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Appendix

1 Introduction

1.1 Purpose

The purpose of this guideline is to provide detail for people planning to, or conducting rail safety work on John Holland Rail (JHR) worksite/s as a Rail Industry Worker (RIW).

1.2 Scope

The scope of this guideline is for people undertaking rail safety work on John Holland Rail work sites, which includes: employees, other rail operators, contractors, subcontractors, suppliers and other parties.

1.3 Responsibilities

The Group Manager Safety, Environment, Quality and Rail Accreditation - Rail is responsible for the implementation of this procedure.

The Project Managers are responsible ensuring all RIWs are compliant with this procedure and section 117 of the Rail Safety National Law for their project.

The National Competency and Training Manager - Rail is responsible for conducting compliance audits.

JHR Managers and Contractors are responsible for communicating this procedure and ensuring people understand the requirements for working and entering a JHR worksite / project.

JHR Managers and contractors are responsible for ensuring the RIW maintains current competencies whilst completing work for JHR.

This is confirmed:

- prior to works commencement – JHR staff confirm contractors hold RIW cards which contain current competencies for the roles being performed
- at commencement and during works by ensuring contractors have a RIW card in their possession.

Rail safety workers are responsible for:

- ensuring their competencies required to complete rail safety work for JHR are valid, current and relevant to the work that they undertake
- not undertaking work or tasks for which their competency has not been certified
- maintaining and making available records of their training and work experience for use in assessing their competency in accordance with this procedure
- having the RIW card available at all times when performing rail safety work and provide it to an authorised person when asked to do so.

Metro Trains Australia (MTA) is responsible for the verification of Rail Industry Worker documentation uploaded into the RIW system against JHR business rules. MTA also issues the RIW card when mandatory documentation is verified.

1.4 Reference Documents

The following documents support this procedure:

- National Standard for Health Assessment of Rail Safety Workers
- Rail Safety National Law
- John Holland Rail Drug and Alcohol Policy and Procedure
- John Holland Rail Health and Fitness Procedure
- John Holland Risk Management Procedure

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NOTE: Contractors will not be able to access some documents using the links in this document. Talk to your JHR contact if further information is required.

1.5 Definitions

The following terms and acronyms are used within this document:

Term or acronym	Description
Academic Transcript	An official, comprehensive and verifiable copy of a student's record of learning relating to their qualification.
Accredited Body	An organisation delegated by a higher authority to deliver AQF and/or other competencies.
Act or 'the Act'	Refers to the Rail Safety Act applicable in the relevant state.
Assessor	Person who reviews and approves rail safety worker's evidence of competence.
Australian Skills Quality Authority (ASQA)	ASQA is the national regulator for Australia's vocational education and training sector.
Australian Qualifications Framework (AQF)	The national policy for regulated qualifications in Australian education and training.
Authorised Health Professional	Refers to a health professional typically with a qualification in medicine or in nursing with a post graduate qualification in occupational health nursing, who has been selected by accredited rail organisations, on the basis their compliance with the specified criteria, to undertake rail safety worker health assessments.
Authorised Person	A person authorised to view a RIW card including JHR managers, worksite supervisors, protection officers, safety & rail safety Professionals, Trainers, investigators and the rail safety regulator/s.
Card Issuing Body	Refers to MTA, the JHR approved external provider of the Rail Industry Worker card.
Certified documents	Documents which are confirmed as true copies of the originals, by a person authorised to do so.
Competency (Unit of Competence)	A unit or component of a qualification issued by either an accredited or non-accredited body and recognised by JHR.
Competency Management System	JHR's competency management system utilises the RIW competency management platform to capture the competencies of rail safety workers to meet the requirements of the relevant Act.
Contractor	A company or individual engaged by JHR to undertake a specific project, function or maintenance works in accordance with an agreement (e.g. construction, maintenance, installation, commissioning, consultancy and other specialist types of work).
External Third Party	Companies or individuals engaged from non-railway organisations wishing to access, install or maintain their own infrastructure within the railway corridor. (eg utility providers, local authorities etc).
Incident	An occurrence, as defined in AS4292, involving or affecting operations on the JHR worksite, which results in or has the potential to cause death or injury, property damage, disruption to train services, or adverse environmental consequences.
JHR's Competency Matrices	Matrices that match JHR's rail industry worker roles with required competencies.
JHR	Refers to John Holland Rail
Metro Trains Australia (MTA)	MTA is the company who provides the RIW competency management platform.

