



Employer Administrators

South Australia 2019

Version 1.0



- Introductions
- System differences
- Permissions
- Demonstration and training
- Soft launch checklist
- Questions and Answers



Introduction

Overview of RIW Program



The Rail Industry Worker Program (RIW) is a competency management system that aims to establish a cohesive, national approach to competency management.

The goal of the RIW Program is to minimise the risk of untrained personnel carrying out work on the Australian rail network and enhancing safety by enabling participants to view or share information about rail workers in the RIW System.

Australasian Railway Association



The Australasian Railway Association (ARA) is the peak body for rail in Australia and New Zealand, representing all sectors of the rail industry. The ARA provides a coordinated and unified voice on relevant issues of national importance to the rail sector. The ARA owns and endorses the RIW Program on behalf of its members and industry.

Metro Trains Australia



Metro Trains Australia (MTA) is a consortium of rail and construction businesses led by shareholders MTR Corporation, John Holland Group and UGL Rail. MTA will become the new service provider for the RIW Program from 28 June 2019, following a rigorous tender process run by ARA.

User Profiles

Primary: The cardholders primary employer is responsible for the workers subscription and updating the workers details, job roles and competencies.

Workers must have a primary employer and a current subscription to have authority to work.

Secondary: Employees can have up to 2 secondary employers added to their profile. Allows for visibility over the profile, however no edit rights. All changes occur via Primary employer.

Premium functionality: Additional functionality enabled on an employers profile to assist with managing a large workforce.

RIW System Hierarchy



- Hierarchical structure
- Permissions base – need to know basis
- Fully traceable and auditable
- Live data via one system interface

Association and Visibility

Association: Employers are able to request association from a worker, allows for advance visibility of a workers profile. Workers can accept or reject request and have the ability to end association

Once a worker swipes in or is spot checked on the network, the network has visibility over their profile and is able to place blocks and suspensions.

Features

- **AHP's** will be able to load Medical/D&A results directly into the worker's profile
- **Approved RTO's** can load training certificates - No verification required as loaded by source of truth
 - Employers or non approved RTO's can still load other training certificates but will require verification
- Customisable, auditable and **real time reporting** on all people swiped in or who's last activity was on your Network
- Live **swipes** and audit trails
- Live issuing and recording of toolbox talks by access controllers
- Ability for detailed project set up:
 - Projects
 - Sites
 - Zones
- Assessments able to be performed by **qualified assessors** and upload evidence directly into the workers profile
- Management of **blocks and suspensions** by Network Operator

Features

- **Technology**

- PC card readers
- Smart Device capability - Apple and Android
- Off line swipes
- Self-swipe – Lone workers
- Spot check function



- **PPE Allocation**

- **MY RIW** – visibility for workers over their own profile including Job Roles, Competencies and pending expiries
- **Online ID check**
- **Reliable system 24/7/365 days**

System changes



E-Learning

Received from;

- JHG
- ARTC
- QR
- DPTI
- TfNSW

Is there any Operator or Contractor not listed above that provides e-learning in the current RIW system?

Contact training@riw.net.au and let us know!

Hardware

Sites affected with hardware:

- NWPA
- NIF
- Central Station Sydenham Station Junction
- NEPA - Melbourne (Alphington and Rosanna)
- NOVO Rail - Sydney (West Ryde & Beecroft)
- North Shore - Sydney
- RAIL Operations - Sydney
- RAIL Operations - Hunter Valley
- CYP
- Rooty Hill Station
- Moorebank
- Wyndham Vale
- Canberra Metro
- NRT
- Newcastle Light Rail
- TAP Project

Any sites that use hardware (Tablets and Kiosks) that are not on the above list?

Contact training@riw.net.au and let us know!

Permissions as an Employer Administrator

- Add new worker to the RIW system
- View details for a worker employed or associated with your company (Primary employers- have edit rights)
- Request/cancel workers card, can pay for and view workers subscription employed your company
- View, add or remove Job Roles from a workers profile (national or network)
- Add/view competency and add evidence to workers profile but not verify including (General, network, project, site and zone)
- Suspend/lift cardholder's project, site or zone based competency temporarily or permanently
- Add, edit or view current or historic work restriction or risk assessments associated with a worker- temporary or permanent
- Edit and view status option to a workers profile (i.e. ability to scan cards)
- View blocks and shift/swipe activity by cardholder
- View result of current medical and D&A result
- View allocated items assigned to worker
- Create and run custom and pre-defined system reports

Additional Premium Functionality

- Create employer based competencies and Job roles for allocation to own workforce (including secondary and associated employees)
- Add, view, verify and delete (where assigned in error) employer based competencies and Job Roles
- Suspend or lift employer based competencies temporarily or permanently
- Allocate, view and edit assigned items of PPE
- Can add and manage crews

System walk through Video

<https://vimeo.com/333886957>

Demonstration topics

- Dashboard
- Adding a new worker (whole process- including the ID check)
- Adding an existing worker for Primary, secondary employment
- Requesting Association
- Adding Job Roles and Competencies
- Ending employment
- Expiries tab
- Reporting
- Creating sites and Zones

- Train the trainer- Project and Site Admins
- Soft Launch
- Premium Functionality

