

CLOCSA

Construction Logistics and Community Safety – Australia

Auditor Accreditation System Instruction Manual



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1 Introduction

Welcome Aboard!

As a new member of the CLOCS-A auditor team, you will work alongside a network of experts dedicated to improving safety and making a positive community impact.

This document encourages you to share your perspectives, engage with stakeholders, and contribute to our shared mission of creating safer and more sustainable construction logistics practices.

By joining the CLOCS-A team, you become part of a community of professionals who are committed to making a difference. Together, we will utilise our collective knowledge and dedication to uphold the highest safety and community welfare standards, shaping the future of construction in Australia.

This document is produced and designed to be a reference point for you as you become familiar with CLOCS-A Accreditation and the Audit process.

2 Auditor Responsibilities

2.1 Guidelines for CLOCS-A Audits

Auditor Requirements

- Audits must be conducted by an approved CLOCS-A auditor who is registered with CLOCS-A, independent from and external to the organisation being audited.
- Entry and reaccreditation audits must be performed in person by an approved CLOCS-A auditor, not via telephone or electronic means.

Audit Process

- An auditor conducting a CLOCS-A audit must verify the findings of the management systems documentation through:
 - Observation of processes
 - Inquiries with personnel
 - Physical inspection of vehicles and facilities

Compliance Standards

- Each audit must adhere to the requirements and address the thresholds, tests, and criteria established by the CLOCS-A Standard.

Auditor Certification

Auditors assessing compliance with the CLOCS-A Standard must be certified by the CLOCS-A Managing Body. The criteria for becoming a certified CLOCS-A auditor are detailed in the CLOCS-A Auditor Certification Procedure.

Auditor Code of Conduct

Approved CLOCS-A auditors are required to follow the CLOCS-A Auditor Code of Professional Conduct, which outlines the expected principles and standards of behavior for CLOCS-A approved auditors.

CLOCS-A Auditor Code of Professional Conduct

The following outlines the code of professional conduct that CLOCS-A auditors must follow when undertaking their functions. Non-compliance to the code may lead to an auditor's registration being suspended, non-renewed or cancelled.

Professional behaviour:

Auditors must exhibit honest and professional behaviour when undertaking CLOCS-A audits. Auditors can be held accountable for unprofessional behaviour that can be referred to the Audit Certification Committee.

Professional Auditor Qualities:

Qualities that auditors should do and exhibit and practice in their professional audit workings. An auditor will:

- behave in a courteous and ethical manner
- be administratively savvy and organised,
- be able to follow a report paper trail
- be both report writing and spreadsheet competent
- be a good communicator and listener
- hold a high standard of personal integrity
- be professional, and fair at all times (don't be too friendly)
- keep abreast with industry developments that are relevant to potential auditors, and
- exhibit common sense and will pay attention to detail.

Auditor Review, Feedback, and Complaints Management

The CLOCS-A Auditor Committee will periodically evaluate auditor performance. Auditors may be removed from the approved panel if they breach the code of conduct or if their performance is considered unsatisfactory. This includes situations involving repeated complaints or serious, recurring incidents or non-conformities associated with CLOCS-A accredited companies.

2 Auditor Responsibilities

The CLOCS-A Audit Report

- The auditor is required to report the audit data through the CLOCS-A platform for each audit undertaken.
- The audit report will verify all required client information required for the CLOCS-A audit, and
- The auditor, based upon the audit results, will recommend the certification level reached by the client the reasons for the decision given in the certification.
- The audit report can be reviewed by the CLOCS-A Audit Certification Committee if required.
- The Audit Report fee is incorporated within the overall Audit fee paid by CLOCS-A to the Auditor. Report writing fees are not separate to the Audit fee, as the system has been designed to facilitate the process and enhance efficiency there eliminating the need for lengthy report writing.

Conflicts of Interest and Financial Impropriety

Conflicts of interest arise:

- where the auditor has close professional or family relationships to the client,
- where the auditor has consulted to the client on their CLOCS-A supporting systems and taken fees for consulting services,
- where an auditor exhibits favouritism to one client over another based on previous audits.
- The auditor must not solicit to gain a financial benefit beyond the agreed CLOCS-A fee structure and receipt of travel expenses. Entry, self-assessment, and reaccreditation audits have a specified fee structure.
- The auditor can offer general CLOCS-A advice to the client in a non-consulting capacity.

Audit Data Does Remain Confidential

- The audit data is entered into the CLOCS-A data platform.
- Client data should not be shared with other parties.
- The auditor will have access to the audit information through the CLOCS-A platform.
- The CLOCS-A administrative controller will also have access to audit data.

Continuing Professional Development (CPD)

- Auditors must maintain their professional development throughout their auditing careers.
- Professional development in the fields of construction, heavy vehicle transport and auditing will count towards their CPD.
- An online CPD logbook will be made available to CLOCS-A auditors.

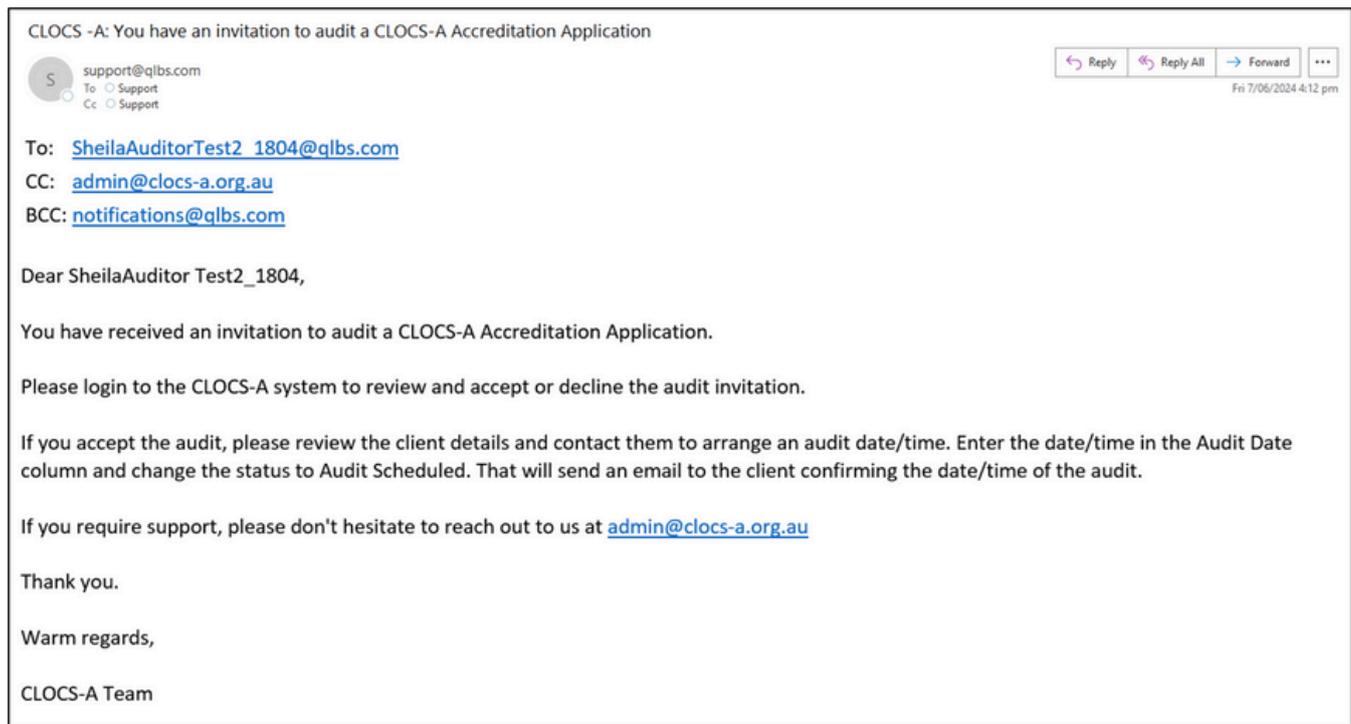
Auditor's Proof of Identification:

- Auditors must carry their CLOCS-A auditor registration/identification card when entering a client's work site. They must produce this identity on request. If an auditor resigns or retires as a CLOCS-A auditor scheme he/she will return his/her registration card.
- Should an auditor's business/contact details change, these changes must be notified to the CLOCS-A Secretariat. This is especially true for the relevant insurances.
- Should an auditor have a successful criminal prosecution found against them, the CLOCS-A secretariat must be notified.

3 Accepting an Audit

You have an invitation to audit a CLOCS-A Accreditation Application

Once you've been approved as a CLOCS-A Auditor, you'll be ready to start conducting audits. When an audit opportunity becomes available, you'll receive an email invitation with all the details you need. The email will look similar to the example below.

