

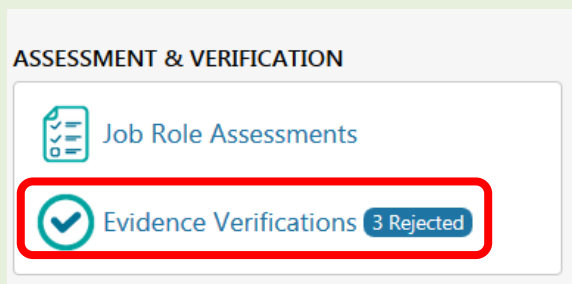
# Management of rejected competencies

## QUICK GUIDE v1.0

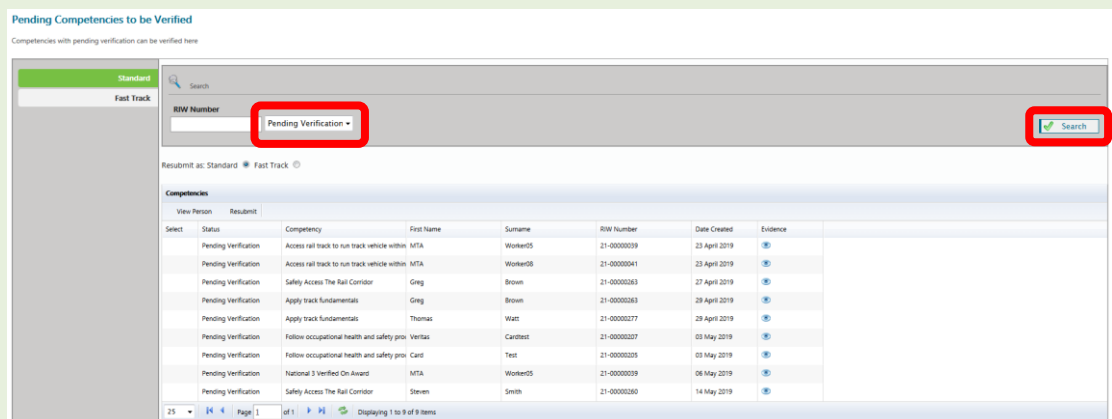
This guide details how to manage a competency that has been rejected at the verifications stage, reasons for rejection and the remediation process.

**Step 1** Go to <https://app.riw.net.au> and login using your employer administrator credentials.

**Step 2** Once you are on the desktop, select **Evidence Verifications** under the Assessment & Verifications heading.



**Step 3** On this screen you will see all employee pending verifications. To see any rejected verifications, select **Rejected** from the drop down menu and hit **search**. **Do NOT** select resubmit yet, if you select resubmit now the evidence will be resubmitted exactly the same with **NO changes made**.



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**Step 4** Highlight the rejected competency and select **View Person**.

Competencies							
		<b>View Person</b>	Resubmit				
Select	Status	Competency	First Name	Surname	RIW Number	Date Created	Evidence
<input type="checkbox"/>	Rejected	Access rail track to run track vehicle within	MTA	Worker	21-00000094	03 April 2019	
<input type="checkbox"/>	Rejected	Adjust rail	MTA	Worker	21-00000094	03 April 2019	

25 Page 1 of 1 Displaying 1 to 2 of 2 Items

**Step 5** This will take you to the workers profile. Select either **National Competencies** or **Network-Based Competencies** on the left hand side menu. This will bring up the workers valid competencies. Select **Show All** to view the workers pending or rejected verifications.

