

Contractor Connect Scheme

Electrical Contractor and Worker Handbook

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Schedule of amendments

Version	Previous version	Amendments from previous version	Date of amendment
19/04/2017	7/01/2016	The following paragraphs have been amended in Section 3.1.7	12/04/2017
		<p>Supervision of electrical workers</p> <p>Supervision Policy</p> <p>A company organisation chart outlining the reporting hierarchy including person(s) responsible for supervising the work of others must feature in this section of the plan.</p> <p>A supervision guideline table for apprentices and trainees is available from EnergySafety and should also be included. The plan should make it very clear to all employees that the effective supervision of apprentices and trainees is critical.</p>	
xxxxxxx	19/04/2017	The following paragraphs have been amended in Section 4	xxxxxxx
		<p>Electrical worker eligibility requirements</p> <p>The sample rate of the worker should be 5 or greater, this may be reviewed based on the contractor's situation/location.</p>	
xxxxxxxxxx		All preliminary and completion notices from CCS accredited electrical contractors must be submitted to the network operator via EnergySafety's eNotice system. To apply for an eNotice account, visit EnergySafety's website for further information	

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1 Introduction

The Contractor Connect Scheme (CCS) permits accredited electrical contractors, via their authorised electrical workers, to connect new installations to Western Power's electricity distribution network following satisfactory testing and checking of their electrical installing work.

Following a review during 2015, Western Power has revised and made some important changes to the scheme. The revised CCS will be fully implemented by **1 July 2016**.

This handbook sets out:

- The revised CCS rules / parameters including allowable works for the 2 levels of accreditation
- Obligations of electrical contractors and workers
- Eligibility criteria for scheme participation
- Audit, training and assessment criteria for ongoing electrical contractor accreditation and electrical worker authorisation

1.1 Contractor Connect Scheme overview

The CCS is applicable to the management of new installations connected by direct-metering and where the electrical wiring has been completed entirely by the contractor accredited to the scheme.

The scheme is authorised under Western Power's approved Inspection System Plan (2015) and administered by the WA Electrical Inspectors (WAEI) business area.

All electrical contractors accredited to the CCS must have a comprehensive management plan that meets the requirements outlined in **section 3.1** of this handbook.

There are 2 levels of accreditation available to eligible contractors as summarised below. Detailed information relating to each level of accreditation is outlined within **section 2** of this handbook.

Restricted accreditation

Restricted CCS accreditation permits electrical contractors to manage the installation and connection of builders' supplies only.

Full accreditation

Full CCS accreditation permits electrical contractors to manage the new connection of a consumer's electric installation provided the electrical installing work has been completed entirely by the electrical contractor accredited to the scheme.

Full accreditation is limited to contractors who can demonstrate they employ an electrician dedicated to supervising the work of other electricians employed by the company.



IMPORTANT: All installations energised under the CCS must have been completed entirely by the electrical contracting company accredited to the scheme. Western Power shall arrange for the energisation in all other circumstances.

1.2 Revised CCS implementation

The scheme parameters outlined within this handbook supersede the CCS Guidelines last issued in 2007. The effective date for full implementation is **1 July 2016**.

Existing CCS authorised contractors and workers may re-apply under the new CCS to obtain accreditation or authorisation from **1 March 2016**. Existing accreditations and authorisations cannot be transferred.

New applications from electrical contractors and workers not previously accredited or authorised under the CCS will be accepted from **1 April 2016**.

If an electrical contractor or worker has not received accreditation or authorisation from Western Power under the new scheme parameters prior to **1 July 2016**, the contractor or worker must cease all CCS work until such time as accreditation or authorisation in accordance is granted.

CCS application forms can be downloaded from Western Power's website. Visit www.westernpower.com.au and search for "connection schemes".



CCS is open to electrical contractors and workers who have held Service Apparatus Connection Scheme (SACS) accreditation / authorisation for the past 12 months as a minimum.

2 Contractor Connect Scheme parameters

2.1 Restricted CCS accreditation

Restricted CCS accreditation is limited to the management of builders' supplies where the maximum demand does not exceed 32 amperes for residential premises and 63 amperes for commercial or industrial premises. Restricted accreditation permits an electrical contractor to:

- Install a builder's supply, inclusive of kWh meter, service protection device, main switch, residual current device, and maximum of 2 socket outlets
- After testing the installation for compliance with AS/NZS 3000:2007 using a similar or equivalent method to that prescribed within AS/NZS 3017:2007, leave the builder's supply energised
- Where a direct wired kWh meter is installed in a temporary location, relocate the meter from the temporary location (e.g. builder's supply pole) to the permanent meter position (the Preliminary Notice must state this intention)

Single person operators / contractors are permitted to apply for accreditation providing they meet the eligibility criteria outlined at **section 3**. Testing and commissioning of the builder's supply may be completed by the same electrical worker responsible for the installation of the meter.

