



Basic Fatigue Management Accreditation Guide



A guide for operators seeking Basic **Fatigue Management**
Accreditation in the National Heavy Vehicle Accreditation Scheme.

September 2009

Contents

The purpose of this guide	3
Driver work and rest hours options	4
Basic Fatigue Management accreditation	5
Fatigue management systems	7
The BFM Standards	8
The On-Entry Accreditation Audit	9
Applying for accreditation	10
Maintaining accreditation	10
Further information	12
Appendix I: The BFM Standards	13
Standard 1: Scheduling and rostering	14
Standard 2: Fitness for duty	14
Standard 3: Fatigue knowledge and awareness	16
Standard 4: Responsibilities	18
Standard 5: Internal review	19
Standard 6: Records and documentation	21

DISCLAIMER:

This document does not constitute legal advice. Details are subject to amendment. Check the legislation or contact the RTA for more information.

The purpose of this guide

This guide is an introduction to Basic Fatigue Management (BFM) Accreditation.

Under the new national heavy vehicle driver fatigue laws, the National Heavy Vehicle Accreditation Scheme (NHVAS) has been expanded to include BFM and Advanced Fatigue Management (AFM) modules.

BFM Accreditation provides operators with access to more flexible driver work and rest hours if they demonstrate they can effectively manage the increased risk of driver fatigue by implementing an auditable management system which complies with specified standards.

The guide explains the how to obtain and maintain BFM accreditation, including:

- Developing a fatigue management system which complies with the BFM Standards.
- Engaging an approved auditor to conduct on-entry and scheduled compliance audits to verify your system complies with BFM Standards.
- Applying for accreditation and renewing your accreditation.
- The conditions of accreditation and NHVAS business rules that you must comply with to maintain and renew accreditation.
- How your ongoing compliance with accreditation conditions and business rules is monitored and enforced, and the sanctions for non-compliance.

Driver work and rest hours options

New national heavy vehicle driver fatigue laws commenced in New South Wales, Victoria, Queensland and South Australia on 29 September 2008.

The new laws include three options for driver work and rest time limits:

- **Standard Hours** is the default option. It applies to all solo and two-up heavy vehicle drivers unless they work for an operator who has obtained BFM or AFM accreditation through the NHVAS.
- **BFM Hours** provides BFM accredited operators with more flexible driver work and rest hours, on the basis that they effectively manage the increased risk of driver fatigue by implementing a fatigue management system which complies with the BFM Standards.
- **AFM Hours** option allows AFM accredited operators to propose their own driver work and rest limits (within the “outer limits” specified in the law), on the basis they demonstrate their fatigue management system complies with the AFM Standards, and identifies and controls the risks of driver fatigue associated with their proposed hours.

Key differences between Standard Hours and BFM Hours

Period	Standard Hours Solo Drivers		BFM Hours Solo Drivers	
	Work Maximum	Rest Minimum	Work Maximum	Rest Minimum
24 hrs	12 hrs	7 hrs continuous	14 hrs	7 hrs continuous ^(a)
168 hrs (7 days)	72 hrs	24 hrs continuous	36 long & night hrs	-
336 hrs (14 days)	144 hrs	2 night rests & 2 consecutive night rests	144 hrs	2 night rests & 2 consecutive night rests & 2 x 24 hrs continuous ^(b)

'Long and night hours' include all hours worked between midnight and 6am and all hours worked in excess of 12 hours in a 24 hour period.

'Night rest' is 7 consecutive hours stationary rest between 10pm and 8am, or a 24 consecutive hours stationary rest period.

a. Instead of 7 continuous hours break, BFM Hours drivers are permitted to take a split rest break - 2 continuous hours plus 6 continuous hours - on alternate days (the 'split rest break defence').

b. A 24 continuous hours break must be taken after no more than 84 hours of work time have been accumulated ('the 84 hour rule').

Basic Fatigue Management Accreditation

BFM accreditation is subject to the same rules and processes as the NHVAS Maintenance Management and Mass Management accreditation modules.

To obtain BFM accreditation you must:

1. Develop and implement a fatigue management system which complies with the BFM Standards.
2. Engage an approved auditor to conduct an On-Entry Accreditation Audit of your fatigue management system.
3. Submit a NHVAS Scheme Membership Accreditation Form with an approved auditor's declaration and audit report that confirms your fatigue management system complies with the BFM Standards.
4. Successful operators are granted BFM accreditation for an initial period of two years, as long as they continue to comply with accreditation conditions.

