

Worksite online induction A how to guide

powerwater.com.au/induction



Safety is a Power and Water Corporation value. To us this means protecting the health and wellbeing of ourselves, contractors and the general public to achieve zero harm.

Working towards zero harm, Power and Water employees, contractors, subcontractors and visitors must complete an induction before access to the site may be granted.

No employee, contractor, subcontractor or visitor may enter a site without a valid induction certificate. No person will work on site without a Power and Water Corporation (PWC) Generation or Water Services' ID Card.

This guide will help you through the induction process.

When reading this guide please take note that the process for **Generation inductees is slightly different to Water Services' inductees.**

Inductions are site and activity specific and you will need to follow this process for each location.

To obtain your relevant PWC ID Card, you will need to follow a two-step induction process:

Generation induction process

1. Complete the worksite online induction to obtain an online induction certificate. Print this and take it with you on your first visit to the site.
2. Complete the on site orientation with your PWC site contact on your first site visit. Upon completion your site contact or security officer will provide you with a PWC Generation ID Card.

Water Services' induction process

1. Complete the worksite online induction to obtain an online induction certificate. Print this and take it with you on your first visit to the site. Upon completion of the online induction you or your site contact will print a PWC Water Services' ID card.
2. Complete the on site orientation with your PWC site contact on your first site visit.

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Induction process

START

PWC site contact refers inductee to powerwater.com.au/induction

1

Inductee requests a password

7

Inductee completes the induction online

2

System automates emails to PWC site contact

8

Inductee prints certificate

3

Site contact approves or rejects the inductee's request

9

Inductee is issued with a PWC ID card (Water Services only)

4

System sends a password to inductee

10

Inductee brings certificates, cards and licenses to work site

5

Inductee uploads their high risk licences, tickets and White Cards

11

Inductee completes an on site induction with the relevant site contact

6

Inductee uploads photo or emails photo to relevant site contact (Water Services only)

12

Inductee is issued with a PWC ID card (Generation only)

Generation contacts

Direct all enquiries to Rapid Induct on 1800 307 595 during business hours.

If an issue cannot be solved by Rapid Induct please contact the relevant person below.

Generation contacts at Power and Water

Channel Island Power Station:

Contact the Root Administrator at the security office 24 hours a day, seven days a week on 08 8924 6878 or email Security.CIPS@powerwater.com.au or Generation.InductionPWC@powerwater.com.au

Northern region:

Contact the Generation North Health and Safety Consultant during business hours on 08 8924 6883 or 0409 924 830.

Southern region:

Contact the Generation South Health and Safety Consultant during business hours on 08 8951 7409 or 0437 694 457.

All regions:

Induction management or security related enquiries can be directed to the Generation Safety Advisor during business hours on 08 8985 8582 or 0400 274 542.

Water Services' contacts

Direct all enquiries to Rapid Induct on 1800 307 595 during business hours.

If an issue cannot be solved by Rapid Induct please contact the relevant person below.

Water Services' contacts at Power and Water

Northern region:

Contact the Root Administrator during business hours on 8985 8423 or on WaterServices.InductionPWC@powerwater.com.au

Southern region:

Contact the Administration Assistant Water Services during business hours on 08 8951 7317 or 08 8951 7340.

All regions:

Induction management or security related enquiries can be directed to the Health, Safety and Environment Specialist during business hours on 08 8995 5822 or 0439 830 914. Alternatively contact the Health and Safety Advisor during business hours on 08 8995 5879 or 0401 117 714.

Accessing the worksite online induction

How do I access the worksite online induction?

