Using the Heavy Vehicle Competency Online Reporting System (HVCORS)

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1. Purpose

The purpose of this document is to record Roads and Maritime Services business procedures for Registered Training Organisation (RTO) and Heavy Vehicle Competency Based Assessment (HVCBA) Assessors for using the Heavy Vehicle Competency Online Reporting System (HVCORS).

2. Background

NSW Roads and Maritime Services implemented the National Heavy Vehicle Driver Competency scheme for the training and assessment of heavy vehicle drivers on 1 January 2013.

To support the new scheme an online system, HVCORS, was implemented. HVCORS aligns with the Heavy Vehicle Driver Competency scheme and allows for recording heavy vehicle and multi combination courses and results. More specifically, it:

- facilitates the recording of criteria assessment results
- manages Final Competency Assessment (FCA) and Competency Test (CT) bookings; and
- facilitate the recording of FCA and CT assessment results.

Who is eligible to use HVCORS?

HVCORS has been developed to enable Roads and Maritime-approved RTOs and Assessors (HVCBA Scheme) to electronically perform eligibility checks and submit to Roads and Maritime the outcome of assessments.

All HVCBA RTOs and NSW assessors holding a NSW driver licence can access HVCORS for the purposes of booking FCA/CT and recording criteria and results.

Currently NSW assessors holding an interstate licence cannot access HVCORS.

To gain access to HVCORS, eligible RTOs and assessors must complete an External User Account Request form.

When can HVCORS be used?

HVCORS has been developed to enable eligible RTOs and assessors to perform eligibility checks, make bookings and submit to Roads and Maritime the outcome of assessments.

There are some applicant types / circumstances where HVCORS cannot be used to perform these tasks and a manual process is required – refer to the below table.

<table>
<thead>
<tr>
<th>Applicant Type</th>
<th>HVCORS</th>
<th>Manual Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW applicants (except the below exclusions)</td>
<td>✔️</td>
<td>✕</td>
</tr>
<tr>
<td>Disqualified drivers returning</td>
<td>✕</td>
<td>✔️</td>
</tr>
<tr>
<td>Applicants with tenure obtained on an overseas licence</td>
<td>✕</td>
<td>✔️</td>
</tr>
<tr>
<td>Conditional B Removal</td>
<td>✕</td>
<td>✔️</td>
</tr>
<tr>
<td>Interstate applicant</td>
<td>✕</td>
<td>✔️</td>
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</table>
3. System Information

It is recommended that HVCORS users use Microsoft Internet Explorer V10.0+ as the system has been designed to use Microsoft Internet Explorer.

If you use Microsoft Internet Explorer 9, please follow the below configuration steps to enable access to the HVCORS web site:

- Step 1: Launch the latest version of Internet Explorer or Chrome and enter the HVCORS URL.
- Step 2: Enable the browser menu bar by placing the mouse cursor to the right of the window tab panel title, right clicking and selecting the ‘Menu Bar’ option from the context sensitive popup menu.
- Step 3: Enable Compatibility view by selecting menu item ‘Compatibility View Settings’ from the set up tools in the top level menu bar near the top right hand corner. Click [Add] to add this website to the Compatibility View and then click [Close].

Security of information

Information entered into HVCORS is encrypted as it travels between the user’s computer and Roads and Maritime’s servers. Encryption makes it difficult for others to view the user’s information.

The HVCORS website uses Secure Socket Layer (SSL) encryption. SSL is an industry standard for secure e-commerce transactions. If your browser does not support SSL, you will not be able to access HVCORS.

The Roads and Maritime monitors developments in security and encryption technologies and reviews and updates its processes and procedures in line with industry standards.

Display resolution

HVCORS is best viewed using a PC display resolution of 800 x 600 pixels or more.
Error messages
If any errors are detected, these will be displayed at the top of the page and users will not be able to progress to the next page until the error is corrected.

Form navigation
Users can progress from field to field in the screen forms by using the Tab key or by selecting each field by clicking on it.

System Issues
Any issues with HVCORS i.e. unable to access, system not available must be reported to Drives Help Desk.
4. Accessing HVCORS

To access the HVCORS system users need to:

- Step 2: Select Business & Industry
- Step 3: Select Driving Instructors
- Step 4: Select Heavy Vehicle Competency Online Reporting System

**HVCORS login**

The HVCORS Login page requests a user ID and password to be entered. The requested information must be provided for authentication purposes upon entering the HVCORS System.

**Steps:**

1. Enter your User ID
2. Enter your password
3. Select ‘Accept conditions & Logon’ button
HANDY TIPS
For speedier access and browsing bookmark the HVCORS log in page by adding it to your favourites.

NOTE
For security reasons, your password should not under any circumstances be disclosed to anyone. You are accountable for every access recorded against your user ID and password.

If you have forgotten your password you can either click on the [Forgot Password] function as detailed in Section 6 below or complete the DRIVES External User Account Request form and submit to your Registered Training Organisation (RTO).

If you have forgotten your User ID you can click on the [Forgot User ID] function as detailed in Section 7 below.
5. Transition to New Security Environment

This function describes detailed steps required to be performed by the user when transitioning from the old security authentication environment to the new one.

The process finishes when you are successfully transitioned to the new security authentication environment. You can continue to access HVCORS as usual.

Steps:

1. The first time when you log in to HVCORS after the update, the system will transition you to the new security environment.

