

Service Charter

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Authors	Licence Programs
Document owner	Program Support Team, Licence Programs
Approved by	Senior Project Officer, Licence Programs
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Versions

Version	Amendment notes
V.1	1 September 2015
V.2	Project Team, Licence Programs has amended to ensure correct Branding and updating of processes and Service Delivery timeframes.

1. Definitions

Term	Definition
Applicant	Individual undertaking assessment
CoA	Certificate of Attendance
CoC	Certificate of Competency
CT	Competency Test
FCA	Final Competency Assessment
HVCBA	Heavy Vehicle Competency Based Assessment
HVCoRS	The Heavy Vehicle Criteria Online Reporting System is a secure, audited system that allows Heavy Vehicle Competency Based Assessors and RTO administrators to report the bookings and subsequent results of completed criteria assessments directly to Transport for NSW
PIMS	Provider Information Management System (Salesforce platform)
RTO	Registered Training Organisation

What is a Service Charter

This Service Charter describes Transport for NSW (Transport) commitment to our Heavy Vehicle Competency Based Assessment (HVCBA), Registered Training Organisations (RTO)'s and Assessors. It details what they can expect when working with us to delivery Heavy Vehicle Licensing to our NSW customers via the HVCBA Training and Assessment process and the level of service we aim to provide.

2. Purpose

Our purpose is to manage the business relationship that exists between Transport and the RTOs for the HVCBA Scheme. Its purpose is to enhance this relationship by defining the level of service required.

3. Service Delivery

At Transport, we want to deliver the best possible customer service. This means we want to:

- **Make a connection** without HVCBA RTOs and Assessors
- **Make it easy** for out NSW customers to deal with us and to use our services.
- **Make a difference** by being professional and delivering tasks in a timely and effective manner.

The Provider will ensure that all service delivery outputs are delivered in a timely, accurate and consistent manner. All outputs will be delivered in accordance with the specified service levels as outlined in the Service Description Table below.

4. Continuous Improvement

Whilst this Service Charter outlines levels of service to be provided, the intent of Transport is to provide a service subject to continuous improvement processes, incorporating feedback from RTOs via the RTO network and others as appropriate. Transport will actively seek further opportunities to continue to enhance service delivery.

Service Item Description	Timeframe (business days)
Submitting new FCA / CT routes for addition to HVCORS	10-15 days
Establish a new Assessor on DRIVES and HVCORS	Up to 28 days
Add an existing Assessor within the scheme to another RTO	3-5 days
Remove Assessor from RTO within HVCORS	3-5 days
HVCORS Password Reset	3-5 days
Eyesight Test verification	3 days
Medical condition verification	3 days
Licence tenure verification	3 days
Maintain HVCORS Bookings – Must include a valid reason	2 days
Record and Maintain Manual Bookings – complete Online Salesforce PIMS form. The request must include a valid reason and evidence to support the manual booking purpose.	3 days
Record results manually and advise.	3-5 days
Notifying SNSW centre of applicant's attendance, results not recorded due to system failure. Customer only has CoC.	3-5 days
General enquiries (depending on nature of enquiry)	5-10 days