

WAHVA Certification

Frequently asked questions

Question 1

Can I do the training and certification by post?

No, this will be an online only process

Question 2

How do I register to do the WAHVA Auditor training?

Complete the online registration form, send in the required documentation, and follow the process outlined in the response email

Question 3

What training do I need to complete?

You will need to have completed a recognised auditors' course (gaining the QM, AU and TL qualifications) and then complete an online training course with Main Roads Heavy Vehicle Services.

Question 4

How will the training be done?

Online via registration with assessments at the completion of each module.

Question 5

Does the Main Roads training cost anything?

No, it is free of charge.

Question 6

How long does the Main Roads certification last?

Two years.

Question 7

Does my current Exemplar Global certification transfer across or do I have to start over?

The Exemplar Global certification will be recognised and matched with a new Main Roads certificate issued on our "go Live" date. Those expiring in September and October 2021 will be given until 31st October 2021 to complete certification with Main Roads.

The remainder will have expiry dates that match their existing Exemplar Global expiry dates up to and including 31st March 2022. Those that expire with Exemplar Global after 31st March 2022 will need to complete the certification by 31st March 2022.

After 31st March 2022 all auditors will need to be certified with Main Roads to work as a WAHVA Auditor

Question 8

Will Main Roads stipulate who I can audit?

In accordance with the WAHVA Business Rules, an external auditor must be independent of the entity being audited. (As outlined under section 11.9 of the WAHVA Business Rules)

Question 9

Will Main Roads stipulate how many audits I can conduct?

No.

Question 10

Will I be subject to skills assessment as part of the WAHVA Auditor Certification?

The online certification will require knowledge of WAHVA Business Rules, Guidelines, Standards and Modules. There is no on the job skills assessment.

Question 11

Will there be any form of performance assessment throughout the certification period?

Main Roads may at its discretion, undertake or arrange to have undertaken, a review of an auditor's accreditation audit report and/or undertake an on-site observation of an auditor's competencies during a heavy vehicle accreditation audit.

(As outlined under section 11.4 of the WAHVA Business Rules).

Question 12

Can I use the Main Roads templates if I am charging the client a fee?

Yes, so long as the fee is not for the creation or provision of the templates.

Question 13

How long will I have to transition to the new system?

Auditors currently certified with Exemplar Global and whose certification will expire in September or October 2021 will have until 31st October 2021 to have completed the certification process with Main Roads.

Those auditors whose Exemplar Global certification expires after 31st October 2021 will have to complete their Main Roads certification when their Exemplar Global certification expires or by 31st March 2022, whichever comes earliest.

Question 14

How will I show I have completed the training; will I receive a certificate?

Main Roads will receive a report once all modules are completed and will issue the Auditor with a certificate.

Question 15

Can Main Roads suspend or cancel my certification?

Yes, in line with the WAHVA Business Rules section 14.

Question 16

How many times can I attempt the training?

Unlimited at this stage, though after failing any module for a third time, you will be prevented from attempting again for 60 days.

Question 17

Is there a time limit to complete a training module once you begin?

No, the time it takes is up to the Auditor, though the Auditor cannot conduct WAHVA audits without being certified by Main Roads once their Exemplar Global certification has expired or after 31st March 2022.

Question 18

Is there a specific order in which the training modules must be completed?

Yes, the modules should be completed sequentially from 1 through to 6, or 1 through to 7, if completing the Mass Management Module

Question 19

If I am unsuccessful at completing one module, can I attempt another module?

If you do not successfully complete a module, you are unable to advance to the next module. (If you are unsuccessful 3 times you will be locked out for 60 days).

The Mass Management Module is stand-alone as it is not mandatory to complete and will have no effect on your ability to complete the other modules. If required, the Mass Management Module must be completed last.

Question 20

If I am unsuccessful at completing the training, is there a waiting period before I can reattempt?

Yes, there is a 60-day waiting period before another attempt.

Question 21

I have a problem with the certification process, who do I contact to address this?

The WAHVA Auditor Certification Policy and Process document details the appeals process and key contact details.

Question 22

Will I be on some sort of list for the operators to see?

Yes, Main Roads will make available a list of Certified WAHVA Auditors via its website.
www.mainroads.wa.gov.au

Question 23

To perform audits on operators registered in the WAHVA Scheme, do I have to be certified with Main Roads, or can I just use the National accreditation with Exemplar Global?

You must be certified with Main Roads as a WAHVA Auditor.

Question 24

Why has Main Roads taken on administering the WAVA Auditor training and certification?

Main Roads has responded to requests from industry and auditors to take charge of the certification process for WAHVA audits.

Question 25

Can I use the Main Roads certification for auditing eastern states companies that do not come to WA?

Main Roads WAHVA certification is solely for the auditing of Transport Operators that are accredited with Main Roads.

Further information

If you require further information that are not answered or helped by the information above, then please do not hesitate to contact the Accreditation team on the details below.

Email: hvamodules@mainroads.wa.gov.au

Phone: 138 486 or 9475 8540