

# Conditions of accreditation as an assessor for high risk work classes

Version 10: effective 1 January 2018

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# Section 1 - Purpose

A licence to perform high risk work (HRW) is part of a national system which authorises individuals to carry out particular classes of work such as scaffolding, dogging, and crane and forklift operation. These 29 HRW licence classes have been incorporated into Queensland law by the *Work Health and Safety Regulation 2011* (WHS Regulation).

To obtain a HRW licence under the WHS Regulation, a person must be trained in accordance with the applicable unit of competency by a Registered Training Organisation (RTO) and then be assessed as competent against the applicable national assessment instrument (NAI) by an assessor who is accredited by the work health and safety regulator (the regulator) under the WHS Regulation.

The *Conditions of accreditation as an assessor for high risk work classes* (the Conditions) is issued under section 121 of the WHS Regulation. It provides details of specific conditions relating to the conduct of HRW licence assessments and associated administrative procedures, to help uphold public and industry confidence in the assessment of individuals for HRW licences.

The regulator may amend, add or revoke any of these conditions by supplying a written copy of the amended conditions to your last known place of business or residence, by sending an electronic copy to the most recent email address provided to Workplace Health and Safety Queensland (WHSQ) High Risk Work (HRW) Licensing and Advisory Services (LAS) or uploading to the WHSQ website.

**This release of the document (Version 10, last updated 08 December 2017) is effective from 1 January 2018 and supersedes all previous versions and amendments.**

You are required under section 45 of the *Work Health and Safety Act 2011* (WHS Act) to comply with the conditions.

Failure to conduct yourself in accordance with these conditions constitutes an offence which carries a maximum penalty of 200 penalty units.

WHSQ may suspend or cancel your accreditation, and impose a disqualification period if you:

- are no longer qualified (e.g. no longer hold a valid Australian HRW licence),
- are unable to conduct assessments competently
- are unable to comply with these conditions
- provide false or misleading information
- fail to give information upon request.

You must therefore be familiar with the Conditions and understand the requirements before conducting assessments or undertaking assessment administrative requirements. If you do not understand any aspect of the conditions, you must contact HRWLAS for clarification before conducting a HRW licence assessment (refer to Appendix 4 for HRWLAS contact details).

**Note: Accreditation granted by WHSQ only permits you to conduct HRW assessments in the State of Queensland. Furthermore, HRW licence assessments on behalf of another jurisdiction are not permitted within Queensland.**

## Section 2 - General requirements

Before conducting any assessments you must:

1. successfully complete required testing
  - a. sign the acknowledgement and undertaking at Section 7 of this document and
  - b. attend an induction session conducted by WHSQ.

You must also sign the acknowledgement and undertaking section of all future versions of the Conditions and return to WHSQ via email within 7 days of them being issued.
2. You must comply with the requirements of the applicable unit of competency, the applicable NAI and Addendums issued from time to time by WHSQ.
3. Before conducting an assessment you must formally align with an RTO by notifying WHSQ via Form 91
  - a. Your aligned RTOs will be provided with a copy of all evaluation/advisory and other reports relating to your work as an assessor on their behalf.
4. You must maintain currency of experience and knowledge in the conduct of assessments during each accreditation period.
5. You must attend any compulsory forums, technical seminars or other programs as directed by WHSQ.

