## 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) | |
|  |  |
| 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; 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. | |
| 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

|  |  |  |  |
| --- | --- | --- | --- |
| 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: | * 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.

|  |  |  |  |
| --- | --- | --- | --- |
| 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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| **Prerequisites (must be completed before continuing with the VOC)** | | **Y** | **N** | **NA** |
| **The following must be verified:** | | | | |
| **🗎** | Class “A” Ticket: Ticket no: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Refresher date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |  |
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| **Plan Work** | | **Y** | **N** | **NA** |
| **?** | **What types of hazards do you need to consider for your workplace?**  Suggested answer/s: Surrounding structures, dangerous materials, underground/overhead services, people, other equipment |  |  |  |
| **?** | **List 5 methods of controlling hazards on site.**  Suggested answer/s: Wear relevant PPE, erect warning barriers, erect signage, traffic and pedestrian control, ensure good lighting, identify all surrounding services. |  |  |  |
| **?** | **The Water Jetting System is required to set up in a busy suburban street to clean a manhole. What considerations must be given to public and traffic safety?**  Suggested answer/s: Erect barricading with adequate clearance around working area, ensure pedestrian access for public is still maintained, traffic control and road signage may be required. Refer to TRA. |  |  |  |
| **?** | **What precautions must be taken when working near overhead power lines?**  Suggested answer/s: Qualified spotters must be in place. Ensure that water jet is not aimed directly at energised conductors or live equipment. Follow lock out / tag out procedure. Ensure signage and barricading is to be erected. Never work closer than the minimum distance specified in AS2550 |  |  |  |
| **?** | **How would you find out the minimum safe working distance from the nozzle of the jetting/blasting gun?**  Suggested answer/s: Refer to the refer to the operator’s manual. |  |  |  |
| **?** | **What is the minimum safe distance for people other than the operator from the nozzle?**  Suggested answer/s: 5 metre exclusion zone and 10 metre barricaded area. |  |  |  |
| **?** | **Why is it important to keep all persons a safe distance away from the nozzle?**  Suggested answer/s: To eliminate the possibility of any person being struck by high pressure water. |  |  |  |
| **?** | **What sort of injuries could be caused by the high pressure water?**  Suggested answer/s: Amputations, lacerations, or injection injury. |  |  |  |
| **?** | **How often should hoses and couplings be inspected for wear and tear?**  Suggested answer/s: Daily as part of the prestart process and upon demobilisation. |  |  |  |
| **?** | **How do you know what pressure the system is operating at?**  Suggested answer/s: Check the pressure gauges. |  |  |  |
| **?** | **How would adjust the pressure of the pump?**  Suggested answer/s: As per the direction in the operators manual. |  |  |  |
| **?** | **How would you identify what PPE is required to operate the equipment?**  Suggested answer/s: Refer to the Task Risk Assessment. |  |  |  |
| **?** | **How would you protect yourself from the noise of the operation?**  Suggested answer/s: Wear Class 5 hearing protection. |  |  |  |
| **Conduct Routine Checks** | | **Y** | **N** | **NA** |
| **?** | **If you found a defect in one of the main controls that could place people at risk, what would you do?**  Suggested answer/s: Switch off the pump and depressurise the system, secure the area and report the issue to an authorised person. |  |  |  |
| **?** | **Which areas of hose are subjected to the most wear and why?**  Suggested answer/s: Where the hose is draped over objects, any area where it is on the work deck and at the gun coupling. |  |  |  |
| **?** | **What action would you take if you noticed a whip check was broken or missing?**  Suggested answer/s: Ensure that it is replaced before using the jetting machine |  |  |  |
| **?** | **Can you operate the jetting/blasting machine if there is damage to a whip check, or a whip check is missing?**  Suggested answer/s: No |  |  |  |
