

**MY RAPID  
CONTRACTOR MANAGEMENT SYSTEM**

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**Registration  
Questionnaire Guideline**

La Trobe University Contractor Management  
System

**ENQUIRIES**

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# 1 Questions

Please note that not all these questions will be relevant to your company.

## 1.1 Quality Management System

Some organisations choose to have their quality management system audited and certified by an independent, accredited organisation.

Holding this certification provides independent verification that an organisation's procedures meet international standards for quality management.

Certification is desirable, but not a requirement to work for La Trobe University.

## 1.2 Quality Policy

A quality policy is a statement of an organisation's commitment to providing quality products and / or services to their customers.

This Policy should be signed by high-level management and, at a minimum, include commitments to:

- Establish quality objectives,
- Continual improvement of the organisation's quality management system.

Having a documented quality policy is desirable, but not a requirement to work for La Trobe University.

## 1.3 Organisational Roles, Responsibilities and Authorities

Typically, organisations ensure staff are aware of their roles, responsibilities and authorities using organisation charts, position or job descriptions and other documented procedures.

Please describe by what means your organisation communicates this information to staff.

## 1.4 Legal and Compliance Obligations

It is essential that organisations performing work for I&O which is subject to legislative requirements, codes of practice and industry standards, have procedures in place to ensure that they remain up to date and compliant with these requirements.

A Legal Compliance Procedure should include details on how the organisation identifies relevant legislation, changes to relevant legislation, and ensures continued compliance.

## 1.5 Training and Competency

### 1.5.1 Training

It is the contracted organisation's responsibility to ensure their employees and subcontractors are appropriately licenced and certified to perform their work.

La Trobe University requires evidence that organisations have processes in place to ensure their workers hold appropriate licences to perform their work (e.g. high risk work or heavy vehicle licence).

A Training Register should include at a minimum:

- Employee name,
- Name of course,
- Date of course expiry (where applicable).

### **1.5.2 Inductions**

Inductions ensure new employees are given important information on company-specific policies, risks and risk management procedures. La Trobe University require evidence that employees and subcontractors are provided with this information at the beginning of their employment and / or before starting work on a new site.

### **1.6 Internal Audits and Inspections**

Internal audits enable an organisation to evaluate and improve the effectiveness of its quality, OHS and other risk management processes.

Audit schedules are typically designed so as to ensure all relevant areas of an organisation are audited on a regular basis.

Having an internal audit schedule is desirable, but not a requirement to work for La Trobe University.

### **1.7 Quality Control**

Organisations should have a system in place for identifying, reporting and correcting non-conformances, particularly those which result in delivery of a product or service which does not meet customer, legal or other requirements.

These processes should include actions to investigate the cause of such issues to determine where improvements can be made to avoid recurrence.

A non-conformance / corrective action form typically includes the following fields:

- Type of non-conformances (product defect, delivery, customer complaint etc.) and a brief description,
- What the cause of the non-conformance was,
- What was done to correct the issue,
- Verification that corrective action was implemented successfully.

### **1.8 Occupational Health and Safety Management System**

Some organisations choose to have their OHS management system audited and certified by an independent, accredited organisation.

Holding this certificate provides independent verification that an organisation's OHS procedures meet national standards for OHS management.

Certification is desirable, but not a requirement to work for La Trobe University.

### **1.9 OHS Policy**

An OHS Policy is an organisation's statement of commitment to providing a safe workplace and systems of work to its employees, in accordance with legislation and best practice.

This Policy should be signed by high-level management and, at a minimum, include commitments to:

- Provide a safe workplace for employees, contractors and others,
- Establish OHS objectives and targets,
- Comply with relevant OHS legislation.

### **1.10 OHS Knowledge**

Organisations may employ staff or consultants to manage OHS procedures and / or provide advice on OHS matters. There are also a number of free sources of information such as WorkSafe Victoria and industry associations.

## 1.11 Consultation with Workers

It is a legal requirement, under Part 4 of the Victorian OHS Act, that employers consult with their employees on OHS matters such as:

- Identifying, assessing and controlling risks in the workplace,
- Proposing changes that may affect employee health and safety.

It is also considered best practice to have procedures for communicating with employees on OHS matters.