Blocks exist for this person

Upload Updated 26/03/2019

**Award Competency**

Category: **Show All** Competency: Award Date: Add

Show All Valid Only Categories: Show All

Award Date	Code	Competency	Expiry Date	Valid?	Reason	Evidence	First Award Date	Awarded By	Source System
02/04/2019	MTAResume01	MTA Resume		✓			02/04/2019	MTAemployee01	RIW
03/04/2019	TLIC2054	Access rail track to run track vehicle within defined worksite		✗	Verification rejected.		03/04/2019	MTAemployee01	RIW
03/04/2019	TLIB3102	Adjust rail		✗	Verification rejected.		03/04/2019	MTAemployee01	RIW
27/03/2019	EL8	Elearning 8 Certificate	25/10/2019	✗	Evidence is required for this competency.		27/03/2019	MTAemployee01	RIW
22/04/2019	TLIB3099	Examine track infrastructure		✓			22/04/2019	MTAemployee01	RIW
02/04/2019	NOVERIF4	National 4 Unverified No Expiry		✓			02/04/2019	MTAemployee01	RIW
01/04/2019	CPCCOHS1001	Prepare to work safely in the construction industry		✓			01/04/2019	MTAemployee01	RIW
02/04/2019	TLIF2080	Safely Access The Rail Corridor		✓			02/04/2019	MTAemployee01	RIW

**Step 6** To view the notes relating to the rejected competency, select the **icon** next to **Verification Rejected**.

03/04/2019	TLIC2054	Access rail track to run track vehicle within defined worksite		Verification rejected.
03/04/2019	TLIB3102	Adjust rail		Verification rejected.

**Step 7** This will open a pop-up with the rejected **verification notes**. The Verifications Team will provide you reason for the rejection and instructions on how to rectify the issue relating to the competency.

**Verification Notes**

**Verification Notes** not accepted due to incorrect certificate upload

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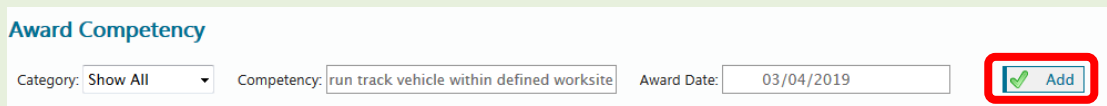
**Step 8** Once you have addressed the reason for the rejection, you will need to **Award a New Competency**, which is at the top of the each competency screen on the left hand side menu of the workers profile.



**Award Competency**

Category:  Competency:  Award Date:

**Step 9** Fill in the fields with the competency name by starting to type in the competency field. This will provide you with a drop down list. Select the most appropriate competency (which may be the same as the rejected competency). Enter the **Award Date** then select **Add**.

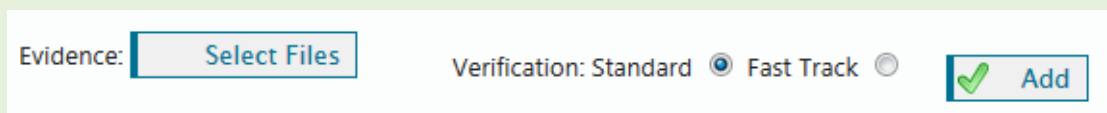


**Award Competency**

Category:  Competency:  Award Date:

**Step 10** You will now be prompted to upload evidence by clicking on **Selecting files**. You must choose **Standard** or **Fast Track** processing, noting that fast track costs \$55 + GST for an 8 business hour turn around.

Click on the **Add** button once complete.



Evidence:  Verification: Standard  Fast Track

**Step 10a** If you selected **Standard** your pending verification will show below. Generally standard competencies are processed within 48 business hours.



Access rail track to run track vehicle within defined worksite  Pending verification.

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**Step 10 b** If you selected **Fast Track** you will be taken to your Shopping Basket for payment.

**Basket Details**

Fast Track Verification				REF: GR5WZ-RE9A4-94TJS	Totals		
<b>First Name</b>	<b>Surname</b>	<b>RIW Number</b>	<b>Competency</b>	<b>Net Price:</b>	\$55.00	<b>Net:</b>	\$55.00
MTA	Worker	21-00000094	Access rail track to run track vehicle within defined worksite	<b>GST:</b>	\$5.50	<b>GST:</b>	\$5.50
				<b>Total:</b>	\$60.50	<b>Total:</b>	\$60.50
						<input type="button" value="Checkout"/>	

Note: If you have multiple competencies that require fast tracking, you can add up to 20 competencies in the basket for the one fee of \$55 + GST. If this is the case, continue to add competencies (up to 20) before progressing to payment.

