

Accredited assessor High risk work assessor portal user guide

Licensing and Regulatory Interventions

Workplace Health and Safety Queensland



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



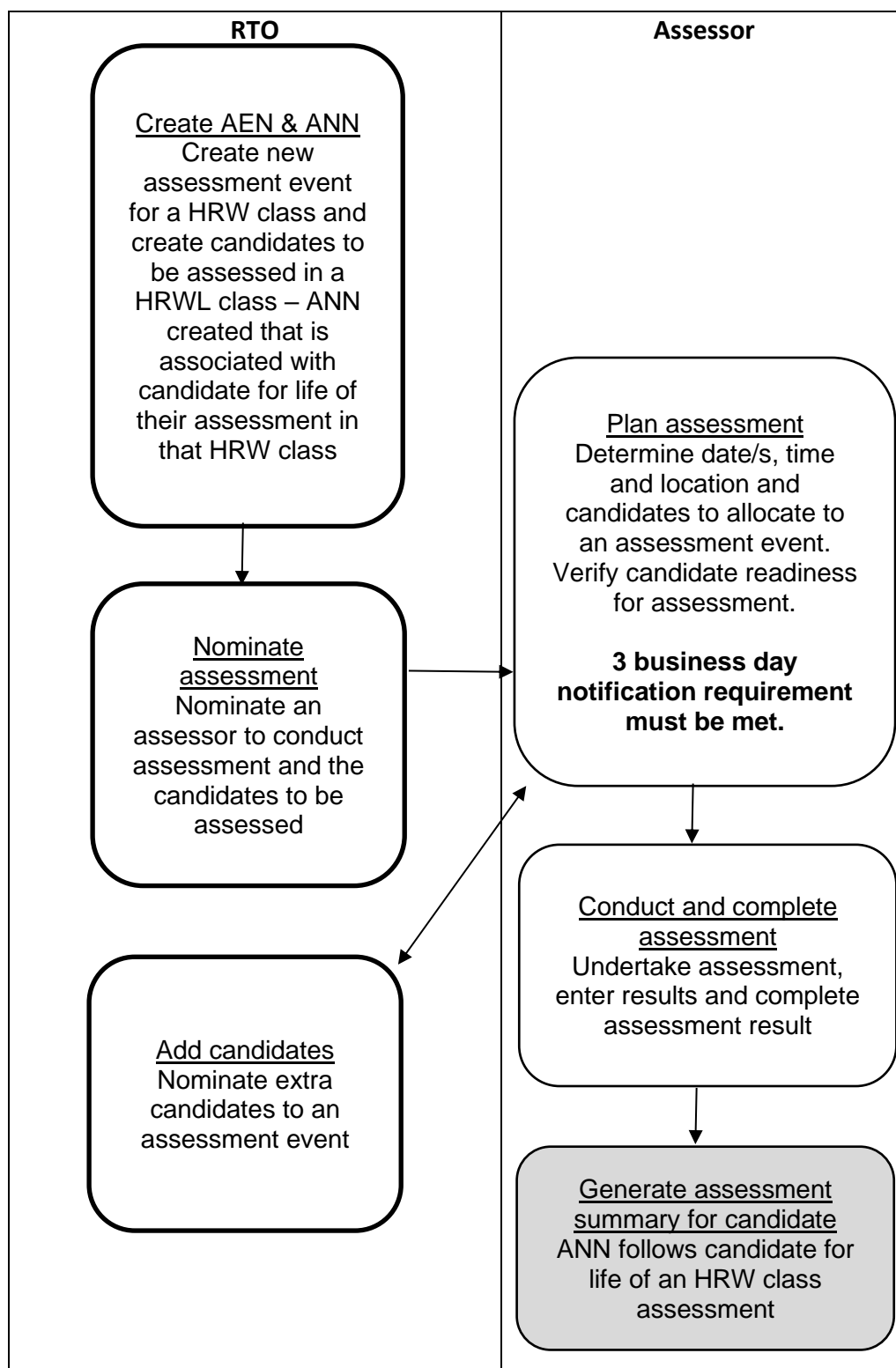
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1. Introduction

Workplace Health and Safety Queensland (WHSQ) implemented an improved Assessor Portal with a focus of developing a more customer centric system, reducing the amount of duplication of effort for high risk work (HRW) accredited assessors and to formally include Registered Training Organisations (RTOs) in the assessment planning process. The diagram below provides an overview of how an RTO and assessor interacts on the Assessor Portal.



Assessment event notification (AEN)

The AEN is the entire assessment event. This includes all the planning, notification to WHSQ and subsequent conduct of an assessment event. An assessment event can contain a single candidate or a group of candidates. An AEN number is unique and can only be for one HRW class.

Assessment notification number (ANN)

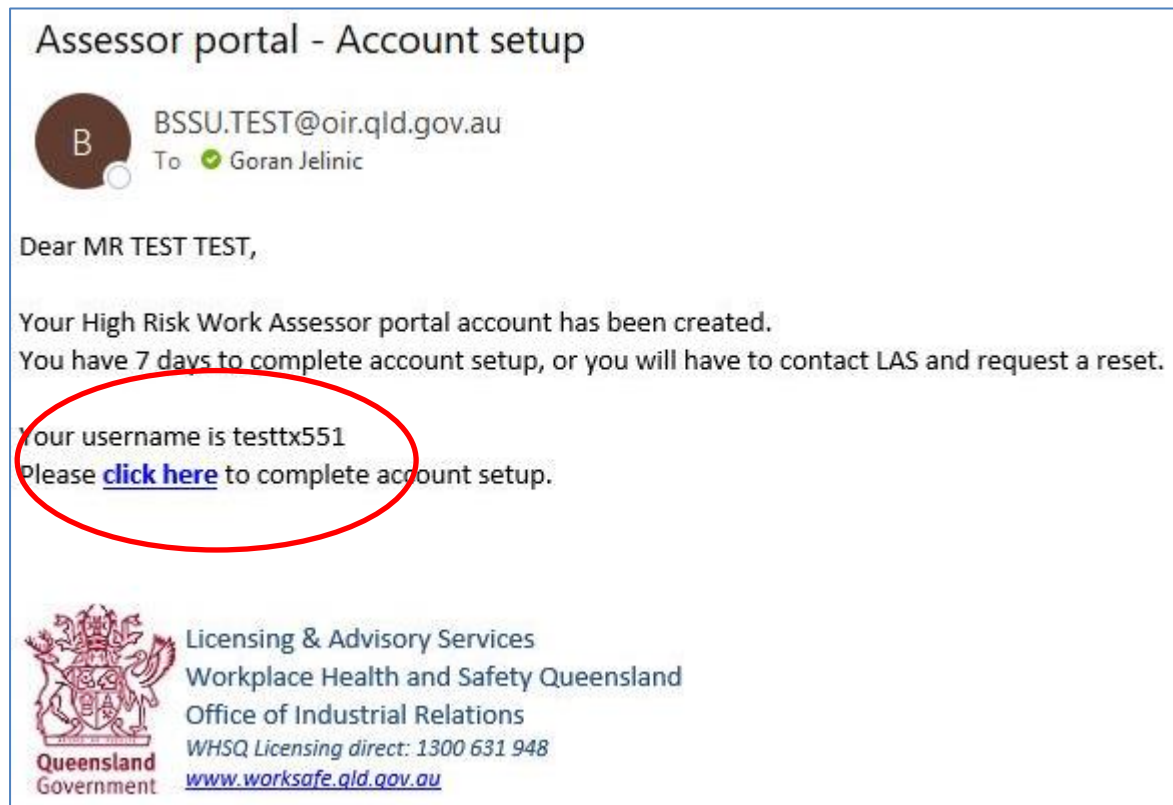
The ANN is the unique number issued to a candidate for a single HRW class. It follows the candidate from creation to completion of assessment in a particular HRW class. It is possible for a candidate to have multiple ANNs if they are being assessed in multiple HRW classes. The ANN is the reference used when a candidate applies for a HRW licence.

ANN interaction with assessment results


- **ANNs are unique to each candidate for each class.**
- **All results a candidate receives for a specific class are linked to the ANN.**
- **A candidate must have a full set of competent results on a single ANN in order to complete assessment for that class: knowledge, calculations (if applicable) and performance.**
- **An RTO must not create a duplicate ANN record for the same class, for a candidate that already exists and has partial results.**
- **If a duplicate record is created for a candidate, the candidate will need to be assessed for all components of that class under the one ANN to be deemed competent.**
- **WHSQ is unable to merge duplicate records. If a duplicate record is created and results are split across two records, the candidate will be required to be reassessed for any missing components under a single record.**
- **If a candidate record has been created but cannot be selected, ensure it is not already part of an AEN which is yet to be finalised. An ANN cannot be allocated to more than one AEN at a time for the same class and assessment types.**


2. Assessor account setup

1. New assessors will receive an account setup email from WHSQ with instructions to complete the Assessor Portal account setup once an application for HRW assessor accreditation has been completed, the applicant has completed the Induction and accreditation has been approved.



2. The assessor will need to follow the link provided and verify their identity against the details provided in their application to become an accredited assessor or in their accreditation renewal application.

 **Queensland Government** | High Risk Work Assessor Portal


 Worksafe Website

Account creation - Step 1 - Verify your identity

Please verify your details in order to continue. The values below should match the information provided in your registration form.

Username testtx551

Assessor number *

Date of birth * 

Email address *

Identification type *

Identification number *

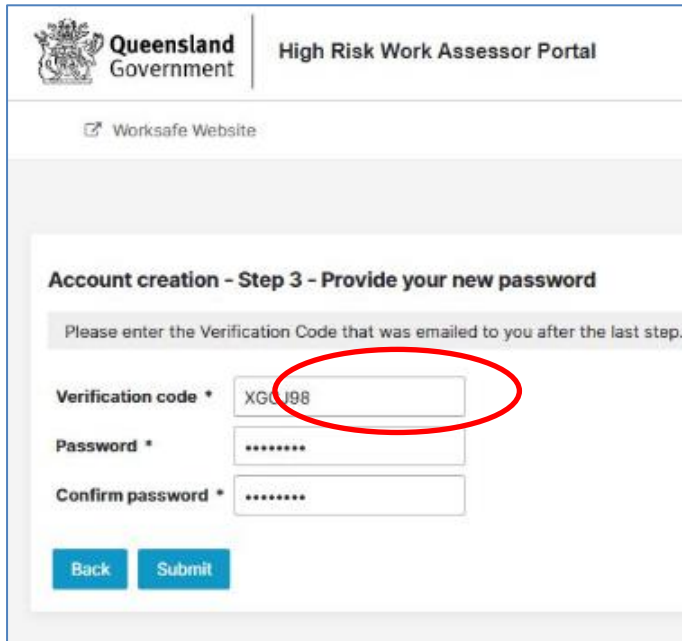
3. Once identification details have been verified successfully, the assessor will be required to provide answers to three different security questions of their choice.
Note: The same security question cannot be used multiple times.

The screenshot shows the 'High Risk Work Assessor Portal' for the Queensland Government. The page is titled 'Account creation - Step 2 - Provide security questions and answers'. A note states: 'Security questions/answers are required to be selected to facilitate identity verification in the event of a forgotten password etc.' There are three sections for security questions, each with a dropdown menu labeled '- Select -' and a text input field. At the bottom, there are 'Back' and 'Next' buttons.