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Network Controller	Guide and manage the movement of trains over the JHR network. Respond to emergencies and other irregularities in accordance with the stipulated rules, regulations and instructions.
Private Data	Data or documents are labelled as private data within the competency management system where access to view this information is restricted.
Rail Safety Work	Rail Safety Work is where an employee, contractor, subcontractor or volunteer is performing work on a railway system. Further definition of rail safety work can be found under the Rail Safety National Law Act
Rail Industry Worker (RIW)	Refers to those carrying out rail safety work under one or more roles from JHR's or ARA functional categories.
Rail Industry Worker Card	Card that electronically captures competencies of those working under one or more of JHR's functional categories.
Registered Training Organisation (RTO)	A vocational education and training organisation registered by ASQA to deliver training in accordance with the AQF.
Regularly working in the Rail Corridor	This means someone who enters the rail corridor on a regular basis. Regular can mean once every: week, month, quarter. This shows a continuance of entering the corridor.
Relevant experience	Any experience presented for assessment needs to be directly related, connected or important to the role.
RIW Skillguard	Skillguard is the system utilised by MTA to manage Rail Industry Worker competence.
Statement of Attainment	A record issued by a registered training organisation when an individual has completed one or more units of competency from nationally recognised qualification or course.

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2 External third parties to JHR

External third parties to JHR are either:

1. contractors who are contracted by JHR to undertake work; or
2. utilities, telecommunications, local authorities, etc. who need to undertake work as a part of their business activities that has the potential to impact a JHR project or work site.

All third-party personnel must hold a relevant RIW card and be appropriately inducted into the work site prior to accessing the work site.

Organisations and individuals considered to not fit into the above two categories may need to enter the rail corridor without a RIW Card. Section 2.2 details the requirements that these personnel must follow in accessing the JHR work site.

2.1 Contractors

Contractors include any person working on a JHR worksite, covered under Rail Safety National Law that has the potential to impact on JHR works.

This includes sub-contractors, suppliers, consultants, designers, certifiers and other rail operators.

2.2 Accessing the rail corridor without a RIW Card

There may be occasions where persons may want to access the rail corridor for the purpose of performing certain rare, emergency or specialist non-rail safety work activities in the rail corridor without the worker having an appropriate RIW card. These personnel may only enter the JHR work site under supervision requirements as defined by the Rail Safety Manager and the Project Manager of the work site. In all cases appropriate Protection Officers, lookouts or other state equivalent protection role shall be provided to ensure the works do not impact on the safety of the railway.

Contact the relevant JHR Managers responsible for the work site to determine what safe working controls are required to be implemented for your work, and if your activity is accepted to be able to be undertaken without having an appropriate RIW card.

NOTE: This type of access to site will be a rare occurrence and subject to a safety risk assessment of the activity to be undertaken.

2.2.1 Can I work without a Protection Officer or other state equivalent protection role?

No. If you intend to carry out any work within the rail corridor you will be required to work under the supervision of a person holding a competency to assess risk and implement applicable protection methods.

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3 Worker Competence

3.1 Categories of rail safety work

Rail safety work is work carried out specific to JHR's accreditation under the National Regulation/National Law and other regulatory obligations. Rail safety work is categorised into functional categories. If your work / role doesn't fall into one of these areas you will need to contact the National Competency and Training Manager - Rail to identify if a new role is needed.

Category	Contact Person
Track and Civil	National Competency and Training Manager - Rail
Overhead Wiring	
Signals, Communications & Substations	
Structures	
Competency and Training	
Engineering, Design and Project Management	
Rail Safety	
Rail Operations	

NOTE: Questions for functional category experts are to be forwarded to the National Competency and Training Manager - Rail.

3.2 Competency Matrices

The functional categories are further broken down into Rail Industry Worker (RIW) roles, which are described in competency matrices. These roles detail the minimum competencies required to perform that role for JHR. Further state and local requirements may be required. National competency matrices can be found at www.ara.net.au. John Holland competency matrices can be found at www.jhrailingtraining.com.au/rail-industry-worker/.

NOTE: To be competent, a RIW may require competencies from more than one matrix.

Matrices are updated as required.

3.3 Competency Currency

All RIWs must provide relevant and current competencies for each role. It is the RIW's responsibility to ensure that they comply with this requirement when completing rail safety work for JHR.

To assist with issues concerning competency currency, a Registered Training Organisation (RTO) can provide specialist advice. RTOs registered to deliver qualifications can be found at the website:

<https://training.gov.au>

Some JHR roles also have recertification periods for the competencies necessary for the role, which are identified on the relevant matrices.

The Rail Training Team will monitor JHR employee competency currency and organise training as required and in consultation with the organisation.

Contractors must have a process that monitors their personnel's competency.