   Note: If your account is expired, please contact your helpdesk to have it extended before login to commence transition.

2. Upon successful login, the system will advise you are being transported to a new page.
3. In the new page you will be asked to provide additional information to complete the new user profile including the following:
   • New Password
   • Email Address
   • Answer to a selected Secret Question.

4. The new password you provide must conform to the new password policy. If not the system will not accept it. Below are the new password policy:
   a. Password must be at least 8 characters
   b. Password must contain at least 1 character from 3 of the following categories:
      • Lowercase characters including a to z
      • Uppercase characters including A to Z
      • Numbers including 0 to 9
      • Special characters including ! @’ # $ % ^ & * -_
   c. Password must not be previously used
   d. Password must not be identical to the User ID
   e. Password cannot contain common words or consecutive numbers. Eg. ‘Abcd@1234’ should be avoided.
      Tip: You can replace characters such as:
      • ‘a’ with ‘@’;
      • ‘s’ with ‘5’ or
      • ‘i’ with ‘1’
      In a common word.

Once accepted the system will ask you to re-enter the password to confirm. The confirm password must be identical to the password you have entered.
5. You must enter an email address where emails relating to this account will be forwarded to you.

6. You can choose to provide an answer to one of the secret questions as listed below:

7. Once the user profile is completed, you have successfully migrated to the new Security Environment. You can continue to use HVCORS as normal.

   Note: The transition process is a one-off process. Once transitioned next time you will login to HVCORS as normal.

   The following has changed under the new security environment:
   a. New password standard as stated above.
   b. Capturing of email address.
   c. Capturing an answer from a list of secret question.
   d. In order to protect your information, your user account will be disabled after multiple unsuccessful attempts to login.
   e. Minimum password life of 1 day.
6. Forgot Password (Self-service Password Retrieval)

In the new security environment you have the ability to self-reset password if you have forgotten.

Steps:

1. Open the Login Page of HVCORS.
2. Click the [Forgotten Password] link.
3. The system prompts the user to enter the User ID.
4. The user enters the User ID and click [Next].
   If the User ID entered is valid, the system challenges the user with the secret question chosen initially.
7. The user enters the answer to the secret question.

8. If the answer provided is correct, the system sends the password reset email to the user with a URL as below. The user continues the process to reset password by clicking the URL on the email.

   From: no-reply@ms.nsw.gov.au
   Date: 8 March 2017 at 5:04:34 pm AEDT
   To: [email]
   Subject: HVCORS - Reset Password

   HVCORS

   We were asked to reset the password for the user: HVCORA1

   To finish resetting your password, please click on the following link to set your new password

   This link will expire after 15 minutes.

   This message was generated by HVCORS.
   If you believe this was sent incorrectly, please forward this email to the System Administrator on securityadmin@rms.nsw.gov.au

   IMPORTANT NOTICE: This email and any attachment to it are intended only to be read or used by the named addressee. It is confidential and may contain legally privileged information. No confidentiality or privilege is waived or lost by any internet transmission to you. Roads and Maritime Services is not responsible for any unauthorised alterations to this email or attachment to it. Views expressed in this message are those of the individual sender and are not necessarily the views of Roads and Maritime Services. If you receive this email in error, please immediately delete it from your system and notify the sender. You must not disclose, copy or use any part of this email if you are not the intended recipient.

   Roads & Maritime

   Before printing, please consider the environment.

   Important information on important information.

9. The system takes the user to the password reset page as below where you will enter a new password and confirm it.

   Note: The same password standard applies as stated previously.

   ![Password Reset Page]

   Note. The forgotten password link will not work if the user account is locked either temporarily or permanently due to multiple incorrect password attempts.

   The user account will be locked if the user enters incorrect answers multiple times.
7. Forgot User ID
In the new security environment you have the ability to self-reset password if you have forgotten.

Steps
1. Opens the HVCORS webpage.
2. Click the [Forgotten User ID] link.
3. The system prompts the user to enter the email address associated with this account.
4. The user enters the email address and click [Submit].
5. The system advises that your User ID will be sent to the associated email address as below.

From: userdev@rms.nsw.gov.au
Date: 8 March 2017 at 5:06:34 pm AEDT
To: email@user.dev@nsw.gov.au
Subject: Forgot User ID Notification

HVCORS

Forgotten your User ID? Not a problem - we're here to help.

Your User ID for the Online Services is: HVCORAF1

This message was generated by HVCORS.
If you believe this was sent incorrectly, please forward this email to the System Administrator on securityadmin@rms.nsw.gov.au

Roads & Maritime

Before printing, please consider the environment

IMPORTANT NOTICE: This email and any attachment is for intended use only by the named addressee. It is confidential and may contain privileged information. No confidentiality or privilege is ceased or lost by any receipt or transmission to you. Roads and Maritime Services is not responsible for any unauthorised alterations to the email or attachment by 3. Views expressed in the message are those of the individual sender, and are not necessarily the views of Roads and Maritime Services. If you receive this email in error, please immediately delete it from your system and notify the sender. You must not disclose, copy or use any part of this email if you are not the intended recipient.
8. Menu Items

Once logged into the HVCORS, depending on the user role, slightly different menus may appear as follows.

