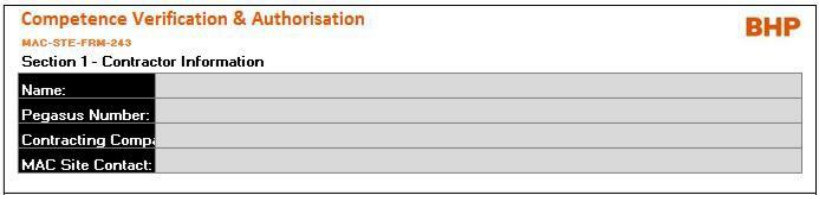
1. Overview

For a contractor to use in order to successfully complete a VoC Form, add the mandatory evidence, complete the required reading list, sign and submit.

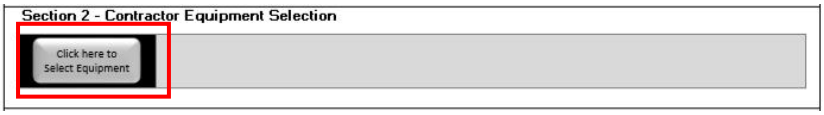
Understanding how the VoC Form works …

The VoC form acts as a "Cover Sheet". Once completed the "Cover Sheet" will need to be signed and submitted with evidence to the Trainer Assessors for validation.



Section 1 – Contractor Information

All fields are mandatory.



Equipment types include:

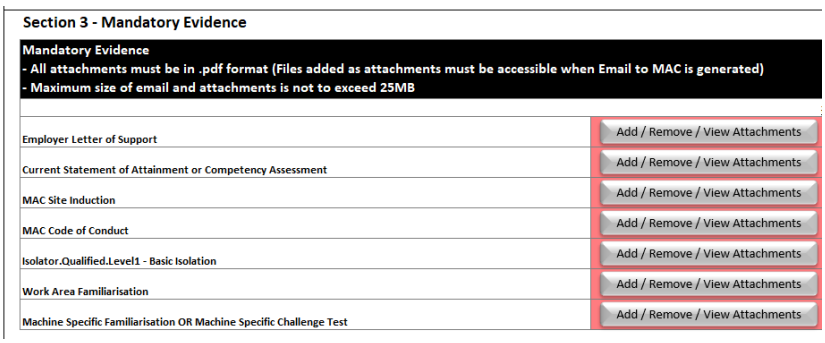
Articulated Haul Truck	Scraper
Articulated WaterTruck	Skid Steer (With Attachments)
Backhoe	Skid Steer (Without Attachments)
Blast Hole Drill	Tracked Dozer
Excavator	Tracked Mulcher
Exploration Drill	Water Truck
Farm Tractor	Wheeled Dozer
Grader	Wheeled Loader
Manitou (Less than 3 Tonne)	Other - Equipment Type Not Listed Above
Manitou (More than 3 Tonne)	Elevated Work Platform
Medium Vehicle - Fuel Truck	Non Slewing Crane
Medium Vehicle - Hiab	Slewing Crane
Medium Vehicle - No attachments	Chainsaw
Medium Vehicle - With attachments	Crushing Plant
Medium Vehicle - Stemming Truck	Concrete Boom Pump
Medium Vehicle - Tipper	Driller
Medium Vehicle - Water Truck	Driller Offsider
Medium Vehicle - Mobile Mixing Unit	Pressure Jetting Class A
Bucket Truck	Pressure Jetting Class B
Rigid Body Haul Truck	Tyre Handler
Roller Compacter	

Section 2 – Contractor Equipment Selection

When "*Click here to Select Equipment*" button is activated:

A drop-down list will appear for equipment selection.