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4 Application Process

The application process and issuing of cards is managed by MTA, an external organisation, and is used by rail operators to manage rail safety worker competence. The name of the system used to manage RIW competence is Skillguard. For JHR employees the application process is managed by the Rail Training Team.

4.1 Do I need a RIW Card?

Yes - if you intend carrying out rail safety work for JHR, one of its contractors or a Rail Infrastructure Manager or where you enter the corridor regularly (managers who inspect etc) ie- Around the Track Personnel but do not perform 'Rail Safety Work'.

4.2 What are the minimum requirements to obtain a RIW card?

JHR's minimum requirements for all RIW cards are:

- Proof of Identity
- Medical
- Construction Industry Induction
- Relevant Track safety induction (see Clause 5.12)

4.3 Where do I get a RIW card?

You apply for the RIW card with MTA through the Skillguard system at www.riw.net.au.

4.4 What role or roles do I need?

To identify a role you may need as a rail industry worker, go to the ARA or JH website and refer to the relevant category matrix. Each role will have specific competencies you need to meet and upload to the Skillguard system for verification.

The exception to this is for HiRail / RoadRail & Track Machines you must hold **both** JH & applicable RIM roles to be able to operate on the JH project.

NOTE: Some roles previously on JHR matrices have moved to the ARA National Matrix.

4.5 Who can I contact to assist me with my application?

Any questions regarding rail safety roles, required competencies or competency assessment should be directed to JHR via railtraining@jhg.com.au.

Any questions regarding business registration, competency upload and verification, card payment or the issuing of rail industry worker cards should be directed to the card issuing body MTA at 1300 101 682.

4.6 Can my application for JHR roles be rejected?

Yes. JHR has the right to refuse any application for a JHR Rail Industry Worker role.

4.7 When will I be advised if my application is successful?

You will need to contact MTA to confirm how long your card will take to be issued.

4.8 Who will advise me of my successful application and how will I be advised?

MTA will advise you via your agreed method of contact. Your card will be sent to you or the nominated representative via registered post.

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4.9 What can I do if my competency evidence is rejected?

First thing to check is that you have uploaded the correct evidence. The evidence must clearly show the competency requirement and that it has been issued by the proper organisation. If you still disagree with the evidence being rejected, you will need to contact MTA for further information.

4.10 Can I use my RIW card on any job?

The RIW card can be used on all worksites that utilise the Skillguard system for managing competencies and identification of their Rail Safety Workers. However, all projects require that personnel working on their particular site are “associated” with the project. This ensures that you and your workers have undertaken the correct inductions for that particular worksite and that all your competencies and training are up to date and relevant.

Prior to commencing work on any project, ensure that you and your employees have been “associated” with the project by providing your details to the Rail Safety Manager or Project Manager for the Project.

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5 Requirements of having a RIW card

5.1 What does the rail industry worker card allow me to do?

The card allows you to carry out rail safety work and non-rail safety work for JHR in the roles you have selected and provided evidence. Contractors must ensure they select all roles they intend to perform for JHR and provide the appropriate competency evidence and that the role is current and active, where you have a role that is working towards you cannot conduct those duties until the role is active.

5.2 Are contracting companies responsible for notifying their sub-contractors about the cards?

Yes. All sub-contractors who will be carrying out rail safety work on the JHR worksite / project must have a card so contractors must advise them.

5.3 What if my card is lost or stolen?

If you lose your card, it is left at home or it is stolen, you will not be able to access the JHR worksite. Contractors will need to contact MTA as soon as you notice you have lost your card. JHR employees will need to contact the Rail Training Team.

5.4 How long will the card be valid for?

The card will be valid for 5 years from the date of issue stamped on it. Note that individual competencies contained within the card will have differing validity periods – for example Safeworking qualifications are only valid for two years.

5.5 What happens when my card expires after 5 years?

An automatically generated reminder to renew your card will be forwarded to the email address contained in the RIW system – so it is important that the address is kept current by you.

For JHR employees expiring cards are managed by the Rail Training Team and will be sent to you.

5.6 Do I have to buy the RIW card or is it issued to me?

Contractors and sub-contractors will need to purchase the RIW card. Card costs are the responsibility of you or your contracting company.

JHR Employees will be issued a RIW card when starting with JHR. If you already have a card a new one will not need to be issued. Future card costs, such as renewals, will be managed by the Rail Training Team.

5.7 Who pays for the card when a contractor works for multiple companies?

Contractors have the option of linking themselves to multiple companies in the RIW system. In these instances, the card can be purchased by either the contractor or by a company on their behalf.