### Conduct as an assessor

6. You must conduct yourself diligently, efficiently, honestly, impartially and with integrity. Unethical or improper behaviour or any form of corruption is not acceptable & must be reported to WHSQ via email or telephone (refer to Appendix 4 for the contact details). You must not:
  - a. delegate your accreditation as an assessor, or the activities associated with the authorisation, to any other person, including the supervision and marking of assessments
  - b. collude with a candidate, an RTO or anyone else regarding a HRW licence assessment. This includes demanding or accepting bribes, gifts, or other inducements or benefits that may directly or indirectly influence or appear to influence your ability to act impartially. This applies to you and anyone connected or associated with you
  - c. provide a copy being an imitation, reproduction or duplicate of any original NAI, Addendum or part thereof or any acceptable responses in any form including hard copy, electronic or audio, to any person other than to a candidate in the ordinary course of an assessment or the RTO for record keeping purposes
  - d. make false or misleading declarations in your dealings including falsifying information on plant details, falsifying candidate answers, deeming a candidate as competent without conducting a full assessment
  - e. fail to disclose any actual or potential conflicts of interest involving an assessment to WHSQ via email
  - f. carry out an assessment if you reasonably believe that any information provided by the candidate or the RTO may be false or misleading
  - g. conduct assessments for HRW licence classes you don't hold accreditation for or
  - h. conduct assessments in Queensland for or on behalf of another regulator.

7. You must immediately terminate the assessment if you become aware at any time before or during an assessment that a candidate has or has had access to:
  - a. the original, imitation, reproduction or duplicate of the applicable NAI, NAI Addendum or part thereof in any form including hard copy, electronic or audio (other than where the access was through the ordinary course of an assessment previously) or
  - b. the acceptable responses to questions in the applicable NAI, or any part thereof, or NAI Addendum in any form including hard copy, electronic or audio.

You must write a detailed record of what occurred, including the name of the candidate, the time, location and exactly what was observed and said. You must inform the candidate that it will be reported to WHSQ. You must immediately report the matter to HRWLAS by email or by telephone (refer to Appendix 4 for the contact details).

8. You must not conduct an assessment of the following persons:
  - a. immediate relatives
  - b. business partners
  - c. persons under the age of 18 years
  - d. a candidate who cannot speak and understand the English language
  - e. persons requiring an interpreter other than for hearing impaired persons (without prior written approval from WHSQ) or
  - f. another assessor (without prior written approval from WHSQ).
9. You must identify yourself as an accredited assessor to the RTO and accredited assessor prior to being assessed for any other HRW licence class.
10. You must not conduct an assessment for a HRW licence if you are under, or if you reasonably believe that a candidate is under the influence of alcohol, illicit drugs or substances.
11. You must advise WHSQ, in writing immediately (refer Appendix 4 for the contact details) if:
  - a. you are convicted of an offence against the WHS Act or WHS Regulation or against a corresponding WHS law
  - b. you are found guilty of an offence of dishonesty or violence
  - c. your accreditation as an assessor for any class of high risk work is suspended or cancelled by the regulator in any other corresponding WHS jurisdiction
  - d. you are disqualified from applying for a grant of accreditation as an assessor by the regulator in any other corresponding WHS jurisdiction
  - e. an application for accreditation as an assessor for any class of high risk work is refused by the regulator in any other corresponding WHS jurisdiction
  - f. any HRW licence held by you in Queensland or any other corresponding WHS jurisdiction is suspended or cancelled
  - g. you enter into an enforceable undertaking with the regulator in Queensland or any other corresponding WHS jurisdiction or
  - h. any improvement, prohibition, or infringement notice is issued against you by an inspector in Queensland or any other corresponding WHS jurisdiction.

## Section 3 - Before conducting an assessment

Before conducting an assessment you must:

