Mobilisation Guide for Contractors & Subcontractors

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Version Control

Version	Author	Date	Comments	Approved by
1.0	Richard Hobby	22/05/2023		Richard Hobby
2.0	Carmen Cordoba	27/07/2023	Updated induction process	Carmen Cordoba

Contents

1   Welcome

This guide outlines the process for project access and mobilising to site. It is applicable to all employees, contractors and subcontractors with personnel on the SSTOM Project.

Please note the SSTOM Project mobilisation process may take up to 4 weeks to complete, depending on the type of work to be carried out. To prevent any delay with processing your application/s and mobilising to site, ensure you comply with all steps of this guide. Note also that applications are processed on a first-come, first-served basis so please plan accordingly and identify and submit workforce that is required on site as a priority in order of importance.

There are five sections to this mobilisation guide:

- Obtain USI Number & Then RIW Card
- Select relevant RIW job role and then add the evidence for each competency.
- Attend SMIC Training as applicable to role
- Complete all Online inductions and training
- Attend Project Induction & Site Specific Induction

Subcontractors are required to manage this process for all personnel, including any sub-subcontractors intended to mobilise to site.

Thank you for your cooperation with this process.

Training and Development Team

Parklife Metro

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2   Onboarding at a Glance

Responsibility of: Contractor Representative

Step 1: Register your company in the MTA RIW System How do I register a company in the RIW System? : Rail Industry Worker Knowledge Centre (freshdesk.com)

Responsibility of: Contractor Representative

Step 2: Create an RIW Profile in the MTA system for the Person Undertaking Work How does a company add a new rail industry worker to the RIW System? alternatively an RIW Card can be ordered in the behalf of a RIW Cardholder via Job Ready

Responsibility of: Person Undertaking Work (PUW)

Step 3: Once the RIW profile has been created, the Rail Industry Worker will receive your employment request via email, inviting them to create a new myRIW profile. The employer will not be able to continue the on-boarding process until the employment request has been accepted by the worker.

Responsibility of: Contractor Representative

Step 4: Add **Relevant Job Role(s)** to the PUW's profile. Once the job role is added the required competencies will be listed. Please refer to the Webuild Matrices

Responsibility of: PUW

Step 5: When the job role is added links to the online inductions will be sent to the PUW's nominated email address via the RIW system. It is the responsibility of the Employer to enrol the cardholders into the nominated elearning courses. When a Rail Industry Worker is enrolled in an E-learning course through the RIW System, the worker will receive an email requesting them to complete a course.The PUW must complete all online inductions for the onboarding process to continue.

Responsibility of: Contractor Representative

Step 6: When the online inductions have been completed by the employee. Please contact training@parklifejv.au to request the face-to-face and site specific Induction

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Responsibility of: PUW

Step 7: A booking confirmation from training@parklifeJV.au will be sent to the PUW's nominated email address including location details.

Responsibility of: PUW

Step 8: PUW to attend the SSTOM face-to-face project and site induction at the time booked.

Responsibility of: SSTOM Project

Step 9: Once the face-to-face induction has been completed a member of the SSTOM Team will mark the PUW's profile as complete. The PUW is now site compliant to-face induction at the confirmed time.

3   Definitions

Acronym	Definition
ARA	Australian Railway Association
MTA	Metro Trains Australia
PPE	Personal Protective Equipment
PUW	Person Undertaking Work
RIW	Rail Industry Worker
RTO	Registered Training Organisation
SMIC	Sydney Metro Industry Curriculum
SMOT	Sydney Metro Orientation Training
USI	Unique Student Identifier
VOC	Verification of Competency

4 Key Contacts

Defined Occupations	Title	Contact Details
SSTOM Onboarding	Training & Development Coordinator	Louise O'Carrol training@parklifejv.au
MTA RIW	Support	1300 101 682

5 How to Generate a Unique Student Identifier Number

The Unique Student Identifier (USI) is a government initiative which was implemented as of the 1st of January 2015. The purpose of the USI is to allow learners of accredited training to be able to access all their accredited training records (from 2015 onward) via one central registrar.

The main implication of the USI being implemented into the Standards for Registered Training Organisations (RTO) 2015 restricts RTOs from issuing any Statement of Attainment and Qualifications to learners without a USI.

Learners/Employees who do not have an existing USI number can apply for this via https://www.usi.gov.au/

When applying for a USI, the learner is required to provide the nominated identity documentation such as a Drivers Licence, Passport or Medicare Card.