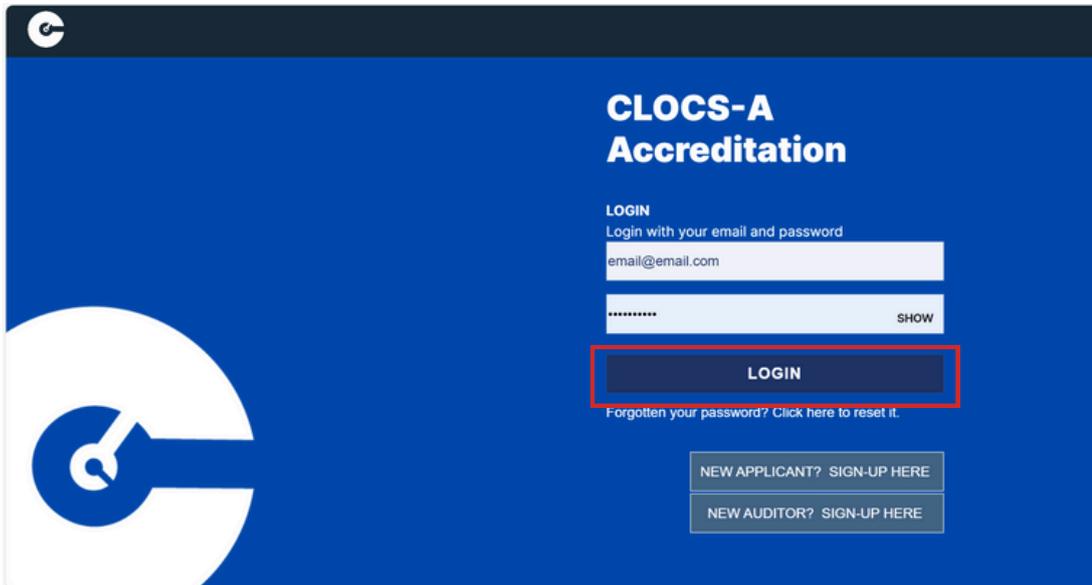


To accept the audit invitation and proceed with the audit, please log in to the Auditor System.

3.1 Log in to the Auditor and Accreditation System - QLBS

- Log in to your profile on the QLBS system here: <https://clocsa.qlbs.com.au/login>.
- Enter your login details and click Login

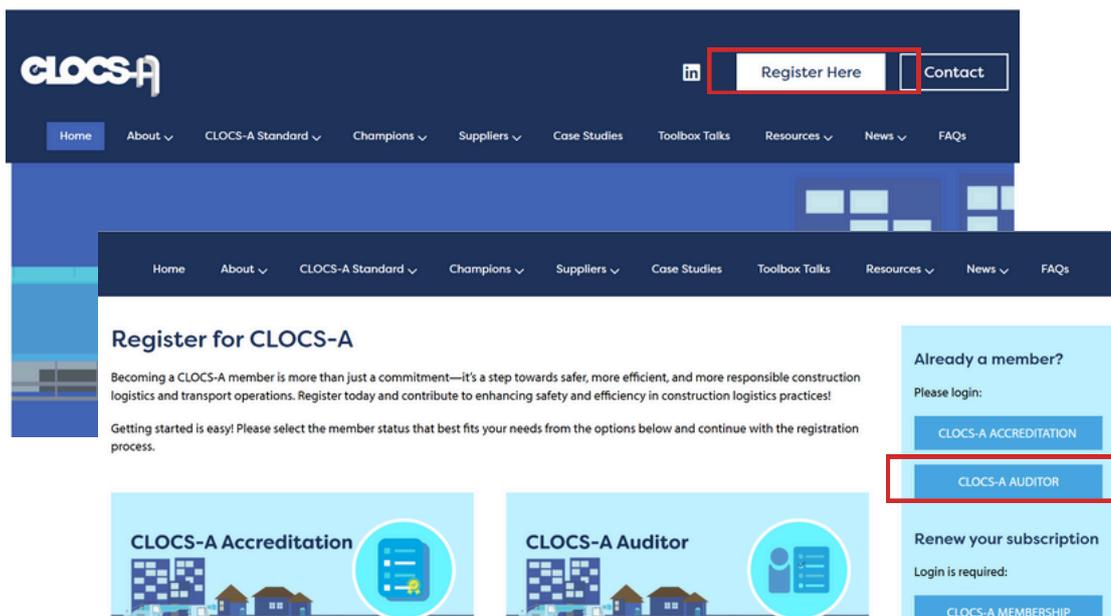
3 Accepting an Audit



- If you don't remember your password, click "Forgotten Password?" and follow the prompts

If accessing via the CLOCS-A website (www.clocs-a.org.au):

- Click "Register Here" then
- Click "CLOCS-A Auditor"
- You will be directed to the QLBS system, where you can input your login credentials.



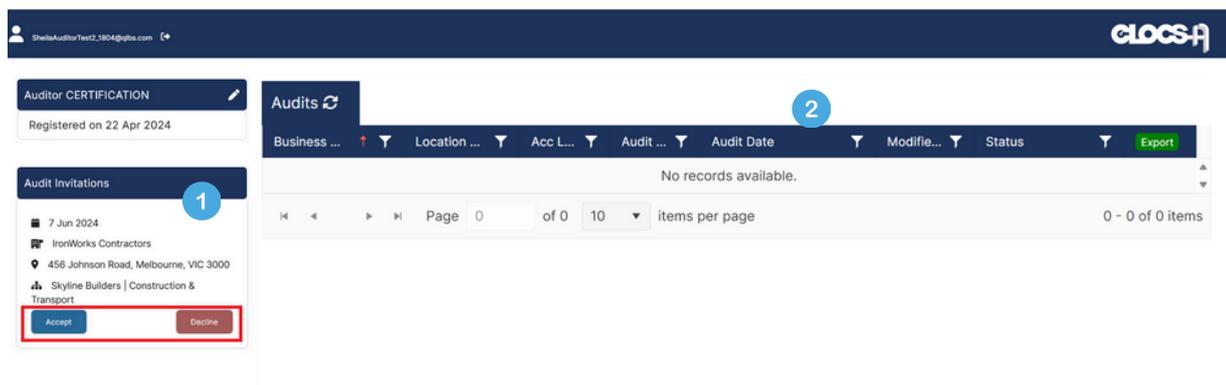
3 Accepting an Audit

3.2 Accept the audit invitation

Once you access your Auditor account, the Auditor dashboard will be displayed on your screen.. It may look similar to the example below.

Let's take a moment to get familiar with its features.

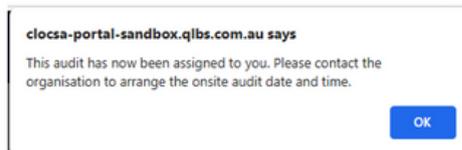
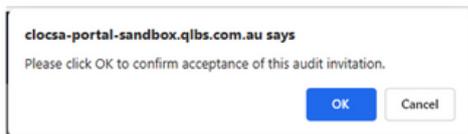
Auditor Dashboard



1. Audit Invitations: This section displays current invitations, showing the organisation details and providing options to Accept or Decline.

2. Audits: This section will display audits you have accepted at different stages of completion.

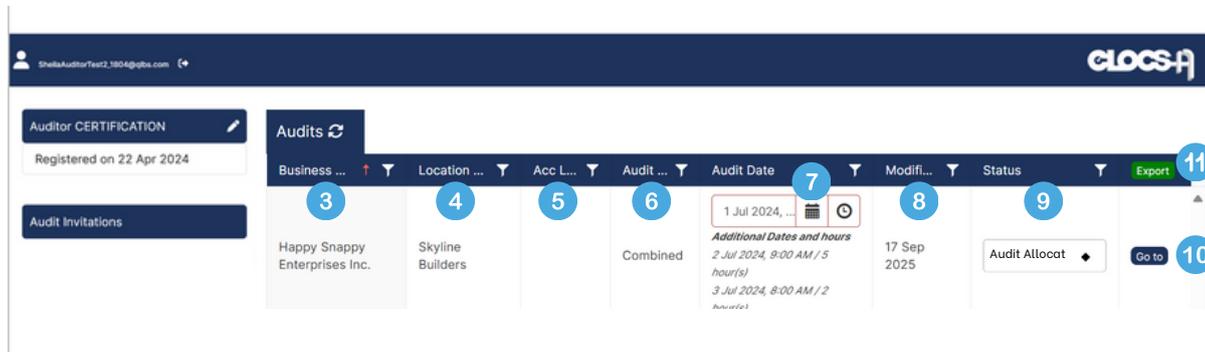
- Click **Accept** to continue with the audit
- Or click **Decline** if you don't want to proceed



- Click OK when prompted to confirm

3 Accepting an Audit

Once an Auditor accepts the invitation to conduct an audit, they gain access to the application's details.



3. Organisation Name

4. Location: Shows Site/ Depot location

5. Accreditation Level: Shows the accreditation level the organisation has applied for (Bronze, Silver, Gold)

6. Audit Type: Shows the accreditation type the organisation has applied for (Construction, Transport, Combined)

7. Audit Date: Allows the auditor to schedule a visit by selecting a date and time. Multiple visits can be scheduled if required. Once the audit is conducted, this field displays the dates and times of all completed visits.

8. Modification Date: Shows the date of any updates within the system

9. Status: Shows the current stage of the audit. The auditor can update the status to:

- **Audit Scheduled:** Allows the auditor to select and schedule the date and time for an audit.
- **Action Rqd-Online Review:** If further action is needed
- **Action Rqd-Onsite Revisit:** If further action is needed
- **Review in Progress:** When the auditor is reviewing corrective actions
- **Accredited Bronze:** If the audit meets the bronze accreditation criteria
- **Accredited Silver:** If the audit meets the silver accreditation criteria
- **Accredited Gold:** If the audit meets the gold accreditation criteria

10. Go to button: Opens the detailed application page

11. Export button: Generates an Excel file containing all audits

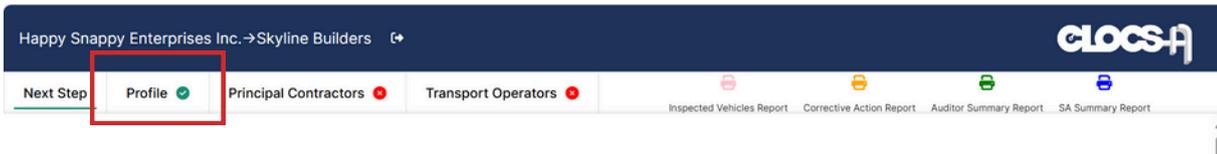
Note: As the designated Auditor, you now have access to view the Application submitted by the company.

Only you and the administration team can access this information. No other Auditors will be able to see these details.