12. Sight and verify original evidence of the candidates' identity in accordance with the evidence of identity (EOI) requirements outlined in Appendix 3 immediately before every assessment. If a candidate is unable to provide three original EOI documents as per the requirements contact HRWLAS for further advice (refer to Appendix 4 for the contact details).
  - a. A colour copy of the EOI documents must be maintained except for financial institution cards.
  - b. Only the financial institution card type, the issuing financial institution and expiry date of the financial institution card details are to be noted on the candidate's file. The financial institution card must **not** be photocopied, scanned or its details copied to the extent it becomes a security risk.
13. Ensure that the RTO on whose behalf you intend to conduct the assessment has current scope of registration under the VET legislation to conduct the course relevant to the class of HRW being assessed.
14. Sight and verify evidence the candidate is enrolled in the specified course of training for the type of HRW licence assessment to be undertaken (e.g. training record, confirmation of enrolment):
  - a. before conducting a **knowledge and/or calculations assessment** the assessor must sight and verify (through written evidence and advice from the RTO) that the candidate:
    - i. has completed training in accordance with the relevant unit of competency delivered by an RTO and
    - ii. has achieved a standard whereby they are ready to undertake the mandated assessment.
  - b. before conducting a **performance assessment** the assessor must sight and verify (through written evidence and advice from the RTO) that the candidate:
    - i. has completed all training in accordance with the relevant unit of competency delivered by an RTO
    - ii. obtained practical experience under the supervision of a suitably licensed person and can successfully demonstrate the necessary transferable skills
    - iii. has achieved a standard of skill whereby they are ready to undertake the mandated assessment and
    - iv. has obtained a successful result in both the knowledge and calculations assessments.

The written confirmation should be able to be stored/filed for production at a later time and therefore a text message does not satisfy this condition. Separate advice is required if the knowledge/calculations assessments are conducted separately from the performance assessment.
15. If you are conducting a split assessment for a candidate you must sight, and retain, a copy of a valid assessment summary (AS1) that relates to the previous assessment parts. The AS1 must show a competent result in the part of the NAI completed.

## Notification of and/or variation to an assessment

16. You must notify WHSQ via the online notification process **at least three (3) business days** prior to any HRW licence assessment, including reassessment. The period includes the day of notification, and excludes the assessment day (e.g. to conduct an assessment on Thursday, notification will need to be made on Monday).
  - a. A separate notification is required for each of the knowledge, calculations and performance assessments if they are conducted on non-consecutive days.
  - b. Details of any site specific requirements are to be included such as induction, personal protection equipment (PPE) etc.
17. Changes to notifications (e.g. cancellation, changing the time or venue), must be notified to WHSQ by email or telephone as soon as practicable after you become aware of the change (refer to Appendix 4 for contact details).
  - a. The unique number attached to the notification must be placed in the 'Subject' line of the email for ease of recognition.
  - b. Adding candidates may only occur with 1 business day's notice.

## Section 4 - Conducting assessments

### General

18. You must ensure you have the correct and relevant version of the NAI, including any WHSQ Addendum, for the HRW licence class for which you are conducting the assessment.
19. You must ensure that you have a comprehensive understanding of the NAI assessment requirements and that all assessments are conducted in accordance with those requirements.
20. During an assessment, you must be in the same location, within sight and sound of the candidate/s, for the entire duration of the assessment process.
21. If it is identified during an assessment that a work practice being undertaken by the candidate is unsafe or poses an immediate risk to a person's safety, the assessment must be stopped immediately. You must advise the authorised representative of the RTO, employer, supervisor or other appropriate person at the workplace that the assessment has ceased.
22. You must ensure that all resources required by the NAI are readily available including:
  - a. plant and equipment in safe working order which complies with relevant legislation and
  - b. appropriately licensed assistants (e.g. crane operator for DG assessment).
23. You must maintain evidence of the required/appropriate resources used in the assessment (e.g. photos, invoice of plant hire, lease agreement, etc.)
24. You must not assist the candidate with the assessment (e.g. you cannot prompt or provide answers or act as a dogger during a crane assessment).
25. A candidate must not have available for their reference any answers, formulas, drawings, diagrams or other documents relating to the assessment at any stage during the knowledge and/or calculations assessment (e.g. assessment instruments or extracts, answers, formulas, drawings or diagrams left on whiteboards, any relevant training documents).

26. You must not conduct a performance assessment at the same time as, or before, a calculations assessment or knowledge assessment.
27. You must not perform an assessment for any of the VET courses listed in column 1 of **Appendix 1** of these conditions unless the candidate has successfully completed the prerequisite VET course or holds the HRW licence listed in column 2. You must retain a copy of the statement of attainment for the VET course or sight the required HRW licence and record its number with the candidate training and assessment records.