Please note, if a learner has completed accredited training after the 1st of January 2015, they may already have a USI and will be required to provide it on their Enrolment Form as RTOs are unable to verify an already existing USI using identity documentation. If the learner is unsure of their USI, they can contact their last training provider/RTO and they will be able to provide it to them.

6 Rail Industry Worker (RIW) Card

All workers on the SSTOM project irrespective of whether they will work in the actual Rail Corridor (classified as a 'Rail Worker') or outside of the Rail Corridor (classified as a 'non Rail Worker') are required to hold a valid Rail Industry Worker card (RIW card). If an MTA RIW Card is already held, please log into your RIW profile and ensure the details are up to date and you hold the relevant valid roles for the work being completed, including the Webuild access role(s).

The MTA RIW card contains all competencies and qualifications specific to the individuals' role on a project. These competencies have been approved by the Rail Industry Worker support team.

Here is an example of an MTA RIW Card.

6.1   Non-Rail Safety Workers

If the SSTOM project team have not classified your employee as a rail safety worker, or your employee will not be working within the rail corridor, the employee is still required to obtain a RIW card with the relevant approved site access role.

However, you will not be required to complete a Rail Medical or the Safely Access the Rail Corridor (SARC, formerly known as RISI) training course.

NOTE: You cannot access any areas of the rail corridor without completing the training course. If you believe you will work within the rail corridor at any stage, we recommend completing the relevant training as mentioned above.

6.2   Medical Requirements

Any person undertaking a role that is considered to be a Rail Safety Worker by the Principal Contractor will be mandated to undertake a Rail Category Medical.

6.2.1   Category 1

High Level Safety Critical Workers: are the highest level safety critical workers. These are workers who require high level of attentiveness to their tasks and for whom sudden incapacity or collapse may result in serious incident affecting the public or the rail network.

The workers will need to fast before undertaking a pathology test from the night before

This medical includes:
- K10 Questionnaire for Psychological Health
- Epworth Sleepiness Scale
- Alcohol AUDIT Questionnaire for alcohol use
- Hearing Assessment up to 3000Hz
- Vision Assessment
- General Health Assessment & Questionnaire

The medical also includes a Drug & Alcohol screen (breath and urine analysis).

Category 1 medicals are valid from:

- At time of commencement, then:
- Every 5 years to age 50, then
- Every 2 years to age 60, then
- Every year.

6.2.2   Category 3

Non-safety critical workers are workers whose health will not impact directly on the safety of the rail network or the public. These workers are responsible for their own safety and the safety of fellow workers. A medical assessment will check the ability of a worker to walk in the rail corridor, work under supervision, and identify and move to a safe place.

The Category 3 rail medical is the minimum requirement to work within the Rail Corridor

This medical includes an assessment of:

- Hearing (up to 2000 Hz)
- Vision
- Mobility

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The medical also includes a Drug & Alcohol screen.

This medical is valid from the date of the issue until the employee reaches 40 years of age. After the age of 40, a medical renewal is required every 5 years. This is in accordance with Metro Rail Guidelines for working on the rail.

6.3   Register for RIW

If subcontractors have not previously been registered in the RIW program, please click here to access the new Company Registration Quick Guide. Upon registration employees will also need to complete a 100-point ID check and the employer will need to arrange for the RIW subscription to be paid.

(Note: this will be at the subcontractors' expense).

Once this is complete, employees are eligible for a card which will be produced and dispatched to the delivery address specified by the employer.

If you are a sole trader, click here to access the "How to operate in the RIW system as a Sole Trader - Quick Guide".

Alternatively an RIW Card can be ordered in the behalf of a RIW Cardholder via Job Ready. Or visit create an RIW Profile in the MTA system for the Person Undertaking Work How does a company add a new rail industry worker to the RIW System?

6.4   Setting up Employee Profiles

All employees are required to update their individual profiles in the RIW portal. Applicable Job roles will need to be assigned to each individual.

Here are the steps on how to do so:
Step 1: Go to https://riw.net.au/ and login using your credentials.

Step 2: Click on the **People tab** or the **Search for My People** shortcut on the dashboard

Step 3: Enter worker details into the search field or leave blank and click on **search** to bring up your entire workforce. Select the worker you wish to allocate a role to by highlighting their name and clicking on the **edit button**.

