

Conditions of accreditation as an assessor for high risk work classes

Version 11: effective 1 May 2021



Workplace Health and Safety Queensland
worksafe.qld.gov.au



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Definitions and Interpretation

Acceptable responses means any suggested appropriate answers issued by Safe Work Australia, the national VET regulator, or the WHS 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 Part 4.5 of the *Work Health and Safety Regulation 2011* (WHS Regulation).

Assessment means the process of collecting evidence and making judgements 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. An assessment comprises three parts: knowledge, calculations, and performance.

Assessment event includes the planning, notification and conduct of an assessment that is allocated a unique Assessment Event Notification (AEN) number in the Assessor Portal.

Assessment notification period is the time between when an assessor plans an assessment and the assessment, which includes the day of the notification but excludes the assessment day. The assessment notification period must be at least three (3) business days (e.g. an assessor must notify on Monday to conduct an assessment on Thursday).

Assessment part means the knowledge, calculations or performance part of an assessment.

Assessor means a person who is accredited under part 4.5 of the WHS Regulation to conduct assessments.

Assessor Portal is the system used to plan, notify and record results of assessments.

Business day means a day that is not a Saturday or Sunday or a public holiday (including the Brisbane show holiday).

Calculations assessment means that part of an NAI that assesses a candidate's competency to perform the calculations required to undertake the relevant HRW safely.

Calendar day means any day including weekends and public holidays.

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.

Candidate Assessment Summary (CAS) is a document that shows the results of an assessment or part of an assessment.

Competent is an assessment outcome when a candidate has satisfactorily completed one or more parts of the NAI (i.e. knowledge and/or calculations and/or performance).

Conditions of accreditation (Conditions) 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.

Conflict of interest is where the private interests of a person come into, or can be perceived to come into, conflict with the proper performance of the person's duties.

Corruption means corrupt conduct as defined in the *Crime and Corruption Act 2001*.

Exceptional circumstances means circumstances that are out of the ordinary, unavoidable or unexpected that may except a person from the application of particular Conditions regarding notification if approved by WHSQ. See Appendix 2 for further information.

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

Immediate relative means a person's spouse, child, grandchild, parent, brother, sister, grandparent, aunt, uncle, nephew or niece, whether of whole or half-blood or related by adoption.

Knowledge assessment means that part of an NAI that assesses a candidate's knowledge required to undertake the relevant HRW safely.

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

National Assessment Instrument (NAI) means those documents issued by SafeWork Australia from time to time, mandated for use in the assessment of candidates for VET courses.

Not yet competent is an assessment outcome when a candidate has not satisfactorily completed one or more parts of the NAI (i.e. knowledge and/or calculations and/or performance).

Performance assessment means that part of an NAI that assesses a candidate's competency to perform the relevant HRW to the required standard.

Reassessment is an assessment where a candidate did not achieve a competent result in their initial assessment, or where a licence holder or licence applicant has been directed by WHSQ to obtain a reassessment if the WHS regulator reasonably believes that they may not be competent to carry out the relevant class of HRW.

Registered training organisation (RTO) means a training organisation listed as an RTO 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 *Work Health and Safety Act 2011* (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.

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.

Variation includes changing the date (so long as there are still three (3) business days' notice), time or location of an assessment. An RTO can also add candidates to an assessment up until midnight the night before the assessment, however if the additional candidates are not accepted by the assessor before midnight, the candidates will be rejected in the Assessor Portal and cannot be assessed.

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

WHS regulator means the agency responsible for work health and safety in each state or territory of Australia.

Workplace Health and Safety Queensland (WHSQ) is the Queensland WHS regulator.

Introduction

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 the operation of cranes, forklifts and pressure equipment. HRW licence classes have been incorporated into Queensland law by the *Work Health and Safety Regulation 2011* (WHS Regulation). Workplace Health and Safety Queensland (WHSQ) is the agency responsible for HRW licensing and the accreditation of HRW licence assessors.

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 WHSQ.