2.2 Full CCS accreditation

Full accreditation permits accredited electrical contractors to manage new consumer electrical installations and connections where the maximum demand does not exceed 100 amperes, subject to the following conditions:

- All electrical installing work must have been completed entirely by the electrical contractor accredited to the scheme. That is, the electrical contractor that wires the installation must be the same electrical contractor responsible for the installation's permanent energisation.
- Testing and commissioning of the installation is to be undertaken by an electrical worker authorised under the CCS but cannot be the same electrician responsible for the electrical installing work.
- The electrical contractor must ensure the entire installation complies with AS/NZS 3000:2007 using a similar or equivalent method to that prescribed within AS/NZS 3017:2007.
- After satisfactory completion of testing, the installation may be left permanently energised.
- After completion and energisation, the electrical contractor assumes accountability for the entire electrical installation.



A key requirement for electrical contractors seeking full CCS accreditation is to be able to demonstrate they employ an electrician dedicated to supervising the work of other electrical workers within the company.

2.3 Scheme exclusions

The following activities are not permitted under CCS:

- Permanent connection of pre-wired / re-locatable installations such as transportable homes, dongas, boats and caravans.
- Current transformer metered installations (Western Power's Metering area technicians are to be engaged for such installations).
- Overhead to underground conversions.
- Consumer mains upgrades.
- kWh meter changeovers and upgrades (such installations must be managed by Western Power).
- Disconnection and removal of a permanent kWh meter from site (if a kWh meter is to be permanently removed, the customer must contact their electricity retailer who will arrange with Western Power for disconnection and removal).

2.4 Testing, verification and commissioning

- The contractor's management plan must set out the processes and procedures for testing and verification of electrical installations. These procedures must align with AS/NZS 3000:2007 and use a method similar or equivalent to that prescribed in AS/NZS 3017:2007.
- All installations must be checked and tested in accordance with the processes and procedures outlined in the contractor's management plan.
- A copy of the electrical contractor's checklists and testing sheets must be included in the management plan.
- All installations to be energised must be fully checked and tested by an electrical worker authorised under the CCS.
- The electrical worker responsible for the integrity of the installation i.e. checks and tests before energising is, by default, the responsible person for any defects later identified at that premise.
- For work performed under full accreditation, the authorised CCS electrical worker who tests the work must not be the same electrician who performed the electrical installing work. However, all electrical workers must be employed by the same electrical contractor.
- For work performed under restricted accreditation, the authorised CCS electrical worker who tests the work can be the same electrician who performed the electrical installing work.
- All test instruments must be calibrated per the National Association of Testing Authorities (NATA) recommendations, on a minimum annual basis.

2.5 Submission of Notices

- Completion Notices are to be submitted within 3 days from completion of the electrical installing work.
- All preliminary and completion notices from CCS accredited electrical contractors must be submitted to the network operator via EnergySafety's eNotice system. To apply for an eNotice account, visit EnergySafety's website for further information.

Contact details below

General enquiries

Tel: (+618) 6251 1900

Fax: (+618) 6251 1901

energysafety@dmirs.wa.gov.au

- Upon submission of a Notice for CCS energised installations, the electrical contractor assumes accountability for the entire electrical installation.
- Notices of completion must:
 - indicate that the work completed is CCS related; and
 - be amended if the work completed differs from that stated on the preliminary notice.
- Notices must be submitted for all notifiable works including for but not limited to:
 - work carried out on service apparatus;
 - work requiring the disconnection / reconnection of the electricity supply; and
 - notifiable works carried out by different electrical contractors at the same installation address. The notice must describe the portion of installing work carried out by each electrical contractor, (for restricted accreditation only - not applicable to full accreditation).

2.6 Active work history

- Electrical contractors and workers must demonstrate an ongoing need to remain on CCS.
- Any electrical contractor or worker who has not completed CCS work for a period of 12 months will be removed from the CCS.

