

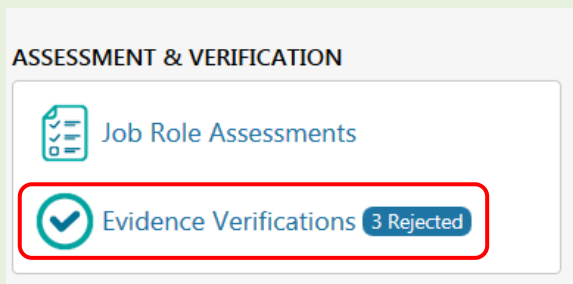
Management of rejected competencies

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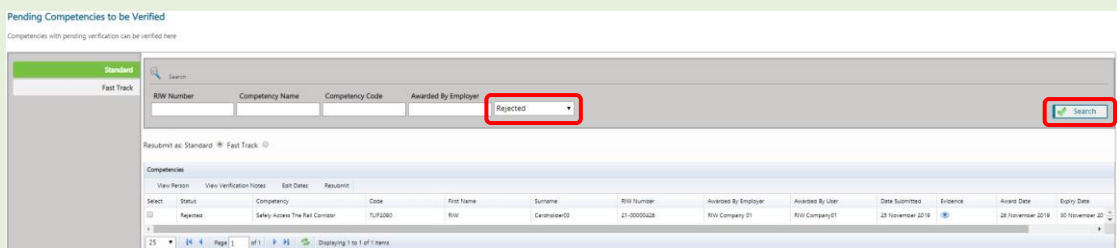
This guide details how to manage a competency that has been rejected at the verifications stage, reasons for rejection and the remediation process.

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

Step 2 On the Main Dashboard, select **Evidence Verifications** under the Assessment & Verifications heading. Rejected verifications will be identified by a blue box notification next to the Evidence Verifications shortcut.



Step 3 The **Pending Competencies to be Verified** screen will display all employee pending verifications. To see any rejected verifications, select **Rejected** from the drop down menu and hit **search**.



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

Competencies							
<input type="button" value="View Person"/>		<input type="button" value="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	

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

Award Competency						
Category:	Show All	Competency:		Award Date:		<input type="button" value="Add"/>
<input checked="" type="radio"/> Show All	<input type="radio"/> Valid Only	Categories:	Show All			
Award Date	Code	Competency	Expiry Date	Valid?	Information	Evidence
Rail						
10/12/2019	TLIC2054	Access rail track to run track vehicle within defined worksite				
12/12/2019	TLIB2085	Apply track fundamentals			Pending verification.	
25/11/2019	EL43	ARTC Electrical Safety Induction Version 2	24/11/2020			
10/12/2019	TLIS2031	Install railway sleepers				
21/11/2019	RIWCI National	RIW Construction Induction				
26/11/2019	TLIF2080	Safely Access The Rail Corridor	30/11/2019		Competency [TLIF2080] has expired.	
01/12/2019	TLIF2080	Safely Access The Rail Corridor	04/12/2019		Competency [TLIF2080] has expired.	
Health & Safety						
25/11/2019	330A	330A			Requires Assessment	
01/12/2019	MTAResume01	MTA Resume	05/12/2019		Competency [MTAResume01] has expired.	
21/11/2019	RIWRI	RIW Rail Induction				

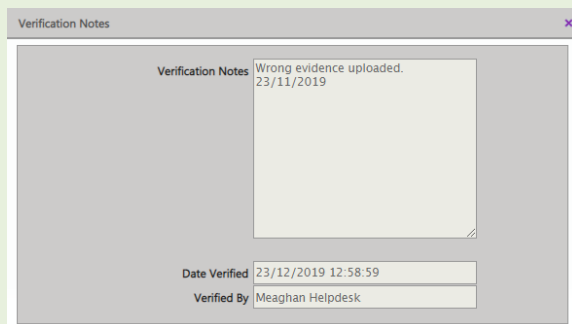
Step 6 To view the notes relating to the rejected competency, select the **icon** next to **Verification Rejected**.

