**Transport
Roads & Traffic
Authority**

NSW GOVERNMENT

HEAVY VEHICLE COMPETENCY BASED ASSESSMENT

ASSESSMENT PROCEDURES

VERSION 7.6
(Amended)

COMPLIANCE & ASSURANCE UNIT
ROADS AND TRAFFIC AUTHORITY
Implemented: **01 AUGUST 2011**

Enquiries: Phone 1800 642 452 or (02) 8837 0336   Fax (02) 8837 0120

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Roads & Traffic
Authority**

NSW
GOVERNMENT

Bribery is against the law

Most people involved with issuing and obtaining a licence are honest.

As an assessor, you must not ask for, or accept money, gifts or other favours to report completed competencies when they have not been demonstrated to the stated requirements.

THESE PRACTICES ARE ILLEGAL

Penalties are severe and include fines and imprisonment.
All cases of corruption will be investigated and strong action will be taken against all those involved.

If you know or believe that anyone has got or is about to get a heavy vehicle driver's licence by offering or responding to a request for a bribe - or if you suspect or know of any other corruption involving another applicant, driving instructor or assessor - telephone:

- the Roads and Traffic Authority (RTA) on
  1800 043 642 (this is a free call); or

- the Independent Commission Against Corruption (ICAC)
  on (02) 8281 5999.

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1. ASSESSMENT DOCUMENTATION

This document is to be used in conjunction with:

- *HVCBA Learner's Log Book (Learner's Log Book)*
- *A Guide to Heavy Vehicle Competency Based Assessment (HVCBA) (Guide)*
- *HVCBA Assessor's Log Book (Assessor's Log Book)*
- *Service Provider Agreement for Heavy Vehicle Driving Assessment (Service Provider Agreement or SPA)*
- *Using the RTA Competency Reporting System (CRS)*
- *Heavy Vehicle Drivers' Handbook*
- *National Transport Commission - Load Restraint Guide (Load Restraint Guide, Second Edition 2004)*

Within the HVCBA documentation the words 'applicant' and 'client' are synonymous. The RTA tends to use the word 'applicant' when dealing with someone who is applying for a licence. In this document the word 'client' is used because it more clearly describes the business environment when assessments are being conducted.

2. PRE-ASSESSMENT CHECKS

It is the obligation of the assessor to ensure the client is legal to drive on the road. Before conducting each assessment session the assessor must visually check:

- the client holds a current NSW licence and is recognisably the person depicted on the licence;
- the *Learner's Log Book*:
- * is current;
- * is for the correct licence class;
- * belongs to the correct person;
- the client's signature is the same on both the *Learner's Log Book* and driver's licence;
- the client is wearing glasses or contact lenses, if required;
- the client is not in contravention of any licence condition;
- the client has a disability;
- the client requires an advanced aged driving test:

If there is doubt concerning any of the above items, the training or assessment is not to proceed until the problem has been rectified.

An assessor is not permitted to conduct assessments if the client does not bring his/her current *Learner's Log Book* and *driver's licence* to the session. NOTE: Assessments may not be conducted for a person who only holds a learner's licence regardless of whether or not it is endorsed may also learn to drive heavy vehicles.

3. VEHICLES AND LOADS REQUIRED FOR HVCBA

Vehicle requirements

All vehicles used for HVCBA must be registered, roadworthy and in good condition. All vehicles supplied by **Assessors or Providers** for HVCBA must be comprehensively insured.

Assessments may be carried out in either the assessor's or the client's vehicle.

Vehicles used for assessments must be of the correct configuration for the class of licence for which they are applying.

Vehicles used for assessment (HVCBA) must comply with the minimum assessment vehicle standards for the class.
These minimum requirements are:

Class	Minimum Assessment Vehicle
LR	Any vehicle in class including bus less than 4.5 tonne GVM but seating more than 12 adults.
MR	Any vehicle in class (bob tail prime mover not allowed).
HR	Any motor vehicle with three or more axles and a GVM more than 15 tonnes (bob tail prime mover not allowed)
HC	Three axle prime mover with a minimum two axle trailer or a heavy rigid vehicle plus trailer over 9 tonnes GVM

(For more information see the *Heavy Vehicle Drivers' Handbook*.)

Most vehicles will be suitable for HVCBA, however some may have restrictions placed on them as follows:

Dangerous Goods Vehicles
Dangerous goods vehicles may not be used for HVCBA assessments. (NOTE: diesel is not a dangerous good)

Federal Interstate Registered Vehicles
These vehicles may only be used for HVCBA when travelling on journeys between prescribed places within the meaning of the *Interstate Road Transport Act, 1985*, as described on statutory declaration form 1193, which is available from RTA motor registries. – As such it is unlikely that this will be able to be used for FCA's.

Livestock Transport Vehicles
These vehicles may not be used for HVCBA when carrying livestock.

Buses, Coaches and Motor Homes
These vehicles are acceptable, but, assessments must not be carried out when carrying passengers, paying or non-paying.

Vehicles registered for primary production

These types of vehicles may not be hired from primary producers. HVCBA assessors to conduct assessments for the general public, however, primary producers or their immediate family members may be assessed in their own vehicles.

Veteran and vintage vehicles

These vehicles may not be used for HVCBA assessments.

Dual Control vehicles

Any heavy vehicle fitted with a dual accelerator or a dual steering wheel (*i.e. Road Sweepers, Garbage compactors, etc*) may not be used for HVCBA assessments. This Clause does not affect HV Driving Schools that have vehicles fitted with dual controls for the purpose of training and assessment as long as the accelerator is disconnected for FCA's.

Armoured Vehicles

Any heavy vehicle used for the transportation of monies/bullion must not be used for assessments i.e. Armoured Cars/Vans/Trucks

Vehicles displaying Traders Plates

These vehicles may not be used for HVCBA assessments.

Assessments in a loaded vehicle

All buses, coaches and motor homes are exempt from carrying a load.

All other vehicles must carry a load that is fully secured and covered where appropriate.

There are no restrictions on the type of load carried other than that all requirements concerning carriage of the load must meet load restraint requirements as stated in the current *Load Restraint Guide*. Copies of this guide can be obtained at any motor registry.

The loaded vehicle must have a mass, which is at least 75% of the maximum mass allowable for the vehicle to be driven on public roads. This is at least 75% of the Mass Limit, Gross Vehicle Mass (GVM) or Gross Combination Mass (GCM), whichever is the lowest.

Examples:

- rigid trucks:
  if a rigid truck has a legal mass limit of 10 tonnes when it is fully loaded, it must weigh at least 7.5 tonnes for the assessments which require a loaded vehicle. So if the vehicle weighs 4 tonnes unladen, it will need a load of at least 3.5 tonnes to make the 7.5 tonnes required.

- articulated vehicles:
if an articulated vehicle with a tri-axle trailer has a legal mass limit of 38 tonnes when it is fully loaded, it must weigh at least 28.5 tonnes for the assessments which require a loaded vehicle. So if the vehicle weighs 13.2 tonnes unladen (8.5 tonnes prime mover & 4.7 tonnes trailer) it will need a load of at least 15.3 tonnes to make the 28.5 tonnes required.

Vehicle check list

The following is a basic pre-assessment checklist. For more detailed information on vehicle roadworthiness, please refer to the *Heavy Vehicle Driver's Handbook.*

Registration
- Vehicles must be registered and must display a current registration label.

Wheels & Tyres
- Wheel nuts or lugs must not be missing.
- Tyres must have at least 1.5 mm tread depth on surfaces which normally contact the road.
- Dual rear tyres must not be touching.

Lights
- Lights must be clean and complete (not broken or missing).
- Brake, indicator and all other lights must work.

Signs
- Vehicles with a Gross Vehicle Mass (GVM) of more than 12 tonnes must be fitted with the appropriate marking plates at the rear of the vehicle.
- All number plates must be visible, undamaged and clean.

Windscreen & windows
- Windows must be clean and open correctly and must not be broken or cracked.
- Windscreens must be clean and must not be broken or cracked so as to obscure the driver's **or** assessor's vision.

Bodywork
- Bodywork must not have any jagged or protruding parts likely to cause injury.
- All doors must open and close properly.

Mirrors
- External mirror glass must not be cracked or broken and must be clean.
- All mirrors should be properly secured.
- A convex 'fish-eye' mirror must be fitted to the driver's side external mirror or mirror arm of assessor's vehicles.

Posture & Leaks
- Vehicle springs should not be broken or loose.
- Vehicles should not have excessive fluid leaks.
- Vehicles should not have excessive exhaust emissions.

Cabin
- Cabin should be clean.
- Seats should be in good condition, clean and adjustable.
- Cabin should be sealed from engine and fuel areas.

Seat belts
- A complying retractable lap/sash seat belt must be fitted to the front passenger seat. (This is not a requirement for buses and coaches).
- Seatbelts must work properly and must not be damaged.
- Legal requirements for the wearing of seat belts must be observed.