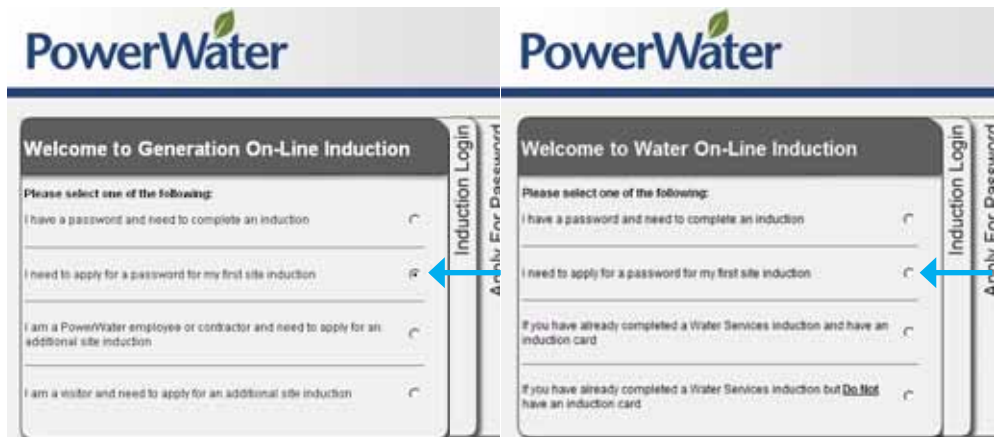
1. Go to powerwater.com.au/induction
2. Select the relevant Generation or Water Services' worksite online induction link under the related links menu.

How do I get a password to do the online induction?

1. Once you have reached the worksite online induction page select the relevant Generation or Water Services' worksite online induction link under the related links menu.
2. Select the second option, *I need to apply for a password for my first site induction*.
3. Follow the prompts to proceed.
4. Enter your details, select *next* and follow the prompts.

Your request for an induction password will be sent to your nominated site contacts for approval. If approved, a password will be emailed to you.

Password approvals generally take at least two hours. In the instance that you require a password quickly, please contact your site contact or in their absence contact the Root Administrator.



Induction login page - Generation

Induction login page - Water Services

How do I select the correct induction level?

Choose the induction level that relates to the purpose of your site visit.

LEVEL 1

This is the basic induction level for persons entering a site for the purpose of attending meetings, site inspections, training or conducting IT and administrative work activities; or for the delivery of goods to site.

Entry requirements: Persons must be fully escorted at all times and will require Level 2 if conducting operational work activities or work on Generation or Water Services' assets.

School groups, birdwatchers or bulk waste transporters visiting Water Services' sites are required to complete a specific induction.

LEVEL 2

This induction level is relevant for contractors, sub contractors and PWC employees from external business units entering a site to conduct operational work activities or work on Generation or Water Services' assets.

Entry requirements: White Card and relevant high risk licences.

LEVEL 3

Induction level for PWC Generation or Water Services' employees.

Note: If you have requested an incorrect level of induction, please call Rapid Induct to amend the level of induction requested.

Completing the worksite online induction

How do I complete the worksite online induction?

1. You will receive an email when your password request is approved. Write your password in a safe place.
2. Select the link within the email, *to access your site's online induction component please go to...*
3. On the induction login page select the first option, *I have a password and need to complete an induction.*
4. Follow the prompts to proceed, paste or enter your password and select the *Login* button.
5. Select the *Courses* tab. These courses are the inductions you must complete.
6. Select the *Course Selector* tab, complete **every course** listed and print a certificate for each one to take to the site.
7. Once a course is complete the status will change from *Active* to *Completed*.
8. Repeat steps two to seven to complete the next course on your training homepage.

Note: Only one password is required to complete all courses.

Inductee Name
Welcome to your training homepage

logout

Courses

The following courses are scheduled for you. Please select a course by clicking on the "Course Name".

NOTE: Courses with Priority 1 status must be completed before Priority 2 courses etc. If no priority status exists the course may be completed at any stage.