Once an operator receives the BFM Certificate of Accreditation, their drivers may work under BFM Hours as long as each driver complies with BFM Standards for health and competency assessments and has been inducted into the operator's fatigue management system.

Basic Fatigue Management Accreditation continued

BFM accreditation is subject to the same rules and processes as the NHVAS Maintenance Management and Mass Management accreditation modules.

To maintain BFM accreditation you must:

5. Engage an approved auditor to conduct a Scheduled Compliance Audit within the six months and submit an approved auditor's declaration and audit report that confirms your fatigue management system complies with the BFM Standards.
6. In the 12 months before your two-year initial accreditation period expires, engage an approved auditor to conduct a further Scheduled Compliance Audit.
7. At least three months before your accreditation expires, submit an NHVAS Application to Renew Membership Form with an approved auditor's declaration and audit report that confirms your fatigue management system complies with the BFM Standards.
8. Successful operators have their BFM accreditation renewed for up to three years and must continue to comply with accreditation conditions.

Once BFM accreditation is renewed, you must arrange a scheduled compliance audit 12 months before the next accreditation period expires, and submit the auditor's declaration and audit report with your next application for renewal.

Applicants and accredited operators are responsible for engaging and paying for the conduct of the on-entry and scheduled compliance audits.

*The NHVAS Business Rules are available on the RTA website
www.rta.nsw.gov.au*

Fatigue management systems

The first step towards obtaining BFM accreditation is to develop and implement a fatigue management system which complies with the BFM Standards.

In practical terms, a fatigue management system is a set of documented policies and procedures which describe how your organisation will ensure that driver fatigue risks are identified and controlled.

As a result, your fatigue management system will contribute towards compliance with:

- Road Transport law duties to take reasonable steps to ensure business practices do not cause driver fatigue.
- OHS law general duty of care to identify, assess and control fatigue-related health and safety risks.

Your fatigue management system may be part of a broader safety management system.

For long haul operators in NSW, your fatigue management system can incorporate the requirements of the BFM Standards and NSW OHS Regulation requirements for Driver Fatigue Management Plans.

For convenience, we will refer to the documented set of policies and procedures as a Fatigue Management System Manual. At its simplest, the manual could be a set of policies and procedures in a folder. If your company has ISO certification, the manual could be similar to your company's Quality Assurance Manual.

The manual should contain all the policies and procedures required by the BFM Standards and list the types of records you need to maintain to demonstrate that your policies and procedures are being followed.

The BFM Standards

The national BFM Standards include six standards each with a number of detailed criteria.

1. Scheduling and rostering	Scheduling of individual trips and rostering of drivers are planned to be reasonable and achievable within the BFM Hours option.
2. Fitness for duty	Drivers are in a fit state to safely perform required duties and meet the specified medical requirements.
3. Fatigue knowledge and awareness	All relevant personnel can demonstrate competency in the causes, effects and management of fatigue and the operator's fatigue management system.
4. Responsibilities	The responsibilities and duties of all relevant personnel are clearly defined and documented, and carried out accordingly.
5. Internal review	An internal review system is implemented to identify non-compliances and verify that all activities comply with the operator's fatigue management system.
6. Records and documentation	All fatigue management system policies and procedures are documented, authorised and reviewed, and all required records are maintained.

Each of the six BFM Standards has a number of detailed criteria which specify:

- The matters which must be addressed in the policies and procedures of your Fatigue Management System manual.
- The minimum standards for fatigue management competencies and driver health assessments.
- The type of records you must maintain to demonstrate compliance with the BFM Standards.

Appendix I lists the BFM Standards and criteria and provides checklists to help you determine whether you meet the standards. If you can tick all of the boxes in each standard's checklist, you will be complying with the BFM Standards. You will also be well prepared for an On Entry Audit Accreditation.

The BFM Standards are available on the RTA website www.rta.nsw.gov.au

The On-Entry Accreditation Audit

Before you can apply for BFM accreditation, you must have your BFM fatigue management system audited by an approved auditor. This is called an On-Entry Accreditation Audit.

The purpose of an On-Entry Accreditation Audit is to confirm that your BFM fatigue management system complies with the BFM Standards. The auditor will conduct the audit using the NHVAS BFM Audit Matrix.