**ASSESSORS AND RTO ADMINISTRATORS MENU**

- myRTA.com
- NHVCORS
  - Home
  - Customer enquiry
  - Criteria assessment
  - FCA/CT
  - Administration
  - Maintain Account
- Logout

**ROADS AND MARITIME ADMINISTRATORS MENU**

- myRTA.com
- NHVCORS
  - Home
  - Customer enquiry
  - Criteria assessment
  - FCA/CT
  - Administration
  - Reports
  - Maintain Account
- Logout

**Home Page**

This screen provides information relating to the Heavy Vehicle Competency Online Reporting System (HVCORS).

To proceed, select an option from the left hand menu.
9. **Password Expires**

Under the new security environment, a password will expire after 90 days. A reminder will be sent to you approx. 5 days before your password is expired. When a password is expired you will have 5 more grace logins where you can login and change your password. After that your account will be locked unless you have changed your password at the last Grace Login.

**Steps**

1. The system determines that your Password has expired. It will take the user to the Change Password Page where you can change the password.

2. If you have no more grace logins available, you will not be able to perform any functions within HVCORS until you have changed the password.

**Note:** The same password policy applies as stated previously.
10. **User Account Expires**

Under the new security environment, a user account will be expired after a period of time. This is determined when the user account is created. A reminder will be sent to you approx. 5 days before your account is expired so that you can contact your Helpdesk. When your user account is expired you will have to contact your Helpdesk for an extension.

Your user account can also expire due to inactivity (for 90 days). You will have to contact your Helpdesk to have this rectified for you.
11. Training Organisations

To apply to become a Registered Training Organisation to conduct HVCBA on behalf of the Roads and Maritime, the following documentation must be submitted on application:

☐ Documentation from ASQA verifying the bona fide Training Organisation

☐ Roads and Maritime HVCBA Accreditation Agreement – signed

☐ List of Provider Representative(s) and Proof of Identity for each Provider Representative

☐ Evidence of a current unrestricted Heavy Rigid driver licence or equivalent

☐ Written evidence of qualifications demonstrating HVCBA knowledge

☐ ACN or ABN Certificate

☐ Workers Compensation Insurance for not less than (as per Agreement)

☐ Public Liability Insurance (as per Agreement)

☐ Professional indemnity insurance (as per Agreement)

☐ Motor Vehicle Comprehensive Insurance (must be submitted annually, within four weeks of renewal)

☐ Signed statement confirming resource capability to provide separated training and/or assessment services in NSW
12. **Assessor Requirements**

When an Assessor is contracted by a Provider, the Assessor must meet the following Roads and Maritime Scheme Policy and Procedure requirements:

- Assessor Deed Poll vetted by Roads and Maritime Services  
  *(Attachment A + B of the HVCBA Accreditation Agreement)*

- Meet the requirements of being a Fit and Proper Person Guidelines

- Current National Criminal Check Documentation (issued within the last 12 months)

- Current Australian Driver Licence

- Current NSW Driving Instructor Licence for the Class of Licence in which they will be training and/or assessing

- Successful completion of HVCBA Assessors training course provided by or approved by Roads and Maritime Services - *(proof of completion required).*
  *(Assessor must complete the approved Roads and Maritime HVCBA Assessor training course)*

- Successful completion of the Roads and Maritime HVCBA Code of Conduct *(proof of completion required).*

- Completed Heavy Vehicle, Older Driver and Rider Training External User Account Request Form No 1726

- Meet all Provider contractual requirements

- Competent user of Heavy Vehicle Online Reporting System (HVCORS) *(applicable to Assessors currently within the HVCBA Scheme)*

**Note:** The Assessor cannot conduct both training and Assessment FCA
13. **Customer Enquiry**

This screen displays the privacy statement declaration for the customer to accept before you are allowed to continue with the customer eligibility check.

**Steps**

1. Indicate whether the customer has agreed to the verbal privacy statement or not.
2. Enter the customer surname.
3. Enter the customer driver licence number.
4. Enter the customer licence card number.
5. Click on the “Continue” button to proceed.

![Image of the customer enquiry screen](image)

**Notes**

- You may not proceed with the customer eligibility check if the customer has NOT agreed to the privacy statement.
- For help on how to obtain the licence card number, click on the licence card number “here” link available on the page.
- Clicking on the “Cancel” button will abandon your current process and navigates you back to the Home page.
Eligibility Check Status

This screen displays the customer’s assessment eligibility status for the licence class which they have applied for. A green tick means the customer is eligible for the assessment/test and a red cross means the customer is not eligible.

From this page you can choose to:

1. View the criteria results which the customer has already completed by clicking on “View Criteria Results” button.
2. Abandon your current process by clicking on the “Cancel” button.

Notes

- If the customer has no criteria results recorded, the system will display a message to notify you but still allow you to record a criteria assessment result for the customer.
14. Criteria Assessment

Record/View assessment results

This screen allows you to search for a customer to record/view their criteria assessment results.

Steps

1. Enter the customer surname.
2. Enter the customer driver licence number.
3. Enter the customer licence card number.
4. Click the “Continue” button to proceed.

Notes

1. For help on how to obtain the licence card number, click on the licence card number “here” link available on the page.
   Clicking on the “Cancel” button will abandon your current process and navigates you back to the Home page.
Record Criteria Result
This screen allows you to view and record the criteria assessment results for a customer.

