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

|  |  |
| --- | --- |
| SME Name  |  |
| SME Qualifications & Experience: | * 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** |
| **The following must be verified:** |
| **🗎** | Licence/Ticket/Certificate = CV: Licence no: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Expiry date: \_\_\_\_\_\_\_ |  |  |  |
|  |  |  |  |  |
| **Plan Work** | **Y** | **N** | **NA** |
| **?** | **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 |  |  |  |
| **?** | **List 5 methods of reducing hazards on site.**Suggested answer/s: Wear PPE, erect warning barriers, erect signage, traffic control, ensure good lighting |  |  |  |
| **?** | **What could flaking paintwork indicate on the boom, especially at welded intersection?**Suggested answer/s: Possible overstressing of the boom, caused by over load or a weld defect |  |  |  |
|  |  |  |  |  |
| **Conduct Routine Checks** | **Y** | **N** | **NA** |
| **?** | **If you found a defect in one of the main controls that would place the Crane/personnel at risk, what would you do?**Suggested answer/s: Secure area and the machine and report to an authorised person. Tag the machine out of service if required. |  |  |  |
| **?** | **Why should the maintenance service logbook be used?**Suggested answer/s: To record an accurate account of all service, maintenance and repairs |  |  |  |
| 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 and operation 🞏 Tyre: condition 🞏 Hydraulic and fluid: levels and leaks 🞏 Crane attachment: condition🞏 Ropes/wires/anchorages/splices: condition 🞏 Rope drums (where relevant) 🞏 Stabilisers and packing: condition 🞏 Lifting hook🞏 Mirrors and visual aids: condition and position 🞏 Radio (if fitted)🞏 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 🞏 TRA 🞏 Start Card 🞏 PHA |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Can the operator demonstrate all of the following correct start up in line with the procedure?** 🞏 Maintain 3 points of contact when entering 🞏 Seat belt secured 🞏 Apply park brake 🞏 Ignition turned and engine started🞏 Identify all controls and state their function 🞏 Demonstrate the testing of stabiliser legs |  |  |  |
| 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 and the air pressure gauge?** |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Can the Operator locate all of the following functions in the vehicle loading crane?**🞏 1st boom raise/lower 🞏 2nd boom raise/lower 🞏 Accelerator🞏 Winch hoist raise lower 🞏 Slew lever 🞏 Load moment indicator 🞏 Horn |  |  |  |
| 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 Crane** | **Y** | **N** | **NA** |
| ? | **How would you make sure the crane is set up level?**Suggested answer/s: Using the bubble level indicator or spirit level |  |  |  |
| ? | **If the stabiliser footplates sink into the ground or surface, what has the operator failed to do prior to commencing work?**Suggested answer/s: Failed to properly assess site hazards. Failed to identify unstable soil. Failed to use packing under stabiliser to distribute load over larger area. |  |  |  |
| ? | **Give 3 different ways in which the mass (weight) of a “load” can be determined?**Suggested answer/s: Delivery dockets, the manufacturers information, weight may appear on the load itself, calculate. |  |  |  |
| ? | **Who is responsible for checking all lifting gear, e.g. chains and slings?**Suggested answer/s: The crane operator, or person dogging the load or rigger if available |  |  |  |
| ? | **What factors should be considered when using tag lines? Give 4 examples**Suggested answer/s: Weather conditions, electrical hazards, any tag line changeovers, ensure line is not fouled, tag lines should be held correctly. |  |  |  |
| ? | **If the load does not arrive to site pre slung, what qualifications must you have to sling the load?**Suggested answer/s: The operator must be a qualified Dogger to sling a load |  |  |  |
| ? | **What document would be used to identify the operating zone of the crane? (e.g. over the rear)**Suggested answer/s:. On the cranes load chart, i.e. quadrants of operation or working zones chart. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Can the Operator demonstrate the following crane set up (horizontal alignment)? (tick ✓ all that apply)**🞏 The position of the vehicle is satisfactory in relation to the task🞏 Apply vehicle parking brake 🞏 Vehicle gear lever in neutral🞏 Other controls as per vehicle manufacturers instructions ie, throttle control instruments🞏 Hydraulic pump engaged 🞏 Stabilisers, extended and set up as per manufacturer’s specification🞏 Correct packing under stabiliser🞏 Slew lock disconnected🞏 Warning systems/devices  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **Operate Crane** | **Y** | **N** | **NA** |
