

VERIFICATION OF COMPETENCY

The importance of verifying competency.

According to Safe Work Australia, it is now the legal responsibility of the employer to ensure that the skills of staff working onsite are up-to-date and compliant.

In January 2012, a new set of Workplace Health and Safety laws were introduced, putting more responsibility onto the employer to undertake 'all reasonably practicable measures to prevent the risk to health and safety occurring'*.

A licence or 'ticket' is no longer an adequate measure of a workers ability to perform their tasks and operate machinery in a manner compliant with regulations. In the unfortunate event there is an accident onsite, employers will be required to demonstrate that they took every reasonable step to ensure the competency of their workers. To ensure they are legally covered in this situation, more and more PCBU's are requiring workers to display their skills and knowledge before commencing work onsite.

A Verification of Competency (VOC) is a method of assessment that can be used to demonstrate a worker's ability to operate equipment and/or undertake the responsibilities of High Risk work roles.

*Source: Safe Work Australia.





VERIFICATION OF COMPETENCY

The current VOC process.

Most current VOC practices aim to verify the competency of operators to the superseded NOHSC standards and primarily exist to ensure that employers are legally compliant. While this process does provide some legal benefit to employers, it represents a substantial loss of opportunity to adequately train workers and ensure safety onsite. The current process is:

- Inconsistent, changing considerably from one site to the next.
- Not readily transportable across jurisdiction borders or between work sites.
- Extremely inefficient, as it requires face-to-face delivery which is fully dependent upon availability of suitable assessors on site.
- Very difficult for operators to prepare for, which results in poor outcomes.

Your Licence's unique VOC process.

Our Verification of Competency process is different. After spending many years training and assessing using these outdated methods, we recognised the need to make the process more efficient, relevant and consistent.

Following much research and development, Your Licence has created a unique approach to offering VOC using online technology, which complements the traditional face-to-face methods. Our process converts an expensive and inefficient drain on resources into an opportunity for businesses and individuals alike. We have done this by:

- Providing gap training to the latest industry standards, recognised across Australia.
- Using a mixture of online and face-to-face methods to create a 'blended' solution.
- · Reducing down time, resulting in greater productivity.
- · Recognising prior learning of each individual.
- Satisfying the legal requirements of EVERY regulator across Australia.

To address the gaps in workers knowledge from their initial Licence or Plant 'Ticket' assessment to current industry standards, we have created a range of free online training courses. Each course focuses on the detail of the job role, current industry standards and WH&S regulations, giving every individual a chance to update skills and knowledge before undertaking a VOC assessment.

Benefits of completing VOC with Your Licence:

- The process meets the legal requirements of the Regulators in every Australian jurisdiction, so the VOC certification can be nationally recognised.
- · Assessments are in line with current industry standard, not a superseded one.
- Gap training is provided as part of the process.
- Online assessments can be completed at any time and are not solely dependent on the availability of an assessor.
- · Operators can complete the majority of the assessments at their own pace.
- Access to a wide range of free learning resources allows workers to prepare for their assessment online, increasing their chance of achieving the required standard.
- Language and literacy assistance is available for those who need it, including resources available in languages other than English.
- Our process can be easily tailored to the requirements of the employer and the site.
- Customised assessment targets the specific knowledge that is required for each job role, rather than testing skills or information which will never be used in the field.
- For VOC assessments required to be conducted onsite, the operator arrives with the theory
 component and practical self-assessment completed, ready to show practical competency,
 so they can get to work sooner.
- Costs and resources required for VOC can be significantly reduced!



SAVE MONEY AND RESOURCES.

SAVE DOWN AND IDLE TIME.

SAVE DUPLICATION.

GET TO WORK FASTER!

GET TO WORK ONSITE FASTER

AN INDUSTRY FIRST, EXCLUSIVE TO YOUR LICENCE!

Enrol now and get to work immediately.

Operators who have not yet undertaken their VOC assessments can cause an issue for employers due to the legal implications if that worker is involved in an incident.

However, it is important to note that according to industry regulations, workers are allowed to carry out their normal duties onsite whilst undertaking their VOC, providing the risk is assessed and an appropriate level of supervision is exercised. This is a standard industry procedure during training and instruction, and is practiced across the country every day.

Enrolment with our affiliate accredited Registered Training Organisations (RTO) to complete a VOC is formal evidence of the intention to complete this certification. Once enrolled, the worker has 28 days to complete the process, unless there are extenuating circumstances.

If, during this time, the worker is involved in an incident, the PCBU/employer can use the proof of enrolment as evidence toward their legal responsibilities being addressed.



Update skills and knowledge of the job role, current industry standards and Workplace Health & Safety regulations.

Our range of free training courses offers a refresher course for workers intending to complete their VOC assessments in certain job roles.