4. Upon completing the security questions, the assessor will be emailed a verification code to complete the final part of the Assessor Portal account setup.

The screenshot shows an email titled 'Assessor portal - Verification code' from BSSU.TEST@oir.qld.gov.au to Goran Jelinic. The email body says: 'To complete the verification for your Assessor portal account, please enter the code below when prompted: XGCJ98'. The code 'XGCJ98' is circled in red. At the bottom, there is contact information for Licensing & Advisory Services, Workplace Health and Safety Queensland, Office of Industrial Relations, with a phone number and website.

5. Enter the verification code when requested and select a password for the account. Note the password character requirements.



Queensland Government | High Risk Work Assessor Portal

Worksafe Website

Account creation - Step 3 - Provide your new password

Please enter the Verification Code that was emailed to you after the last step.

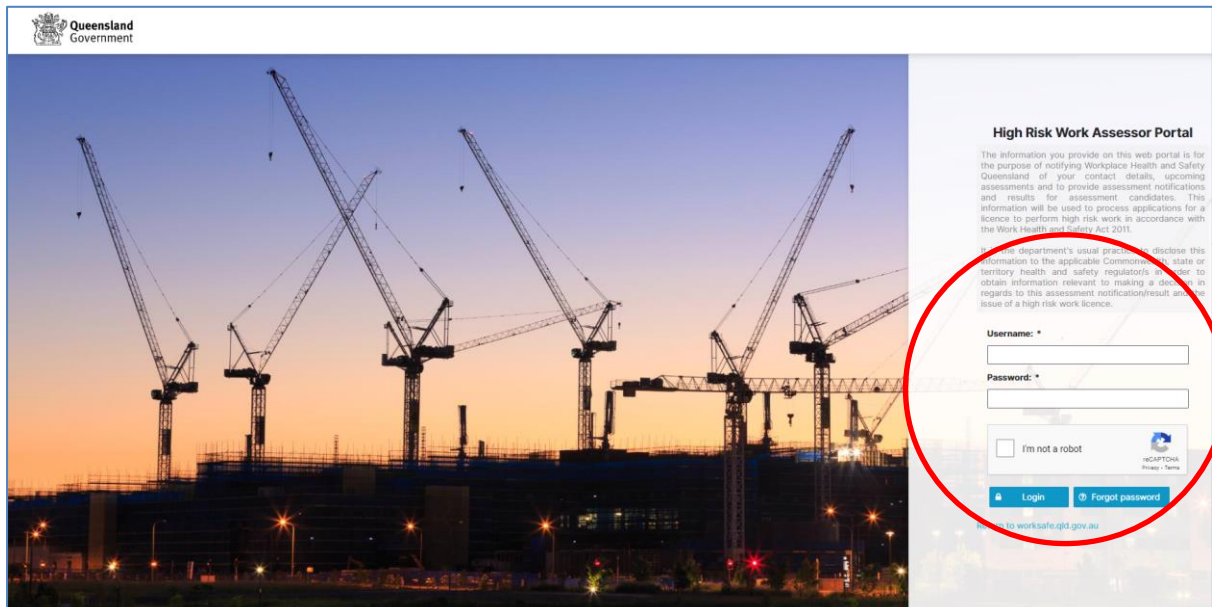
Verification code * XG0198

Password *

Confirm password *

Back Submit

6. Once complete, the assessor will be taken to the HRW Assessor Portal login page.



Queensland Government

High Risk Work Assessor Portal

The information you provide on this web portal is for the purpose of notifying Workplace Health and Safety Queensland of your contact details, upcoming assessments and to provide assessment notifications and results for assessment candidates. This information will be used to process applications for a licence to perform high risk work in accordance with the Work Health and Safety Act 2011.

If you are the department's usual practitioner, disclose this information to the applicable Commonwealth, state or territory health and safety regulator(s) in order to obtain information relevant to making a decision in regards to this assessment notification/result and the issue of a high risk work licence.

Username: *

Password: *

☐ I'm not a robot

hCAPTCHA Privacy Terms

Login Forgot password

to worksafe.qld.gov.au

7. Log in to the portal at the login page with the details to complete the account setup. The *I'm not a robot* check box will need to be selected and the Captcha verification performed on each log in.

3. Planning assessment events

1. The main landing page (home) will appear after log in. This page displays a list of all incomplete assessment events (where assessor action is required to either plan or enter results) and can be filtered by using the up/down arrows on the columns.

Queensland Government High Risk Work Assessor Portal

Worksafe Website Assessment Events Account

MR RAPS TEST 31383

Assessment Event Notifications (AEN)

Home AENs Candidates Legacy Assessments

Below is a list of AENs requiring action.

AEN #	RTO #	Class	Know	Calc	Perf	Start Date	Status
100303	12345 - AP Test	RB	✓	✓	✓		Nominated

edit

2. To plan an assessment event, select an event in nominated or modified status from the home page and click the *edit* button. This will retrieve the relevant assessment event details. The information is presented in four sections.

Queensland Government High Risk Work Assessor Portal

Worksafe Website Assessment Events Account

MR RAPS TEST 31383

Assessment Event Details

This HRW Licence class has a prerequisite class. It is the Assessor's responsibility to check a candidate has achieved competency in prerequisite classes before allocating to AEN. Have you checked proposed candidates for allocation?

Assessment event notification

AEN number 100303 AEN status Nominated

HRW class RB - BASIC RIGGING Assessor 31383 - MR RAPS TEST

RTO 12345 - AP Test Date created 31/08/2020

Event details

☒ Knowledge

Date/Time * dd/MM/yyyy

Building/site Number/street *

Suburb * Postcode *

Comments

☒ Calculations

Date/Time * dd/MM/yyyy

Building/site Number/street *

Suburb * Postcode *

Comments

☒ Performance

Date/Time * dd/MM/yyyy

Building/site Number/street *

Suburb * Postcode *

Comments

Special conditions

Candidate details

Allocate all

Allocate	Name	ANN	Know	Calc	Perf
<input type="radio"/> Yes <input type="radio"/> No	TRAINING, FOUR	500100523	✓	✓	✓
<input type="radio"/> Yes <input type="radio"/> No	TRAINING, ONE	500100500	✓	✓	✓
<input type="radio"/> Yes <input type="radio"/> No	TRAINING, THREE	500100502	✓	✓	✓
<input type="radio"/> Yes <input type="radio"/> No	TRAINING, TWO	500100501	✓	✓	✓

Planned Back

- The first section is the assessment event notification. Details in this section cannot be changed. If there are any issues with this section, such as an incorrect HRW class, the RTO will need to be contacted. Note the AEN status.
- Any reminder notes or warning messages will be displayed above the assessment event notification. The example below shows a reminder that basic rigging has a pre-requisite class.

This HRW Licence class has a prerequisite class. It is the Assessors responsibility to check a candidate has achieved competency in prerequisite classes before allocating to AEN

Assessment event notification			
AEN number	100303	AEN status	Nominated
HRW class	RB - BASIC RIGGING	Assessor	31383 - MR RAPS TEST
RTO	12345 - AP Test	Date created	31/08/2020

- The second section is the event details, this includes the date, time and location of the assessment event being planned.

Event details	
<input checked="" type="checkbox"/> Knowledge	<div>Date/Time * 04/09/2020 08:00</div> <div>Building/site Number/street * 153 CAMPBELL ST</div> <div>Suburb * BOWEN HILLS Postcode * 4006</div> <div>Comments</div>
<input checked="" type="checkbox"/> Calculations	<div>Date/Time * dd/MM/yyyy</div> <div>Building/site Number/street *</div> <div>Suburb * Postcode *</div> <div>Comments</div>
<input checked="" type="checkbox"/> Performance	<div>Date/Time * dd/MM/yyyy</div> <div>Building/site Number/street *</div> <div>Suburb * Postcode *</div> <div>Comments</div>

- When entering details in this section, the copy button on the upper right can be used to copy all details from the first assessment type to the others in order to speed up data entry in situations where the location for all assessment types is the same.

Event details	
<input checked="" type="checkbox"/> Knowledge	<div>Date/Time * 04/09/2020 08:00</div> <div>Building/site Number/street * 153 CAMPBELL ST</div> <div>Suburb * BOWEN HILLS Postcode * 4006</div> <div>Comments</div>
<input checked="" type="checkbox"/> Calculations	<div>Date/Time * 04/09/2020 08:00</div> <div>Building/site Number/street * 153 CAMPBELL ST</div> <div>Suburb * BOWEN HILLS Postcode * 4006</div> <div>Comments</div>
<input checked="" type="checkbox"/> Performance	<div>Date/Time * 04/09/2020 08:00</div> <div>Building/site Number/street * 153 CAMPBELL ST</div> <div>Suburb * BOWEN HILLS Postcode * 4006</div> <div>Comments</div>

7. The Assessor Portal will validate the dates and times entered for the assessment event to ensure compliance with notification requirements, as set out in the *Conditions of accreditation as an assessor for HRW classes*, that is:
 - The assessment event must be planned at least three business days prior.
 - Weekends and (Brisbane) public holidays are not considered business days.
 - The day that an event is planned is counted as the first day, if it is a business day:
 - Example 1 – An event is planned on Monday, the assessment event can be on Thursday or later, not earlier.
 - Example 2 – An event is planned on Saturday, the assessment event can be on Thursday or later, not earlier.
 - Example 3 – An event is planned on Thursday, the assessment event can be on the coming Tuesday or later, not earlier.
 - Example 4 – An event is planned on Wednesday, the assessment event can be on Saturday or later, not earlier.
 - Knowledge and calculations assessments can be planned to commence at the same time.
 - Performance assessment must be planned to commence at a time **after** the knowledge and calculations assessments. **Note** that the performance assessment cannot be conducted at an earlier time than the scheduled planned commencement time.
 - Knowledge, calculations and performance assessments can be planned to occur on the same date or on three separate dates, provided the performance assessment is planned to commence after the knowledge and calculations assessments.
8. The planning for individual assessment types (knowledge, calculations and performance) can be done independently, provided the above validation rule is satisfied. For example, an assessor may wish to plan for the knowledge and calculations assessment only and submit the performance assessment separately.
9. Planning an assessment event where the performance component needs to occur over two days can be done by inserting the second day into the performance comment field. Please refer to section 10 for two-day performance result entry.
10. The date, time and location of assessment details can be edited by the assessor up until midnight before the assessment event.
 - The new date must meet the three business day notification requirement.
 - In certain circumstances e.g. If the planned date is within three days and on a weekend, the system will not allow the change to be made. In this case a request will need to be submitted to LCS@oir.qld.gov.au.

NOTE: Results entry will be locked to the planned start time of each assessment type. An assessment cannot commence before the planned start time and the system will not allow results entry earlier than the planned start time.

Where an AEN is being conducted with either knowledge or calculations first and performance intended to start immediately after, the following is an example of how this can be achieved:

- Knowledge start time – 07:00
- Calculations start time – 07:00
- Performance start time – 07:30

This will allow performance result entry immediately after knowledge/calculation assessments.