| **?** | **What action would you take if a hose coupling was damaged? Can the pump be used with a damaged coupling?**  Suggested answer/s: Report the damage and replace the coupling/hose. The pump cannot be used with damaged couplings. |  |  |  |
| **?** | **What action would you take if a hose showed signs of wear or damage?**  Suggested answer/s: Risk assess the wear if necessary remove the hose from service and tag it out so it cannot be accidentally put back into service. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Can the operator demonstrate pre-start checks that should be made? (tick ✓ all that apply)**  🞏 Visual motor check 🞏 Fluid levels 🞏 Visual pump check  🞏 Any structural damage 🞏 Battery  🞏 Hoses and couplings 🞏 Whip checks fitted  🞏 Valves, gauges and controls in good condition. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Could the Operator identify the controls and explain their use?** |  |  |  |
| 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 the machine log book |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Did the operator check the log book to confirm service history and ensure there is no reported damage?** |  |  |  |
| **Set up Pump** | | **Y** | **N** | **NA** |
| **?** | **You are required to pressure wash on a buttress wall beneath a bridge and the pump needs to be set up on the bridge. What considerations must be taken?**  Suggested answer/s: Traffic and pedestrian controls in place, and appropriate communication system is in place. |  |  |  |
| **?** | **What steps could you take if the ground the pump is to be set up on is soft or wet?**  Suggested answer/s: Steel plates, bog mats, timber pads or concrete rafts |  |  |  |
| **?** | **How would you check that the hoses are secured correctly to the pump and gun?**  Suggested answer/s: By visually inspecting each of the individual connections, which attach the hoses to the pump and gun. Check the whip checks at the same time. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Can the Operator locate or identify the location of all the following documentation?**  🞏 Operators Manual 🞏 Company/Site Procedures 🞏 TRA/PHA  🞏 Pump log book checked to ensure all service requirements have been met |  |  |  |
|  |  |  |  |  |
| **Operate High Pressure Unit** | | **Y** | **N** | **NA** |
| **?** | **What would you do if the hose remains pressurised after the pump has been switched off?**  Suggested answer/s: Activate the trigger, or dump valve to depressurise the hose. |  |  |  |
| **?** | **Are you permitted to allow a person within the 8 metre safety zone?**  Suggested answer/s: No, not unless all systems have been depressurised and it is safe to do so. |  |  |  |
| **?** | **What should the Operator do in case of a blocked nozzle?**  Suggested answer/s: Shut down the system, depressurise the hose and remove and clean or replace the nozzle. Restart the pump and increase the pressure slowly. |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Using the data plate, can the Operator explain all of the following?**  🞏 Maximum pressure set for the pump 🞏 Maximum pressure rating of the hose(s)  🞏 Maximum permissible hose length 🞏 Explain friction losss |  |  |  |
| C:\Users\kscott\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\BBFLIU1I\MC900078715[1].wmf | **Can the Operator demonstrate all of the following hand signals?**  🞏 Pressurise system 🞏 Raise the pressure  🞏 Reduce pressure 🞏 Depressurise system |  |  |  |
|  | **If the operator is out of sight of the pump attendant what is the best method of communication?**  Suggested answer/s: Two-way radio with dedicated channel, or intermediate persons to relay hand signals |  |  |  |
| **Shut Down and Dismantle** | | **Y** | **N** | **NA** |
| **?** | **Why is it important to shut down the pump and depressurise the system prior to carrying out maintenance or repair work on any part of the system?**  Suggested answer/s: To ensure that there are no moving parts or stored energy that could come into contact with and injure any personnel |  |  |  |
| **?** | **When not in use, how can you ensure that no unauthorised person can use the system?**  Suggested answer/s: Lock equipment and secure key if key start. |  |  |  |
| **?** | **What are the dangers of poor communications between the gun operator and assistants during works?**  Suggested answer/s: The pump can be activated causing the system to pressurise when the operator is not ready, which may result in injury. |  |  |  |
| **?** | **Outline the sequence of events during shut down**  Suggested answer/s: Switch off the pump, depressurise the system, remove the key from the ignition. |  |  |  |

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