**Basket Details**

Fast Track Verification				REF: 8V3QG-AHAG6-G8FBZ	Totals						
<b>First Name</b>	<b>Surname</b>	<b>RIW Number</b>	<b>Competency</b>	<b>Net Price:</b>	\$55.00	<b>Net:</b>	\$110.00				
Veritas	Cardtest	21-00000207	Apply environmental procedures to rail infrastructure	<b>GST:</b>	\$5.50	<b>GST:</b>	\$11.00				
Veritas	Cardtest	21-00000207	Apply track fundamentals	<b>Total:</b>	\$60.50	<b>Total:</b>	\$121.00				
Steven	Smith	21-00000260	Check and repair points and crossings	<input type="button" value="Remove"/>							
Card	Test	21-00000205	Apply environmental procedures to rail infrastructure								
Thomas	Watt	21-00000277	Install and service rail lubrication equipment								
Thomas	Watt	21-00000277	Implement track maintenance and construction								
Thomas	Watt	21-00000277	Travel medium or heavy self propelled on-track equipment								
Thomas	Watt	21-00000277	Carry out track ballasting								
Thomas	Watt	21-00000277	Heat and cut materials using oxy-LPG equipment for the rail industry								
MTA	Worker	21-00000094	Check and repair points and crossings								
MTA	Worker	21-00000094	National 3 Verified On Award								
MTA	Worker	21-00000094	Apply environmental procedures to rail infrastructure								
MTA	Worker05	21-00000039	Apply electric welding process to rail								
MTA	Worker05	21-00000039	Grind switches and crossings								
MTA	Worker05	21-00000039	Identify the principles of dynamic track stabiliser operations								
MTA	Worker05	21-00000039	Apply track fundamentals								
MTA	Worker05	21-00000039	Apply environmental procedures to rail infrastructure								
MTA	Worker05	21-00000039	Access rail track to run track vehicle within defined worksite								
MTA	Worker05	21-00000039	Adjust rail								
MTA	Worker08	21-00000041	Carry out track ballasting								
								<input type="button" value="Checkout"/>			

Fast Track Verification				REF: 8V3QG-AHAG6-BX5ZM	Totals		
<b>First Name</b>	<b>Surname</b>	<b>RIW Number</b>	<b>Competency</b>	<b>Net Price:</b>	\$55.00	<b>Net:</b>	\$55.00
MTA	Worker	21-00000094	Access rail track to run track vehicle within defined worksite	<b>GST:</b>	\$5.50	<b>GST:</b>	\$5.50
				<b>Total:</b>	\$60.50	<b>Total:</b>	\$60.50
				<input type="button" value="Remove"/>			

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- Step 11** Once you have added the required fast tracked competencies, proceed to the **Checkout** for payment.

### Checkout

Fast Track Verification				REF: GR5WZ-RE9A4-94TJS
<b>First Name</b>	<b>Surname</b>	<b>RIW Number</b>	<b>Competency</b>	<b>Net Price:</b> \$55.00
MTA	Worker	21-00000094	Access rail track to run track vehicle within defined worksite	<b>GST:</b> \$5.50
				<b>Total:</b> \$60.50

Totals	
<b>Net:</b>	\$55.00
<b>GST:</b>	\$5.50
<b>Total:</b>	\$60.50

#### Payment Options

Card / Paypal
  Pay On Account

[Make Payment](#)

[Back to Basket](#)

- Step 12** Once paid, you will be provided with a confirmation email of your transaction.

### Thank you

An email confirmation has been sent to [uatryw+kirsty@gmail.com](mailto:uatryw+kirsty@gmail.com)

Your order reference is **GR5WZ-RE9A4**, for more information on the order, click [here](#)

Item Type	Item Description	Link
Fast Track Verification	<ul style="list-style-type: none"> <li>• MTA Worker (21-00000094) - Access rail track to run track vehicle within defined worksite</li> </ul>	

[Return Home](#)

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## Common Rejection Reasons

Follow steps 1-7 above to navigate to the workers profile and review the rejection reasoning.