11. The third section refers to any special conditions associated with the planned assessment, such as the requirement of a hearing impaired candidate needing an AUSLAN interpreter or if a candidate is an assessor. *Note, prior approval from the Licensing Operations and Compliance unit is required to assess an assessor.*

12. The fourth section required to plan an assessment event is the allocation of candidates. Individual candidate details can be viewed by selecting the *view* button at the end of each candidate row.

Allocate	Name	ANN	Know	Calc	Perf	
<input type="radio"/> Yes <input type="radio"/> No	TRAINING, FOUR	500100523	✓	✓	✓	
<input type="radio"/> Yes <input type="radio"/> No	TRAINING, ONE	500100500	✓	✓	✓	
<input type="radio"/> Yes <input type="radio"/> No	TRAINING, THREE	500100502	✓	✓	✓	
<input type="radio"/> Yes <input type="radio"/> No	TRAINING, TWO	500100501	✓	✓	✓	

13. The candidate details can also be viewed by hovering over the candidates *view* button.

Allocate	Name	ANN	Know	Calc	Perf	
<input type="radio"/> Yes <input type="radio"/> No	EXAMPLEONE, TEST	500101580	✓			
<input type="radio"/> Yes <input type="radio"/> No	EXAMPLETWO, TEST	500101581	✓			

14. The assessor is required to verify and ensure that the candidates allocated to an assessment event are ready for assessment. Verification of readiness must be completed prior to assessment commencing.

15. An allocation (yes/no) must be selected for each candidate. The *allocate all* button can also be used if yes is intended to be selected for all candidates.

Allocate	Name	ANN	Know	Calc	Perf	
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, FOUR	500100523	✓	✓	✓	
<input type="radio"/> Yes <input checked="" type="radio"/> No	TRAINING, ONE	500100500	✓	✓	✓	
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, THREE	500100502	✓	✓	✓	
<input type="radio"/> Yes <input checked="" type="radio"/> No	TRAINING, TWO	500100501	✓	✓	✓	

16. If a candidate has previous results for an assessment type, or if the RTO has not assigned them to a specific assessment type, the knowledge/calculations/performance columns will show an X instead of a tick for that candidate. If this happens, it means that the candidate is not intended to be assessed in that assessment type and results entry will not be available for them.

17. Once an allocation choice has been made for all candidates, the assessment event can be planned by selecting the *planned* button. This will also advise the RTO via email notification that the assessment event is now planned.
18. **Note:** If no was selected by the assessor for any candidate when planning the assessment event, a reason will need to be provided. This reason and a list of candidates who were not allocated will be sent to the RTO via an email notification.

4. Plant and supporting resources details in planned status

1. After an assessment event has been **planned** (note the status), the *plant details* and *supporting resources* (if applicable to the class) sections will become available.

Queensland Government High Risk Work Assessor Portal

MR RAPS TEST 31383

Assessment Event Details

This HRW licence class has a prerequisite class. It is the Assessor's responsibility to check a candidate has achieved competency in prerequisite classes before allocating to AFN. Have you checked proposed candidates for allocation?

Assessment materials Assessment summaries

Assessment event notification

AEN number 100303 AEN status **Planned**
HRW class RB - BASIC RIDING Assessor 31383 - MR RAPS TEST
RTO T2345 - AP Test Date created 31/08/2020

Event details

☒ Knowledge
Date/Time * 04/09/2020 05:00
Building/site Number/street * 153 CAMPBELL ST
Suburb * BOWEN HILLS Postcode * 4006
Comments

☒ Calculations
Date/Time * 04/09/2020 06:00
Building/site Number/street * 153 CAMPBELL ST
Suburb * BOWEN HILLS Postcode * 4006
Comments

☒ Performance
Date/Time * 04/09/2020 07:00
Building/site Number/street * 153 CAMPBELL ST
Suburb * BOWEN HILLS Postcode * 4006
Comments

Special conditions

Plant details

Supporting resources

Candidate details

Allocate all

Allocate	Name	ANN	Know	Calc	Perf
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, FOUR	500100523	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, ONE	500100500	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, THREE	500100502	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, TWO	500100501	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Planned Back Cancel AFN

2. Plant and supporting resources can be entered by selecting the + button on the section. Details of the plant and supporting resources are optional for an assessment event in the planned status.

Supporting resources are those used in the conduct of an assessment, e.g. crane driver in a dogging assessment.

5. Candidate details in planned status

1. Once an event is in the planned, the candidate's contact details – address, email and phone number- can be updated.
2. Select the *view* icon on a candidate row to edit.

Queensland Government High Risk Work Assessor Portal

MR RAPS TEST 31383

Assessment Event Details

This HRW licence class has a prerequisite class. It is the Assessor's responsibility to check a candidate has achieved competency in prerequisite classes before allocating to AFN. Have you checked proposed candidates for allocation?

Assessment masterlist > Assessment summaries

Assessment event notification

AEN number: 100203 AEN status: Planned
HRW class: RR - BASIC RIGGING Assessor: 31383 - MR RAPS TEST
RTO: 12345 - AP Test Date created: 31/08/2020

Event details

☒ Knowledge
Date/Time: 04/09/2020 05:00
Building/site: Number/street: 153 CAMPBELL ST
Suburb: BOWEN HILLS Postcode: 4006
Comments:

☒ Calculations
Date/Time: 04/09/2020 06:00
Building/site: Number/street: 153 CAMPBELL ST
Suburb: BOWEN HILLS Postcode: 4006
Comments:

☒ Performance
Date/Time: 04/09/2020 07:00
Building/site: Number/street: 153 CAMPBELL ST
Suburb: BOWEN HILLS Postcode: 4006
Comments:

Special conditions
Plant details
Supporting resources

Candidate details

Allocate all

Allocate	Name	ANN	Know	Calc	Perf	
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, FOUR	500100523	✓	✓	✓	
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, ONE	500100500	✓	✓	✓	
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, THREE	500100507	✓	✓	✓	
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, TWO	500100501	✓	✓	✓	

Planned < Back Cancel AFN

3. In the relevant candidate's information screen, make the necessary amendments and select save to apply the changes to the candidate record.

Queensland Government High Risk Work Assessor Portal

Worksafe Website Assessment Events Account

MR RAPS TEST 31383

Candidate

AEN 100303 HRW class RB ANN 500100523 ANN status Active Expiry date

Assessment types for this assessment event

☒ Knowledge ☒ Calculations ☒ Performance

Candidate information

First name FOUR Contact number * 0411111111

Middle name Email address * test@email.com

Surname TRAINING Street address * 153 CAMPBELL ST

Date of birth 01/01/1984 Suburb * BOWEN HILLS

Postcode 4006

State * QUEENSLAND

Candidate results

AEN	AEN status	Knowledge date	Knowledge result	Calculations date	Calculations result	Performance date	Performance result
No records found							

Save Back

6. Assessment masterlist and assessment summaries

1. When an assessment event is in the **planned** status, the *assessment masterlist* and *assessment summaries* will become available via the *assessment event notification* screen. These documents are designed to be printed prior to the assessment event and provides the assessor a quick way of documenting results on the day of assessment.

Assessment masterlist Assessment summaries

Assessment event notification

AEN number	100303	AEN status	Planned
HRW class	RB - BASIC RIGGING	Assessor	31383 - MR RAPS TEST
RTO	12345 - AP Test	Date created	31/08/2020

2. Select the *assessment masterlist* button to access the assessment masterlist. Select the *assessment summaries* to access the assessment summaries.

- The assessment masterlist is pre-populated with the allocated candidates information and provides space to record results when conducting an assessment.

High Risk Work (HRW)
Assessment master list (not for distribution)

Queensland Government
ABN 24 495 198 903
Work Health and Safety Act 2011

Assessment Event			
AEN	100303	Assessor	31383 MR RAPS TEST
HRW Class	BASIC RIGGING	RTO	12345 AP Test
Assessment Type	Planned Date	Time	Location
Knowledge	04/09/2020	05:00	153 CAMPBELL ST BOWEN HILLS 4006
Calculations	04/09/2020	06:00	153 CAMPBELL ST BOWEN HILLS 4006
Performance	04/09/2020	07:00	153 CAMPBELL ST BOWEN HILLS 4006
Candidate assessment details and results			

Result legend: C = Competent, NYC = Not yet competent, ABS = Absent, CNL = Cancelled, NE = Not eligible
Note: Day 2 details only required if performance assessment conducted over 2 days

Candidate	Assessment Type				Comments
ONE TRAINING	K	C	P	P2 _/_/_/	
ANN 500100500					
DoB 01/01/1981					
EOI Verified <input type="checkbox"/>					
TWO TRAINING	K	C	P	P2 _/_/_/	
ANN 500100501					
DoB 01/01/1982					
EOI Verified <input type="checkbox"/>					
THREE TRAINING	K	C	P	P2 _/_/_/	
ANN 500100502					
DoB 01/01/1983					
EOI Verified <input type="checkbox"/>					

- The *assessment summaries* button will navigate users to a candidate selection page. From this page, allocated candidates can be selected, and their candidate assessment summary (CAS) documents can be downloaded. Each candidate's assessment summary is pre-filled with their information.

- To download the required candidate assessment summary, the relevant candidate's check box needs to be selected then select the *download CAS* button.

Queensland Government High Risk Work Assessor Portal

Worksafe Webinars Assessment Events Account

MR RAPS TEST 31383

Candidate Assessment Summary

AEN 100303 HRW class RB - BASIC RIGGING Assessor 31383 - MR RAPS TEST

RTO 12345 - AP Test

ANN #	Name #	Email #
<input type="checkbox"/> 500100500	TRAINING, ONE	test@email.com
<input type="checkbox"/> 500100501	TRAINING, TWO	test@email.com
<input type="checkbox"/> 500100502	TRAINING, THREE	test@email.com
<input type="checkbox"/> 500100523	TRAINING, FOUR	test@email.com

- Each candidate's assessment summary can also be accessed individually by selecting the *edit* button.

High Risk Work (HRW) Candidate assessment summary



Work Health and Safety Act 2011

Printed: 31/08/2020

Sections A, B, C, D and E must be completed by the assessor (please refer to notes). Section F to be completed by candidate.
Please use **BLACK INK** and print within the boxes in **BLOCK LETTERS**. Use cross 'X' in selection boxes.

A. Candidate details

ANN: **500100500** Licence Class: **RB - BASIC RIGGING**
Name: **ONE TRAINING**

Expiry date:
Date of Birth: **01/01/1981**

B. Assessment results

Previous assessment events (AEN)

AEN	Knowledge		Calculations		Performance	
	Date	Result	Date	Result	Date	Result

This assessment event: AEN 100303

Assessor number: **31383** Assessor name: **MR RAPS TEST**
RTO number: **12345** RTO name: **AP Test**

Assessment type	Date	Start time	Finish time	Result
Knowledge				
Calculations				
Performance				
Performance day 2 details (if applicable)				

Result options: Competent, Not yet competent, Absent, Cancelled, Not eligible.

C. Overall assessment outcome (select one)

- ☐ **Notice of satisfactory assessment** - Candidate has been assessed as **competent** for all required assessment types for the HRW licence class. This notice of satisfactory assessment is valid as an interim authority to perform work for 60 days from the date of assessment. Application must be lodged with WHSQ within 60 calendar days of completion of performance assessment.
- ☐ Candidate has been assessed as **not yet competent** for one or more required assessment types for the HRW licence class.
- ☐ Candidate has **not completed** all required assessment types for the HRW licence class.