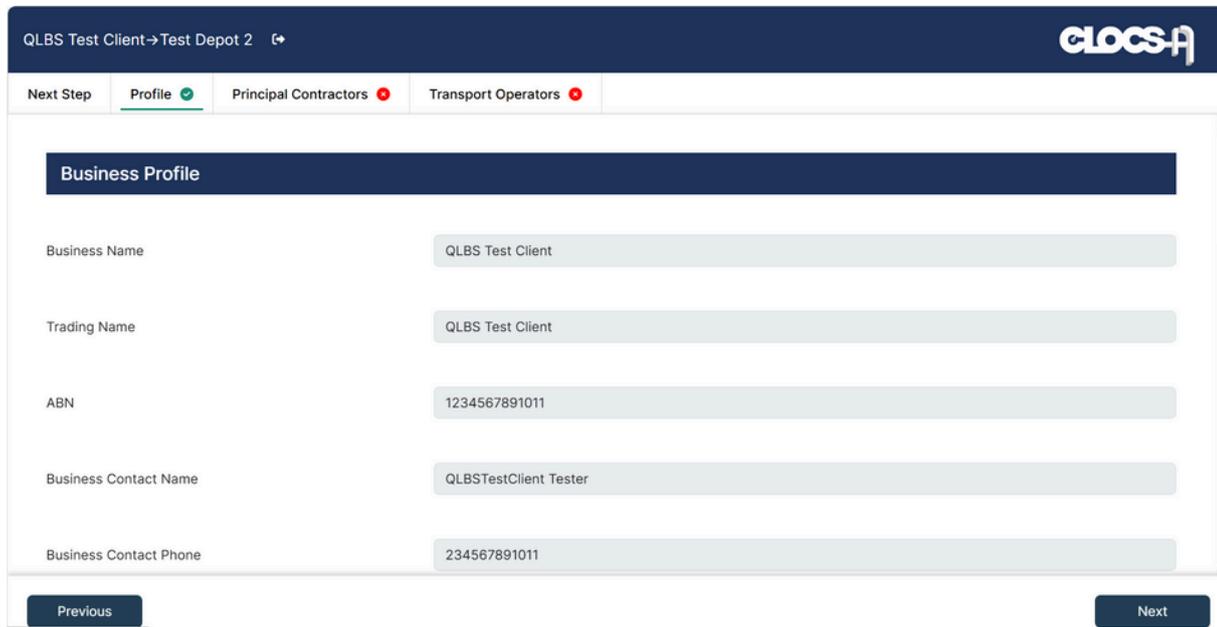
3 Accepting an Audit

3.3 Review application

- Click the **Profile** tab



- Review the organisation details, sites and depots.
- Locate the list of nominated vehicles and their specifications at the bottom of the profile tab.



- Click the edit icon next to the vehicle registration column to access more information about the vehicle.

3 Accepting an Audit

IronWorks Contractors → Skyline Builders → CLOCS-A

Next Step Profile Principal Contractors Transport Operators

Assigned Auditor: SheilaAuditorTest2_1804@qibs.com

Audit status: Auditor Allocated

Registration No.	VinNumber	State Registered	Truck Make	Emissions Standard	Level applying for	Audited
VIC 87654	5NPET46C37H543210	VIC	Hyundai	Bad Breath	Silver	<input checked="" type="checkbox"/>
VIC 87656	1G6KD57Y27U543210	VIC	Cadillac	Rotten Food	Silver	<input checked="" type="checkbox"/>
VIC 09878	1G6KD57Y27U987654	VIC	Cadillac	Wet Dog	Silver	<input checked="" type="checkbox"/>
VIC 09877	JH4DC54823C987654	VIC	Honda	Bad Breath	Silver	<input checked="" type="checkbox"/>
VIC 09876	5NPET46C37H987654	VIC	Hyundai	Sewers on a hot day	Silver	<input type="checkbox"/>
VIC 67890	2HKRL1864YH123456	VIC	Toyota	Bad Breath	Silver	<input type="checkbox"/>
VIC 87655	JH4DC54823C543210	VIC	Honda	Wet Dog	Silver	<input type="checkbox"/>

Previous Next

- A pop-up window will appear, providing additional information on the vehicle.

Bingo Industries → x

Registration No.: BIN820

VinNumber: JALFYH77TL7000067

State Registered: New South Wales

Truck Make: Isuzu

Emissions Standard: Class V

Level applying for: Bronze

Date Added: 23/06/2025

Audited:

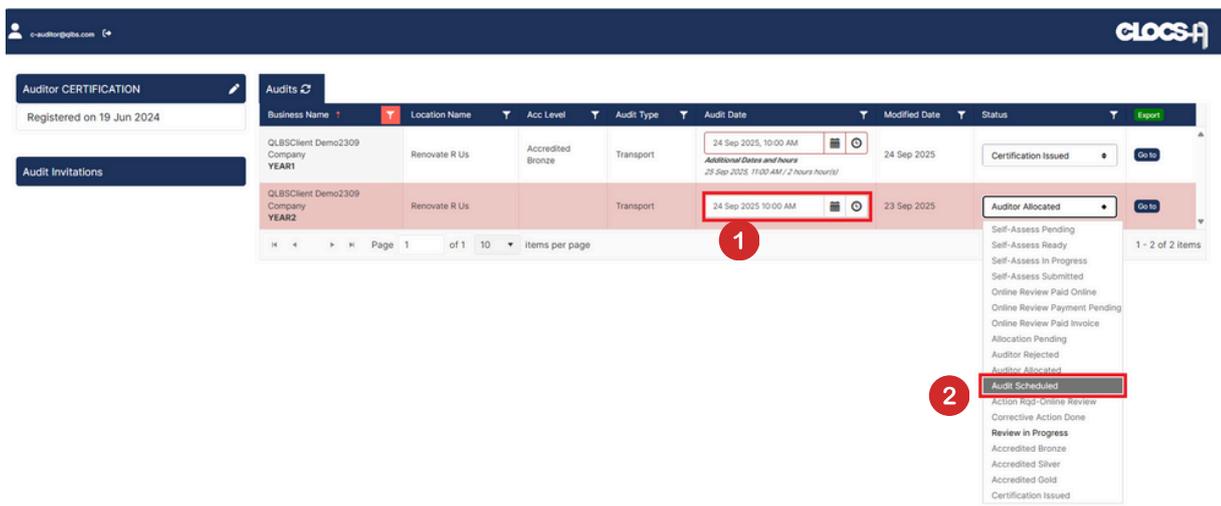
Previous Close Next

Note: After conducting inspections at the site or depot, the auditor can check off the vehicles in the system, maintaining oversight of those they have audited.

4 Scheduling an Audit

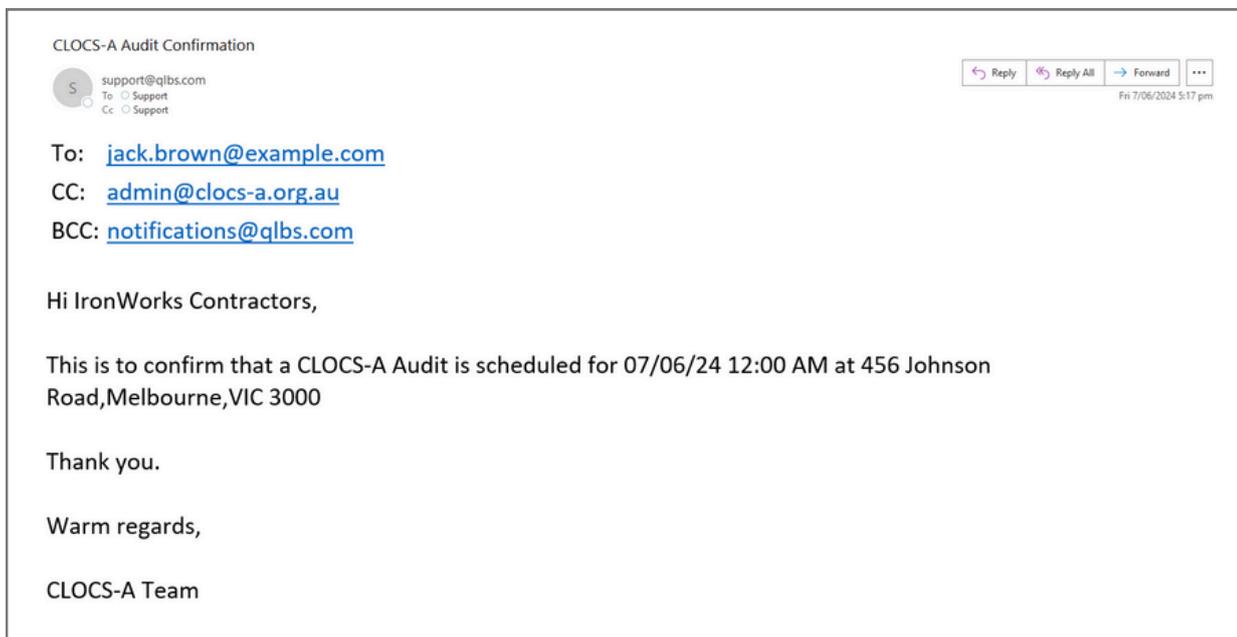
Once the Client has confirmed the travel details and the date is set, you will input this information into the system.

1. **Auditor updates the Audit Date** with the date and time as agreed with the client for an online meeting or onsite visit.
2. **Change Status to “Audit Scheduled”**: the auditor **must** change the application status to Audit Scheduled. This step is essential, as it triggers the system to notify the client and allows the application to progress to the next stage. Failure to update the status will prevent the process from continuing.



If a change in date is necessary, there is an option to do so, prompting a new email to be sent to the client.