Dashboard and shortcuts



Welcome Kirsty McLoon (mtaemployer06) (Log Off)
MTAemployer06
Employer Admin

[\[FAQ User Guide\]](#) [\[Contact Us\]](#)

- Home
- People
- Competencies
- E-Learning
- Snapes
- Expans
- Administration
- My Account
- Payment History
- Reports

Welcome to RIW

System Dashboard

PEOPLE

- Add a New Person
- Search for My People

CARDS

- Card Status

BLOCKS

- Current Blocks

APPROVALS

- Employment Approvals **3 Pending**
- Association Approvals **1 Pending**
- Data Processing Consent Approvals **2 Pending**

ASSESSMENT & VERIFICATION

- Job Role Assessments
- Evidence Verifications

WORK RESTRICTIONS & RISK ASSESSMENTS

- Current Risk Assessments
- Current Work Restrictions **1 Awaiting Review**

PREMIUM FEATURES

- Employer Competencies
- Employer Job Roles
- Employer Job Role Suspensions
- Manage Crews

FINANCIAL

- Forthcoming Employer Subscription
- Forthcoming Worker Subscriptions
- Payment History

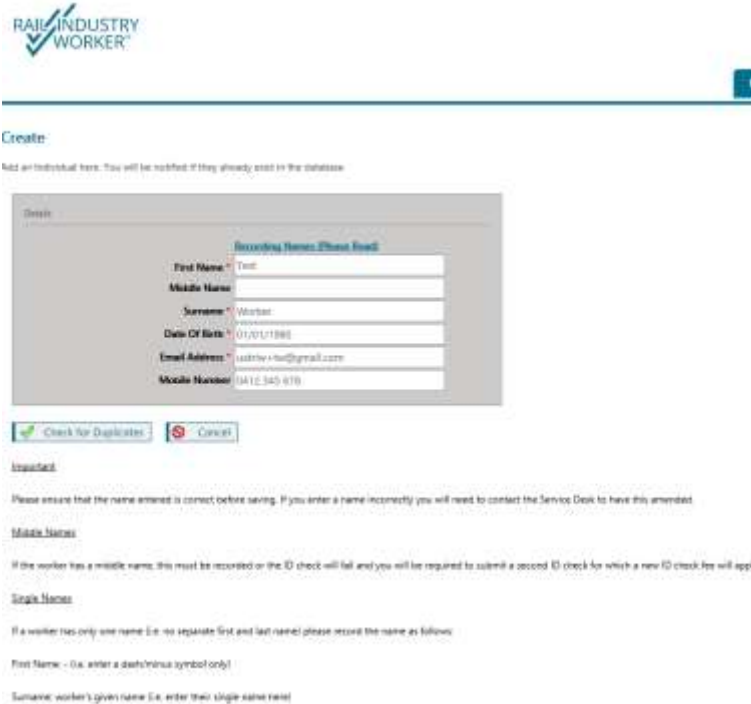
Adding a new worker

On boarding process:

- Creating workers profile
- Sending employment request and inviting them to create MyRIW account
- Requesting an online ID check
- Ordering a card

Creating a workers Profile

Employer Administrator creates profile. Request is sent to employee and after they have accepted the employer admin can continue the on boarding process.



The screenshot shows the 'RAIL INDUSTRY WORKER' logo at the top left. Below it is a 'Create' section with a sub-header 'Add an individual here. You will be notified if they already exist in the database.' A form titled 'Details' contains the following fields: 'First Name' (Text), 'Middle Name' (Text), 'Surname' (Worker), 'Date Of Birth' (01/01/1988), 'Email Address' (ustrow@mail@gmail.com), and 'Mobile Number' (0412 345 678). Below the form are 'Check for Duplicates' and 'Cancel' buttons. Below the form are three sections: 'Important' (Please ensure that the name entered is correct before saving. If you enter a name incorrectly you will need to contact the Service Desk to have this amended), 'Middle Names' (If the worker has a middle name, this must be recorded on the ID check will fail and you will be required to submit a second ID check for which a new ID check fee will apply), and 'Single Names' (If a worker has only one name (i.e. no separate first and last name) please record the name as follows: First Name: - (i.e. enter a dash/minus symbol only) Surname: worker's given name (i.e. enter their single name name)

Employee and MyRIW request

Employee receives request via email. Invites them to create a MyRIW account and accept the employment request

Employment Request Inbox x



RIW (DO NOT REPLY) system@riw.net.au via sendgrid.me
to uatriw+tworok ▾

Dear Test,

MTAEmployer09 has requested to employ you from 29/04/2019 onwards.

In order to accept this employment request, please log in to your myRIW account at <https://uat.riw.net.au/MySkillGuard> and go to the *Employments & Associations* section on the Welcome home page.

If you haven't already set up your myRIW account, it's quick and easy to do, so you can view your RIW record in full. To register and get started, click here <https://uat.riw.net.au/MySkillGuard>.