| **?** | **When operating a crane in a busy city street, what hazards need to be considered?**Suggested answer/s: Underground services, correct packing is used under stabilisers, members of the public and vehicle traffic are not exposed to danger and employees are not exposed to vehicle traffic, clearance for overhead obstructions.  |  |  |  |
| **?** | **List four essential actions which must be followed if the crane was to come into contact with power lines.**Suggested answer/s: Keep all personnel away from the area, disconnect the machine from the power lines if possible, notify your Supervisor and the electrical authority and ask to disconnect the power, report the incident to authorised personnel. Have vehicle inspected prior to reuse. |  |  |  |
| **?** | **On a vehicle where the crane is mounted directly behind the cabin, are you permitted to lift a load from a position in front of the vehicle then slew to the side?**Suggested answer/s: In accordance with the load chart as it may be a de-rated area. |  |  |  |
| **?** | **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. |  |  |  |
| **?** | **Are you permitted to exceed the SWL at a given radius on the chart?**Suggested answer/s: No, never. |  |  |  |
| **?** | **A dogger puts a hand on the hook and received an electric shock. What would be your initial action and what would you do to ensure the hazard is investigated?**Suggested answer/s: If possible, lift the hook clear of the dogger to break contact with the earth. Follow relevant first aid procedures as required and seek medical assistance. Report the hazard to appropriate personnel/Management. Have crane inspected prior to reuse |  |  |  |
| **?** | **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 electrical regulator in your area |  |  |  |
| **?** | **When the load is suspended just clear of the lifting plane, what observations and checks need to be made?**Suggested answer/s: The load is correctly slung. All crane equipment is functioning correctly. Stabiliser footing secure. |  |  |  |
| **?** | **State the reasons why you are not permitted to drag or snig a load?**Suggested answer/s: This could cause structural damage to the crane by exceeding the SWL of crane. It could cause the load to swing and/or load to topple over. |  |  |  |
| **?** | **What should you do if whilst lifting, the stabiliser starts to sink in soft ground?**Suggested answer/s: Put the load down and increase the area of packing under the stabiliser or relocate crane to firmer ground. |  |  |  |
| **?** | **Looking at a crane load chart, what is meant by the term “operating radius”?**Suggested answer/s: The distance of the hook from a known point on the crane at which a crane can operate safety with a known load. |  |  |  |
| **?** | **State 3 essential items of information you would expect to obtain from a load chart?**Suggested answer/s: Mass of hook block, winch line pull in tonnes or kilograms, SWL for a given crane configuration. |  |  |  |
| **?** | **If a heavy load is to be lifted, what precautions would you take to work within a given radius?**Suggested answer/s: Reduce the operating angle of the crane and allow for boom deflection |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **If VLC is controlled via remote, did the operator standing clear from any potential hazards/crush zones?** |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Does the operator control the load using smooth and confident movements?** |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Can the operator demonstrate all of the following functions?**🞏 Secure loads 🞏 Lift conforms with load chart 🞏 Slew load🞏 Load slung correctly 🞏 Hoist/lower loads 🞏 Interpret signals correctly🞏 Conduct trial lift 🞏 Luff up/down loads 🞏 Smooth movements🞏 Correct jib position 🞏 Telescope boom 🞏 Tag lines used🞏 Load paced on dunnage 🞏 Load unslung 🞏 Hook/slew boom raised to a safe position |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Can the Operator demonstrate the following hand signals?**🞏 Hoist up/down 🞏 Luff up/down 🞏 Stop🞏 Slew left/right 🞏 Telescope in/out 🞏 Creep |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
| **Shut Down and Secure Crane** | **Y** | **N** | **NA** |
| **?** | **Can any load remain suspended from the hook following shut down or when the crane is left unattended?**Suggested answer/s: No, loads should be removed from the hook prior to shut down. If during the course of a lift the crane driver must leave the controls, the load should be placed on the ground and crane 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 crane in accordance with all established procedures?**🞏 Stowe boom in accordance with the manufacturers specification🞏 Raise, retract and pin stabilisers 🞏 Stowe packing on vehicle🞏 Prepare for road travel 🞏 Disengage power take off🞏 Secure any load on vehicle 🞏 Secure hook as per specifications |  |  |  |
|  |  |  |  |  |

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