Notification email sent to the client

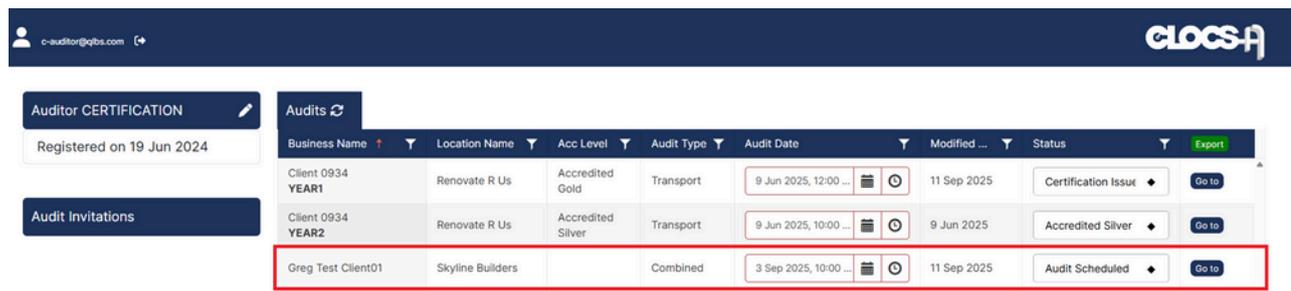


4 Scheduling an Audit

Onsite Visit - Additional Days/Hours (For large fleets)

If an additional visit is required due to the size of the fleet, the auditor can record extra days and hours following the initial audit date.

- Auditor locates the appropriate audit
- Clicks the Go to button and a new tab open



- Navigate to the Profile tab



- Scroll down to the Additional Days section
- The Client has paid for a one day site visit only. Where a site visit takes 2 or more days they need to be recorded and an invoice will be sent to the client for payment.
- To add additional days, enter the information directly into the grid as follows:



- To add another day, click the plus button on the far right



4 Scheduling an Audit

- A new row will appear

Additional Days				
Date		Hours	Description	
04/Sep/2025 11:00 AM	 	5	Day2 - Inspected 3 additional Vehicles	 
	 	Hours	Description	 

- Additional days appear on the dashboard

Additional Days				
Date		Hours	Description	
04/Sep/2025 11:00 AM	 	5	Day2 - Inspected 3 additional Vehicles	 
05/Sep/2025 1:00 PM	 	2	Day3 - Inspected 4 vehicles	 

- Navigate to the main tab and Additional Dates should appear under the Audit Date
- If additional days do not appear, click the Refresh button on the Audit List tab to reload the information

Audits 									
Business Name	Location Name	Acc Level	Audit Type	Audit Date	Modified ...	Status	Export		
Client 0934 YEAR1	Renovate R Us	Accredited Gold	Transport	12 Sep 2025, 12:00...  	12 Sep 2025	Certification Issue			
Client 0934 YEAR2	Renovate R Us	Accredited Silver	Transport	9 Jun 2025, 10:00 ...  	12 Sep 2025	Accredited Silver			
Greg Test Client01	Skyline Builders		Combined	3 Sep 2025, 10:00 ...   <i>Additional Dates and hours</i> 4 Sep 2025, 11:00 AM / 5 hour(s) 5 Sep 2025, 1:00 PM / 2 hour(s)	12 Sep 2025	Audit Scheduled			

- To remove a record entered in error, click the minus button on the far right

Additional Days				
Date		Hours	Description	
04/Sep/2025 11:00 AM	 	5	Day2 - Inspected 3 additional Vehicles	 
05/Sep/2025 1:00 PM	 	2	Day3 - Inspected 4 vehicles	 

- Click OK when prompted for confirmation

clocs-portal.beta.qlbs.com says

Are you sure you would like to delete this item? All information entered on it will be lost.

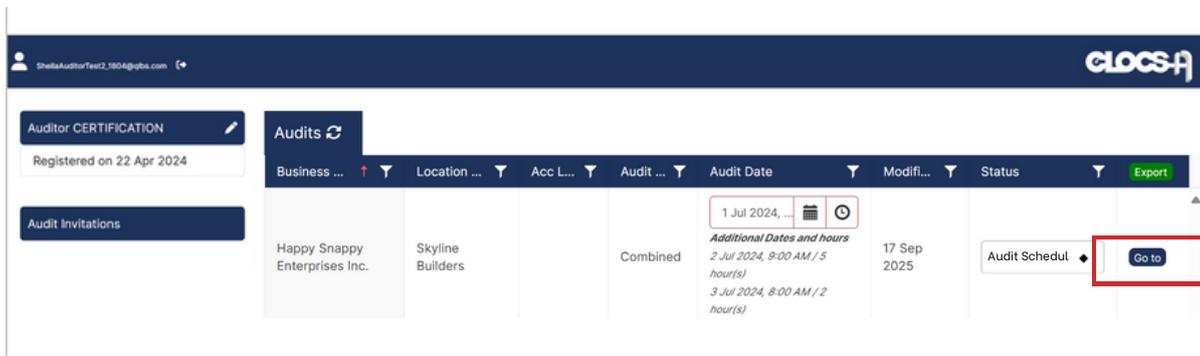
OK
Cancel

5 Preparing the Site Visit

At this point, you have likely reviewed the Application and made some personal notes.

CLOCS-A has supplied templates to aid auditors in their pre-audit preparations and during onsite assessments of the Applicant and their vehicles (if applicable). These templates can be downloaded for use by the Auditor and uploaded into the system upon completion of the visit.

- To access these templates, simply click the “Go to” button for the assessed client on the dashboard.



- Access and download the templates/reports from the top of your screen, as illustrated in the diagram below:



Inspected Vehicles Report: This report includes a list of vehicles nominated by the company.



Corrective Action Report: This document outlines further actions that the client needs to address.



Auditor Summary Report: This report includes feedback from the auditor on each response along with the client responses and links to uploaded documentation.



SA Summary Report: This report features the client responses to each question along with the links to uploaded documentation.

Note: The Inspected Vehicle and SA Summary Reports are accessible once the client submits their application.

Similarly, the Corrective Actions and Auditor Summary Reports will only be available after the auditor has included their feedback and saved changes.

5 Preparing the Site Visit

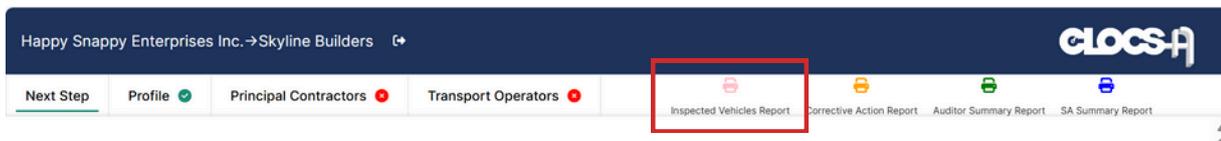
Let's take a closer look at the Inspected Vehicles report and Self-Assessment Report.

Inspected Vehicles Report

This template is to help you when assessing the vehicles that have been submitted for accreditation. The Transport company may upload their entire fleet and elect only a portion of the fleet to be CLOCS-A accredited and work through the remainder of the fleet at a later point if they so choose. It is wise to encourage the applicant to have as many vehicles available as possible to keep the cost of the Audit down. Each return visit has a cost.

Once completed by the transport operator and uploaded back into their profile the Auditor will be able to view the data online from the profile page

- Click the pink printer icon to download the report



- A word file will be downloaded containing the list of vehicles nominated by the company



CLOCS-A Inspected Vehicles for Happy Snappy Enterprises Inc. - Skyline Builders - Construction & Transport

Prepared by Sheila AuditorTest0107, on 14/06/2024

Registration No.	VinNumber	State Registered	Truck Make	Emissions Standard	Level applying for
VIC 87654	5NPET46C37H543210	VIC	Hyundai	Bad Breath	Silver
VIC 87656	1G6KD57Y27U543210	VIC	Cadillac	Rotten Food	Silver
VIC 67890	2HKRL1864YH123456	VIC	Toyota	Bad Breath	Silver
VIC 09878	1G6KD57Y27U987654	VIC	Cadillac	Wet Dog	Silver

Level of application being submitted by the applicant: The auditor can assess whether the level should be adjusted higher or lower based on their inspection of the vehicle.

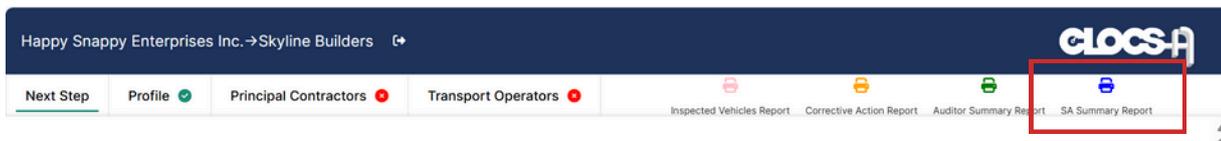
5 Preparing the Site Visit

- A fleet can consist of a combination of bronze, silver, or gold vehicles. This classification is based on an assessment of the vehicles and the safety equipment on the vehicle, in relation to the CLOCS-A Standard requirements for each of the levels. If it is determined that a vehicle exceeds the standard requirements for its current classification applied for, the auditor may upgrade it to the Silver level, provided it meets all the criteria for the higher classification.

SA Summary Report

This template is to help you when reviewing the responses to the self-assessment from the Principal Contractors or Transport Operators as entered into the system. It will help you focus on the questions that are either critical or non-compliant.

- Click the pink for vehicle information and the blue icon for application response information. Both reports will download once clicked.



- A word file will be downloaded from the blue icon which includes the responses from both the applicant and the auditor (if already completed).



