



**ESVConnect—  
COES Guide**

**Employers of electrical  
workers and their  
licensed employees**

<b>Purpose</b>	<b>03</b>
<b>Applications</b>	<b>04</b>
<b>Definitions</b>	<b>05</b>
<b>1. COES system explained</b>	<b>08</b>
1.1 The COES system	08
1.2 Your legal responsibilities under the Act and Regulations	08
1.3 Requirements	08
1.4 Responsible Person information on COES	08
<b>2. ESVConnect—Navigation</b>	<b>09</b>
2.1 ESVConnect homepage	09
2.2 ESVConnect profiles	10
2.3 My Applications	12
2.4 My Installations	12
2.5 My Certificates	12
2.6 About ESVConnect	12
2.7 ESVConnect COES	13
<b>3. ESVConnect—COES</b>	<b>14</b>
3.1 General information	14
3.2 Employer of Electrical Workers	18
<b>4. ESVConnect—General information</b>	<b>24</b>
4.1 The Responsible Person (RP)	24
4.2 Employers of electrical workers	24
4.3 Inspection of prescribed electrical installation work	24
4.4 Non-compliant electrical installation work	24
4.5 Applicable penalties for non-compliant electrical installation work	25
4.6 Auditing of electrical installation work	25
4.7 Prescribed and non-prescribed electrical work	25
<b>Appendix—Flowcharts</b>	<b>26</b>
<b>Appendix—Worker list management</b>	<b>30</b>

# Purpose

The purpose of this document is to assist the electrical industry in understanding the requirements for purchasing, lodging and issuing Certificates of Electrical Safety as specified by the Electricity Safety Act (ESA) and the Electricity Safety (General) Regulations (ES(G)R).

# Application

The purchase, completion and lodgement requirements for Certificates of Compliance apply to Employers and Licensed Electrical workers performing electrical installation work in Victoria.

The completion and lodgement of Certificates of Inspection apply to Licensed Electrical Inspectors performing Electrical Inspection work in Victoria.

# Definitions

Acronym	Description	Definition
COES	Certificate of Electrical Safety	A COES means: a) a Certificate of Compliance completed under ESA s44 for the installation work by the licensed electrical installation worker who carried out the work; and b) in the case of prescribed electrical installation work, a Certificate of Inspection of the installation work completed under ESA s45 by a LEI
	Customer	The recipient of a good or service, product or an idea — obtained from a REC. Also referred to as a client, buyer or purchaser
	Electrical Installation	The same meaning as it has in the Electricity Safety Act
	Electrical Installation Work	The same meaning as it has in the Electricity Safety Act
EIC	Electrical Installation Certification	The process the Responsible Person (LEW) follows to register a Certificate of Electrical Safety (COES)
EMP	Employer	An "Employer" of licensed electrical workers may be one of the following: » A manufacturer of goods or products that employs LEWs to perform electrical installation work at, and maintain the manufacturing facility only. » An owner of domestic, residential, commercial and or industrial properties that employs LEWs to maintain the owned sites only for the owner » A company that provides primary services (non-electrical) and employs other trades with Restricted Electrical Licences to perform disconnect/reconnect work on appliances or equipment supplementary to their primary trade (e.g., plumbing - hot water or air conditioner company).
ESA	Electricity Safety Legislation	Electricity Safety Act 1998

Acronym	Description	Definition
ES(G)R	Electrical Safety Legislation	Electrical Safety (General) Regulations 2019
ES(R&L)R	Electricity Safety Legislation	Electricity Safety (Registration and Licensing) Regulations 2020
ESV	Energy Safety Victoria	The independent technical regulator responsible for electricity, gas and pipeline safety in Victoria. Its role is broad and ranges from overseeing the design, construction and maintenance of electricity, gas and pipeline networks across the state to ensuring every gas and electrical appliance meets safety and energy efficiency standards before it is sold
IC	Inspection Company	An entity in ESVConnect that can enter a contractual arrangement with a responsible person to allocate an electrical inspection to a licensed electrical inspector on behalf of the responsible person
IC Operator	Inspection Company Operator	A person or persons authorised by the IC manager to perform administrative functions for the inspection company in ESVConnect
LEI	Licensed Electrical Inspector	Person holding an inspector's licence under ES(R&L)R regulation 29
LEW	Licensed Electrical Worker	General acronym for a Licensed Electrician, Restricted Electrical Licence holder, or Switchgear Worker Licence holder
LEIW	Licensed Electrical Installation Worker	An electrical installation worker holding an electrician's licence under ES(R&L)R regulation 22

Acronym	Description	Definition
MEC	Major Electrical Company	The electricity distributor within whose distribution area an electrical installation is situated or where the installation work is carried out
NP	Non-prescribed	The same meaning as it has in the Electricity Safety Act
P	Prescribed	The same meaning as it has in the Electricity Safety Act
	Employer Operator	A person or persons authorised by the employer manager to perform administrative functions for the Employer of Electrical Workers in ESVConnect.
REL	Restricted Electrical Workers Licence	Person holding a restricted electrical licence to perform disconnect/reconnect work only under ES(R&L)R regulation 27 and 28
RP	Responsible Person	The person responsible for the carrying out of electrical installation work is a reference- c) if paragraphs (a) and (b) do not apply and the work is carried out by a licensed electrical installation worker under the supervision of another licensed electrical installation worker, to the licensed electrical installation worker who supervised the work; d) if paragraphs (a), (b) and (c) do not apply, to the licensed electrical installation worker who carried out the work.
SW	Switchgear Worker Licence	An electrical installation worker holding an electrical switchgear worker's licence under ES(R&R) regulation 26.