5.8 What happens when I leave my employer?

When you leave your employer, you are required to:

- email MTA (info@riw.net.au) or phone 1300 101 682 advising employer changes;
- [ensure your employer disassociates you from their company](#);
- [for employees leaving John Holland](#) the Rail Training Team will manage this process.

Note: this will make your rail industry card inactive. As such you will be unable to work for JHR until you are either employed by a company registered in RIW or you obtain an ABN and register yourself as a company.

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5.9 As a Contractor, what happens if I work for a number of different Rail Operators?

When purchasing a Rail Industry Worker card a contractor can select roles for several Rail Operators. Provided JHR roles have been selected and the competencies verified there are no additional requirements for contractors to perform rail safety work for JHR.

5.10 What WHS Construction Industry Induction certificates does JHR accept?

JHR accepts Comcare or State or Territory Health and Safety Regulator issued Construction Induction Training Cards (often known as White Card / Red Card etc).

5.11 What rail industry/track safety inductions does JHR accept?

JHR currently accepts the following forms of track safety awareness for access across the JHR worksites:

- John Holland Track Safety Awareness which is aligned to TLIF2080 Safely Access the Rail Corridor & TLIW2001 Operate under Track Protection Rules
- In New South Wales, Rail Industry Safety Induction (RISI) issued by a Registered training organisations and aligned to TLIF2080 Safely Access the Rail Corridor #;
- In Victoria, Level 1 Train Track Safety Awareness provided by a registered training organisation approved by MTM;
- In Queensland, SARC aligned to TLIF2080 Safely Access the Rail Corridor
- In Western Australia, refer to the individual Rail Infrastructure Managers for the Track Safety Induction or Track Access

In NSW JHR will accept RailCorp RSW (RISI) card as evidence of track safety awareness.

5.12 How do I use the RIW card to log on at a work site?

It depends on the rules being implemented at the work site. There may be a number of methods to log on at a worksite, which could include: an electronic login, a mobile scanner or mobile phone with a barcode reader. If a login point is not available at your work location you will be asked to produce your rail industry worker card at the pre work brief or by Safeworking staff prior to works commencing.

5.13 Will JHR audit me on a work site?

Yes. Auditing to identify correct roles and competencies for the work being undertaking will occur at scheduled and random events by a number of JHR representatives. Auditing can involve methods such as scanning cards using a mobile app and log points. Auditing can also take place by Regulators or Clients.

5.14 Can I be asked to hand my card back?

No. The card belongs to you.

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6 Rail Safety Medicals

Medical requirements adhere to the National Standard for Health Assessment of Rail Safety Workers and should be read in conjunction with JHR's Health and Fitness procedure (WHS-421).

6.1 Do I need a rail safety medical?

If you intend to carry out rail safety work on JHR worksites and fall into Categories 1, 2 or 3 of the Safety Critical Worker Risk Categories you will be required to hold a current rail safety medical. A copy of your rail safety medical summary report will be required as evidence when applying for, and maintaining, your rail industry worker card.

6.2 What are the different types of rail safety medicals?

Three different types of rail safety medicals JHR requires are summarised in the following table:

Category 1	Category 2	Category 3
E.g. Required by any rail safety worker who holds a safeworking competency. Is also identified within the JHR Roles.	E.g. Required by any rail safety worker who does not hold a safeworking competency but does hold a network control competency. Is also identified within the JHR Roles.	Required by any rail safety worker who does not hold either a safeworking competency or network control competency.
Applies to rail safety workers who undertake safety critical work where ill health may result in sudden incapacity or collapse leading to a serious incident affecting public safety or the rail network. Required by any rail safety worker who holds a safeworking competency.	Applies to rail safety workers who undertake safety critical work where sudden incapacity will not impact on the safety of the public or the rail network.	Applies to rail safety workers who undertake non-safety critical work and whose health and fitness does not impact directly on the rail network but who are required to protect their own safety and that of other workers.

6.3 Can I book my rail safety medical with any doctor?

No. Your rail safety medical must be carried out by an Authorised Health Professional for rail safety medicals. For contractors you can use the Authorised Health Professionals search function at: www.riw.net.au/authorised-health-professionals/. You must also ensure that you comply with individual Rail Infrastructure Manager medical requirements for Authorised Medical Providers.

For JHR employees the Resourcing Team or the Rail Training Team will organise medicals on commencement with JHR or before the medical is to expire in RIW.

6.4 What will the doctor assess?

The Authorised Health Professional will assess your health status in accordance with the [National Standard for Health Assessment of Rail Safety Workers](#). See www.ntc.gov.au for further details.

6.5 How long will the assessment take?

Speak with the Authorised Health Professional as this depends on the category of rail safety medical assessment you undertake.