CLOCS-A Self-Assessment Summary for Happy Snappy Enterprises Inc. - Skyline Builders - Construction & Transport

Summary of questions and responses

Ref No.	Questions	Client Self-Assessment	Client Comment
Additional Days			
	Additional Days		
RISK ASSESSMENT (CLOCS-A Standard 5.3.1)			
	<i>Principal Contractors shall undertake risk assessments throughout the life of the construction project to identify and assess the project's risks to public road users as a result of generating construction heavy vehicle movements to/ from its construction sites.</i>		
1.1.	Who prepared this risk assessment? Name Title/Department	Jack Brown / Supervisor	Jack Brown / Supervisor
	Auditor	Yes	Jack Brown / Supervisor - correct <u>As</u> per <u>evidences</u> submitted
1.2.	Can the principal contractor demonstrate what type of risks assessments have been carried out? Note: <u>CLOCS-A Project Risk Rating Tool</u> may be used by organisations to assess the level of risk. Please provide details of the assessments and upload evidence.	Yes	1.2. Can the principal contractor demonstrate what type of risks assessments have been carried out? - Yes

6 Recording Audit Findings

Auditors record audit findings directly in the system, using the dedicated row beneath each applicant’s response.

The screenshot shows the CLOCS-A system interface for recording audit findings. The top navigation bar includes 'IronWorks Contractors -> Skyline Builders' and the CLOCS-A logo. Below the navigation, there are tabs for 'Next Step', 'Profile', 'Principal Contractors', and 'Transport Operators'. The main content area displays a form for 'Jack Brown - Supervisor'. The form includes a question: '1.2. Can the principal contractor demonstrate what type of risks assessments have been carried out? Please provide details of the assessments and upload evidence.' The response is 'No', and the 'Comments/Corrective Action' field contains '1.2. Can the principal contractor demonstrate what type of risks assessments have been carried out? - Action Required'. A file upload button is present with the text 'Browse or drop files here' and a file named 'Red_Kitten_01.jpg'. A second identical row is shown below, also with a 'No' response and the same file upload button. At the bottom, there are navigation buttons: 'Previous', 'Show Incomplete', 'Save Changes', 'Submit', and 'Next'.

- If the Auditor finds the Applicant’s response unsatisfactory and believes it fails to meet the CLOCS-A Standard requirements, they may record a “No” for a question the applicant may have answered with a “Yes.”
- Each “No” response along with the Auditor’s comments will automatically generate a **“Corrective Actions Report.”** The client must revisit their response to address the “Non-compliance” identified by the Auditor.

Further details on Corrective Actions will be provided in [section 7](#).

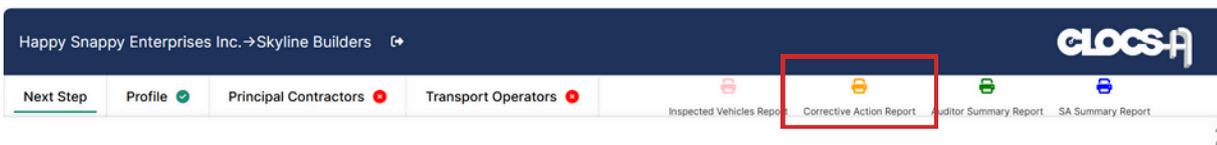
7 Corrective Actions

Corrective actions refer to non-conformances identified during either the online review or onsite audit. A **Corrective Action Report** is automatically generated when the auditor records feedback and assigns a “No” response to a specific question.

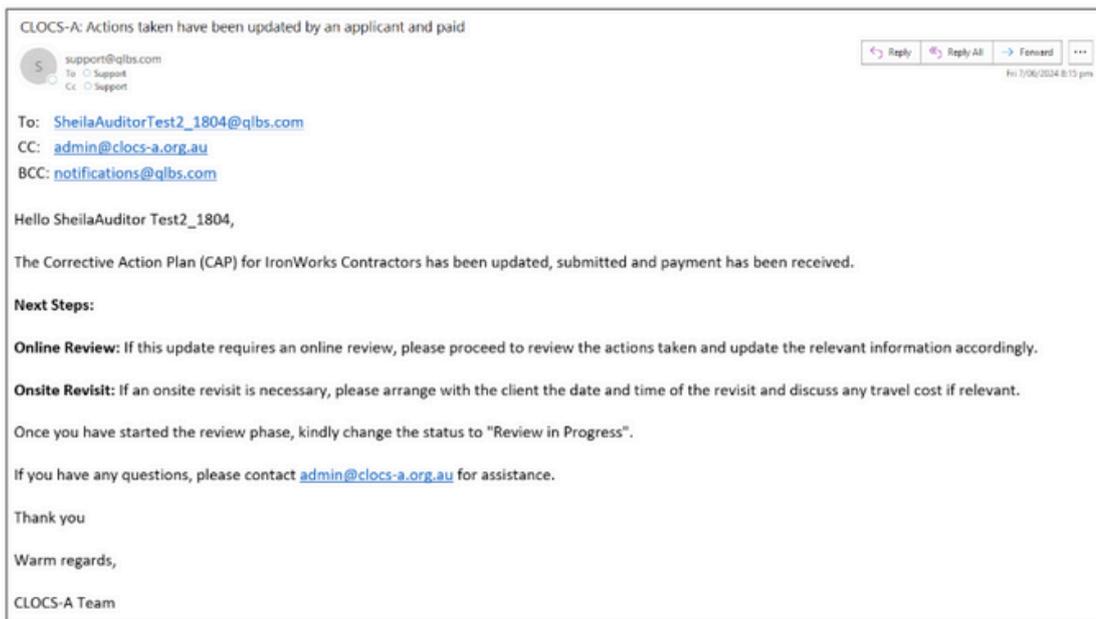


Corrective action report

- Click the orange printer icon to download the report



- As stated on [section 6](#), if the Auditor is not satisfied with the Applicant’s response and finds it insufficient to meet the CLOCS-A Standard requirements, they may mark a “No” in their evaluation, regardless of whether the Applicant answered “Yes.”
- This action automatically generates a **“Corrective Actions Report”**, reducing the need for repetitive administrative reporting tasks.
- As a result, the client will need to review their response and address the “Non-compliance” noted by the Auditor. An email is sent to the applicant when a corrective action is raised.



- Once the client addresses and submits the corrective actions along with the payment of the fee, a notification email is sent to the same auditor, allowing them to proceed with the audit.

7 Corrective Actions

- If corrective actions are raised during the onsite visit and cannot be resolved during that visit, an additional visit may be scheduled, and the client may be responsible for any associated costs.
- The Auditor reviews the Applicant’s response to fix the non-compliance. After checking the details, the Auditor decides whether to accept or decline the response to the corrective action.

The screenshot shows the CLOCS-A software interface for a corrective action form. The top navigation bar includes 'QLBSCClient Demo2309 Company -> Renovate R Us' and the CLOCS-A logo. Below the navigation bar, there are tabs for 'Next Step', 'Profile', and 'Transport Operators'. The main content area is titled 'Bronze Level (Check that there are:)' and contains several sections:

- App E 1. No solid, clear or coloured bug deflectors mounted on bonneted trucks?**: This section has a status dropdown with options 'Yes', 'In Progress', and 'No'. The 'In Progress' option is selected. To the right is a 'Comments' field containing 'Evidence for testing Year2 Testing' and a 'Browse or drop files here' button with a file named 'Evidence required.pdf'.
- Auditor**: This section has a status dropdown with options 'Yes', 'No', and 'Clear'. The 'No' option is selected. To the right is a 'Comments/Corrective Action' field containing 'Further action required Year 2 comments - further action needed' and a 'Browse or drop files here' button.
- Action taken**: This section has a status dropdown with options 'Yes', 'No', and 'Clear'. The 'No' option is selected. To the right is an 'Explanation' field containing 'Actions taken. Please refer to the uploaded files for evidence' and a 'Browse or drop files here' button with two files: 'Red_Kitten.jpg' and 'PNG_transparency demonstration 1.png'.
- Accepted**: This section is highlighted with a red border. It has a status dropdown with options 'Accept', 'Decline', and 'Clear'. The 'Accept' option is selected. To the right is a 'Comments' field containing 'satisfied/compliant' and a 'Browse or drop files here' button.

Let’s explore an example of a corrective action.



CLOCS-A Corrective Actions for ABC Industries - Recycling Centre Eastern Creek - Transport

Prepared by John Smithg on 01/10/2025

Corrective Actions Required

NC No	Question No	Questions	Auditor Comment
1	App E 9.	Fresnel <u>lens were</u> not fitted to the passenger side window or peeper <u>window?</u>	You stated that Fresnel lenses were not installed on the passenger side window or peeper windows. What alternative measures have been implemented to address the absence of Fresnel lenses?

7 Corrective Actions

In this example, the Applicant indicated in question **App E 9** that they chose not to use Fresnel lenses.

According to the **Bronze level Standard**, it is required to fit a Fresnel lens to the passenger door window or peeper window (at a minimum). However, the Applicant did trial Fresnel lenses and determined that they were not suitable for their business operations.

They provided a response and supporting evidence demonstrating that an adequate alternative had been implemented.

This satisfied the Auditor, allowing them to move past the initially identified non-conformance. The Applicant’s response was as follows:



CLOCS-A Corrective Actions for ABC Industries - Recycling Centre Eastern Creek - Transport

Prepared by John Smithg on 01/10/2025

Corrective Actions Required

NC No	Question No	Questions	Auditor Comment
1	App E 9.	Fresnel <u>lens</u> were not fitted to the passenger side window or peeper <u>window</u> ?	A trial involving 100 vehicles was conducted, with NRSPP participating as a partner. However, it was determined that the solution was not suitable for these vehicles. The majority of drivers reported no perceived benefit, leading ABC Recyclers to notify CLOCS-A that they would not proceed with installation based on driver feedback. Additionally, the Fresnel lenses were considered distracting due to the vehicle design. To enhance safety, cameras, sensors, and ABS systems have now been installed to alert drivers to the presence of vulnerable road users in the vicinity.