# 1. COES system explained

## 1.1 The COES system

The COES system aims to:

- » improve electrical safety for the general public, electricity customers and electrical workers
- » ensure that all electrical installation work is undertaken only by qualified persons
- » ensure completed electrical work is available to be audited for compliance
- » educate the industry.

Energy Safe Victoria (ESV) provides COES to the industry in two ways, paper form (COES) or electronic COES through ESVConnect.

## 1.2 Your legal responsibilities under the Act and Regulations

It is the duty of the Responsible Person (Electrician, Restricted Electrical Licence holder, Switchgear Licence holder) and LEIs to understand their obligations under legislation.

All provisions of the *Electrical Safety Act 1998* (ESA) and *Electricity Safety (General) Regulations* (ES(G)R) pertaining to COES and electrical inspections are mandatory requirements.

## 1.3 Requirements

The ESA and ES(G)R require:

- » a COES to be completed and certified for all electrical installation work performed
 

**Note:** Failure to comply with this requirement is an offence under the Act and Regulations, and licensed workers may be subject to disciplinary action or prosecution for non-compliance.
- » the licensed electrical worker to accurately describe the electrical installation work performed on a Certificate of Compliance. This provides the customer with an accurate record of the electrical installation work performed within their installation
- » a LEI must ensure that the details on the Certificate of Compliance are complete, accurate and legible.

## 1.4 Responsible Person information on COES

The Responsible Person on a COES completed for an Employer registration in ESVConnect will be the LEW listed as the worker for the COES.

The address and phone number for the Responsible Person on each COES will contain the Employer details. Once completed the COES can be found under the Employer banner in My Completed COES.



## 2. ESVConnect—Navigation

### 2.1 ESVConnect homepage

**My Applications**  
Manage applications

**My Installations**  
Manage certifications

**My Completed Certificates**  
Review/Download COES

**About ESVConnect**  
FAQs, contacts, definitions

The screenshot shows the ESVConnect homepage for a user named Bill. The navigation menu on the left includes: Home, My Applications, My Installations, My Inspections, My Completed COEC, Ask a Question, and About ESVConnect. The main content area features a search bar, a news banner for a new release, and two data tables: 'My Licenses' and 'My Registrations'.

License ID	License type	Status	Expiry date
AS3465	Electrician's license	ACTIVE	17/02/2025
ES0810	Licensee electrical inspector	ACTIVE	17/02/2024

ID	Business name	Status	Expiry date	Bus Bus	Tech Bus	Operator	Worker
REC 30724	Bill Sample	ACTIVE	16/02/2025	✓	✓	✗	✗

## 2.2 ESVConnect profiles.

**My Profile**  
ESVConnect account personal information

The screenshot shows the ESVConnect user interface. At the top, there is a navigation bar with the user's name 'Hi, David' and a profile icon. Below the navigation bar, there is a sidebar with navigation options: Home, My applications, My installations, My completed COEs, Ask a Question, and About ESVConnect. The main content area features a 'What's new on ESVConnect - 03/11/2021 | Release 8.4.19' banner with a background image of a power line tower. Below the banner, there is a 'My Registrations' section with a table of registrations. The table has columns for ID, Business name, Status, Expiry date, Bus Sup, Tech Sup, Operator, and Worker. A single registration is listed with ID 'EMP40008', Business name 'ESV Test', and Status 'ACTIVE'. The 'Bus Sup' column has a green checkmark, while 'Tech Sup', 'Operator', and 'Worker' have red X marks.

ID	Business name	Status	Expiry date	Bus Sup	Tech Sup	Operator	Worker
EMP40008	ESV Test	ACTIVE	24-10-2028	✓	✗	✗	✗

**My Registrations**  
Employer profile information

Profile	Functions	View
Employer	<ul style="list-style-type: none"> <li>» Renew registration</li> <li>» Purchase Certificates (P/NP)</li> <li>» Start a Certificate</li> <li>» Add/Remove Manager</li> <li>» Add/Remove EMP Operators</li> <li>» Add/Remove EMP Workers</li> <li>» Add/Remove site addresses</li> </ul>	<ul style="list-style-type: none"> <li>» Registration expiry date</li> <li>» Certificate stock</li> <li>» View and export Certificate orders history</li> <li>» Registration record history</li> <li>» Managers</li> <li>» EMP Operators list</li> <li>» View and export EMP Workers List</li> <li>» View and export site address list</li> </ul>
Electricians	<ul style="list-style-type: none"> <li>» Renew licence</li> <li>» Replace lost card</li> <li>» Purchase Certificates (P/NP)</li> <li>» Start a Certificate</li> </ul>	<ul style="list-style-type: none"> <li>» Licence expiry date</li> <li>» Certificate stock</li> <li>» Certificate orders history</li> <li>» Licence card history</li> <li>» Licence record history</li> </ul>
Switchgear Licence holder	<ul style="list-style-type: none"> <li>» Renew Licence</li> <li>» Replace lost card</li> <li>» Purchase Certificates (P/NP)</li> <li>» Start a Certificate</li> </ul>	<ul style="list-style-type: none"> <li>» Expiry date</li> <li>» Certificate stock</li> <li>» Certificate orders history</li> <li>» Licence card history</li> <li>» Licence record history</li> </ul>
Restricted Electrical Licence holder	<ul style="list-style-type: none"> <li>» Renew licence</li> <li>» Replace lost card</li> <li>» Purchase Certificates (NP only)</li> <li>» Start a Certificate</li> </ul>	<ul style="list-style-type: none"> <li>» Expiry date</li> <li>» Trade classifications</li> <li>» Certificate stock</li> <li>» Certificate orders history</li> <li>» Licence card history</li> <li>» Licence record history</li> </ul>