4. ASSESSMENT STANDARDS AND REQUIREMENTS

Standards

The driving competencies required to gain a heavy vehicle licence are detailed in the *Guide*.

A client must demonstrate the ability to perform each competency under the specific conditions and specific requirements given for each competency. Using HVCBA, a client is either competent or not competent.

In a driving test, a pass score of less than 100% is normally set i.e. only a certain level of ability is required, but a failed test results in a full retest. In HVCBA full ability to the defined standard is required, but the client is only reassessed on the particular competencies for which full ability was not demonstrated.

Requirements

All assessments must be conducted on a one on one basis in accordance with the minimum times as set out below, per applicant.

All training/assessments must comply with The Road Transport (General) Regulation which sets the maximum hours of driving, working, and minimum hours of rest for drivers of regulated heavy vehicles.

The RTA, in conjunction with Driver Training organisations, has determined that the following **minimum times** are to be applied for Heavy Vehicle Assessments.

Licence Class	Minimum Assessment Time
LR	5 hours
MR	5 hours
HR Auto	5 hours
HR Manual	6 hours
HC Auto	6 hours
HC Manual	6 hours

*(The above times are for **assessment only** (excluding FCA's) and do not include any allowances for training)*

Failure to comply with these requirements may result in action being taken under provisions of the Service Provider Agreement.

5.   ASSESSMENT TIMING RULES

Any competency may be demonstrated without receiving any prior training from the assessor. A period of 30 minutes (10 minutes for FCA) for vehicle familiarisation is allowed if necessary. This is not classed as training if actual driving instruction is not given.

If training for a competency has been given, a minimum period of 1 hour must lapse after completing training before that competency may be assessed.

If a competency is performed correctly it is signed off in the client's *Learner's Log Book* (and the *Assessor's Log Book*)

If any competency is unsuccessful, a minimum period of 1 hour must elapse from;
   * the completion of that assessment and/or
   * completing any further training given in that competency before that competency may be reassessed.

Assessments of any individual competency must be completed within a maximum time of 24 hours from the time the assessment of the competency commenced e.g. 9:00am Monday to 9:00am Tuesday. Assessment of a competency not completed within 24 hours must be repeated.

CBA ASSESSMENT PROCEDURES - PROGRESSION FLOW CHART

```
┌──────────────┐
│ INSTRUCTION  │
│ OR TRAINING  │
└──────────────┘
       │ Minimum Wait
       │ 1 HOUR
       ▼
┌──────────────┐   IF SUCCESSFUL
│     CBA      │──▶ 'SIGN OFF' LOGBOOK
│  ASSESSMENT  │
└──────────────┘
       │ NOT SUCCESSFUL
       ▼
┌──────────────┐   IF SUCCESSFUL
│     CBA      │──▶ 'SIGN OFF' LOGBOOK
│ RE-ASSESSMENT│
│ (NO TRAINING)│
└──────────────┘
       │ NOT SUCCESSFUL
       ▼
┌──────────────┐
│   FURTHER    │
│ INSTRUCTION  │
│ OR TRAINING  │
└──────────────┘
       │ Minimum Wait
       │ 1 HOUR
       ▼
┌──────────────┐   IF SUCCESSFUL
│     CBA      │──▶ 'SIGN OFF' LOGBOOK
│ RE-ASSESSMENT│
└──────────────┘
       │ NOT SUCCESSFUL
       ▼
   CYCLE BEGINS AGAIN
```
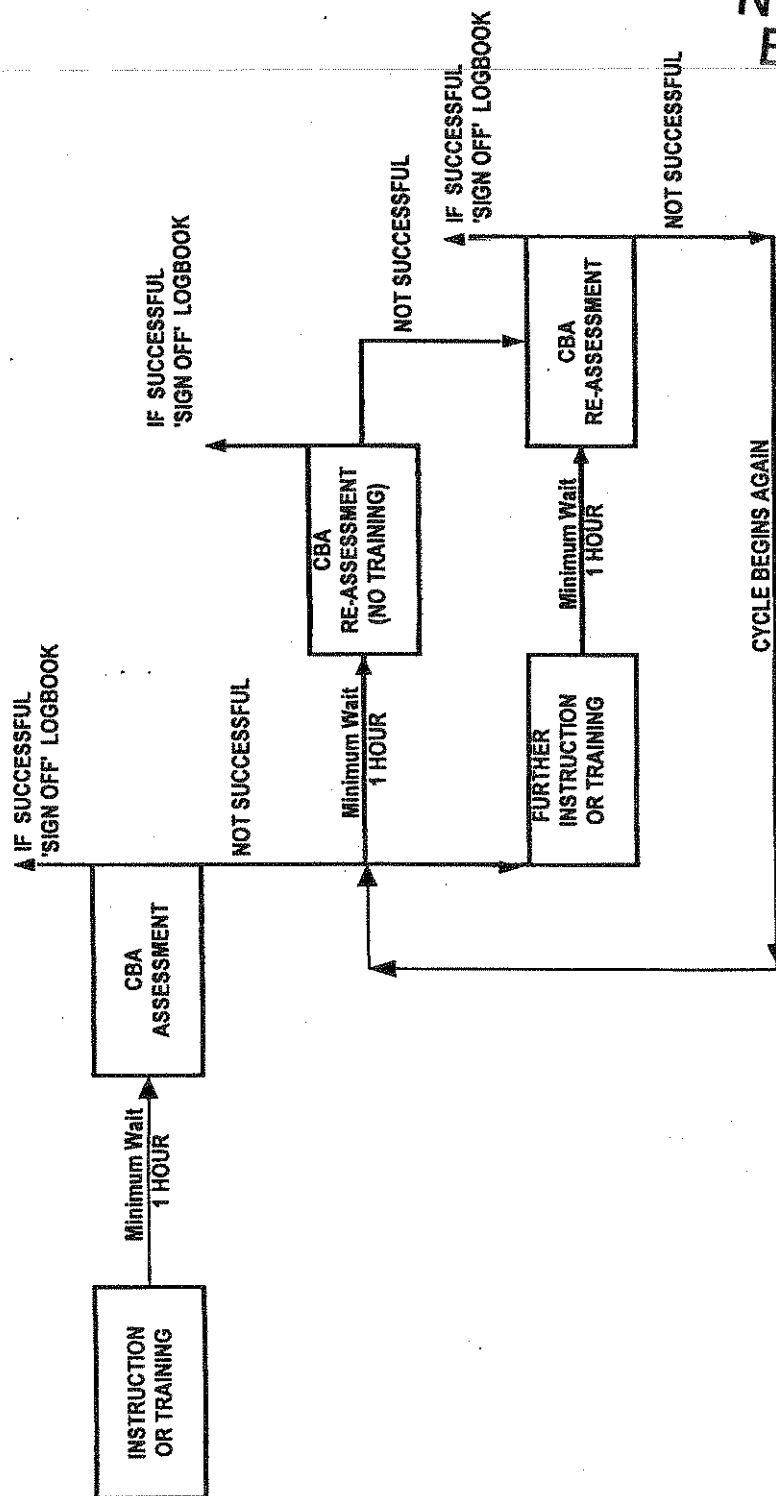
6. RECOGNITION OF PRIOR LEARNING OR CURRENT COMPETENCY

Integral to HVCBA is the concept of recognition of prior learning or current competency. A client may request to be assessed at the start of the first session with an assessor to determine their current level of driving ability in the class of licence sought. It is not required that clients have prior training with an assessor or that clients demonstrate having had any prior instruction or driving experience in the licence class. Clearly the number of competencies correctly demonstrated in the first session will depend both on their ability, driving experience and prior training, but it is the demonstrated ability that counts, not their previous driving record. Successfully demonstrated competencies are signed off in the client's *Learner's Log Book* (and recorded in the *Assessor's Log Book*).

7. CLIENT STRATEGIES FOR COMPLETING A HVCBA ASSESSMENT

A client is free to decide his/her own program to achieve completion of the HVCBA assessment process.

A client may decide to:
- take driving instruction or private tuition prior to commencing assessment
- have no instruction or driving experience in the vehicle class before taking an assessment
- take combined driving instruction and assessment with an assessor
- take driving instruction and/or private instruction (not with an assessor) between assessments.

An assessor is expected to take every opportunity to assess the client concurrently during driving instruction. Assessors should conduct assessments efficiently, taking the minimum time necessary, without lowering standards by "short cuts" on required procedures.

8. TYPES OF COMPETENCY ASSESSMENT

In the heavy vehicle HVCBA system there are two basic types of competency assessment. These are:
- focussed assessments
- intermittent assessments

In a **focussed** assessment, the assessor is **continuously** assessing the driver's aptitude on the particular abilities relating to the selected competency.
For example:
The assessor may decide to assess competency *14 Observation.*

The competency conditions require this to be conducted for a minimum of 5 km. The assessor's attention is therefore focussed on this competency for the next 5 km. In fact, the assessor is capable of concentrating on more than one competency at once and may, for example, assess three focussed competencies simultaneously e.g. *14 Observation, 15 Safe Cushion* and *16 Anticipation.*

Intermittent competencies can only be assessed when road and/or traffic conditions provide the **specific situation for assessment.**
For example:
Competencies *11 Left Intersections* or *24 Safe Gaps.* These are intermittent competencies, because they can only be checked when the opportunity arises.

