine brought to a STOP 🞏 Control lockout lever engaged🞏 Load / 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 | **Was the Operator 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 was able to leave 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.