## 2.3 My Applications



Apply for:

- » Electrical Licences
- » Electrical Contractor Registrations
- » Cathodic Protection system registrations
- » Employer of electrical worker registration.

Also used for Employers requesting information from LEWs to be added to an Employers worker's list.

## 2.4 My Installations



My Installations is used by LEWs to identify certificate amounts available, start a certificate and manage certifications throughout the process.

LEW employed by an 'Employer of electrical workers' must complete certificates under that employer banner.

Your Electrical Licence must only be used to Certify Electrical Installation work when the licence holder is:

- » an Electrician—working for no profit or gain
- » Restricted Electrical Licence holder—working under 'D' licence for primary trade
- » Switchgear Licence holder—working for no profit or gain

## 2.5 My Completed COES



Download COES as required.

Click on the blue certificate number to open the COES and download as a PDF.

## 2.6 About ESVConnect



This section provides links to further information and assistance available on ESV's website.

This includes:

- » ESVConnect portal T&Cs
- » Definitions and acronyms
- » Application status descriptions
- » EIC status descriptions
- » ESVConnect FAQs.

## 2.7 ESVConnect COES

### Prescribed COES – sample

Certificate of Electrical Safety Prescribed Electrical Installation Work <small>Electricity Safety Act 1998, Electricity Safety (General) Regulations 2019</small>		energy safe VICTORIA PX XXXX XXXX X	
<b>CERTIFICATE OF COMPLIANCE</b>		<b>CERTIFICATE OF INSPECTION</b>	
Responsible Person		Licensed Electrical Inspector	
EC registration no. <input type="text"/>	Telephone no. <input type="text"/>	licence no. <input type="text"/>	<input type="text"/>
Name <input type="text"/>		Name <input type="text"/>	
Address <input type="text"/>		Address <input type="text"/>	
Licensed Electrical Worker		Licensed Electrical Worker	
licence no. <input type="text"/>	<input type="text"/>	licence no. <input type="text"/>	<input type="text"/>
Name <input type="text"/>		Name <input type="text"/>	
Details of Electrical Installation		Details of Electrical Installation	
Address <input type="text"/>		Address <input type="text"/>	
VMI <input type="text"/>		VMI <input type="text"/>	
Description of Work Undertaken		Description of Work Undertaken	
<p><i>Note: Please see page 2 for Description of Non-Prescribed Work certified on this certificate.</i></p> <p>LEW name who carried out the electrical installation work described above, certify that the electrical work has passed all the required tests and complies in all respects with the Electricity Safety Act 1998 and the Electricity Safety (General) Regulations.</p>		<p>I, Inspector name, have inspected the prescribed electrical installation work as described in the certificate of compliance and certify that the work <b>COMPLIES</b> with the Electricity Safety Act 1998 and the Electricity Safety (General) Regulations.</p>	
		<p>Date of Inspection <input type="text"/></p> <p>Date of Certification <input type="text"/></p>	
Date of Completion <input type="text"/>	Date of Certification <input type="text"/>		

Energy Safe Victoria  
Level 5, 6 Riverside Quay  
Southbank VIC 3006

P 03 9203 9700  
E info@energysafe.vic.gov.au

www.esv.vic.gov.au



### Non-prescribed COES – sample

Certificate of Electrical Safety Non-Prescribed Electrical Installation Work <small>Electricity Safety Act 1998, Electricity Safety (General) Regulations 2019</small>		energy safe VICTORIA NX XXXX XXXX X	
<b>CERTIFICATE OF COMPLIANCE</b>			
Responsible Person		Responsible Person	
EC registration no. <input type="text"/>	Telephone no. <input type="text"/>	EC registration no. <input type="text"/>	Telephone no. <input type="text"/>
Name <input type="text"/>		Name <input type="text"/>	
Address <input type="text"/>		Address <input type="text"/>	
Licensed Electrical Worker		Licensed Electrical Worker	
licence no. <input type="text"/>	<input type="text"/>	licence no. <input type="text"/>	<input type="text"/>
Name <input type="text"/>		Name <input type="text"/>	
Details of Electrical Installation		Details of Electrical Installation	
Address <input type="text"/>		Address <input type="text"/>	
VMI <input type="text"/>		VMI <input type="text"/>	
Description of Work Undertaken		Description of Work Undertaken	
<p>LEW name who carried out the electrical installation work described above, certify that the electrical work has passed all the required tests and complies in all respects with the Electricity Safety Act 1998 and the Electricity Safety (General) Regulations.</p>		<p>Date of Completion <input type="text"/></p> <p>Date of Certification <input type="text"/></p>	

Energy Safe Victoria  
Level 5, 6 Riverside Quay  
Southbank VIC 3006

P 03 9203 9700  
E info@energysafe.vic.gov.au

www.esv.vic.gov.au



# 3. ESVConnect—COES process

## 3.1 General information

ESVConnect was designed with the intent to ensure users meet all requirements of the *Electricity Safety Act 1998* and pursuant regulations.