### 1. Incorrect award date or expiry date

**Scenario:** You have uploaded your workers statement of attainment to national competencies. When uploading the document you selected the award date as 10/15/2013, the award date on the document you uploaded does not match the award date you have provided resulting in the rejection.

**What to do now?** For the verification to be approved on the next upload you will need to complete the below steps:

Once you have navigated to the workers profile, and viewed the verification note you will now need to upload a brand new competency. This is due to the inability to change the award date you selected in the previous upload.

**Step 1** Once you have obtained the correct **award date** and evidence that addresses the reason for rejection, you will need to **Award a New Competency**. This option is at the top of the each competency category screen on the left hand side menu of the workers profile.

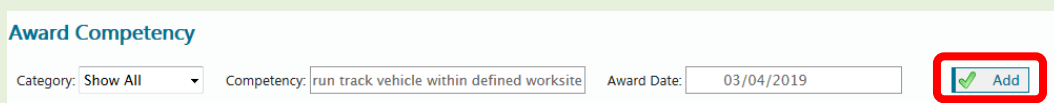


**Award Competency**

Category: Show All  Competency:  Award Date:

**Step 2** Search for the competency by typing the name of the competency in box. This will provide you with a drop down list. Select the correct competency (this will be the same as the rejected competency, unless specified in the rejection note).

Enter the correct **Award Date** then select **Add**.



**Award Competency**

Category: Show All  Competency: run track vehicle within defined worksite Award Date: 03/04/2019

**Step 3** You will now be prompted to upload evidence by clicking on **Select files**. You must also choose **Standard** or **Fast Track** processing, noting that fast track costs \$55 + GST for an 8 business hour turn around. Click on the **Add** button once complete.

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## 2. Incorrect competency

**Scenario:** You have uploaded the Metro Contractor Safety Recertification (TTSA Renewal) to the Qualified.MTM Safely Access the Rail Corridor competency. You have either:

- a. You have uploaded the MCSR (TTSA Renewal) to the wrong competency, or
- b. You have uploaded the incorrect evidence to the correct competency. (If this is your option skip to 3. Incorrect Evidence)

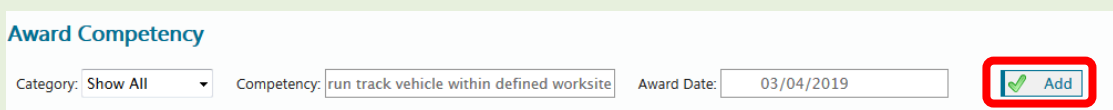
**What to do now?** If your reason is option a) you will need to complete the below steps to gain approval second time round:

**Step 1** Once you have navigated to the workers profile, you will need to **Award a New Competency**, which is at the top of the each competency category screen on the left hand side menu of the workers profile.



**Step 2** Search for the competency by typing the name of the competency in box. This will provide you with a drop down list, select the correct competency. Select the **correct** competency (this will **NOT** be the same as the rejected competency).

Enter the correct **Award Date** and then select **Add**.



**Step 3** You will now be prompted to upload evidence by clicking on **Select files**. You must also choose **Standard** or **Fast Track** processing, noting that fast track costs \$55 + GST for an 8 business hour turn around. Click on the **Add** button once complete.

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## 3. Incorrect evidence

**Scenario 1:** You have uploaded a workers HR Driver's License under the HC Driver's License, the evidence uploaded does not match the business rules resulting in a rejection.


**Scenario 2:** You have uploaded the original CAFF Form, the business rules have changed and the newest version of the CAFF Form is the only version able to be accepted. Since the uploaded evidence does not match the business rules, it has been rejected.

**Scenario 3:** You have uploaded evidence in the wrong format i.e.; Screenshot from a workers phone of an email of competition. As this does not meet the requirements for the business rules, it resulted in rejection.

**Scenario 4:** You have uploaded evidence into a competency that specifies specific certifiers are accepted, however the evidence that you uploaded was not completed by one of the listed certifiers. The evidence will be rejected as it does not match the business rule requirements.

