

Practical reference pack

Loading operations, scheduling, consigning and receiving

17 October 2026

Use these guides alongside your course reading and the procedures for the actual task. They help you ask useful questions, coordinate decisions and follow up concerns.

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The Heavy Vehicle National Law reference is the Queensland consolidation current as at 1 August 2026, verified on 17 October 2026. Check local application laws and task-specific vehicle, route, equipment and workplace requirements. This pack does not certify practical competence or an accreditation audit.

Safe handover and release

Use these prompts with the actual site procedure and the people who control the work. They support a safe handover; they do not replace practical competence or a task-specific plan.

Before the job starts

Check	Information or action needed
Goods	Reliable identity, mass, dimensions, packaging condition and handling instructions.
Vehicle and route	Suitable configuration, required access and capacity, maintenance readiness and necessary equipment.
People and site	Trained people, suitable unloading space, separation, safe access and clear communication.
Control of the activity	Who can hold the job, who will resolve concerns and who may authorise movement or release.

If something changes

Hold the affected activity, keep people clear and involve the operator, supervisor or competent person needed for the issue. Reassess a changed vehicle, damaged pallet, shifted load, blocked site or changed handling method. Do not send an unsafe vehicle onto the road to resolve the problem elsewhere.

Before movement or departure

- People and handling equipment are clear; the required immobilisation and release process is followed.
- The necessary load, vehicle and route checks are complete, including the remaining load after partial unloading.
- The driver and receiving team have relevant instructions and changes.
- Open concerns have been resolved or a safe, lawful plan has been agreed by the responsible people.

Keep the handover useful

Record the job, problem, action, owner and any restrictions. Tell the sender about damaged or unsafe packing so the cause can be addressed. Agree who accepts unresolved actions at shift change.

References: [Heavy Vehicle National Law](#), [Master Code of Practice 2026](#). Reading reviewed 17 October 2026. Check the law and conditions for the operating jurisdiction and task.

Replan a delayed delivery

A later arrival time is only one part of a revised transport plan. Work through the effects with the driver, operator, consignor and consignee.

Five steps when a delay occurs

Step	What to establish
1. Facts and immediate safety	Identify the affected job and vehicle, location, cause, confirmed facts, estimates and next update. Respond immediately to fatigue, unsafe queues or access problems.
2. Remaining task	Include inspections, loading, travel, unloading, paperwork, later jobs and genuine rest. Use the complete relevant work/rest record.
3. Safe alternatives	Check another booking, suitable driver or vehicle, authorised route or postponement. Confirm receiving people, equipment and opening hours.
4. Agreement	State the decision, timing, conditions and next update. Obtain acceptance from the people who must act; silence is not agreement.
5. Record and review	Keep the original plan and changes traceable, hand over open actions and use recurring delays to improve the next booking.

A useful job record

- Job and vehicle identity; original booking and actual arrival/departure times.
- Cause and duration of delay, with estimates clearly identified.
- Safety concerns, work/rest implications and options considered.
- Decision, authorisation, revised arrangements and confirmed notifications.
- Open action, responsible person and next review or update.

Keep the records distinct

These are practical operational fields, not a prescribed universal form or retention period. The job record does not replace a required work diary or statutory fatigue record. Detailed conversations should occur when the driver is safely parked.

References: [Heavy Vehicle National Law](#), [Master Code of Practice 2026](#), [Current work and rest hours](#), [Accreditation transition](#).
Reading reviewed 17 October 2026. Check the law and conditions for the operating jurisdiction and task.

Vehicle readiness and defect follow-up

Use current information about the actual truck, trailer and auxiliary equipment. The scheduler supports safe allocation; mechanical assessment belongs with a suitably qualified or experienced person.

Allocation decisions

Situation	Practical response
Ready and suitable	Check maintenance status, inspection information, capacity, access and required equipment for this task.
Safety uncertain or defect reported	Hold the affected allocation, identify the vehicle and report the observed concern through the operator's process. Make restrictions visible to other allocators and shifts.
Unsafe vehicle	Keep it out of normal service. Coordinate safe recovery or repair arrangements and comply with any defect notice conditions.
Replacement proposed	Check readiness, compatibility, mass/dimensions, restraint, route and site suitability. Allow for transfer and inspections, and recheck timing and driver work/rest.
Return to service	Obtain the required assessment, repairs, checks and authorisation for the correct vehicle. Record continuing restrictions and update the allocation and handover.

