

## Frequently Asked Questions

### About driving

**Q:** I am a transport operator and I have commercial vehicle drivers, what do I have to do to comply with the fatigue management for commercial vehicle drivers regulations?

**A:** A number of things, including:

- develop a fatigue management plan
- request fatigue management training from all of your drivers
- make sure all your drivers are certified as medically fit to drive a commercial vehicle.

**Q:** What is work time?

**A:** Work time is all work. It includes driving and all the activities that are associated with driving a commercial vehicle.

Examples of work time are time spent:

- loading and unloading
- completing any paperwork related to picking up and delivering the load
- checking the load
- refuelling
- checking tyres
- maintaining and cleaning the vehicle
- talking to supervisors and other drivers about the work arrangements.

Work time also includes breaks from driving of less than 30 minutes.

**Q:** What is non-work time?

**A:** This means more than 30 minutes time off at home, away from the vehicle or, if on a trip in the vehicle, includes sleep in an appropriate sleeper berth. It does not include driving and work incidental to driving.

**Q:** How much time off must a solo driver have each day?

**A:** At least 7 consecutive hours of non-work time in any 24-hour period. A commercial vehicle driver must have 27 hours of non-work time in any 72-hour period.

**Q:** What is the longest time a solo driver can have between 7-hour breaks?

**A:** No more than 17 hours elapsed time regardless of whether the driver worked for that whole period.

**Example:** A commercial vehicle driver has worked for 10 hours. The vehicle then breaks down for 4 hours and the driver climbs in to the bunk to rest. When the driver recommences work, they are only allowed to work for an additional 3 hours before the maximum of 17 hours has elapsed.

**Q:** Does the day always start and finish at midnight?

**A:** No. It is a rolling clock, which starts when the driver starts work.

**Q:** When does a driver's work day actually start?

**A:** When he or she starts working, and this included incidental work and not just when the physical driving starts.

**Example:** A driver will carry out a pre-start check and maybe fuel the vehicle before starting driving the vehicle. Work time starts when the commercial vehicle driver does the pre-start check, not when the driving commences.

**Q:** Must a driver have breaks throughout the day?

**A:** Yes. For every 5 hours of work time, a commercial vehicle driver must have a 20-minute break from driving.

**Q:** What is a break from driving?

**A:** A break from driving is a break from the physical task of driving. It is a break of less than 30 minutes so the driver is still considered to be working. A break is still considered paid work, as a driver can attend to non-driving tasks. These tasks may include: the driver loading, unloading, refuelling, completing paperwork, checking the load restraints etc.

## About creating an account

**Q:** I am trying to register on behalf of my drivers. Can I use one email address (such as my company email address) to create an account for all of my drivers?

**A:** Unfortunately, the system identifies one email address to a single user. Each person must have an individual email address to use this system. There are many free to use email address providers if your drivers do not have their own business or personal accounts.

**Q:** I/my drivers have created an account with the website to complete the certificate, but I'm not receiving any confirmation emails. What's wrong?

**A:** There are a number of reasons you may not have received a confirmation email:

Some email accounts may recognise a confirmation email as spam. If you have registered an account and do not receive the confirmation email within 24 hours, be sure to check your junk or spam email folder.

Sometimes when using a company email address, your IT administrator may need to add our IP address as an exception to the email server so you can receive confirmation emails. Our emails come from [no-reply@fatigue.safetyline.wa.gov.au](mailto:no-reply@fatigue.safetyline.wa.gov.au).

**Q:** The verification link you sent me doesn't work. What should I do?

**A:** If your verification link doesn't work, it's possible that it was broken by your email system. If the verification link isn't clickable or part of the link is cut off, please copy and paste the entire URL (starting with <http://fatigue.safetyline...>) into your browser's address bar, and press Enter. Please be careful that you only copy/paste the link and not any additional spaces.

**Q:** I registered and used the website before July 2020 and I am unable to log in and use my account now. Do you still have my record?

**A:** The website has been upgraded and some of the user accounts from the old system might not have been carried across. If you have an account with us from 3 or more years ago, please re-register to use this website.

**Q:** How do I change my password and/or email address on my account?

**A:** You can change some of your account details when you are logged on to the website. Simply select the "Settings" option in the right-hand menu on the home page.

**Q:** I forgot my password to the website. What can I do?

**A:** You should use the “Forgotten my username or password?” link under the blue Login” button and follow the instructions (you will need access to your registered email to do this).

**Q:** I forgot my username that I registered with. What can I do?

**A:** Not to worry, you can use your registered email address instead as the username.

## About the course and certificate of completion

**Q:** Once I complete all the lessons and quizzes within a course, does that mean I've completed the competency unit TLIF2010 and/or TLIF3063?

**A:** The fatigue management training for drivers and for administrators have been mapped against the units of competency TLIF2010 – Apply fatigue management strategies and TLIF3063 – Apply the implementation of fatigue management strategies. However, as WorkSafe is not a registered training organisation (RTO), completing the fatigue management training does not result in a statement of attainment for these units of competency.

RTOs may use this website to form part of their assessment process for students enrolled in TLIF2010 and/or TLIF3063 and this website is designed to be a comprehensive resource, but the onus of formal recognition of attainment is upon the RTO using this resource.

**Q:** Is this course mandatory?

**A:** *I have been told that I must have the online fatigue management certificate of completion to be able to start my job as a commercial vehicle driver or a supervisor of a commercial vehicle driver in Western Australia. What are my options?*

WorkSafe online fatigue management training is a shared initiative between WorkSafe WA, Main Roads WA and the Department of Transport. This online training is a free educational resource aimed at helping users to understand the impact of fatigue and the strategies to prevent it.

Main Roads WA recommends WorkSafe online fatigue management training as their minimum requirements to become a heavy vehicle accredited operator (see: [Fatigue Management Module Standards 2016, page 8](#)).

While the WorkSafe online fatigue management training course is recommended, it is not mandatory. Alternatively, you may attend fatigue management training with an RTO. Please note that fees may apply if using an RTO.

**Q:** I have taken the online training for commercial vehicle drivers and obtained the certificate of completion. What is the validity of my certificate of completion?

**A:** WorkSafe does not dictate the validity of the certificate of completion. Therefore, the issue date is used instead of an expiry date on the certificate of completion. You need to contact your employer or your employer's auditors to confirm their requirements.

**Q:** I've printed my completion certificate but some of the details are wrong, misspelled or missing. What can I do?

**A:** This can happen if you have made errors when first creating your account. The information you provided to us is used to prefill your certificate. Unfortunately, you are unable to change your first or last name in the settings menu. Please contact us to resolve this issue.

**Q:** I completed the certificate. How do I print it out?

**A:** Once you have successfully completed all of the quizzes for the relevant course, your pre-filled certificate can be accessed at the bottom of the course page. Simply select it to open and print your certificate.

**Q:** I need to renew my certificate. How do I update the date on my certificate?

**A:** You need to retake the test again. Please make sure that all units in the course have been retaken. Once you have successfully completed and retaken the test, the date on your Certificate of Completion will automatically update to show the current date.

**Q:** I am finding some of the content difficult to understand. Can some of the information be made simpler?

**A:** Accessibility and understanding of the content has to be balanced with legal requirements and government legislation, so unfortunately some of the language and concepts within the website cannot be altered more than they already have.

To help website users with accessibility, a text-to-speech function has been included on each page of the website, so all of the online content and questions can be listened to as well as read.