La Trobe University requires evidence that your organisation consults and communicates with staff on OHS matters. This can be in the form of a completed toolbox talk record, a safety meeting record or risk assessment signed by relevant workers.

## 1.12 Hazard Identification, Risk Assessment and Risk Control

Victoria's OHS Regulations require organisations to conduct hazard identification and risk assessments of hazardous tasks, activities and equipment.

High risk construction work requires a specific type of risk assessment called a Safe Work Method Statement (SWMS) which is required by law to include specific additional information, as set out in [this guide by WorkSafe Victoria](#).

Organisations who perform high risk construction work should submit a completed SWMS. All other organisations may submit a regular (completed) JSA or risk assessment for La Trobe to review.

Blank templates will not be accepted.

## 1.13 High Risk Work

La Trobe University has a duty of care to ensure that organisations that will be undertaking high risk work on our campuses have procedures in place to minimise risk and respond to related potential incidents and emergencies (e.g. confined space rescue).

Organisations that undertake high risk work must provide evidence that they have risk management procedures in place.

## 1.14 Operation of Plant

### 1.14.1 Definition of Plant

The following plant (taken from Victoria's Occupational Health and Safety Regulations), are considered high risk, 'any machinery, equipment, appliance, implement or tool (excluding manually powered and hand-held tools) that:

- Processes material by way of a mechanical action that:
  - Cuts, drills, punches or grinds the material, or
  - Presses, forms, hammers, joins or moulds the material, or
  - Combines, mixes, sorts, packages, assembles, knits or weaves the materials,
- Lifts or moves people or materials (excluding vehicles, ships, boats, aircraft etc.),
- Pressure equipment,
- Tractors,
- Earthmoving machinery,
- Lasers,
- Scaffolds,
- Temporary access equipment,

- Explosive-powered tools,
- Turbines,
- Amusement structures.'

#### **1.14.2 Requirements**

As this plant can pose a high risk to health and safety if not maintained and used appropriately, La Trobe University requires evidence that organisations that supply and / or operate plant on La Trobe campuses have appropriate procedures in place for their safe maintenance and use.

#### **1.15 Hazardous Substances and Dangerous Goods**

Any hazardous substances or dangerous goods brought on to a La Trobe campus, must be transported, stored and handled in accordance with Victoria's Occupational Health and Safety Regulations, and labelled in accordance with the Globally Harmonised System of Classification and Labelling of Chemicals.

Please provide evidence that the organisation has processes for the storage and handling of chemical substances.

#### **1.16 OHS Incident Reporting and Investigation**

La Trobe University requires evidence that the organisation has processes in place for reporting, investigating and actioning OHS incidents. Please provide a copy of your incident report form.

#### **1.17 Environmental Management System**

Some organisations choose to have their environmental management system audited and certified by an independent, accredited organisation.

Holding this certificate provides independent verification that an organisation's environmental sustainability procedures meet international standards for environmental management.

Certification is desirable, but not a requirement to work for La Trobe University.

#### **1.18 Environmental Policy**

An Environmental Policy is an organisation's statement of commitment to environmental sustainability, in accordance with relevant legislation and best practice.

This Policy should be signed by high-level management and, at a minimum, include commitments to:

- Set environmental objectives and targets,
- Protect the environment, including the protection of the environment and any other commitments that may be relevant to the organisation,
- Comply with relevant legislation,
- Continual improvement.

#### **1.19 Environmental Aspects and Impacts**

##### **1.19.1 Definition**

Environment Aspects – an element of an organisation's activities, products or services that can interact with the environment.

Environmental Impact – any change to the environment, whether adverse or beneficial, resulting from an environmental aspect.

##### **1.19.2 Requirements**

Organisations should identify if their activities, products or services have the potential to have a significant impact on the environment.

Typically, organisations keep a list or register of their environmental aspects and associated impacts, and how the organisation minimises negative impacts on the environment.

Some organisations, particularly office-based organisations, may not have any significant environmental aspects.

### **1.20 Environmental Incident Reporting and Investigation**

Where an organisation's activities can have a negative impact on the environment, La Trobe University requires evidence that the organisation has processes in place for reporting, investigating and actioning environmental incidents (e.g. chemical spill, excessive noise or odour complaint etc.).

Please provide a copy of your incident report form.