Step 4: Once the worker profile appears, click on the **Job Roles tab** on the left-hand side menu, and then click the **add button** to add a new job role.

Step 5: Begin typing in the Job Role: and a drop-down list of available job roles will appear. You must also enter record a start date.

Step 6: Once the job role has been selected, it will list the competencies associated with this role:

- If the worker is missing any of the required competencies, a pop-up box will ask whether you wish to proceed (it may list missing competencies), ensure you select proceed to add the role, if there are any missing competencies this will enable the worker to work towards fulfilling the job role requirements.

- To upload a missing competence requirement from the job role, it is recommended to select the missing competence (in red) listed within the job role.

Note: Updates in the portal can take up to 48 hours to be approved and verified, there is an option for this to be fast tracked if required, however there is a cost of $55 (excluding GST) to be verified within 8 hours.

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6.5 Downloading Vicarda App

The RIW system allows workers to hold both a physical and virtual card. The virtual card is maintained in a virtual wallet app called Vircarda, which is stored on the worker's smart device. The virtual card can be scanned/swiped in the same way as the physical card.

6.6 Downloading RIW App

The RIW App is an App for the Access Controllers and Spot checkers, the Access Controller is an individual in charge of swiping cardholders in and out of a work site (if applicable). They can also check job roles and competencies to ensure site compliance, view work restrictions, as well as deny access to site. This is done by scanning an RIW card using the RIW App via the QR code using the device camera, or Near Field Communication (NFC) by holding the card to the back of the device, where NFC is enabled on that device.

A Spot Checker is an individual with permission to "check cards" of other cardholders, view the job roles, competencies and any work restrictions. This is done by scanning an RIW card using the RIW App via the QR code using the device camera, or Near Field Communication (NFC) by holding the card to the back of the device, where NFC is enabled on that device. Alternatively, if a cardholder does not have their card available, the Forgotten Card Function can be used.

7 Project Induction

All workers on the SSTOM Project are required to complete the Parklife Metro SSTOM induction program.

This program includes:

- E-Learning induction through the MTA RIW System

- Site Induction to be delivered face to face on several training facilities close to site.

- Site orientation, to be received on correspondent site/project office.

  Both inductions are currently arranged by bookings through the Parklife Metro Training Dept – training@parklifejv.au

An individual's site access role will only become valid when all requirements have been met and uploaded into the RIW System.

8 Site Access Roles

Anyone working for the SSTOM Project must hold a Webuild Project Access role (listed below) with a valid task-based role.

- **The Webuild - Operator** Role is mandatory for RIW cardholders who has carried out, is carrying out, or is considered to be a rail safety worker or working in the Rail Corridor

- **The Webuild - Civil Construction** role is a mandatory requirement for all RIW cardholders who conduct work on the Webuild network in "Civil" site locations where the work is not considered Rail Safety Work with no potential risk to the current or future safe railway operations.

- The **Webuild - SSTOM Project** - Non Site role is mandatory for all cardholders working on the Parklife Metro SSTOM Project undertaking non-site duties.

- The **Webuild - SSTOM Project** - (Location specific site role) The relevant SSTOM Project Site role(s) listed above are mandatory for all cardholders working on the Parklife Metro SSTOM Project for that specific site location(s) being accessed, along with the relevant Webuild access role. Please note it is mandatory to hold a location specific site role for each site location requiring access Depending on thew site you will be

Each site will have its own job role. They will be listed as:

- Webuild - SSTOM Project – Claremont Meadows (CMF)

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- Webuild - SSTOM Project – Aerotropolis (AEC)

- Webuild - SSTOM Project – Orchard Hills (OHE)

- Webuild - SSTOM Project – Tunnel South (STH)

- Webuild - SSTOM Project – Bringelly

- Webuild - SSTOM Project – Airport Terminal (ATL)

- Webuild - SSTOM Project – Airport Business Park (ABP)

- Webuild - SSTOM Project – Linewide

- Webuild - SSTOM Project – Luddenham (LDN)

- Webuild - SSTOM Project – Stabling & Maintenance Facility (SMF)

- Webuild - SSTOM Project – Tunnel North (NTH)

- Webuild - SSTOM Project – St Marys (STM)

IMPORTANT: Where an equivalent "TFNSW - SM" (Sydney Metro) Role exists, you must also select the equivalent Sydney Metro Role, if a required Webuild role does not exist under Webuild Matrices, please refer to the Sydney Metro or National Role matrix for alternative role options

8.1   Workforce Development Survey

It is a requirement mandated by Sydney Metro that all people working on a Sydney Metro project complete a workforce development survey. Please click on the following link to complete

Parklife Metro Workforce Development Survey

8.2   Sydney Metro Orientation Training

Sydney Metro mandate that any person working on any Sydney Metro must complete the Sydney Metro Orientation Training Induction. This is available as an e-learning module through the MTA RIW System.

