

Hello, and thank you for your interest in my concerns about the current HVCORS system,

I got into this industry due to having dealt with bad drivers and thought if I could educate people so as to have better drivers on the road and possibly save one life then it would be worth it. The same goes with this, if my letter can influence the required change to the system and reduce the number of uneducated drivers on the road and save a life in the process then its worth risking being pushed out of the industry.

To break down how things work and the hiccups associated down into easier to understand blocks I will try to separate things into sections then itemise them..

Steps required to get a licence via HVCORS.

1. have tenure then do knowledge test and obtain logbook.

*DKT is approx \$40 then logbook approx \$28 providing student gets the correct logbook stamp on the inside of logbook i.e. if student gets HR printed on inside but decides to do MR on the day for whatever reason, they then have to pay for another logbook at rms and have the first assessor who booked them in, request that the second assessor who is booked to do the fca to get the RTO that they are under to request permission of RMS to change the licence class(NOTE, ASSESSOR WHO ACTUALLY BOOKS IN THE FCA ON HVCORS IS NOT THE ASSESSOR BOOKING THE STUDENT IN TO DO THEIR LICENCE, THE SECOND ASSESSOR IS SOURCED BY THE FIRST ASSESSOR AND HIRED TO CONDUCT THE FCA, AND AS SUCH HAS NEVER SPOKEN TO THE STUDENT... THIS DOES NOT SOUND LIKE MUCH BUT HVCORS REQUIRES THE BOOKING ASSESSOR TO STATE THAT THEY HAVE REQUESTED PERMISSION OFF THE STUDENT TO SEE IF THEY ARE ELIGIBLE TO UPGRADE??? not exactly possible if you have never met or spoken to the student), then wait for clearance to be given to the RTO who then notifies the second assessor who then notifies the first assessor who then gets to tell his student that it isnt a problem..providing the RMS IS OPEN WHICH IT ISNT ON A SUNDAY, and that the first assessor can get hold of the second assessor who may be training and uncontactable and that their RTO is contactable, some of which are not and you can only leave a message or send a text or email too, and providing all of these are ok it is still up to RMS to give the ok and get back to you which according to their guidelines can be 3 to 10 days depending on what is required. An eyesight test on the system clearance takes 3 days to clear according to RMS guide however if we go into service nsw it is done on the spot.

2. Student turns up with limited knowledge of what the day entails and the first assessor should now go through the guide book and explain what is required during the day and how a second assessor is going to get into the truck at the nominated time in the afternoon to do the final drive.(IT IS NOW THAT THE STUDENT STARTS TO GET NERVOUS AND ASKS WHY YOU CANT DO IT OR IF IT IS AN RMS PERSON COMING OUT AND THEY WONDER IF IT HAPPENS TO EVERYONE ETC ETC..NOT A GOOD WAY TO START THE DAY)once you go through the guidebook you do secure the load and pre departure checks(the load restraint guide should be given with all logbooks however very few students or drivers know of its existence).

3. Student drives around town, the suburbs etc and reverses into driveways loading docks along the way and may even re tie the ropes a few times so they have it in their heads..(originally if the student required more time we just pushed the fca back a couple of hours or more but now we have to have everything done like clockwork with no room for hiccups as there is so many other people involved that may have travelled 100 to 200 kilometres to do or swap fca's and they depend on your student being at the start point and ready at the agreed time that was made and booked minimum 48hrs prior and before you had even met the student face to face.(THIS IS ONE OF THE MAIN REASONS CLAUSE 4.2D SHOULD NEVER OF BEEN INTRODUCED AND SHOULD BE REMOVED).

4. Once competencies 1-15 are done depending on licence class, the first assessor files out his logbook, the students logbook both the front section which state competencies on more than 1 page then fill out the back which says what competencies were trained and passed, the statement of attendance, the RTO paperwork, and then gets on the net and starts again and puts all the competencies in. (effectively copying the same info 4 times which is unnecessarily time consuming and the second assessor fills out 2 pages in the students logbook, then copies the dvd of the afca onto his computer, then he burns it to a disk, then he photocopies the logbooks, then he sends the students logbook, a copy of the c.o.a, a copy of the c.o.c. the fca score sheet the rto paperwork and the photocopies to the rto for collection and storage)

5. Student does fca with second assessor and 9 times out of 10 fails to drive how they did unaided with first assessor in the truck or demonstrate their full ability that they had previously shown the first assessor due to stress.(another reason why 4.2D should be scrapped) Once fca is completed student is issued with c.o.c. and can theoretically go to service nsw to upgrade licence who takes their picture and sends it to them in the mail these days. (this can only be done if first assessor has put in competencies otherwise second assessor cannot put in fca result. This also applies to student not being able to upgrade their licence if the second assessor fails to log the result straight away and the student gets to rms before the assessor gets onto the net. The other problem is if student is not ready or fails to show up and the second assessor does not log on and amend the fca prior to 1 hour before start time or if the first assessor fails to put in competencies straight away, then the second assessor can't terminate or cancel or rebook the fca and nor can he record a positive result? again 4.2d interfeares.