2.7 Electrical contractor / worker records and changes to employment

- Electrical contractors must maintain a current electrical worker register that clearly identifies workers holding CCS authorisation.
- Electrical contractors must notify Western Power's WAEI business area within 5 working days of a CCS authorised electrical worker leaving their company.
- If an authorised electrical worker changes their employment to another CCS accredited electrical contractor, that contractor must apply to Western Power's WAEI business area to have the worker's authorisation transferred to their company.

- Should an authorised electrical worker transfer to a non-accredited electrical contractor, the worker will no longer be authorised to perform CCS work.

2.8 Record keeping

- All records relating to CCS work must be maintained by the electrical contractor for a minimum of 5 years.
- The contractor's management plan must outline the processes and procedures the electrical contractor has in place to manage, store and retain its records.
- The types of records that must be kept, include, but are not limited to Notices, design drawings, checklists, testing sheets, invoices and quotes.
- Unrestricted access to records must be made available during CCS audits or at the reasonable request of the WAEI business area.

2.9 Audit and assessment

- Western Power will audit all electrical contractors on the CCS on an annual basis to ensure compliance with scheme rules and the contractor's management plan.
- Western Power will undertake annual field assessments on CCS electrical workers to assess each worker's practical knowledge and on the job compliance with the scheme rules and contractor's management plan.
- Western Power may also undertake, at its discretion, random contractor and worker audits and assessments.
- Electrical workers authorised under the CCS are required to undertake and pass an annual online refresher training course inclusive of assessment.

2.10 Contractor management plan

- A key requirement for CCS accreditation is for electrical contractors to have developed and implemented a detailed management plan.
- All employees of the electrical contractor must abide by the management plan.

3 Contractor eligibility requirements

To be eligible for CCS, electrical contractors must:

- Have held Service Apparatus Connection Scheme accreditation for no less than 12 months
- Satisfactorily demonstrate experience working across various types of new installations including single and multiple unit dwellings, multi-story dwellings and commercial premises
- Have a nominee from the company listed as one of the electrical workers to be authorised
- Not have committed an offence resulting in prosecution or Electrical Licensing Board disciplinary action within the previous 12 month period
- Not have any pending prosecutions, disciplinary actions or be under investigation
- Have a serious defect free period of at least 12 months prior to entry
- Employ an electrician dedicated to supervising the work of other electricians employed by the company (for full accreditation only - not applicable to restricted accreditation)
- Develop and implement a management plan with processes and procedures in place to ensure the electrical installation and connection work is compliant and safe for connection to the electrical distribution network (refer to **section 3.1** for detailed management plan requirements)
- Participate in a detailed management plan audit upon application
- Participate in annual and ad-hoc audits to maintain accreditation

3.1 Management plan requirements

A key eligibility requirement for CCS is for electrical contractors to have established and maintain a management plan.

The management plan must detail the systems the company employs to implement and ensure electrical work carried out by its electrical workers so far as reasonably practicable, is safe and verified to conform to AS/NZS 3000:2007, WA Electrical requirements (WAER), the West Australian Distribution Connections Manual (WADCM) and legislative obligations.

The company must, by commitment and reinforcement, so far as reasonable practicable ensure that all its electrical workers fully understand and comply with the management plan obligations and the Contractor Connect Scheme rules at all times.

Each contractor's management plan must be unique to that organisation and include the following key areas (as a minimum):

- Statement of intent
- Safety compliance in accordance with the *Occupational Safety and Health Act 1984 (WA)* and CCS guidelines
- Work systems and procedures
- Personnel

- Testing and verification of electrical work
- Record keeping
- Supervision of electrical workers
- Notice compliance

The management plan minimum requirements for each of these key areas are outlined in more detail below.

Prior to application for CCS, electrical contractors must ensure their management plan adequately addresses each of these areas, and is fully implemented across their total electrical workforce.

Assessment of individual plans will be undertaken on application to join the CCS and during periodic and random audits conducted by Western Power.

3.1.1 Statement of intent

The management plan must include a statement of intent which is to be signed by at least one company owner or Director, setting out senior management's commitment to ensuring the management plan is complied with at all times.