Induction Courses

Priority	Status	Name	Active (From ~ To)	Start Date	Date Completed	Re-Induct	Result
1	Started	Water Level 2 Induction	18/08/2011-17/09/2011	18/08/2011	-	1 Year	
2	Active	Level 3 Site Ludmilla Wastewater Treatment Plant	18/08/2011-17/09/2011	-	-	1 Year	

Training homepage - Courses tab

How many courses do I need to complete?

All employees, contractors and visitors entering a site must complete a generic course and a site-specific course for each selected location. Once you have completed both, print the two induction certificates per location and bring these to the site with you.

What do I do if I failed an induction?

If you do not pass an induction, you will receive a prompt during your induction stating that you have been unable to complete the induction.

You can either continue and try to complete the induction yourself, or if you are having problems completing the induction and require support, please call your site contact.

1. To try again, either access the link within your approval email or access the worksite online induction webpage, powerwater.com.au/induction
2. On your training homepage, select the *Courses* tab and it will list any inductions with a *Failed* status.
3. On the prompt box, *Would you like to do selected course again*, select the *Ok* button.
4. Complete all inductions in your list.



Training homepage - Failed status screen

How do I apply for an additional induction?

Employees and contractors

Have you already completed an induction and now have a PWC ID card?

Yes

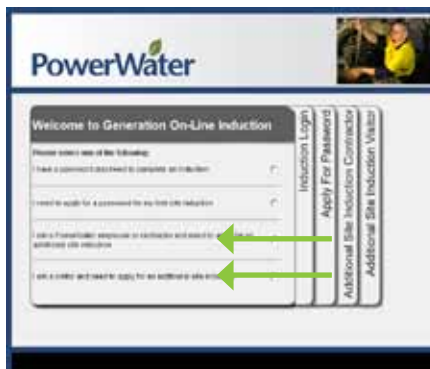
1. On the relevant worksite online induction homepage, select the third option, *I am a Power and Water employee or contractor and need to apply for an additional site induction*, and follow the prompts.
2. Enter the ID number from your new PWC ID card. Do not enter your original password. For instructions refer to the tab, *Printing a PWC ID card* within this how to guide.

No

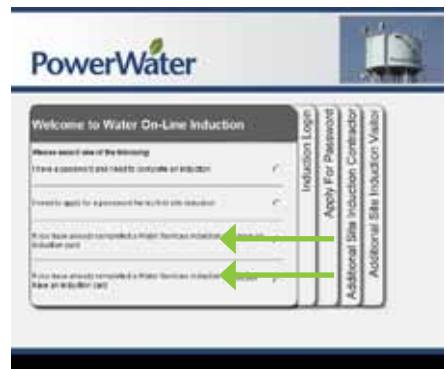
1. On the worksite online induction login page, select the third option, *I am a Power and Water employee or contractor and need to apply for an additional site induction*, and follow the prompts.
2. Enter the original password you received in your approval email.

Visitors

1. On the worksite online induction login page, select the fourth option, *I am a visitor and need to apply for an additional site induction*, and follow the prompts.
2. Enter the original password you received in your approval email.



Induction login page - Generation



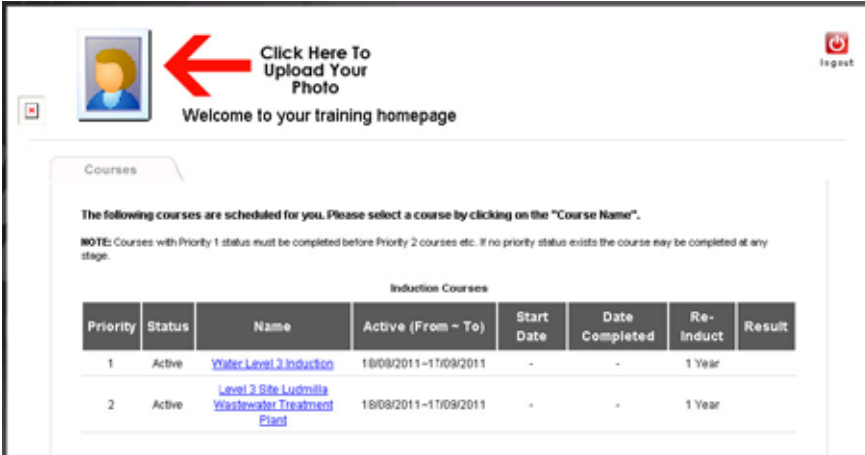
Induction login page - Water Services

How do I load my photo into the induction system at Water Services' sites?