9. ORDER OF ASSESSMENT

Competencies in the groups *Ready to Drive* and *Basic Driving Skills* (Competencies 01 to 06) must be assessed prior to proceeding with any later competencies. Competencies 36 and 41 may, however, be conducted at any stage, including before or during *Ready to Drive* and *Basic Driving Skills.*

A sub-component in any intermittent competency can be scored off AT ANY TIME, including:
• when assessing numbers 01 to 06;
• while assessing any focussed competency.

An assessor may continue with assessments despite a client not being competent in all competencies from 01 to 06 provided:
• the assessor considers it safe to continue; and
• the client elects to continue.

Once past 01 to 06, later competencies (07 to 45) may be assessed in any order. However, the competencies have been structured into a graduated order, which will assist an instructor with an inexperienced driver in demonstrating steady progress through the system.

It is **critical** that assessors maintain the integrity of the HVCBA system by assessing only particular competencies when they have decided to assess them and scoring correct (and incorrect) driving behaviour as it occurs within the competency assessments. The system is **not** one of going for a drive and waiting for errors to occur.

10. CONCURRENT ASSESSMENTS

To attempt to assess all competencies simultaneously would be an impossible task. To assess only one competency at a time would take an

unnecessarily long time at the driver's expense. An assessor should be able to assess several competencies simultaneously so that the process can be completed in a reasonable time.

The assessment system has been designed to facilitate conducting several assessments at the same time:

- several focussed competencies can be assessed at the same time. This is left to the discretion of the assessor. Some suggestions are made by the brackets ([ ) shown on the *Progress Check Sheet*
- any intermittent competency can be assessed during a focused assessment

11. SAFETY DURING ASSESSMENTS

An assessor is entitled to terminate an assessment at any time the assessor considers the client's driving is unsafe. An assessment is not to proceed for competencies requiring road and traffic conditions in which the assessor considers the driver will be unsafe.

12. SCORING DURING THE DRIVE

It is recommended that the assessor not attempt to score results while the vehicle is moving unless the pace of assessment is slow and the assessor has reasonable confidence in the client's driving ability. The assessor should request kerb stops:

- while the events since the last stop are still clear in the assessor's mind (where events are intensive this may be only 10 minutes or 2 or 3 kilometres from the last stop);
- to catch up on scoring;
- to plan or check on the number and requirements of assessments intended for the next segment.

Always remember, the assessor is in charge of the operation and the assessment proceeds at the pace set by, and to the requirements of, the assessor.

13. SOME SPECIFIC REQUIREMENTS DURING ASSESSMENTS

Centre or Internal Mirrors
Assessments for all truck licences (LR, MR, HR and HC) require the centre mirror to be offset **only** for:

- all competencies requiring a loaded vehicle
- competency numbers 33, 35, 38 and 39.

Assessments for bus and coach licences (LR, MR and HR) are to be conducted with all mirrors correctly set, as continual monitoring of passenger activity is an important bus driving attribute.

A convex 'fish-eye' mirror **must** be fitted to the driver's side external mirror or mirror arm of assessors' vehicles. This allows assessors to see the road behind clearly enabling them to assess all competencies fairly. It is not a requirement when using a client's own vehicle.

Seat Belts

In all vehicles used for assessment, a complying retractable lap/sash seat belt **must** be fitted to the front passenger seat to be occupied by an auditor. This will not be a requirement for buses and coaches.

Where fitted, seat belts must be worn by both the driver and the assessor during assessments.

Manoeuvres

Due to licensing requirements the assessor is required to be in the vehicle at all times when the client is operating the vehicle. While some manoeuvres may be more readily assessed with the assessor out of the vehicle e.g. coupling and uncoupling, this can only be done when the procedures take place on private property which is not publicly accessible. The assessor may get in and out of the vehicle simultaneously with the client provided the vehicle is secured.

Vehicle Doors

Truck cabins, cargo doors and all bus doors are to be shut at all times when vehicles are in motion.

Coupling and Uncoupling

Class HC licence applicants will be assessed in **either** competencies 42 and 43 **or** 44 and 45 depending on the type of vehicle presented for the assessment.

The assessor is to sign off in the Log Book whichever pair the driver demonstrates (either 42 & 43 **or** 44 & 45), and mark N/A for the pair that do not apply.

Public Streets

Wherever assessments are conducted on public streets with a learner driver, the driver must have an accompanying driver with the appropriate licence class seated next to the driver. Assessors are warned that many so-called off-street areas may in fact be public and the accompanying licensed driver requirements hold.

14. ASSESSMENT CIRCUITS

It is accepted that assessors may develop specific circuits on which they conduct general assessments. However, Final Competency Assessment

(FCA) circuits *must* be developed and documented in writing. This documentation must be legible and contain all details relevant to a FCA.

Assessors are responsible for maintaining the validity of all FCA circuits and associated documentation. Assessors are to ensure all FCA documentation provided to Compliance & Assurance Unit (both current and new) complies with, *at least*, the minimum requirements outlined in '*FCA Circuits*' on page 13.

Circuits Generally

Clients are not to be trained on these assessment circuits or on courses used for heavy vehicle driving tests. Repeat assessments should not be conducted on exactly the same circuit as prior assessments. In some country towns it is inevitable that some training and assessments will be conducted on the same road due to limited assessment conditions.

Circuits should be changed reasonably frequently to ensure clients do not discover (through local knowledge, friends, etc) the circuit prior to an assessment and practice on it.

On an assessment circuit, whether formally planned or not, the assessor should think ahead as to where to assess:
- focussed competencies e.g. 5 km of open road for *30 Open Highway;*
- intermittent competencies where the event will certainly occur e.g. a left turn for *11 Left intersections;*
- intermittent events where the event is highly likely to occur; e.g. a blind intersection for *20 Vision Blockout* or an intersection with traffic for *24 Safe Gaps*.

There is little value in taking the driver to situations where an event is unlikely to occur.

FCA Circuits

Multiple FCA circuits are recommended for each assessor at each town or FCA location. However, a minimum of two (2) FCA circuits is required for each location and each course must start and finish at the same location. (*Commencing on the opposite side of the road is OK*).This could entail using Circuit 1 in reverse as Circuit 2. This alternate circuit must be used if an applicant has been deemed not competent on the previous FCA.

A copy of each FCA circuit must be submitted by post to the Compliance & Assurance Unit and must include a map of the locality with the circuit identified in a coloured read-through marker and the circuit described and documented in writing. The map must also include the assessor's name and number, an identifying circuit number and the circuit location, the FCA start/finish location, the direction of travel, and the date the circuit was prepared. *(see attachments 6 & 7 for a sample FCA circuit documentation)*

Changes to FCA circuits must be sent to the Compliance & Assurance Unit within 48 hours of the change to the circuit being made. *(Facsimiles will be accepted, but the originals **must** be received no more than 10 days later)*.

NOTE!

FCA circuits are not to be used for assessment or training sessions and all FCA's **must** start and finish in the state of NSW.

15. USE OF CHECK SHEETS

There are two check sheets in the *Guide* which are designed to assist assessors in managing an assessment. These are:
- the *Progress Check Sheet*
- the *Intermittent Check Sheet*.

The *Progress Check Sheet* should be used on-road to record progress of assessments. A **clear tick-off box** indicates a focussed assessment (*e.g. 20 gear change events or 5 km of continuous driving*).

The *Intermittent Check Sheet* displays all the intermittent checks on one sheet and again should be useful in monitoring progress during an assessment session. A **double- lined, or, shaded tick-off box** indicates an intermittent assessment (*e.g. traffic lights or vision blockout, as they occur while driving*). Once all the individual components of an intermittent competency have been scored, the result should be transferred onto the *Progress Check Sheet*.

16. REPORTING RESULTS TO THE CLIENT

The client is issued with both a *Learner's Log Book* and a *Guide* which includes the full individual competency statements and check sheets. The assessor must mark results into the guide for any assessments that have been assessed. The guide is to be marked with a tick or cross in the boxes for individual competencies. The result of the assessment should be marked on the check sheets. Marking in the guide is not recognised as an official record. It is purely a performance indicator. The client will then have written indication of what has been done correctly and where he or she is not yet proficient.

17. COMPLETING THE LEARNER'S LOG BOOK

The client must bring his/her heavy vehicle *Learner's Log Book* to every instruction or assessment session. Both the assessor and client are required to sign off successfully completed competencies at the end of each session (including the FCA). If the FCA is conducted by a RTA

auditor, at the end of the session only the auditor and client are required to sign off the assessment.

When the client has completed all competencies for the licence class applicable to the *Learner's Log Book*, including the FCA, it is the responsibility of the assessor to ensure that the log book has been completed correctly and to sign the *Assessor Certification*.