The Audit Matrix is a tool which lists all criteria in the six BFM Standards. For all criteria, the Audit Matrix specifies the evidence (“assessment steps/points of focus”) that the auditor should consider to determine whether an operator’s fatigue management system satisfies the requirements of the Standards. This evidence may include:

- Reviewing procedures and policies.
- Checking that records are complete and up-to-date.
- Conducting discussions with the employees to confirm that procedures are understood and implemented.
- Observing activities to confirm that procedures are implemented, where appropriate.

For small operators and owner/drivers, the auditor will apply their own judgment in determining whether the BFM system is appropriate for the size of the operations. For large organisations with operations at a number of locations, it may be appropriate to use a team of auditors.

The auditor will provide you with a report which indicates whether your BFM system conforms with all criteria in the six BFM Standards, and which may include suggestions for improvement.

If the auditor finds minor non-conformances with the BFM Standards, they may recommend you take corrective action by an agreed date. For serious non-conformances, the auditor may recommend that accreditation not be granted until the corrective action is implemented.

Once the auditor is satisfied your fatigue management systems complies with the BFM Standards, they will provide you with an audit report and a declaration that you must include with your application for accreditation.

The NHVAS BFM Audit Matrix is available from the RTA www.rta.nsw.gov.au

Contact details for approved BFM auditors are available from RABSQA www.rabqsa.com

1. Click “Search registers” at top of page.
2. Click “find a professional” on the left side menu.
3. Complete the following fields under “Search for certified schemes”.
 - a. “**Certification Scheme**” field: select “**HVA Auditor**”.
 - b. “**Available for hire**” field: leave as “**yes**”.
 - c. “**Auditor Last Name**” field: **leave blank** (unless searching for a particular auditor).
 - d. “**State or Province**” field: select “**NSW**” (or another state).
 - e. “**Country**” field: select “**Australia**”.
 - f. “**Type**” field: select “**Heavy Vehicle Accreditation Auditor**”.
4. When reviewing individual auditors in the “Search Results” click on “**Scopes**” to check the auditor is approved for “NHVAS Fatigue Management”.

Applying for accreditation

Operators must apply for BFM accreditation in the state where the operator's registered office is located.

Applications for BFM accreditation must include:

1. A completed NHVAS Scheme Membership Application Form (including a list of drivers inducted into your BFM system).
2. A completed Compliance History Declaration Form which includes details of breaches of applicable road transport laws by the operator and their associates in the last five years.
3. An approved auditor's declaration that your fatigue management system complies with the BFM Standards, and a signed copy of the audit report.

If your application is successful, the RTA will invoice you for the BFM accreditation application fee of \$83.00 (as at 1 July 2009).

Application fees can be paid at any RTA Motor Registry or by contacting the RTA Customer Service Centre on 1300 364 847.

Once your application fee is paid, the RTA will grant you BFM accreditation for an initial period of two years, and will send you an approval letter and a BFM Certificate of Accreditation.

BFM accreditation granted in one state is recognised in all participating jurisdictions (NSW, Victoria, Queensland and South Australia).

The NHVAS Application Form and Compliance History Declaration Form are available from the RTA www.rta.nsw.gov.au

Maintaining accreditation

Accreditation conditions

Every BFM accreditation is subject to the condition the operator maintains compliance with the BFM Standards. Under the NHVAS Business Rules accredited operators must also complete quarterly compliance statements which include details of any non-compliances with BFM Standards.

In addition, the operator must ensure that all drivers covered by the accreditation:

- Have been inducted into the operator's fatigue management system and comply with competency and health assessment requirements of the BFM Standards.
- Carry a copy of the BFM accreditation certificate and a document signed by the operator stating the driver is working under the operator's BFM accreditation has been inducted into the operator's fatigue management system and complies with competency and health assessment requirements of the BFM Standards.

This will ensure your drivers can demonstrate their eligibility to work under the BFM Hours option if they are intercepted by RTA inspectors or police officers.

Scheduled compliance audits

To ensure you maintain a fatigue management system that complies with the BFM Standards, you are required to arrange and pay for an approved auditor to carry out scheduled compliance audits.

- The first scheduled compliance audit must be carried out within six months of gaining accreditation.
- A second scheduled compliance audit must be carried out within the last 12 months of your initial two year accreditation period.