All electrical licence holders have legal obligations and must complete those obligations in ESVConnect to generate Certificates of Electrical Safety (COES).

The Responsible Person under an Employer registration is:

- » Electrician - working for an employer (non-REC)
- » Restricted Electrical Licence holder (D licence working in primary trade)
- » Switchgear Licence holder - working for an employer (non-REC)

### Draft and Save a certificate

The following persons can draft and save a Certificate of Compliance.

- » Licensed Electrical Worker
- » Employer Operator

### Certify a Certificate of Compliance

Only the Licensed Electrical Worker (LEW) identified on the Certificate of Compliance as the LEW completing the electrical installation work can certify a Certificate of Compliance.

### Review and Approve or Return for amendment

If you are the Responsible Person for a COES, you need to approve or return each certificate for the following reasons.

- » To ensure the details of the electrical installation work entered on the certificate are complete, and the information provided is detailed, accurate and legible.

### Certificate of Electrical Safety

- » Once the COES is generated, no further changes can occur.

ESVConnect provides this return for amendment process to ensure each certificate meets the legal obligations under the *Electricity Safety Act 1998* and Electricity Safety (Installations) Regulations.

### Prescribed Certificates – Description of work

Predetermined text for high volume work types is available. Select 'Append to Work Description' above the description of work field and select from the high volume work types, if applicable.

The user can edit the inserted text to suit their description of work. The description of work can also be completed by:

- » Typing in the description of work as required, or

- » Copy and paste text directly from Microsoft Word, or any other applicable text-editing program.

### **Allocate a Prescribed certificate for inspection to a LEI or IC**

The following can select an Inspector or IC:

- » The electrician who certified the certificate (working for an employer)
- » Switchgear Licence holder (working for an employer), or
- » An Employer Operator can also allocate a prescribed certificate for inspection to a LEI or IC.

Once the responsible person approves the certificate, allocate the inspection.

- » Open the certificate via 'Review' under the Employer banner in 'My Installations', click 'Actions' and 'Allocate to LEI' at the top of the screen.
- » Bulk allocation via 'Review' under Employer banner in 'My Installations'.

### **If an inspection request is:**

- » Accepted = EIC moves to the next step in the process with chosen LEI or IC.
- » Declined = Responsible person notified and must select another LEI or IC.

### **Test Results**

A facility to record electrical installation test results is provided in the Certificate of Compliance.

When adding results into each test field, record the actual result you obtained from your test equipment.

### **Attachments**

A facility to add attachments is provided in the Certificate of Compliance.

Attachments include other documentation pertaining to the completed electrical installation, or photos of the electrical installation work as proof of work completed at a point in time.

**Note:** If you are completing a certificate on-site on your mobile phone or tablet, click 'Add Attachments', then 'Add Photos'. ESVConnect will open the camera app, take the photos required and ESVConnect will add the images to your certificate.

## Employer Operator

The Employer Operator role in ESVConnect enables administration staff of a Employer of electrical workers to access the system with their own ESVConnect account and login ID to assist in the daily certificate administration.

This role may be filled by the following, but not limited to:

- » Office administration staff
- » Workers/apprentices that may be office bound for a period
- » Others in the employer's business that require access.

The manager for an employer can add/delete Operators from their operator list.

An Employer Operator can:

- » Purchase certificates for LEW use
- » Draft and save a Certificate of Compliance
- » Allocate a prescribed certificate to an inspector for inspection
- » Maintain the employer workers list
- » Download and retain COES for the company.

If the Employer Operator had no existing Online Services account, the nominated person will receive an email invitation to create an ESVConnect account, using the same email ID used added to the Employer Operator list.

## Notes

A Notes feature is available for all involved in a certificate. This feature aims to assist explaining location or other property details to those involved in the certificate.

## Email notifications

The following ESVConnect notifications are automatically sent by email to the following persons.

- » Inspection request - LEI
- » LEI accepted inspection request - Responsible person
- » LEI declined inspection request - Responsible person
- » LEI declined an accepted inspection request - Responsible person
- » LEI returned certificate for amendment or defect rectification - Responsible person and LEW

ESVConnect email containing COES to the following people:

- » LEW
- » Employer business email address
- » LEI (prescribed COES only).



## Defects

Defects identified on the Certificate of Inspection are not printed on the COES.

Where the electrical installation work being inspected and/or audited, does not comply with the minimum requirements of the relevant section of the Act, Regulation or clause of the applicable Australian Standard, the defect must be identified on the Certificate of Inspection.

## Electrical installation work defects

The following criteria has been utilised to allocate the selection of 'Unsafe' defects in the defect list.