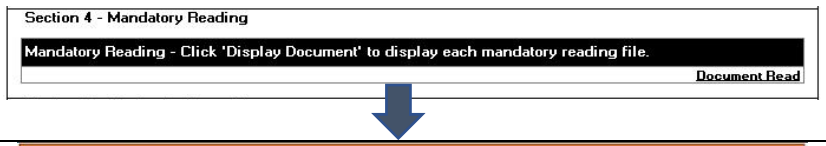
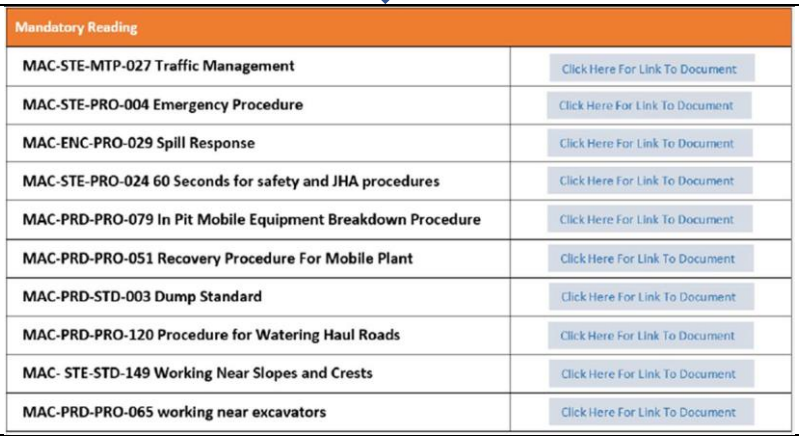
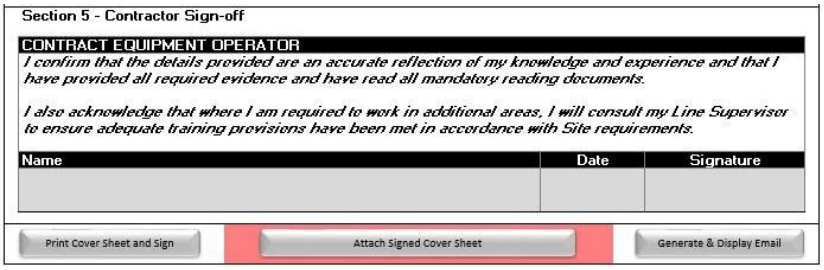
Multiple items of equipment can be selected, using the [Ctrl] key during selection.



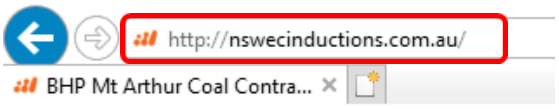
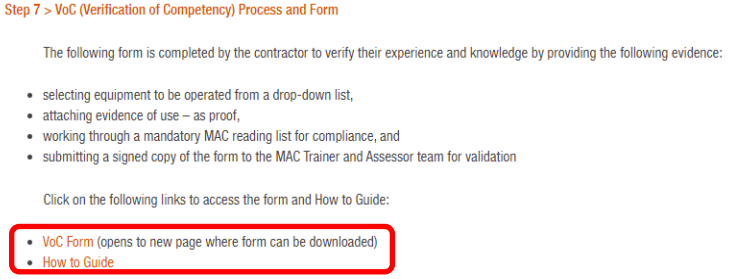
Section 3 – Mandatory Evidence:

- Selection of equipment activates "Mandatory Evidence" list,
- All fields are mandatory (except "Other"),
- Ability to have a prompt to load evidence, keeping it structured within document.

NOTE: Mandatory Evidence list driven from Equipment Type.

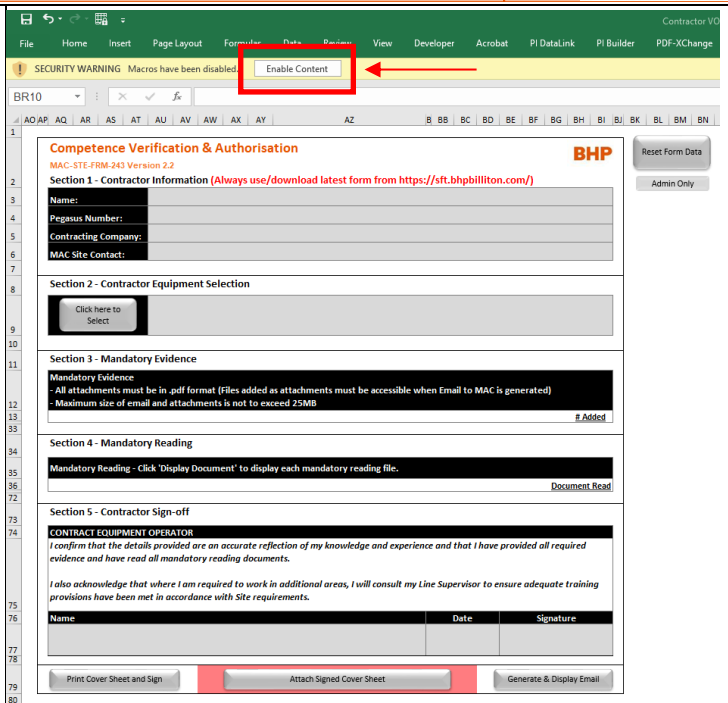
	**Selection 4 – Mandatory Reading:** • Mandatory Reading list is driven from the Equipment Type, • Ability to link to document (PDF).
	