This statement must:

- State that the electrical contractor assumes full responsibility for all electrical work carried out by its workforce (i.e. this responsibility cannot be delegated to the electrical worker)
- Acknowledge that the electrical contractor and its employees are accountable, at all times, for the electric installation from the design stage through to the energising
- State the electrical worker responsible for the integrity of the installation i.e. checks and tests before energising is by default, the accountable person for any defects later identified at that premise
- State that employees of the electrical contractor are required to comply with all aspects of the management plan at all times
- Commit the contractor to ensure their electrical workers work safely and fully comply with all company safety procedures and work instructions
- Commit the electrical contractor to ensure its electrical workers have all necessary equipment and installation materials required to carry out the work safely and to the required standards
- Certify the contractor's electrical workers are competent to perform checking and testing on all electrical work completed per the contractor's management plan
- Commit the electrical contractor to achieving full compliance with its management plan and require that when non-compliances are identified, immediate corrective action be undertaken
- Acknowledge that any non-compliance of the management plan or the WAEI business area CCS conditions may result in the company (electrical contractor and / or its employees) being suspended / removed from the scheme

3.1.2 Safety compliance

The safety compliance section of the management plan should incorporate the company's full health and safety processes, or references to them, including but not limited to the areas outlined below.

Health and safety policy and commitment

A general statement outlining the company's commitment to its health and safety policy.

Safety communication strategy

Outline how the company's health and safety policy and strategies will be communicated to all staff.

Risk assessment and management

Document how job planning, job risk assessments, incident reporting, emergency procedures and on the job safety will be managed. List the roles and who is responsible for each area.

Personal protective equipment (PPE)

List the types of PPE available including ratings, where and when it is expected to be worn by employees.

Isolation and tagging

Document the company's isolation and tagging requirements including the types of tags to be used. This procedure should replicate the standard industry isolation and tagging requirements.

Working safely

Provide processes and procedures to facilitate safe work practices. E.g. Job risk assessments, safe work method statements, use of checklists, etc.

Fitness for work

Outline the contractor's fitness for work policy including provision for drug and alcohol detection.

3.1.3 Work systems and procedures

Detail the processes and provide written procedures demonstrating how work is managed. These processes are to include but must not be limited to:

- Design
- Procurement
- Installation
- Commissioning

Responsibility for each step should also be demonstrated.

3.1.4 Personnel

Electrical worker's register

The company must commit to establishing and maintaining a register of electrical workers. This register must:

- Include the names, addresses, expiry dates and electrical worker's licence numbers for each electrical worker employed by the company
- Indicate which electrical workers within the company are authorised under the WAEI business area connections schemes

Qualifications and authorisations

State the qualifications and authorisations required to be maintained by the contractor's electrical workforce. Outline the systems and processes in place to ensure electrical workers on the CCS maintain these qualifications and authorisations.

Outline the systems and processes in place to ensure employees undertaking electrical work maintain a current electrician's licence. Checks must be conducted to ensure that no licences have expired.

The management plan must detail how often these checks are to be undertaken, where the results are to be recorded and what action is to be taken where authorisations or licences have expired.

Communications strategy

The communications strategy should outline how management communicates with employees. It should include:

- The various types and frequency of meetings
- How policy, procedure and management plan updates are conveyed to staff
- How updates to relevant Australian Standards and the W.A. Electrical Requirements are communicated
- How electrical workers are advised of their compliance / non-compliance with the company's management plan
- How industry updates (e.g. those provided by EnergySafety and The WA Electrical Inspectors business area) are communicated to staff
- Details of the employee induction program including how the company's policies, procedures, and management plan are communicated to new staff

Toolbox meetings

Toolbox meeting are an essential means of communicating with employees. The management plan must detail:

- How often toolbox meetings with employees are to be held
- The standard agenda topics to be covered
- Recording attendees and distribution of meeting minutes

- Record keeping of toolbox meeting minutes

Incident / hazard reporting

The management plan should outline typical incidents, near misses and hazards that are to be reported, the mechanism for reporting and how issues are typically resolved. This should include specific details regarding the requirements to report incidents e.g. electric shock incidents.

Incident / hazard reporting must also be a standard agenda item for toolbox meetings.

Training

The management plan should outline the various types of training required to be undertaken by employees.

A training register should be maintained to ensure employees undertake refresher courses as and when due.

Scheme participant notifications to Western Power WAEI business area

It is critical that electrical contractors advise Western Power's WAEI business area when a new employee is engaged and requires their existing CCS authorisation to be transferred.

It is also a requirement under the CCS that where an authorised electrical worker terminates their employment with a company, that the company will notify Western Power's WAEI business area within 5 working days. This is to ensure records are updated and it is clear that the electrical contractor is no longer responsible for this persons' authorisation.