The *Conditions of accreditation as an assessor for high risk work classes* (the Conditions) are issued under section 121 of the WHS Regulation. The Conditions provide 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 Conditions should be read in conjunction with the following documents as in force at the relevant time:

- the national *Guide for Assessors* and NAIs published by Safe Work Australia
- Office of Industrial Relations' (OIR) *High Risk Work Licensing (Accredited Assessors) Compliance and Enforcement Policy*
- OIR *Compliance Monitoring and Enforcement Policy*
- WHSQ *Accredited Assessor High Risk Work Assessor Portal User Guide*
- WHSQ *Registered Training Organisation High Risk Work Assessor Portal User Guide*
- relevant HRW Units of Competency.

You are required under section 45 of the *Work Health and Safety Act 2011* (WHS Act) to comply with the Conditions. Failure to comply with the Conditions constitutes an offence.

WHSQ may suspend or cancel an assessor's accreditation if they:

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

In addition to the Conditions, assessors may have responsibilities under the following legislation:

- *Work Health and Safety Act 2011*
- *Work Health and Safety Regulation 2011*
- *Crime and Corruption Act 2001*
- *Information Privacy Act 2009*
- *Anti-discrimination Act 1991*
- *Vocational Education and Training Regulator Act 2011*.

Commencement

This version of the Conditions commences on 1 May 2021 and supersedes all previous versions and amendments.

Accreditation Requirements

1. An assessor must hold and maintain a current HRW licence in the class of HRW in which they are conducting an assessment.
2. An assessor must be aligned with an RTO that has current scope of Vocational Education and Training (VET) registration to deliver the unit of competency an assessor is assessing.
3. An assessor must sign and return the Assessor Acknowledgement and Undertaking form to WHSQ via email within seven days of the issue date of any new version of the Conditions.
4. An assessor must attend any compulsory testing, forums, technical seminars, induction or refresher training, or other programs as directed by WHSQ.
5. An assessor must conduct HRW licence assessments only in the HRW classes for which they are accredited.
6. An assessor must maintain currency of experience and knowledge in the conduct of assessments during each accreditation period.
7. An assessor must conduct HRW licence assessments only in the State of Queensland. If an assessor also holds accreditation in another jurisdiction then they are permitted to conduct HRW licence assessments under that accreditation in the relevant jurisdiction.
8. An assessor must not conduct assessments in Queensland for or on behalf of another WHS regulator.
9. An assessor must co-operate with targeted compliance programs including on-site evaluations and desk-top audits.
10. An assessor must return their accreditation card within 14 days if their assessor accreditation is amended, surrendered, suspended or cancelled.

Conduct Standards

Ethical and professional behaviour

11. An assessor must demonstrate professional behaviour, be fair, honest and impartial, and promote WHSQ in a positive manner at all times in their role as an assessor.
12. An assessor must not collude with a candidate, an RTO or anyone else regarding a HRW licence assessment or its outcome.
13. An assessor must not demand or accept bribes, gifts, or other inducements or benefits that may directly or indirectly influence or appear to influence the outcome of an assessment.
14. An assessor must not make false or misleading declarations in their dealings (e.g. falsifying assessment times, candidate answers or information on plant details, providing an incorrect assessment result, or making an incorrect Assessor Portal entry).
15. An assessor must not fail to disclose any actual or potential conflict of interest involving an assessment to WHSQ.

