

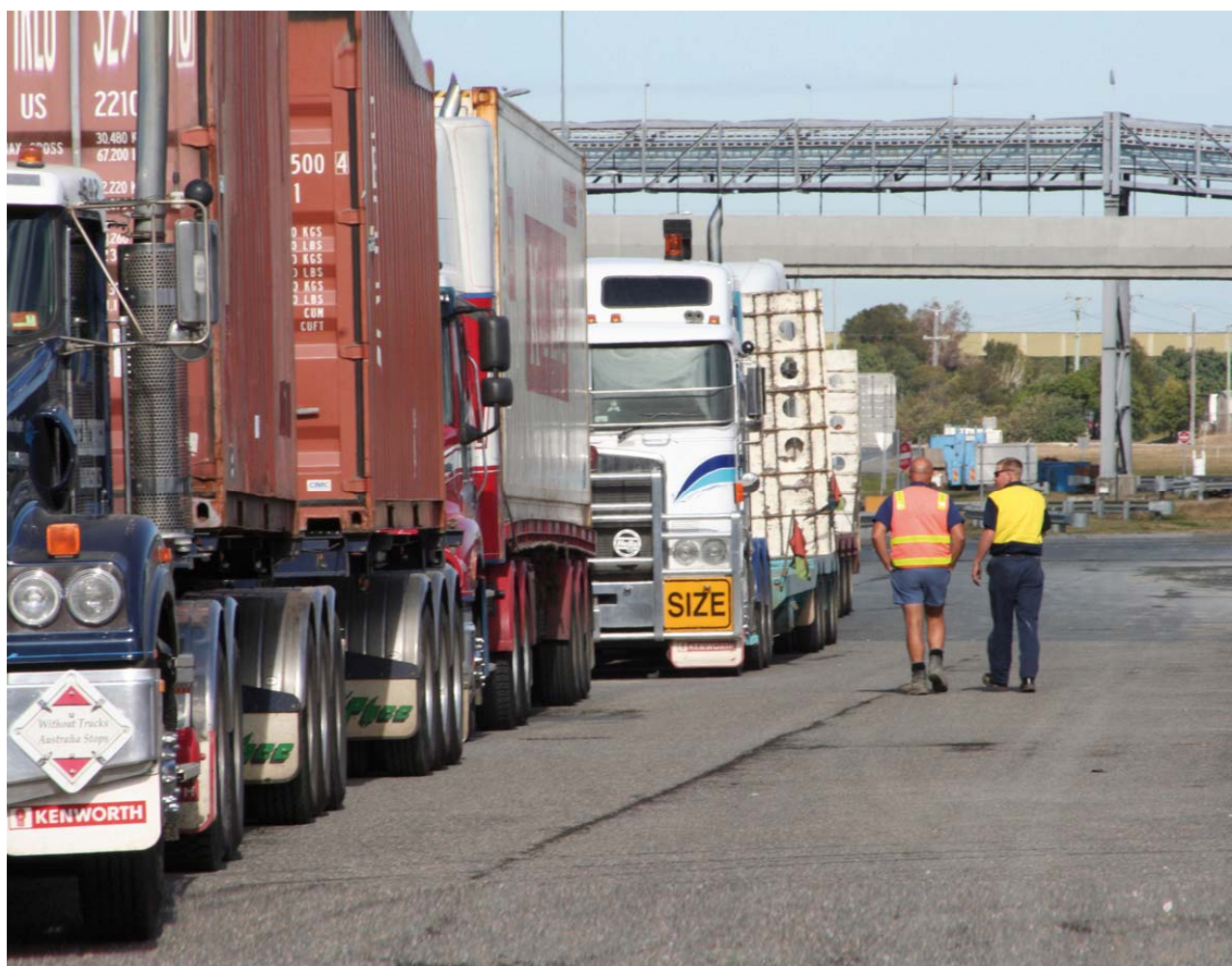
# Assessing Competence for Fatigue Management in the Road Transport Industry





# Report Outline

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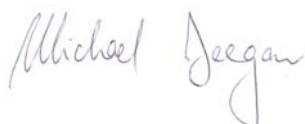
# Foreword

The National Transport Commission (NTC) is a body established under a Commonwealth Act and an inter-governmental agreement with a charter to develop, monitor and maintain uniform or nationally consistent regulatory and operational reforms relating to road transport, rail transport, and inter-modal transport. This body is funded jointly by the Australian Government, States and Territories.