**What to do now?** For the verification to be approved on the next resubmission you will need to complete the below steps:

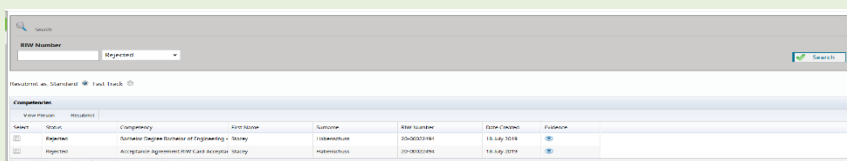
Once you have navigated to the workers profile, and viewed the verification note you will now need upload the correct evidence to the workers competency.



**Step 1** Once on the workers profile, selecting the evidence , it will pop up a field to upload the new evidence.

**Step 2** Attach the correct evidence, it is recommended to have the new evidence names as something that easily identifiable as the newest piece of evidence. I.e date/evidence.pdf



**Step 3** Once all the changes have been made go back to the pending verifications tab on the home menu, selecting the rejected competency and then selecting resubmit.



Name	Status	Competency	Job Name	Custom	Role Number	Date Created	Evidence
Rejected	Rejected	Operator Safety Certificate of Engineering - Safety	Operator	Standard	20180210001	18 July 2018	
Rejected	Rejected	Acceptance Agreement over Land Acquired - Safety	Engineer	Standard	20180210002	18 July 2018	



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## 4. Incorrect name


**Scenario 1:** You have uploaded an evidence document to a competency, the document you uploaded had the name John Jacobs. The profile you were uploading this competency against if for Michael Smith.

**Scenario 2:** You have uploaded an evidence document to a competency, the document you uploaded had the name John Jacobs. The profile you were uploading this competency against has the name John James because he has legally changed his name since the completion of the evidence.

**What to do now?** For the verification to be approved on the next resubmission you will need to complete the below steps:

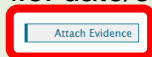
If you have had a name change you will also need to upload a statutory declaration, marriage certificate or change of name certificate to demonstrate evidence of the name change.

### Step 1

Once on the workers profile, selecting the evidence , it will pop up a field to upload the new evidence.

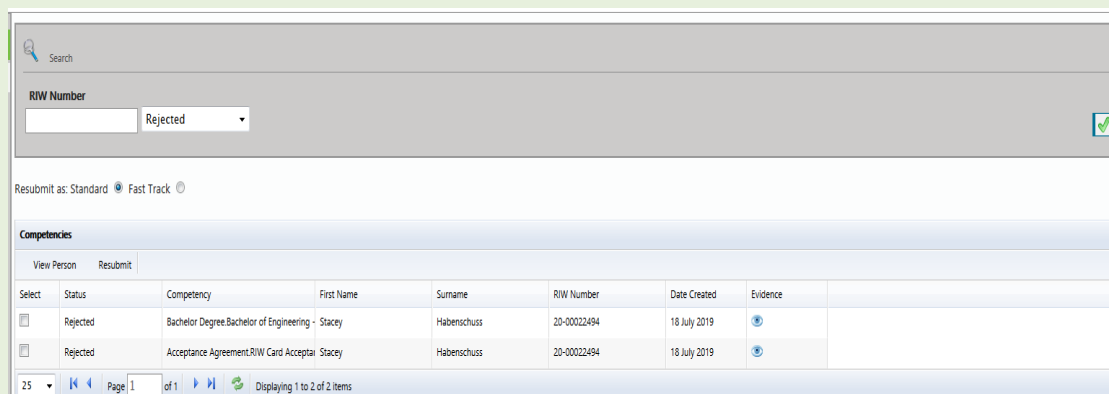
### Step 2



Attach the correct evidence, it is recommended to have the new evidence names as something that easily identifiable as the newest piece of evidence. i.e. date/evidence.pdf



### Step 3

Once all the changes to the competency have been made, go back to the pending verifications tab on the home menu, select the rejected competency and then select resubmit.