Steps
1. Select one or more criteria that the customer has completed.
2. Enter the assessment date.
3. Select the RTO that the customer conducted the assessment at.
4. Select the assessor who conducted the assessment.
5. Select the circuit location of the assessment.
6. Select “Add” to submit the record(s).
At anytime, you can perform the following actions:

1. Print – this allows you to print a copy of the customer’s criteria assessment results.
2. Finish – Exits the Record Criteria Results screen and takes you back to the Home page.

To print a copy of a copy of the criteria results:

1. Click on the “Print” button. This will open a new window and display the booking details.
2. Select Print from the browser.
3. Close the window when printing has completed.

The following functions will be available to you if you are an assessor or a RTO administrator:

1. Edit – this allows you to make changes to the selected customer criteria result that has been recorded into the system. You must select a record from the Criteria Achieved
2. Delete – this allows you to remove the selected customer criteria record from the system.

Notes

• Clicking on the Assessment date calendar icon will allow you to select a date from the calendar.
• The Assessor and Circuit Location fields will only be displayed once you have selected an RTO.
• Criteria 14 (coupling & uncoupling trailers) can only be selected for licence classes HC and MC.
• On completion of a criteria session assessors must report completed criteria to Roads and Maritime via HVCORS
• HVCORS within 2 days, within 24 hrs where all required criterion in the applicants log book have been completed.
15. **FCA/CT Booking**

This screen allows you to select whether to make a new booking or find an existing booking.

- To make a new booking for an FCA or CT assessment, click on the “New Booking” button.
- To find an existing booking, click on the “Find a Booking” button.

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**New Booking - Customer Eligibility Check**

This screen displays the privacy statement declaration for the customer to accept before you are allowed to continue with identifying the customer.

**Steps**

1. Indicate whether the customer has agreed to the verbal privacy statement or not.
2. Enter the customer surname.
3. Enter the customer driver licence number.
4. Enter the customer licence card number.
5. Select an assessment type, FCA or CT.
6. Select the licence class to record the result against.
7. Click on the “Continue” button to proceed.
Notes

- You may not proceed with the customer eligibility check if the customer has NOT agreed to the privacy statement.

- For help on how to obtain the licence card number, click on the licence card number “here” link available on the page.

- Clicking on the “Back” button will abandon your current process and navigates you back to the home page.

If the customer is not eligible for the assessment/test, the system will display a message to notify you and stops you from proceeding with making the booking.
New Booking - Make A Booking

This screen displays the customer's eligibility status for the selected Assessment type and Licence class. A green tick means the customer is eligible for the assessment/test and a red cross means the customer is not eligible.

**Steps for Making a booking:**

1. Select a Vehicle plate type.
2. Enter a Vehicle plate number.
3. Select a Gear box type.
4. Select 1\textsuperscript{st} Trailer plate type (this will only be displayed for HC and MC licence classes)
5. Enter 1\textsuperscript{st} Trailer plate number (this will only be displayed for HC and MC licence classes)
6. Select 2\textsuperscript{nd} Trailer plate type (this will only be displayed for MC licence class)
7. Enter 2\textsuperscript{nd} Trailer plate number (this will only be displayed for MC licence class)
8. Select a RTO
9. Select an Assessor (displayed if you are not an assessor)
10. Select a Circuit location (displayed when an RTO is selected)
11. Select a Circuit (displayed when a Circuit location is selected)
12. Enter an Assessment date (displayed when a circuit is selected)
13. Select an Assessment start time (displayed when a circuit is selected)
14. Select to assign an Roads and Maritime auditor to the booking (displayed to Roads and Maritime administrators only)
15. Enter comments (displayed to Roads and Maritime administrators only)
16. Click “Submit” to continue with making a new booking.
Notes

- An error message will occur if the required field are not filled in the Make a Booking screen and the system will display a message to notify you and stop you from proceeding with making the booking.

- If Vehicle plate type is NSW or Interstate, Vehicle plate number, Gear box type, 1st and 2nd Trailer plate type, and 1st and 2nd Trailer plate number fields are mandatory. Otherwise it is optional. Other error that may occur in the system is if the circuit location has expired and if the assessor does not hold the correct licence class.

- Clicking on the “Cancel” button will abandon your current process and navigates you back to the Home page.

- A booking for a FCA/CT can only be made for the hours between 7:00am to 6:00pm, seven days a week. Advice of the initial FCA/CT to be conducted for all applicants must be entered in HVCORS by an assessor/RTO administrator with a minimum of at least 48 hours notice.

RTO Administrator screen

![Image of RTO Administrator screen]

Assessor Screen

![Image of Assessor Screen]
New Booking – Confirmation Page
This screen displays the booking ID along with the confirmation details of the booking.

To complete the booking you must:
1. Advise the customer of their Booking ID for future reference.
2. Advise the customer of their booking details.
3. If you have finished with making the booking, click “Finish” to go back to the FCA/CT screen.

To print the booking confirmation page you must:
1. Click on the “Print” button. This will open a new window and display the confirmation text.
2. Select Print from the browser.
3. Close the window when printing has completed.
Find a Booking
This screen allows you to find an existing booking for an FCA or CT assessment.

You can choose to search by:
1. Booking ID
2. Applicant surname
3. Applicant driver licence number
4. Assessment type
5. RTO (displayed if you are an assessor)
6. Assessors (displayed if you are an RTO administrator)
7. Circuit location
8. Assessment date from
9. Assessment date to
10. Status
11. Click “Search” to start searching for existing records.