A major legislative reform for managing fatigue in the road transport industry was agreed by the Australian Transport Council in February 2007. Fatigue is one of the main causes of crashes involving heavy vehicle drivers and this reform will improve road safety outcomes through the implementation of policies and practices addressing the management of fatigue in the road transport supply chain. A significant feature of the reform is ensuring that all participants in the transport supply chain will be held accountable for their actions under new 'chain of responsibility' laws.

Effective implementation is key to ensuring the success of the reform. The current Transitional Fatigue Management Scheme will be replaced, and the training associated with entry into this scheme has been reviewed both in terms of its relevance and effectiveness. The new reform presents a broader range of options relating to fatigue management, but requires operators to demonstrate that they can adequately manage risk before being given access to more flexible hours. Raising the level of understanding about fatigue management, and the ability to apply this knowledge, is crucial to successful implementation of the new reform.

It is NTC's objective to ensure that the regulatory system being developed has mechanisms to ensure relevant fatigue management knowledge is embedded within the system. This guideline will assist assessors within the Vocational Education and Training sector to perform assessments that are relevant to the needs of the heavy vehicle industry for entry into the Basic and Advanced Fatigue Management schemes. NTC would also like to acknowledge the efforts of Donna Soo from NTC, in conjunction with Dr Brian Elkner of Mansfield Learning Design in developing this Guideline.



Michael Deegan  
Chairman

# Summary

This guideline is intended for use by assessors within the Vocational Education and Training sector when performing assessments to certify competence in fatigue management modules within the Transport and Logistics training package for workers in the road transport industry. Operators seeking accreditation in either Basic or Advanced Fatigue Management (Basic Fatigue Management and Advanced Fatigue Management) need to demonstrate that their staff involved in either driving or scheduling have a basic knowledge about fatigue management. This is done by becoming competent in fatigue management modules in the Transport and Logistics training package. This requirement is prescribed in the Standards for Basic Fatigue Management and Advanced Fatigue Management.

This Guideline outlines the background to the legislative reform, the National Heavy Vehicle Accreditation Scheme, the competency standards that apply for the purposes of accreditation, an overview of the assessment process and a summary of the 'key themes' for the reform. It also contains a section on the transitional arrangements for those drivers currently operating under the Transitional Fatigue Management Scheme who will want to transit into either Basic Fatigue Management or Advanced Fatigue Management.

During the development of the guideline, NTC consulted with members of the road transport industry, people involved in the delivery of training and assessment of the Transitional Fatigue Management Scheme in the Vocational Education and Training sector and jurisdiction regulators. NTC will make the guideline available to download on its website for no charge.

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# 1 | Introduction

## 1.1 Purpose of this guideline

This guideline has been prepared to assist assessors in the Vocational Education and Training (VET) sector to perform assessments in fatigue management, within the Transport and Logistics training package, to meet the requirements of the new national road transport Heavy Vehicle Driver Fatigue laws, due to come into force in 2008.

## 1.2 Background

The new laws permit operators to access to more flexible working hours by seeking accreditation under the National Heavy Vehicle Accreditation Scheme (NHVAS). There are two levels within the fatigue management accreditation module—Basic Fatigue Management (BFM) and Advanced Fatigue Management (AFM). These two levels allow operators to have drivers working beyond the Standard Hours prescribed in the new legislation. Operators will have legal obligations to manage the risk profile of their organisation and to produce auditable evidence that they have a fatigue management system in place. This will include ensuring that all staff are aware of their responsibilities in relation to fatigue management, and also that some key staff (those who drive, perform scheduling activities, or supervise drivers and schedulers) have the appropriate training required by the Standards for Basic and Advanced Fatigue Management.

Competency standards are set through prescribing aspects of the nationally endorsed Transport and Logistics Training Package (TLI07). The National Transport Commission (NTC) is concerned that the assessment of fatigue competency units will be relevant specifically for entry into the management modules and that the assessment process should be consistent, rigorous and transparent to managers, supervisors, learners, trainers, assessors, auditors and government regulators.

Assessments in the Vocational Education and Training sector can be performed by qualified assessors who are either employed directly by a Registered Training Organisation (RTO), or have an agreement to work in conjunction with a Registered Training Organisation (if not employed by them directly). The Registered Training Organisation will award a Statement of Attainment to a candidate who has demonstrated to an assessor that they meet the knowledge, skill and attitudes requirements of a competency unit. This Statement of Attainment acts as the proof that the candidate has achieved the necessary competence.