- The non-conformance issue has been resolved, and the Auditor is now scheduling a site visit
- The Auditor should specify a time frame for addressing the non-conformance and follow up if this deadline is not achieved. If non-conformance reports remain unaddressed, additional fees and charges will be imposed on the Applicant.
- An application for CLOCS-A accreditation cannot be submitted while there is an outstanding non-conformance report. The non-conformance report must be resolved before the assessment can be submitted and marked as complete in the system.
- Auditors should also address any “orange areas” within an application and advance them to **review in progress** if they relate to non-compulsory questions or indicate a **Yes** for compulsory questions. Completing this step is essential before submitting the assessment, as the system will not allow the application to be submitted and thus progress to a successful accreditation status.



7 Corrective Actions

When a client addresses and submit the Corrective Action Plan the Auditor receives a notification email

CLOCS-A : Actions taken have been updated by an applicant

support@qlbs.com
 To: Support
 Cc: Support

Reply Reply All Forward ...
 Tue 23/09/2025 5:43 pm

To: c-auditor@qlbs.com
 CC: admin@clocs-a.org.au
 BCC: notifications@qlbs.com

Dear CLOCS-A Auditor 1,

The Corrective Action Plan (CAP) for QLBSClient Demo2309 Company has been updated, and submitted.

Please proceed to review the actions taken and update the relevant information accordingly.

Once you have started the review phase, kindly change the status to "Review in Progress".

If you have any questions, please contact admin@clocs-a.org.au for assistance.

Thank you.

Warm regards,

CLOCS-A Team

- The auditor now updates the status of the audit to “Review in Progress”

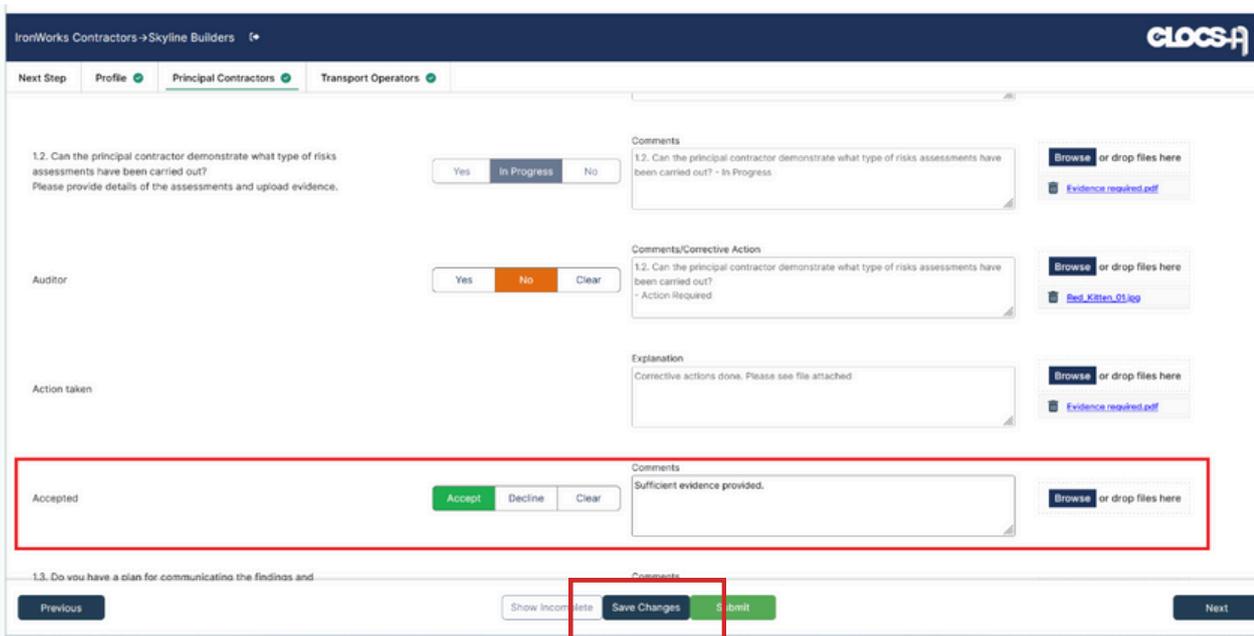
Business Name	Location Name	Acc Level	Audit Type	Audit Date	Modified Date	Status
QLBSClient Demo2309 Company YEAR1	Renovate R Us	Accredited Bronze	Transport	24 Sep 2025, 10:00 AM <i>Additional Dates and hours</i> 25 Sep 2025, 11:00 AM / 2 hours hour(s)	24 Sep 2025	Certification Issued
QLBSClient Demo2309 Company YEAR2	Renovate R Us		Transport	24 Sep 2025, 10:00 AM	23 Sep 2025	Corrective Action Done

8 Audit Outcome

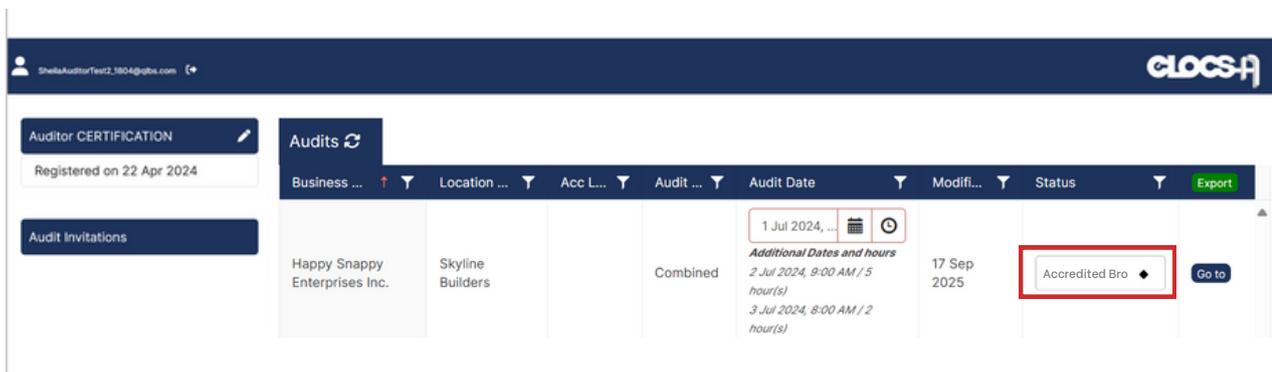
Once the non-conformances have been reviewed, the Auditor determines whether to accept or decline the corrective actions undertaken by the client.

If the auditor finds the actions **satisfactory**:

- The auditor will mark it as **Accept** and provide feedback,
- Please remember to Click on **Save Changes** (please note that the submit button is not enabled at this point)



- The auditor changes the **status** accordingly in the dashboard. If **further actions are not required**, he may now select:
 - **Accredited Bronze:** If the organisation meets the bronze accreditation criteria.
 - **Accredited Silver:** If the organisation meets the silver accreditation criteria.
 - **Accredited Gold:** If the organisation meets the gold accreditation criteria.

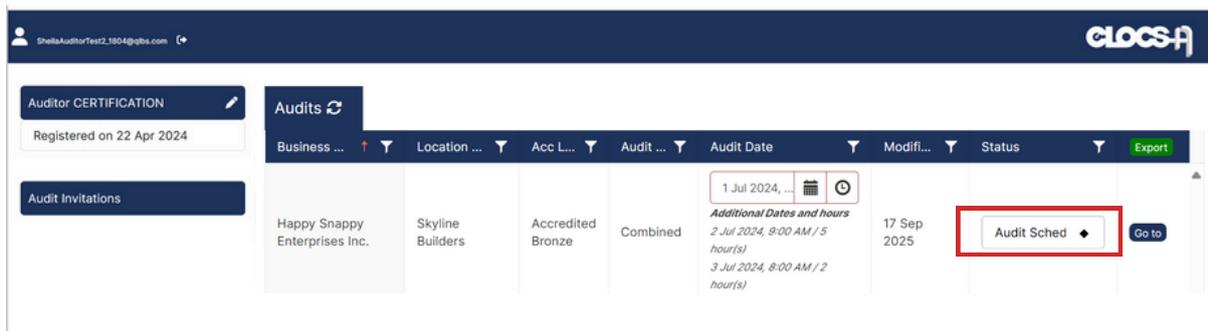


- Email is sent to the client when status is updated to Accredited – Bronze, Silver, or Gold

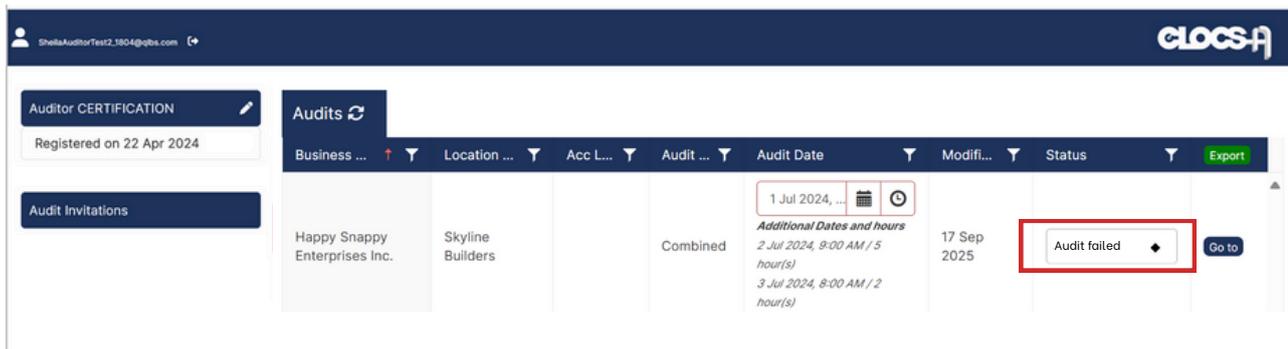
8 Audit Outcome

If the auditor finds the actions **unsatisfactory** or determine that **further action is required**:

- Mark the response as **Declined** and provide feedback to the client.
- Click **Save Changes** (note: the Submit button is not enabled at this stage).
- Update the audit status in the dashboard to one of the following:
 - **Action Rqd – Online Review**
 - **Action Rqd – Revisit**



- An email is sent to the company outlining additional requirements. The company is then required to submit corrective actions for the auditor’s review. This generates a cost for the company.
- If the company failed to address the corrective actions to the satisfaction of the auditor, he would update the status to **Audit Failed**.

