

Training Academy Bulletin



Issued: 10 Nov 2015
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Third Party Induction Card FAQ's

The purpose of this bulletin is to provide information regarding Metro's new Third Party Induction Card, which becomes compulsory on 10 November 2015.

The Metro Third Party Induction Card is for individuals who are working on MTM worksites/premises where no rail safety risk exists or where the Rail Safety Hazard Assessment, for a given location, has determined that all rail safety risks have been mitigated.

General Questions

Q. When was the Metro Third Party Induction Card released?

A. 10 November 2015

Q. Is the card compulsory?

The card is compulsory for Third Party individuals who are working on an MTM worksite/premise who don't already hold a valid Rail Industry Worker Card with MTM roles and who will undertake work where no rail safety risk exists (for example, locksmiths, office bound tasks, myki machine maintenance, civil works outside the rail corridor etc.).

For further clarification regarding these new requirements, refer to MTM Procedure – Safety And Environmental Requirements For Third Parties Working On MTM Premises (L0-SQE-PRO-014) located on the following website www.metrotrains.com.au/academy

Q. Where do I register for a card?

A. You will be able to register for a card when your company has been prequalified within the PICS system. Once registered and prequalified, you will have access to the EmployeeGUARD system allowing you to complete the online induction, online assessment and then through to the 100 point ID verification.

You will be required to successfully complete those requirements prior to being eligible for a Third Party Induction card being issued. Please click here to begin the registration if you are not a PICS member www.picsorganizer.com/Registration.action or log in to your existing account and complete all open tasks.

If you are registered within PICS and the contractor administrator of the account, you will have access to add employees into the EmployeeGUARD section to complete the induction video, online assessment and then the 100 point ID verification. Please note that the Primary Contact user of the

PICS Organizer account will have received an email from the system automatically on the 10th of November just like the image below directing you to <http://mtm.eg.picsorganizer.com/>

If you are an employee of a contractor company registered within PICS. The administrator of the account will need to create you as a user in the EmployeeGUARD system. You will receive an email providing you with directions on how to complete the Third Party Induction process. Click on the link and log into the account then go to My Training as specified in the email.

Email Template:

**** EMPLOYEEGUARD NOTIFICATION ****

Regarding Account: Edwin Chan
EmployeeGUARD ID: 2142954

Subject: EmployeeGUARD Account Created.
Client: (PICS) MTM
Site: <https://mtm.eg.picsorganizer.com>

An employee account has been created for you under Test Third Party Company, in the (PICS) MTM EmployeeGUARD System. In order to conduct work for (PICS) MTM, you are now required to complete mandatory online induction training..

To access the assigned training, please go to <https://mtm.eg.picsorganizer.com> and login with your username and password:
- Username: edwin.test2
- Password: Your defined password

Don't know your password?

Go to https://mtm.eg.picsorganizer.com/content/account/pass_recover/change_password.jsp?hash=66e6b89378102a71d2c60c4de926f601 to set your password. This link is valid for 36 hours.

All training assigned can be accessed from the My Training section of the portal. If you are required to complete a course or assessment, you must:

1. View all pages
2. Complete all activities, and
3. Pass all multiple choice assessments.

Q. What if I am not PICS accredited

A. If you're company is not PICS accredited as approved by MTM you will need to send through an email to echan@picsauditing.com to receive directions on how to register into the system.

Once you have registered into the PICS system, you will be asked to fill out some basic information and have access to the EmployeeGUARD section to complete the Induction, Online Assessment and the 100 point ID verification.

Q. Who do I contact if I have questions or problems regarding my card application?

A. Edwin Chan – echan@picsauditing.com

Q. Why do I have to be 100 point ID checked?

A. All Third Parties must be able to prove their identify whilst on MTM Premises. This is achieved by either holding a Rail Industry Worker Card or Third Party Induction Card.

Q. How do I complete the 100 point check?

A. The ID check can be completed by providing your address and date of birth, plus uploading images of your photo ID:

- Driver's Licence (issued in ACT, NSW, QLD, SA, WA or Vic).
- Australian Passport , Visa or Foreign Passport, Work Visa.