These audits follow the same procedure as the On-Entry Accreditation Audit, and may include recommendations and agreed dates for rectifying any non-conformances.

Under the NHVAS Business Rules, you may not use the same auditor for more than two consecutive audits, without permission from the RTA.

All scheduled compliance audit declaration and audit report must be submitted to the RTA, within the designated timeframe.

Compliance and enforcement

Under the NHVAS rules, the RTA may investigate complaints about the operator and undertake random compliance checks. Where considered appropriate, the RTA may engage approved auditors to conduct 'triggered' compliance audits and inspections.

- If you do not comply with the BFM Standards and accreditation conditions, you may be issued a written warning notice or improvement notice.
- In the event of substantial non-compliance, you may be issued a 'show cause' notice providing 28 days notice of the intention to vary, suspend or cancel the accreditation.
- If considered necessary in the interest of public safety, your accreditation can be immediately suspended.

Any 'show cause' notice issued by the RTA will specify the reasons for the proposed action, and how you can apply for an internal review of the decision, or appeal against the decision to a court.

Further information

The RTA website also includes these publications:

- Basic Fatigue Management Standards
- NHVAS BFM Audit Matrix
- NHVAS Business Rules
- Assessing Fitness to Drive (Austroads, 2006)
- Information bulletins on specific aspects of the new heavy vehicle driver fatigue laws www.rta.nsw.gov.au/heavyvehicles/safety/hvfatigue/index.html
- All other NHVAS rules, standards and forms www.rta.nsw.gov.au/heavyvehicles/accreditation/index.html

The **National Transport Commission** website includes National Guidelines for Managing Heavy Vehicle Driver Fatigue and other guidance material and resources www.ntc.gov.au

The **WorkCover NSW** website includes:

- Guidance material on OHS Regulation requirements for long haul trucking www.workcover.nsw.gov.au/Industry/TransportAndStorage/Pages/default.aspx
- General guidance material on complying with OHS law duties in relation to fatigue www.workcover.nsw.gov.au/Publications/OHS/SafetyGuides/Pages/default.aspx

The National Training Information Service website contains the contact details for registered training organisations who can provide competency assessment services www.ntis.gov.au

The RABSQA website contains contact details for approved BFM and AFM auditors www.rabsqa.com

Inquiries about BFM accreditation can be directed to the RTA's accreditation and audit team:

Telephone: 1300 811 684

Facsimile: 02 1300 785 155

Email: heavyvehicleaccreditation@rta.nsw.gov.au

Mail: Level 14, 101 Miller Street, North Sydney, NSW 2060

or Locked Bag 928, North Sydney, NSW 2059

Appendix I

The BFM Standards

Standard I: Scheduling and Rostering

Standard

Scheduling of individual trips and rostering of drivers are to be in accordance with limits prescribed in legislation.

Description

Scheduling and rostering practices are to ensure all trip schedules and driver rosters are planned and assigned in compliance with the legislated operating limits taking into account the transport task, and time for the transport task to be completed safely.

Criteria

To satisfy this standard an operator must demonstrate the following:

- 1.1 schedules and rosters are documented;
- 1.2 schedules and rosters are monitored and regularly reviewed;
- 1.3 action is taken to minimise fatigue risks when altering schedules and rosters;
- 1.4 guidelines are in place for the use of relief/casual drivers where required;
- 1.5 the increased fatigue risk for a driver returning from leave is considered in scheduling and rostering of the driver;
- 1.6 drivers are to have input into schedules where practicable to ensure trip plans are reasonable;
- 1.7 schedulers provide sufficient advance pre-trip notification to ensure drivers can comply with legislation; and
- 1.8 schedules and rosters are planned to be reasonable and achievable under legislative operating limits.

Your checklist for Standard I

- Do you have a documented procedure outlining how schedules and rosters are to be planned?
- Are your schedules and rosters planned within legal limits?
- Have you documented all of your regular schedules and rosters?
- Do you have a written procedure for the regular monitoring and review of schedules and rosters?
- Do you have a procedure outlining the fatigue issues to be considered when altering schedules and rosters?
- Do you have a written policy detailing the increased fatigue risks to be considered when a driver returns from leave?
- Do you have a documented procedure outlining the use of relief or casual drivers?
- Do you have a documented policy on how much notice is given to drivers for major roster and schedule changes?