The remainder of this introduction provides a background to the new legislation.

### 1.2.1 New legislation

The Australian Transport Council (ATC) approved new national road transport Heavy Vehicle Driver Fatigue laws for implementation in September 2008<sup>1</sup>. The Road Transport - Heavy Vehicle Driver Fatigue Act (2006) will require all parties in the supply chain to manage the causes of heavy vehicle driver fatigue. The new laws are consistent with current obligations under Occupational Health and Safety laws that require employers and employees to take all reasonably practical steps to manage risks to health and safety, which includes managing driver fatigue. The new heavy vehicle driver fatigue legislation includes:

- a general duty in road transport law to manage fatigue, consistent with current Occupational Health and Safety laws;
- Chain of Responsibility provisions extending duties to all parties in the supply chain, including drivers, operators, employers, directors and senior managers, loaders, schedulers, consignors and consignees and prime contractors, as well as agents of any of these parties;
- a much greater emphasis on opportunities for sleep and rest;

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<sup>1</sup> An implementation date 29 September 2008 has been agreed by ATC, and is anticipated by Queensland, New South Wales, Victoria and South Australia. Tasmania and the Northern Territory are anticipated to implement after this. The Australian Capital Territory will not implement, but will recognise accreditation in other jurisdictions. Western Australia already has its own accreditation scheme that will remain, but is complementary to the new reform.

- strengthened record-keeping provisions, including replacing log books with a new driver work diary;
- a risk-based categorisation of offences and a revised range of sanctions;
- enhanced enforcement powers; and
- three fatigue management options, providing alternative work and rest requirements with varying levels of flexibility in return for increased fatigue management and compliance responsibilities on operators and drivers.

Under the new laws, operators who wish to have access to work hours outside the limits of Standard Hours will be required to implement a risk-based fatigue management system. This will include policies and procedures based on the approved Standards for Basic or Advanced Fatigue Management, which define the minimum knowledge requirements for key staff.

#### **Legislation Note**

It should be noted that the reform will be implemented at jurisdiction level, so while there is national model legislation, the relevant legislation for each jurisdiction should be consulted when developing training and assessment resources for individual candidates.

The Standards for Basic Fatigue Management and Advanced Fatigue Management are national standards, and the approved versions are available on the NTC website at:

<http://www.ntc.gov.au/ViewPage.aspx?page=A02315407400200020>

## 2 | Overview of accreditation requirements

This section provides an overview of accreditation requirements in the heavy vehicle industry and the competency framework that will be used to assess key staff for the purposes of gaining accreditation in the fatigue management module.

### 2.1 National Heavy Vehicle Accreditation Scheme (NHVAS)

The truck industry does not have a licensing system for operators. Instead, there are accreditation systems available for truck operators who want to 'go beyond' the prescribed levels and can demonstrate a systematic approach to ensuring compliance. The National Heavy Vehicle Accreditation Scheme (NHVAS) is administered at state and territory level by road transport agencies and is underpinned by a common set of business rules, standards and auditing requirements, which are mutually recognised. Current participating jurisdictions are Queensland, New South Wales, Victoria, South Australia and Tasmania. Western Australia has its own heavy vehicle accreditation scheme, that also contains a similar module on fatigue management<sup>2</sup>. Northern Territory plans to pick up the National Heavy Vehicle Accreditation Scheme (although currently recognises accreditation in other states) in due course. The Australian Capital Territory recognises accreditation in other states.

For some time there have been two modules in the National Heavy Vehicle Accreditation Scheme—the Mass Management module and the Maintenance Management module. Participants within either of these modules use the accreditation process to demonstrate compliance with their legal requirements and in doing so can also optimise the efficiency and safety of their business. The third module on Fatigue Management will commence when the new legislation comes into force.

Drivers can currently access 14 hours work through the Transitional Fatigue Management Scheme (TFMS)<sup>3</sup>. The new fatigue module will replace the Transitional Fatigue Management Scheme<sup>4</sup>, with a transitional period scheduled to allow individuals to change over to the new system. The new module differs significantly from the previous one, in that it:

- is a two-tiered system;
- accredits the operator, rather than the individual driver; and
- requires an operator seeking accreditation under Basic Fatigue Management or Advanced Fatigue Management to develop a risk-based fatigue management system.

