

Switching Re-Authorisation - External Service Providers Procedure

1. PURPOSE AND SCOPE

The Queensland Electricity Entity Standards for Safe Access to High Voltage Electrical Apparatus (SAHV) require Entities to assess their authorised persons as competent at intervals not exceeding three years.

This procedure adopts a similar framework to the internal framework to enable a consistent approach to switching practices this procedure will supersede any previous switching reauthorisation processes for external service providers.

2. DEFINITIONS, ABBREVIATIONS AND ACRONYMS

Term	Definition
APR	Access/Test Permit Recipient
FARO	Field Auto Reclose Operator
IWG	Individual of a Workgroup
non-operator authorisation	Authorisations that do not allow operation of the network. These authorisations allow the holder to be part of the work team, however not to operate switching devices on the network
operator authorisation	Authorisations that permit operation of switching devices on the network.
SAHV	The Queensland Electricity Entity Standards for Safe Access to High Voltage Electrical Apparatus
SEHVE	Safe Entry to HV Enclosures
SOAC	Switching Operator Assistant (Contractor)
SWO-SWER	Switching Operator SWER (only),
LVSO	Low Voltage Switching Operator

3. REFERENCES

3.1. Controlled Documents

External Service Provider - Switching Record of Work Portfolio - 2906142

Switching and Access Training and Authorisations - 1683135

Switching and Access Training, Assessment and Authorisation

PROCEDURE FOR NON-OPERATOR AND OPERATOR ROLES

Switching and Access authorisations are required to be reauthorised in the final year of the three-year expiry. When the authorisation for Safe Entry to HV Enclosures is initially issued, it is issued to the nominal date of the 31st December, with a three-year maximum authorisation period (i.e. will not be issued for a period of over three years.) For example, an authorisation for Safe Entry to HV Enclosures issued in March 2025 will have an expiry date of 31 December 2027.

All subsequent authorisations will have the expiry date aligned to the Safe Entry to HV Enclosures expiry date. If a new authorisation is issued within the final 6 months of the three-year authorisation period, reauthorisation is not required for the new authorisation only.

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This procedure enables external service provider staff to be reauthorised to the next three-year expiry for their switching authorisations and will also determine staff's competency in their switching roles.

This document provides information for the switching reauthorisation framework which consists of the completion of a **three-gate process** depending on the level of authorisation.

External service provider staff that hold the following **non-operator authorisation**, **IWG** individual of a workgroup and or **SEHVE** safe entry to HV enclosures, the requirement for re-authorisation is to carry out the appropriate online theory assessment (gate two) only.

External service provider staff that hold other **non-operator authorisations**, **APR** Access/Test Permit Recipient and or **SOAC** Switching Operator Assistant Contractor, the requirement will be to complete experience log (gate one) and appropriate online theory assessment (gate two).

External service provider staff that hold the following **Switching Operator authorisations**, **SWO-SWER** Switching Operator SWER (only), and or **FARO** Field Auto Reclose Operator and/or **LVSO** Low Voltage Switching Operator will be required to complete all three gates experience log (gate one), online theory assessment (gate two) and infield evaluation (gate three).

Gate One: Experience log

The first gate is for external service provider staff to log experience via the **External Service Provider - Switching Record of Work Portfolio - 2906142** where required (**SOAC, APR, SWO-SWER, FARO & LVSO**). This document has been provided to assist this process and may be used to support External Service providers internal Safe System of Work.

External service provider staff will log experience as per criteria below.

- Switching Operator authorisations, staff will be required to log evidence of five switching sheets while performing the role of a Switching Operator. At least one sheet from each switching operator authorisation is required (e.g. if you are authorised at SWO-SWER Switching Operator SWER only, FARO Field Auto Reclose Operator, LVSO Low Voltage Switching Operator, at least one sheet from each authorisation held will be required to make up the five sheet total).
- Switching Operator Assistant (Contractor), staff will be required to log evidence of three switching sheets performing the role of the Switching Operators Assistant (Contractor).
- Access/Test Permit Recipient, staff will be required to log evidence of five permits that have been received while performing the role of a Recipient. At least one permit from each Recipient authorisation is required (e.g. if you are authorised at APR Access Permit Restricted, APL access permit lines, APS Access Permit Substation, TPR Test Permit Recipient, at least one permit from each authorisation held will be required to make up the five sheet total).

Once external service provider staff have logged the required experience on the **External Service Provider - Switching Record of Work Portfolio - 2906142** form, they will submit the form to their supervisor for validation and endorsement. This documentation is to be retained by the External Service Provider and may be requested by Energy Queensland for auditing purposes.

Note: This experience log can be filled out at any time during the three-year authorisation period.

Gate Two: Online Theory Assessment

Once the External Service Provider supervisor has validated and endorsed the experience log (gate one), they are to request the relevant e-learning to be issued to their employee for completion. This request can be completed via the www.esitrain.com.au in the final 12 months of the authorisation period.