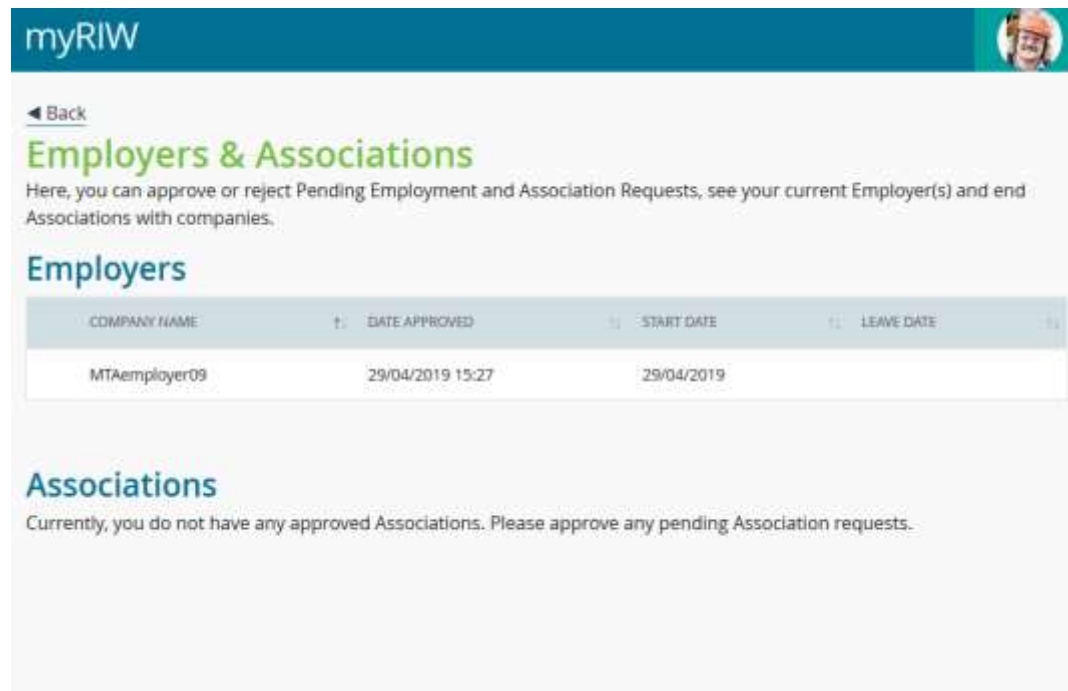
Your RIW Number is 21-00000285.

Thank you,

RIW Administrator

MyRIW and accepting employment request

Employee receives request, creates MyRIW account and accepts the employment request.



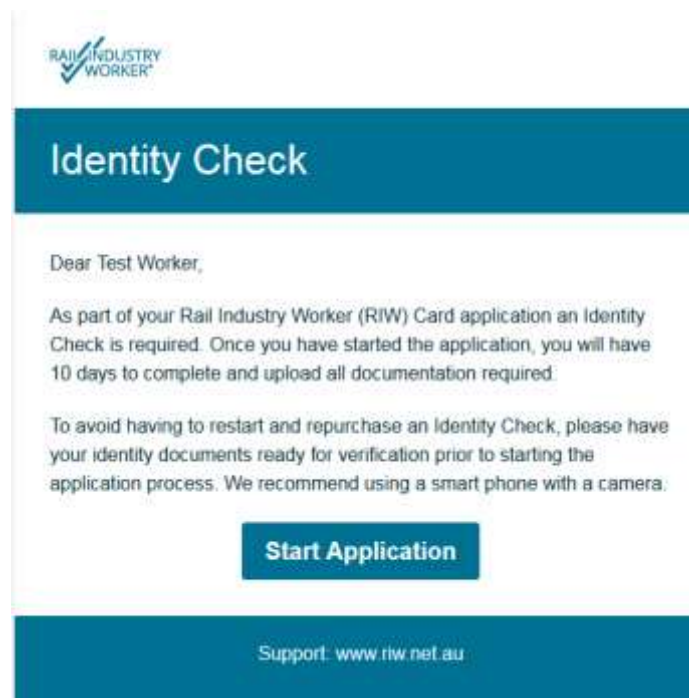
The screenshot shows the myRIW web application interface. At the top, there is a teal header with the 'myRIW' logo on the left and a circular profile picture of a person wearing a hard hat on the right. Below the header, there is a navigation link for 'Back'. The main heading is 'Employers & Associations' in green, followed by a descriptive paragraph: 'Here, you can approve or reject Pending Employment and Association Requests, see your current Employer(s) and end Associations with companies.' Below this, there is a section titled 'Employers' which contains a table with the following data:

COMPANY NAME	DATE APPROVED	START DATE	LEAVE DATE
MTAemployer09	29/04/2019 15:27	29/04/2019	

Below the table, there is a section titled 'Associations' with the text: 'Currently, you do not have any approved Associations. Please approve any pending Association requests.'

ID Check

ID Check is now completed online via a request made from the Employer Administrator. All steps are traceable and the whole process is able to be monitored by the worker and employer administrator.



The screenshot shows a web interface for the Rail Industry Worker (RIW) Identity Check process. At the top left is the RIW logo. Below it is a dark blue header with the text 'Identity Check'. The main content area contains a message addressed to a 'Test Worker', explaining that an identity check is required as part of the RIW Card application and that the user has 10 days to complete it. It also provides instructions to have documents ready and recommends using a smartphone with a camera. A prominent blue button labeled 'Start Application' is centered below the text. At the bottom of the page, a dark blue footer contains the support website 'www.rlw.net.au'.