The three tiers for fatigue management are provided by legislation and two of these form components of the fatigue management module in the National Heavy Vehicle Accreditation Scheme. These are defined as follows:

- Standard Hours -The Standard Hours option sets work and rest limits that are unlikely to present a significant fatigue risk.
- Basic Fatigue Management (BFM)—Basic Fatigue Management allows some flexibility for drivers to work longer shifts or work at night. As these more flexible hours can create a fatigue risk, new obligations regarding fatigue management and compliance are imposed.
- Advanced Fatigue Management (AFM)—Advanced Fatigue Management is a risk management model, featuring alternative compliance and quality assurance processes. It will potentially allow an operator even greater flexibility with work and rest times, which are approved on a case by case basis, but still within prescribed outer limits.

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<sup>2</sup> At this stage, it is anticipated that Western Australia will not mandate any competency units for its scheme.

<sup>3</sup> The Transitional Fatigue Management Scheme is mapped against the competency unit TDT 1079B Apply fatigue management strategies.

<sup>4</sup> It also replaces the Queensland Fatigue Management Pilot (FMP).

These two tiers (Basic Fatigue Management and Advanced Fatigue Management) are options within the National Heavy Vehicle Accreditation Scheme fatigue management module. To succeed in its application to the NHVAS, an operator must be able to show that key staff are competent to manage risks associated with fatigue management for Basic or Advanced Fatigue Management. Following consultation with stakeholders, NTC has decided to adopt two competency standards in the new Transport and Logistics Training Package (TLI07) as a basis for compliance with Basic Fatigue Management and Advanced Fatigue Management standards. These competency requirements are described in section 2.1.1.

More information about the National Heavy Vehicle Accreditation Scheme is available on the NTC website at <http://www.ntc.gov.au/ViewPage.aspx?page=A023014064000800200>

It should be noted that the National Heavy Vehicle Accreditation Scheme is currently under review. This review will consider the role of the Scheme within the context of accreditation more broadly and could result in the Scheme being remodelled, or could allow operators already accredited in an equivalent recognised scheme automatic entry into the Basic and Advanced Fatigue Management modules. The main consideration is that, irrespective of which scheme accreditation is obtained through, operators ensure that their staff have the appropriate competencies in the Transport and Logistic Training Package, as required in the approved standards for Basic and Advanced Fatigue Management.

#### *2.1.1 Competency standards*

The Transport and Logistics Training Package (TLI07) replaces the current Transport and Distribution Training Package. The training package, approved by Ministers in September 2007, contains competency units for fatigue management. These units<sup>5</sup> were developed by Transport and Logistics Training Australia, in consultation with various industry stakeholders (including NTC). The competency units that are compulsory to meet the requirements for Basic or Advanced Fatigue Management are:

- TLIF1007C Apply fatigue management strategies (Certificate III level); and
- TLIF6307A Administer the implementation of fatigue management strategies (Certificate IV level).

These competency units prescribe standards for a comprehensive range of knowledge and skills relating to fatigue management and are designed to underpin appropriate training and assessment. The standards define competency elements, performance criteria, knowledge and skills requirements, a range statement and an evidence guide.

Mandating competency units means that the entry processes for Basic Fatigue Management and Advanced Fatigue Management are also governed by the principles of the Vocational Education and Training sector. This means that assessments must be conducted under the auspices of a Registered Training Organisation and be based on evidence of on-the-job performance over time. Applicants must also demonstrate understanding of required knowledge and show how they apply this knowledge in their work as part of the assessment process. Those who meet the competency requirements can receive a Statement of Attainment that is nationally recognised, either on its own, or as a component of a full qualification at Certificate III, Certificate IV or Diploma levels<sup>6</sup>, as prescribed by the Training Package. It is worth noting however that the above competency standards are not specific to the heavy vehicle industry and could be applied to drivers of forklifts, trams, trains, light vehicles, and so on.

One of the objectives of this guideline is to help assessment for the purposes of accreditation to the National Heavy Vehicle Accreditation Scheme to be specific to the requirements of the scheme, rather than generic.