This is relevant to Water Services' inductees, only.

The induction system will ask you to upload a photo of yourself for your PWC ID card.

1. Select the image icon on the top left corner and select the *Browse* button to find the location you have saved your photo in.
2. Select the *Save* button to upload your photo. If you do not have a photo of yourself at the time you complete the induction, please select the option to email a photo through.
3. Send the photo to WaterServices.InductionPWC@powerwater.com.au and your photo will be uploaded, the card will be printed and sent to your nominated site contact ready for you to pick up.



Welcome to your training homepage

Click Here To Upload Your Photo

login

Courses

The following courses are scheduled for you. Please select a course by clicking on the "Course Name".

NOTE: Courses with Priority 1 status must be completed before Priority 2 courses etc. If no priority status exists the course may be completed at any stage.

Induction Courses

Priority	Status	Name	Active (From - To)	Start Date	Date Completed	Re-Induct	Result
1	Active	Water Level 2 Induction	18/09/2011-17/09/2011	-	-	1 Year	
2	Active	Level 2 Site Lydmills Wastewater Treatment Plant	18/09/2011-17/09/2011	-	-	1 Year	

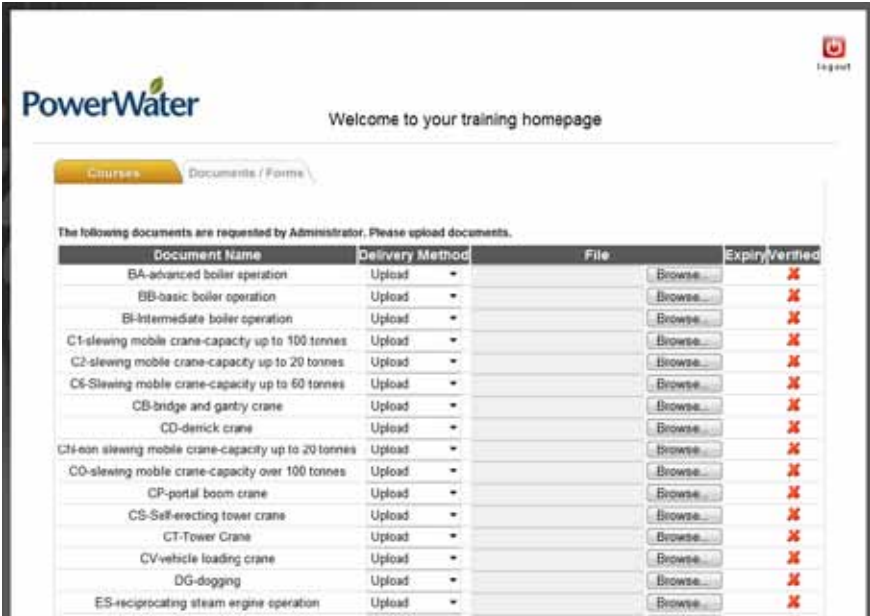
Training homepage - Photo upload screen

Attaching licences

How do I upload a White Card or other licences using a personal computer (or any computer other than the induction system computer)?

1. Access the training homepage via your approval email or on the worksite online induction homepage.
2. Select the *Documents/ Forms* tab.
3. Select the *Browse* button and attach a scan of the licence or document. You can do this by first scanning the document and then selecting the location that you have saved the scanned document in.
4. Select *Upload* and *Save*.

If you have not uploaded your White Card or other relevant licences using your personal computer, you can upload it onto the induction computer system on site.