Standard 1 Documents you must keep

Policies and procedures	Records
How rosters and schedules are to be planned.	Copies of regular schedules and rosters.
Monitoring and reviewing schedules and rosters for compliance with BFM Hours.	Drivers' work diary pages, stored in chronological order by driver's name.
Considering fatigue risks when: <ul style="list-style-type: none"> • Altering schedules. • Drivers are returning from leave. • Using relief/casual drivers. 	Reviews of drivers' work and rest times.

Standard 2: Fitness for duty

Standard

Drivers are in a fit state to safely perform required duties and meet the specified medical requirements.

Description

This standard requires that a system be developed to ensure that drivers are a fit state for work and can perform work duties safely.

Criteria

To satisfy this standard an operator must demonstrate the following:

- 2.1 drivers are certified as being fit to drive a heavy vehicle by a medical practitioner according to Assessing Fitness to Drive. The examination must include an assessment to detect drivers in the high risk group for sleep disorders. Examinations are to be conducted, as a minimum, once every three years for drivers aged 49 or under; and yearly for drivers aged 50 or over;
- 2.2 procedures for driver fitness for duty, which address issues of driver health, use of drugs/alcohol, medical condition, well-being and state of fatigue;
- 2.3 procedures for drivers to assess their fitness for duty prior to commencing and during work;
- 2.4 procedures for the drivers to notify the operator if they are unfit for duty due to any lifestyle, health or medical issue both before and during work;
- 2.5 any medical advice for drivers is taken into account when assigning duties; and
- 2.6 operators with two-up driving operations are to have procedures in place for undertaking two up driver recruitment and team selection, and that the alternative driver's comfort is optimised while resting in a moving vehicle.

Your checklist for Standard 2

- Drivers are certified as fit to drive, medical examinations are conducted as required and a medical register is kept?
- Do you have defined procedures that address driver health, drug and alcohol use, medical condition, wellbeing and state of fatigue?
- Do you have a policy stating that drivers are only to be employed to do duties they are certified as fit to undertake through their medical fitness assessment?
- Do you have a policy stating that drivers must assess whether they are fit for duty due to any lifestyle, health or medical issue both before and during work, and must advise you if they are unfit for duty?
- For two-up operations do you have procedures for undertaking two-up driver recruitment and team selection, and that the alternate driver's comfort is optimised while resting in a moving vehicle?

Standard 2 Documents you must keep

Policies and procedures	Records
Drivers' readiness for duty requirements.	Current driver medical assessment records.
The assessment of drivers' readiness for duty by management.	

Medical examinations

Drivers who are participating in the scheme are required to have regular medical examinations. Examinations are to be conducted, as a minimum, once every three years for drivers aged 49 or under, and yearly for drivers aged 50 or over.

All examinations must be conducted by a qualified medical practitioner in accordance with the standards contained in the current edition of national driver health assessment guidelines, *Assessing Fitness to Drive*, published by AUSTRROADS.

Assessing Fitness to Drive includes detailed guidelines to assist medical practitioners, and model medical certificates and medical condition notification forms which they use to notify operators of the results.

Assessing Fitness to Drive is available on the RTA website www.rta.nsw.gov.au.

Standard

All personnel involved in the management, operation, administration, participation and verification of the Basic Fatigue Management option can demonstrate competency in fatigue knowledge relevant to their position on the causes, effects and management of fatigue and the operator's fatigue management system.

Description

Fatigue knowledge and awareness is essential to ensure all employees, including managers, understand fatigue management issues and have the knowledge and skills to practice fatigue management and comply with the operator's fatigue management system.

Criteria

To satisfy this standard an operator must demonstrate the following:

- 3.1 that the operator has steps in place to ensure anyone involved in the management, operation, administration, participation and verification of the fatigue management system is made aware of the operator's current fatigue management policies and procedures;
- 3.2 that all persons who hold a position of responsibility under the operator's Basic Fatigue Management system are identified; and
 - 3.2.1 have been inducted and regularly updated in the operator's fatigue management policies and procedures;
 - 3.2.2 are able to demonstrate competence in managing driver fatigue, including understanding the causes, effects and symptoms of fatigue, and being able to apply strategies to better manage fatigue; and
 - 3.2.2.1 if the person drives a heavy vehicle under Basic Fatigue Management – that person is able to demonstrate competence with TLIF1007C Apply fatigue management strategies;
 - 3.2.2.2 if the person is a scheduler as described in the heavy vehicle driver fatigue legislation, or who supervises or manages drivers and scheduling staff – that person is able to demonstrate competence with TLIF6307A Administer the implementation of fatigue management strategies;
- 3.3 that they have:
 - 3.3.1 established a procedure for maintaining the currency of knowledge in fatigue management for all people who hold a position of responsibility, including identifying if, and when, any re-assessment of competence is to be conducted, and ensuring that this has occurred
 - 3.3.2 ensured that any knowledge needs are identified, and that appropriate action is undertaken to address those needs;
- 3.4 that records of competence of drivers, schedulers or those who supervise or manage drivers and scheduling staff have been maintained, including:
 - details of what, if any, training was undertaken, who delivered the training and when this training occurred;
 - if, and when any re-training is required; and
 - record of the qualifications of workers, including any units of competence achieved.

Your checklist for Standard 3

- Do you have documentation that all employees and management responsible for rostering and scheduling have received training in relation to fatigue?
- Do you have documentation that demonstrates that all drivers have received training and assessment in relation to fatigue?
- Do you have documentation that new drivers or employees are given training in fatigue as part of an induction process?
- Do you have a written procedure that outlines how to assess training needs in relation to fatigue management? Are they conducted for all people who hold a position of responsibility in managing fatigue?

Standard 3 Documents you must keep

Policies and procedures	Records
Policy outlining BFM training requirements for staff.	Staff training in BFM policies and procedures, and the causes, effects and management of fatigue.
Policy on identifying training needs and how they are to be addressed.	Competency assessment statements of attainment.
Procedures for regular assessment of training needs.	

Fatigue management competency assessments

All drivers and personnel involved in driver rostering, trip scheduling or developing BFM and AFM policies and procedures are required to obtain a Statement of Attainment for specified national competency units.

For the purposes of assessment, the evidence required to demonstrate competence must be relevant to and satisfy all the elements and performance criteria of the specified unit.

Performance must be demonstrated consistently over a period of time and in a suitable range of contexts including through written and oral tests, appropriate simulated activities and/or in an appropriate range of situations in the workplace.

The national competency units that apply to BFM and AFM are the following units of the National Transport and Logistics Training Package.

Drivers Strategies	TLIFI007C Apply Fatigue Management
Schedulers and roster staff Implementation	TLIF6307A Administer the of Fatigue Management Strategies

Assessments of competency against these units must be undertaken by a qualified assessor or a registered training organisation (RTO) with a scope of registration that includes the Transport and Logistics Training Package.

How to find an registered training organisation

You can locate (RTOs) through the National Training Information Service website www.ntis.gov.au

1. Click on the “search” button at top of page.
2. Do a search for “fatigue”, search in: “RTOs by scope” and select your state.
3. This will bring up an updated list of RTOs who undertake fatigue training.

The NTIS website also contains the Transport and Logistics Training Package including the full text of the competency units required in the BFM Standards.

Standard 4: Responsibilities

Standard

The authorisations, responsibilities and duties of all positions involved in the management, operation, administration, participation and verification of their operations under the Basic Fatigue Management option are current, clearly defined and documented and carried out accordingly.

Description

The compliant operation of the Basic Fatigue Management option is dependent on all relevant personnel knowing and fulfilling their responsibilities to ensure that the requirements of the Basic Fatigue Management Standards are met.

Criteria

To satisfy this standard an operator must demonstrate the following:

- 4.1 all relevant personnel are carrying out their duties and responsibilities compliant with the Basic Fatigue Management Standards and the operator’s fatigue management system;
- 4.2 authorities, responsibilities and duties relating to the Basic Fatigue Management fatigue management system are current, clearly defined and communicated to all appropriate personnel;
- 4.3 management practices are in place to deter non-compliance and implement corrective actions and;
- 4.4 a communication process (e.g. in-trip communication with drivers, meetings, notices, newsletters) is in place to facilitate the exchange of information between drivers and management where practical and appropriate.

Your checklist for Standard 4

- Does documentation exist detailing the authorities, responsibilities and duties for fatigue management (can be specific documentation or as part of role statement or any other appropriate means)?
- Does the documentation clearly demonstrate who is responsible for what task?
- Do you have documented evidence of a communication process for the exchange of information between drivers and management?
- Do you have policies in place to deter non-compliance and implement corrective actions?