RAIL INDUSTRY WORKER

Identity Check

Dear Test Worker,

As part of your Rail Industry Worker (RIW) Card application an Identity Check is required. Once you have started the application, you will have 10 days to complete and upload all documentation required.

To avoid having to restart and repurchase an Identity Check, please have your identity documents ready for verification prior to starting the application process. We recommend using a smart phone with a camera.

Start Application

Support: www.rlw.net.au

Subscription payment and card request

After the ID check has been successful, the subscription for the worker can be paid and card/s requested. (Physical and Virtual). Must have a Physical card ordered to be able to request a Virtual card.



The screenshot shows a web form titled "Have Card". At the top, it states: "To obtain a RWI card as part of a subscription, a person must have -". Below this, there is a list of requirements with green checkmarks to the right of each item:

- a Name
- a verified ID Check
- a Current and Valid Photo
- an Employer

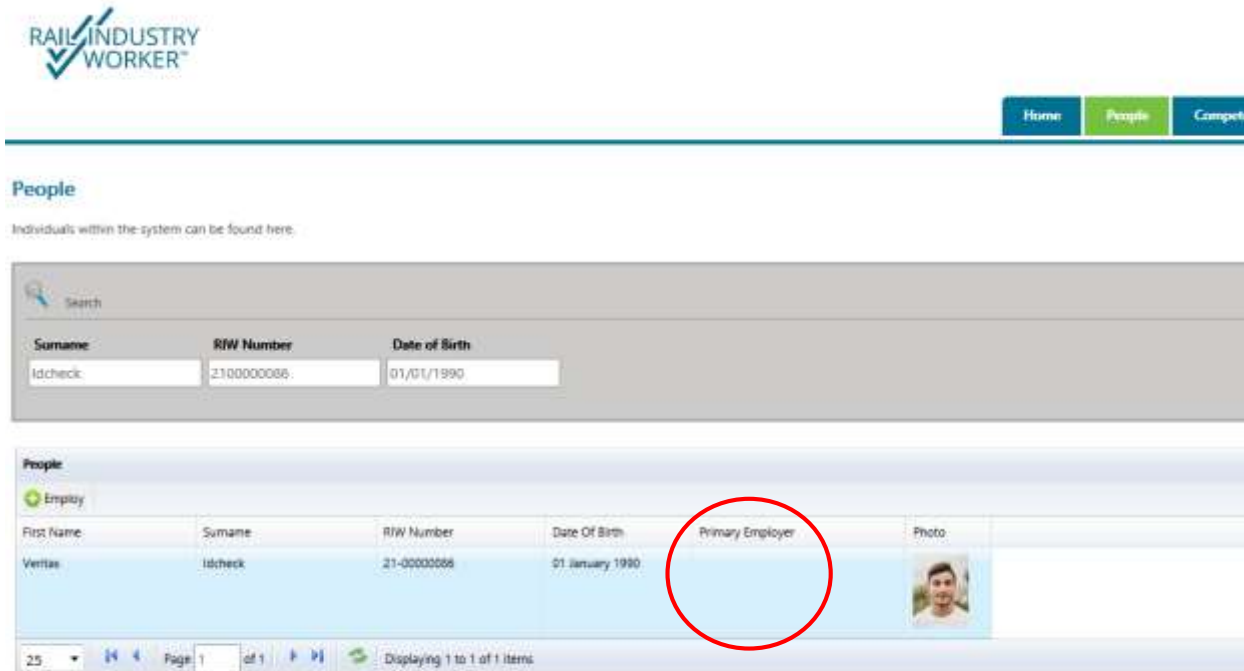
Below the list is a section with a checkbox labeled "Deliver card to Worker?". Underneath, there are input fields for "Recipient Name" (containing "Employer Admin") and "Please select the office you would like the card delivered to:" (containing "MTA/employer03"). There is also a checkbox labeled "I confirm the photo of the individual is less than 6 months old".

The next section is titled "Virtual Cards" and contains a checkbox labeled "Issue Virtual Card". Below this are input fields for "Email Address" (containing "samir+tworl@gmail.com") and "Mobile Number" (containing "0412 343 678"). At the bottom of this section, there are two radio buttons: "Send by Email" (which is selected) and "Send by SMS".

At the very bottom of the form is a green button labeled "Request Card".

Adding an existing RIW cardholder

Existing RIW cardholder - Primary



The screenshot displays the Rail Industry Worker (RIW) system interface. At the top left is the logo for RAIL INDUSTRY WORKER. On the right, there are navigation buttons for Home, People, and Competence. Below the navigation is a section titled "People" with the text "Individuals within the system can be found here:". A search bar is present with a magnifying glass icon and the word "Search". Below the search bar are three input fields: Surname (containing "Idcheck"), RIW Number (containing "2100000088"), and Date of Birth (containing "01/01/1990"). Below the search bar is a table of results. The table has columns for First Name, Surname, RIW Number, Date Of Birth, Primary Employer, and Photo. The first row of data shows "Veritas" for First Name, "Idcheck" for Surname, "21-00000088" for RIW Number, "01 January 1990" for Date Of Birth, and a photo of a man. The "Primary Employer" column is circled in red. At the bottom of the table, there is a pagination control showing "Page 1 of 1" and "Displaying 1 to 1 of 1 items".