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6.6 Is there a form the doctor needs to complete?

Yes. The forms are available from and completed by the Authorised Health Professional.

Contractors are to ensure their rail safety medical contains the following information:

- name of the Authorised Health Professional and their medical practice,
- drug and alcohol test results,
- dates – of the medical and any review periods required,
- rail safety medical category, and comments if there are any restrictions on performing duties

6.7 How much will the medical cost me?

JHR Employee rail safety medical costs will be met by JHR. Contractor rail safety medical costs are set by the Authorised Health Professional and are not met by JHR.

6.8 Do I need to tell JHR that I am having a medical?

As a contractor you do not need to advise JHR you are having a medical. For employees medicals are organised by the Rail Training Team.

6.9 Can I fail the medical assessment?

Yes. You can be deemed as not fit for duty to carry out rail safety work for JHR. For employees refer to John Holland procedure: Medical Standards for Rail Employees

6.10 What happens if I fail a rail safety medical assessment?

You will not be permitted to conduct rail safety work for JHR at the applicable level of rail safety medical category. In the event of failing a rail safety medical, it is important to discuss your options with your Authorised Health Professional.

6.11 What happens if I forget to renew my medical?

If your medical is not renewed by the expiry date, your RIW card will automatically become inactive until you complete a new medical and upload a copy into the RIW system. JHR employees with any concerns are to contact the Rail Training Team.

6.12 Do I need a new medical if I change roles?

Depending on what role you change to, you may require another medical. This is generally the case if the new role requires a higher level medical than you currently hold. For example: a rail labourer requires category 3 medical. If you become a protection officer, you will require a category 1 medical. If you downgrade your qualifications, your higher medical will cover you until renewal is required.

6.13 Do I need a drug and alcohol assessment?

Yes. Each time you attend a rail safety medical, you will be required to submit to an alcohol breath test and a urine drug test.

You must submit to an Alcohol Breath Test and Urine Drug Test for every Rail Medical you attend.

6.14 What is the drug and alcohol assessment?

A breath test will be conducted at your rail medical using a breath testing device compliant with AS 3547. A urine drug test will be conducted in accordance with AS/NZS 4308.

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6.15 What if I test Positive to alcohol and/or drugs?

If you submit a confirmed positive alcohol and/or confirmed drug test result, you will fail your safety medical and will not be able to perform rail safety work for JHR.

6.16 How long will my medical assessment be valid for?

This depends on what type of medical assessment you need and your age. See below table.

Medical Category	Validity
Category 1	5 yearly to age 50
	2 yearly between 50 to 60
	Yearly from the age of 60
Category 2	As per Category 1
Category 3	On commencement as Rail Industry Worker
	In the year they turn 40 (TfNSW require 5 yearly renewal)
	5 yearly from the age of 40

Please note the above timeframes are only true where an authorised health professional or Rail Infrastructure Managers does not determine a requirement for more frequent reviews.

6.17 Who sees my rail safety medical results?

Access to your full rail safety medical report is restricted to yourself. Authorised Health Professional. However, your rail safety medical summary report will be recorded within RIW as this will be used to verify that you have a current medical for all competency requirements.

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7 Competencies

What will JHR do before engaging contractors and subcontractors for rail safety work?

Prior to engagement, JHR will confirm that contractors have the competence to perform the roles they have been contracted for. This includes:

- confirmation that the contractor has the required competencies to perform the rail safety work in accordance with the National ARA competency matrices, John Holland competency matrices or the relevant rail infrastructure manager's competency requirements. This is to be confirmed by viewing the contractors' competencies via the RIW system prior to them commencing work.
- ensuring contractors have knowledge of the relevant project rules and instructions.

7.1 What do you mean by competency?

Competency means you have sufficient knowledge and skills to perform rail safety work on behalf of JHR. This is evidenced by demonstrated experience and/or the possession of qualifications and units of competence issued by Registered Training Organisations.

7.2 What units of competence does JHR need?

Required units of competence are dependent upon the rail industry worker role, and include qualifications issued by an accredited body such as degrees, statements of attainment, certificates and licences. They must be issued by an organisation recognised by JHR.

A summary of JHR's rail safety worker job roles and the required units of competence are found in matrices located on JHR's website.

7.3 What if the job I want to do is not in the competency matrices?

It may not be considered rail safety work or may be included in one or more of the generic roles. There may be a requirement to have more than one role to carry out the work.

Contractors requiring further information, email the Rail Training Team for clarification via railtraining@jhq.com.au

For JHR employees discuss this with your supervisor. It should also be noted that RIW roles do not align with award classifications.