- » Immediately unsafe: the ability for a person to make contact with exposed metal that may be live or may become live when energised where only one action is required by a person or animal to come into contact with those live parts; and,
- » Any requirements of the Legislation and or Standards intended to protect persons and livestock from electric shock hazards that may arise from the use of an electrical installation.

An electrical installation or electrical installation work deemed unsafe by an Electrical Inspector must be isolated from supply, or the individual circuit disconnected and made safe.

## Data collection

Data collected from defects identified on the Certificate of Inspection will be used for future targeted education and training.

## Defect review

Where defects have been added to a certificate of inspection and the LEW or RP wish to dispute these defects, please contact ESV COES Manager for consideration including all evidence to support your appeal.

## Defect removal

- » LEI: an LEI can delete a defect if incorrectly entered during the initial certification of a Certificate of Inspection – use the bin icon to the right of the defect
- » ESV: can delete a defect from a certificate of inspection if the certificate has been returned to the LEW only after evidence is provided that the defect was incorrectly added or the defect is not relevant to the completed electrical installation work.

**Note:** Defects cannot be removed from completed COES and ESV cannot cancel COES that have defects identified on the Certificate of Inspection.

## 3.2 Employer of Electrical Workers

The following persons can purchase certificates under their employer profile:

- » Business Manager
- » Employer Operator (admin staff).

### Process

- » Find 'My Registrations' via ESVConnect homepage.
- » Select the 'Employer' number required for the purchase of certificates.
- » Under your 'Employer Profile', select 'Purchase Certificates'.
- » Enter the number of P and/or NP certificates to purchase. Click 'Next'.
- » Confirm your order under 'Review Order and Pay' and 'Proceed to Payment'.
- » Enter your credit card details in the Commbank portal. Select 'Pay Now'.

**Important:** Please wait for the Commbank portal to return you to ESVConnect.

If successful, order confirmation details are displayed.

- » Return to your Employer profile screen. Select 'Actions' and click 'Refresh'.
- » View the latest transaction and download the tax invoice under 'Certificates Order History'.

ESV only accepts credit card payment at this time.

### Note:

1. When you purchase certificates, amounts purchased are recorded against your registration or licence number.
2. The REC profile must be used when the REC undertakes work for profit or gain.

ESVConnect COES was developed for use on mobile phones and tables. If you have a mobile phone and/or tablet, you can access your ESVConnect account through these devices to purchase certificates.

## Draft and Certify a Certificate of Compliance

### LEW or Operator:

- » Find 'My Installations' via ESVConnect menu.
- » Select Employer registration banner you need to complete the certification process.
- » Click 'Start a Certificate'.
- » Select the type of certificate you need to certify.
- » Select the LEW who performed the electrical installation work.
- » Complete all of the details in the Certificate of Compliance.
- » Click 'Submit' to certify the Certificate of Compliance (only LEW can certify, Operator can save for LEW to certify later).

### Note:

to open a draft certificate after it has been saved:

- » Open the EIC by clicking on the blue EIC number
- » Select the 'Certify/Re-Certify CoC' button at top of screen, or select 'Actions' at top right of screen, then 'Certify/Recertify CoC'.

EIC is now open for amendment or completion.

## Review the certificate

The Responsible Person is responsible for ensuring all Certificates of Compliance, and the information contained in the certificate is detailed and accurate.

### LEW:

- » If the certificate:
  - › Is correct—continue this process
  - › Requires amendment—go to 'Review & return process'.
- » Click 'Review CoC and Approve' button at the top of screen.
- » Click 'Submit' via 'Actions/Decisions'.
- » If certificate is:
  - › Non-prescribed—COES is generated
  - › Prescribed—certificate is moved to 'Allocate to Inspector' status.

## Allocate an Inspection

Allocating a prescribed certificate to a LEI or IC can be completed by the following process.

- » Open the relevant EIC.
- » Click 'Assign Inspector' button at top of screen.
- » Click the radio button beside your preference—LEI or IC.
- » Type your search criteria into the 'Search and Select' field.
- » Select your LEI or IC from the results.
- » Click 'Submit'.

## Review and Return process

### If you are reviewing the certificate immediately after certification

#### LEW:

- » Review the Certificate of Compliance.
- » Click 'Review CoC and Return' button at the top of screen.
- » Supply reasons for returning to draft at end of Certificate of Compliance.
- » Select 'Submit' in 'Actions/Decisions'.
- » Click 'Certify/Recertify CoC' button at top of screen.

The Certificate of Compliance is now fully editable to amend any errors.

### If you select the EIC to review from 'Review' tab

- » Find 'My Installations' via ESVConnect.
- » Select the employer banner you need to complete the certification process in.
- » Click the 'Review' tab and select the EIC number required to review.
- » Review the Certificate of Compliance.
- » Click 'Review CoC and Return' button at top of screen.
- » Supply reasons for returning to draft at end of Certificate of Compliance.
- » Click 'Submit' in 'Actions/Decisions'.
- » Click 'Certify/Recertify CoC' button at top of screen.

The Certificate of Compliance is now fully editable to amend any errors. Complete any amendments and save or click submit to certify the Certificate of Compliance.

## Complete and Certify the Certificate of Compliance

#### LEW:

- » Review the certificate. If the certificate:
  - › Is correct—continue this process
  - › Requires amendment—go to 'Review & return process'.
- » Click 'Review CoC and Approve' button at top of screen.
- » If certificate is:
  - › Non-prescribed—COES is generated
  - › Prescribed—EIC is moved to 'Allocate to Inspector' status.