The *Learner's Log Book* must be filled in so that all entries can be read clearly. When entering time details, the 24 hour "Army" system must be use, i.e. 5:00pm becomes 1700 hours. Correction fluid (white out) must not be used to alter any log book entries.

The *Learner's Log Book* is filled in for:
- driving instruction/practice
- HVCBA assessments
- Final Competency Assessment
- Assessor certification

Replacement Learner's Log Book
Where a client has been issued with a replacement *Learner's Log Book* any previously completed competencies must be filled out in the new log book by the assessor who originally assessed them.

Driving instruction/practice
In the case of driving instruction or practice, the accompanying driver is to fill in details of any instruction or practice in the *Your Personal Driver Training and Assessment Record* section of the *Learner's Log Book*.

HVCBA assessment
In the case of assessments, the assessor must complete the *Competency Assessment Session Record* section of the *Learner's Log Book* for whichever competencies have been achieved. The assessor must also tick the successful competencies in the *Record Of Completed Competencies* section and enter details of both successful and unsuccessful competencies in the section *Your personal driver training and assessment record*.

For each assessment session, session details with all successful competencies must be completely filled out and signed off in the client's *Learner's Log Book*. Provision has been made to enter both single competencies and ranges of competencies. For an example of how to fill out the *Learner's Log Book* see Attachment '2'.

18. RESPONSIBILITIES IN SIGNING OFF COMPETENCIES

When signing off a competency, an assessor is declaring he/she has assessed the owner of the log book and has used the correct assessment

procedures. If this is found not to be the case then it will be considered a serious breach of the *Service Provider Agreement*.

19. COMPLETING THE ASSESSOR'S LOG BOOK

The *Assessor's Log Book* must be filled in so that all entries can be read clearly. When entering time details, the 24 hour "Army" system must be used, (i.e. 5:00pm becomes 1700 hours). Correction fluid (white out) must not be used to alter any log book entries.

An assessor must record all completed competencies in his/her *Assessor's Log Book*. This log book is for use by an individual assessor. It is not to be used as a record of assessments for separate trucks owned by either an individual or a driving school.

The *Assessor's Log Book*:
- provides a record of an assessor's activity
- is retained by an assessor or his/her organisation and is auditable by the RTA
- provides a record which is to be used to report completed competencies by phone to the RTA
- provides a record of the number of FCAs conducted for each client.
- provides a back-up of client's records in case of loss or discrepancies in a client's *Learner's Log Book*.

The *Assessor's Log Book* must be filled out at the end of each assessment session to show successfully completed competencies and is used when reporting completed competencies by phone to the RTA. For an example of how to fill out the *Assessor's Log Book* see Attachment 2.

20. REPORTING COMPLETED COMPETENCIES TO THE RTA

On completion of a competency session assessors must report completed competencies to the RTA via the 'Competency Reporting System' (CRS):
- within 2 days
- within 24 hours where all required competencies in the client's *Learner's Log Book* have been completed.

21. USING THE RTA COMPETENCY REPORTING SYSTEM (CRS)

The Competency Reporting System (CRS) is a secure, audited system that allows Heavy Vehicle Competency Based Assessors to report results of completed competency assessments directly to the RTA by telephone.

The CRS is accessed through a Freecall telephone number.

The number is: 1800 638 904
You can only access the system by using a touch-tone telephone. The CRS will allow you to report completed competencies between 6.30am and 5am seven days a week. More details on how to use the CRS are shown in Attachment 4.

22. POST ASSESSMENT ERRORS

Errors made subsequent to a previously completed competency should be brought to the client's attention. A successfully completed competency cannot be removed from a client unless:
- the error is continuously repeated despite continued correction
- the error is potentially dangerous
- the issue has been referred to The Manager Compliance Assurance Unit for consideration.

23. THE FINAL COMPETENCY ASSESSMENT (FCA)

Competency 46 *Final Competency Assessment (FCA)* may only be assessed after all other competencies relevant to the licence class have been assessed as competent. *(To conduct an FCA it is not necessary that all the successfully completed competencies be recorded on the CRS, however all the successfully completed competencies must be recorded in the Learner's and Assessor's Log Books).*

The vehicle used for the assessment must be registered, insured, roadworthy, and loaded, to a minimum of 75% of GVM except for buses, coaches and motor homes. Locking pins on truck and trailer combinations, presented for FCA's, **must** be in the released position at all times throughout the conducting of that FCA.

> *Note!!*
>
> *Unless requested to do so by an authorised person, Assessors and Applicants should not have to exit a vehicle anytime during an FCA.*

The competency is to be conducted to assess:
- a 30 minutes on-road drive   AND
- a nominated manoeuvre *(only when an auditor is present).*

Facsimile bookings of FCA's may be made 24 hours a day, 7 days a week on **(02) 8837 0120.**

Telephone bookings of FCA's may be made 24 hours a day, 7 days a week on **1800 642 452.**

When advising the Compliance & Assurance Unit by Fax of proposed FCA's, the assessor is to use the RTA's compulsory 'FCA notification

form' *(see Attachment 1).* No other versions or substitute notification forms will be acceptable.

Advice of the initial FCA to be conducted for all clients must be given to the RTA's Compliance & Assurance Unit by an assessor with a minimum of 48 hours notice. *(It is not necessary for all competencies to be assessed prior to booking a FCA).* Advice of FCA's may be given either by Fax *(using RTA's FCA notification form),* or phone, and must include all of the following details;

- Date of advice
- Assessor's name and number
- Assessor's contact phone No.
- Applicant's family name
- Applicant's customer or Licence No.

- FCA licence class
- No of seats in the vehicle
- Day, Date & time for FCA
- FCA circuit to be used
- Trailer details (HC Class)

An FCA must start and finish at the same location in New South Wales, and may only be conducted between the hours of 0700 to 1900 seven days per week. The latest time an FCA can commence is 1830 hours. The assessor must wait for an auditor at the nominated point and at the nominated start time. If, after the nominated time, an auditor has not arrived the *Assessor* will conduct the FCA.

When advising each proposed FCA to the booking office, assessors must nominate the circuit to be used and, while being conducted the FCA must follow the circuit nominated *(see section 14 for circuit details).* Deviations from the nominated circuit due to prevailing road and traffic conditions will be acceptable; however, the FCA conditions must still be met.

Prior to the commencement of a FCA the assessor must explain to the applicant that a RTA audit officer may arrive to audit this competency, and that the audit officer is auditing the assessor's performance, not the client, to ensure the delivery of HVCBA meets RTA standards.

If an auditor arrives the following procedures apply:

- In a 2 seat vehicle, the auditor conducts the FCA
- In a vehicle with 3 or more seats, the assessor conducts the FCA with the auditor in the vehicle.

A period of 10 minutes for vehicle familiarisation is allowed, if necessary, prior to the scheduled commencement time of the FCA.

A Manoeuvre is only conducted as a part of the FCA when an auditor is present in the vehicle. On these occasions the auditor will nominate the manoeuvre to be conducted.

The result of a FCA will be determined by using the scoring system documented in competency 46 of the Guide. The outcome of the FCA should be briefly discussed between the assessor and auditor, prior to the result being given to the client, and not in the presence of the client. If during a FCA, the assessor's result differs from an auditor's result, the auditor's result will be final. The result must be given to the client without undue delay.

When the FCA has been successfully completed, all sections of the *Learner's Log Book* are completed by the assessor conducting the FCA. The *'Competency Assessment Session Record'* of the Learners Log Book is completed as follows, depending on who conducted the assessment;

- by the assessor, if the assessor conducted the FCA alone
- by the auditor, if the auditor conducted the assessment alone
- by both the assessor and auditor if both are present during the FCA.

The learner driver is only required to sign the FCA 'Competency Assessment Session Record' once, even if both the assessor and auditor are both present during the FCA.

Irrespective of who conducts the FCA, upon successful completion, the *Assessor* is required to fill out the Assessor's Log Book and report the result via the 'Competency Reporting System' (CRS) within 24 hours. The FCA REPORT section must be completed for each attempted FCA and the usual completed competency section must be completed when the FCA has been deemed competent.

If a FCA is unsuccessful advice of subsequent FCA's for the same client is required by the RTA. This advice must be given by phone a minimum of one hour prior to commencement of any subsequent FCA by telephoning **1800 642 452 or (02) 88370336.** The subsequent FCA is to be conducted by the same assessor who conducted the original booked FCA or 48 hours notice will be required for a change of assessor.

NOTE:

The same start and finish location is required for the subsequent FCA if it is being conducted within 12 hours of the prior booked FCA.

If a FCA is unsuccessful, a minimum period of 1 hour must elapse from;

- the completion of that assessment, and/or
- completing any further training given in that competency before that competency may be reassessed *(see 5. Assessment Timing Rules)*.

24. CANCELLATION OF FCA

Failure to report or cancel a FCA as required is a breach of the Service Provider Agreement. Cancellations, without genuine reason, may result in

the issue of an "Unsatisfactory Audit Report" or a "Breach of Contract Notice".