	**Section 5 – Contractor Sign-Off** **Name, date and signature fields are mandatory.** **Note:** No digital signatures accepted.

2. Steps to use the VoC Form (Contractor)

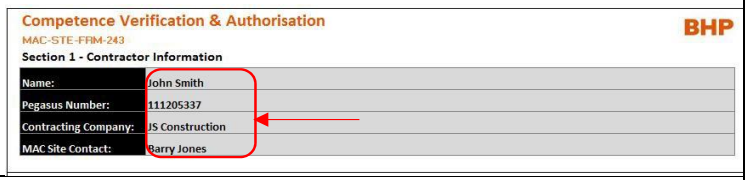
Step		Safety / Reference / Notes / Image
Accessing VOC Form		
a.	Select link: http://nswecinductions.com.au/the-registration-process/ – to open BHP' Contractor Management webpage	
b.	Browse to ➢ The Registration Process ➢ Stage 2 Worker Registration ➢ Step 7 VOC Click the 2 links to download the VoC Form and the How to Guide.	

c. ***To enable macros – when form opens …***

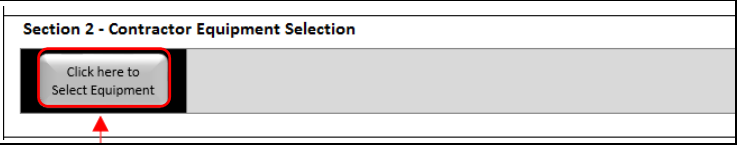
Click on "**Enable Content**".



d. Complete Section 1 - "**Contractor Information**"



e. **Click** on "**Click here Select Equipment**".

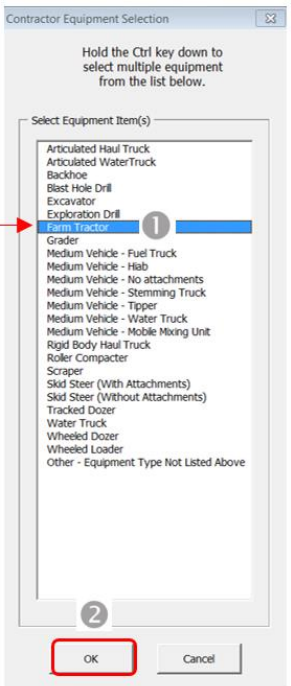


f. ***From the drop-down list …***

i. **Select equipment type**(s) you have used / worked with, *then*

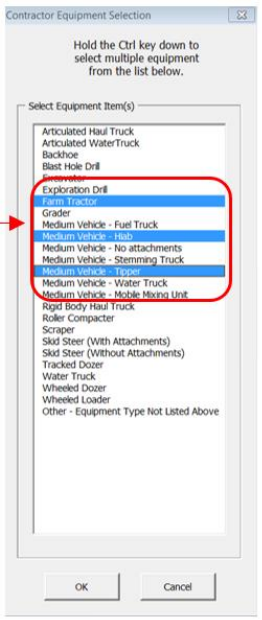
ii. Click on "**OK**".

Note: Once you select the equipment the mandatory evidence and reading will appear on the "Contractor VoC Form".



Tip: *To select multiple items at the same time …*

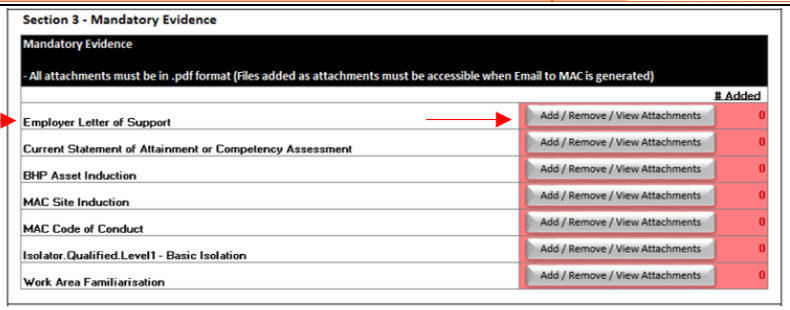
Hold down [Ctrl] key, while selecting items of equipment.



g. ***To complete "Mandatory Evidence" section …***

Click on "**Add / Remove / View Attachments**" for EACH item of evidence.