Your ID may also be checked against current White Pages or electoral roll to confirm address.

Q. Does my card ever expire?

A. Yes, the card has a life of 3 years. At the end of this term, you will need to pay to receive a new card. This cost will include doing the 100 point ID check again, allowing us to capture a new photograph, print a new card and ship it to your nominated address.

Q. Can I work while my card is in transit?

A. No.

Q. Do I have to be employed to be able to apply for a Third Party Induction card?

A. Normally this would be the case, i.e. you are either self-employed or employed by a company who is currently in contract with MTM. However, you may also be working for a volunteer organisation who MTM has engaged for a particular activity or work.

Q. What happens if my application is "returned"?

A. Returned status simply means there is incorrect or incomplete information, and instructions will be provided on how to resubmit the data with the required information.

Q. What happens if my card application is rejected?

A. Metro Trains reserves the right to reject applications for a Third Party Induction card. If this is the case you will be formally notified with details of why your application has not been accepted.

Data Security & Privacy

Q. How is my data going to be protected?

A. Please refer to the [Data Security and Privacy](#) document.

Your data will be encrypted when it is transferred between your computer and the Tik.me system used to verify your identity, using similar technology to banks and other organisation's dealing with sensitive information. Your information will not be sold and will only be shared with third parties required to verify your identity and produce your MTM Third Party Identity Card.

Q. What happens if I lose my card?

A. You can request a new card on the Third Party Induction Registration portal. Please login and follow the Replacement Card instructions. Your old card will be de-activated as part of the replacement process, ensuring that others are not able to gain access to the rail corridor should they find your card. If you find your card, after you have submitted a request for replacement, please discard the old card as it will no longer be active.

Q. How do I get a replacement card?

A. This can be done by logging onto the Third Party Induction Registration portal, and requesting a replacement card.

Q. How do I update my contact details?

A. You can change your address and contact details by emailing Third Party Induction – details available on the [Contact Us page](#). A change of name will only be accepted with suitable documented evidence, e.g. marriage certificate. Some details, like date of birth and photo, cannot be changed as this information is what identifies you in the system.

Shipping of cards

Q. How will I receive my card?

A. All cards will be delivered via Australia Post.

Q. Where will my card be sent?

A. The card will be shipped to the nominated shipping address provided during the application process.

Q. How long will it take for me to receive my card?

A. After you have completed the 100 Point ID check, the information will be transferred to the Third Party Induction database overnight. A Third Party Induction Administrator will then review and approve all supporting competency documentation, and provided this information is accepted, the card will be printed and sent the same day. Please allow 72hrs (3-business days) from the time you complete the 100 point ID check for delivery of your Third Party Induction card. Upon shipping of the card, you will be notified via email that the card has been sent.

Q. What happens if I haven't received my card?

A. Please contact Edwin Chan – echan@picsauditing.com.

Card Costs

Q. How much does the card cost?

A. The up-front cost of the card will be \$99.00 Including GST and must be paid prior to receiving the card.

Q. Will there be any ongoing costs?

A. Yes, each year there will be a \$30 excluding GST.

Q. Who pays for the Third Party Induction Card?

A. Generally the contracting company will be responsible for payment of contractor cards. In the instance of a sole trader, they will register their company details and pay for the card individually. For community organisations MTM will pay for the costs of the card.

Q. How do I pay?

A. Secure online payments are available through the Third Party Induction portal via credit card: Visa and MasterCard will be accepted (unfortunately we cannot process Amex or Diners cards).

Q. How much does it cost to replace a lost, stolen or broken card?

A. You can request a replacement card through the Third Party Induction registration portal. There will be a fee for reprinting and shipping of the card. This cost will be \$30 excluding GST.

Third Party Induction Portal Information

Q. What if I forget or lose my password?

A. The website has the facility to email you a new password if you have forgotten or lost your password. Click on the link on the "Forgot my Password" link on the logon page, and you will receive your password in an email.

Q. What if the FAQ's don't answer my question?

A. Contact echan@picsaudting.com