Cancellation of any FCA **must** be reported to the Compliance & Assurance Unit.

- Cancellation on the day the FCA is to be conducted, **must be made no later than 1 hour** before the due time of commencement by telephoning **1800 642 452 or (02) 88370336** *(all cancellations on the day must be made by telephone)*.

- All other cancellations may be made by sending a facsimile of the cancellation details to **(02) 8837 0120** or by telephoning **1800 642 452 or (02) 88370336** prior to the booked date of the FCA.

Failure to provide a minimum of one (1) hour's notice of a FCA cancellation is a Breach of The Service Provider Agreement and may result in an "Unsatisfactory Audit Report" or a "Breach of Contract Notice" being issued.

> When a FCA has been cancelled, a further 48 hour's notice must be given of the rescheduled FCA. Failure to comply with this requirement is a Breach of The Service Provider Agreement and may result in action being taken under provisions of the Service Provider Agreement.

25 MAKING CHANGES TO NOMINATED FCA TIMES

Application to bring forward any previously notified FCA time will only be approved if the application is made outside of the 48 hour minimum time requirement. Any request to bring forward a time, made within the 48 hours, will not be approved unless there are extenuating circumstances.

Applications to extend previously notified FCA times are acceptable, and will be permitted up to 1 hour before the notified time. These applications can only be made by telephone.

NOTE!

> An Assessor who receives **any** three (3) "Unsatisfactory Audit Reports" may be issued with a "Notice To Show Cause", resulting in appropriate action being taken in accordance with provisions of the Service Provider Agreement.
>
> Any Assessors found to have reported to CRS completed competency assessments that have not been conducted in accordance with requirements may have their Assessor Accreditation and HVCBA Service Provider

NSW ICAC 1061
EXHIBIT

Agreement terminated and appropriate action may also be taken under provision of The Driving Instructors Act 1992 No.3 and under provisions of the Service Provider Agreement.

ATTACHMENT 1

FACSIMILE TRANSMISSION

Roads and Traffic Authority
Driver Testing Section - HVCBA Unit

Level 1 Cnr Charles & Macquarie Sts Parramatta NSW 2151

P.O. Box 1120 Parramatta NSW 2124

FAX Number: (02) 9843 3820

PHONE Number: Freecall 1800 642 452

From:

TRAINER DRIVERS Pty Ltd

FAX Number:	PHONE Number:
(02) 01020304	(02) 12345678

RE: FINAL COMPETENCY ASSESSMENT   TOTAL PAGES:

	Applicant's Details	Please ensure that all details are entered correctly					
Assessor Name & Assessor Number	Contact Tel. No.	Clients Family Name	Customer No. or Licence No.	Class	No. of seats	Date, Day, Time (24hr Clock)	Circuit Name & No.
Mr Trainer 001122	0414 041 404 (M)	Learner J.R.	9876AA	HR	2	04 / 05 /2005 Parra C1, C2, C3. M T W T F S S Smithfield C1, C2, C3. 16 : 00 Silverwater C1, C2, C3.	
Vehicle Assessor Owned Private Owned	Vehicle Registration TMA 654	Trailer Registration	Gear Box Type A S M				
EXAMPLE ONLY OF HOW TO PREPARE YOUR FAX PERMANENT INFORMATION CAN SAVE TIME						/ /2005 Parra C1, C2, C3. M T W T F S S Smithfield C1, C2, C3. : Silverwater C1, C2, C3.	
Vehicle Assessor Owned Private Owned	Vehicle Registration	Trailer Registration	Gear Box Type A S M				
						/ /2005 Parra C1, C2, C3. M T W T F S S Smithfield C1, C2, C3. : Silverwater C1, C2, C3.	
Vehicle Assessor Owned Private Owned	Vehicle Registration	Trailer Registration	Gear Box Type A S M				

ATTACHMENT 2

RECORD OF COMPLETED COMPETENCIES

No.	Competencies correctly demonstrated	✔
	Ready to Drive	
1	Identify controls	✓
2	Pre - driving adjustments	✓
	Basic Driving Skills	
3	Start & stop engine	✓
4	Leave & return to kerb	✓
5	Steering control	✓
6	Braking	✓
	Apply Road Rules	
7	Indicate	✓

No.	Competencies correctly demonstrated	✔
16	Anticipation	
17	System driving	✓
18	Curves & bends	✓
19	Speed	
20	Vision blockout	
21	Enter & exit vehicle	✓
22	Roundabouts	✓
	Drive in Traffic	
23	Position in traffic	✓
24	Safe gaps	

No.	Competencies correctly demonstrated	✔
	Manoeuvres	
33	Loading bay	✓
34	Stop & start on inclines	
35	Reversing	
36	Pre-departure check	
37	Check stop inspection	
38	Parallel reverse park	✓
39	U (3 point) turn	✓
40	Bus stop	N/A
41	Securing the load	✓

RECORD OF COMPLETED COMPETENCIES (Cont.)

No.	Competencies correctly demonstrated	✔
8	Controlled intersections	✓
9	Pedestrian Awareness	
10	Lane positions	✓
11	Left intersections	✓
12	Right intersections	✓
	Safe Driving	
13	Change gears	
14	Observation	✓
15	Safe cushion	✓

No.	Competencies correctly demonstrated	✔
25	Intersections in traffic	
26	Manage controls	✓
	Open Road	
27	Brake	✓
28	Accelerate	
29	Hills & bends	✓
30	Open highway	✓
31	Drive positively	
32	Breakdown	✓

No.	Competencies correctly demonstrated	✔
42	Uncouple semi-trailer	N/A
43	Couple semi-trailer	N/A
44	Uncouple truck & trailer	N/A
45	Couple truck & trailer	N/A

No.	Competencies correctly demonstrated	✔
46	Final competency assesment (FCA)	

ATTACHMENT 2

COMPETENCY ASSESSMENT SESSION RECORD

Competency assessment session record

Session 1

Date: 23·10·07	Session times: Start 1100 Finish 1330	Odometer readings: Start 142434 Finish 142568
Vehicle registration no: FER 123	State: NSW	Trailer registration no: —	State: —
Vehicle body type: TIPPER	Gearbox type: Circle the appropriate type (S) A M	Vehicle GVM/GCM: 9600 kgs
Locations: PARRAMATTA — BLACKTOWN		

Enter successfully completed competencies below

◄——— Single competencies ———► ◄——————— Competency ranges ———————►

01 06

Assessor's no: 008750	Assessor's name: P JOHNSON	Assessor's signature: P Johnson	Applicant's signature: G. Gibson

Competency assessment session record

Session 2

Date: 23·10·07	Session times: Start 1400 Finish 1700	Odometer readings: Start 142568 Finish 142698
Vehicle registration no: FER 123	State: NSW	Trailer registration no: —	State: —
Vehicle body type: TIPPER	Gearbox type: Circle the appropriate type (S) A M	Vehicle GVM/GCM: 9600 kgs
Locations: PARRAMATTA — PENRITH		

Enter successfully completed competencies below

◄——— Single competencies ———► ◄——————— Competency ranges ———————►

07 13 41   08 12   17 20   22 32

Assessor's no: 008750	Assessor's name: P JOHNSON	Assessor's signature: P Johnson	Applicant's signature: C Gibson

10757805

ATTACHMENT 2
COMPETENCY ASSESSMENT SESSION RECORD

Competency assessment session record

Session 3

Date: 24.10.07	Session times: Start 0800 Finish 1015	Odometer readings: Start 142750 Finish 142803
Vehicle registration no: FER 123	State: NSW	Trailer registration no: —	State: —
Vehicle body type: TIPPER	Gearbox type: Circle the appropriate type (S) [A] [M]	Vehicle GVM/GCM 9600 kgs
Locations: PARRAMATTA – BLACKTOWN		

Enter successfully completed competencies below

◄------ Single competencies ------► ◄------------ Competency ranges ------------►

21						14		16	33		39						

Assessor's no: 008750	Assessor's name: P JOHNSON	Assessor's signature: P Johnson	Applicant's signature: C. Gibson

Competency assessment session record

Final competency assessment (FCA)

Date: 25.10.07	Session times: Start 0800 Finish 0840	Odometer readings: Start 142837 Finish 142852
Vehicle registration no: FER 123	State: NSW	Trailer registration no: —	State: —
Vehicle body type: TIPPER	Gearbox type: Circle the appropriate type (S) [A] [M]	Vehicle GVM/GCM 9600 kgs
Locations: PARRAMATTA – CLYDE		

FCA conducted by: ☑ Assessor only ☐ Assessor with auditor present ☐ Auditor only

Assessor's no: 008750	Assessor's name: P JOHNSON	Assessor's signature: P Johnson	Applicant's signature: C. Gibson
Auditor's no:	Auditor's name:	Auditor's signature:	Applicant's signature:

Assessor' Certfication	Assessor's signature: P Johnson	Assessor's no: 008750

I certify that this log book is now complete for the licence class specified

10757811

ATTACHMENT 2

Your personal driver training and assessment record

NSW ICAC EXHIBIT 1065

Either complete the session number box (if appropriate) or all the boxes below			Date:				Accompanying driver's surname and licence no or assessor's no:
GVM (kgs)	Vehicle registration number	Gearbox type	Activity type	Instructor type	Start time	Driving activity undertaken Show all training and/or assessment	
Body	Trailer registration number	* see below	* see below	* see below	End time	(Show all competencies assessed, regardless of the result)	
Optional completion			**Always to be completed**				
Refer to assessment session record	Session no:		201007				J Jones 4970NT
9100	Vehicle	M	I	P	0915 hrs	Training	All Competencies
Tipper	Trailer (S)		E	DI	hrs	Assessment	
		A	AS	DIA	1215		
Refer to assessment session record	Session no: 1		231007				P Johnson 008750
	Vehicle	(M)	I	P	1100 hrs	Training	01-06, 41
	Trailer	S	E	DI	hrs	Assessment	01-06, 12-20
		A	(AS)	(DIA)	1330		
Refer to assessment session record	Session no: 2		231007				P Johnson 008750
	Vehicle	M	I	P	1400 hrs	Training	—
	Trailer	S	E	DI	hrs	Assessment	07, 09-12, 13, 17-20, 22-32, 41
		A	(AS)	(DIA)	1700		

Your personal driver training and assessment record continued

Refer to assessment session record	Session no: 3		241007				P Johnson 008750
	Vehicle	M	I	P	0800 hrs	Training	—
	Trailer	S	E	DI	hrs	Assessment	14-16, 21, 33-39
		A	(AS)	(DIA)	1015		
Refer to assessment session record	Session no: FCA		241007				P Johnson 008750
	Vehicle	M	I	P	1030 hrs	Training	—
	Trailer	S	E	DI	hrs	Assessment	46
		A	(AS)	(DIA)	1105		
Refer to assessment session record	Session no: FCA		251007				P Johnson 008750
	Vehicle	M	I	P	0800 hrs	Training	—
	Trailer	S	E	DI	hrs	Assessment	46
		A	(AS)	(DIA)	0840		

* Using this table, circle the appropriate type in your personal driver training record	Gearbox type	Activity type	Instructor type
	M = Manual	I = Instruction	P = Private
	S = Synchromesh	E = Experience	DI = Driving instructor
	A = Automatic	AS = Assessment	DIA = Driving instructor/assessor

10757813

Compliance & Assurance Unit
Amended: June 2011

ATTACHMENT 3

VEHICLES USED FOR ASSESSMENT

VEHICLE A

Vehicle Registration No.	State	Trailer Registration No.	State
NEV 808	N.S.W.	—	—

Vehicle Body Type	Gearbox Type	Circle the appropriate type	Vehicle GVM	
TRAY	Gearbox Type	S (A) M	13900 kgs.	

VEHICLE B

Vehicle Registration No.	State	Trailer Registration No.	State
FER 123	N.S.W	—	—

Vehicle Body Type	Gearbox Type	Circle the appropriate type	Vehicle GVM	
TIPPER	Gearbox Type	(S) A M	9600 kgs.	

VEHICLE C

Vehicle Registration No.	State	Trailer Registration No.	State
BAR 794	N.S.W.	B22481	N.S.W

Vehicle Body Type	Gearbox Type	Circle the appropriate type	Vehicle GCM	
ARTICULATED / PAN	Gearbox Type	S A (M)	42000 kgs.	

VEHICLE D

Vehicle Registration No.	State	Trailer Registration No.	State

Vehicle Body Type	Gearbox Type	Circle the appropriate type	Vehicle GVM / GCM	
	Gearbox Type	S A M	kgs.	

VEHICLES USED FOR ASSESSMENT

VEHICLE E

Vehicle Registration No.	State	Trailer Registration No.	State

Vehicle Body Type	Gearbox Type	Circle the appropriate type	Vehicle GVM / GCM	
	Gearbox Type	S A M	kgs.	

VEHICLE F

Vehicle Registration No.	State	Trailer Registration No.	State

Vehicle Body Type	Gearbox Type	Circle the appropriate type	Vehicle GVM / GCM	
	Gearbox Type	S A M	kgs.	

VEHICLE G

Vehicle Registration No.	State	Trailer Registration No.	State

Vehicle Body Type	Gearbox Type	Circle the appropriate type	Vehicle GVM / GCM	
	Gearbox Type	S A M	kgs.	

VEHICLE H

Vehicle Registration No.	State	Trailer Registration No.	State

Vehicle Body Type	Gearbox Type	Circle the appropriate type	Vehicle GVM / GCM	
	Gearbox Type	S A M	kgs.	

ATTACHMENT 3
SAMPLE COMPLETION OF AN ASSESSOR'S Log Book

Applicant details:

Surname:	CIBSON	First names:	GEORGE		
Address:	12 Jones St Parramatta			Phone no:	98434681
Customer no:	1234567	Log book no:	00014583	Licence class:	MR

Completed competencies:

Date:	Session times:		Odometer readings:		Vehicle(s) used:
231007	Start 1100	Finish 1330	Start 142434 Finish 142568		B

Enter successfully completed competencies below

← Single competencies →   ← Competency ranges →

01 — 06

Date reported to RTA: 231007	Time reported: 1715	CRS transaction no: 242426

Completed competencies:

Date:	Session times:		Odometer readings:		Vehicle(s) used:
231007	Start 1400	Finish 1700	Start 142568 Finish 142698		B

Enter successfully completed competencies below

← Single competencies →   ← Competency ranges →

07 13 41   08 — 12   17 — 20   22 — 32

Date reported to RTA: 231007	Time reported: 1715	CRS transaction no: 242426

Completed competencies:

Date:	Session times:		Odometer readings:		Vehicle(s) used:
241007	Start 0800	Finish 1015	Start 142750 Finish 142803		B

Enter successfully completed competencies below

← Single competencies →   ← Competency ranges →

21   14 — 16   33 — 39

Date reported to RTA: 241007	Time reported: 1030	CRS transaction no: 242831

FCA report:

Date: 241007	Date: 251007	Date:
Start time: 1030	Start time: 0800	Start time:
Finish time: 1105	Finish time: 0940	Finish time:
Start odometer: 142803	Start odometer: 142837	Start odometer:
Finish odometer: 142818	Finish odometer: 142852	Finish odometer:
Vehicle used: B	Vehicle used: B	Vehicle used:
Result: Competent	Result: Competent ✓	Result: Competent
Not competent ✓	Not competent	Not competent

Date reported to RTA: 251007	Time reported: 0905	CRS transaction no: 242970

Progress check:

✗ ✗
✗ ✗ ✗ ✗ ✗ ✗ ✗ ✗ ✗ ✗ ✗ ✗ ✗ ✗ ✗ ▇ ✗ ▇▇▇ ✗

Comments:

ATTACHMENT 4

HOW TO USE THE RTA COMPETENCY REPORTING SYSTEM (CRS)

The Competency Reporting System (CRS) is an automated system that makes it possible for HV CBA assessors to report results of competency assessments directly to the RTA.

Please read the following instructions carefully before using the CRS. The system has been designed to make it as easy as possible for you to record competency results accurately, conveniently and securely. However it does require that you spend some time familiarising yourself with how the system works.

Access to the CRS

• The **competency reporting phone number is 1800-638-904.** This is a free call from anywhere in NSW, with the exception of calls from mobile phones. Note that you need a touch-tone phone to be able to enter results into the system.

• All enquiries about the operation of either the CRS or the heavy vehicle CBA system should be directed to the **HVCBA Enquiry line on 1800-642-452, or (02) 88370336** during normal business hours.

• You can report competencies via the CRS between 6.30am and 5am, 7 days a week.

• Before you call, make sure that you have your assessor logbook clearly and correctly filled out with all required information.

• **For each report you will need to know:**
* your Assessor Identification number
* your PIN number
* the applicant's logbook number
* the applicant's surname
* the licence class being applied for

The competencies being reported should be organised systematically.

You give instructions to the CRS using the telephone keypad, which has the keys marked in the following diagram. The keys used by the system are the digits 0 to 9, and the two special keys: * (Star) and # (Hash).

Compliance & Assurance Unit
Amended: June 2011

1	2	3
4	5	6
7	8	9
*	0	#

The CRS will present menu choices, instructions and confirm what you have entered.

The CRS will respond to your key presses in a pre-recorded voice ("prompts"), and it is important to follow them carefully.