16. An assessor must not carry out an assessment if they reasonably believe that any information provided by the candidate or the RTO may be false or misleading.
17. An assessor must not conduct an assessment if they, an assistant, or a candidate are fatigued or under the influence of alcohol, drugs or substances that may impede judgement or the ability to conduct the assessment safely.
18. An assessor must identify themselves as an assessor to an RTO and assessor prior to being trained and assessed for any HRW licence class.
19. An assessor must maintain the security of an NAI and any relevant addendums. An assessor may make copies of the Candidate Version of the NAI and the performance part of the Assessor Version of the NAI for the purposes of the assessment.
20. An assessor must not provide an original, copy or imitation of an NAI or any part of an NAI or relevant addendums, or acceptable responses to the questions in an NAI to the candidate for training purposes, except in circumstances permitted by WHSQ (e.g. use of crane load charts for relevant crane classes).
21. An assessor must not provide a copy of the Candidate Version of the NAI to a candidate prior to conducting the assessment.
22. An assessor must immediately terminate the assessment if they reasonably believe a candidate is cheating or they become aware at any time before or during an assessment that a candidate has had access to an original, copy or imitation of an NAI or any part of an NAI or relevant addendums, or acceptable responses to the questions in an NAI, except where permitted by WHSQ.
23. An assessor must advise WHSQ as soon as practicable in writing of any change in personal, professional or competency circumstances that would affect their ability to comply with these Conditions.
24. An assessor must not delegate their accreditation or associated activities, including the supervision and marking of assessments, and Assessor Portal entries, to any other person.
25. An assessor must advise WHSQ as soon as practicable in writing if any of the following occur:
 - (a) they are convicted of an offence against work health and safety (WHS) legislation in any Australian WHS jurisdiction
 - (b) they are found guilty of an offence of dishonesty or violence in any Australian jurisdiction
 - (c) another Australian WHS regulator suspends or cancels their accreditation as an assessor for any HRW class
 - (d) another Australian WHS regulator disqualifies them from applying for a grant of accreditation as a HRW assessor
 - (e) another Australian WHS regulator refuses their application for accreditation as an assessor for any HRW class
 - (f) another Australian WHS regulator initiates an investigation into their HRW licence assessment practices
 - (g) they enter into an enforceable undertaking with WHSQ or another Australian WHS regulator
 - (h) they receive an improvement, prohibition, or infringement notice issued by a WHSQ Inspector or an Inspector from another Australian WHS regulator
 - (i) their HRW licence, or an accredited class of their HRW licence, ends (i.e. it is surrendered, suspended, cancelled or expires).

Reporting breaches

26. An assessor must advise WHSQ as soon as practicable in writing if they believe that:
- (a) an assessment process may be, or has been, compromised
 - (b) there has been unethical or improper behaviour, or any form of corruption
 - (c) there has been a breach of any of the Conduct Standards of these Conditions.

When reporting breaches to WHSQ an assessor must provide details of what occurred, names of the people involved, and the time, location and assessment details.

Privacy and confidentiality

27. An assessor must ensure that a candidate's personal information, including their enrolment information, evidence of identity, and assessment and training files are stored securely.
28. An assessor must not disclose a candidate's private and confidential information to an unauthorised third party.

Operational Requirements

Preparing for high risk work licence assessments

Assessor Portal

Note: Assessors are responsible for planning an assessment event and subsequently modifying or cancelling the event if required, entering plant and resources, candidate notes and results, and completing the assessment event, including the creation of Candidate Assessment Summaries.

Guidance on the use of the Assessor Portal can be sought from the 'Accredited Assessor High Risk Work Assessor Portal User Guide'.

29. An assessor must use the Assessor Portal in accordance with its intended purpose and functions and in line any advice received from WHSQ.
30. An assessor must not share their Assessor Portal assessor account access details with any other person.
31. An assessor must ensure the accuracy and integrity of the data they enter into the Assessor Portal.

Assessment Notification and Variation

Note: All assessments and reassessments must be notified to WHSQ via the Assessor Portal. A notification is submitted when an assessor selects the 'planned' button on the Assessor Portal. The Assessor Portal validates dates and times entered for assessment events to ensure compliance with the notification requirements listed in this section of the Conditions.

Assessment event changes outside of the notification requirements will only be approved in exceptional circumstances (see Definitions and Interpretation) and may not be possible in certain circumstances. The assessment notification period includes the day of the notification but excludes the assessment day. Weekends and (Queensland/Brisbane) public holidays are not considered business days.

Variation includes changing the date (so long as there are still three (3) business days' notice), time or location of an assessment. An RTO can also add candidates to an assessment up until midnight the night before the assessment, however if the additional candidates are not accepted by the assessor before midnight, the candidates will be rejected in the Assessor Portal and cannot be assessed.

32. An assessor must notify WHSQ of an assessment via the Assessor Portal at least three (3) business days before the assessment (e.g. an assessor must notify on Monday to conduct an assessment on Thursday).
33. Variations to candidate details or the time or location of assessment events must be made by midnight the night before the assessment (e.g. a variation to the location of an assessment on Sunday must be made by midnight on Saturday).

