Training Academy Bulletin

3 Step Guide to Checking RIW Competence

The purpose of this bulletin is to guide employees and contractors on how to check RIW Competence in the using a 3-step process.
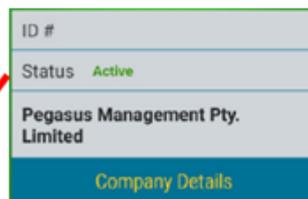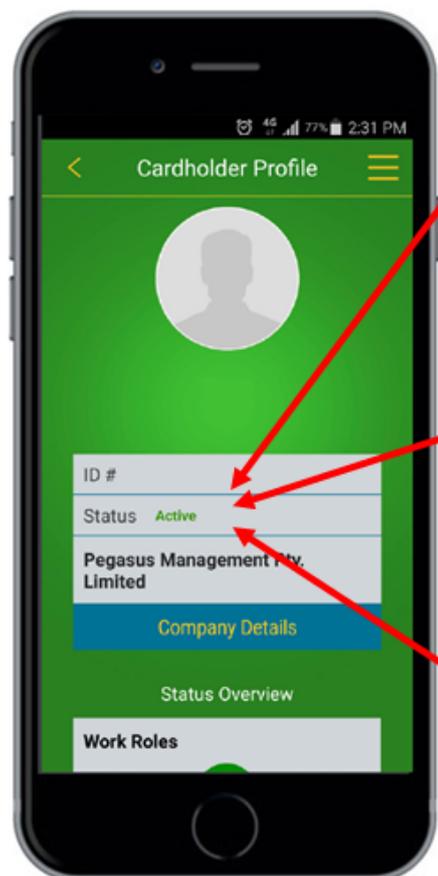
What is the 3 Step process to check RIW Competence?
Note: Before proceeding, if you don't have the RIW App, please click on the following links
From the App Store (*Apple devices*)
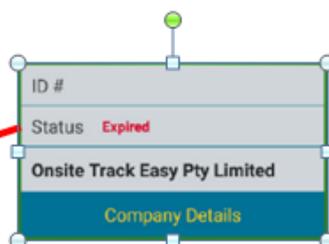From the Google Play Store (*Android devices*), *and then proceed to the 3 steps.*

Step 1 – Is their profile **Active**?

Status: *Active*

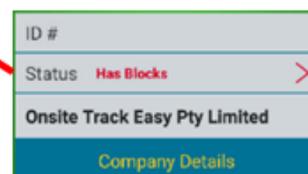This means the worker has paid their annual subscription and the card is active

Proceed to Step 2

Status: *Expired*

This means the worker has not paid their annual subscription and the card is no longer active
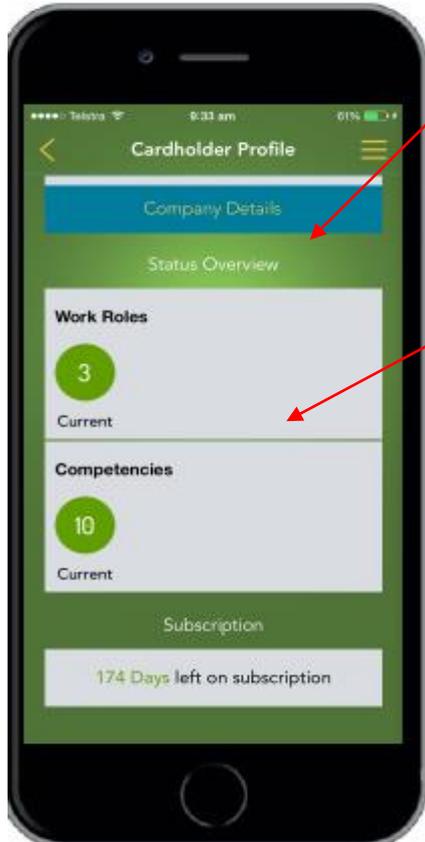
Not Permitted On Site