Evidence that connects the steps

- Vehicle and defect identity, observed symptoms, time and location.
- Person notified, assessment and action taken.
- Out-of-service or other restriction and who can change it.
- Repair and inspection evidence, authorisation and release conditions.
- Recurring fault links and follow-up owner.

Plan maintenance before it becomes a conflict

Make inspections, servicing and repairs visible in the schedule. Use the actual maintenance program and operating conditions, not an invented fleet-wide interval. Escalate repeated displacement of maintenance for deliveries to the people able to provide time, resources or another vehicle.

References: [Heavy Vehicle National Law](#), [Master Code of Practice 2026](#). Reading reviewed 17 October 2026. Check the law and conditions for the operating jurisdiction and task.

Make a safety action work

Use this guide to turn a concern into a practical improvement. Involve the people doing the task and those who can provide resources or change the process.

Follow the action through

Stage	Questions to answer
Identify	What activity creates the risk, who could be harmed and what can this business influence or control?
Control	Can the risk be eliminated? If not, which reasonably practicable controls minimise it in this task?
Assign and resource	Who owns the action, what do they need and when must it be completed?
Implement	Has the equipment, procedure, training or booking arrangement actually changed?
Verify	What observation or evidence shows the control is being used and reducing the risk?
Communicate and improve	Who needs to know, what remains open and when will the result be reviewed?

Example: repeated incorrect pallet labels

Correct the immediate label and hold release if needed. Then check the source product data and labelling process, assign the correction and verify later consignments. Closing a report before checking the result can leave the original cause in place.

Use reports as decision information

Look at recurring delays, load discrepancies, equipment faults, near misses and driver concerns. A zero-incident report does not prove controls work if people are reluctant to report. Escalate unresolved risk and the decision needed from management.

Accreditation is a separate assessment

The primary duty applies independently of voluntary accreditation. An accredited operator must also meet its applicable scheme standards and conditions. This training and a generic action register do not establish compliance with the complete Safety Management System Standard.

References: [Heavy Vehicle National Law](#), [Master Code of Practice 2026](#), [Heavy Vehicle Accreditation scheme tiers](#). Reading reviewed 17 October 2026. Check the law and conditions for the operating jurisdiction and task.

Mass, dimensions and restraint checks

Use the actual vehicle, load, route and applicable documents. This guide supports awareness; it does not design a restraint system or grant an access entitlement.

Do not confuse the numbers

Term or result	What it tells you
Gross vehicle mass / gross combination mass	A maximum loaded mass rating; not the current scale reading or an automatic payload allowance.
Measured loaded mass	What the vehicle or combination actually weighs under the measurement conditions.
Gross legal mass and axle limits	Requirements to check together with ratings, configuration, spacing and access conditions.
Total-only weighbridge ticket	A total measurement; it does not establish individual axle or axle-group compliance.

Check the complete task

- Establish reliable load mass, including packaging, and check the required gross and axle measurements.
- Measure loaded dimensions and check the travel configuration, route clearances and conditions of any notice or permit.
- Use an appropriate restraint plan and serviceable, compatible equipment. Ordinary curtains are not a general restraint system.
- Hold release when a result or arrangement is unsafe or uncertain, correct it and recheck.
- After partial unloading, reassess distribution, gaps, blocking and restraint before further road travel.

Communicate useful information

Give the operator and the receiving team the load information and handling instructions they need. Report movement, damage and restraint problems so unloading can be planned safely and the next consignment can be improved.

References: [Heavy Vehicle National Law](#), [Master Code of Practice 2026](#), [Mass, Dimension and Loading National Regulation](#), [Load Restraint Guide 2025](#). Reading reviewed 17 October 2026. Check the law and conditions for the operating jurisdiction and task.