The management plan must outline this requirement and specify how it will be achieved.

3.1.5 Testing and verification of electrical work

The management plan must make it very clear that employees are to check, test and certify all electrical installing work is free from defects.

The management plan must include details of the checking and testing procedures for all work carried out on the CCS inclusive of who is responsible, who carried out the work, what will be inspected, what will be recorded on the test results and who ensures it is completed.

It is recommended that electrical work certifications are by way of recorded test results, date, licence number and signature. Test results must be retained for a minimum period of 5 years.

Equipment

The management plan must include details of the standard test equipment that employees are issued with to verify their electrical work. Typically, such test equipment would include, but not be limited to, a multi-meter (volts, ohms and amps), insulation resistance tester, impedance meter, ammeter and electrical installation tester with memory (optional).

Instrument calibration

It is a requirement under the CCS that all instruments are inspected and calibrated annually per the National Association of Testing Authorities (NATA) recommendations. Instruments are to be labelled accordingly and recorded in an instrument register.

The management plan should specify this obligation and outline the checks in place to ensure it is met.

Installation testing

The management plan must outline the contractor's checking and testing processes and procedures and contain copies of the contractor's approved checking and testing forms. Checking and testing procedures must comply with the minimum testing and checking requirements of AS/NZS 3000:2007 and be carried out in accordance with AS/NZS 3017:2007 or equivalent method.

The installation test sheet must include the following details as a minimum:

- Address of installation
- Electrical worker responsible for the installation
- Electrical worker responsible for testing
- The tests to be performed
- The test instrument used
- The recorded readings
- As constructed drawing
- Any testing variations / comments.

The management plan should also include details of the verification / audit processes the electrical contractor has in place to ensure test forms are complete, all required tests have been undertaken / appropriate results recorded and that the form has been signed by the electrical worker who carried out the testing.

Commissioning, checking and testing

A commissioning checking and testing sheet is required in addition to the installation test sheet. The testing electrician is required to complete and sign a checklist for every job inspected and tested.

Each electrical contractor should develop their own commissioning checking and testing sheet in accordance with the type of electrical installing work they are undertaking. It must be made clear to electrical workers that use of this checking and testing sheet is mandatory. Reinforcement should be made at toolbox meetings.

The commissioning checking and testing sheet should include the following items as a minimum. (Note: It must be stressed that this is not an exhaustive list and electrical contractors should ensure their own checklists include but are not limited to these items).

Visual inspection:

- No exposed wires
- Restricted zones
- IP ratings
- Shower screens fitted
- All junctions are in place and correctly terminated

- Barriers installed at down-lights
- Cables mechanically secured
- Lights and fittings installed to manufacture specification or AS/NZS standards

Switchboard:

- Labelling
- Location
- Protective devices
- Circuit arrangement
- MEN

Testing:

- Fully tested to AS/NZS 3000:2007
- Continuity
- Insulation resistance
- Polarity
- RCD functionality
- Functionality of equipment
- Fault loop

3.1.6 Record keeping

The management plan is to provide details of the company's record management processes and procedures. Record verification will form a key component of the CCS contractor audit.

All records must be maintained for a minimum of 5 years and unrestricted access must be made available at audits or at the reasonable request of Western Power.

Records to be retained

The management plan must outline how the contractor's records are filed and maintained. The types of records that must be maintained include but are not limited to:

- Risk assessment
- Installation test sheets
- Service connection test form
- Digital meter print outs (if applicable)
- Preliminary and Notice of completion
- Drawings inclusive of any mark ups and variations

- Checklists
- Test sheets
- Record of defects
- Details of all CCS authorised electrical worker internal audits including audit date, personnel involved, audit results and topics covered
- Electrical worker training records
- Meeting minutes and written communications
- Details of any non-compliances by electrical workers authorised under CCS including defects identified during internal worker audits and defects brought to the attention of the company by external parties along with details of the corrective actions undertaken
- Copies of any Inspector's Orders as a result of work undertaken by CCS authorised electrical workers

3.1.7 Supervision of electrical workers

Supervision Policy

A company organisation chart outlining the reporting hierarchy including person(s) responsible for supervising the work of others must feature in this section of the plan.

The supervision of individuals carrying out electrical work must be specific for the individual company and must be compliant with Electricity (Licensing) Regulations r50. The plan should make it very clear to all employees that the effective supervision of apprentices and trainees is critical.