Award Date	Code	Competency	Expiry Date	Valid?	Information
Rail					
10/12/2019	TLIC2054	Access rail track to run track vehicle within defined worksite			
12/12/2019	TLIB2085	Apply track fundamentals			Verification rejected.

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



- Step 8** Once the reason for the rejection has been addressed, re-award the **competency** which is at the top of the each competency screen on the left hand side menu of the cardholder's profile.

Fill in the fields with the competency name by starting to type in the competency field. This will provide 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**.

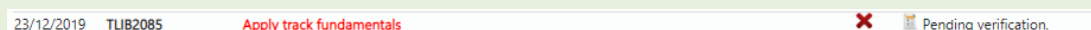
Award Competency

Category: Competency: Award Date:

- Step 9** Upload the required competency evidence by clicking on **Select files** and following the prompts. Then 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

If **Standard** is selected, the pending verification will display next to the competency name in the cardholder's profile. Generally standard competencies are processed within 48 business hours.



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Step 10 If **Fast Track** was selected, the Shopping Basket will display for payment of the fast track fee.

Basket Details

Fast Track Verification				REF: 98206450025-E67J9-GJLWP-GKY4G	
First Name	Surname	RIW Number	Competency	Net Price:	\$55.00
RIW	Cardholder03	21-00000426	Apply track fundamentals	GST:	\$5.50
				Total:	\$60.50

✖ Remove

Totals

Net:	\$55.00
GST:	\$5.50
Total:	\$60.50

✔ Checkout

Note: If multiple competencies are required to be fast tracked for the cardholder, continue to add competencies (up to 20) before finalising payment.

Step 11 Proceed to the **Checkout** for payment.

Checkout

ⓘ While on the checkout page all users will be prevented from adding new items to the basket to allow for the order to be processed.

Fast Track Verification				REF: 98206450025-E67J9-GJLWP-GKY4G	
First Name	Surname	RIW Number	Competency	Net Price:	\$55.00
RIW	Cardholder03	21-00000426	Apply track fundamentals	GST:	\$5.50
				Total:	\$60.50

✖ Remove

Totals

Net:	\$55.00
GST:	\$5.50
Total:	\$60.50

Payment Options

Card / Paypal
 Pay On Account

Make Payment

🛒 Back to Basket

Step 12 Once paid, a confirmation of the transaction will be displayed.

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Common Rejection Reasons

Follow steps 1-7 above to navigate to the cardholders profile and review the rejection reason.

1. Incorrect award date or expiry date

Scenario: The award date entered in the RIW system is different to the award date on the evidence document provided, resulting in the rejection.

What to do now? For the verification to be approved on the next resubmission, complete the below steps:

- Step 1** Once you have navigated to the cardholder's profile and viewed the verification note, a new competency will need to be uploaded. This is due to the inability to change the award date selected in the previous upload.

Once the correct **award date** and evidence that addresses the reason for rejection is available, **Award a New Competency**. This option is at the top of the each competency category screen on the left hand side menu of the cardholders profile.

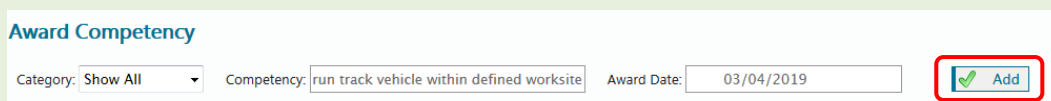


Award Competency

Category: Show All Competency: Award Date:

- Step 2** Search for the competency by typing the name in the competency field. This display 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 click **Add**.



Award Competency

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

- Step 3** Upload evidence by clicking on **Select files**. 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 to complete.