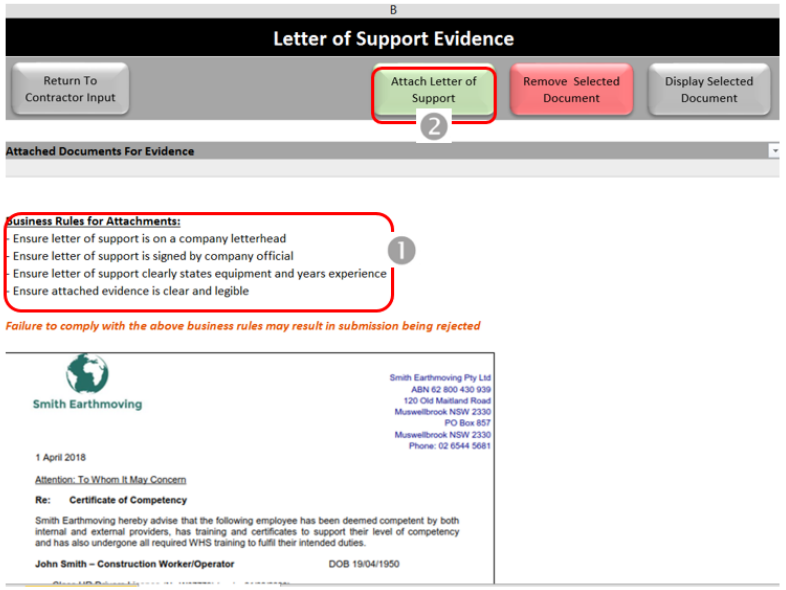
Note: All fields / items of evidence need to be populated.



***For example:** To add the "Employer Letter of Support" item of evidence …*

i. **Read** the "**Business Rules** for Attachment", *then*

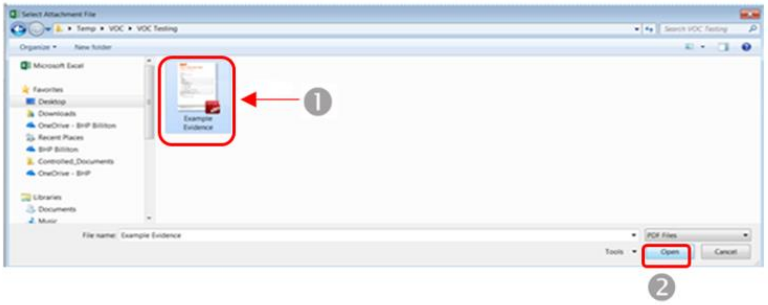
ii. Click on "**Attach Letter of Support**".



h. ***Add the evidence ….***

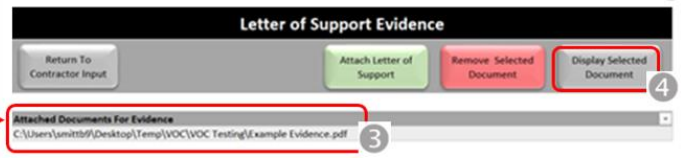
i. **Navigate** to find selected evidence, then

ii. Click on "**Open**".