Electrical worker competencies and performance monitoring

The management plan must detail how new employees are to be trained and assessed, the frequency of training and assessment for existing employees and how ongoing performance will be monitored.

Electrical worker audits conducted by the contractor

The plan should provide details of how the electrical installing work undertaken by their employees will be monitored and audited including:

- How often audits will be conducted
- Who will undertake the audits
- What the audits will involve.

Typical audit items would include:

- Compliance with safe working practices
- Availability of PPE
- Knowledge and availability of correct tools and equipment to complete the job
- Knowledge of required test results

- Availability and completion of the approved Service Connection Test Form
- Ability to undertake and record required tests in accordance with the management plan
- General understanding and compliance with the management plan

The management plan must ensure that the audit results are recorded and made available for any external audit.

It is recommended that the internal audits be conducted by an experienced electrical worker.

3.1.8 Notices

The management plan must detail how notices are to be certified, when notices are required to be submitted and how they are to be filed.

CCS accredited contractors must submit all Notices through Western Power's ETIC system.

Prior to signing and submitting a Notice of Completion, the company via their Nominated electrical worker must establish a reasonable and honest belief that the electric installing work subject of the Notice is complete, meets the relevant standards and is safe.

Completion Notices must be submitted within 3 days of completing the installation or connection of the electricity supply.

4 Electrical worker eligibility requirements

To be eligible for authorisation under CCS, electrical workers must:

- Hold a full WA electrician's licence
- Have held Service Apparatus Connection Scheme accreditation for no less than 12 months
- Maintain SACS accreditation at all times to remain on the CCS
- Demonstrate a working history across various types of new installations including single and multiple unit dwellings, multi-story dwellings and commercial premises
- Be nominated by an accredited CCS contractor
- Not have committed an offence resulting in prosecution or Electrical Licensing Board disciplinary action within the preceding 12 month period
- Not have any pending prosecutions, disciplinary actions or be under investigation
- Have a serious defect free period of at least 12 months prior to entry
- The sample rate of the worker should be 5 or greater, this may be reviewed based on the contractor's situation/location.
- Have at least 24 months post apprenticeship electrical experience as a qualified electrical worker
- Complete the requisite CCS training (refer section 4.1) and be assessed as competent to carry out electrical installations under CCS
- Participate in an annual and random field assessment to maintain accreditation

Note: CCS accreditation is not available to electrical apprentices, electrical fitters or restricted electrical licence holders.



Electrical workers may be authorised under the scheme only when employed by an Electrical Contracting company with CCS accreditation.

4.1 Electrical worker training

Checking and testing an electrical installation

Prior to being authorised to the Contractor Connect Scheme, electrical workers must be able to demonstrate they have successfully completed a training course in checking and testing an electrical installation, through a Western Australian registered training organisation, within the past 12 months.



This course is presently offered by the College of Electrical Training (CET). Please check with the WAEI business area of Western Power should you wish to complete training

through an alternative provider to ensure the course covers the required learning outcomes.

CCS e-learning module

Electrical workers must also complete Western Power's online CCS learning module. Upon successful pre-assessment, Western Power's WAEI business area will provide the worker with access to the CCS learning module. There is no charge for this training.