To allocate a certificate to an LEI or IC after re-approving a certificate—go to 'Allocate an Inspection' on the previous page.

## Allocate to LEI or IC—Certificate under review

Allocating a certificate to a LEI or IC can be completed by the following process.

### LEW or Operator:

- » Select 'My Installations'.
- » Select the Licence or Employer the certificate was completed under.
- » Select 'Review'.
- » Click on blue EIC-xxxxxx you wish to allocate. Check the status is 'Allocate to LEI'.
- » Click 'Assign Inspector' button at top of screen.
- » Click the radio button beside your preference—LEI or IC.
- » Type your search criteria into 'Search and Select'.
- » Select your preference from the results obtained.
- » Click 'Submit'.

### Note:

If inspection request Accepted = EIC moves to the next step in the process with chosen LEI or IC.

If inspection request Declined = RP notified and must select another LEI or IC.

Allocating to a LEI or IC can also be completed by:

- » Allocating the inspection once the Prescribed Certificate of Compliance has been approved by the RP
- » By 'Bulk allocation' (My Installations -> Review).

## Bulk allocate—Inspection requests

### LEW or Operator:

Once you have reviewed and approved all certificates in the 'Review' tab:

- » Click 'Bulk Allocate'.
- » Select all certificates you wish to allocate to a single LEI or IC.
- » Select 'Allocate to Inspector'.
- » Select LEI or IC. Search for your LEI or IC.
- » Select the required LEI or IC.
- » Click 'Submit'.

All certificates selected will be automatically allocated to your chosen LEI or IC, and move to the next tab in 'My Installations'.

## View and distribute

**Note:** Insert your customer's email address during completion of the Certificate of Compliance. When completed, the COES is sent automatically to your customer.

### LEW or Operator:

- » Select 'My Completed COES' via ESVConnect menu.
- » Select the employer banner you completed the certificate for.
- » Select relevant COES number from 'Certificate No.' or search for the COES via the search function provided.
- » Follow your web browser's download or open file requirements.
  - › PDF version of the COES is now available.

## Prescribed COES

### LEI return certificate for amendment only (LEW)

Where a LEI has returned a prescribed certificate for amendment to the LEW, follow this procedure to complete the process to return the certificate to the inspector.

- » LEW select 'My Installations'.
- » Select the employer banner you completed the certificate in
- » Select the drafts tab and open the returned EIC
- » Scroll down to the certificate of inspection and review the amendments identified.

### Licensed Electrical Worker

- » Click 'Certify/Recertify CoC' button at top of screen.
- » Amend the errors on the certificate.
- » Complete the details at the end of the certificate.
- » Click 'Submit'.
- » Review the certificate. If the certificate is correct.
  - › Click 'Review CoC and Approve' button at top of screen.
  - › Click 'Submit' via 'Actions/Decisions'. The prescribed certificate returns to the LEI for completion.

## LEI return certificate for Defect rectification (LEW)

Where a LEI has returned a prescribed certificate for defect rectification to the responsible person and LEW, follow this procedure to complete the process to return the certificate to the inspector.

- » LEW select 'My Installations.
- » Find and open the EIC that has been returned
- » Scroll down to the certificate of inspection and review the defects identified

### Licensed Electrical Worker

Complete defect rectification onsite

- » Click 'Certify/Recertify CoC' button at top of screen.
- » Update any details on the Certificate of Compliance.
- » Complete the details at the end of the certificate.
- » Click 'Submit'.
- » Review the certificate. If the certificate is correct.
  - › Click 'Review CoC and Approve' button at top of screen.
  - › Click 'Submit' via 'Actions/Decisions'.
 The prescribed certificate returns to the LEI for completion.

**Note:** If the LEW does not agree with the defects identified on the Certificate of Inspection prior to final certification, contact ESV's Head of COES and the defects will be reviewed. Evidence to substantiate compliance must be provided.

# 4. ESVConnect—General information

## 4.1 The Responsible Person (RP)

The Responsible Person (RP) must ensure:

1. The electrical installation work performed complies with all relevant sections of the:
  - › Electricity Safety Act (ESA)
  - › The Electricity Safety (General) Regulations (ES(G)R) and Australian Standards applicable to the installation.
2. The electrical installation work is tested to confirm the work complies and is safe to connect to supply.

## 4.2 Employers of electrical workers

An Employer of electrical workers must maintain a register of Licensed Electrical Workers (LEW) who are employed by the employer. The register must be available for inspection at all reasonable times by ESV.

Employers of electrical workers who use ESVConnect must maintain a register of Licensed Electrical Workers in their ESVConnect Employer profile.

## 4.3 Inspection of prescribed electrical installation work

Under the COES system, all prescribed electrical installation work must be inspected by a LEI.

The RP must arrange for the inspection of all prescribed electrical installation work within 8 days of completion of the work and before the work is connected to electricity supply.

## 4.4 Non-compliant electrical installation work

Where prescribed electrical installation work has been inspected and determined to be non-compliant, a copy of the completed certificate must be forwarded to ESV, in the same manner as for compliant work. You are required to rectify the defects, provide a new certificate and arrange for a new inspection (prescribed work only).