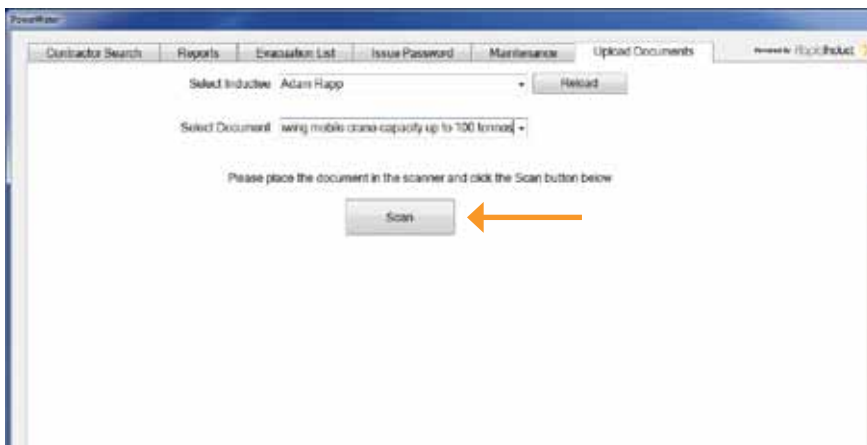
The screenshot shows the PowerWater training homepage. The 'Documents / Forms' tab is selected. A message states: 'The following documents are requested by Administrator. Please upload documents.' Below this is a table with columns: Document Name, Delivery Method, File, and Expiry/Verified. The table lists various documents such as BA-advanced boiler operation, BB-basic boiler operation, BI-Intermediate boiler operation, C1-slewing mobile crane-capacity up to 100 tonnes, etc. Each row has an 'Upload' button in the 'Delivery Method' column, a 'Browse...' button in the 'File' column, and a red 'X' in the 'Expiry/Verified' column.

Document Name	Delivery Method	File	Expiry/Verified
BA-advanced boiler operation	Upload ▾	Browse...	X
BB-basic boiler operation	Upload ▾	Browse...	X
BI-Intermediate boiler operation	Upload ▾	Browse...	X
C1-slewing mobile crane-capacity up to 100 tonnes	Upload ▾	Browse...	X
C2-slewing mobile crane-capacity up to 20 tonnes	Upload ▾	Browse...	X
C6-Slewing mobile crane-capacity up to 60 tonnes	Upload ▾	Browse...	X
CB-bridge and gantry crane	Upload ▾	Browse...	X
CD-derrick crane	Upload ▾	Browse...	X
CF-on slewing mobile crane-capacity up to 20 tonnes	Upload ▾	Browse...	X
CO-slewing mobile crane-capacity over 100 tonnes	Upload ▾	Browse...	X
CP-portal boom crane	Upload ▾	Browse...	X
CS-Self-erecting tower crane	Upload ▾	Browse...	X
CT-Tower Crane	Upload ▾	Browse...	X
CV-vehicle loading crane	Upload ▾	Browse...	X
DG-dogging	Upload ▾	Browse...	X
ES-reciprocating steam engine operation	Upload ▾	Browse...	X

Training homepage - Documents/Forms tab

How do I upload a high risk licence using the document scanner on the induction computer system on site?

1. Select the *Upload Documents* tab.
2. Select your name (if you are the inductee) or the inductee's name and the document from the drop down list.
3. Once you have selected the document select the *Scan* button.
4. Place the document on the scanner, close the lid and select the *Scan* button.
5. Confirm the document has scanned correctly on the preview screen and select the *Upload* button to save the scanned document



Training homepage - Upload Documents tab

Printing a PWC ID card

Do I need to print a card?

Employees

All employees need to print a new PWC ID card sticker and apply it to the face of their existing card.

Contractors

Any person conducting operational work on PWC Generation or Water Services' sites or assets must complete a level 2 induction and hold a PWC ID card.