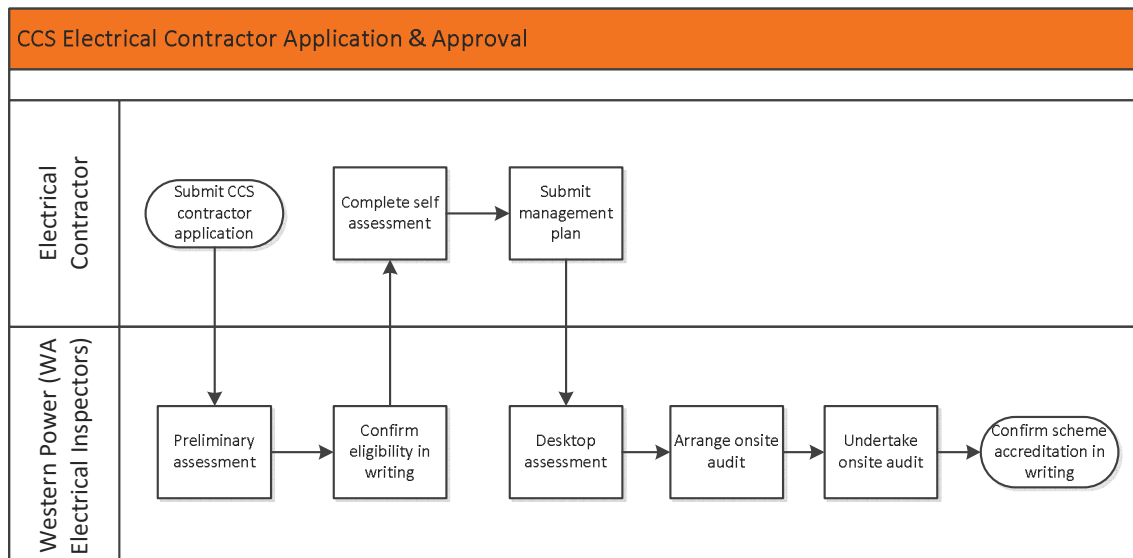
5 Application and approval

5.1 Contractor accreditation

The following table and diagram provides the process for contractor accreditation application and approval.

Step	Who	Action
1.	Electrical contractor	Complete electrical contractor CCS application form (can be downloaded from Western Power's website www.westernpower.com.au and searching for "connection schemes").
2.	Electrical contractor	Submit the form via email to schemes@westernpower.com.au .
3.	Western Power	Undertake a preliminary assessment to ensure the electrical contractor meets CCS requirements (e.g. SACS accreditation, job history, etc).
4.	Western Power	Confirm contractor eligibility in writing and send self-assessment checklist. If not eligible for accreditation, reason(s) will be provided in writing.
5.	Electrical contractor	Complete self-assessment checklist. Ensure management plan meets minimum requirements.
6.	Electrical contractor	Submit management plan to schemes@westernpower.com.au .
7.	Western Power	Undertake desktop / management plan assessment. If management plan does not meet requirements, provide communications outlining areas to be addressed. EC will be required to make changes to management plan and resubmit to proceed.
8.	Western Power	Contact EC to arrange time to undertake onsite audit.
9.	Western Power / Electrical Contractor	Western Power assessor will attend electrical contractor premises and undertake onsite management plan audit.
10.	Western Power	Western Power will confirm contractor accreditation in writing. If not eligible for accreditation, reason(s) will be provided in writing.

Figure 1: CCS electrical contractor application and approval process

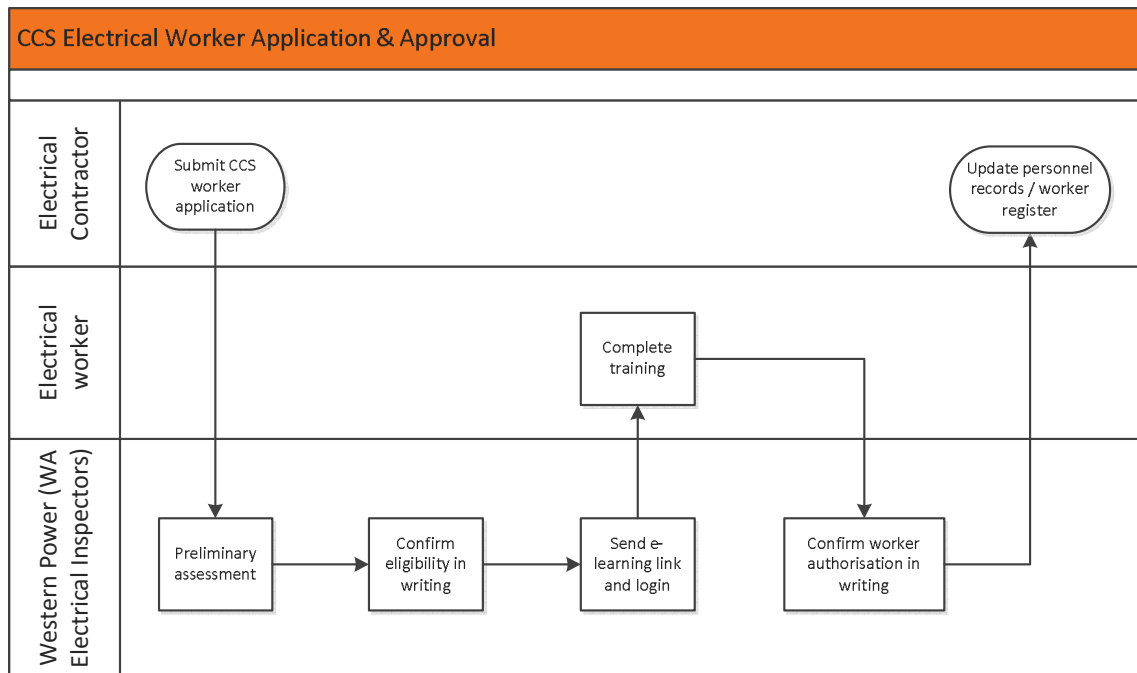


5.2 Worker authorisation

The following table and diagram provides the process for worker authorisation and approval.

