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Western Australian Heavy Vehicle Accreditation Auditor Certification Policy and Process

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1. PURPOSE

Main Roads Western Australia through Heavy Vehicle Services (HVS) administer the Western Australian Heavy Vehicle Accreditation Scheme (WAHVAS). To maintain the integrity of the scheme, external independent auditors conduct audits on the accredited operators' systems. These auditors have been certified by an external agency (Exemplar Global) for a number of years.

Due to feedback from industry, HVS will now certify auditors to audit WAHVA operators.

This decision has been made in part as a result of the recommendations from the Accreditation review consultation with industry.

Auditors will have six months to transition to the MRWA certification.

This document is to ensure a transparent and clear process is in place and followed.

2. APPROVAL AUTHORITY

Manager Heavy Vehicle Transport Compliance (MHVTC) has the authority for all auditor certification under the Western Australia Heavy Vehicle Accreditation Scheme. (refer WAHVA Business Rules section 12.7)

3. POLICY APPLICATION

3.1. Certification Process

- Registration form submitted with evidence of qualifications (QM, AU and TL) and approved photographic identification to HVS.
- If qualification requirements are met, a link will be sent to the candidate to set up a MRWA My Account. (not be required if candidate already has a My Account)
- When MRWA My Account is set up, the candidate will be sent a link to the online training modules in the ELearning are on MRWA web page.
- The candidate then logs onto ELearning and completes the online training modules.
- Upon successful completion of the modules, an online certificate will be issued to the candidate.
- A candidate has three attempts to pass each module. After the third unsuccessful attempts, the candidate will not be able to reattempt the module for 60 days. The candidate will only have to reattempt modules that they have not completed with a pass.
- Candidates have an obligation to familiarise themselves with the accreditation requirements in preparation for attempting/reattempting the training modules.
- Certification is for four years with refresher training due every two years, at which time the auditor will need to recertify through the same process.
- There is no cost to the candidate for taking the course or for the certification.

3.2 Auditor Breach Process

- WAHVA Business Rules Section 14 specifies the breach process.
- As a result of a review of an auditor's report, or observation of an auditor's actions, or investigation, Main Roads may:
 - a) Provide the auditor with feedback, advice and/or counselling.
 - b) Recommend the auditor undertake remedial training.
 - c) Provide written warning advice.
 - d) Cause a Triggered audit or inspection to be conducted.
 - e) Temporarily restrict the auditor from conducting WAHVA audits.
 - f) Permanently withdraw approval and remove the person's name from the register of auditors if:
 - The auditor was certified on the basis of incorrect or misleading information.
 - MRWA is no longer satisfied the auditor has complied with any of the conditions of the Auditor Code of Conduct in Section 13 of these Business Rules.
 - MRWA has reason to suspect there are grounds to refuse to certify the auditor.
 - Action required to be taken has not been taken or.
 - A safety related incident occurs created or caused by the auditor.
 - g) Cause the relevant audit/s to be cancelled in all or part and cause a new audit to be conducted.
- Manager Heavy Vehicle Transport Compliance is the approving authority for the suspension or cancellation of an auditor's WAHVA certification (refer to WAHVA Business Rules section 14.1)

4. APPEALS PROCESS

4.1. Appeal

- If a candidate has a dispute regarding the training results, they are to provide advice addressed to the MHVTC at HVS HVAModules@mainroads.wa.gov.au
- This will be assessed by the MHVTC, and a decision will be made within 14 days with the candidate informed in writing.