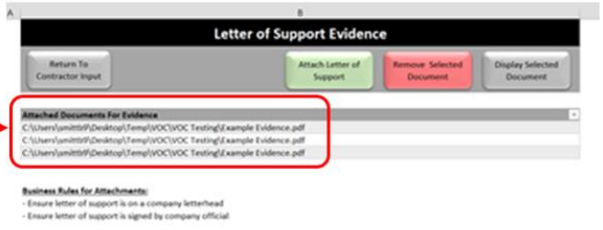


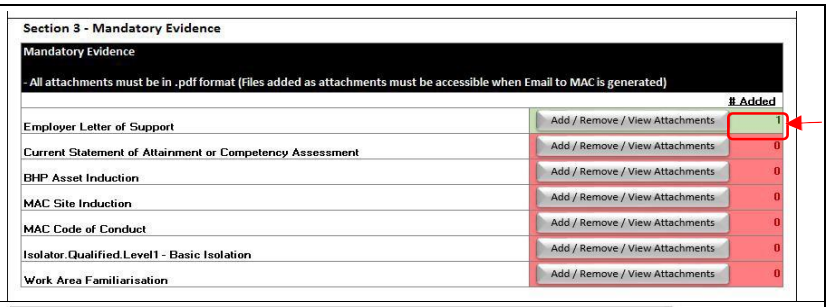
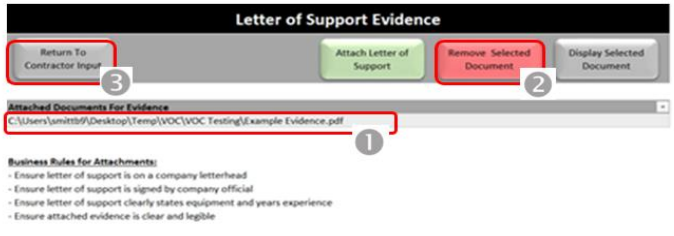
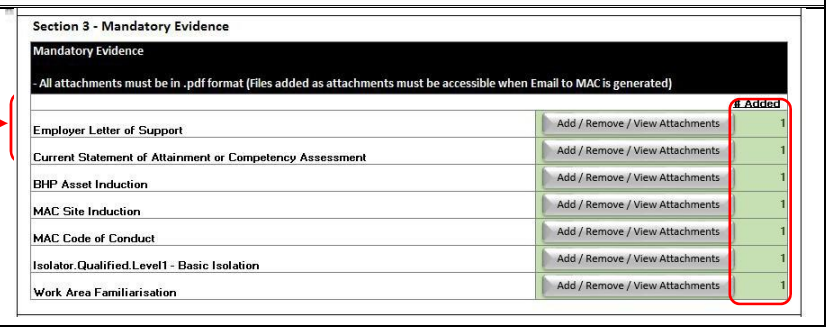
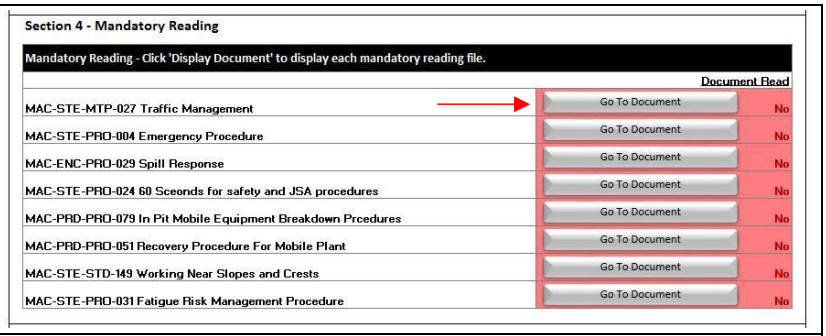
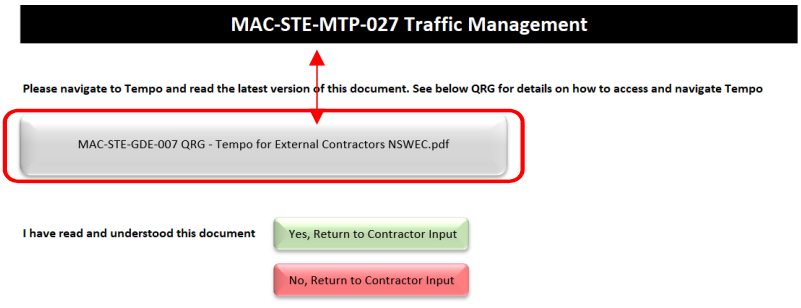
iii. Check to ensure **evidence has been attached**