Step	Who	Action
1.	Electrical contractor	Complete electrical worker CCS application form (can be downloaded from Western Power's website www.westernpower.com.au and searching for "connection schemes").
2.	Electrical contractor	Submit the form via email to schemes@westernpower.com.au . If worker has completed checking and testing within past 12 months, submit a copy of course completion certificate along with application.
3.	Western Power	Undertake a preliminary assessment to ensure the electrical worker meets CCS requirements (e.g. SACS accreditation, job history, etc).
4.	Western Power	Confirm worker eligibility in writing. Link to e-learning module will be sent to worker. If not eligible for accreditation, reason(s) will be provided in writing.
5.	Electrical worker	Worker to complete CCS e-learning module (includes online assessment). If checking and testing course has not been completed within past 12 months, worker to also complete checking and testing training.
6.	Electrical contractor	Submit copy of worker checking and testing course completion certificate (if not submitted at time of application).
7.	Western Power	Western Power will confirm worker accreditation in writing. If not eligible for accreditation, reason(s) will be provided in writing.
8.	Electrical contractor	Update personnel records / worker register to record CCS accreditation status of worker.

Figure 2: CCS electrical contractor application and approval process



6 Removal from scheme

Electrical contractors and electrical workers failing to comply with the CCS conditions will be removed or suspended from the scheme.

Once removed from the CCS, electrical contractors and workers are unable to be reinstated. Electrical contractors and workers wanting to re-join the CCS must submit a new application.

Non-compliances which will result in CCS removal or suspension include:

- Serious defects as a result of non-compliant work
- Failure to adequately test an installation
- Failure to comply with the electrical contractor's management plan
- Failure to maintain an active CCS work history
- Failure to participate in desktop audit or field assessment
- Audit or assessment identifies deficiencies in electrical contractor or electrical worker work practices

Failure to hold a current Service Apparatus Connection Scheme accreditation will also result in CCS removal.

The non-compliance matrix provided below outlines various examples of non-compliances and the associated outcomes.

6.1 Non-compliance matrix

Reason for improvement / suspension / cancellation	Outcome*		Action	
	Contractor	Worker	Contractor	Worker
Failing to have systems in place to ensure electrical workers are undertaking CCS testing in the correct required manner	C	C	Immediate cancellation	Immediate cancellation
Sub-standard/ dangerous work	C	C	Immediate cancellation	Immediate cancellation
Non assessment of employees	I	N/A	Action plan	N/A
Fraudulent behaviour	C	C	Immediate cancellation	Immediate cancellation
No company nominee authorised under CCS	S	N/A	Action plan	N/A
Not having an active working history	C	C	Immediate cancellation	Immediate cancellation
Serious defects identified by designated Electrical Inspector	C	C	Immediate cancellation	Immediate cancellation
Testing - incorrect	I	S	Action plan	Action plan
Testing - not carried out	I	C	Action plan	Cancellation
Failure to follow testing procedures	I	C	Action plan	Cancellation
Failure to adequately use checklists and verify work	I	C	Action plan	Cancellation

Failure to submit a Notice Of Completion within the required timeframe and/ or without the date of energisation	I	I	Action plan required	N/A
Energising a site without a retailer electricity account (i.e. Synergy ref no.)	I	I	Action plan	N/A
Unauthorised removal of a permanent meter	I	I	Action plan	N/A
Failure by electrical contractor to comply with own management plan	C	N/A	Cancellation	N/A
Energising installations completed by another electrical contractor	C	N/A	Cancellation	N/A

*** Outcomes abbreviation meanings**

“C” Cancellation (mandatory period 12 months)

“S” Suspension (action plan / training required)

“I” Improvement required (first and final improvement letter issued, second offence = cancellation)

“N/A” Not applicable



If an action plan is required to remain on the CCS, the electrical contractor’s focus should be on addressing internal processes and reviewing / improving their management plan. Disciplinary action against an electrical worker is not a valid action plan on its own.