9   Project Specific Site Induction

Each site on the Parklife Metro SSTOM Project will have its own site-specific Induction. Details of how to book this induction will be released shortly.

10   Project Competencies

It is the subcontractors' responsibility to provide current and valid information for all workers, and ensuring they hold valid work roles, before being mobilised to site and to submit all required documents by uploading the certifications into the RIW portal.

For guidance on how to add a competency to a cardholder please view the RIW Website, riw.net.au. this website hosts a number of how to videos, user guides and a knowledge base, in the knowledge base you will find a range of training, instructional and support information for using the RIW System. You can browse the various categories, or type keywords into the search box.

When submitting evidence in the RIW system it must meet the minimum acceptance criteria for the verification of competence across RIW Program participants. Business rules can be found here.

Please ensure all documents submitted during the onboarding process meet the following criteria:

- Scans or copies of licences etc. are in colour.

- All information e.g. name, expiry date, etc. is legible

- Licences and tickets are current (expired documents are not accepted under any circumstances)

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- Wherever information is found on both sides of a licence or ticket, provide both sides.

- Each licence, ticket or other document is scanned and attached separately

11 Sydney Metro Industry Curriculum (SMIC)

Sydney Metro is committed to improving the skills and competence of industry and creating a better qualified workforce. This will be achieved by Sydney Metro setting minimum competency requirements for defined workers who are engaged on The Sites. Minimum competency requirements must be met prior to commencing on The Site or within a specified timeframe for Defined Occupations. Competency is evidenced through nationally recognised Units of Competency, which also support the transferability of skills and the worker to pursue further learning.

All SMIC Training **must** be completed prior to commencing on site, please ensure that you plan accordingly.

11.1 SMIC Defined Occupations and Roles

Minimum competency requirements must be met prior to commencing on site or within specified timeframes for Defined Occupations and several training programs have been developed to assist you meet the requirement.

Attendance at a program/s is mandatory for all workers as identified as Required to Attend 'R' in **Appendix A - SMIC Training Matrix – National Competencies** who are working on site for longer than 10 days and are engaged in a Defined Occupation, as defined below:

Defined Occupations	Definition
Civil Construction	Any non- trade qualified worker who is mainly engaged in the construction of bridges, railway permanent ways, irrigation systems, harbour or river works, water or gas supply systems, or in the onsite organisation and management of these activities.
Demolition	Any worker who actively participates in demolition activities on site. This includes activities such as: • The installation and maintenance of temporary works to maintain the physical integrity of a structure during active demolition works (temporary braces, propping, shoring, falsework or guys) • Any work that requires the stripping, removal and/or dismantling of materials, fixtures, fittings, plant, or building components including hazardous materials.
Frequent Heavy Vehicle Driver	• All excavated material removal vehicle drivers; • All concrete remixer drivers; and • Any driver of a heavy vehicle either supplying or removing equipment, plant and materials, or people from the site who make 5 or more round trips in any 12-month period to any Sydney Metro worksite for any part of the program.
Nominated Supervisor	A person who is licenced to carry out demolition works as defined by Work Health and Safety Regulations 2011
Rail	Any worker deemed a Rail Safety Worker as defined in the Rail Safety National Law (NSW) undertaking rail safety work.

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11.2   Exempt Workers

Where a worker already holds the relevant Units of Competency, they will not be required to undertake the nominated SMIC course. Evidence of certification will be required to provide to Sydney Metro to grant an exemption.

In addition, workers required to be on site for 10 days or less may apply for a SMIC Waiver to be submitted to Sydney Metro. All waivers are subject to Sydney Metro approval and submissions must be received at least 14 days prior to commencing work on site. The 10 days is cumulative and if a waiver has been applied on another Sydney Metro project, it will need to be confirmed and the number of days will contribute to Sydney Metro's decision to grant the waiver for the remaining days.