Prohibited Assessments

34. An assessor must not assess the following persons:
 - (a) immediate relatives
 - (b) business partners
 - (c) persons under the age of 18 years
 - (d) persons who cannot speak, write, read or understand the English language
 - (e) a candidate who is fatigued or under the influence of alcohol, drugs or substances that may impede judgement or their ability to undertake an assessment (also see Condition 17).

Special Assessments

35. An assessor must seek written approval from WHSQ before they assess:
 - (a) a hearing impaired person where a Certified Deaf or Auslan Interpreter must be used
 - (b) a person who is an assessor.
36. An assessor must ensure the relevant box is checked in the Special Conditions section of the Assessor Portal and attach the written WHSQ approval.

Split Assessments

37. For split assessments an assessor must:
 - (a) plan the assessment event in accordance with the Assessor Portal requirements
 - (b) sight an original (electronic or hard copy) and current Candidate Assessment Summary (CAS) for any completed assessment parts
 - (c) ensure the CAS shows a competent result for the part(s) of the NAI completed.

Resources

38. An assessor must ensure that all resources required by the NAI for the relevant performance assessment are available at the time of assessment.
39. An assessor must ensure that plant and equipment to be used in an assessment are serviceable, fit for purpose, comply with relevant legislation, and meet current Australian Standards.
40. An assessor must ensure persons required to assist during assessments hold a current HRW licence endorsed with the relevant class.

Evidence of Identity

41. An assessor must verify each candidate's identity in accordance with the evidence of identity requirements outlined in Appendix 1.

Candidate Readiness

42. An assessor must verify evidence provided by the RTO that confirms each candidate:
- (a) is enrolled in the recognised course of training for the HRW class being assessed
 - (b) has completed training in accordance with the relevant unit of competency delivered by the RTO, and
 - (c) has achieved a standard of knowledge and skill whereby they are ready to undertake the assessment.
43. An assessor must verify that the candidate has successfully completed any applicable pre-requisite(s) in accordance with the relevant unit of competency by sighting one of the following original documents:
- (a) statement of attainment showing competency in the pre-requisite VET course
 - (b) CAS showing competency in knowledge, calculations and performance for the required pre-requisite VET course
 - (c) HRW licence for the relevant pre-requisite licence class.

Conducting high risk work licence assessments

General

44. An assessor must immediately terminate an assessment if the assessor identifies that an activity being undertaken by a candidate during an assessment is unsafe or poses an immediate risk to a person's health or safety. If an assessor terminates an assessment for health and safety reasons, the assessor must record a 'not yet competent' result for the candidate's assessment.
45. An assessor must conduct assessments in accordance with the requirements of the relevant NAI and any addendums issued by WHSQ for the HRW licence class that they are assessing.
46. An assessor must not deem a candidate as competent without having successfully completed the assessment in accordance with the relevant NAI.
47. An assessor must ensure that the candidate's name, the assessor and RTO details, assessment location, date and time of the assessment is written clearly at the beginning of each assessment document, in the space provided.
48. An assessor must not assist the candidate with any part of the assessment (e.g. providing answers to a candidate, prompting such as asking the candidate leading questions during a pre-operational check in a performance assessment, or acting as a dogger during a crane assessment).
49. An assessor must not conduct a HRW licence assessment of a candidate unless the following is verified:
- (a) evidence of candidate readiness as outlined in Conditions 42 and 43
 - (b) evidence of identity as outlined in Appendix 1
 - (c) for split assessments and reassessments – evidence of any previous competent assessment results.

Oral Assessments

Note: Oral assessments can only be conducted for the knowledge part of the assessment and only where a candidate is unable to undertake the assessment as a written assessment.

50. An assessor must:

- (a) only conduct oral assessments for the knowledge part of the assessment
- (b) notate 'Oral Assessment' on the front page of the NAI
- (c) record the candidate's answers on the assessment paper, immediately and exactly as stated
- (d) ask all questions (without clarification) and allow the candidate to review their answers prior to marking
- (e) mark all responses as for any other knowledge assessment,
- (f) clarify responses as for any other knowledge assessment, and
- (g) ensure that the candidate signs the NAI.