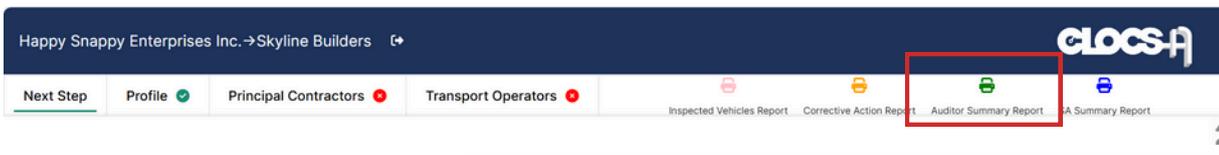


8 Audit Outcome

Once the auditor completes the audit and saves the changes in the system, a new report is automatically generated: the **Auditor Summary Report**. This report, along with the others reports, is designed to support auditors and streamline administrative tasks, ultimately saving valuable time.

Auditor Summary Report

- Click the green printer icon to download the report



CLOCS-A
CLOCS-A Auditor Summary for QLBS Test Client - Test Depot - Transport
 Prepared by Sheila AuditorTest0107, on 13/10/2025

Corrective Action Required

NC No	Question No	Questions	Auditor Comment
-------	-------------	-----------	-----------------

Ref No.	Questions	Auditor Response	Auditor Comment
App E 1.	No solid, clear or coloured bug deflectors mounted on bonneted trucks?	Yes	
App E 2.	No external engine air intakes above bonnet level (on bonneted trucks)?	Yes	
App E 3.	No large after-market bullbars that rise above the standard overall bumper height for the particular vehicle?	Yes	After-market bulbar removed.
App E 4.	No external sunvisors that protrude below the tinted band on the windscreen or the swept path of the wipers?	Yes	

9 Re-Accreditation Audit

An annual reaccreditation audit is required and must be completed by the eleventh month of the organisation’s accreditation period. The reaccreditation audit will consist of an online review of the organisation’s management system, along with its documents and records, in accordance with the relevant sections of the CLOCS-A Standard.

Let’s explore the steps to proceed with the audit.

- As soon as the organisation is granted the CLOCS-A accreditation and its status is updated to Certification Issued a **Renew** button appears.

Location Name	Acc Level	Type	State	Postcode	Assigned Auditor	Created Date	Modified ...	Status	Export
Golden Hammer Construction	Accredited Silver	Construction	NSW	2000	sheila.dimasuhid+ATest0107@qlbs.com	02 Sep 2025	03 Sep 2025	Certification Issued	Renew Go to

- When the organisation clicks the **Renew** button, the system creates a copy of the initial assessment, including all responses and uploaded files, allowing the organisation to review and update the information as needed.
- After the organisation completes and submits its self-assessment, the accreditation system will automatically display **Year 2** next to the organisation’s name. This helps both the organisation and the auditor easily identify the current application.
- Upon submission, an **invitation email** is sent to the auditor to initiate the audit process for the renewal of accreditation.

CLOCS -A Renewal: You have an invitation to audit a CLOCS-A Accreditation Renewal Application

support@qlbs.com
To: sheila.dimasuhid+ATest0107@qlbs.com
Cc: admin@clocs-a.org.au

Reply Reply All Forward ...

Wed 10/09/2025 2:35 pm

Dear Sheila AuditorTest0107,

You have received an invitation to audit a CLOCS-A Accreditation Renewal Application.

Please login to the CLOCS-A system to review and accept or decline the Online Review invitation.

If you require support, please don't hesitate to reach out to us at admin@clocs-a.org.au

Thank you.

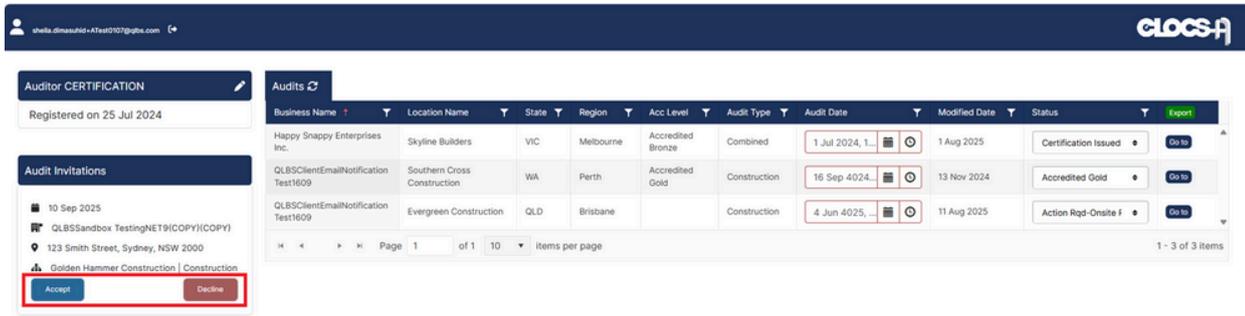
Warm regards,

CLOCS-A Team

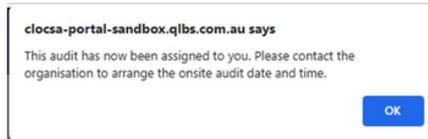
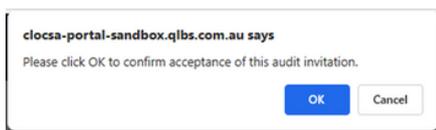
The auditor now accepts or declines the invitation on the system

9 Re-Accreditation Audit

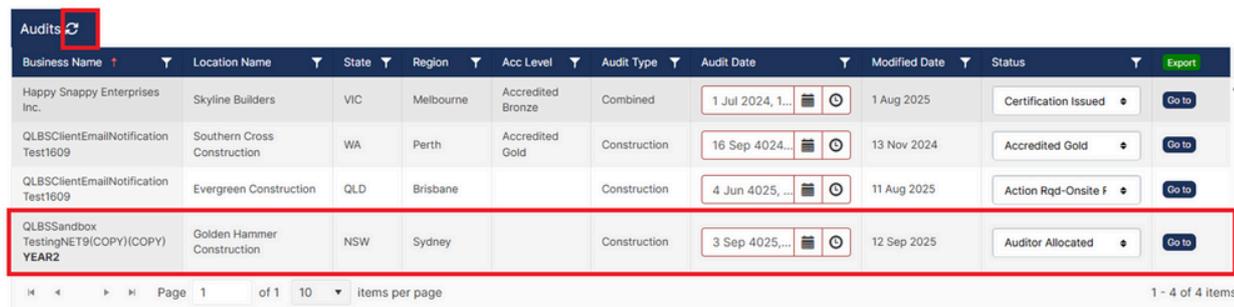
- Click Accept to continue with audit



- Clicks OK when prompted to confirm

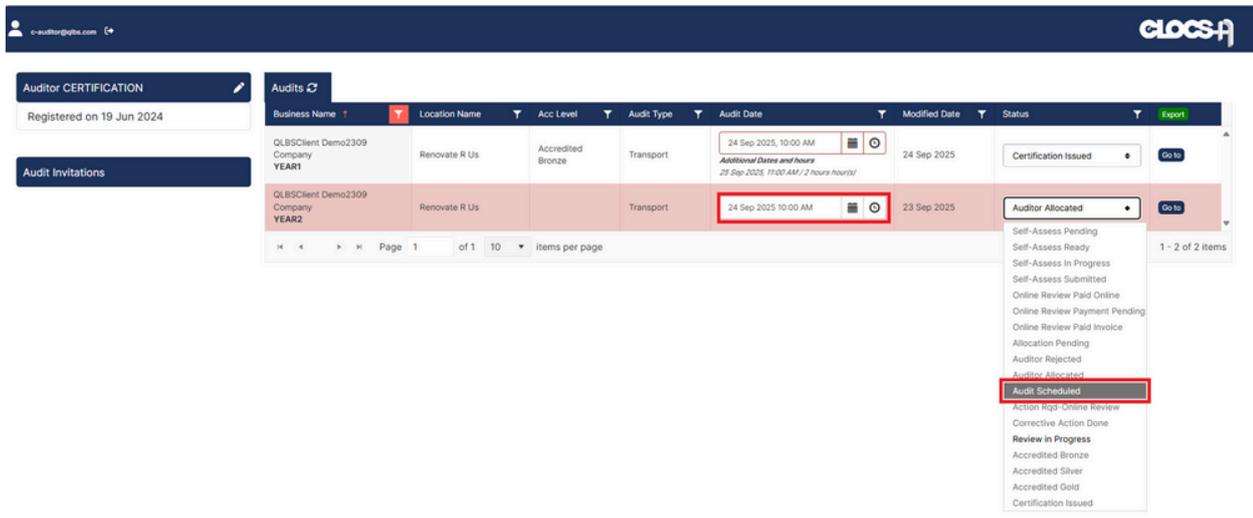


- the Audit list is updated
- Clicks the Refresh button to reload the list, if the audit doesn't appear immediately.
- Once the audit is accepted, the status will automatically update to **Auditor Allocated**.