7.4 What if I have been doing a job but don't have the unit of competence specified in the relevant competency matrices?

If you do not have the required competency evidence, then you will be unable to perform the role. If you do not have this, you need to contact a relevant RTO to determine how to obtain the specific competencies.

7.5 How do I get a copy of my records if the Registered Training Organisation has closed or lost them?

Registered Training Organisations have a legal requirement to keep copies of records for any training they have provided. If they have either lost their student records or closed, copies can be obtained from the relevant state or federal accrediting body.

7.6 What organisations issue competencies that JHR recognise?

- For most competencies an RTO can deliver the training and issue a qualification. For a list of RTOs refer to the website: www.training.gov.au and search by qualification or unit of competency.
- For competencies captured in the Safeworking competency matrix, refer the Network Owners Matrices for these roles

Relevant government bodies issuing licences are also acceptable when providing evidence of competency.

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- For qualifications issued by overseas organisations see 7.15.

7.7 What will JHR accept as evidence of competence?

JHR requires copies of original/accredited copies of qualifications as evidence of competence. This can include:

- statements of attainment/certificates/licences for AQF qualifications issued by registered training organisations.
- licences issued by accredited/regulatory organisations such as WorkCover/WorkSafe.

In some instances (detailed in competency matrices) demonstrated evidence of work experience.

7.8 What if my license is not listed in the matrix?

Before undertaking certain activities in the workplace, you may be required to obtain a permit, notify a state work safety authority, register certain equipment, and hold a licence or certificate of competency.

Check first any licencing requirements in JHR and ARA matrices.

In some instances licencing may not be referenced but may still be required depending on the type of work you intend carrying out, location and state. Examples of which could be: asbestos assessor licence, communication cabling registration, electrical supervisor licence and explosives licence.

7.9 Do I need a John Holland Role?

To work on the Rail Infrastructure Managers (RIM) Network you will be required to hold either a national role or specific RIM role. Where the RIM doesn't have roles, then an applicable JHR role must be selected.

As part of the HiRail, Road Rail & Track Machines roles the John Holland Rail Training Team will conduct machine specific training or Verification of Competency for the hi rail, road rail & track machine type.

7.10 Special requirements for currency and competency (recertification)

For some roles including Safeworking and Track & Civil require evidence of currency, as recertification periods are mandated.

Recertification of competence is a process to assess continuing competence and is a requirement for various roles in JHR - for example Aluminothermic Welding.

7.11 Higher qualifications in-lieu-of lower

JHR will accept higher qualifications in-lieu-of lower as evidence of competence, provided the pathway to attaining the higher qualification is via the lower.

For example, evidence of Victorian track force protection coordinator competence is acceptable in-lieu-of hand signaller or train track safety awareness competencies.

7.12 Who do I have to send my competencies to?

Contractors will need to provide competency information to RIW when applying for your rail industry worker card. This information is to be uploaded on the website www.app.riw.net.au.

For employees who have received qualifications or training record transcripts, send to your Rail Training Team to upload into RIW.

7.13 What if my qualification/certificate does not match what is listed in the competency matrix?

Matrices show current competencies required for RIW roles. Some people may have older qualifications that could be accepted. This will be done on a case by case basis.

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7.14 Do my competency documents need to be certified?

No. Your competencies do not need to be certified if they are issued from an Australian RTO.

7.15 What if my competencies were obtained overseas?

The Australian Government has established Overseas Qualifications Units in most Australian states and territories to assist migrant workers obtain recognition of their overseas gained skills and qualifications.

All tertiary qualifications from foreign institutions must be certified with their Australian Equivalent.

For Trades and Associated Skills Recognition refer:

Trades Recognition Australia: <http://www.tradesrecognitionaustralia.gov.au/Pages/default.aspx>

For Engineering and Project Managers refer:

Engineers Australia: <http://www.engineersaustralia.org.au/ieaust/index.cfm?0FA76D91-D0CB-1145-12C8-16FF03511C24>

For Skills Assessments Applications

If you are applying for a skills assessment to obtain an Australia visa: <http://www.immi.gov.au/>

7.16 Who sees my competencies?

The card issuing body will see your competencies and load the details against your profile in the competency management system. Any personnel that need to sight or verify your competency for JHR projects or sites.

7.17 How can I see a sub-contractor's competency information?

For contractors please contact MTA to discuss your access rights.

JHR employees can request this from the Rail Training Team.

7.18 Can I update my records if I get another competency?

The RIW system allows you to update your records as you obtain them. For contractors if you have any questions contact MTA.