Visitors

Visitors to a Generation site who have completed a level 1 induction will be provided with a visitor card on arrival that must be returned when leaving the site.

Visitors to a Water Services' site who attend a site more than four times in a month must complete a level 2 induction and hold a PWC ID card.

Any contractor, visitor, birdwatcher or school group who will visit a site once only does not need a PWC ID card but must bring all induction certificates.

How do I print a new PWC ID card?

Generation inductees

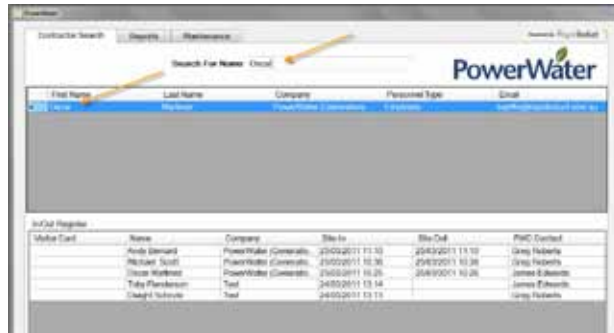
Use the induction computer system available at each power station. Your site contact or the security officer will normally print this card for you once you have completed the on site induction.

Note for site contacts printing a contractor PWC ID card: A level 2 induction for contractors is valid for 12 months, however the validity period of their card is set manually. When printing the contractor PWC ID card, the site contact should select the relevant validity period for the contractor's ID card that corresponds to the period of works (for example, a single short term contract of two months). After this period, the system automatically generates an email to the site contact confirming cessation or extension.

Water Services' inductees

Use the induction computer system in the Water Services' building at Ben Hammond Complex in Darwin or Sadadeen Complex in Alice Springs. Check with your site contact that they have not already printed this ID card for you.

1. Type your first name in the search field.



Induction computer system - Name search screen

2. The security password is only relevant to Electricity or Services Officers. If this is relevant to you contact the Root Administrator to enter the PWC administration password.



Induction computer system - Security password screen

3. Select the *Take Photo* button or select the *Confirm* button for an existing photo.



Induction computer system - Photo selection screen

4. Select the *Print Card* button



Induction computer system - Print card screen

5. Insert the relevant coloured card for printing - white for employees, green for contractors, red for Generation visitors. Please note that persons classed as visitors at Water Services' sites only require an induction certificate.



Induction computer system - Insert card screen

6. Existing PWC ID card holders need to remove the paper covering the back of the new ID card and apply this to the front of the existing PWC ID card.

Troubleshooting issues

Issues an inductee may encounter

What if I am asked for a White Card and don't have one?

Check your level of induction:

Level 1 – People visiting or conducting work on sites that don't require White Cards.

An example would be an IT consultant or meeting attendee.

Level 2 – People conducting work on sites that require White Cards.

Level 3 – PWC employees only.

If you are not completing work that will require a White Card, you must complete a Level 1 induction. This is a visitor level of induction and you will be given a temporary red card if you are visiting a Generation site, which must be returned when you leave the site. Visitors to Water Services' sites will only require an induction certificate.

Anyone applying for a level 2 induction will be completing operational work on site and must have a White Card. If you have not scanned a copy of your White Card onto the worksite online induction system your site contact will be notified.

The system requests the White Card and other licenses to be uploaded before you can continue with the induction.

If you applied for or received the wrong level of induction, contact Rapid Induct and ask them to correct the induction level.

Incorrect induction level

If you have requested an incorrect level of induction, please call Rapid Induct and request the correct level of induction.

Do not reapply through the system or you will end up with two passwords, which will block the system.

Induction Expiry

Level 1 - valid for 12 months.

Level 2 - valid for 12 months.

Level 3 - valid for three years.

You will automatically be sent an email to re-induct before your induction period expires.