Notes
- You must provide at least one parameter in order to perform a search.
- Enter the Date in the format dd/mm/yyyy e.g. 01/01/2012 or select a date from the calendar facility.
- Click “Clear” to erase all the search parameter entries.

Click “Cancel” to exit the Search screen and return to the Home Page.
16. **Search Results**

This screen returns all the booking records that met your search criteria.

**You can choose to:**

1. Perform another search by clicking on the “Search again” link.
2. View the booking record in more details by clicking on the Booking ID number link.
3. Exit the screen by clicking on the “Close” button; this will take you back to the FCA/CT screen.
4. Cancel a booking by selecting a booking record and click on the “Cancel Booking” button.
5. Amend a booking by selecting a booking record and click on the “Amend Booking” button.
6. Record a test result for the customer by selecting a booking record and click on the “Record Result” button. This function will only be available if you are an assessor or a RTO administrator.
7. Amend customer test result by selecting a booking record and click on the “Amend Test Result” button. This function will only be available if you are an assessor or a RTO administrator.
8. Print the search results by clicking on “Print List” button.
9. Export the search results to an excel spreadsheet by clicking on the “Export Results” button.

**Notes**

- The system will highlight all active/current bookings that have an expired RTO/Assessor/Circuit location/Circuit/Auditor in RED. You will need to amend the booking record to remove the expired data for the system to remove the RED alert.
17. Amend Booking Details
This screen allows you to amend the booking detail

Steps
1. Over-write data that you would like to change.
2. Click “Submit” to save the changes. A confirmation message will be displayed.

To print a copy of the updated booking details:
1. Click on the “Print” button. This will open a new window and display the booking details.
2. Select Print from the browser.
3. Close the window when printing has completed.

Notes
- Click “Cancel” to exit the Amendment screen and return to the Search Results page.
- Clicking on the “Finish” button on the confirmation page will exit the Confirmation page and take you back to the Home page.
18. Cancel a Booking

This screen displays the details of the booking record you have selected to cancel. You must enter a cancellation reason and click on the “Submit” button to proceed. A cancelled confirmation message will be displayed.

Note

Cancellation of the FCA/CT must be made no later than 1 hour before the due time of commencement.
19. View/Print a Booking

This screen allows you to view the customer booking details and their assessment result if it is recorded.

You can choose to:

Go back to the Search Results page by clicking on the “Back” button.

Print a copy of this page by

   a. Click on the “Print” button. This will open a new window and display the booking details.
   b. Select Print from the browser.
   c. Close the window when printing has completed.
20. **Record FCA/CT Result**

This screen allows you to record the customer’s FCA or CT assessment result.

**Steps**

1. Select an assessment result.
2. Select the vehicle plate type that was used during the assessment.
3. Enter the vehicle plate number that was used during the assessment.
4. Select the vehicle gearbox type that was used during the assessment.
5. For HC and MC licence classes, select the 1\textsuperscript{st} trailer plate type that was used during the assessment.
6. For HC and MC licence classes, enter the 1\textsuperscript{st} trailer plate number that was used during the assessment.
7. For MC licence class, select the 2\textsuperscript{nd} trailer plate type that was used during the assessment.
8. For MC licence class, enter the 2\textsuperscript{nd} trailer plate number that was used during the assessment.
9. Enter comments relating to the assessment. 
   *(The assessor must also include a comment regarding the camera non-compliance in the comments section of HVCORS when entering the assessment results.) For example – State what the non compliance is, reasons for non –compliance, what measure were undertaken to address the problem.*

Click “Submit” to proceed. A confirmation message will be displayed when the result has been recorded successfully.
At anytime on the Record Assessment Result screen, you can select to:

1. Cancel the process by clicking on the “Cancel” button. This will abandon your current process and navigate you back to the Search Results page.
2. Clear the result entries by clicking on the “Clear” button.

At anytime on the Record Assessment Result Confirmation screen, you can select to:

1. Finish viewing the confirmation page by clicking on the “Finish” button to go back to the Search Results screen.
2. Print a copy of the confirmation page.

To print the booking confirmation page you must:

1. Click on the “Print” button. This will open a new window and display the confirmation text.
2. Select Print from the browser.
3. Close the window when printing has completed.

Note

- If the customer failed the assessment, the system will allow you to make a new booking for the customer.
- You are required to record the final FCA/CT result via the HVCORS within 24 hours.
21. Amend Test Result

This screen allows you to make changes to the customer’s FCA or CT assessment result. The result can only be amended by the same assessor who did the FCA/CT.

Steps

1. Over-write data that you would like to change.
2. Click “Submit” to save the changes. A confirmation message will be displayed.

To print a copy of the updated assessment result details:

1. Click on the “Print” button. This will open a new window and display the booking details.
2. Select Print from the browser.
3. Close the window when printing has completed.
Amend test result

The test result was changed successfully.

Customer name: John Smith
Driver licence number: 123456789
Assessment type: PCA
Assessment date: 12/12/2011
Assessment start time: 8:30AM
NTx: Botany Registered HSV Training Centre
Assessor: Steven Lee
Circuit location: Botany

Assessment result

Assessment result: Fail
Vehicle plate type: NSW
Vehicle plate number: ASC798
Gear box type: Auto
1st Trailer plate type: NSW
1st Trailer plate number: GHI678
Assessment result comments: Change of vehicle

Note

- Click "Cancel" to exit the Amend Test Result screen and return to the Search Results page.
- Clicking on the "Finish" button on the confirmation page will exit the Confirmation page and take you back to the Search Results page.
22. Maintain Account

Upon successful login under the new security environment you can maintain your own account including changing password and secret question by clicking on the [Maintain Account] link from the HVCORS Home Page.