Select	Status	Competency	First Name	Surname	RIW Number	Date Created	Evidence
<input type="checkbox"/>	Rejected	Bachelor Degree Bachelor of Engineering - Stacey		Habenschuss	20-00022494	18 July 2019	
<input type="checkbox"/>	Rejected	Acceptance Agreement/RIW Card Acceptai - Stacey		Habenschuss	20-00022494	18 July 2019	


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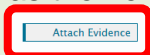
## 5. Missing or non-matching signatures

**Scenario:** You have uploaded an unsigned evidence document, the business rules state that the evidence must be signed. Since the document isn't signed the verification is rejected.

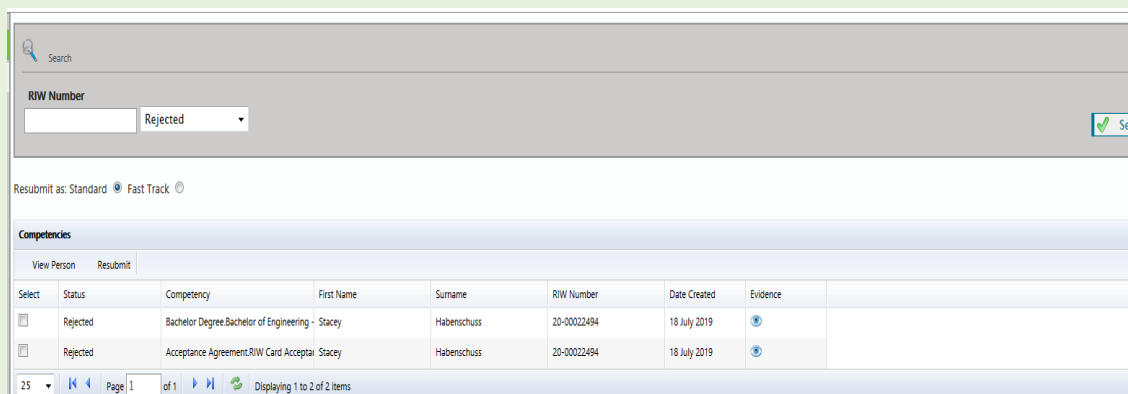
**What to do now?** For the verification to be approved on the next resubmission you will need to complete the below steps:

**Step 1** Navigate to the workers profile, select the evidence icon , and the box will pop up with a field to upload the new evidence.


**Step 2** Attach the correct evidence by selecting the plus icon, it is recommended to have the new evidence named differently- i.e something that easily identifies it as the newest piece of evidence. E.g. date/evidence.pdf



**Step 3** Once the changes have been made go back to the pending verifications tab on the home menu, select the rejected competency and then select resubmit.



The screenshot shows a web application interface with a search bar at the top. Below the search bar, there is a dropdown menu for 'RIW Number' with 'Rejected' selected. To the right of this dropdown is a green checkmark icon and a 'Se' label. Below this, there are radio buttons for 'Resubmit as: Standard' and 'Fast Track'. The main part of the interface is a table titled 'Competencies' with columns for 'Select', 'Status', 'Competency', 'First Name', 'Surname', 'RIW Number', 'Date Created', and 'Evidence'. There are two rows of data in the table, both with 'Rejected' status. The first row has a competency of 'Bachelor Degree Bachelor of Engineering - Stacey' and the second row has 'Acceptance Agreement RIW Card Acceptan Stacey'. Both rows have a blue eye icon in the 'Evidence' column. At the bottom of the table, there is a pagination bar showing 'Page 1 of 1' and 'Displaying 1 to 2 of 2 items'.

Select	Status	Competency	First Name	Surname	RIW Number	Date Created	Evidence
<input type="checkbox"/>	Rejected	Bachelor Degree Bachelor of Engineering - Stacey		Habenschuss	20-00022494	18 July 2019	
<input type="checkbox"/>	Rejected	Acceptance Agreement RIW Card Acceptan Stacey		Habenschuss	20-00022494	18 July 2019	