Using the CRS

CRS function	Assessor Action:
1. You will be greeted by the system	Dial 1800 638 904
2. The system will then ask you to enter your Assessor Identification Number, and then your PIN: *Prompts:* *"Please enter your identification number followed by the hash key"* *"Please enter your personal PIN number followed by the hash key"* If you make a mistake in entering one or both of these, the system will ask you to enter your identification and PIN numbers again. **Leading zeroes that are part of your Assessor Identification Number or PIN must be entered for the system to recognise you. If for example your Assessor Identification Number is "000111", you will not be recognised if you enter "111".** You will be logged out of the system and access to your account suspended for 8 hours after 3 unsuccessful attempts to login. If you fail twice, it is probably best to hang-up and ring in again rather than risk being locked out.	Enter your Assessor ID Number and then the hash (#) key Enter your PIN and then the hash (#) key
3. Once identified on the system you will be reminded that you are responsible for all entries made to the system. Keep your PIN absolutely secure because you will be held responsible for any records on the system that are made using it. *Prompt:* *"You are responsible for all information entered into this system, and may be subject to an audit"*	

CRS function	Assessor Action:
4. You are now in the MAIN MENU. The system will then ask you to choose an action: • enter competencies • change your PIN number. You will be forced to change your PIN the first time you report to the system and then every 30 days. • exit the system *Prompt:* *"To enter competencies, press 1"* *"To change your personal pin number, press 6"* *"To exit this system, press 9"*	Press the number of your choice
5. If you are required to change your PIN number (or choose to) the system will ask you to enter a new PIN: *Prompt:* *"Please enter your new personal PIN number followed by the hash key"* Your PIN must be 5 digits long. Certain number combinations are NOT acceptable. These include numbers running in series (e.g. "34567", "76543") or sequences of the same number (e.g. "66666"). Once you have done this the system will ask you to re-enter your new PIN for confirmation. Make sure it is exactly the same as the one you have just entered. If you have done this correctly the system will tell you that your new PIN has been accepted (*"Your new PIN has been confirmed"*) and take you back to the Main Menu.	Enter a five digit PIN number of your choice. Don't forget it!
6. Once back at the Main Menu press "1" to enter competencies. The system will then ask you to identify the student by entering their logbook number: *Prompt:* *"Please enter the student log book number followed by the hash key"* NOTE: It is not necessary to enter leading zeroes in the student logbook number. That is, "1511#" is the same as "00001511#"	Enter the Student Logbook number, followed by the hash (#) key
7. The system will then state the first 4 letters of the student's surname and ask you to confirm that it is correct before you enter any results: *Prompt:* *"The first {4} letters of the student's surname are {A B C D}. If this is correct, press 1. If this is not correct, press 2."*	Press "1" to confirm - or "2" to cycle back through the student identification process

CRS function	Assessor Action:
The system will then state the licence class being attempted, and ask you to confirm that it is correct *Prompt:* *"This is a class {9 X} licence. If this is correct, press 1. If this is not correct, press 2."* NOTE: If you press 2 for either of these prompts you will be asked to re-enter the student logbook number	Press "1" to confirm - or "2" to cycle back through the student identification process
8. Once the student has been successfully identified, you may choose to enter competencies for that student, by selecting an action from a menu: *Prompts:* *"To enter single competencies, press 1* *To enter a range of competencies, press 2* *To hear the competencies that you have entered for this student, press 3.* *To confirm the competencies that you have entered for this student, press 4.* *To abandon the competencies that you have entered for this student, press 8.* *To exit this system, press 9."* Competencies can be entered either singly or as a range. They must not overlap or the competencies will not be accepted (e.g. "11, 12, 13, 21, 13 - 20" would not be accepted).	Choose the number for the action you wish to perform
9. If you choose to enter **single** competencies, you will receive the following prompt: *Prompt:* *"Please enter competency number"* The system will repeat the numbers as you type them. **Single-digit competencies (numbers 1-9) must be entered as "01", "02", "03" etc** You indicate that you have finished entering competencies by pressing the hash key twice (# #). You are then taken back to the previous menu (see 8 above).	Enter relevant competencies, and press the hash key twice (# #) when finished
If you make a mistake, it is safest to press the hash key twice and then press "8" from the menu (*To abandon the competencies that you have entered for this student, press 8*) and re-enter the correct competencies.	You should copy the relevant competency numbers directly from your Assessor Logbook

CRS function	Assessor Action:
10. If you choose to enter a **range** of competencies, you will receive the following prompt: *Prompt:* *"Please enter the range of competencies"* When you enter the first number of a competency range, the system will repeat the number back to you followed by the word *"till"*. This word is used to clearly identify the beginning and ending numbers of a range. You then enter the second number which closes the range. Once again, the system repeats the number back to you (e.g. you enter "06"....."12". The system repeats "6 till 12"). Because the system expects to receive numbers in pairs when entering ranges, the next number you enter will be seen as the first number of the next range. Pressing the hash key twice (# #) indicates that you have finished entering a range. You are then taken back to the menu (see 8 above). Mistakes should be treated as stated in point 9 (above).	Enter relevant range(s) of competencies, and press the hash key twice (# #) when finished
11. Once back at the menu you should choose to replay the competencies that you have entered: *Prompt:* *"To hear the competencies that you have entered for this student, press 3"* Listen carefully to the replay to ensure that competencies are recorded correctly. They will be replayed in the order they were entered. You should mark off the competencies on your progress check sheet in your Assessor Logbook.	Press "3"
12. If competencies are recorded correctly you may now confirm them: *Prompts:* *To confirm the competencies that you have entered for this student, press 4.* *For log book number {9 9 9 9}, student surname {A B C D}, class {9 X} licence, you have recorded the following competencies {n, n, nn, n till n, n till nn}. If this is correct, press 1. If this is not correct, press 2."* **It cannot be over-emphasised that up to this decision point, you have not actually recorded any competencies to the student's logbook. If you hang-up (or otherwise end the transaction without confirming the competencies you have entered), the student logbook will remain as it was before you**	Press "4" Press "1" to confirm - or "2" to cycle back through the competency entry process

CRS function	Assessor Action:
called. Once you press "1" to confirm, the competencies will be recorded on the student's record and you will be held responsible for these entries. If you indicate that the competencies recorded are incorrect you will be asked to re-enter them.	
13. If you confirm that the competencies are recorded correctly, the system will give you a receipt number for the competencies you have recorded in this call for this student. You should write this down in the space provided in your Assessor Logbook. *Prompt:* *"Your receipt number is {n n n n}. Once again, your receipt number is {n n n n}.* If the competencies you have just reported complete the Student's Logbook, you will receive the "Competencies Completed" message: *"The customer has completed all required competencies for this licence class"* It is possible that you will receive a message *"Those competencies were not accepted"* when you attempt to confirm competencies. In this case it is likely that you have inadvertently entered overlapping competencies (see section 8 above), or that one of the competencies you have reported in this transaction had already been recorded in a previous call to the CRS, or that one of the competencies you have reported is not valid for the licence class. **Where even one competency in a transaction is incorrect, the CRS will not accept other competencies reported in the same transaction.**	Write down the Receipt Number in your Assessor Logbook Review your Assessor Logbook for overlapping, invalid or previously recorded competencies.
14. You will be offered the choice to enter results for more students (up to a maximum of 5 per phone call) following the same steps as outlined above: *Prompt:* *To enter competencies for another student, press 1.* You may also choose to exit the system by pressing "9".	Press "1" to enter results for another student

Note:
At many points along the way you can replay a prompt by pressing the hash key (#) once.

If all else fails, hang up.

Requests for further information and any comments or suggestions may be directed to the RTA Compliance & Assurance Unit during normal business hours.

Contact Name:- **Jenny Birch (02) 8837 0336.**

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ATTACHMENT 5

DRIVER LICENCE CLASSES

On 28 July 1997 a new driver's licence class structure was introduced in NSW. All Australian licensing jurisdictions agreed to adopt this structure, which has been endorsed by the National Road Transport Commission (NRTC) and the Ministerial Council.

The following table gives a description of the current licence classes:

Class	Authorises a person to drive:	But not these vehicles:
C	• Any vehicle with a gross vehicle mass (GVM) of 4.5 tonnes or less.	• Vehicles which can seat more than 12 adults including the driver. • Motorcycles.
LR	• Vehicles covered by class C. • Any vehicle with a GVM up to 8 tonnes, including any vehicle with a GVM up to 4.5 tonnes which seats more than 12 adults.	• Motorcycles. • A truck/bus towing a trailer which has a GVM greater than 9 tonnes.
MR	• Vehicles covered by classes C and LR. • Any rigid truck/bus with 2 axles and a GVM exceeding 8 tonnes.	• A truck/bus towing a trailer which has a GVM greater than 9 tonnes. • Articulated vehicle. • Motorcycle.
HR	• Vehicles covered by classes C, LR and MR. • Any rigid truck/bus with 3 or more axles and a GVM greater than 8 tonnes.	• A truck/bus towing a trailer with a GVM greater than 9 tonnes. • Articulated vehicle. • Motorcycle.
HC	• Vehicles covered by classes C, LR, MR and HR. • Any semi-trailer, or rigid vehicle towing a trailer with a GVM of more than 9 tonnes	• B-Doubles. • Road Trains. • Motorcycles.
MC	• Vehicles covered by classes C, LR, MR, HR and HC. • B-Doubles. • Road Trains.	• Motorcycles.
R	• Any motorcycle.	• Any other class of vehicle unless a dual licence (comprising a motorcycle licence plus one of the above licences) is held.