Standard 4 Documents you must keep

Policies and procedures	Records
Policy for staff communication.	Position descriptions for all staff indicating their role and responsibilities.
A list of all tasks in your fatigue management system and the names (or position titles) of all those responsible for carrying out the tasks.	Records of staff meetings, newsletters, notices, etc produced to pass on important NHVAS fatigue management related information.
Procedures for reviewing and updating documented authorities, responsibilities and duties.	

Standard 5: Internal review

Standard

An internal review system is implemented to identify non-compliances and verify that the activities comply with the Basic Fatigue Management Standards and the operator's fatigue management system.

Description

The internal review process is an essential management tool that checks that the fatigue management procedures are being followed. Fundamental to the effective management of the fatigue risk is the capacity of the internal Management system to assess fatigue risk and to identify report and investigate incidents of non-compliance with requirements and take the necessary corrective action.

Criteria

To satisfy this standard an operator must demonstrate the following:

- 5.1 procedures are in place to define how an internal review program of the Basic Fatigue Management Standards is produced, conducted, reported and recorded at least every 12 months and corrective action taken where required;
- 5.2 internal reviews are undertaken by competent persons not responsible for the activity being reviewed, where practical;
- 5.3 procedures are in place to monitor, identify, report, investigate and record non-compliances and take the necessary corrective action to prevent further occurrences;
- 5.4 procedures are in place to investigate incidents to determine whether fatigue was a contributing factor; and
- 5.5 records of drivers' work and rest times are regularly reviewed to ensure compliance with the legislated operating limits.

Your checklist for Standard 5

- Internal reviews are conducted and recorded at least every 12 months and are undertaken by persons not responsible for the action being reviewed.
- The system is monitored to identify report, investigate and record non-compliances and corrective action is taken.
- Incidents are investigated to determine whether fatigue was a contributing factor.
- Non-Conformance Reports (NCRs) are actioned and signed off.
- Drivers' work and rest times are regularly reviewed to ensure compliance with operating limits.

Standard 5 Documents you must keep

Policies and procedures	Records
Procedures for the recruitment, selection and induction of employees.	Records of any counselling or disciplinary action taken against employees.
Procedures for personnel performance management.	Records of quarterly compliance reports that have been completed.
Procedures outlining how an internal review is to be undertaken, including how often and the corrective action to be taken.	Non-conformance register with details of all non-conformances raised and their corrective action.
Procedures for non-conformances including how they are to be monitored, identified, investigated and recorded.	
Procedures for investigating incidents to determine whether or not fatigue was a contributing factor.	
Procedures for the conduct of quarterly compliance reports.	

Standard

The operator will implement, authorise, maintain and review documented policies and procedures that ensure the management, performance and verification of the Basic Fatigue Management option in accordance with the standards.

Description

This standard requires a system to manage and maintain records that relate to the requirements of the Basic Fatigue Management Standards. Documented evidence must be maintained to demonstrate the level of compliance with the Basic Fatigue Management Standards.

Criteria

To satisfy this standard an operator must demonstrate the following:

- 6.1 policies, procedures and instructions covering all activities required to meet the Basic Fatigue Management Standards are authorised, current, clearly defined and available to all relevant personnel;
- 6.2 all Basic Fatigue Management option records are legible, stored, maintained and available for management and audit purposes for at least three years;
- 6.3 records of participating drivers are kept current;
- 6.4 documents are approved, issued, reviewed, modified and accounted for in accordance with the operator's prescribed control procedures; and
- 6.5 records must include individual driving hours records for all nominated drivers (e.g. work diaries, rosters, schedules).

Your checklist for Standard 6

- List of participating drivers is kept current.
- Drivers medical records are kept current.
- Policies and procedures are authorised, current, clearly defined and available to all relevant personnel.
- All records are legible, stored, maintained and available for management or audit purposes for at least three years.
- Work diary records of participating drivers are kept current.
- Records include individual driving hours for all nominated drivers.
- Are all of your documents maintained in accordance with the document control procedures?

Standard 6 Documents you must keep

Policies and procedures	Records
Procedures for the retention and maintenance of all NHVAS-BFM records.	A current list of all drivers included in your accreditation.
Procedures for document control.	Records of all work diaries, timesheets and pay records, interception report books and who they have been issued to.

Roads and Traffic Authority

The information in this brochure is intended as a guide only and is subject to change at any time without notice. It does not replace the relevant legislation.