#### *2.1.2 Which competency units will apply?*

This guideline has been developed for the purposes of Basic and Advanced Fatigue Management accreditation. The Standards for Basic Fatigue Management and Advanced Fatigue Management specify, in

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<sup>5</sup> There are three competency units at Australian Qualification Framework levels 3, 4 and 5 relating to fatigue management, however, for the purposes of Basic Fatigue Management and AFM only the level 3 and level 4 units are mandated. The competency unit at level 5 *Manage Fatigue Management Policy and Procedures* is **not** a compulsory requirement under Basic Fatigue Management or AFM.

<sup>6</sup> A candidate does not need to complete a whole qualification and can just attain competence in one or two units for the purposes of Basic or Advanced Fatigue Management.

the Standard on Fatigue Knowledge and Awareness that drivers, and schedulers and supervisory staff, must be competent using the competency units in the Transport and Logistics training package as benchmarks. Operators should ensure that their fatigue management systems can show that these people are qualified, by providing appropriate Statements of Attainment issued by the Registered Training Organisation<sup>7</sup>, as required by the Basic and Advanced Fatigue Management Standards.

**Competency units that apply**

Drivers under Basic and Advanced Fatigue Management	TLIF1007C <i>Apply fatigue management strategies</i>
Schedule and roster staff under Basic and Advanced Fatigue Management	TLIF6307A <i>Administer the implementation of fatigue management strategies</i>
Supervisors of either drivers or schedule and roster staff under Basic and Advanced Fatigue Management	TLIF6307A <i>Administer the implementation of fatigue management strategies</i>

These arrangements still allow operators to determine their own training requirements, as the competency units do not specify how the standard is to be attained. Training may be full-time or part-time, on- or off-the-job, face-to-face or self-paced. An overview of the proposed assessment process is provided next.

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<sup>7</sup> Operators may not have show the actual Statement of Attainment, as this will belong to the individual, but they should be able to show a copy of it, or some kind of official record that it exists.

## 3 | Assessment Methods

It is important that the candidate demonstrates understanding of the required knowledge for the relevant competency standard. Assessment of a driver's or a scheduler's competence should be conducted using a variety of assessment methods, including:

- knowledge testing (oral or written);
- portfolios containing a variety of evidence (job descriptions, reports, etc);
- interviews;
- responses to short scenarios or case studies;
- observation of on-the-job performance;
- documentation of work (log books, diaries, etc); and
- third party reports.

Some information relating to fatigue management, for instance the legal obligations surrounding duties, is straightforward and it is this subject matter that is best suited to true/false or multiple choice questions. More sophisticated concepts, in which multiple factors interact or contra-indicate, are better explored through long answer questions or scenario discussions which allow for a greater range of analysis, judgement and explanation. The form of knowledge testing adopted should therefore involve further questioning options for the assessor, so that the candidate's answer to (for example) a true/false question or a multiple choice question can be validated by inviting the candidate to give reasons for their choice or to provide an example from their experience.

It is important for assessors to develop a 'bank' of questions from which to select the ones they will use during a specific assessment process. Care needs to be taken to avoid the situation in which a person who has been assessed 'broadcasts' the questions to prospective candidates. Computer based testing facilities may not adequately protect against the possibilities of cheating through the use of spyware, accessing the browser's 'cache' for previous candidates' answers or getting unauthorised help through a cell phone, etc. It is therefore important that some form of face-to-face validation of candidate's answers be part of the assessment process—the interview is still the most reliable way of ensuring that a candidate meets the knowledge and skills requirements of the relevant competency standard.

Discussion of these methods follows next. Both competency units emphasise that a candidate's performance should be assessed over a period of time and in a suitable range of contexts. The units also specify, as a minimum, a range of appropriate written and oral tests and practical assessment in a simulated or real workplace setting.

### 3.1 True/false questions

True-false questions are used to test a candidate's recall and have the advantage of quickly covering a wide range of content. Candidates generally respond to many questions in a fairly short amount of time. From the assessor's perspective, these questions can be written quickly, are easy to score and are more 'objective' compared to test items that rely on the assessor's judgment.

However, with only two choices (true or false) the student could expect to guess correctly on half of the items for which correct answers are not known. Face-to-face questioning about some answers could provide better reassurance that the candidate has not simply guessed correctly. Questions should be framed so that the candidate does not merely recognise a statement reproduced from a training resource or textbook and assessors should avoid the practice of framing 'cute' or irrelevant statements that identify the correct answer as obvious.