7. Cancelling an assessment event

1. If an assessment event needs to be cancelled before it commences, select the *cancel AEN* button at the bottom of the assessment event details screen (also refer screen shot in section 3.1).

The screenshot displays the 'High Risk Work Assessor Portal' interface. A 'Cancel assessment' pop-up window is centered, featuring a 'Cancel reason' dropdown menu with options: '- Select -', 'Assessor sick', 'Cancelled by RTO', 'Cancelled by inspector', 'Candidate unavailable', 'Candidates not ready for assessment', and 'Inclement weather'. The background shows the 'Assessment Events' section with a table of candidates and their allocation status. At the bottom right, a 'Cancel AEN' button is highlighted with a red circle. A red circle also highlights the pop-up window. Arrows point from the text in the instructions to these elements.

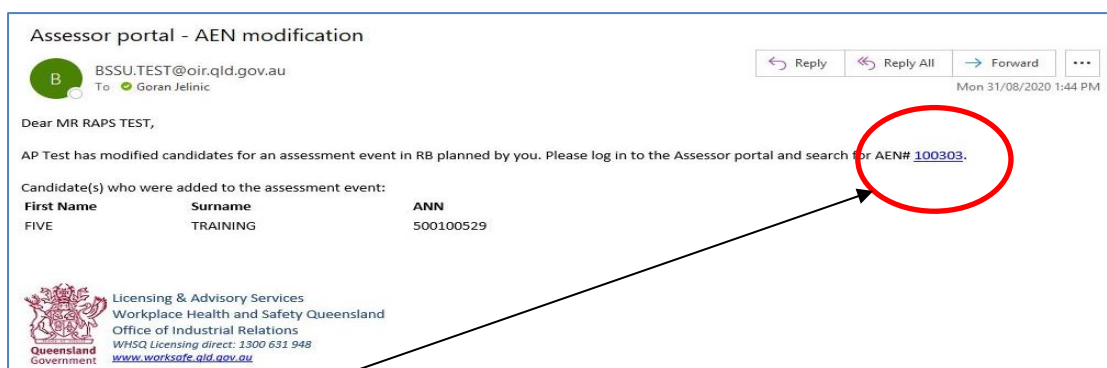
Allocate	Name	Now	Calc	Perf
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, FOUR	✓	✓	✓
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, ONE	✓	✓	✓
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, THREE	✓	✓	✓
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, TWO	✓	✓	✓

2. In order to cancel an assessment event, a reason must be provided (refer drop down list in the pop up).
3. When an assessment event is cancelled, the RTO will receive an email notification that this has occurred.
4. The following restrictions apply to cancelling assessment events:
 - An assessor can cancel an AEN at any point before it reaches the planned start date.
 - If an AEN has reached the planned start date and the status is In Progress, the assessor can cancel each individual assessment type. Refer to Section 8 for details on finalising assessment types.

Note: Cancelled AENs cannot be reinstated. A new AEN will need to be created and must adhere to the three business day notification requirement.

8. Modified assessment events

1. Additional candidates can be nominated to a planned assessment event by the RTO. The RTO can add candidates up to midnight before the date of the planned assessment. If an RTO assigns additional candidates to a planned assessment event, the assessor will receive a notification that the assessment event has been modified.



2. Select the link to access the assessment event or locate search for the AEN# in the Assessor Portal. A modified assessment event (note the AEN status) will display the recently added candidates without allocation.

Queensland Government High Risk Work Assessor Portal

MR RAPS TEST 31383

Assessment event notification

AEN number: 100303 AEN status: **Modified**
HRW class: RB - BASIC RIDING Assessor: 11383 - MR RAPS TEST
RTO: 12345 - AP Test Date created: 31/08/2020

Event details

☒ Knowledge
Date/Time: 04/09/2020 05:00
Building/site: Number/street: 153 CAMPBELL ST
Suburb: BOWEN HILLS Postcode: 4006
Comments:

☒ Calculations
Date/Time: 04/09/2020 06:00
Building/site: Number/street: 153 CAMPBELL ST
Suburb: BOWEN HILLS Postcode: 4006
Comments:

☒ Performance
Date/Time: 04/09/2020 07:00
Building/site: Number/street: 153 CAMPBELL ST
Suburb: BOWEN HILLS Postcode: 4006
Comments:

Special conditions
Plant details
Supporting resources

Candidate details

☒ Yes ☐ No

Name	ANN	Know	Calc	Perf
TRAINING, FIVE	500100529	✓	✓	✓
TRAINING, FOUR	500100523	✓	✓	✓
TRAINING, ONE	500100500	✓	✓	✓
TRAINING, THREE	500100502	✓	✓	✓
TRAINING, TWO	500100501	✓	✓	✓

☒ Yes ☐ No

Planned

3. To move this assessment event back to a **planned** status, select (yes/no) then select the **planned** button to confirm acceptance or rejection of the candidates. Refer section 3.18 above if **no** is selected.

4. When assessments are in **modified** status:
- An RTO can remove any candidates that have not been allocated by an assessor. In this case, the assessment event will be returned to Planned status.
 - **Note:** an RTO cannot remove **candidates** that have already been allocated.

Assessment event notification			
AEN number	100303	AEN status	Modified
HRW class	RB - BASIC RIGGING	Assessor	31383 - MR RAPS TEST
RTO	12345 - AP Test	Date created	31/08/2020

5. If an assessment event in **modified** status reaches the date of the first planned assessment type, it will automatically be transitioned to **in progress** status. Candidates that were added by the RTO and not allocated by the assessor will be automatically removed from the assessment event. The RTO will receive an email notification of the candidates not included as a result of the automated system process.

Note: Any candidates which are removed due to not being allocated by the assessor cannot be added once the AEN reaches the start date. To add the rejected candidates, a new AEN will need to be created and must adhere to the three business day notification requirement.

Candidates cannot be added to an AEN on the date of assessment by WHSQ, the RTO or the assessor. It is the responsibility of the RTO and the assessor to ensure the assessor accepts the additional candidates.

9. In progress assessments/plant and supporting resources

1. When an assessment event reaches the date of the first planned assessment type, it will automatically transition to **in progress** status. At this point, no more changes can be made to the date, time and location of the assessment event. Candidates also cannot be added or removed from the event. Non-attendance by candidates can be recorded in the results section.

Assessment Event Details

Assessment event notification

AEN number	100993	AEN status	In Progress
HRW class	RB - BASIC RIGGING	Assessment	31383 - MR RAPS TEST
RTO	12345 - AP Text	Date created	01/09/2020 00:00

Event details

☒ Knowledge

Date/Time: 01/09/2020 00:00

Building/site: 153 CAMPBELL ST

Suburb: BOWEN HILLS Postcode: 4006

Comments:

☒ Calculations

Date/Time: 01/09/2020 06:00

Building/site: 153 CAMPBELL ST

Suburb: BOWEN HILLS Postcode: 4006

Comments:

☒ Performance

Date/Time: 01/09/2020 07:30

Building/site: 153 CAMPBELL ST

Suburb: BOWEN HILLS Postcode: 4006

Comments:

Special conditions: +

Plant details: +

Supporting resources: +

Candidate details

Allocate	Name	ANN	Know	Calc	Perf	
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, FOUR	500100523	✓	✓	✓	
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, ONE	500100509	✓	✓	✓	
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, THREE	500100592	✓	✓	✓	
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, TWO	500100501	✓	✓	✓	

Assessment results

☒ Finalise knowledge assessment ☒ Finalise calculations assessment ☒ Finalise performance assessment

Type	Status	
Knowledge	Finalise required	
Calculations	Finalise required	
Performance	Finalise required	

Save Complete Back

2. Assessment events that are **in progress** cannot be cancelled in its entirety. They can only be completed, however the individual assessment types can all be cancelled if required.
3. When an assessment event enters **in progress** status, the plant and supporting resources details (if applicable to the class) becomes mandatory. To enter plant details, expand the plant section by selecting the + button.

Plant details: +

Supporting resources: +

4. Select the *add* button to display the plant detail window. All fields are mandatory except hours.

The screenshot shows the 'Add Plant Detail' modal window. The 'Add' button in the 'Plant details' section of the background is circled in red. The modal window has a red border and contains the following fields: Type, Make, Capacity, Serial number, Hours, Owner name, Owner contact number, and Owner address. The 'Add' button in the modal is also circled in red.

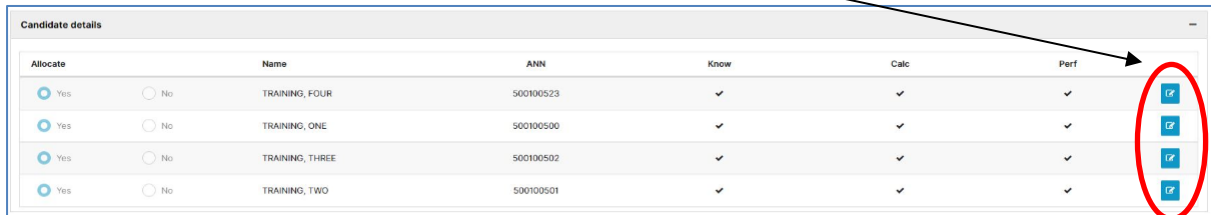
5. To enter supporting resources, expand the supporting resources section with the + button and select the *add* button to display the supporting resource window. All fields are mandatory.

The screenshot shows the 'Supporting resource' modal window. The 'Add' button in the 'Supporting resources' section of the background is circled in red. The modal window has a red border and contains the following fields: First name, Last name, Licence number, Expiry date, and State/Territory. The 'Add' button in the modal is also circled in red. A blue arrow points to the '+' button in the 'Supporting resources' section of the background, which is also circled in red.

6. The supporting resource licence must be active at the date of the assessment event. If the expiry date is before the assessment event date, the supporting resource cannot be added.