These courses are accessible to anyone and can be completed online at your own pace, wherever the internet is accessible.



Online Training Courses from YourLicence.edu.au



VOC for High Risk Licence

- Dogging
- Scaffolding Forklift
- Hoist Operations
- Rigging

- Elevated Work Platform (EWP)
- Slewing Crane
- · Non-Slewing Crane
- Order Picking Forklift Truck
- · Vehicle Loading Crane

VOC for Earthmoving Plant

- Backhoe Loader
- Excavator
- Front End Loader
- Haul Truck
- Skid Steer Loader
- Telehandler

- Grader
- Dozer
- Roller
- Scraper
- Water Truck
- Tractor



- Complete Beginner's Guide to Dangerous Goods FREE!
- Air Awareness
- Road Awareness
- · Properties and Hazards
- Air Transport Lithium Batteries coming soon
- Sea Awareness coming soon
- Transport Safety coming soon



Specialist Courses

- Working at Heights Initial & Refresher Courses
- Scaffold Inspection FREE!
- · Site Audit FREE!

Public Safety

- · Maintain Safety at Incident Site Initial & Refresher Courses
- · Warden & Fire Extinguisher Initial & Refresher Courses

FREQUENTLY ASKED QUESTIONS

How is VOC conducted? What do I have to do?

There are two ways a VOC assessment can be conducted - the traditional way, which is more time consuming, expensive and offers the student little to no opportunity to undertake gap training, and the Your Licence way, designed to save you time, money and get you back to work faster!

1. Traditional Onsite VOC Assessments

Onsite VOC has been normally conducted on a face-to-face basis. An assessor conducts theory and practical assessments and makes a decision regarding competency based solely on that meeting.

The assessments are normally conducted against the old superseded NOHSC standard. The applicant has little opportunity to study or undertake gap training until after the assessment is completed, and this often involves considerable delays and stress if not successful at the first attempt.

This process is also dependent totally on the availability of an assessor – involving high cost and often long delays if the worksite is in a remote location.

To be involved in this process, the workers must turn up at a predetermined place and time as well prepared for the assessment as they can be, and sit a theory and a practical assessment. When they have successfully completed their assessments, they can go to work. If unsuccessful, they must then undertake the gap training required and be reassessed.

2. Your Licence's Unique Blended Approach

The unique VOC process developed by Your Licence involves a blended approach to the training process. This includes providing the operator free access to the largest library of online training material of this type in the country, so that they can update their knowledge about the subject.

The gap training (to the latest industry standard) is provided via online presentations or by traditional paper-based training manuals. Learning is entirely self-paced and can be completed and then assessed very quickly (without the need for an assessor to be onsite). Practical skills assessment may then be conducted via a range of options – onsite, prior to entry, at our training site (or another), etc. In some cases, an assessor may not be required to visit the site at all.

Before starting the assessment process, we recommend that operators access the paper based or online training material and refresh their knowledge of the subject. When they feel confident, informed and are ready, they can undertake the theory assessment. At the same time, they can be preparing for their practical self-assessment (Recognition of Prior Learning) information, gaining testimonials and references. This reduces the time considerably and is self-paced, so can be undertaken as quickly as required.

If the evidence provided is sufficient, factual, and can be substantiated, the operator may not have to undertake any further assessment (this may vary with some employers). The bottom line is this: operators are assessed when they are ready for it. It is not site or time specific or dependent upon the availability of an assessor, and can be done immediately if required.

What is Verification of Competency (VOC)?

Current industry regulations require employers and persons conducting a business undertaking (PCBU) to ensure their workers can clearly demonstrate their ability to perform the tasks related to their job role when plant is used.

A Verification of Competency (VOC) is a method of assessment that can be used to demonstrate a worker's ability to operate equipment and/or undertake the responsibilities of these roles. It is commonly used by employers during their pre-employment checks, site requirements and contract negotiations. In fact, a VOC is often required by employers before individuals are even allowed onsite.

Why do I need a Verification of Competency (VOC)?

Employers take their responsibilities very seriously, and often require workers to demonstrate competency in the tasks they are to perform before they are allowed to commence work onsite. This also applies to contractors and their employees operating plant and conducting high risk work.

Obtaining a VOC will allow an employee or contractor to demonstrate their abilities to perform the tasks and duties allocated in a certain job role, as well as their knowledge of current industry regulations and policies.

Our operators already have a licence or ticket – do they need a VOC assessment?

It should be noted that holding a licence or a Qualification Card does not necessarily infer competency, but is a pre-requisite to be eligible to undertake the assessment for a VOC.

Persons who have recently qualified for a licence, or received their "ticket" many years ago, may not be able to immediately verify their competency against the industry standard without some form of basic refresher training and assessment. An example of this shortfall may be demonstrating a sound knowledge of the current regulations governing the work they are required to do.