## Knowledge assessments and calculation assessments

28. You must ensure that candidates are positioned so they are unable to copy or cheat.
29. Oral assessments may be administered for the knowledge assessment only, and:
  - a. must not be conducted while you are conducting other assessments
  - b. must not be conducted in a location where other candidates are able to hear the questions or answers
  - c. you must record the candidate's answers exactly as stated immediately on the assessment paper
  - d. the candidate must sign the NAI and
  - e. 'Oral assessment' must be noted on the front of the NAI.

Marking is to be conducted at the completion of the above requirements.

30. You must be the person who marks the knowledge assessment and/or calculations assessment.
31. Each question must be marked:
  - a. correct (with a tick) if the response provided by the candidate reflects the substance of the acceptable responses stated in the relevant NAI or
  - b. incorrect (with a cross) if there is nil response or if the response does not reflect the substance of the acceptable responses stated in the relevant NAI.
32. Clarification may be sought from the candidate for partially correct answers by asking additional questions. You must:
  - a. not cross out the candidate's original answer
  - b. note in the margin that oral clarification was sought for that specific question
  - c. **record the candidate response exactly as stated by the candidate, initial the response and have the candidate initial also** and
  - d. not conduct clarification and general verbal feedback within sight and hearing of other candidates.

Answers to calculation questions must show the formula, full working calculations as to how the answers were achieved and the correct metric unit of weight (e.g. kg or t) or measurement (e.g. mm or m). The candidate must also include an answer to all questions, not just supply the formula.

## Performance assessments

33. Performance assessments must be conducted individually and out of sight and hearing of other candidates except for certain tasks in the scaffolding and/or rigging assessments. In cases of scaffolding and/or rigging assessments, each candidate must demonstrate competence in each prescribed element, as required by the applicable NAI.  
**Note: maximum allowable candidates must not be exceeded.**
34. Performance assessments must be conducted out of sight and hearing of other candidates, except where permitted as per condition 33.



35. You must mark each item on the performance assessment checklist with a tick (if correct), a cross (if incorrect) or N/A (if not applicable - where permitted by the applicable assessment instrument) during the assessment.
36. You must use a separate performance assessment checklist for each assessment/candidate, including candidates undertaking a reassessment.
37. You must not prompt the candidate for answers or responses in any part of the performance assessment. An example of prompting would include asking the candidate during the pre-operational checks: "Would you check the brakes before using the forklift?" or "What fluids would you check for?"
38. No written material may be used to assist a candidate during the performance assessment including pre-start/operational check lists unless permitted in writing by WHSQ.

## Reassessments

39. Candidates undertaking a reassessment within 2 calendar months of the initial assessment are only required to complete those parts of the assessment for which they were unable to demonstrate competency (knowledge, calculations and/or performance). Candidates undertaking reassessment 2 calendar months after the initial assessment must undertake the entire assessment (knowledge, calculations and performance). All reassessments must be undertaken within 12 months.

## Recognition of prior learning

40. RPL only relates to training provided by the RTO. A full assessment is required on **all** occasions in accordance with the Assessors Guide.

## Section 5 – Post assessment administration

41. You must:
  - a. complete a notice of satisfactory assessment/assessment summary (AS1) for all competent results and provide it to the candidate
  - b. complete and sign the assessment summary in the NAI for all not yet competent (NYC) results explaining the reasons to the candidate and recording the areas and/or elements in which the candidate is not yet competent and provide it to the candidate
  - c. enter the assessment results for all candidates in the assessor portal within 14 days of assessment and
  - d. notify the applicable RTO of all results within 14 days of assessment.
42. You must provide candidates who have successfully completed all the required assessments for a HRW licence class with details, in writing, on how to make application for a HRW licence.
43. You must not lodge a notice of satisfactory assessment (using the assessor portal or in hardcopy) with WHSQ or provide the candidate with an assessment summary if you are informed by a WHSQ inspector observing the conduct of the assessment,

that they reasonably believe that the candidate has not demonstrated full competence through the assessment.