10. In progress assessments - updating candidate contact details

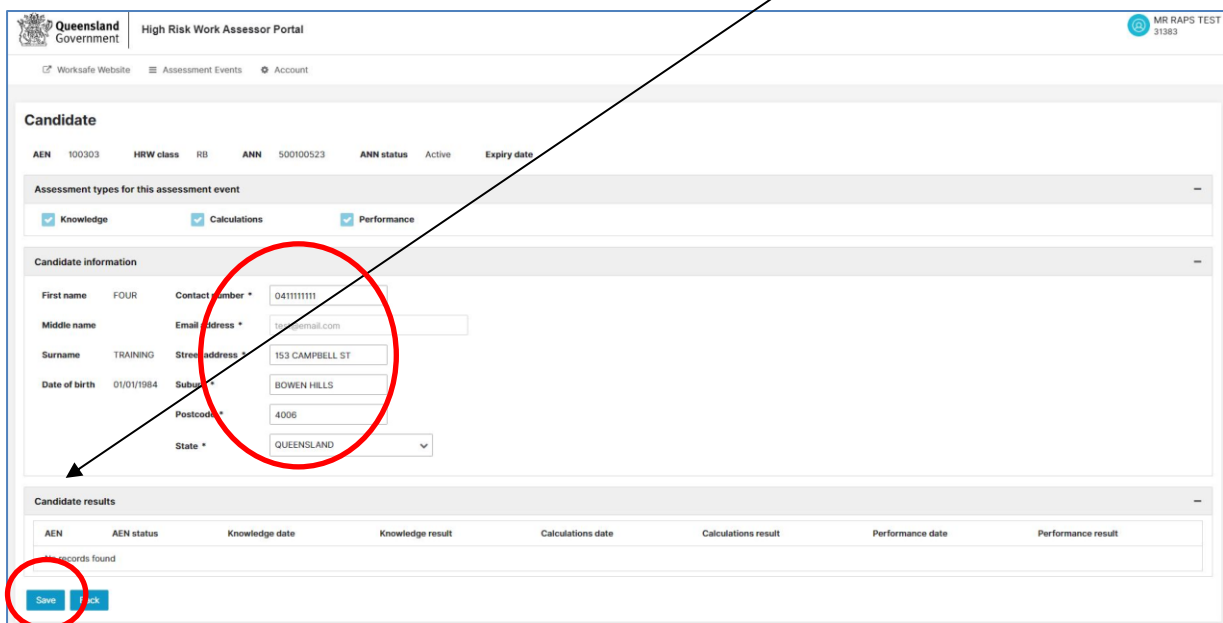
1. The candidate email, address and phone number can be amended when an assessment event is **in progress**. This ensures that a candidate's contact details are up to date and assessment summary is sent to the correct/most recent email address.
2. To update the email, address and phone number select the *view* icon from the candidate details section.



The screenshot shows a table titled 'Candidate details' with columns: Allocate, Name, ANN, Know, Calc, and Perf. There are four rows of candidate data. A red circle highlights the 'view' icons (represented by a magnifying glass icon) in the rightmost column of each row. An arrow points from the second instruction in the list above to this circle.

Allocate	Name	ANN	Know	Calc	Perf
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, FOUR	500100523	✓	✓	✓
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, ONE	500100500	✓	✓	✓
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, THREE	500100502	✓	✓	✓
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, TWO	500100501	✓	✓	✓

3. The selected candidate screen will be displayed with an editable email field. Once the email, address and/or phone number has been updated, select save to apply the changes.



The screenshot shows the 'Candidate' form in the 'High Risk Work Assessor Portal'. The 'Candidate information' section is highlighted with a red circle. It contains fields for First name, Middle name, Surname, Date of birth, Contact number, Email address, Street address, Suburb, Postcode, and State. An arrow points from the third instruction in the list above to the 'Email address' field. Below the form, the 'Candidate results' section is visible, and the 'Save' button is circled in red.

Queensland Government High Risk Work Assessor Portal

MR RAPS TEST 31383

Worksafe Website Assessment Events Account

Candidate

AEN 100303 HRW class RB ANN 500100523 ANN status Active Expiry date

Assessment types for this assessment event

☒ Knowledge ☒ Calculations ☒ Performance

Candidate information

First name FOUR Contact number * 0411111111

Middle name Email address * 123@gmail.com

Surname TRAINING Street address * 153 CAMPBELL ST

Date of birth 01/01/1984 Suburb * BOWEN HILLS

Postcode * 4006

State * QUEENSLAND

Candidate results

AEN	AEN status	Knowledge date	Knowledge result	Calculations date	Calculations result	Performance date	Performance result
No records found							

Save Cancel

11. In Progress – results entry

1. The assessment results entry section is on the bottom of the **in progress** assessment event details screen.

The screenshot displays the 'Assessment Event Details' screen. At the top, there are tabs for 'Assessment masterlist' and 'Assessment summaries'. Below this is the 'Assessment event notification' section, which includes fields for AEN number, AEN status, HRW class, Assessor, RTD, and Date created. The 'Event details' section follows, with expandable sections for Knowledge, Calculations, and Performance. Each section contains fields for Date/Time, Building/site, Number/street, Suburb, and Postcode. Below these are sections for Special conditions, Plant details, Supporting resources, and Candidate details. The 'Candidate details' section is a table with columns for Allocate, Name, ANN, Know, Calc, Perf, and a View icon. The 'Assessment results' section is at the bottom, featuring three buttons: 'Finalise knowledge assessment', 'Finalise calculations assessment', and 'Finalise performance assessment'. Below these buttons is a table with columns for Type, Status, and a View icon. Red circles highlight the three 'Finalise' buttons and the 'View' icons in both the 'Candidate details' and 'Assessment results' tables. Arrows point from the text in step 2 to these elements.

Allocate	Name	ANN	Know	Calc	Perf	
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, FOUR	500100523	✓	✓	✓	
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, ONE	500100500	✓	✓	✓	
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, THREE	500100502	✓	✓	✓	
<input checked="" type="radio"/> Yes <input type="radio"/> No	TRAINING, TWO	500100501	✓	✓	✓	

Type	Status	
Knowledge	Finalise required	
Calculations	Finalise required	
Performance	Finalise required	

2. Results can only be entered when the relevant assessment event type (knowledge, calculations, performance) has been finalised. This can be done either by selecting the relevant *Finalise knowledge assessment* / *Finalise calculations assessment* / *Finalise performance assessment* buttons or the *View* icons.

Note: once an outcome has been selected for an assessment type, the view button will navigate directly to the candidate results entry instead of repeating the outcome selection process.

- Once selected, an assessment outcome will need to be provided for that assessment type, for example when the *finalise knowledge* assessment button is selected:

Queensland Government High Risk Work Assessor Portal

Worksafe Website Assessment Events Account

MR RAPS TEST 31383

Knowledge Results - Assessment outcome

AEN 100303 HRW class RB Assessment date 01/09/2020 05:00

Assessment outcome **- Select -**

Reason **- Select -** Details

Save Return to AEN

- If the assessment outcome is *cancelled*, a reason will also be required. A *cancelled* assessment outcome will be applied to all candidates allocated to that assessment type, in this example the knowledge assessment. Select save to apply the results.

Queensland Government High Risk Work Assessor Portal

Worksafe Website Assessment Events Account

MR RAPS TEST 31383

Knowledge Results - Assessment outcome

AEN 100303 HRW class RB Assessment date 01/09/2020 05:00

Assessment outcome Cancelled

Reason * Plant breakdown/unavailable Details

Save Return to AEN

- If the assessment is completed, select *completed* in the assessment outcome and save.

Queensland Government High Risk Work Assessor Portal

Worksafe Website Assessment Events Account

MR RAPS TEST 31383

Knowledge Results - Assessment outcome

AEN 100303 HRW class RB Assessment date 01/09/2020 05:00

Assessment outcome Completed

Reason **- Select -** Details

Save Return to AEN

- Once a completed assessment outcome is saved, the relevant assessment results screen will be displayed. To enter results, select the *view* icon on the candidate row.

Queensland Government High Risk Work Assessor Portal

Worksafe Website Assessment Events Account

MR RAPS TEST 31383

Knowledge Results - Candidates

AEN 100303 HRW class RB Assessment date 01/09/2020 05:00

ANN	Name (DOB)	EOI	Result	Assessment times
500100500	ONE TRAINING (01/01/1981)	x		
500100501	TWO TRAINING (01/01/1982)	x		
500100502	THREE TRAINING (01/01/1983)	x		
500100523	FOUR TRAINING (01/01/1984)	x		

Return to AEN

7. The Candidate results entry screen will be displayed. The possible results for each candidate are *absent*, *competent*, *not yet competent* and *cancelled*.

Candidate result - Knowledge (2020-09-01 05:00)

ANN 500100500 **Name** TRAINING, ONE **Date of birth** 01/01/1981

Result * ☐ **EOI verified?**

Reason

Details

Assessment title

to

Comments

500 characters remaining.

8. The evidence of identity must be checked and verified for each candidate. Select the *EOI verified* check box in order to enter results for a candidate. The identity documents cannot be and are not required to be uploaded to the system.

ANN 500100500 **Name** TRAINING, ONE **Date of birth** 01/01/1981

Result *

Reason

Details

☐ **EOI verified?**

9. If a candidate's result is *cancelled*, a reason must be provided.

Candidate result - Knowledge (2020-09-01 05:00)

ANN 500100500 Name TRAINING, ONE Date of birth 01/01/1981

Result * Cancelled ☐ EOI verified?

Reason * - Select -

Details - Select -

Assessment time Cancelled by RTO

Cancelled by inspector

Candidate unavailable

Candidates not ready for assessment

Comments Inclement weather

10. When the desired results have been entered and saved, the assessment type results screen will be updated with the relevant details.

Queensland Government High Risk Work Assessor Portal MR RAPS TEST 31383

Worksafe Website Assessment Events Account

Knowledge Results - Candidates

The assessment result was successfully saved.

AEN	HRW class	RB	Assessment date	ANN	Name (DOB)	Result	Assessment times
100303			01/09/2020 05:00	500100500	ONE TRAINING (01/01/1981)	Competent	05:00 to 05:30
				500100501	TWO TRAINING (01/01/1982)	Not yet competent	05:00 to 05:30
				500100502	THREE TRAINING (01/01/1983)	Absent	
				500100523	FOUR TRAINING (01/01/1984)	Cancelled (insufficient identification)	

[Return to AEN](#)

11. Once all results have been entered for an assessment type, the status on the assessment results section of the assessment event screen will change accordingly.

Assessment results

[+ Finalise knowledge assessment](#) [+ Finalise calculations assessment](#) [+ Finalise performance assessment](#)

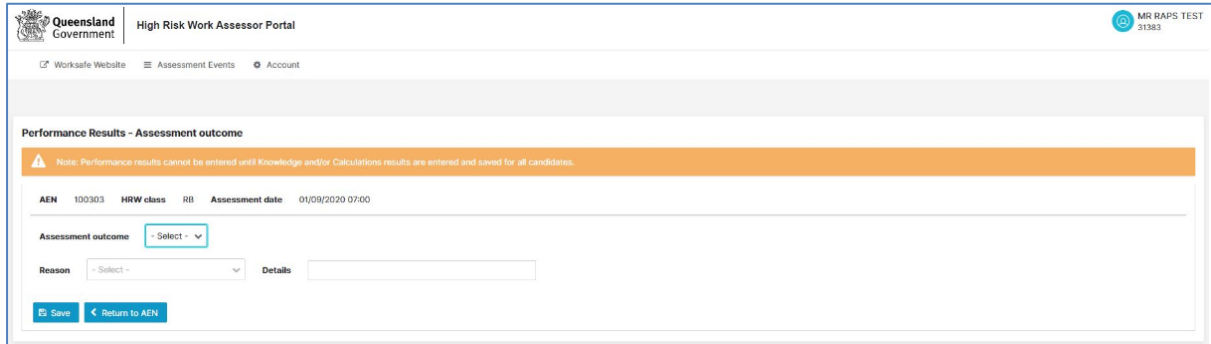
Type	Status
Knowledge	Result entry completed
Calculations	Finalise required
Performance	Finalise required

[Save](#) [Complete](#) [Back](#)

12. If results entry has not been entered and finalised, reminders will be emailed to both the RTO and assessor at 3 days and 5 days from the date of the earliest planned assessment type.

12. Performance assessment results entry

1. In order to enter performance results, the knowledge and calculations assessments must be finalised and completed with valid details entered, that is, the candidate has achieved a *competent* result in both the knowledge and calculations assessments.