Steps

1. Login to HVCORS successfully.


3. The system displays the page where the user can:
   - Change Password to the system (including check if minimum password life is satisfied).
   - Change the Answer to the selected Secret Question (or select another Secret Question altogether).
To change your password:

1. Enter your current password.
2. Enter your new password.
3. Enter your new password again.
4. Click on the Change Password button.
5. A confirmation or error message will appear.

To change a selected secret question or answer:

1. Select a secret question from the list (if you want to change the question).
2. Enter a new answer to the secret question selected.
3. Click on the Change Secret Question / Answer button.
4. A confirmation or error message will appear.

Notes

- Your password must be between 8 and 16 characters long and must be a combination of letters and numbers.
- Password must contain at least 1 character from 3 of the following categories:
  - Lowercase characters including a to z
  - Uppercase characters including A to Z
  - Numbers including 0 to 9
  - Special characters including ! @ # $ % ^ & * -_
- Your password cannot be the same as any of the previous six passwords, including the current password.
- The password must not include spaces.
- The password cannot be identical to the User ID.
• The password cannot contain common words.
• You cannot change your password more than once per day.
• **HVCORS accounts are set to expire 12 months from time of extension**

**IMPORTANT NOTES**

• For security reasons, your password should not under any circumstances be disclosed to anyone. You are accountable for every access recorded against your user ID and password.

• If you have forgotten your password please complete the DRIVES External User Account Request form provided by your current RTO. (Complete section 1, 2 & 3) email to hvtrainingi@rms.nsw.gov.au
23. Maintain Circuits

1. Log in

This screen requests for a user ID and password to be entered. The requested information must be provided for authentication purposes upon entering the HVCORS System.

Steps

1. Enter your User ID
2. Enter your password
3. Click “Accept conditions & Logon” button

2. Administration Page

Steps

1. From the menu (left Hand side), select ‘Administration’
2. Select the RTO
3. Click ‘Go’
3. Adding a Route

Steps

1. Search for the location by scrolling through the list.
   Note: locations are listed in alphabetical order.
2. If the location is not listed, click on ‘Add Location’
3. If the location is listed – Select then click on ‘Add Circuit’
4. Adding a Location

Steps

1. Type the location in the ‘Circuit Location’ field
2. Type in the FCA or CT number eg FCA 01 / CT 01 and the starting description in the ‘Circuit 1’ field
3. Type in the FCA or CT number eg FCA 02 / CT 02 and the starting description in the ‘Circuit 2’ field

Minimum of two circuits are required for each location.

4. Click on ‘Add Location’

Note: Circuits can be edited by selecting the circuit then clicking the ‘Edit’ function.

Existing Locations may have additional circuits added by selecting the location and then selecting the ‘Add circuit’ function.
Circuits can be suspended or expired by selecting relevant circuit and then selecting the function at the bottom of the page ie ‘Expire’ or ‘Suspend Circuit’ maybe

5. Suspend a Circuit

Steps
1. Search for location
2. Select the Circuit
3. Click on ‘Suspend Circuit’ (bottom of page)
4. Enter the dates and ‘Save’

Once the suspension is over, select the circuit and click ‘Remove Suspension’
6. Expire a Circuit

Steps

1. Search for location
2. Select the Circuit
3. Click on 'Expire' (bottom of page)
4. Click on 'OK'

Using the Heavy Vehicle Competent Online Reporting System (HVCORS)

Effective date: 08 September 2017

UNCONTROLLED WHEN PRINTED
24. Appendix

Terms of Use for NSW Heavy Vehicle Competency Reporting System

1. BACKGROUND

Roads and Maritime Services ABN 76 236 371 088, a New South Wales Government agency of Level 9, 101 Miller Street North Sydney has approved a scheme for Heavy Vehicle Competency Assessment (Scheme). As part of the Scheme Registered Training Organisations are accredited as Providers to perform Assessments. Assessors are appointed by Providers to conduct Assessments on behalf of the Providers.

Roads and Maritime has developed the Heavy Vehicle Competency Online Reporting System (HVCORS) to enable Providers and Assessors to electronically perform Eligibility Checks and submit to Roads and Maritime the outcome of Assessments.

These terms and conditions apply to the use of HVCORS by Providers and Assessors and apply in addition to the Accreditation Agreement between Roads and Maritime and the Provider. In the event of any inconsistency between these terms and conditions and the Accreditation Agreement, these terms and conditions prevail to the extent of the inconsistency.

2. AUTHORISATION TO USE HVCORS

All users must be accredited

- 2.1 Only persons authorised by Roads and Maritime to use HVCORS may use HVCORS.
- 2.2 All Assessors and Providers must register and be authorised by Roads and Maritime to use HVCORS in accordance with the HVCORS User Guide. Roads and Maritime
- 2.3 Each Provider and Assessor:
  - 2.3.1 must provide complete, accurate and current information when registering for authorisation as a user of HVCORS; and
  - 2.3.2 agrees to receive electronic messages from Roads and Maritime regarding the Scheme, HVCORS and other relevant information.
- 2.4 An Assessor's authorisation to use HVCORS terminates immediately if:
  - 2.4.1 the Assessor ceases to be employed by or contracted to a Provider; or
  - 2.4.2 their authorisation or the authorisations of all Providers for whom they conduct Assessments are cancelled by Roads and Maritime.