Buses

The NDLC's do not contain specific classes for buses. The old 4A or 4B licence classes became MR or HR respectively. Articulated buses, which required a 5A licence to drive, are now covered by the licence class HR. Drivers are still required to obtain a Driver's Authority issued by NSW Transport and Infastructure if they want to drive buses being operated as public vehicles.

ASSESSMENT OF COMPETENCIES SPECIFIC TO BUS AND TRUCK VEHICLE TYPES

Although there are no specific bus classes under NDLC, the assessment requirements, which are specific to the vehicle types, remain (for example, the bus stop assessment and the requirement to load trucks to a minimum of 75% GVM). Adherence to these competency requirements will be monitored under the RTA's HVCBA audit program.

The competency reporting system will accept full sets of the competencies specified for truck-type vehicles or bus-type vehicles, but not a mixture of the two.

The following table summarises the assessment of competencies specific to bus or truck vehicle types.

	Competency	National Driver Licence Class
39	U (Three Point) Turn	LR (Truck and Bus) MR (Truck only)
40	Bus Stop	LR (Bus only) MR (Bus only) HR (Bus only)
41	Securing the Load	LR (Truck only) MR (Truck only) HR (Truck only) HC (Truck only)
42	Uncouple Semi-trailer	HC (Truck only)
43	Couple Semi-trailer	HC (Truck only)
44	Uncouple Truck and trailer	HC (Truck only)
45	Couple Truck and trailer	HC (Truck only)

SYNCHROMESH ENDORSEMENT FOR HEAVY VEHICLES

Currently, a licence holder applying for a higher class of licence and passing the driving test or HVCBA assessment in a vehicle with an automatic or synchromesh gearbox, will have the licence for the higher class endorsed. In both circumstances the licence will be endorsed with a condition 'B' – "may only drive a heavy vehicle fitted with an automatic or synchromesh gear box". This condition applies to licence classes MR, HR, HC and MC. It does not apply to licence classes C or LR.

There is no licence endorsement if:
- the driving test is passed in a truck fitted with a constant mesh (crash) gear box
- the driver already holds a class MR or higher that is not endorsed with the synchromesh condition
- under HVCBA all competencies (except 36 and 41) have been passed in a vehicle with a constant mesh (crash) gearbox.

All drivers who held licences at the time of conversion to the NDLC's were issued with a driver's licence without a 'B' condition.

Heavy vehicle drivers who later wish to have the 'B' condition removed from their licences can do so by undergoing an RTA driving test in a vehicle which is fitted with a crash gear box. The test will be a shortened heavy vehicle driving test, conducted by a RTA heavy vehicle testing officer, utilising the HVDART testing procedure. This test vehicle can be any vehicle type authorised by a class MR or higher. For example, a driver with a class HC licence endorsed with a condition 'B' can have the condition removed by passing a short test in a vehicle covered by a class MR, HR or HC licence. It will not be possible to remove the endorsement by undertaking a HVCBA assessment; the shortened driving test **must** be undertaken.

Assessors are reminded of the importance of full and accurate recording of gearbox type in both applicant and assessor log books to avoid licence issue difficulties for their clients.

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ATTACHMENT 6

Sample of a Final Competency Assessment Circuit Map
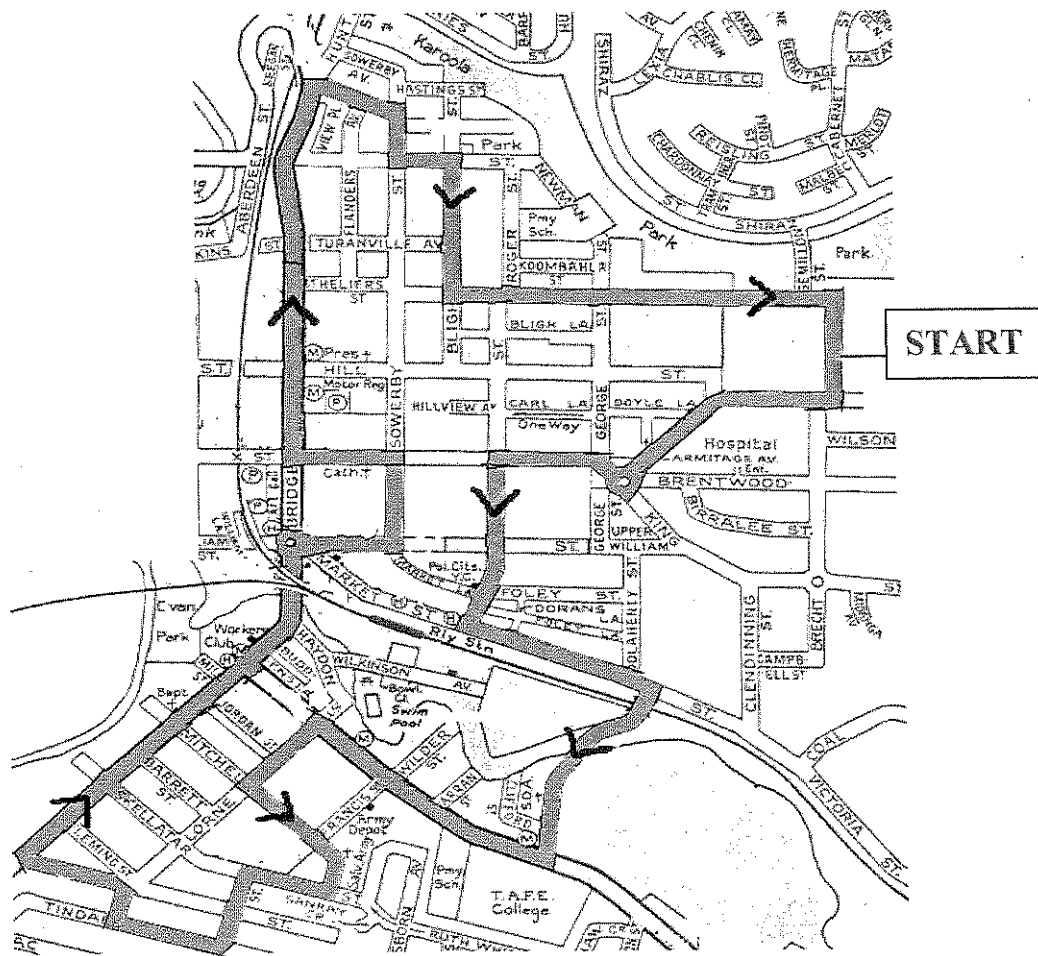
Assessor: Ian P. Daley   *Assessor number:* 008750
FCA circuit: No.3 at KICKACANALONG
Start/finish location: 123 West Street
Date circuit prepared: 03/11/2000

Note: Direction of travel shown by arrows on map.

Plus written documentation that lists the observations and their locations within that FCA course as per Attachment 7.

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ATTACHMENT 7

Sample of Final Competency Assessment Documentation

Assessor: Ian P. Daley   *Assessor number:* 008750
FCA circuit: No.1 at KICKACANALONG
Start/finish location: 123 West Street
Date circuit prepared: 03/11/2000

Start

123 West St	*Proceed South to Gavin St*
Gavin St	*Turn Right. Continue to r/about at King St*
King St r/about	*Turn Right. Continue to Rodger St*
Roger St	*Turn Left. Continue to Market St*
Market St	*Turn Left. Continue to High St*
High St	*Turn Right. Continue to Engle St*
Engle St	*Turn Right. Continue to Lorne St*
Lorne St	*Turn Left. Continue to Mitchell St*
Mitchell St	*Turn Left. Continue to Skellatar St*
Skellatar St	*Turn Right. Continue to Moore St*
Moore St	*Turn Left. Continue to Tindall St*
Tindall St	*Turn Right. Continue to Wallis St*
Wallis St	*Turn Right. Continue to Lee St*
Lee St	*Turn Left. Continue to Bridge Rd*
Bridge Rd	*Turn Right. Continue to William St*
William St	*Turn Right. Continue to Sowerby St*
Sowerby St	*Turn Left. Continue to Cross St*
Cross St	*Turn Left. Continue to Bridge Rd*
Bridge Rd	*Turn Right. Continue to Ash Ave*
Ash Ave	*Turn Right. Continue to Sowerby St*
Sowerby St	*Turn Right. Continue to Newman St*
Newman St	*Turn Left. Continue to Bligh St*
Bligh St	*Turn Right. Continue to Atheliers Rd.*
Atheliers Rd	*Turn Left. Continue to West St*
West St	*Turn Right. Continue to 123 West St*
	Finish

Tindall St is the nominated location for manoeuvres should FCA be conducted by Auditor.

Course Length	*8.6 klm*
Course Duration	*28 mins*

NOTE!!!
All FCA's must start and finish in the state of NSW. No exceptions to this rule will be accepted