Queensland Government High Risk Work Assessor Portal

Worksafe Website Assessment Events Account

MR RAPS TEST 31383

Performance Results - Assessment outcome

Note: Performance results cannot be entered until Knowledge and/or Calculations results are entered and saved for all candidates.

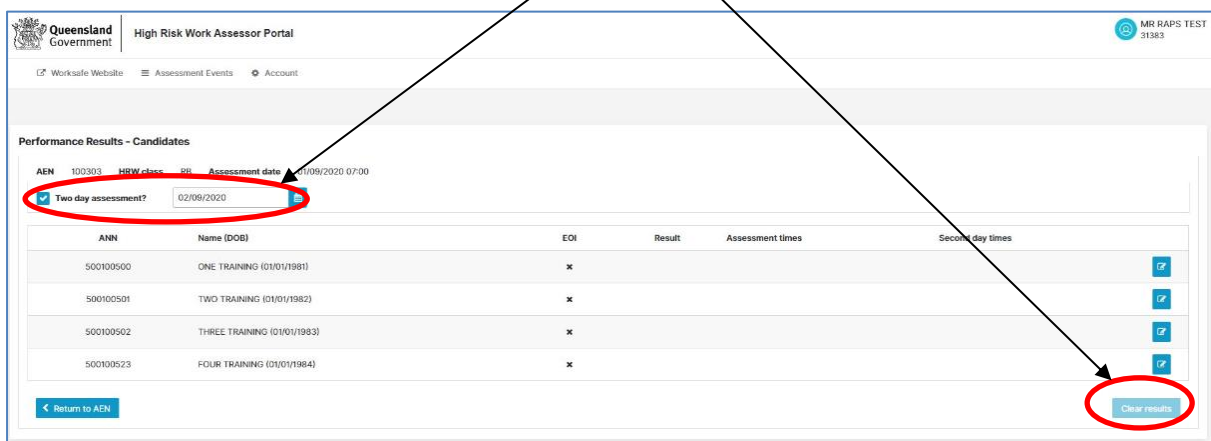
AEN 100303 HRW class RII Assessment date 01/09/2020 07:00

Assessment outcome - Select -

Reason - Select - Details

Save Return to AEN

2. Performance result entry is mostly identical to knowledge and calculations result entry except for the ability to choose a *two day assessment* for performance assessments that occur over two days, and the ability to clear all performance results.



Queensland Government High Risk Work Assessor Portal

Worksafe Website Assessment Events Account

MR RAPS TEST 31383

Performance Results - Candidates

AEN 100303 HRW class RII Assessment date 01/09/2020 07:00

☒ Two day assessment? 02/09/2020

ANN	Name (DOB)	EOI	Result	Assessment times	Second day times
500100500	ONE TRAINING (01/01/1981)	x			
500100501	TWO TRAINING (01/01/1982)	x			
500100502	THREE TRAINING (01/01/1983)	x			
500100523	FOUR TRAINING (01/01/1984)	x			

Return to AEN Clear results

3. When selecting the *two day assessment* option, the date cannot be before the planned start date of the performance assessment type, and it cannot be a date that is in the future.
4. **Note:** While the system enables two-day assessments results to be captured, the *Conditions of accreditation as an assessor for HRW* requires assessors to provide sufficient notification of assessments, including two-day assessments. If an unforeseen event or extenuating circumstance arises within three days of assessment and an unplanned two-day performance assessment is required, approval from WHSQ is required before commencing the two-day assessment.

5. If a second date was selected for the performance assessment, the day 2 option will become available for every candidate.

Candidate result - Performance (2020-09-01 07:00)

ANN 500100500 **Name** TRAINING, ONE **Date of birth** 01/01/1981

Result * - Select - ☐ **EOI verified?**

Reason - Select -

Details

Assessment times

☐ **Day 1**
01/09/2020 to

☐ **Day 2**
02/09/2020 to

Comments

500 characters remaining.

6. The day 1 and/or day 2 checkbox needs to be selected depending on whether the candidate undertook the performance assessment on first day, second day or on both days.
7. Once performance results entry has commenced, knowledge and calculations results entry can no longer be changed. In the event an error was made during knowledge and calculations, the performance results can be cleared by selecting the *clear results* button.

8. Clearing performance results will clear **all** candidates' performance results to allow the knowledge and calculations results to be edited.

13. Results entry rules and validations

There are several rules and validations which must be adhered to when entering results.

- Knowledge and calculations results must be entered before performance results.
- Performance results must be cleared to edit knowledge and calculations results.
- Results date and time entries cannot overlap for a candidate, that is:
 - knowledge must finish before calculations starts
 - calculations must finish before performance starts
 - knowledge and calculations must finish before performance starts.
- Performance results start and finish times cannot overlap across candidates, that is:
 - If knowledge assessment is shown to have started at 9:00am and finished at 10:00am, and the calculations assessment started at 10:00am, and candidate A finished the calculations assessment at 11:30am, then no candidate performance start time can be before 11:30am.
 - If candidate A starts the performance assessment at 11:30am and finishes at 12:00pm, candidate B's performance start time can only be 12:00pm or later.
- The knowledge and calculations starting and finishing times can overlap between candidates, for example:
 - candidate A knowledge is from 9:00am – 10:00am
 - candidate B knowledge is from 9:00am – 9:30am
 - candidate B calculations is from 9:30am – 10:30am.
- If a candidate receives a *not yet competent*, *absent* or *cancelled* result, that candidate would not be eligible for the performance assessment and the performance result will be automatically updated to *not eligible*.
- Results cannot be entered for a time before the assessment type was **planned** to occur.
- If a candidate receives a *not yet competent* result in any of the assessment type, they will receive an expiry date and have 60 calendar days to complete reassessment. This is regardless of if they had a *competent* outcome in one of the assessment types. The expiry date will be shown on the CAN. If a candidate is unsuccessful in all elements of the assessment, the ANN expires. If the candidate undertakes further training and wishes to undertake another assessment, a new assessment event will need to be created and the candidate will need to be created as a new candidate with a new ANN.
- Where an assessment event is **in progress** with an assessment type that is scheduled to commence in the future, the assessment type can still be cancelled. This action cannot be reversed. For example, an assessment event has commenced with the knowledge assessment taking place and therefore is shown as **in progress**. The performance assessment was scheduled to commence the following week. The performance assessment can be cancelled. This action cannot be reversed. If the performance assessment was still required, the RTO would need to create a new assessment event.

14. Completing assessment events

1. To complete an assessment event, all results entry must be finalised. Once this is done, select the *complete* button.

Assessment results

+ Finalise knowledge assessment + Finalise calculations assessment + Finalise performance assessment

Type	Status	
Knowledge	Result entry completed	CF
Calculations	Result entry completed	CF
Performance	Result entry completed	CF

CF S CF Complete Back

2. Once an assessment event has been completed, the status will be updated accordingly and the *assessment results* button will be available.

Queensland Government High Risk Work Assessor Portal

Worksafe Website Assessment Events Account

Assessment Event Details

Assessment results

Assessment event notification

AEN number	100303	AEN status	Completed
HRW class	RB - BASIC RIGGING	Assessor	31383 - MR RAPS TEST
RTO	12345 - AP Test	Date created	31/08/2020

3. Selecting the *assessment results* button will display the candidate assessment summary screen.
4. The candidate assessment summary screen will also be displayed by default when an assessment event is completed.

Candidate Assessment Summary

! AEN# 100303 has been successfully completed.

AEN 100303 HRW class RB - BASIC RIGGING Assessor 31383 - MR RAPS TEST

RTO 12345 - AP Test

	ANN #	Name #	Email #	Know #	Calc #	Perf #	Issue date	
<input type="checkbox"/>	500100500	TRAINING, ONE	test@email.com	Competent (01/09/2020)	Competent (01/09/2020)	Competent (01/09/2020)		CF
<input type="checkbox"/>	500100501	TRAINING, TWO	test@email.com	Competent (01/09/2020)	Competent (01/09/2020)	Competent (01/09/2020)		CF
<input type="checkbox"/>	500100502	TRAINING, THREE	test@email.com	Competent (01/09/2020)	Competent (01/09/2020)	Not yet competent (01/09/2020)		CF
<input type="checkbox"/>	500100523	TRAINING, FOUR	test@email.com	Competent (01/09/2020)	Competent (01/09/2020)	Cancelled: Plant breakdown/unavailable		CF

Download CAS Send CAS email

Print Summary PDF XLS CSV

Back

5. The candidate assessment summary information can be exported by using the *PDF*, *XLS* or *CSV* buttons.

6. The candidates can be viewed by using the *view* icons and **email addresses can be updated**.
7. The candidate assessment summaries can be emailed or downloaded.
8. To email candidate assessment summaries, individual candidates or all candidates can be selected by checking the relevant boxes then select *send CAS email*.

A screenshot of a table showing candidate assessment summaries. The table has columns for 'ANN #', 'Name #', and 'Email #'. There are four rows of data, each with a checkbox in the first column. Below the table, there are two buttons: 'Download CAS' and 'Send CAS email'. Red circles highlight the checkboxes and the 'Send CAS email' button. Arrows point from the text in step 8 to these elements.

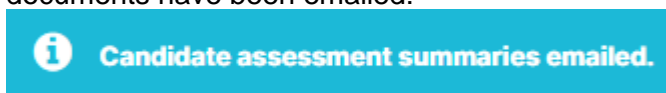
<input type="checkbox"/>	ANN #	Name #	Email #
<input type="checkbox"/>	500100500	TRAINING, ONE	test@email.com
<input type="checkbox"/>	500100501	TRAINING, TWO	test@email.com
<input type="checkbox"/>	500100502	TRAINING, THREE	test@email.com
<input type="checkbox"/>	500100523	TRAINING, FOUR	test@email.com

Download CAS Send CAS email

9. A confirmation is required before the selected candidates are emailed their completed assessment summaries.

A confirmation dialog box with the title 'Confirmation'. It contains a warning icon and the text 'Are you sure you want to Email the CAS to the selected candidates?'. At the bottom, there are two buttons: 'Yes' and 'No'. The 'Yes' button is circled in red, and an arrow points from the text in step 10 to it.

10. Once yes has been selected, the following notification will be displayed to confirm CAS documents have been emailed:



An assessor is able to see when the email with the CAS was sent by looking at the date and time in the issued date column within the assessment results screen of the AEN.

A screenshot of the 'Candidate Assessment Summary' screen. It shows a table with columns for 'ANN #', 'Name #', 'Email #', 'Know #', 'Calc #', 'Perf #', and 'Issue date'. There are four rows of data. The 'Issue date' column contains dates like '01/09/2020'. A red circle highlights the 'Issue date' column. Below the table, there are buttons for 'Download CAS', 'Send CAS email', and 'Export options' (pdf, xls, csv, etc.).