RAIL INDUSTRY WORKER

Home People Competence

People


Individuals within the system can be found here:

Search

Surname	RIW Number	Date of Birth
Idcheck	2100000088	01/01/1990

People

Employ

First Name	Surname	RIW Number	Date Of Birth	Primary Employer	Photo
Veritas	Idcheck	21-00000088	01 January 1990		

25 Page 1 of 1 Displaying 1 to 1 of 1 items

Adding an existing RIW cardholder

Existing RIW cardholder - Secondary



Home

People

People

Individuals within the system can be found here.

Search

Surname	RIW Number	Date of Birth
<input type="text" value="james"/>	<input type="text" value="210000018E"/>	<input type="text" value="01/01/1980"/>

People


Employ

First Name	Surname	RIW Number	Date Of Birth	Primary Employer	Photo
Jack	James	21-0000018E	01 January 1980	MTAEmployer07	

25 Page 1 of 1 Displaying 1 to 1 of 1 items

Adding an existing RIW cardholder

Existing RIW cardholder - Association request



The screenshot displays the Rail Industry Worker (RIW) system interface. At the top left is the RIW logo. On the right, there are navigation buttons for 'Home' and 'People'. Below the navigation is a 'People' section with a sub-header 'Individuals within the system can be found here.' A search bar is present, followed by a search form with three input fields: 'Surname' (containing 'smith'), 'RIW Number' (containing '2100000210'), and 'Date of Birth' (containing '01/01/1980'). Below the search form is a table titled 'People' with a green 'Associate' button. The table has columns for 'First Name', 'Surname', 'RIW Number', 'Date Of Birth', 'Primary Employer', and 'Photo'. One row is visible with the following data: First Name: John, Surname: Smith, RIW Number: 21-00000210, Date Of Birth: 01 January 1980, Primary Employer: Fancy Films Pty Ltd, and a photo of a man. At the bottom, there is a pagination control showing 'Page 1 of 1' and 'Displaying 1 to 1 of 1 items'.

RAIL INDUSTRY WORKER™

Home People

People


Individuals within the system can be found here.

Search

Surname	RIW Number	Date of Birth
smith	2100000210	01/01/1980

People

Associate

First Name	Surname	RIW Number	Date Of Birth	Primary Employer	Photo
John	Smith	21-00000210	01 January 1980	Fancy Films Pty Ltd	

Page 1 of 1 | Displaying 1 to 1 of 1 items

Job roles and Competencies

The ability to add Job Roles and Competencies to a workers profile is enabled for Primary Employers only. If you have premium functionality, then you can award Employer based job roles and competencies to secondary and associated employees.

The screenshot shows the 'RAIL INDUSTRY WORKER' profile management interface. At the top right is a 'Home' button. The profile is for 'Nora November 21-00000013 (Current Subscription)'. On the left, there is a profile picture placeholder with an 'N' and an 'Upload' button, with a note 'Updated 05/03/2019'. Next to it is a QR code and a small image of the worker's ID card. Below the profile information is a sidebar menu with the following items: 'Card Details' (highlighted), 'Job Roles', 'Employer Job Roles', 'National Competencies', 'Employer Competencies', 'Network-Based Competencies', 'Project-Based Competencies', 'Site-Based Competencies', 'Zone-Based Competencies', and 'Contact Details'. The main content area shows a warning message: 'Changing the name or date of birth? If this person is an existing RW card holder, you must contact the helpdesk on 1300 101 682.' Below this is a form with the following fields: 'RW Number' (21-00000013), 'First Name' (Nora), 'Middle Name' (empty), 'Surname' (November), and 'Date Of Birth' (01/04/1971). At the bottom, it shows 'Created On 05/03/2019 16:32:47 by Rob Fardy' and 'Last Modified On 23/04/2019 16:57:26 by Kirsty McLean'.

Ending employment

Employer: Can end employment with Primary or secondary employees



Workers: Can end associations with companies



Expiries

Able to manage the expiries for the workforce. Workers have visibility over their expiries via MyRIW.

Red: Expired

Orange: Pending expiry next 12 weeks

Black: Valid



Expiries

Competencies and other items which are due to expire and when are shown below.

Company Subscription				
Renew Subscription Renew Premium Subscription				
Name	Pay On Account	Payment Tier	Subscription Year Expiry Date	
Example Employer 1		80-245 RW Card holders	24 May 2016	
25 Page 1 of 1 Displaying 1 to 1 of 1 items				

Reports

Reporting is a useful tool in displaying key information about your workforce or activities that have occurred on sites within the project that has been allocated to you as the Contractor In Charge (CIC)

Report Tables

What would you like to view?

- People
 - Risk Assessments
 - Medicals
 - Employer Competencies
 - Employers
 - Visits
 - National Competencies
 - Shifts
 - Job Roles
 - Drug and Alcohol Screenings
 - Overt
 - Other Cards
 - Cards
 - Project Based Competencies
 - Site Based Competencies
 - Zone Based Competencies
 - Work Restrictions
 - Books
 - Network Based Competencies
 - Sings
 - Allocated Items

Report Columns

Please select which columns you require for your report.