Where non-prescribed work has been audited and defects have been identified during that audit, the LEW that completed the work is required to rectify the defects and provide a new Certificate of Electrical Safety.



## 4.5 Applicable penalties for non-compliant electrical installation work

Further information regarding penalty units for COES non-compliances are located in section 44 and 45 of the ESA.

### Penalties

- » In the case of a natural person
  - up to 40 penalty units.
- » In the case of a body corporate
  - up to 200 penalty units.

## 4.6 Auditing of electrical installation work

Under the COES system, prescribed and non prescribed electrical installation work may be subject to audit by ESV.

## 4.7 Prescribed and non-prescribed electrical work

### Prescribed electrical installation work

For the purposes of section 45 of the ESA, prescribed electrical installation work means work on all or part of any of the following electrical installations if they are ordinarily operated at low voltage or a voltage exceeding low voltage.

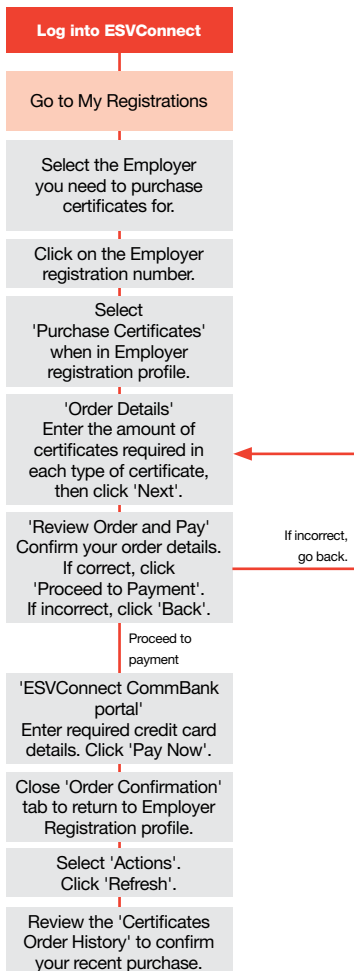
### Non-prescribed electrical installation work

Non-prescribed electrical installation work means work other than work that is listed as prescribed electrical installation work.

Further information regarding prescribed and non-prescribed electrical [installation work](#) is available on ESV's website.

