



HVCBA Scheme Document: HVGDE008

## Service Charter

Version V.1

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### TABLE OF CONTENTS

1. Service Charter .....	2
2. Purpose.....	2
3. Service Delivery .....	2
4. Continuous Improvement .....	2
5. Services .....	2
6. Service Description .....	3
7. Terms and Abbreviations.....	4

## 1. Service Charter

This Service Charter describes Roads and Maritime's commitment to our HVCBA RTOs and Assessors. It details what they can expect when working with us to deliver Heavy Vehicle Licensing to our NSW customers via the HVCBA Training and Assessment process and the level of service we aim to provide.

## 2. Purpose

Our purpose is to manage the business relationship that exists between the Roads and Maritime and the Registered Training Organisations (RTO) for Heavy Vehicle Competency Based Assessment (HVCBA) Scheme. Its purpose is to enhance this relationship by defining the levels of service required.

## 3. Service Delivery

At Roads and Maritime Services we want to deliver the best possible customer services. This means we want to:

- **Make a Connection** with our HVCBA RTOs and Assessors
- **Make it Easy** for our NSW customers to deal with us and to use our services
- **Make a Difference** by being professional and delivering tasks in a timely and effective manner

The Provider will ensure that all service delivery outputs are delivered in a timely, accurate and consistent manner. All outputs will be delivered in accordance with the specified service levels as outlined in Table 1.

## 4. Continuous Improvement

Whilst this Service Charter outlines levels of service to be provided, the intent of Roads and Maritime is to provide a service subject to continuous improvement processes, incorporating feedback from Registered Training Organisations via the RTO Network and other as appropriate. Roads and Maritime will actively seek further opportunities to continue to enhance service delivery.

## 5. Services

Each service task has been allocated a reference number to identify particular transactions and prioritise accordingly. Reference numbers are outlined in Item 6.

A reference number should be recorded in the 'Subject' field of the email, followed by either:

- Applicant's name and/or
- Assessor's name and/or
- Number plate of vehicle

Then send to [hvtraining@rms.nsw.gov.au](mailto:hvtraining@rms.nsw.gov.au).

Example for a change of transmission:

Subject:	HVCBA002: Change of Transmission ABC 123
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## 6. Service Description

Reference	Service Item Description	Timeframe (business days)
HVCBA001	Submitting new FCA / CT routes for addition to HVCORS	10 - 15 days
HVCBA002	Change of Transmission (Gear Type)	1 day
HVCBA003	Add new Assessors on DRIVES / HVCORS	Up to 28 days
HVCBA004	Add an existing Assessor within the scheme to another RTO	3 - 5 days
HVCBA005	Remove Assessors on HVCORS	3 - 5 days
HVCBA006	HVCORS Password Reset	3 - 5 days
HVCBA007	Eyesight Test verification	3 days
HVCBA008	Medical condition verification	3 days
HVCBA009	Licence Tenure verification	3 days
HVCBA010	Log Book verification	3 days
HVCBA011	Vehicle details verification	3 days
HVCBA012	Maintain HVCORS Bookings – include reason	2 days
HVCBA013	Record and Maintain Manual Bookings – complete form and include reason	3 days
HVCBA014	Record results manually and advise Agency	3 - 5 days
HVCBA015	Notifying registry / SNSW centre of applicant's attendance, results not recorded due to system failure. Customer only has CoC.	3 - 5 days
HVCBA016	Request for any stock items including Assessor Logbooks / CoC / CoA	5 - 10 days
HVCBA017	General Enquiries ( depending on nature of enquiry)	5 - 10 days

## 7. Terms and Abbreviations

Term/Acronym	Definition
Applicant	Individual undertaking assessment
CoA	Certificate of Attendance
CoC	Certificate of Competency
CT	Competency Test
FCA	Final Competency Assessment
HVCBA	Heavy Vehicle Competency Based Assessment
HVCORS	The Heavy Vehicle Criteria Online Reporting System (HVCORS) is a secure, audited system that allows Heavy Vehicle Competency Based Assessors and RTO administrators to report results of completed criteria assessments directly to the Roads Maritime Services.
RTO	Registered Training Organisation