People				Show All Columns
<input type="checkbox"/> Title	<input type="checkbox"/> First Name	<input type="checkbox"/> Surname	<input type="checkbox"/> Date Of Birth	
<input type="checkbox"/> Person Number	<input type="checkbox"/> Current Office	<input type="checkbox"/> Current Employer	<input type="checkbox"/> Latest Site	
<input type="checkbox"/> Latest Project	<input type="checkbox"/> Latest Network	<input type="checkbox"/> Latest Client	<input type="checkbox"/> Full App Access	
<input type="checkbox"/> Can Self Sign	<input type="checkbox"/> Is Suspended	<input type="checkbox"/> Blocked Reason	<input type="checkbox"/> Is Visitor	
<input type="checkbox"/> Diversity				
<input type="checkbox"/> Suburbs	<input type="checkbox"/> State	<input type="checkbox"/> Phone		
<input type="checkbox"/> Cost Centre				
<input type="checkbox"/> LSI	<input type="checkbox"/> Employee Number	<input type="checkbox"/> Additional Data	<input type="checkbox"/> Additional Data	
<input type="checkbox"/> Receive Salary Trench	<input type="checkbox"/> Annual Subscription End Date	<input type="checkbox"/> Data Processing Consent	<input type="checkbox"/> Data Processing Consent Modified Date	
<input type="checkbox"/> New Industry	<input type="checkbox"/> Can Self Check	<input type="checkbox"/> ERM (Security) Score (0-10)	<input type="checkbox"/> Is Subject To Data	

Access controller Vs Spot checker

There are two functions that can be assigned by Employer administrators to individuals to assist with managing cardholders on sites - Access controller and Spot checker.

Access controller: The term given to a cardholder who is responsible for swiping in/out of individuals at a worksite as well as checking competencies of workers to ensure compliance. This person could be for example, but not limited to; the Track Force Protection Coordinator, Protection Officer or the Site Supervisor,

Spot checker: A cardholder with the ability to check other cardholder's to ensure competency requirements are met. The term card holder has the permission to "Check Cards" of other the worker's roles and competencies. This could be for example, a site safety representative, an auditor or regulator. The Spot Checker cannot start teams or issue site based competencies