44. You must not collect a fee for lodgement of an application for a HRW licence on behalf of the candidate or undertake to lodge the application on their behalf.

## Section 6 - Record keeping

45. You must ensure that all training assessment records are kept and made available for review if requested for a period of not less than two years. In addition you should ensure that copies of all training records and assessment records are provided to the aligned RTO on whose behalf the assessment was conducted.
46. You must make available, upon request of an inspector, any training and/or assessment records for any candidate undertaking assessment or who has previously been assessed by you.

# Section 7 - Acknowledgement and undertaking

I,....., accredited HRW licence assessor, *(print your full name)*

acknowledge that I have read and understood these conditions imposed on my accreditation as an assessor, and undertake to fully abide by them at all times.

I understand and agree that from time to time, WHSQ will conduct audits, evaluations and or other compliance inspections into my conduct as an accredited HRW licence assessor and any resulting documents, including post-induction advisories, evaluations & investigation reports/correspondences, may be provided to the relevant aligned RTOs.

Dated this ..... day of ..... 20.....  
*(date) (month) (year)*

.....  
*(signature)*

.....  
*(name in full)*

.....  
.....  
.....  
*(address)*

# Appendix 1 - Prerequisite VET courses

(Condition 43)

VET courses for which a candidate must have either completed a prerequisite VET course or hold a HRW licence before assessment can be conducted.

Column 1 <b>VET course</b>	Column 2 <b>Prerequisite VET course or required HRW licence</b>
<i>Licence to erect, alter and dismantle scaffolding intermediate level</i>	VET course - <i>Licence to erect, alter and dismantle scaffolding basic level</i> , or <i>Basic scaffolding HRW licence</i>
<i>Licence to erect, alter and dismantle scaffolding advanced level</i>	VET course - <i>Licence to erect, alter and dismantle scaffolding intermediate level</i> , or <i>Intermediate scaffolding HRW licence</i>
<i>Licence to perform rigging basic level</i>	VET course - <i>Licence to perform dogging</i> , or <i>Dogging HRW licence</i>
<i>Licence to perform rigging intermediate level</i>	VET course - <i>Licence to perform rigging basic level</i> , or <i>Basic rigging HRW licence</i>
<i>Licence to perform rigging advanced level</i>	VET course - <i>Licence to perform rigging intermediate level</i> , or <i>Intermediate rigging HRW licence</i>

# Appendix 2 - Definitions

**Acceptable responses** means any suggested appropriate answers issued by Safe Work Australia, the national VET regulator, or the regulator from time to time to questions contained within the knowledge or calculations assessments of national assessment instruments for VET courses for the use and assistance of accredited assessors in the marking of assessment papers. Acceptable responses may also be referred to as model answers from time to time.

**Accreditation** means an accreditation as an assessor under subdivision 2 of Part 4.5 of chapter 4 of the WHS Regulation.

**Accreditation document** means the document issued by the regulator accrediting an assessor to conduct competency assessment in relation to classes of high risk work under section 123 of the WHS Regulation. This includes the assessor identification card.

**Candidate** means a person who is undertaking or has successfully completed training or assessment in a VET course listed in schedule 4 of the WHS Regulation.

**Assessment** means the process of collecting evidence and making judgments on whether competency has been achieved to decide whether a candidate can perform the relevant class of high risk work safely and to the standard expected in the workplace.

**Assessor Portal** means the assessor access to the renewable and photographic licensing database and processing system administered by WHSQ.

**Business days** does not include weekends or public holidays including the City of Brisbane show holiday.

**Calculations assessment** means that portion of an assessment which requires the candidate to make calculations, apply formulae, draw diagrams, or otherwise display deductive knowledge in answer to questions.