3. USE OF HVCORS

- 3.1 A Provider or Assessor may use HVCORS for the purposes of:
  - 3.1.1 conducting an Eligibility Check;
  - 3.1.2 advising Roads and Maritime of the outcome of an Assessment; and
  - 3.1.3 if a Provider, maintaining accurate, complete and up-to-date information regarding the Scheme, Provider and Assessors.
3.2 Precondition and Restriction on Eligibility Checks

A Provider or Assessor must not perform an Eligibility Check on anyone unless:

- 3.2.1 that person is making an application for an Assessment; and
- 3.2.2 The Assessor has read the Roads and Maritime Privacy Statement (which is available on HVCORS) to the person and the person has agreed to it and to the Assessor making an Eligibility Check.

3.3 Records, Systems, Processes and Equipment

Roads and Maritime is not responsible for providing or maintaining any hardware, software or other systems, equipment or processes necessary for the Provider or Assessor to connect with or use HVCORS. Roads and Maritime is not responsible for any costs or expenses incurred by a Provider or an Assessor in connecting with or using HVCORS including any connection charges.

3.4 User IDs and passwords

- 3.4.1 Each Provider and Assessor will be provided with a unique identification number (user ID) which is required to access HVCORS and will be required to create a password. The user ID may be recorded by Roads and Maritime for security and audit reasons against all information submitted by the Provider and/or Assessor.
- 3.4.2 To protect the security of HVCORS and the account of each Provider or Assessor, each Provider or Assessor must:
  - 3.4.2.1 keep their password secret, secure and separate from their user ID;
  - 3.4.2.2 memorise their password and not write it down;
  - 3.4.2.3 not disclose their password to anyone;
  - 3.4.2.4 not disclose their user ID to anyone except a Provider for whom they are performing Assessments;
  - 3.4.2.5 ensure that their password is not used by or available to any other person;
  - 3.4.2.6 only log in using their own user ID;
  - 3.4.2.7 not share user IDs or passwords; and
  - 3.4.2.8 log out of HVCORS if vacating the terminal from which the Provider or Assessor has accessed HVCORS.
- 3.4.3 If a Provider or an Assessor knows or suspects that there is or has been any breach of security, unauthorised disclosure or use of the Provider’s or Assessor’s password or misuse of HVCORS, the Provider or Assessor must immediately:
  - 3.4.3.1 change their password (to the extent that they are able to); and
  - 3.4.3.2 Roads and Maritime of such occurrence or suspicion.
- 3.4.4 Each Provider or Assessor acknowledges and agrees Roads and Maritime recording any HVCORS activity, including submission of any information, for security and audit reasons.

3.5 Rules and Directions

Each Provider and Assessor must promptly with any guidelines or directions issued by ROADS AND MARITIME from time to time in relation to HVCORS.
4. INFORMATION
   o 4.1 Entering Information
      ▪ 4.1.1 Each Assessor must ensure that the information he/she submits:
         ▪ 4.1.1.1 is complete, correct and accurate; and
         ▪ 4.1.1.2 Complies with all applicable laws and the Accreditation Agreement.
      ▪ 4.1.2 Each Provider is responsible for their Assessors’ compliance with this clause.
   o 4.2 Misuse

Each Provider and Assessor must immediately notify Roads and Maritime if it becomes aware of any misuse or suspected misuse of any information relating to HVCORS, an Assessment or other information relating to the Accreditation Agreement or activities performed under it.

   o 4.3 Audit

Each Provider and Assessor:

   ▪ 4.3.1 acknowledges that Roads and Maritime may from time to time audit compliance with these terms and conditions;
   ▪ 4.3.2 agrees upon request to promptly give Roads and Maritime or its nominee access to relevant records held by or under the control of that Provider or Assessor; and
   ▪ 4.3.3 Agrees to be available to Roads and Maritime or its nominee upon request in order for Roads and Maritime or its nominee to conduct the audit.

5. ACKNOWLEDGMENTS

Each Provider and Assessor acknowledges that ROADS AND MARITIME does not represent or warrant that:

   o 5.1 HVCORS will be available at any particular time or all times, or that the Provider’s or Assessor’s use of HVCORS will be uninterrupted or error free;
   o 5.2 a Provider or Assessor will be able to access or use HVCORS including, without limitation, with any computer hardware or software used by the Provider or Assessor; or
   o 5.3 HVCORS will not cause damage, or is or will remain error free or free from any computer virus, defect or contamination.

6. PROPRIETARY RIGHTS

   o 6.1 All media, information, trade marks, logos and other material provided through HVCORS are owned by Roads and Maritime or its licensors and must not be reproduced or dealt with in any way without Roads and Maritime’s prior written consent, except for copyright material which may be used in accordance with Roads and Maritime’s copyright notice available at http://www.rms.nsw.gov.au/copyright.html.
   o 6.2 Each Provider and Assessor acknowledges that:
      ▪ 6.2.1 monetary damages for a breach of these terms and conditions by the Provider or Assessor will be insufficient to compensate Roads and Maritime for such a breach; and

       6.2.2 in addition to any other remedy available at law Roads and Maritime is entitled to injunctive relief to prevent a breach of and to compel specific performance of the terms of this document
7. LIABILITY

7.1 RTA liability

7.1.1 Subject to clause 7.2.1, Roads and Maritime excludes all liability (in contract, tort including negligence, under statute or otherwise arising) to each Provider and Assessor in respect of any direct or indirect loss, damage, claim or expense arising out of or in connection with the Provider’s or an Assessor’s use of HVCOR Roads and Maritime S.