# Appendix—Flowcharts

## Purchase certificates

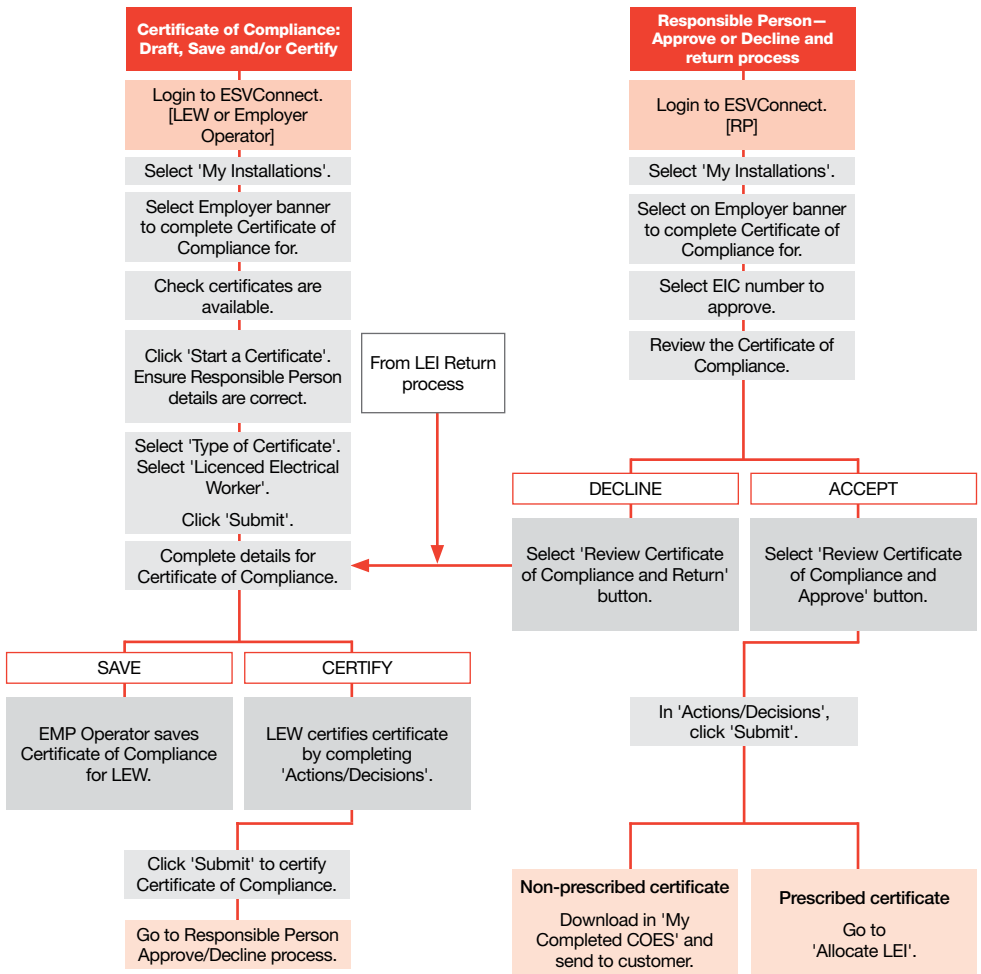


### Notes:

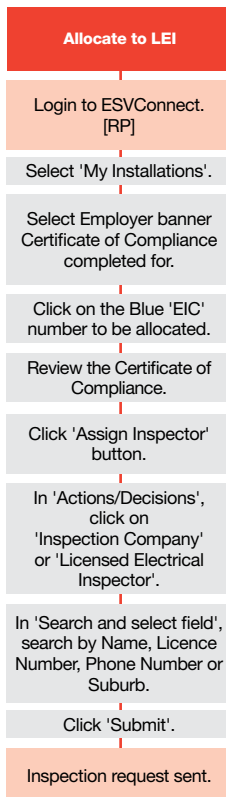
#### Employer purchase certificates

To enable licensed workers employed by the organisation to certify work completed on the employers installations.

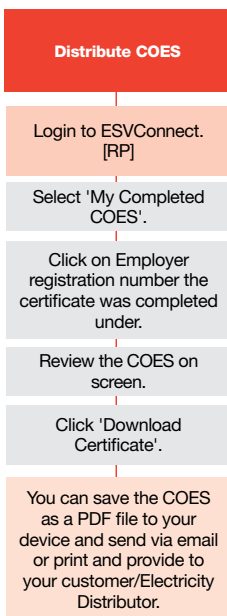
## Complete and certify Certificate of Compliance



## Allocate Prescribed certificate to Inspector or Inspection Company



## Distribute COES



# Appendix—Worker List management

## Employer — Add LEW to Employer Worker List

**Note:** a LEW can only be added to a worker list in ESVConnect if the LEW holds an active electrical licence and has already upgraded their previous online services account to ESVConnect.

- » Business Manager or Employer Operator logs into ESVConnect using their own ESVConnect account login details.
- » Locate 'My Registrations' on homepage.
- » Click on the appropriate blue Employer registration number.
- » In the Employer profile, scroll down to 'Workers List'.
- » Click on 'Add Worker'.
- » Insert LEW Licence number, click 'Search'.
  - › If results provided are incorrect or no results appear, ensure the details in the field are correct and 'Search' again.
  - › If results provided are correct, click 'Submit'.
- » ESVConnect will confirm 'Add Worker' request is complete and the LEW will be notified by email.

## LEW — Accept/Decline nomination to Employer Worker List

- » Log into ESVConnect using LEW ESVConnect account login details.
- » Click 'My Applications'.
- » Click 'Needs Action'.
- » Click the blue text under 'Application ID' with the following description 'Employer – Add Worker'.
- » Review information to ensure you are being added to the correct Employer registration.
- » Click on the radio button beside 'Accept'.
- » Click 'Submit'.

**Note:** The LEW is now added to the EMP worker list and provides the LEW a view of the EMP in 'My Installations'. Please log out and log back in if changes don't take immediate effect.

### **Employer — delete LEW from Employer Worker List**

- » Business manager or Employer Operator logs into ESVConnect using their own ESVConnect account login details.
- » Locate 'My Registrations' on homepage.
- » Click on the appropriate blue Employer registration number.
- » In the Employer profile, scroll down to 'Workers List'.
- » Click 'Remove Worker' beside the worker you wish to remove.
- » Confirm the worker details are correct and click 'Submit'.
- » Click 'Actions' at top right of your EMP profile, then click 'Refresh'.
- » Scroll to 'Workers List'. The worker is now removed from your list.

### **Employer — Add Employer Operator to Employer Operator List**

- » Business Manager logs into ESVConnect using their own ESVConnect account log in details.
- » Locate 'My Registrations' on homepage.
- » Click on the appropriate blue Employer registration number.
- » In the Employer profile, scroll to 'Operators List' section.
- » Click 'Add/Remove Operator'.
- » Click 'Add Operator'.
- » Enter the details in the fields on the screen, then click 'Submit'.
  - › Please ensure the person's details and the email address is correct.
- » Return to your Employer profile. Select 'Actions', click 'Refresh' and your new operator is added to your Operator List.

The added operator will receive an email with a link to ESVConnect and the process to create an ESVConnect account.

### **Employer — Remove Employer Operator from Employer Operator list**

- » Business manager logs into ESVConnect using their own ESVConnect account log in details .
- » Locate 'My Registrations' on homepage.
- » Click on the appropriate blue Employer registration number.
- » In the Employer profile, scroll down to 'Operators List' section.
- » Click on 'Add/Remove Operator'.
- » Select 'status' beside the operator to remove.
- » Change the status of the Employer Operator to 'Inactive'.
- » Click 'Submit'.
- » Return to your Employer profile. Select 'Actions', click 'Refresh' and the Employer Operator is now removed from your list.



**[www.energysafe.vic.gov.au](http://www.energysafe.vic.gov.au)**  
**03 9203 9700**  
**[info@energysafe.vic.gov.au](mailto:info@energysafe.vic.gov.au)**

Energy Safe Victoria  
Level 22, 2 Southbank Boulevard, Southbank VIC 3006  
ISBN: 978-1-925838-56-5 (Online)