JHR Employees records are updated by the Rail Training Team. If employees have copies of qualifications that are not showing as completed in RIW, send them to your Rail Training Team representative.

7.19 What happens if I receive notification of an expiring competency?

If a competency has expired, it will need to be renewed for you to continue to perform this work for JHR.

You or your nominated representative will receive notification from the RIW system that a particular competency is due for recertification. This will occur via email at 30 and 7 days prior to expiry. You will need to contact either your supervisor or a registered training organisations (or body that issued the competency) to make arrangements for a recertification.

An employee receiving any expiry notice is to contact their supervisor.

Note: If a competency expires and a re-certification has not been uploaded by the expiry date, the role will drop off the person's profile and they will be unable to complete that role for John Holland until a re-certification is uploaded in to the RIW system.

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7.20 Do I need to have my engineering competencies verified by Engineers Australia?

If you are currently an Australian resident with engineering competencies, they do not need to be verified by Engineers Australia.

7.21 Is my RIW card portable across state boundaries?

The RIW card is a national card that can be used across Australia with those rail operators who recognise it. Roles attached to the card can be national or state based and will be identified at each rail operator's website.

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8 Other groups

8.1 Rail Industry Workers working for other Rail Operators

Contractors working for other rail operators inside JHR projects / sites and having potential to adversely impact on JHR infrastructure, must select the appropriate RIW role in RIW.

Where evidence has already been entered into RIW for other rail operator roles, RIW will automatically identify competencies and populate new roles entered if competencies are equivalent.

JHR will not require contractors to complete another identification check if it has already been completed when applying for another operator's RIW card.

8.2 Track Machine Operators (TMO)

Applicants for these roles must provide evidence of the relevant units of competence as well as evidence of competence of the type of machine they operate when applying for RIW cards.

JHR will Verify Competency (VOC) of all plant and equipment deemed to be high risk or is deemed to be rolling stock.

A component of TMO training ensures various engineering functions including prestart checks/inspections and fault identification of machinery are understood.

For any Hi-rail / Road Rail / Track Machines John Holland Rail will conduct machine specific competency training or Verification of Competency prior to the operator, operating the machine on a John Holland project.

8.3 Who could be considered "Around the Track Personnel"?

Around The Track Personnel role is a national role and can be found on the ARA website. This role applies to people who complete rail safety work or non-rail safety work either:

- on an infrequent basis; or
- in a training capacity; or
- in the vicinity of the track

JHR considers the Around the Track Personnel role to include such people as;

- Operations Manager, Administrators, safety professional etc.

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9 Breach Management

9.1 Drug and Alcohol Breaches

9.1.1 What is a drug and alcohol breach?

A drug and alcohol breach is a breach of the JHR Drugs and Alcohol Procedure. This can include, but is not limited to, being in possession of illegal drugs, submitting a confirmed positive alcohol or drug test sample, evading alcohol or drug tests, hindering authorised testing officers and interfering with drug test samples - whilst you are conducting work, or about to conduct work, or have just conducted work and still on JHG premises, on behalf of JHG.

9.2 How is a drug and alcohol breach managed?

Once a breach has been confirmed, you may be directed to leave the workplace, pending the outcomes of the safety investigation or confirmatory test results (either drugs from NATA approved laboratory or police station breath analysis machine) your Rail Industry Worker Card may be blocked and the rail safety regulator notified. If multiple breaches have occurred on the same occasion, the higher block period will be applied.

For employees refer to the John Holland Drug and Alcohol Policy and Procedure.

9.2.1 Who manages case reviews, blocks and suspensions of Rail Industry Worker Cards?

Transport Operators, Rail Safety, WHS and Training Managers will manage case reviews, blocks and suspensions of RIW cards.

9.2.2 What happens if my Rail Industry Worker Card is suspended?

You will not be allowed to work on a JHR project / work site until the suspension is removed.

9.2.3 Who may conduct drug tests that are required for the removal a RIW Card suspension?

Tests are to be conducted by an Authorised Health Professional, Authorised Testing Officer or a JHR Authorised Person.

Enquiries regarding RIW card suspensions should be directed to email: MTA (info@riw.net.au) or phone 1300 101 682.

9.3 Safeworking Breaches

Safeworking breaches need to be reported immediately to the Rail Safety Coordinator and your supervisor.

If a person is involved in a Safeworking breach, their John Holland role will be suspended and made inactive with an investigation undertaking. Refer Appendix 2 for the Safeworking breaches flow path.

9.4 Persons authorised to Block a RIW Card and Suspend Roles

If a contractor has had a Safeworking breach, JHR will provide them with written notification that their John Holland Rail role has been suspended. Contractors are then unable to perform rail safety work for JHR until actions from an investigation are resolved.