### 3.2 Multiple choice questions

Most multiple choice questions, like true/false questions, test the recall of knowledge. They can also however be used to assess higher level thinking skills, such as the application and evaluation of knowledge by requiring the candidate to make a 'judgment call'. It is important that multiple choice questions focus on key

knowledge and application areas, rather than the trivial details of a program. Furthermore, multiple choice questions need to be carefully written so that there is only one correct answer. Distractors need to be plausible, although clearly incorrect; the position of the correct answer should vary in the order of optional choices; and all options should be of a similar length, so that candidates are not tempted to guess. Test designers should also avoid using the 'all of the above' option more than once. It is recommended that at least four options (not three) are developed for each question.

### **3.3 Short-answer questions**

Questions that require the candidate to provide short answers have a high reliability, in that they eliminate the guesswork factor in true/false and multiple choice questions and allow some judgment on the part of the assessor without significantly reducing objectivity. Given the many areas of driver-fatigue knowledge that incorporate multiple components, the use of short answers that achieve a ratio of better than six out of ten provides assurance that the candidate has achieved a good level of knowledge about the area being tested.

This form of questioning prompts candidates to list as many factors or features as they can around a certain theme. This activity can be conducted orally, with the assessor indicating any shortfalls in a list and prompting the candidate to add further items or to elaborate on an answer. Short-answer questions can also be conducted online, using various models (Tick the Box, Match Pairs, Set in Order, Split Screen, etc).

### **3.4 'Cloze' activities**

This kind of assessment activity is particularly suitable for candidates who may have language difficulties. It involves recognition of key words and phrases and their correct placement to complete a sentence or a proposition. 'Cloze' tests identify the ability to understand context and vocabulary. They may be 'objective' (candidate chooses the correct word from a list provided) or 'subjective' (candidate supplies the missing word without prompting). It is suggested that the objective form is more appropriate for testing drivers with language or literacy deficits.

### **3.5 Scenarios and case studies**

A case study is an account of an activity or a situation that contains a realistic problem or issue that candidates are invited to comment on as a means of applying what they know and saying how they would use their skills to analyse or resolve an issue. The case study needs to be as realistic as possible and has to be recognisable as such by the candidate. In workshops, case studies can be used to build role plays, extending the situation with 'what-if?' scenarios. In assessment however, the case study simply provides a starting point for the candidate to demonstrate knowledge and skills.

Case studies have the advantage of encouraging candidates to put themselves 'in someone else's shoes' and to make a judgment call based on their knowledge and experience. Most case studies are text-based, but it is also possible to show situations on video, audiotape, photographs, spreadsheets, diagrams or actual workplace documents and to ask candidates to comment or explain.

## 4 | Transition from the Transitional fatigue management scheme (TFMS)<sup>8</sup> for Drivers through recognising current skills

Drivers who are currently qualified for the Transitional Fatigue Management Scheme can apply to have their current skills recognised by applying directly for assessment, rather than having to undergo further training. It should be noted that this advice applies to the new requirements for drivers *only*, and *not* schedule and roster staff who currently hold a Transitional Fatigue Management Scheme qualification (but need to transit to the new *TLIF6307A Administer the implementation of fatigue management strategies*). There are some small differences in the knowledge, skills and attitudes criteria between the **old** *TDT 1097B Apply fatigue management strategies*, and the **new** *TLIF1007C Apply fatigue management strategies*. These relate largely to:

- the introduction of new legislation and national Standards for Basic Fatigue Management and Advanced Fatigue Management (and therefore a new accreditation framework and parameters for work and rest);
- the introduction of new concepts like fitness for duty, duty of care, chain of responsibility, risk management approach; and
- a greater emphasis on 'employability skills' (which replace the 'key competencies' statement in the old TDTF1097B).

It is thought that drivers who have completed the Transitional Fatigue Management Scheme course, coupled with their work current work experience, should be able to pass the assessment for the new competency unit, provided they are familiarised with the new legislative changes. This information is all available in information bulletins provide by NTC and by jurisdiction road agencies.