So as you can see the RTO's do not have anything to do with the running of the system other than that of a paper shuffler and storage holder. Each fca that is done the RTO charges the second assessor for, depending on RTO this price varies but starts at \$55 and goes up from there, some RTO's also charge for the c.o.a. and for issuing rms paperwork, i.e. the c.o.c. books that rms issue to them for free that assessors are required to fill out.. like I said prior, it is a gravy train for the RTO's as they have their hands in everyones pocket..and we are not talking about chump change either, 240 assessors being charged minimum \$55 per fca and if 240 fca's are done each day 7 days a week we are talking about \$92,400 per week going to the rto's or \$4,804,800 per year or over \$19,219,200 in rto fees since they became involved with hvcors which is why the rto affiliated schools push so hard for the rto's to be involved... personally I don't see the value for money, all I see is a flourescent paper trail on paper with

someone else to blame other than rms if something goes wrong like the m5 tunnel incident and a whole lot of rto's rubbing their hands together and laughing at the system.

If the system is truly going to be national then all states need to be involved however only nsw and Victoria are involved so it is not a national framework like it is put forward to be, it is a nsw system that portrays synchronicity between the states but it does not even encompass the whole of nsw as Norfolk Island is classified as part of nsw with 2889 postcode but has a completely separate licencing system that does not issue mc licences even if transferring over from mainland nsw.

As for the competencies, breakdowns have been taken out of the syllabus and is no longer required to be taught?? what if they breakdown out the front of townhall on George street in the middle lane at the lights?? do they put triangles out 150metres front and rear?? out the front of the QVB and the other out the front of hoyts?? What if they are on a dual single lane road on a bend where they cant be seen in either direction and cant get off the road?? do they put a triangle on the wrong side of the road to warn oncoming traffic etc?? none of this is now taught.

The DKT for truck licences is mainly car questions and may have 2 to 5 questions relating to trucks..

The red and yellow and do not overtake turning vehicle signs are to warn car drivers about the trucks but very few car drivers know what they mean.

The fact that a truck driver can't do a straight assessment to upgrade to tow a heavier trailer but a person on their green P's that has never sat in a truck can go for a straight assessment in a heavy rigid crashbox is beyond me. A bit like being able to go straight to mc from hr?? at least pull one trailer around for a bit first otherwise its hr today, wait at your desk 12 mths for tenure then do an mc course(hopefully learn how to back it and uncouple it)then go west and pull 6 trailers straight off the bat!!! not the smartest of ideas..

As the first assessor actually signs everything off prior to the fca and during the fca only forward driving and hillstarts and how to get in and out and secure the vehicle including removal of the key??? What use is the second assessor other than taking the place of actual rms auditors coming out and saving rms money by not employing the auditors?? the fact that rms still turn up at fca's makes the second assessor null and void, the fact that the assessments are on camera really make 4.2D obsolete. Without cameras or rms auditors then yes 4.2D would be relevant but with cameras in the trucks it is a waste of everybody's time.

My suggestion is rms take back a bit of control instead of micro managing the situation.

*RMS should designate the routes to test students on not assessors.

*RMS or service nsw should collect logbooks and video footage and audit as required or when they see fit.

*RTO's should still have the TLI on their scope if people actually want a statement of attainment with their licence, but alignment with one should not be a requirement to be an assessor and assess under hvcors like it was prior to 2013 when

*RTO's were introduced and the management agreement went from each individual assessor to a small group of rto's

*Assessors should be responsible for their students from start to finish and be made to video secure the load, reversing, pre departure checks and coupling along with either the rms fca route or an approved rms fca route to demonstrate competence and deal direct with RMS when making bookings or changing them and be allowed to move the route choice on the day if required and an hours notice is given.(this should get rid of corrupt behaviour as even if you are training a student to pass a test you are still teaching them and have video evidence that it has been done so there is no question at a later date whether student is competent or not when issued a licence.

*Everyone should have to do DKT when renewing their licence so they are up to date with current laws, i.e. indicating off roundabouts..

*Recording of competencies and students logbooks etc should all be online so as to avoid large storage costs for completed logbooks and to reduce costs of printing assessors logbooks and c.o.c. and c.o.a. books which would save rms millions of dollars.

Should you require any additional information please do not hesitate to contact me.

Cheers
David Bussey