ANN #	Name #	Email #	Know #	Calc #	Perf #	Issue date
500100500	TRAINING, ONE	test@email.com	Competent (01/09/2020)	Competent (01/09/2020)	Competent (01/09/2020)	01/09/2020
500100501	TRAINING, TWO	test@email.com	Competent (01/09/2020)	Competent (01/09/2020)	Competent (01/09/2020)	01/09/2020
500100502	TRAINING, THREE	test@email.com	Competent (01/09/2020)	Competent (01/09/2020)	Not yet competent (01/09/2020)	01/09/2020
500100523	TRAINING, FOUR	test@email.com	Competent (01/09/2020)	Competent (01/09/2020)	Cancelled: Plant breakdown/unavailable	01/09/2020

11. The same process is used for physical candidate assessment summaries. The **download CAS** button in **step 8 above** will generate a PDF document with pre-filled summaries for all selected candidates.

High Risk Work (HRW) Candidate assessment summary



Work Health and Safety Act 2011

Original issue date/time 01/09/2020

A. Candidate details

ANN: 500100500 Licence Class: RB - BASIC RIGGING
Name: ONE TRAINING

Expiry date:
Date of Birth: 01/01/1981

B. Assessment results

Previous assessment events (AEN)

AEN	Knowledge		Calculations		Performance	
	Date	Result	Date	Result	Date	Result

This assessment event: AEN 100303

Assessor number: 31383 Assessor name: MR RAPS TEST
RTO number: 12345 RTO name: AP Test

Assessment type	Date	Start time	Finish time	Result
Knowledge	01/09/2020	05:00	05:30	Competent
Calculations	01/09/2020	06:00	06:30	Competent
Performance	01/09/2020	07:00	07:30	Competent
Performance day 2 details (if applicable)				

Result options: Competent, Not yet competent, Absent, Cancelled, Not eligible.

C. Overall assessment outcome (select one)

- ☒ **Notice of satisfactory assessment** - Candidate has been assessed as **competent** for all required assessment types for the HRW licence class. This notice of satisfactory assessment is valid as an interim authority to perform work for 60 days from the date of assessment. Application must be lodged with WHSQ within 60 calendar days of completion of performance assessment.
- ☐ Candidate has been assessed as **not yet competent** for one or more required assessment types for the HRW licence class.
- ☐ Candidate has **not completed** all required assessment types for the HRW licence class.

15. Searching

1. To search for assessment events, select the *AENs* tab from the assessment events menu.

Queensland Government High Risk Work Assessor Portal

Worksafe Website Assessment Events Account

Assessment Event Notifications (AEN)

Home AENs Candidates Legacy Assessments

Search Clear

Basic Criteria

AEN number

Licence class

Aligned RTOs

AEN status Cancelled Completed In Progress Modified Nominated Planned

Advanced Criteria

Search Results

AEN RTO Class Know Calc Perf Start Date Status

No records found

CSV XLS PDF

2. Search can be by one or any combination of the following:
 - AEN number
 - licence class
 - aligned RTOs
 - AEN status.
3. Search results can be filtered using the up/down arrows at the column headings and can also be exported using the *XLS*, *CSV* and *PDF* buttons. To view an assessment event, select the *view* button.

Assessment Event Notifications (AEN)

Home AENs Candidates

Search Clear

Basic Criteria

AEN number

Licence class

Aligned assessor

AEN status Cancelled Completed In Progress Modified Nominated New Planned

Assessment types Calculations Knowledge Performance

Advanced Criteria

Search Results

AEN Assessor Class Know Calc Perf Start Date Status

100320 31382 TEST AP RB ✓ ✓ ✓ 02/09/2020 Completed

100320 31382 TEST AP RB ✓ ✓ ✓ 01/09/2020 Completed

CSV XLS PDF

View

4. To search for candidates, select the *candidates* tab from the assessment events menu.

Queensland Government High Risk Work Assessor Portal

Assessment Event Notifications (AEN)

Home AENs **Candidates**

Search Clear

Basic Criteria

ANN AEN

Licence class Assessor

First name Surname

Middle name Date of birth

ANN expiry date from ANN expiry date to

Search Results

ANN	Name (DOB)	AEN	Assessor	Class	Expires
No records found					

csv xls pdf

5. Search can be by one or any combination of the search fields. Search results can be filtered using the up/down arrows at the column headings and exported by selecting the relevant export format XLS, CSV or PDF buttons. To view a candidate, select the *view* icons.

Assessment Event Notifications (AEN)

Home AENs **Candidates**

Search Clear

Basic Criteria

ANN AEN

Licence class Assessor

First name Surname

Middle name Date of birth

ANN expiry date from ANN expiry date to

Search Results

ANN	Name (DOB)	AEN	Assessor	Class	Expires
500100523	FOUR TRAINING (01/01/1984)	100303	TEST, RAPS	RB	
500100502	THREE TRAINING (01/01/1983)	100303	TEST, RAPS	RB	31/10/2020
500100501	TWO TRAINING (01/01/1982)	100303	TEST, RAPS	RB	
500100500	ONE TRAINING (01/01/1981)	100303	TEST, RAPS	RB	

csv xls pdf

6. Searching for candidates will also display the assessment events they were added to. If a candidate was assessed multiple times, they will appear multiple times in the search results. Selecting the AEN will navigate to that specific event.

Search Results

ANN	Name (DOB)	AEN
500100337	TEST CROSSTWO (01/01/1980)	100110
500100337	TEST CROSSTWO (01/01/1980)	100111

7. Searching for assessments from the old assessor portal can be accessed from the *legacy assessments* tab. This search screen enables the assessor to utilise old Assessor Portal search criteria in order to view historical records.
- 8.

Queensland Government High Risk Work Assessor Portal

Worksafe Website Assessment Events Account

Assessment Event Notifications (AEN)

Home AENs Candidates **Legacy Assessments**

Search Clear

Legacy Criteria

Completion start dd/mm/yyyy Completion end dd/mm/yyyy

RTO number(W) RTO number(P) Class - Select -

Written AS1 Start date dd/mm/yyyy End date dd/mm/yyyy

Practical AS1 Start date dd/mm/yyyy End date dd/mm/yyyy

First name Last name Date of birth dd/mm/yyyy

Search Results

Status RTO number(W) RTO number(P) Class Completion date Written AS1 Written Date Written start Written end Practical AS1 Practical Date Practical start Practical end Pla

No records found

16. Password change and account maintenance

1. To update your Assessor Portal account password, navigate to the *account* menu and select the *change password* option.

Queensland Government High Risk Work Assessor Portal

Worksafe Website Assessment Events **Account**

Account details

To change your Contact Details using your Queensland High Risk Work Licence ([Click here](#)).
If you do not have a Queensland High Risk Work licence, please contact WHSQ on 1300 632 756.

Name MR RAPS TEST

Date of birth 01/01/1981

Assessor number 31383

Email goran.jelinic@oir.qld.gov.au

After hours phone 0411 111 111

Daytime phone

Residential address 153 Campbell St BOWEN HILLS QLD 4006

☒ Change password

Current password *

New password *

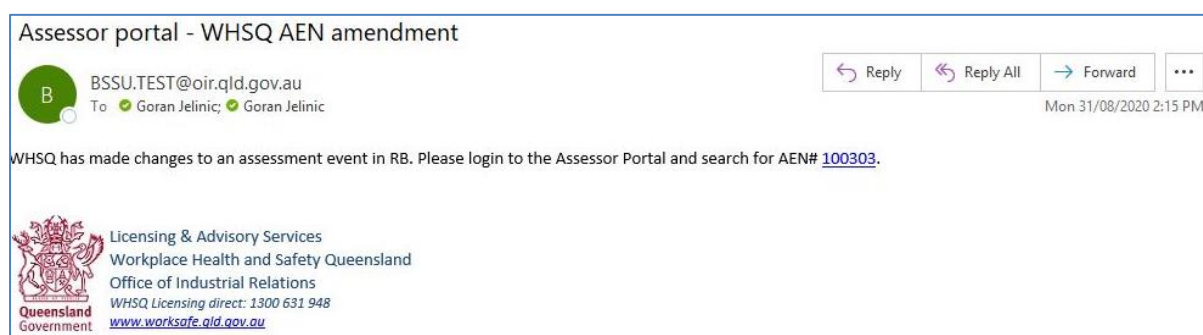
Confirm password *

Update

2. Every six months from initial login, the Assessor Portal will request a password update. This is a security requirement.
 - **If a user password expires where the account is not used and password is not updated within 60 days, that user account will be automatically disabled.**
 - **To reset a disabled account, please contact WHSQ.**

17. WHSQ changes to assessment events

1. In the event WHSQ is required to make changes to an assessment event, both the RTO and assessor will receive notification via email. Examples where this might occur include:
 - the assessor has contacted WHSQ requesting a change within the timeframes specified in the *Conditions of Accreditation as an Assessor for HRW classes* and WHSQ have approved the changes to take place
 - a change is required as a result of compliance or enforcement action
 - RTO or assessor is encountering system issues.



18. Split assessment events, multi-day and multi assessor

1. The Assessor Portal allows for the splitting of assessments across multiple AENs, the inclusion of candidates across multiple AENs at the same time and the use of different assessors.
2. Before splitting assessment events it is important to note the following:
 - **Candidates can only ever be in a single AEN for any one assessment type at the same time. This means if a candidate is in an AEN for knowledge and calculations, they cannot be in another AEN for the same assessment type.**
 - **An ANN is unique to a specific candidate for a specific class. If conducting split assessments, the second AEN must be for the same class as the first.**
3. If splitting candidates with no previous results, they must first be included in an AEN with knowledge and calculations(if applicable) to be included in an AEN for performance. This can also be any combination of the following:
 - AEN 1: knowledge and calculations, AEN 2: performance
 - AEN 1: knowledge, AEN 2: calculations and performance
 - AEN 1: calculations, AEN 2: knowledge and performance

The date and time of the performance assessment must always be later than the date and time of any required knowledge and calculations assessments.

4. The assessor for the first and second AEN does not need to be the same assessor, however the assessor for the second AEN will be unable to enter results until the first AEN is completed.
5. AENs can also be split across multiple days within the single AEN, and example is:
 - knowledge – 25 July
 - calculations – 26 July
 - performance – 27 JulyAssessment types can also be combined in the following manner:
 - knowledge and calculations – 25 July
 - Performance – 26 July

6. Videos have also been created for split assessments, please refer to the WorkSafe website where this content is available:
<https://www.worksafe.qld.gov.au/licensing-and-registrations/work-health-and-safety-training/accredited-assessors/assessor-portal>

19. WHSQ Licensing and Regulatory Interventions Contacts

Assessor Direct line For all telephone calls about your accreditation, the Conditions, or HRW licence assessments. Not for general public.	1300 632 756
Safety info email <ul style="list-style-type: none"> - To update your details - For clarification about the Conditions or an assessment - For technical enquiries regarding HRW licence -related plant and equipment - To report issues and concerns pertaining to assessments - To return signed acknowledgement and undertaking 	safetyinfo@oir.qld.gov.au
Licensing compliance services email To notify of changes to notifications, e.g. cancellation, changing the time or venue.	lcs@oir.qld.gov.au
Assessor Portal For queries and issues with the Assessor Portal	HRWassessorportal@oir.qld.gov.au
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

20. AEN status overview

Assessment Event Notification (AEN) statuses:

- New
- Nominated
- Planned
- Modified
- In Progress
- Completed
- Cancelled

New AEN status:

- candidates can be added/removed with no restriction by the RTO
- assessor can be changed with no restriction or notification by the RTO
- event details (knowledge, calculations, performance) can be changed with no restriction by the RTO
- no notifications are sent for changes
- candidates created by the RTO can be edited with no restriction
- candidates originally created by another RTO but added to the assessment event cannot have the name and date of birth edited
- assessment event can be cancelled by the RTO if no longer required
- HRW class selection will display only classes the RTO has scope for
- assessor selection will display only assessors with active alignment and accreditation
- nominating the AEN will notify the assessor that candidates are ready to be assessed.