### Fatigue information

NTC has a fatigue homepage on its website with information and fact sheets for all parties in the supply chain on the new reform. In addition, jurisdiction regulators will also develop their own material. NTC information bulletins are available at: <http://www.ntc.gov.au/ViewPage.aspx?page=A023144014000900200>

Information bulletins of particular relevance for transition will include:

- Chain of responsibility
- Basic Fatigue Management explained
- Advanced Fatigue Management explained
- Record Keeping and Work Diary
- Fatigue information for drivers

It is up to the individual driver and/or operator to decide whether they would like to rely on their ability to pass this assessment without attending some kind of additional refresher training. In making this decision, the driver and/or operator may like to consider things like how long ago the Transitional Fatigue Management Scheme training course was done (and whether the candidate may have forgotten a lot of what was learned). An assessor can help the individual candidate make this decision through a pre-assessment meeting to discuss the likelihood that they will pass the assessment.

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<sup>8</sup> It should also be noted that the transition provisions for drivers under the Queensland Fatigue Management Pilot (FMP) are the same as those for transitioning from the Transitional Fatigue Management Scheme.

# Appendix 1 | Key Messages

	Drivers (TLIF1007C Apply fatigue management strategies)	Schedulers (TLIF6307A Administer the implementation of fatigue management strategies) * Schedulers generally need to know what drivers need to know, plus the additions below...
<b>Legislation</b>	<p><b>General duty to manage fatigue</b></p> <ul style="list-style-type: none"> <li>A driver has a general duty to manage fatigue. The model legislation says, in s28. (1) 'A person must not drive a regulated heavy vehicle on a road while he or she is impaired by fatigue'.</li> <li>The penalty for breaching this is a <b>severe</b> risk penalty.</li> </ul> <p><b>Hours of Rest and Work</b></p> <ul style="list-style-type: none"> <li>'Rest' and 'Work' are defined in s. 37 and 38 of the model legislation.</li> <li>A driver needs to know the maximum work and rest requirements that apply to their circumstances (Basic Fatigue Management or Advanced Fatigue Management). These are defined in Division 3.3 (model legislation) Basic Fatigue Management Hours and Division 3.4 (model legislation) Advanced Fatigue Management hours.</li> <li>What the penalty for breaching rest and work times is.</li> </ul> <p><b>Record Keeping</b></p> <ul style="list-style-type: none"> <li>Record requirements are set out in Part 4 of the model legislation.</li> <li>Drivers need to know when they need to keep records, what information they need to record and how to record information (including what to do in situations where diaries are lost or stolen, odometer malfunctioning etc).</li> <li>They also need to know that there are penalties for producing false records.</li> </ul>	<p>Schedulers also need to:</p> <ul style="list-style-type: none"> <li>understand how the commercial/business requirements of customers need to fit in with mandatory work and rest times for drivers.</li> <li>be aware of the potential conflict between the General Duty and legislated work and rest hours (in instances where the General Duty may take priority over scheduled hours) and how to manage this.</li> </ul>
<b>Standards</b>	<p>Drivers need to be aware that there are Standards for Basic Fatigue Management and Advanced Fatigue Management, and that these provide a minimum level their operator must meet as part of their accreditation.</p> <p>They also need to know:</p> <ul style="list-style-type: none"> <li>that their operator will have procedures in place in order to meet these standards; and</li> <li>what the procedures are; and</li> <li>what they (the driver) needs to do to assist in meeting the Standard.</li> </ul>	<p>Schedulers need to know what training drivers are required to have for entry into Basic Fatigue Management and Advanced Fatigue Management, and that the drivers' qualifications are current when they are developing schedules.</p>
<b>Readiness for Duty</b>	<p>Drivers need to understand the concept of 'not being impaired' for the purposes of work by:</p> <ul style="list-style-type: none"> <li>drugs;</li> <li>alcohol; and</li> <li>fatigue.</li> </ul> <p>They also need to understand:</p>	<p>Schedulers need to:</p> <ul style="list-style-type: none"> <li>know how to determine that a driver is fit for duty prior to commencing their shift (by observing their behaviour and appearance, asking relevant questions, etc), and procedures for acting on signs observed (including escalating the issue to a person of higher authority if necessary);</li> <li>be able to apply the 'facts' presented by a situation against the companies</li> </ul>