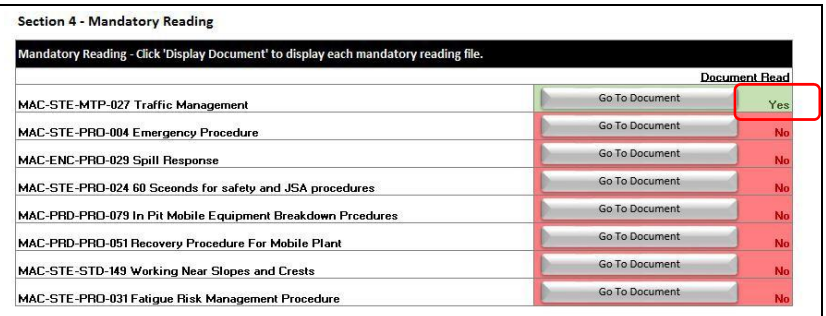
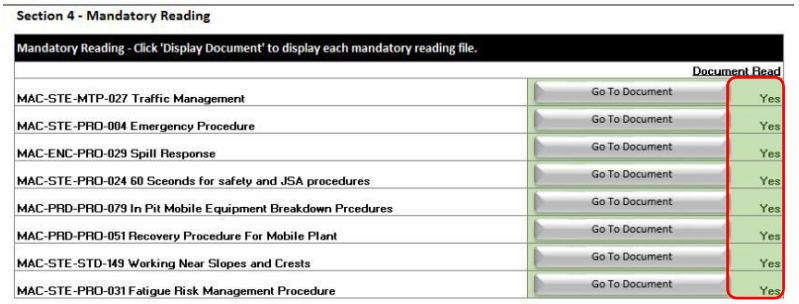
iv. Click on "**Display Selected Document**".



Note: Multiple items of evidence can be attached …



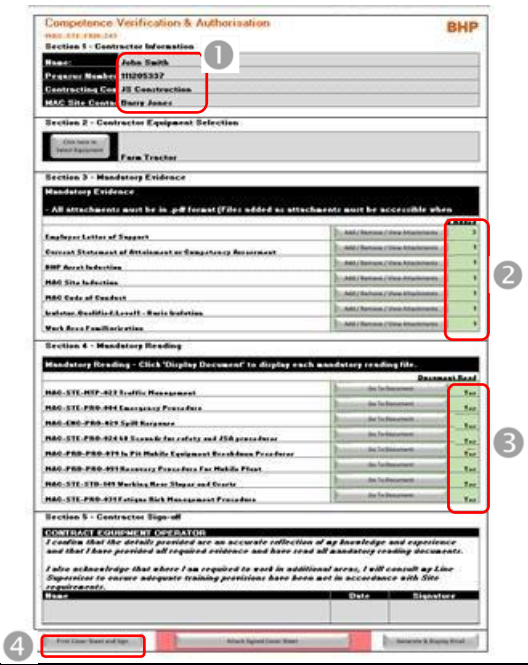
l.	***To check if evidence has been successfully attached…*** i. **Check** that the mandatory **evidence cell** is "**green**", then ii. **Repeat steps** above for ALL mandatory evidence fields.	
m.	***If the wrong item of evidence is attached …*** i. Select attached evidence, *then* ii. Click on "**Remove Selected Document**", *then* … iii. **Click** on "**Return to Contractor Input**" – to add correct evidence.	
n.	***Once ALL evidence has been added …*** Check to see all fields are "**green**".	
o.	***To complete "Mandatory Reading" section …*** **Click** on "**Go To Document**" – for relevant reading file.	
p.	**i. Click button** to **open** Document on how to access TEMPO for external contractors *ii.* **Access** the **document,** read the document (document name and number listed at top of page) *then* After reading the document… iii. Click on "**Yes, Return to Contractor Input**". **OR** **Click** on "**No, Return to Contractor Input**" button – if you don't understand, *then* **Contact your MAC site contact to seek clarification** regarding the "document" prior to completing this form.	

q.	***If you clicked on "Yes…",*** the reading field will appear "**green**", *then* **Repeat** the **steps above** for all mandatory reading fields.	
r.	***Once all mandatory reading is complete …*** **Check** to see if all **fields** are "**green**"	

8.2.6 Complete Section 5 – Sign-off

a. ***Once Sections 1, 2, 3 and 4 are complete and all mandatory evidence and reading is complete …***

Click on "**Print Cover Sheet and Sign**".



b. ***When the Cover Sheet has printed …***

i. Print your **name**,

ii. **Date**, *then*

iii. **Sign** the document, *then*

iv. Click on "**Attach Signed Cover Sheet**".

Note: This document is to be hand-signed – digital signatures are not accepted.