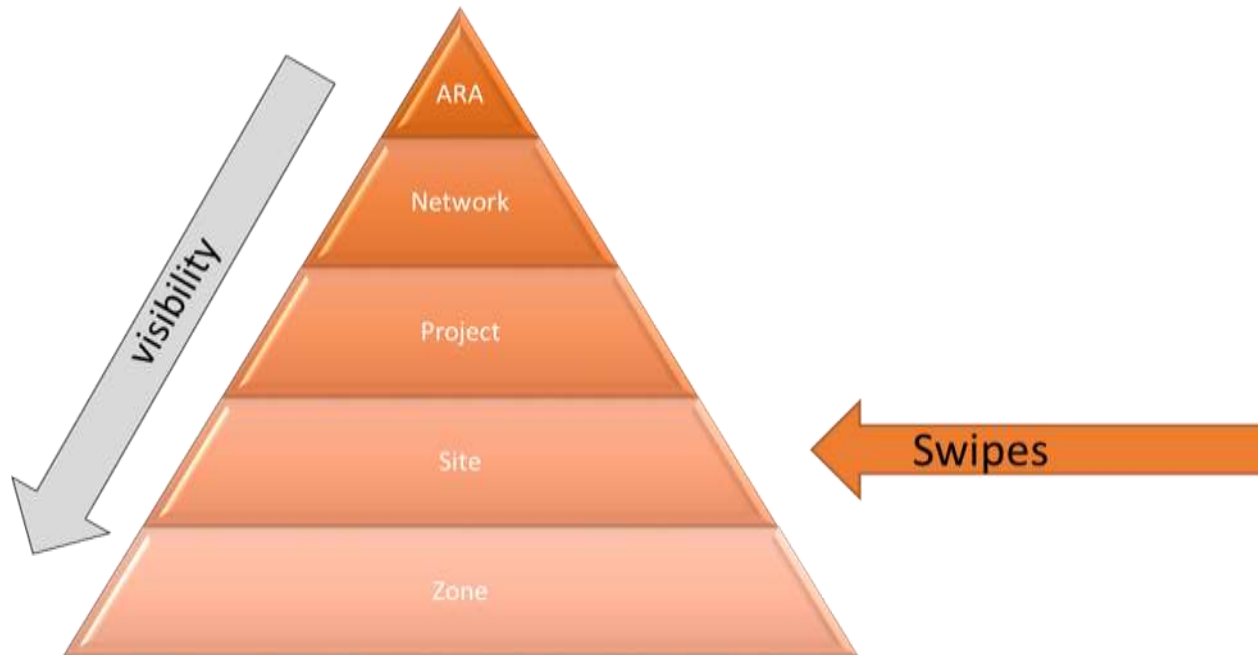
Access controller and Spot checker



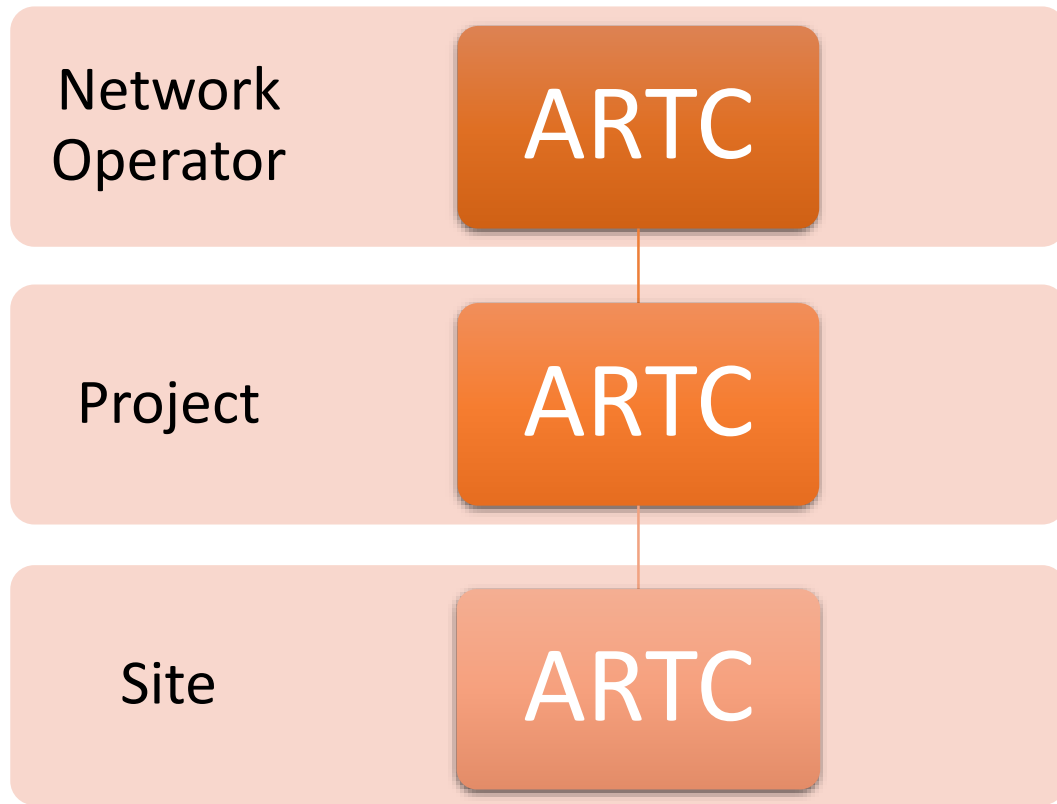
Swipes and Spot checking

All activity is fully auditable, reportable and traceable.

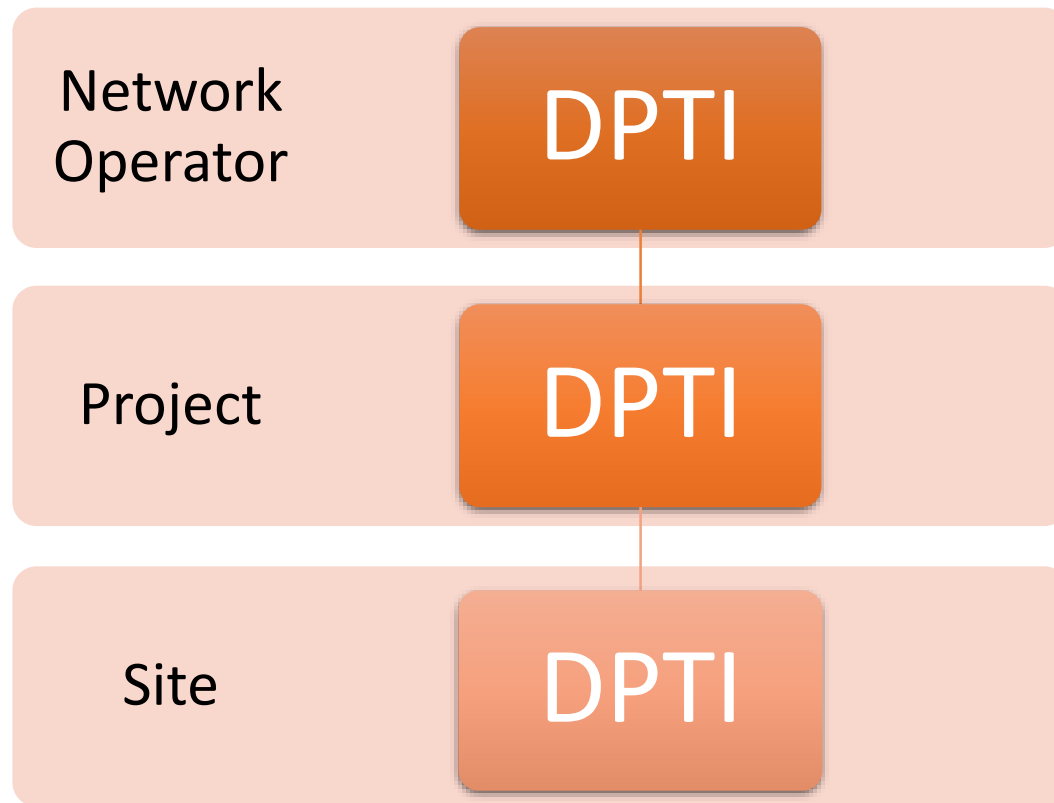
Swipes occur at the site level of the hierarchy.



ARTC Day 1



DPTI Day 1



Creating a Sites and Zones

The Network Operator creates the project and assigns the Contractor In Charge (CIC). Sites and Zones (if required) can then be created.