51. An assessor must not:

- (a) conduct an oral assessment while they are conducting other assessments
- (b) conduct an oral assessment in a location where other candidates are able to hear the questions or answers
- (c) conduct an oral assessment for calculations assessments
- (d) delegate the conduct of an oral assessment to another person, including another accredited assessor; only the assessor who planned the assessment event must conduct the oral assessment.

Knowledge and Calculations

52. An assessor must ensure that candidates are positioned so they are unable to copy or cheat during a knowledge and/or calculations assessment.

53. An assessor must be in the same location, within sight and sound of all candidates, during a knowledge and/or calculations assessment.

54. An assessor must ensure candidates do not have access to any answers, or other documents relating to the knowledge and/or calculations assessment at any stage during the knowledge and/or calculations assessment (e.g. an Assessor Version of the NAI or NAI extract; answers, formulas, drawings or diagrams left on whiteboards; any relevant training documents), and must terminate the assessment if they reasonably believe that a candidate has had access.

Performance

55. An assessor must ensure that candidates have been assessed as competent in knowledge and calculations before commencing their performance assessment.

56. An assessor must use a separate performance assessment checklist for each candidate, and ensure all details are recorded.

57. An assessor must conduct performance assessments one candidate at a time, out of the sight and sound of other candidates, except where the NAI permits team assessments for prescribed tasks.

58. An assessor must ensure that the maximum number of allowable candidates for a team assessment task is not exceeded, as stated in the relevant NAI.

59. An assessor must ensure a candidate does not have access to any learning materials or other aids that may assist them during the performance assessment. Pre-start/operational check lists, log books and load charts may only be used as specified by the relevant NAI or with written approval by WHSQ.

Marking

Note: An assessor should use discretion when reviewing a candidate's assessment for readability or completeness prior to formally marking the knowledge and calculations assessment. If the handwriting is not legible or it is clear the candidate has not answered a question in its entirety, then you may offer the candidate the opportunity to revisit aspects of the knowledge questions without leading them e.g. if the candidate has provided three answers where the question specifically stated list five or a unit of measure has not been notated.

Any multi-part questions must be answered correctly in their entirety e.g. if the question asks 'how and why' or specifies 'Part 1' and 'Part 2' then it would be insufficient for the candidate to only answer 'how' or only 'Part 1'.

If a candidate wants to change their answer to a written question, they must draw a solid line through the answer, initial it, and on a new line write the new answer. Once an assessor begins to formally mark the assessment the candidate cannot make any further changes to their responses. At no point should the test be returned to the candidate.

Candidate responses to the knowledge assessment are not expected to be verbatim to those contained in the acceptable responses of the assessor version of the relevant NAI, however, the responses must reflect the substance of the acceptable responses. The assessor should draw upon their professional experience and exercise judgment when marking the assessment.

60. The assessor who conducts the assessment must be the person who marks the assessment.
61. An assessor must mark each part of an assessment as soon as practicable after its completion.
62. An assessor must only deem a candidate competent for each assessment part where the candidate has answered the required NAI knowledge and/or calculations questions correctly.
63. An assessor may commence marking knowledge and calculations assessment papers as candidates complete them, however they must be in the same room as, and supervise, the candidates that have not yet finished.
64. An assessor must mark each question clearly as either:
 - (a) correct (with a tick) if the response provided by the candidate reflects the substance of the acceptable response in the relevant NAI
 - (b) incorrect (with a cross) if there is nil response or if the response does not reflect the substance of the acceptable response stated in the relevant NAI
 - (c) not applicable (with N/A) if permitted by the applicable performance assessment instrument (N/A notations must be accompanied by an explanation or evidence to verify underpinning knowledge for any task in the observation checklist that is not possible or applicable and has not been undertaken by the candidate).
65. An assessor must only mark a candidate as competent for the performance part of the assessment if the candidate satisfactorily performs all tasks to the required standard per the relevant NAI.
66. An assessor must only mark a calculations answer correct if:
 - (a) the answer is the same as the acceptable answers provided in the Assessor Version of the NAI
 - (b) the formula used to derive the answer is shown and is correct
 - (c) full working calculations as to how the answer was achieved are shown and are correct, and
 - (d) the correct metric unit of weight (e.g. kg or t) or measurement (e.g. mm, m, boxes) is shown.