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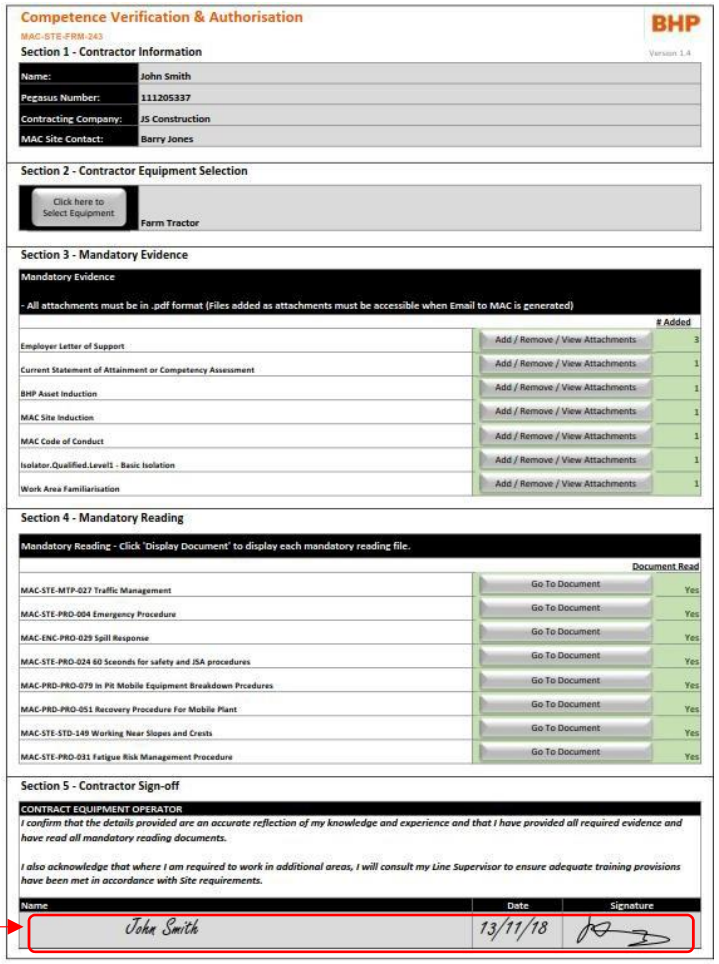
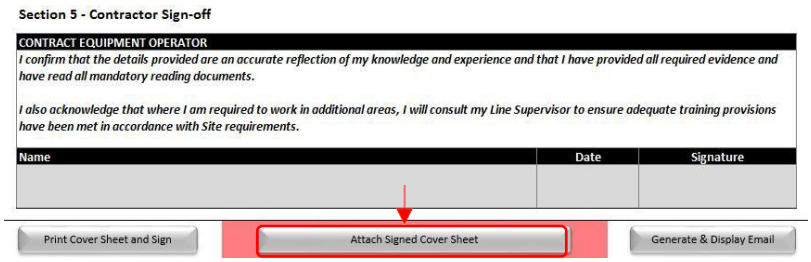
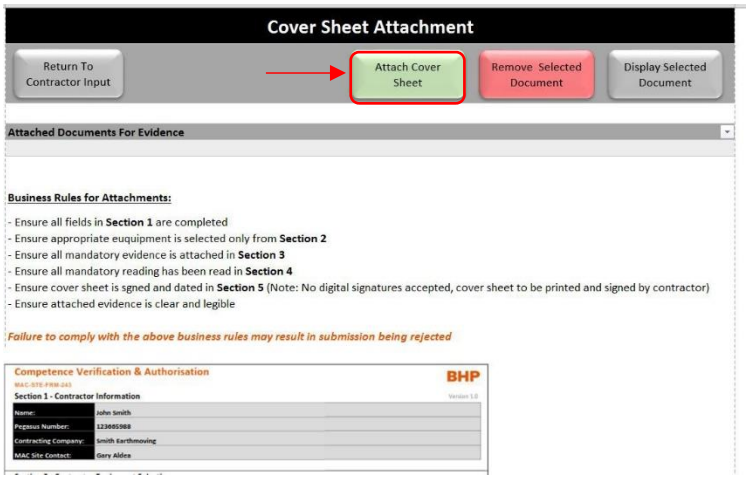
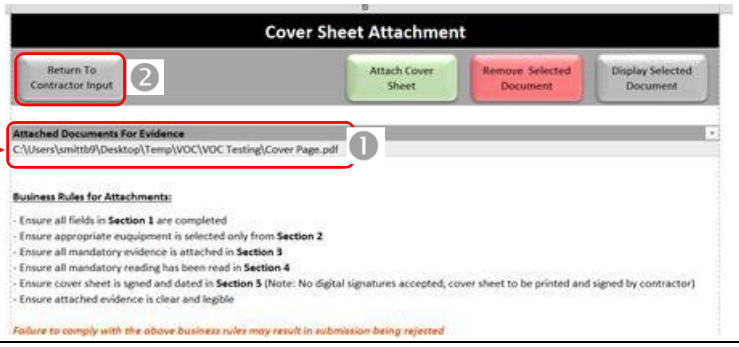
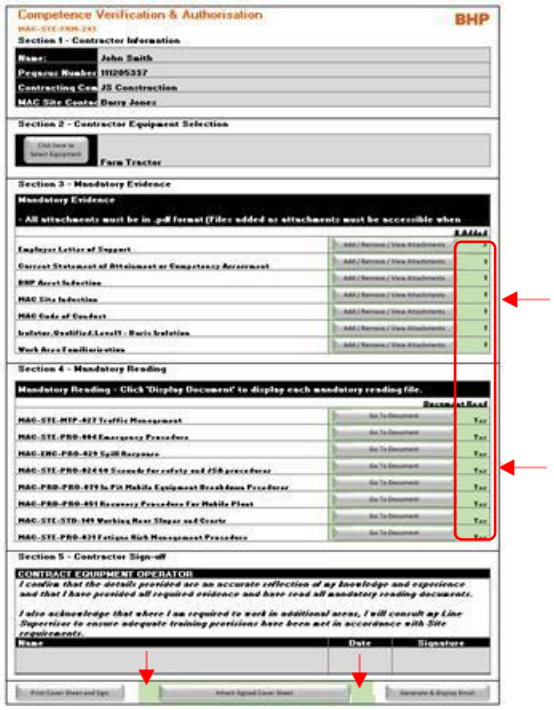
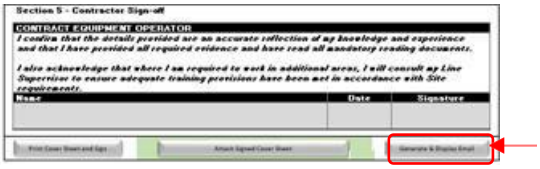
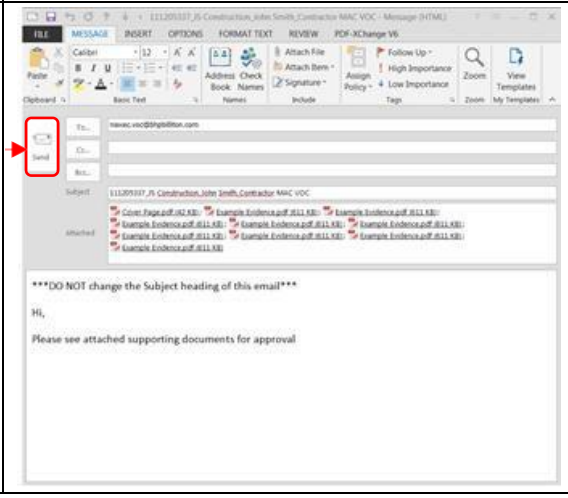


c.	**Click** on "**Attach Signed Cover Sheet**". **Note**: This document needs to be top-scanned later as evidence.	

8.2.7 Attach All Evidence to Signed Cover Sheet

a.	**Click** on "**Attach Cover Sheet**".	
b.	i. **Navigate** to find signed cover sheet, then ii. Click on "**Open**".	
c.	i. **Check** "Cover Letter" has been attached, then … ii. Click on "**Return to Contractor Input**".	

d.	**Check** VoC Form is showing ALL"**green**" cells	
e.	**Click** on "**Generate & Display Email**".	
f.	**Click** on "**Send**". **Note: <u>Do Not Change</u>** the **subject line** in this email.	

8 Troubleshooting

8.1 Emergency Workaround for Errors

1. Manually print the forms, complete and submit paper copies through the review / approval process.
2. Manually scan files and load into Learning Management System against contractor with relevant naming convention.

8.2 Contact

Michael Roughan – Training Coordinator	**Phone:** 02 6544 5991	**Email:** Michael.Roughan@bhpbilliton.com