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2. Incorrect competency

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

- a. Uploaded the MCSR (TTSA Renewal) to the wrong competency, or
- b. Uploaded the incorrect evidence to the correct competency (if this is your option skip to **3. Incorrect Evidence**)

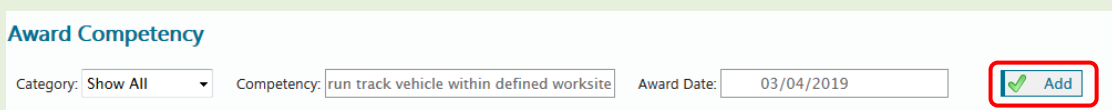
What to do now? If the reason is option a), complete the below steps to gain approval on resubmission:

Step 1 Navigate to the cardholders profile to **Award a New Competency**, which is at the top of the each competency category screen on the left hand side menu of the cardholder's profile.



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

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



Step 3 Upload evidence by clicking on **Select files**. 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: A cardholders HR Driver's License was uploaded under a HC Driver's License. The evidence uploaded does not match the business rule resulting in a rejection.

Scenario 2: Evidence has been uploaded in the wrong format i.e. screenshot from a cardholders phone of an email of competency completion. As this does not meet the requirements for the business rule, it resulted in rejection.

Scenario 3: Evidence has been uploaded into a competency that requires specific Certifiers, however the evidence that was 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, complete the below steps:

Step 1 Navigate to the relevant competency on the cardholders profile, select the evidence icon , and a box will pop up with a field to upload the new evidence.

Step 2 Attach the correct evidence. It is recommended that the new evidence name be something 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 click **resubmit**.

Competencies							
	View Person	View Verification Notes	Edit Dates	Resubmit			
Select	Status	Competency		Code	First Name	Surname	RIW Number
<input checked="" type="checkbox"/>	Rejected	Safely Access The Rail Corridor		TLIF2080	RIW	Cardholder03	21-0000426

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4. Incorrect name

Scenario 1: An evidence document for a competency was uploaded with the name John Jacobs, however the cardholder profile is Michael Smith.

Scenario 2: An evidence document for a competency was uploaded with the name John Jacobs, however the cardholders name is John James as 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, complete the below steps:

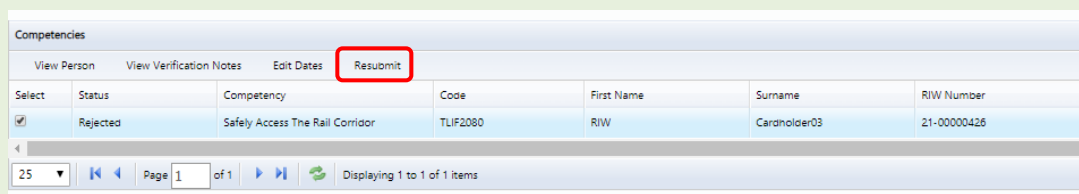
NOTE: If the cardholder had a name change, a statutory declaration, marriage certificate or change of name certificate to demonstrate evidence of the name change will also need to be uploaded.

Step 1 Navigate to the relevant competency on the cardholders profile, select the evidence icon , and a box will pop up with a field to upload the new evidence.

Step 2 Attach the correct evidence. It is recommended that the new evidence name be something 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 click **resubmit**.



Competencies						
	View Person	View Verification Notes	Edit Dates	Resubmit		
Select	Status	Competency	Code	First Name	Surname	RIW Number
<input checked="" type="checkbox"/>	Rejected	Safely Access The Rail Corridor	TLIF2080	RIW	Cardholder03	21-00000426

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5. Missing or non-matching signatures

Scenario: An unsigned evidence document has been uploaded and the business rule states 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, complete the below steps:

Step 1 Navigate to the relevant competency on the cardholders profile, select the evidence icon , and a box will pop up with a field to upload the new evidence.

Step 2 Attach the correct evidence. It is recommended that the new evidence name be something 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 click **resubmit**.

Competencies						
Select	Status	Competency	Code	First Name	Surname	RIW Number
<input checked="" type="checkbox"/>	Rejected	Safely Access The Rail Corridor	TLIF2080	RIW	Cardholder03	21-00000426

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