Clarification

Note: An assessor may seek clarification from the candidate for partially correct answers in the knowledge part of the assessment by asking additional questions. Clarification may be sought for a calculations assessment where the units of measurement have not been provided.

- 67. An assessor must only seek clarification from a candidate where a response is partially correct but not answered in full or not clearly articulated. An assessor must not seek clarification for answers that are obviously incorrect.
- 68. An assessor must not conduct clarification in an area where the candidate's responses might be heard by other candidates, or while candidates are still undertaking an assessment.
- 69. An assessor must note in the margin next to a question that was clarified that verbal clarification was sought for that specific question (e.g. marking 'C' in the margin).
- 70. An assessor must record the candidate's verbal response on the candidate's NAI in writing exactly as stated by the candidate, initial the response, and have the candidate initial the response.
- 71. An assessor must not cross out the candidate's original answer.

Reassessments

Note: *Reassessments may be conducted where a candidate did not achieve a competent result in their initial assessment, or where a licence holder or licence applicant has been directed by WHSQ to obtain a reassessment if the WHS regulator reasonably believes that they may not be competent to carry out the relevant class of HRW.*

For a reassessment where a candidate did not achieve a competent result in their initial assessment and the reassessment occurs within 60 calendar days of the initial assessment, candidates are only required to complete those parts of the assessment for which they were unable to demonstrate competency (i.e. knowledge and/or calculations and/or performance).

- 72. An assessor must notify for a reassessment as they would for an initial assessment.
- 73. An assessor must conduct a reassessment as they would an initial assessment.
- 74. Before reassessment an assessor must confirm the candidate's readiness for reassessment.

Reassessment where a candidate did not demonstrate competency in initial assessment

- 75. An assessor must conduct the reassessment in full (i.e. all questions are to be answered in knowledge and calculations reassessments and all tasks are to be completed in performance reassessments).
- 76. An assessor must reassess all parts of the assessment (knowledge, calculations and performance) if the reassessment occurs between 60 calendar days and 12 months from the initial assessment.
- 77. An assessor must not undertake a reassessment if it is more than 12 months since the initial assessment; the candidate will be required to re-enrol and retrain prior to undertaking a full reassessment (i.e. all questions are to be answered in knowledge and calculations reassessments and all tasks are to be completed in performance reassessments).

Reassessment where directed by WHSQ

- 78. An assessor must reassess those parts of the assessment as directed by WHSQ.

Post-assessment administration

79. An assessor must enter the results of each part of the assessment into the Assessor Portal as soon as practicable, and no later than five (5) days after completion, so a CAS can be issued.
80. If a candidate is deemed competent in all parts of the assessment, an assessor must provide them with:
- (a) a CAS showing a competent result for all parts of the assessment, and
 - (b) details, in writing, on how to make application for a HRW licence.
81. If a candidate is deemed competent in some but not all parts of the assessment, an assessor must provide them with:
- (a) an explanation of the reasons for being found not yet competent in those parts of the assessment where they are not yet competent, and
 - (b) a CAS showing their assessment results.
82. If a candidate is deemed not yet competent, An assessor must provide them with:
- (a) an explanation of the reasons for being found not yet competent, and
 - (b) a CAS showing a not yet competent result.
83. An assessor must not enter a competent result for a candidate in the Assessor Portal if they are not yet competent.
84. An assessor must not provide a candidate with a CAS indicating a competent result if a WHSQ Inspector observing the assessment advises that they reasonably believe the candidate has not demonstrated competence.
85. An assessor must not collect a fee for lodgment of an application for a HRW licence on behalf of the candidate or undertake to lodge an application on their behalf.