**Conditions of accreditation** means the terms of this document, including any schedules, which comprise conditions of accreditation imposed by the regulator pursuant to section 121 of the WHS Regulation.

**High risk work** or **HRW** means any work set out in schedule 3 of the WHS Regulation as being within the scope of a high risk work licence.

**High risk work licence** or **HRW licence** means any of the licences listed in schedule 3 of the WHS Regulation.

**Knowledge assessment** means that part of an assessment contained within a national assessment instrument which requires oral or written responses to questions.

**Model answers** means acceptable responses.

**NAI Addendum** or **Addendum** means the documents issued from time to time by WHSQ titled NAI Addendum mandated for the use in the assessment of candidates in addition to the NAI.

**National assessment instruments** or **NAI** means those documents issued by SafeWork Australia from time to time, mandated for use in the assessment of candidates for VET courses.

**National VET regulator** means the body established by section 155 of the *National Vocational Education and Training Regulator Act 2011* (Cth).

**Notice of satisfactory assessment** includes any WHSQ approved certification in relation to the specified VET course and may include an AS1 document.

**Performance assessment** means that portion of an assessment contained within a national assessment instrument which requires the candidate to physically demonstrate competence to perform the relevant class of high risk work. A performance assessment may also be referred to as a practical assessment from time to time.

**Practical assessment** means a performance assessment.

**Recognition of prior learning** or **RPL** means a process which recognises a candidate existing or current skills and experience regardless of where and when the learning occurred.

**Registered training organisation** or **RTO** means a training organisation listed as a registered training organisation on the National Register maintained under the *National Vocational Education and Training Regulator Regulations 2011* (Cth).

**Regulator** means the public service officer so appointed under the WHS Act.

**Split assessment** means an assessment that is conducted over a number of days, sometimes by multiple assessors. This does not include assessments conducted by the same assessor over concurrent days.

**Supervised practical training** means training conducted in the work context under the direct supervision of a person licensed to undertake the high risk work for the purposes of directing, demonstrating, monitoring and checking the person's work in the course of training towards a certification in order to be licensed to carry out the high risk work.

**Testing** means the exam/s administered by WHSQ for the purposes of becoming an accredited assessor.

**Unit of competency** means the documentation recording the specification of knowledge and skill and their application to a specified standard of performance required for a VET course.

**VET course** has the same meaning as it has in the *National Vocational Education and Training Regulator Act 2011* (Cth).

# Appendix 3 – Evidence of identity requirements

You are required to sight three **matching** original **evidence of identity** (EOI) documents. You must also retain a copy of the EOI documents (excepting a financial institution debit/credit card) on the candidate file. You are required to keep a record that a debit/visa card was one of the original documents sighted. The three documents can be made up of:

**One category A + two category B OR Two category A + one category B**

At least one category A document must be photographic and show a full name and date of birth (DOB). The personal details on the notice of satisfactory assessment and the details entered in the Assessor Portal (except middle name) must match the personal details recorded on the EOI documents.