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You will need to nominate for the applicable online courses.

- **Safe Entry to High Voltage Enclosures SEHVE - nominate for 4027**
- **Individual of a Workgroup IWG - nominate for 4028**
- **Switching Operator Assistant (Contractor) SOAC - nominate for 4030**
- **Permit Recipient PR - nominate for 4029**
- **Low Voltage Switching Operator (SE only) LVSO - nominate for 1837**

If external service provider staff only need to complete gate one and gate two and have fulfilled the requirements for reauthorisation, they will be reauthorised to the next three-year expiry. If gate three is required, the process below will be followed.

Gate three: Infield Evaluation

The third gate is a face-to-face infield evaluation for switching operator authorisations. This will be conducted while the authorised switching operator is carrying out a switching sheet under normal switching conditions (**SWO-SWER, FARO, LVSO**).

The infield evaluation will focus on effective communication and interactions between Switching Operators, Switching Operators Assistants and Network Operations Control Centre. Observations will be carried out under real-time operational conditions in accordance with applicable standards.

All switching and access activities will be carried out using written, checked, and authorised switching sheets and permits appropriate to the task being observed and coordinated through the Network Operations Control Centre.

This visit is to be carried out within the final year of an individual's three-year authorisation period and is vital to ensuring that switching is being carried out in the correct manner. **The infield evaluation is to be carried out by an Energy Queensland Field Verification and Compliance Officer** during normal switching operations, under normal operating conditions.

Once external service provider staff have completed **gate one** and are validated and endorsed by their supervisor, the External Service Provider will contact the [Switching & Access Reauthorisations](#) team to arrange a Switching Infield Evaluation for the completion of gate three.

Note: *If the Switching authorisations are no longer required the external service provider is to email bookings@esitrain.com.au to have the authorisation removed.*

NON-COMPLETION OF THE REAUTHORISATION PROCESS

Where an authorisation is not reauthorised following the process listed above by the end date, the authorisation will become expired. Expired authorisations are **not valid** and are not able to be utilised beyond the end date. Where a prerequisite authorisation is not maintained, this will result in the higher-level authorisation also expiring, and not being valid for use. For example, if Safe Entry to HV Enclosures is not maintained, all other authorisations will also expire.

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The External Service Provider is responsible for maintaining up to date records of their authorisations, and to be aware of the expiry date of the relevant authorisations. To obtain current authorisation expiry dates, please contact the Technical Training Department (Esitrain), Contract Representative, or contact [Switching & Access Reauthorisations](#). Where an authorisation has expired, every effort will be made by Energy Queensland to contact the external party.

Where an authorisation has expired, individuals are **not** permitted to conduct activities associated with the authorisation.

Expired Authorisation Approval Process

Where an exceptional circumstance exists, and justification can be supplied, an application can be made to allow the candidate to fulfil the requirements of reauthorisation after authorisation expiry.

1. The external party to determine the cause of the authorisation expiry, and candidate to get approval from their company's Manager/Supervisor for reauthorisation.
2. The external party to email the Energy Queensland contract representative, outlining the circumstances of the expiry, as well as the actions that are to be implemented to prevent a recurrence. This is to be reviewed and endorsed by the contract representative.
3. Endorsement is to be provided to [Switching & Access Reauthorisations](#) for review and approval. Once approved, an approval reference will be provided for this.
4. Once approval has been provided, candidate to complete the reauthorisation process, with the following controls:
 - a. Gate one (Experience Log): Where the candidate can provide the required evidence to fulfil the Gate one requirement, then this is to be completed via normal process. Where the candidate is required to complete additional activities, due to the expiry of the authorisation, this is to be completed under the direct supervision of an Energy Queensland Field Verification and Compliance Officer. Please email [Switching & Access Reauthorisations](#) for availability.
 - b. Gate two (Online Theory Assessment): External party to nominate via the Esitrain Website for the relevant online theory assessments. Approval reference to be provided by the external party as part of the nomination process.
 - c. Gate three (Infield Evaluation): Candidate is to complete an Evaluation by an Energy Queensland Field Verification and Compliance Officer. Please email [Switching & Access Reauthorisations](#) for availability.

Following the approval process detailed above, the candidate will have 12 months from the expiry date of the authorisation to successfully complete all reauthorisation requirements. Any authorisations that have been expired for over 12 months will require the candidate to complete the initial training requirements. This process is utilised to reinstate and reauthorise the individual and will not result in a new three-year expiry date (i.e. the authorisation will be authorised for three years from the original expiry date.)

Upon successful completion of this process, the candidate will be notified when the relevant authorisation has been approved and reauthorised. The authorisation remains expired and not valid until this notification is received.

For any queries, contact the Technical Training Department (Esitrain), Contract Representative, or contact [Switching & Access Reauthorisations](#).