- The Auditor updates the Audit Date with the date and time as agreed with the client for online meeting
- Then, changes the **status to Audit Scheduled**

9 Re-Accreditation Audit



- The applicant is emailed when status is moved to Audit Scheduled

CLOCS-A Audit Confirmation



To: QLBSCientDemo2309@qlbs.com
 CC: admin@clocs-a.org.au, oliver.smith@example.com
 BCC: notifications@qlbs.com

Hi QLBSCient Demo2309 Company,

This is to confirm that a CLOCS-A Audit online review meeting is scheduled for 24/9/2025 10:00 AM

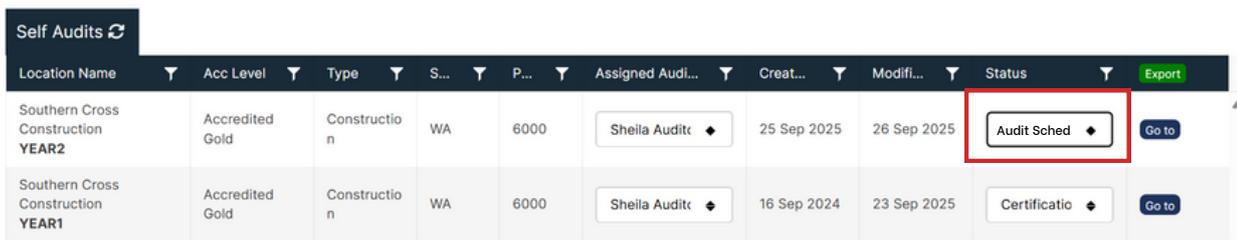
Thank you.

Warm regards,

CLOCS-A Team

The Auditor reviews the completed self-assessment

- Select the Year2 audit and click **Go to** open the self-assessment



9 Re-Accreditation Audit

- Click the Principal Contractors or Transport Operators tab to review the organisation’s self-assessment
- Mark Yes or No to the organisation’s responses
- Enter comments

QLBSClntEmailNotificationTest1609 → Southern Cross Construction

CLOCS-A

Next Step Profile **Principal Contractors**

Inspected Vehicles Report Corrective Action Report Auditor Summary Report SA Summary Report

1. RISK ASSESSMENT (CLOCS-A Standard 5.3.1)

Principal Contractors shall undertake risk assessments throughout the life of the construction project to identify and assess the project's risks to public road users as a result of generating construction heavy vehicle movements to/ from its construction sites.

Who prepared this risk assessment?

Name: QLBSClntEmailNotificationTest1609

Title/Department:

Auditor: Yes No Clear

Comments/Corrective Action: Further action required.

If **no further actions are required:**

- Auditor Saves Changes
- Changes the status accordingly
 - **Action Rqd-Online Review:** If further action is needed.
 - **Accredited Bronze:** If the audit meets the bronze accreditation criteria.
 - **Accredited Silver:** If the audit meets the silver accreditation criteria.
 - **Accredited Gold:** If the audit meets the gold accreditation criteria.

- If further action is needed, status is moved to **Action Rqd-Online Review**

Location Name	Acc Level	Type	State	Postc...	Assigned Auditor	Created Date	Modified Date	Status	Export
Renovate R Us YEAR1	Accredited Bronze	Transport	NSW	2300	c-auditor@qlbs.com	23 Sep 2025	24 Sep 2025	Certification Issued	Go to
Renovate R Us YEAR2		Transport	NSW	2300	c-auditor@qlbs.com	23 Sep 2025	23 Sep 2025	Action Rqd-Online Review	Go to

Page 1 of 10 items per page 1 - 2 of 2 items

- An email is sent to the Applicant when a corrective action is raised, and this incurs a fee for correction at the review period (annual review)

9 Re-Accreditation Audit

- When the client submits the taken actions the application status changes automatically to **Corrective Actions Done**

Location Name	Acc Level	Type	S...	P...	Assigned Audi...	Creat...	Modifi...	Status	Export
Southern Cross Construction YEAR2	Accredited Gold	Construction	WA	6000	Sheila Auditr	25 Sep 2025	26 Sep 2025	Corrective A	Go to
Southern Cross Construction YEAR1	Accredited Gold	Construction	WA	6000	Sheila Auditr	16 Sep 2024	23 Sep 2025	Certificatio	Go to

- When the client takes actions on the non-conformances or corrective actions the auditor will be notified via email

CLOCS-A Renewal: Actions taken have been updated by an applicant

 support@qlbs.com
 To: Support
 Cc: Support

 Reply
  Reply All
  Forward
  ...

Tue 23/09/2025 5:43 pm

To: c-auditor@qlbs.com
 CC: admin@clocs-a.org.au
 BCC: notifications@qlbs.com

Dear CLOCS-A Auditor 1,

The Corrective Action Plan (CAP) for QLBSClient Demo2309 Company has been updated, and submitted.

Please proceed to review the actions taken and update the relevant information accordingly.

Once you have started the review phase, kindly change the status to "Review in Progress".

If you have any questions, please contact admin@clocs-a.org.au for assistance.

Thank you.

Warm regards,

CLOCS-A Team

- Auditor changes the status to **Review in Progress**

9 Re-Accreditation Audit

Business Name	Location Name	Acc Level	Audit Type	Audit Date	Modified Date	Status	Export
QLBSCient Demo2309 Company YEAR1	Renovate R Us	Accredited Bronze	Transport	24 Sep 2025, 10:00 AM <i>Additional Dates and hours</i> 25 Sep 2025, 11:00 AM / 2 hours hour(s)	24 Sep 2025	Certification Issued	Go to
QLBSCient Demo2309 Company YEAR2	Renovate R Us		Transport	24 Sep 2025, 10:00 AM	23 Sep 2025	Corrective Action Done	Go to

Page 1 of 1 10 items per page

- Self-Assess Pending
- Self-Assess Ready
- Self-Assess In Progress
- Self-Assess Submitted
- Online Review Paid Online
- Online Review Payment Pending
- Online Review Paid Invoice
- Allocation Pending
- Auditor Rejected
- Auditor Allocated
- Audit Scheduled
- Action Rqd-Online Review
- Corrective Action Done
- Review in Progress**
- Accredited Bronze
- Accredited Silver
- Accredited Gold
- Certification Issued

- The auditor accesses the application and reviews the taken actions provided by the applicant
- Enters comments
- Accepts or declines the taken actions

QLBSCient Demo2309 Company → Renovate R Us

Next Step: Profile Transport Operators

5.4.1 Vehicle Safety Requirements (Vehicle specifications)

Bronze Level (Check that there are):

App E 1. No solid, clear or coloured bug deflectors mounted on bonneted trucks?

Yes In Progress No

Comments: Evidence for testing Year2 Testing

Browse or drop files here

Evidence required.pdf

Auditor: Further action required Year 2 comments - further action needed

Yes No Clear

Browse or drop files here

Action taken

Explanation: Actions taken. Please refer to the uploaded files for evidence

Browse or drop files here

Red_Kites.jpg

PNC_Trainsearncv_demonstration_3.png

- If satisfied with the actions taken, click Accept
- Save Changes (the submit button is not enabled)

9 Re-Accreditation Audit

QLBSClient Demo2309 Company → Renovate R Us

Next Step Profile Transport Operators

Inspected Vehicles Report Corrective Action Report Auditor Summary Report SA Summary Report

Bronze Level (Check that there are:)

App E 1. No solid, clear or coloured bug deflectors mounted on bonneted trucks? Yes In Progress No

Auditor Yes No Clear

Action taken

Accepted Accept Decline Clear

- Auditor Saves Changes
- Changes the status accordingly
 - **Action Rqd-Online Review:** If further action is needed.
 - **Accredited Bronze:** If the audit meets the bronze accreditation criteria.
 - **Accredited Silver:** If the audit meets the silver accreditation criteria.
 - **Accredited Gold:** If the audit meets the gold accreditation criteria.
- The client receives an email notification when their status is updated to Accredited Bronze, Silver, or Gold.

CLOCS-A Renewal: Bronze Level Accreditation Successfully Renewed

support@qlbs.com
 To: Support
 Cc: Support

Reply Reply All Forward ...

Tue 23/09/2025 5:53 pm

To: QLBSClientDemo2309@qlbs.com
 CC: admin@clocs-a.org.au, oliver.smith@example.com
 BCC: notifications@qlbs.com

Dear QLBSClient Demo2309 Company,

Congratulations! We are pleased to inform you that your organisation has **successfully renewed its Bronze level accreditation** with CLOCS-A.

This achievement reflects your continued commitment to upholding the CLOCS-A standards and demonstrates your dedication to improving safety and operational excellence across your operations.

If you have any questions, you can contact us at admin@clocs-a.org.au.

Thank you.

Warm regards,

CLOCS-A Team

10 Auditor Invoice

Once the auditor finishes the audit and updates the application status to Accredited, they can send an invoice to CLOCS-A Admin for payment.

Note: Report writing is included in your hourly rate. To obtain a copy of your audit, refer to the **Auditor Summary Report** once the audit review is complete so be as detailed as necessary when providing feedback on the application. Please do not include additional charges for report writing, as these will not be reimbursed. The invoice should reflect only the hours already logged in the system.

If the auditor incurs travel costs, they must send an invoice to the applicant that clearly lists each expense and includes all required supporting documents, such as receipts or travel records. The auditor will coordinate directly with the applicant regarding these costs.

We have now reached the end of this training manual. As you proceed with your responsibilities, remember that clear communication and meticulous record-keeping are key to ensuring a smooth accreditation process.