

# WAHVA Auditor Certification

D22#524380

## 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 mandatory QM and AU qualifications and the optional TL qualification if you are leading a team of auditors) 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?

4 years, with refresher training to be completed within 2 years of the certification date.

### Question 7

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

There was a transition period where the Exemplar Global certification was recognised and matched with a new Main Roads WA certificate issued on our "go Live" date in September 2021. Those expiring in September and October 2021 were given until 31<sup>st</sup> October 2021 to complete certification with Main Roads.

The remainder had expiry dates that matched their Exemplar Global expiry dates up to and including 31<sup>st</sup> March 2022. Those that expired with Exemplar Global after 31<sup>st</sup> March 2022 had to complete the certification by 31<sup>st</sup> March 2022.

After 31<sup>st</sup> March 2022 all auditors 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 will I show I have completed the training; will I receive a certificate?

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

### Question 14

Can Main Roads suspend or cancel my certification?

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

### Question 15

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 16

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.

### Question 17

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

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

### Question 18

What happens if I am unsuccessful at completing a module?

In-order to successfully complete a module, you must answer every question correctly. If you are unsuccessful on the third attempt at completing the module, you will be locked out of the module for 60 days.

### Question 19

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 20

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. [WAHVA Auditor Certification Policy and Process](#)

### Question 21

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

Yes, Main Roads has a list of Certified WAHVA Auditors on its website. [Certified WAHVA Auditor list](#)

## Question 22

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 23

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 24

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 WA.

## 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](mailto:hvamodules@mainroads.wa.gov.au)

Phone: 138 486