	<b>Drivers (TLIF1007C Apply fatigue management strategies)</b>	<b>Schedulers (TLIF6307A Administer the implementation of fatigue management strategies)</b> * Schedulers generally need to know what drivers need to know, plus the additions below...
	<ul style="list-style-type: none"> <li>the importance of overall health and fitness in the context of working safely (this should include diet, lifestyle choices, exercise, family life, etc) and how to manage these appropriately;</li> <li>the impact that stress can have on the ability to work; and</li> <li>the importance of keeping their employer informed about anything that may affect your ability to work (historical information to new employer, etc).</li> </ul>	<p>procedure for dealing with particular situations and coming to an appropriate conclusion (for instance, if they suspect that the driver is not being upfront about what they've been doing prior to coming to work); and</p> <ul style="list-style-type: none"> <li>know what medical requirements a driver needs to meet, and that the status the required medicals is current.</li> </ul>
<b>Chain of Responsibility</b>	<p>Drivers need to be understand the concept of the 'Chain of Responsibility', including</p> <ul style="list-style-type: none"> <li>how it is legally enforceable;</li> <li>how it applies to them through duties on the logistics chain to manage driver fatigue; and</li> <li>that it means that drivers will not 'get the blame' for non-compliance if other people within the supply chain have not sufficiently addressed their legal obligations.</li> </ul> <p>They also need to know about the 'reasonable steps' defence – that there is one and what it is.</p>	<p>That they have a duty (which is legally enforceable) to manage driver fatigue. They need to be aware of whether they (and the drivers they schedule for) are 'compliant' with legislation or not.</p> <p>They need to be able to identify any problems or impediments that are affecting their (and the driver's compliance) with their legal requirements and be able to take appropriate action (which may be to deal with it directly or knowing the appropriate procedure to escalate issues to the correct person).</p> <p>A scheduler needs to know how the 'reasonable steps' defence works and when it is appropriate etc.</p>
<b>Risk Management</b>	<p>Drivers need to understand that they are part of a 'safety system', that they operate within this context, and that their actions contribute to the system working and may influence things that do not directly involve them.</p>	<p>Schedulers need to know:</p> <ul style="list-style-type: none"> <li>how to identify risks and have the ability to implement appropriate mitigating procedures (in the context of their operators system)— this includes evaluating the likelihood and anticipated outcomes;</li> <li>about the hierarchy of desirable responses—how to evaluate and prioritise different available options;</li> <li>escalation points - what they can handle themselves versus what the need to refer to someone higher up; and</li> <li>understand the consequences of not taking any action.</li> </ul>

	<b>Drivers (TLIF1007C Apply fatigue management strategies)</b>	<b>Schedulers (TLIF6307A Administer the implementation of fatigue management strategies)</b> <b>* Schedulers generally need to know what drivers need to know, plus the additions below...</b>
<b>Sleep Science</b>	<p>The level of understanding about 'sleep science' that a driver needs to have should cover basic tips:</p> <ul style="list-style-type: none"> <li>• Basic need for sleep</li> <li>• Body clock</li> <li>• Signs of fatigue (yawning, itchy eyes etc)</li> <li>• The difference between 'napping' and 'sleep'</li> <li>• What 'sleep inertia' is</li> <li>• The effects of stimulants (coffee, drugs, etc)</li> <li>• How to stay hydrated</li> <li>• The importance of the sleep environment (darkness, comfort, noise, temperature) on quality sleep.</li> </ul>	<p>In addition, a person undertaking scheduling duties should know:</p> <ul style="list-style-type: none"> <li>• The different sorts of napping (preventative, maintenance and restorative) and the effects of differential fatigue levels and how it impacts on their scheduling task.</li> <li>• Circadian rhythms (major and minor dips) and the different outcomes of sleeps during the 'night' versus sleeps had during the 'day'.</li> <li>• Know how the 'kind or type' of sleep that you've had influences how many sleeps you will need and the length of the sleeps.</li> </ul>
<b>Miscellaneous</b>	<p><b>Loading</b> – drivers should know that 'it's not okay if the loading manager tells you to come back in two hours time if you've turned up for your allocated collection'. The driver is not obligated to just try and make up the time on the road (and nor can they get into trouble with their employer for not doing so if it means breaching hours), rather the loading manager and operator schedulers should provide instructions so that the operator can complete the delivery without breaching hours.</p> <p>For the purposes of managing fatigue, duties are imposed by function or tasks, not by role or job title.</p> <p><b>Jurisdictions</b> – they need to know which ones are participating in the reform and which ones aren't (and what the differences in the systems are that relate to them).</p> <p>Drivers also need to know that if they go to work for another operator, the procedures will not be the same as under their old operator, so they need to be aware that they will need to familiarise themselves with new procedures.</p>	