7.1.2 Each Provider indemnifies and will keep indemnified Roads and Maritime against all liability, loss, damage, claims, causes of action, costs and expenses directly or indirectly arising from or in connection with the use or misuse of HVCORS by the Provider or any Assessor engaged by that Provider.

7.1.3 Each Assessor indemnifies and will keep indemnified Roads and Maritime against all liability, loss, damage, claims, causes of action, costs and expenses directly or indirectly arising from or in connection with the use or misuse of HVCORS by the Assessor.

7.1.4 The Provider and Assessor acknowledge that the limitations and exclusions in this clause 7 are reasonable having regard to the fact that Roads and Maritime is providing them with access to HVCORS at no charge, to assist them in the provision of their functions and as a public service, to enable efficient processing of Assessments.

7.2 Exclusion of terms

7.2.1 If the Australian Consumer Law (ACL) which is Schedule 2 of the Competition and Consumer Act 2010 (Cth) (Act) or similar legislation applies to these terms and conditions at any time (which is not admitted by Roads and Maritime), nothing in these terms and conditions excludes or limits any liability Roads and Maritime may have under the ACL or similar legislation that Roads and Maritime is not permitted by law to exclude or limit, including liability to a “consumer” (as that term is defined in that ACL). Roads and Maritime limits any liability it has to such a consumer for breach of a consumer guarantee under the ACL or similar legislation to resupplying the services in respect of which the breach occurred.

7.2.2 Except as otherwise expressly stated in these terms and conditions, all terms, conditions, warranties, undertakings, inducements or representations whether express or implied, statutory or otherwise relating to HVCORS and to these terms and conditions are excluded to the fullest extent permissible at law.

8. TERMINATION

8.1 Each Provider or Assessor acknowledges and agrees that Roads and Maritime may:

8.1.1 suspend or terminate a Provider’s or Assessor’s access to HVCORS if the Provider or Assessor fails to comply with these terms and conditions or the Accreditation Agreement; and

8.1.2 suspend or cease to provide access to HVCORS for a period or indefinitely for any reason at any time.

8.2 Each Provider acknowledges and agrees that a breach of these terms and conditions is a serious matter that may involve the following consequences:

8.2.1 a claim against them under Privacy Laws for breach of privacy;

8.2.2 action against them under the Independent Commission Against Corruption Act 1988 (NSW); and/or

8.2.3 Prosecution under Part 6 of the Crimes Act 1900 (Cth) in respect of unauthorised access to or modification of data.
9. PRIVACY
   o 9.1 The Provider or Assessor must comply with all applicable privacy legislation and with the privacy requirements set out in the Accreditation Agreement in relation to any Personal Information collected, processed, used, stored or disclosed in relation to HVCORS.
   o 9.2 If a Provider or Assessor fails to comply with its obligations set out in clause 9.1, Roads and Maritime may suspend or terminate a Provider’s or Assessor’s authorisation to use HVCORS.

10. GENERAL
   o 10.1 Providers and Assessors must not assign, sub-contract or otherwise transfer any or all of their rights or obligations granted under these terms and conditions except with the prior written consent of Roads and Maritime.
   o 10.2 Nothing in these terms or conditions will create, or be deemed to create, a partnership, the relationship of principal and agent or the relationship of employer and employee between Roads and Maritime and a Provider or Assessor. A Each Provider and Assessor must not represent themselves as an agent of Roads and Maritime and will have no authority to enter into any obligations on behalf of Roads and Maritime or to bind Roads and Maritime in any way.
   o 10.3 Any provision of these terms and conditions that becomes or is held to be invalid is only invalid to that extent, without invalidating or affecting the remaining provisions of these terms and conditions or the validity of that provision.
   o 10.4 Any failure by Roads and Maritime to exercise any right under these terms and conditions does not operate as a waiver and the single or partial exercise of any right by Roads and Maritime does not preclude any other or further exercise of that or any other right by Roads and Maritime.
   o 10.5 Roads and Maritime may amend these terms and conditions from time to time by publishing the updated terms and conditions on Roads and Maritime’s website homepage, HVCORS homepage or by notifying the Provider or Assessor in any other way.
   o 10.6 These terms and conditions are governed by and construed in accordance with the laws of New South Wales and the parties submit to the exclusive jurisdiction of the Courts of New South Wales

11. DEFINITIONS
   o 11.1 In these terms and conditions capitalised words have the meaning given in the Accreditation Agreement and:

   “Accreditation Agreement” means the Accreditation Agreement for Heavy Vehicle Competency Assessment between a Provider and Roads and Maritime pursuant to which the Provider is accredited to perform Assessments.

   “Eligibility Check” means a check to determine if an individual is eligible to undertake an Assessment in accordance with the Assessment Procedures.

   “HVCORS” means the user guide for HVCORS issued by Roads and Maritime from time to time.

   “Provider” is a party to an Accreditation Agreement