Status: *Blocked*

This means the worker has had a safety breach or other type of breach placed against their name

Not Permitted On Site

MetroSafe

Step 2 – Check Work roles

"Click" Current Work roles

By selecting "Work Roles" in the cardholder's profile, you can view each of the cardholder active roles. You can then select a specific role to view the details of that role.
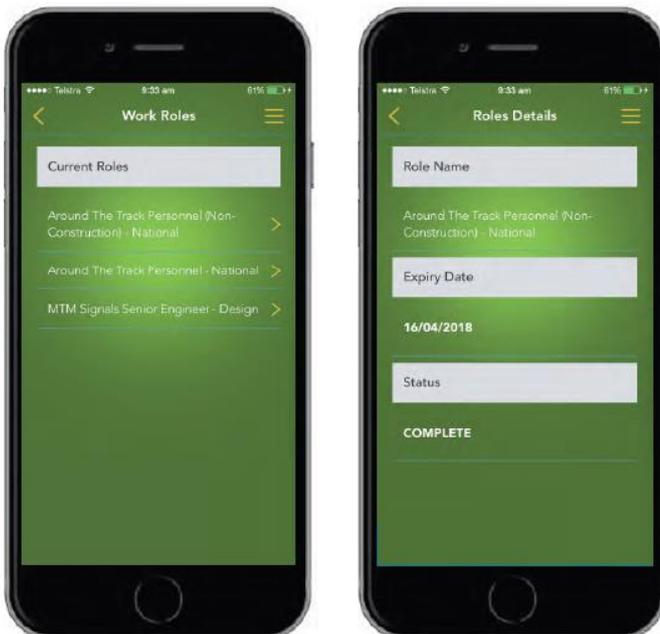
Competencies:

-Ignore this section.

You should not use the competencies lookup function. Whilst competencies make up a role, it's not up to you to look for what is missing or expired.

An individual needs to hold Current roles to be on-site and work in that role. The competencies look up is only used to assist companies to manage their workforce prior to getting on site. To avoid confusion do not use this function, just look at current roles.

Step 3 – What can the worker do?

In the Role Details, you can view the name of the role, the expiry date and the status.

To return to the Work Roles page, select the yellow back arrow in the top.

- *Find the "MTM -Operator" role*
  The operator role will identify the rail operator the person can work for e.g. ARTC – Operator, MTM – Operator No MTM – Operator role – Not Permitted on Site

- Find a MTM or National role - The role must reflect the works they are doing on site that day i.e. Around the Track Personnel National (non-construction)

What does the MTM – Operator role mean?

A contractor with a valid MTM – Operator role means they have been inducted into Metro's Safety & Environmental requirements.

What sits behind the MTM – Operator role?

When a contractor completes Train Track Safety Awareness for the first time they upload the certificate into two areas in the RIW system, one of which is the MTM – Operator role.

Then in 2-year's time the contractor returns and completes the Metro Contractor Safety & Environmental (MCSR) recertification – which is a shortened/refresher course made up of high risk issues, amendments/updates and lessons learnt from any incidents. This certificate is then uploaded into the MTM – Operator role. The original 2-year expiry date that used to sit with TTSA now sits with MTM – Operator role.

If the contractor completes Lookout, Handsignaller or Track Force Protection Coordinator recertification, MCSR is delivered at the same time.

Why isn't the 'Competencies' part of the APP relevant to me?

All contractors and employees using the APP to check competence for auditing or prestart purposes should only use 'Current' roles. The competencies section is only used by select group of people for specific functions. You must simply check what role they can do and not what makes up the role.

What if I am having trouble with the RIW App?

If you are experiencing issues then please call the RIW Support numbers: 1300 777 245 (During Business Hours) and 1300 131 194 (After Hours)

Please direct enquiries to:
competencies@metrotrains.com.au

Rail Industry Worker Website
www.railindustryworker.com.au