Nominated AEN status:

- candidates can be added/removed with no restriction by the RTO
- event details can be changed with no restrictions by the RTO
- changing event details will automatically update candidates with the new selection
- assessor can be changed by the RTO, however notifications will be sent
- candidates can be edited per New status restrictions
- assessment event can be cancelled by the RTO if no longer required
- HRW class cannot be changed
- assessment event can be planned by the assessor.

Planned AEN status:

- assessor has confirmed the nominated AEN and planned it with a date, time and location
- RTO will receive notification if any candidates were not allocated to the AEN by the assessor
- assessment masterlist is available for printing
- assessment summaries pre-populated with included candidates are available for printing
- AEN can no longer be cancelled by RTO
- plant details can be added
- supporting resources can be added
- special conditions documents can be added
- candidates can be unallocated if required
- candidate contact details can be updated if required.

Modified AEN status:

- planned AENs can be modified by an RTO in order to add candidates
- candidates can be added by the RTO up to the day before the assessment event is planned to commence
- assessor will be notified if any candidates are added
- RTO will be notified if any candidates are not allocated to the AEN when the assessor plans it
- if an AEN is in modified status and reaches the date of assessment, it will automatically transition to In Progress status and any candidates who were added by the RTO but not allocated by the assessor will be removed
- candidates who have been added by the RTO but not allocated by the assessor can be removed by the RTO
- candidates who have been allocated by the assessor cannot be removed by the RTO.

In progress AEN status:

- AEN changes to in progress status at 00:00 on the date it is planned to commence
- if an assessor has planned Knowledge, Calculations or Performance on different days, AEN will change to In Progress at 00:00 on the date the earliest assessment type is planned to commence
- RTO cannot add/remove any candidates
- assessment masterlist can be printed
- assessment summaries can be printed
- RTO and assessor will receive notifications at 3 and 5 days after the start of the AEN if results have not been entered
- assessment types can be finalised
- results can be entered
- plant must be entered
- supporting resources, if applicable, must be entered
- assessment event can be completed.

Completed AEN status:

- assessment results will be viewable
- assessment results can be accessed by using the *assessment result* button to view the candidate assessment summary screen
- assessment results can also be viewed on each candidate individually
- the assessment results for the AEN can be exported using XLS, CSV or PDF
- XLS or CSV export is recommended for better visibility/record keeping
- completed candidate assessment summaries can be downloaded
- completed candidate assessment summaries can be emailed.

Cancelled AEN status

- assessment events that have been cancelled.

21. Frequently asked questions/trouble shooting

Why am I getting two contradictory messages when attempting to modify a planned assessment event?

There is a known scenario that will return a misleading message if:

- an assessment event is in a planned status and the RTO adds a candidate to the assessment event and updates it to modified status.
- the RTO and assessor opens the modified assessment event and are viewing the same event at the same time.
- the assessor then allocates the new candidate and updates the event to planned status while the RTO is still viewing the same event in the modified state.
- the RTO subsequently attempts to remove the modified candidate without refreshing the page/assessment event (page still displays modified status).
- the portal will prevent this because the event has already been changed by the assessor as noted by the red message below.
- the blue message in this case is not correct as the RTO cannot save the changes.

The screenshot shows the 'High Risk Work Assessor Portal' interface. At the top, there's a navigation bar with 'Worksafe Website', 'Assessment events', and 'Account'. The main heading is 'Assessment Event Details'. Below this, there are two messages: a red one stating 'Your updates cannot be saved as another user has made updates to the data. Please refresh the page and try again.' and a blue one stating 'Candidates have been updated. To save changes and notify the assessor, select Modify.' These messages are circled in red. Below the messages, the 'Assessment event information' section shows details for AEN number 100440, RTO 666 - AP Test RTO, HRW class DG - DOGGING, and Assessor 31377 - MR BOB ROSS. The 'Event details' section is expanded, showing three tabs: Knowledge, Calculations, and Performance. Each tab displays event details like Date/Time, Building/site, and Suburb. The 'Candidate details' section at the bottom shows a table with columns for Name, AEN, Know, Calc, Perf, and Modify action. The table lists three candidates: FIVEOUT, FIVE; CHECKUP, TEST; and THRESDUP, THREE. The 'Modify' button at the bottom left is highlighted.

Name	AEN	Know	Calc	Perf	Modify action
FIVEOUT, FIVE	500100001	✓	✓	✓	Removed [?] [x]
CHECKUP, TEST	500100412	✗	✗	✓	[?] [x]
THRESDUP, THREE	500100680	✓	✓	✓	[?] [x]

The RTO will need to refresh the page to rectify the situation.

Which web browser is the HRW assessor portal compatible with?

The Assessor Portal will work with all the main web browsers, including:

- Google Chrome

- Microsoft Edge
- Mozilla Firefox
- Safari Web Browser

Note: Microsoft has ended support for Internet Explorer. Internet Explorer compatibility with the Assessor Portal cannot be guaranteed. Please use Microsoft Edge if you are on a Windows based PC.

What type of devices will the HRW Assessor Portal work on?

The Assessor Portal will work on:

- Android tablets
- Apple desktops
- Apple iPads and laptops
- PCs and laptops

Minimum possible resolution is 1280x1024 however 1920x1080 is recommended. Any lower than 1920x1080 will result in a reduced end user experience.

The use of mobile phones is not recommended.

What happens if the link I have been sent does not work?

You have seven days to use the account setup link provided and it is only active once. Once the link expires you will need to contact WHSQ if you require another link to be sent to complete your user account setup. Once you have created your account, the setup link cannot be used to access the Assessor Portal – the Assessor Portal will need to be accessed through the link on the WorkSafe website.

How often do I need to change my password?

A password remains active for six (6) months. You will be required to create a new password every six months.

If a user password expires where the account is not used and password is not updated within 60 days from expiry, that user account will be automatically disabled.

Why happens if I forget my password?

Forgotten passwords can be reset by the user by selecting the forgotten password button on the login screen and validating their identity by answering their security question. Once identity is verified, a password reset email will be sent to the user.

The user can also contact WHSQ to request a password reset.

How do I change my password?

The password can be updated from the account section once you are logged in to the portal

Why is the password I am trying to create not working?

Your password must be 8-16 characters in length and contains at least:

- one capital letter
- one numeral
- one symbol.

Passwords that are too weak, predictable and easy to guess are not accepted. Examples include:

- days of the week, such Monday1234, Tuesday1234, etc.

- month of the year, such as January1234, February1234, etc.
- password1234.

How does an RTO nominate an assessor for an assessment?

Assessors with a current accreditation in the relevant HRW class and who have an active alignment with the RTO will appear on their assessor list.

Only assessors who meet the above criteria and have an active Assessor Portal account will be selectable by the RTO.

If for some reason an RTO is unable to select an assessor or the assessor name does not appear on the assessor list, the assessor will need to check that:

- the assessor's HRWL is current
- the assessor's HRW assessor accreditation is current and the assessor has accreditation in the HRW class
- the assessor has a current alignment with the RTO for the HRW class. Notify WHSQ if alignment record needs to be updated.
- the assessor has an active Assessor Portal account

Where can I find the Assessor Portal?

The Assessor Portal can be accessed by copying or entering this address into a web browser address bar:

<https://www.worksafe.qld.gov.au/licensing-and-registrations/work-health-and-safety-training/accredited-assessors/assessor-portal>

Can we enter details for candidates who are yet to turn 18 years of age?

An RTO is able to nominate a candidate who is not yet 18 years of age for assessment. However, planning for the assessment of that candidate by an assessor can only be for a date after the candidate's 18th birthday.

Am I able to enter assessment summaries manually from the AS1 books?

No. Once the Assessor Portal is fully deployed, the assessment summaries will be generated from the system.

Am I able to access information from the old system?

Assessors with past assessment records entered onto the superseded Assessor Portal will be able to access those assessment records should they be required.

What happens if I experience IT issues and cannot access the Assessor Portal?

Contact WHSQ as soon as possible and if it is after hours also email WHSQ to preserve this record of communication.

How much time do I need to allow when planning an assessment event?

An assessor will need to allow three business days when planning an assessment event, allowing for weekends and statewide public holidays, which will only account for Brisbane Show Day (Ekka). Regional show public holidays are not included.

Can I change/add candidates to a planned an assessment event?

An RTO can add candidates to an assessment event up to the day before the assessment event. Any candidates which are added after an assessment event is planned will need to be allocated by the assessor. If the assessor does not allocate any added candidates by the start date of the assessment event, they will be automatically removed from the event.

Can I change the date, time and location of a planned assessment event?

The assessor can change the date, time and location of an assessment event up to the day before the start date. The new date must meet the three business day notification requirement.

Can candidate assessment summaries be sent as each candidate finishes their assessment?

No. Candidate summaries can only be sent to candidates once results have been entered for all candidates and the assessment event has been completed. This is to ensure system validation across other candidates' assessment result times within the assessment event.

Can CAS documents be re-sent / what if the CAS was sent to the incorrect email?

Yes, CAS documents can be re-sent at any point after an AEN has been completed. To send CAS documents again, use the searching function in Section 13 to navigate to a completed AEN and then follow steps 4-10 in Section 12 to send the CAS again.

If the email is incorrect for the candidate, this can be updated by navigating to the candidate record after searching for the completed AEN and following the steps 3-4 in Section 4.

How do I remove candidates from planned AENs?

To remove a candidate from a planned AEN, navigate to the AEN from either the home page or by using the search function in Section 13. Once the planned AEN is opened, follow steps 14-17 of Section 3, select 'no' for the allocation and click the 'planned' button to apply the change.

How do I plan two day performance assessment events?

When planning an AEN where the performance needs to be conducted across two days, select the initial date during the planning stage of the AEN and enter the second date into the comments field with a note indicating it will be conducted on both days. For two day result entry, please refer to section 10 of this guide.

My candidates are not showing up when searching/attempting to add to an AEN, what do I do?

An ANN for a candidate is unique to that candidate and class. If they have been allocated for all assessment types (knowledge, calculations and performance) to another AEN, they will not show up in search for a new AEN until the previous AEN is finalised and completed. ANNs can only be in one AEN at a time for each class and assessment type.

If the candidate was created for a different class, they will also only show for AENs of that class.

What if the assessment is remote/there is no internet access?

CAS documents can be printed by either the RTO or Assessor once the AEN has been planned. If the assessment is being conducted where there is no internet or phone access, printing CAS documents prior will be required. Physical copies of the CAS can be handed to the candidates on the day and results can be entered once the assessor returns to a point where they have connectivity.

How do I make changes to an AEN if there is no connectivity or internet access?

If the AEN is being conducted remotely with limited connectivity, changes to the AEN by the RTO and assessor can be requested from WHSQ. If there is no internet or phone connectivity and no way to request a change to the AEN from WHSQ, then the AEN must remain as it was planned.



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