Record keeping

86. An assessor must ensure that they maintain satisfactory records of all aspects of the assessment administration and conduct, including but not limited to records of:
- (a) candidate identity
 - (b) candidate enrolment and readiness for assessment
 - (c) resources used in the performance assessment (e.g. photographs of plant and equipment used, ownership documentation, plant hire invoices or lease agreements, plant registration, maintenance records)
 - (d) completion of pre-requisites (e.g. copy of statement of attainment, CAS or HRW licence)
 - (e) previous competent results in the case of split assessments
 - (f) additional learning undertaken by a candidate before reassessment
 - (g) HRW licence details for any person assisting during a performance assessment.
87. An assessor must ensure assessment records are kept for a minimum of two years.
88. An assessor must make assessment records relating to current and former candidates available to WHSQ upon request.

Appendix 1: Evidence of Identity Requirements

A candidate must produce, and an assessor must sight, three matching, original, evidence of identity (EOI) documents before undertaking an assessment or reassessment.

An assessor must keep a copy of the EOI documents (except financial institution debit/credit card) on the candidate file. Where a financial institution debit/credit card is sighted as EOI, an assessor must make a record of the name of the financial institution, whether the card is a debit or credit card, and the expiry date.

The EOI documents must comprise either:

- One (1) Category A document and two (2) Category B documents, or
- Two (2) Category A documents and one (1) Category B document.

At least one Category A document must be photographic and show a candidate's full name. At least one Category A or B document must show the candidate's signature and date of birth.

The candidate's details on the CAS and those entered in the Assessor Portal must match the details on the EOI documents.

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

Change of Name

If a candidate has changed their name and the name on the EOI documents is different to the name they want the HRW licence to appear in, an assessor will need to sight and retain a copy of a change of name document. The CAS and the Assessor Portal must be completed in the name recorded on the change of name document.

Change of name documents	Status
<ul style="list-style-type: none"> • Australian Marriage Certificate (ceremonial marriage certificates are not accepted) • Australian civil partnership/relationship certificate • Australian Change of Name Certificate • Australian Birth Certificate (amended and/or with notations). 	Issued by relevant Registrar of Births, Deaths and Marriages
<ul style="list-style-type: none"> • Divorce papers Decree Nisi or Absolute (must show the name being reverted to). 	Issued by relevant court
<ul style="list-style-type: none"> • Deed Poll. 	Issued prior to 01/02/2004

Appendix 2: Exceptional Circumstances

WHSQ acknowledges that from time to time, circumstances will prevent an assessor meeting the assessment notification and/or variation requirements of the Conditions. Assessment event changes outside of the notification requirements will only be approved in exceptional circumstances (see Definitions and Interpretation) and may not be possible in certain circumstances.

Examples of what may be considered exceptional circumstances include:

- sudden illness
- family emergency
- natural disasters or extreme weather events
- public health declarations
- plant failure.

Examples of circumstances which are **not** considered exceptional include:

- administrative error or oversight
- issues with the Assessor Portal or other technology where WHSQ has not been contacted at the time of the issue
- change required for convenience.

If an assessor needs to make an assessment event change that is outside of the notification requirements and exceptional circumstances exist, they must email lcs@oir.qld.gov.au and provide the following:

- the relevant Assessment Event Notification (AEN) number
- details of the change required
- details of why the change is required and what exceptional circumstances exist
- any evidence supporting exceptional circumstances.

Appendix 3: WHSQ Contact Details

Assessor direct line <ul style="list-style-type: none"> • Accreditation, Conditions or assessment queries. Note: not for general public	1300 632 756
Licensing compliance services email <ul style="list-style-type: none"> • Return signed acknowledgement and undertaking • Report breaches • Exceptional circumstances. 	lcs@oir.qld.gov.au
Safety info email <ul style="list-style-type: none"> • Update details • Clarification about the Conditions or an assessment • Technical enquiries regarding HRW licence-related plant and equipment. 	safetyinfo@oir.qld.gov.au
Assessor Portal <ul style="list-style-type: none"> • Plan, notify and record results of assessments. 	https://raps.deir.qld.gov.au/assessors/
Licensing direct line For all HRW licensing enquiries, including asbestos and demolition licensing.	1300 631 948
Workplace, Health and Safety Queensland	1300 362 128 www.worksafe.qld.gov.au



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