Your Licence has a range of free refresher courses available online that can be undertaken prior to completing your VOC assessment to ensure your knowledge is current. To view the course material and start your training, please visit yourlicence.edu.au and register for free. Once you have registered, we will email you a username and password and you can login to begin your training immediately.



FREQUENTLY ASKED QUESTIONS

Who can conduct VOC assessments?

VOC assessments should only be undertaken by trained, professional assessors, with an understanding of the requirements of the industry competency standards in the national training packages. Your Licence Pty Ltd works in conjunction with a Registered Training Organisation partner, AITAC Pty Ltd, and our partnership brings together two teams of professional, qualified assessors who can undertake VOC.

How can Your Licence deliver VOC's online?

After years of face-to-face training, we have developed a more streamlined and efficient process of delivering VOC training assessments. Using the latest technology, our Learning Management System allows participants to access training materials 24/7 wherever they can access the internet, making our online training delivery the most convenient and accessible way to do your training.

As the only online business in Australia currently able to do this, we are proud to be pioneering the way in the industry. Our registered training assessors provide a training matrix for each task or activity, have determined the general skills gaps and provide appropriate training resources. All of our training materials are mapped to the relevant units of competence and are backed and audited by our RTO training partner, AITAC, and we can also provide an individual company portal so businesses can gain unique access to their own data.

How do you ensure that the right person is actually completing the assessment?

We take the issue of fraud very seriously and have implemented stringent measures to ensure the accuracy of our assessments. We are happy to discuss and demonstrate these internationally accepted measures in detail to alleviate any concerns. Please feel free to contact us for more information.

Is the new Licensing standard the same as the latest Industry standard?

No. The Industry standards detail what an operator is expected to be able to competently perform on the job. The Licensing standards are the entry point to industry, and the minimum requirement to be met for the Regulators to issue a Licence.

What about licences for earthmoving equipment, small cranes and other types of plant?

Some states and territories previously issued a licence for some or all of this equipment; however Regulators stopped issuing these licences in 2012. The only licences now issued by Regulators are for High Risk Work.

As part of their Duty of Care requirements, employers and PCBU's are required to ensure competency of the operator when plant is used, so far as is reasonably practicable.

Holding a previously accredited licence for this plant is one method of displaying that an operator has had training and been assessed to the National Occupational Health and Safety Commission (NOHSC)



standard, which was applicable to the Licence at the time of issue. This standard is now superseded by the Industry Standards.

An old licence or 'ticket' may not be sufficient to demonstrate competency to the current industry standard, which is what is now required. The skill gap usually includes a lack of knowledge about the current Workplace Health and Safety (WHS) regulations and how these are relevant to the work performed by an operator. This can be readily remedied as part of the YourLicence VOC process through the use of our free online training resources.

What does "RPL" mean and why is it relevant to me?

RPL (Recognition of Prior Learning) is a mandatory part of the duties of every RTO involved in the VET system. The current skills and knowledge of a person are required to be taken into account when determining competency against the National Competency Standards.

How or where the skills were gained is not as important as the fact that they exist. Correspondingly, only an RTO can formally apply RPL findings against the National Industry Competency Standards.

An RTO has no choice but to take the current skills and experience of an operator into account when conducting training and arranging assessment or VOC. Ignoring the current skills of an operator (taking everyone back to a common base point) is wasteful, costly, inefficient and insulting. Requiring highly skilled individuals to unnecessarily display the basic elements related to their duties does not extend those persons in any way.

Is an onsite VOC assessment more accurate than one conducted another way?

No. Both methods have different merits. Onsite assessments are basically a snapshot of a workers performance on that day at that time. Their performance may be considerably different on another day in a different scenario - each person handles exams in their own way, and could perform better or worse than normal under these conditions.

The Your Licence VOC process allows an operator to approach the assessments entirely differently. The Recognition of Prior Learning (RPL) practical references and testimonials you gather will be related to your performance in the field over a considerable period of time. This is often a more accurate check of your long-term performance ability.

What action is taken if an operator supplies unauthorised tickets, or arranges false references?

We take the issue of fraud very seriously and have implemented stringent measures to ensure the accuracy of our assessments. Attempts to obtain a fraudulent qualification or ticket incur stiff legal penalties.

There are several checks carried out to ensure the validity of 'tickets' and testimonials. These cannot be outlined here for obvious reasons, but we would be happy to discuss them with you over the phone on 1800 695 423.

Any applicant engaging in unlawful behaviour of this type will immediately be deregistered from our process, forfeit their fees, and their employer and/or Regulator is informed of this action (all applicants give us permission to undertake the necessary checks at enrolment). This means that operator will not get onto the worksite, which is usually the prime objective.



Your Licence Pty Ltd In conjunction with AITAC (TOID 3591)

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