Note: Waivers will only be approved for extenuating circumstances and will only be provided to a total of 10 days for the life of the Sydney Metro program.

11.3   Course Booking and Confirmation

All SMIC Programs (except the Rail stream) will be delivered by TAFE NSW, all participants will be sent a course confirmation email once their place/s is reserved along with the location details. This notification will be provided by the SSTOM HR & Training Co-ordinator to the nominated subcontractor company representative to coordinate these requirements within the respective company. It will then be the responsibility of nominated point of contact to disseminate the confirmation of course details and any other participant correspondence to each of the confirmed course participants.

Subcontractors who are eligible for the Smart and Skilled Funding will not incur a cost as Sydney Metro is sponsoring these programs **unless individuals do not show for their scheduled training day/s or there is a late cancellation**.

Please see **7.4 Non-attendance.** For more details regarding Smart and Skilled Funding please visit this website: https://smartandskilled.nsw.gov.au/are-you-eligible.

Note: Sydney Metro requires SMIC training bookings to be finalised 14 days prior to the workers' start date, please ensure this is planned accordingly. If a SMIC course has been cancelled by TAFE NSW, a waiver will be provided for a determined length of time (i.e. until the next available program) it **does not** grant permanent exemption and access to site.

11.4   Non-Attendance

Should a worker not attend their scheduled training program a "Non-attendance fee" will apply. If a worker is late for their schedule training, they may be refused entry and a fee may be charged. Fee details concerning where the penalty is to be paid will be determined prior to an invoice being raised by TAFE NSW.

11.5   Cancellations

All courses require a minimum number of participants to run and if the minimum number is not achieved 14 days out from the start date then the course will be cancelled. In the event of a cancellation, participants will be notified by text of the cancellation and next available opportunity.

11.6   Recognition of Prior Learning

If it is believed that workers have pre-existing skills and competencies but do not hold the national competencies or qualifications, Recognition of Prior Learning will need to be requested through an accredited training provider. If a worker has already obtained the national competencies through previous training, evidence will need to be uploaded to the RIW portal. Attendance of SMIC training is not required where the competencies are already held upon confirmation with the SSTOM team.

11.7 SMIC Completion Certification

SMIC attendance records will be issued by TAFE NSW at the completion of each course. These attendance records will be sent to the SSTOM HR & Training Coordinator who will forward this to the nominated subcontractor representative to upload into the RIW Portal.

It is recommended that 'commencement' dates are not within 48 hours of course completion to ensure the SMIC record can be verified and approved by RIW Team to ensure seamless mobilisation to site. There will be a 3-month window whereby those attendance records will be sufficient to grant site access. However, during that 3-month period it is expected that TAFE NSW will provide Statements of Attainment / Course Completion Certifications to individuals who successfully completed the course. It will be the responsibility of the subcontractor to manage the receipt of those certifications with the relevant individuals and upload them into the RIW Portal.

Note: In cases where this activity is not completed by the nominated subcontractor representative within the 3- month period, site access will be withdrawn until the certification is uploaded into the RIW system and verified

12 Post Mobilisation

Work should not be undertaken without a current licence or verification of competency (VOC), where one is required for the work activity you are undertaking e.g. High-Risk Work Licence. It is the responsibility of the subcontractor to ensure that all VOC's, licenses and qualifications are up to date. If any of these documents need to be renewed whilst working on the project, please ensure these updated documents are uploaded into RIW.

13 Personal Protective Equipment (PPE)

Subcontractors will need to ensure that each worker is provided with the mandatory personal protective equipment (PPE) at the cost of the subcontractor:

FIGURE 1. PPE EQUIPMENT

Item	Safety Standard	When to wear
Hi-Vis vests OR long sleeve shirt compliant with Rail Standards	AS/NZS 4602	At all times while on site
Long Sleeve Shirt	AS/NZS 4602	At all times while on site
Long trousers (tracksuit pants and other lightweight materials are not acceptable)	AS/NZS 4602	At all times while on site
Gloves	AS/NZS 2161	When required for a specific task
Safety Glass	AS/NZS 1337	At all times whilst on site
Hard Hat	AS/NZS 1801	At all times whilst on site
Safety Boots	AS/NZS 2210	At all times whilst on site
Hearing Protection	AS/NZS 1269.3	When required for a specific task or in signposted areas
Other PPE relevant to the task being undertaken		When required for specific tasks.

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