The screenshot shows the 'RAIL INDUSTRY WORKER' logo at the top. Below it, the word 'Site' is displayed. A sub-header reads 'All the site data below'. The form contains several input fields: 'Name', 'Code', and 'Description' (a larger text area). Below these are 'Start Date Active' and 'End Date Active' (both with dropdown arrows), and a 'Project' field. At the bottom, there are 'Save' and 'Cancel' buttons.

Swipes or spot checks occur at site level. Network works have visibility over all cardholders who have been swiped or spot checked into the network.

Train the Trainer

Packs have been created to assist with training individuals in your organisation who will be:

- Project Administrators
- Sites Administrators
- Access Controllers
- Spot Checkers

All resources will be available on www.riv.net.au shortly.

Soft launch

Soft Launch is defined as a period of time for RIW Participant Organisations to log into the new RIW Platform to undertake some basic tasks

Main Activities for Employer Administrators

- Confirm your workers personal details are correct
- Order Physical Cards and push out the Virtual Cards (if they have mobile devices)
- Run reports in Pegasus & SkillGuard and check your workers roles and competencies are correct
- Set up users and send supporting material
- Pay licence fee

More information will be out shortly!

Premium functionality- Crews

Ability to pre assign Primary, secondary and associated employees to a particular site to ensure they have the correct competencies prior to accessing the site.



Manage Crews

Crews can be managed here

The screenshot shows a web interface for managing crews. It includes a search bar with a magnifying glass icon and a 'Search' button. Below the search bar is a table with the following data:

Name	Date Created	Date Modified
MTA Crew	01 April 2019	
MTA Internal UAT Crew	02 April 2019	
testcrew16	20 March 2019	

At the bottom of the table, there is a pagination control showing 'Page 1 of 1' and 'Displaying 1 to 3 of 3 items'.

Premium functionality- Allocated items

Employers with Premium Functionality have the ability to monitor assigned assets to their workforce. Standard Employers can still view items that have been allocated to employees.

The screenshot displays the 'Expires' section of the RAIL INDUSTRY WORKER portal. The page includes a navigation menu with options like Home, People, Competence, Learning, Super, Expires, Administration, My Account, Payment History, and Reports. The main content area shows a table of allocated items with columns for Item Number, First Name, Surname, Allocated Item Type, and Expiry Date. The table contains two rows of data.

Item Number	First Name	Surname	Allocated Item Type	Expiry Date
21-0000120	Stevens	Walter Peter	Physio assessment training	2021/04
21-0000120	Stevens	Walter Peter	Gas test	2021/04

Premium functionality- Employer based Job Roles and Competencies

Create and manage Employer based Competencies and Job Roles.

Employer Job Role and Competencies must be labelled with a consistent three letter acronym identifying your company and numbers if you wish.

EG JHG Track Supervisor or JHG Track installation (code JHG785)

Manage Competencies
Create/edit a Competency using the form below

Name: Track installation (PET)
Code: PET-TI
Notes:

Category: Rail
Medical Level: No medical required

Cannot Be Colour Safe Defective A:
Cannot Be Colour Safe Defective B:

Is Available:

Start Date Available: 01/04/2018
End Date Available:

Always Award New:

Evidence Required:
Expiry: Does not expire

Awardable By E-Learning: Cannot be awarded by E-learning

Create a new Job Role
Use this form to create a new job role

Name: DEP Track Supervisor
Description:

Is Safety Critical:

Required Medical Level: Category 2

Cannot Be Colour Safe Defective A:
Cannot Be Colour Safe Defective B:

Requires Drugs And Alcohol Test Pass:

Is Active:

Suspending an Employer based Job Role or Competency

If an Employer feels a worker is no longer competent to perform an Employer based Job Role or competency

The screenshot shows the 'RAIL INDUSTRY WORKER' system interface. At the top, there is a 'Home' button and a user profile for 'Nora November 21-0000013 (Current Subscription)'. Below the profile is a QR code and a 'Upload' button with the text 'Updated 05/03/2019'. The main content area is titled 'Job Roles' and includes a search bar, a filter dropdown set to 'Show Current Roles Only', and a 'Search' button. Below the search bar is a table with columns for 'Job Role', 'Employer', 'Start Date', 'Leave Date', and 'Require'. One row is visible with the job role 'MTA_Employee09_Foreman', employer 'MTAemployee09', and start date '26 April 2019'. The bottom of the page shows pagination information: 'Page 1 of 1', 'Displaying 1 to 1 of 1 items'.

The screenshot shows the 'RAIL INDUSTRY WORKER' system interface. At the top, there is a 'Home' button and a user profile for 'Nora November 21-0000013 (Current Subscription)'. Below the profile is a QR code and a 'Upload' button with the text 'Updated 05/03/2019'. The main content area is titled 'Award Competency' and includes a search bar, a filter dropdown set to 'Show All', and a 'Search' button. Below the search bar is a table with columns for 'Award Date', 'Code', 'Competency', and 'Employer'. One row is visible with the award date '02/04/2019', code '1', competency 'PSA2Reduction', and employer 'MTAemployee09'. The bottom of the page shows two buttons: 'Suspend/Restore a Competency' and 'Delete a Competency'.

Questions and Answers

