

Dear motorcycle and heavy vehicle training and assessment providers

VicRoads coronavirus (COVID-19) update: 20 August 2020

VicRoads has been advised that new FAQs relating to 'other services' are now live on the [Business Victoria website](#). These FAQs cover some of the matters we have escalated to DHHS and DJPR for advice, based on the questions our partners have been raising with us.

The FAQs include new information and advice for motorcycle and heavy vehicle training and assessment providers operating under Stage 4 restrictions. We recommend you carefully review this new advice and make any necessary adjustments to the way you are delivering your services.

Impacts for motorcycle and heavy vehicle training and assessment providers

The [FAQs](#) now provide clear guidance that under Stage 4 restrictions, motorcycle and heavy vehicle training and assessment 'can only continue if it is necessary for the operations of a permitted workplace'.

Based on this latest advice, it is our understanding that you must now only conduct training and assessment for participants who require it for their work in a permitted industry and can provide a valid worker permit issued by a Permitted Work Premises under the [Worker Permit Scheme](#). If participants are travelling outside their workplace to undertake training an assessment, they must carry their worker permit with them at all times.

We recommend you keep a copy of each participant's worker permit to verify that you are meeting this requirement in the event of any auditing or compliance checks.

Please note: motorcycle and heavy vehicle training and assessment may continue as usual under Stage 3 restrictions. Participants who live within areas under Stage 3 restrictions should seek a course within a Stage 3 area: they do not need to provide you with a worker permit.

Requirements for Permitted Work Premises

You are reminded that all permitted businesses and services must enact a [COVID Safe Plan](#) and employers that require their staff to attend a work site must issue a [worker permit](#) to their employees. To assist our partners, we have collated all the relevant information in one place. Please visit the new coronavirus (COVID-19) [industry partner page](#) on our website.

When delivering your services, all providers across Victoria must follow all hygiene and social distancing requirements, including wearing face coverings. We encourage you to keep referring to the [Department of Health and Human Services website](#) for the latest public health information and advice, and to encourage your participants to do the same.

Upcoming bookings

Customers who have an upcoming booking with you must only undertake training or assessment if they hold (and can provide you with a copy of) a valid worker permit issued by a Permitted Work Premises under the Worker Permit Scheme. You must contact all customers with upcoming appointments and if they can't provide a worker permit, you must postpone their appointments, to be rescheduled after restrictions are eased.

We understand this will take time. We recommend you aim to ensure that from Monday 24 August onwards, you are only conducting training and assessment for holders of a valid work permit and that all other customers have been contacted to have their appointments postponed.

Training and assessment for those seeking work in a permitted industry

It is our understanding that according to the current advice, a person must already be employed within a Permitted Work Premises – and therefore have a valid worker permit – to undergo training and assessment at this time. A person seeking future employment in a permitted industry, but not yet employed, may not undertake training and assessment at this time as they would not be able to present a valid worker permit.

Travel between areas under Stage 3 and Stage 4 restrictions

The new advice provided on the Business Victoria website is clear: ‘As per current restrictions, travel between Stage 4 and Stage 3 restricted areas is not permitted unless absolutely critical or essential.’

Accordingly, a training and assessment provider operating under Stage 3 restrictions must not be providing services to customers from a Stage 4 area (and vice versa) unless absolutely critical or essential.

In the event that you are a provider operating under Stage 3 restrictions and you are approached by a customer from a Stage 4 area to undertake training and/or assessment for an essential reason, you must only take their booking if they can present their valid worker permit.

Please note: all other Stage 4 requirements outlined above, including the requirement to prepare a COVID safe Plan and to issue workers with a worker permit, do not apply to businesses operating under Stage 3 restrictions.

More information

The Business Victoria website and hotline provide information on restrictions and support to help your workplace plan and respond to coronavirus (COVID-19). Call Business Victoria on 13 22 15.

Help and support

If you need advice on delivery of the services you provide on behalf of VicRoads, please don't hesitate to reach out to the Provider Support team – we continue to be available on provider@roads.vic.gov.au or 8.30am-5.00pm Monday to Friday on the contact numbers provided on HUB.

Kind regards

Provider Support