Category A documents	Status
<ul style="list-style-type: none"> <li>• Australian Birth Certificate - full (not an extract or a Commemorative Certificate)</li> <li>• Bicentennial Birth Certificate (born in 1988)</li> <li>• Australian Citizenship Certificate/Naturalisation Certificate</li> <li>• Department of Immigration and Border Protection (DIBP)               <ul style="list-style-type: none"> <li>– Certificate of Evidence of Resident Status</li> <li>– Visa Evidence Card (with PLO56 Visa)</li> </ul> </li> <li>• Queensland or Federal police officer photo identity card.</li> <li>• Queensland High Risk Work licence (photographic)</li> </ul>	Current
<ul style="list-style-type: none"> <li>• Australian Passport (including Australian Document of Identity)</li> <li>• Foreign Passport</li> <li>• Australian photo driver licence</li> <li>• Queensland Accreditation/Authorisation (laminated)               <ul style="list-style-type: none"> <li>– Driver/rider trainer; pilot/escort vehicle driver; dangerous goods driver; tow truck driver/assistant certificate</li> <li>– Bus; taxi; limousine driver</li> </ul> </li> </ul>	Current or expired less than two years
<ul style="list-style-type: none"> <li>• DIBP - ImmiCard; Temporary or Resident Visa; Document for travel to Australia.</li> </ul> <p><b>Note:</b> Electronic Travel Authority (ETA) is not accepted.</p>	Valid up to five years after issue
<ul style="list-style-type: none"> <li>• Queensland Card 18+ (laminated)</li> </ul>	Issued after 01/01/1992
Category B documents – must be Australian issued documents	Status
<ul style="list-style-type: none"> <li>• Australian Defence Force photo identity card (excluding civilians)</li> <li>• Australian Firearm Licence (with photo)</li> <li>• Australian Security Guard/Crowd Controller Licence (with photo)</li> <li>• Department of Veterans' Affairs/Centrelink Pensioner Concession Card (including Healthcare card)</li> <li>• Education institution student identity document (must include photo and/or signature)</li> <li>• Financial institution debit/credit card (must include signature and embossed/printed name)</li> <li>• Medicare card (Green, Blue or Yellow)</li> <li>• Interstate government-issued or government-approved Proof of Age Card</li> </ul>	Current

## Change of Name

If a candidate has changed their name and the name on the EOI documents is different from the name they wish the HRW licence to appear in, you will need to sight and retain a copy of a change of name document. The notice of satisfactory assessment and the Assessor Portal must be completed in the name recorded on the change of name document.

Change of Name documents	Status
Australian Marriage Certificate (ceremonial marriage certificates are not accepted)	Issued by relevant Registrar of Births, Deaths and Marriages
Australian civil partnership/relationship certificate	
Australian Change of Name Certificate	Issued by relevant court
Divorce papers, Decree Nisi or Absolute (must show the name being reverted to)	
Deed Poll	Issued prior to 01/02/2004



## Appendix 4 – WHSQ Licensing and Advisory Services Contacts

<p><b>Assessor direct line</b> For all telephone calls about your accreditation, the Conditions or HRW licence assessments. <b>Not for general public.</b></p>	1300 632 756
<p><b>Safety info email :</b></p> <ul style="list-style-type: none"> <li>• to update your details</li> <li>• for clarification about the Conditions or an assessment</li> <li>• for technical enquiries regarding HRW licence -related plant and equipment</li> <li>• to report issues and concerns pertaining to assessments</li> <li>• to return signed acknowledgement and undertaking.</li> </ul>	<a href="mailto:safetyinfo@oir.qld.gov.au">safetyinfo@oir.qld.gov.au</a>
<p><b>Online assessment notifications</b> For online notification of assessments. To disclose any perceived or actual conflict of interest with assessments (include in notes section).</p>	<a href="https://forms.business.gov.au/aba/qldgov4/notification-of-hrw-class-assessment/">https://forms.business.gov.au/aba/qldgov4/notification-of-hrw-class-assessment/</a>
<p><b>Licensing compliance services email</b> To notify of changes to notifications, e.g. cancellation, changing the time or venue.</p>	<a href="mailto:ics@oir.qld.gov.au">ics@oir.qld.gov.au</a>
<p><b>Assessor portal</b> To enter the assessment results for all candidates</p>	<a href="https://fswqap.worksafe.qld.gov.au/rlp/login.jsp">https://fswqap.worksafe.qld.gov.au/rlp/login.jsp</a>
<p><b>Licensing direct line</b> For all HRW licensing enquiries, including asbestos and demolition licensing.</p>	1300 631 948
<p><b>Workplace, Health and Safety Queensland</b></p>	1300 362 128  <a href="http://www.worksafe.qld.gov.au">www.worksafe.qld.gov.au</a>