I don't have an email account

If you don't have an email account, please enter Generation.InductionPWC@powerwater.com.au (for Generation inductees) or WaterServices.InductionPWC@powerwater.com.au (for Water Services' inductees) and you will be contacted by phone with your password.

I can't find my password and approval email

Call Rapid Induct on 1800 307 595.

My password doesn't work

One of the most common reasons for a password not working is that you may have tried to apply for inductions separately and raised more than one password, blocking the system.

Contact Rapid Induct to find the correct password and seek assistance on which induction to complete.

I didn't bring my induction certificate

If you attend a site without a certificate, the Root Administrator must be contacted to verify induction status.

Issues a site contact may encounter

How do I approve or reject a password?

If a contractor or visitor nominates you as the first or second approving site contact you will receive an email.

1. If you don't know the person requesting a password for inductions, please contact them on the number listed in the email. Ask who they are and who their site contact should have been.
2. Reject the request and ask them to select the correct site contact name as this is the person who will be responsible for their site orientation.
3. If you cannot locate their relevant site contact, select the option to reject and it will be passed onto the email of the next nominated site contact.

How do I reprint the card if it is poor quality?

1. Within the Induction computer system select the *Contractor Search* tab.
2. Search for the inductee's name in the search field and select the relevant name to display the details.
3. Select the *Print card* button.

The system has frozen

The system can become unresponsive for a few minutes when printing a card or saving an update. If the system is unresponsive after you have waited for a few minutes, restart the computer by holding down the power button for 10 seconds.

I can't find the inductee name in the system

If no search results are displayed for the inductee, it could be because of the following reasons:

- The inductee has not completed their induction – please ask the inductee for their induction certificate or contact the Root Administrator to check the induction status.
- The inductee's information has not been updated in the system – if the induction has been completed in the last 10 minutes, the induction may still be processing. Please wait 10 minutes.

Nothing happens when I scan the card

Sometimes a card may not scan properly if:

- It is scanned too quickly – re-scan the card slowly and check the document preview on the scanner's display screen.
- The barcode is worn out – re-scan the card and if it fails again, print a new card.
- The scanner does not beep when the card is scanned – check the scanner is connected properly to the computer and restart the computer.

What should I do in a power failure at a Generation site?

This is relevant at Generation sites only.

In the case of a power failure, an emergency message will be displayed and the evacuation list will be printed automatically within 20 seconds.

Emergency procedures

Generation sites

If the induction computer system and printer is functioning:

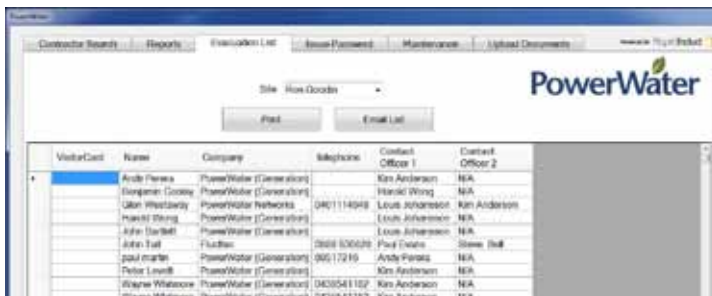
1. Print a muster list immediately.
2. Email the muster list to all managers and wardens.

If the system is not functioning:

1. Ring another power station and request they select the *Evacuation List* tab in the induction computer system.
2. The contact must then select the relevant power station in order to raise the list of names of people on site at the time.

How do I print a muster list?

1. Select the *Evacuation List* tab in the induction computer system.
2. Select the relevant site.
3. Select the *Print* button.



Induction computer system - Evacuation List tab

How do I email a muster list?

1. Select the *Evacuation List* tab in the induction computer system.
2. Select the relevant site.
3. Select the *Email* button.

Water Services' sites

The induction computer system does not cater to emergency responses for Water Services' sites. Instead, please refer to the Power and Water Corporation Emergency Response Procedure.