The following JHR persons are authorised to suspend a John Holland Rail role:

- Delivery Managers - who may delegate their authority for initial actions to operational team managers;
- Compliance Managers;
- Persons undertaking Safeworking activity audits or investigations.

Only Network Operators and Rail Infrastructure Managers who hold rail safety accreditation for specific sites can **block** a RIW Card.

9.5 Reporting Safeworking incidents

All incidents must, in the first instance, be reported to the Network Controller.

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All Safe Working Incidents or Irregularities must be reported without delay to the responsible Project Safety Professional and Workplace Superintendent/Manager.

9.6 What if I leave my employer before my card is unblocked or role made active?

If your card has been blocked you will need to contact the relevant Rail Operator or RIM who placed the block. If your John Holland Rail role is made inactive due to a breach and you leave your employment before complying with any actions arising from the investigation, you will need to:

- In the case of a drug and alcohol breach contact you will need to provide evidence to the JHR Work Health & Safety Coordinator to verify.
- In the case of a Safeworking breach you will need to provide evidence to the JHR Representative who initiated inactive role to verify.

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10 Risk Management

There is the potential for risk working within rail corridor. For this reason there is more than one method to manage risk to rail safety workers. These include but not limited to:

- RIW System;
- Toolbox and Prestart meetings;
- Workplace Risk Assessments;
- Task Risk Assessments;
- Contracts for work;

10.1 The RIW system

The RIW system allows the management of worker competencies and qualifications by establishing key rail industry worker roles. As such review of JHR specific rail industry worker roles is required on occasion to ensure they meet changing job requirements.

Roles are updated for several reasons, which include: changes in national training packaging rules, ARA consolidation of roles and potential risks identified when work is undertaken or result of an investigation or risk assessment.

Changes to roles are captured in the relevant matrix located on the JHR website.

10.2 Auditing

JHR auditors, compliance team and safety officers are responsible for checking competencies of personnel within the rail corridor during their audit process or during any unplanned visits.

Employees or contractors performing the role of worksite supervisor or equivalent are responsible for checking employees and contractors on site for validity of the identification cards held by employees and contractors on a worksite.

Audits will focus on the level of compliance with this procedure, compliance to safe working rules and Rail Industry Worker record management. Audits will be conducted on the basis of the status and criticality of the rail safety work and associated risk in accordance with JHR's Risk Management Procedure.

An approved John Holland assessor may on any occasion undertake an audit of the supporting information and assessment documentation for a RIW. The assessor may request further information from the RIW with regard to the audit. The RIW shall provide the further information within a reasonable time.

All Rail Industry Workers must have their RIW cards with them at all times whilst performing rail safety work. John Holland must ensure that each rail safety worker who is to carry out rail safety work in relation to the operator's railway operations has a form of identification that is sufficient to enable the type of competence and training of the worker for that rail safety work to be checked by a rail safety officer. A rail safety worker who has been issued with the Rail Industry Worker card must, when requested by a rail safety officer to do so, produce the Rail Industry Worker card.

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11 JHR RIW Dispute Resolution Process

Step 1: Written notice of dispute.

The contractor must write to JHR via the respective functional webpage email with details of the complaint including:

- the nature of the dispute;
- the outcome the contractor wants; and
- what action the contractor believes will settle the dispute.

Step 2: Consultation between the parties.

JHR will contact the contractor and attempt to resolve the dispute in a timely manner (within 3 business days). If the dispute relates to a competency assessment, JHR will provide an alternate assessor to review the initial decision.

Step 3: Appointment of a mediator.

If the dispute cannot be resolved within 21 days of receipt of the initial dispute from the contractor, either party may refer the matter for resolution to an advisory panel. The panel will consist of:

- the Compliance Manager or delegate;
- the functional category expert for the area in dispute;
- People, Culture and Development representative

Step 4:- Mediator decides time and place for mediation.

The advisory panel decides the time and place for the mediation.

Step 5:- Mediation.

A joint mediation session will be held with both parties to the dispute where all relevant documentation will be tabled and potential solutions explored. If the dispute cannot be resolved during the joint session, the mediator may hold private in-confidence sessions with each party. If a common objective can be found during the confidential sessions, the mediator will be able to assist the parties in further negotiations.

Step 6:- Agreement is reached or mediation is terminated.

The mediator will assist the parties document the agreed outcome.

The mediator may terminate the mediation at any time if:

- a resolution is unlikely to occur;
- 30 days have elapsed since the start of the mediation and the dispute has not been resolved; and
- either party asks the mediator to do so.

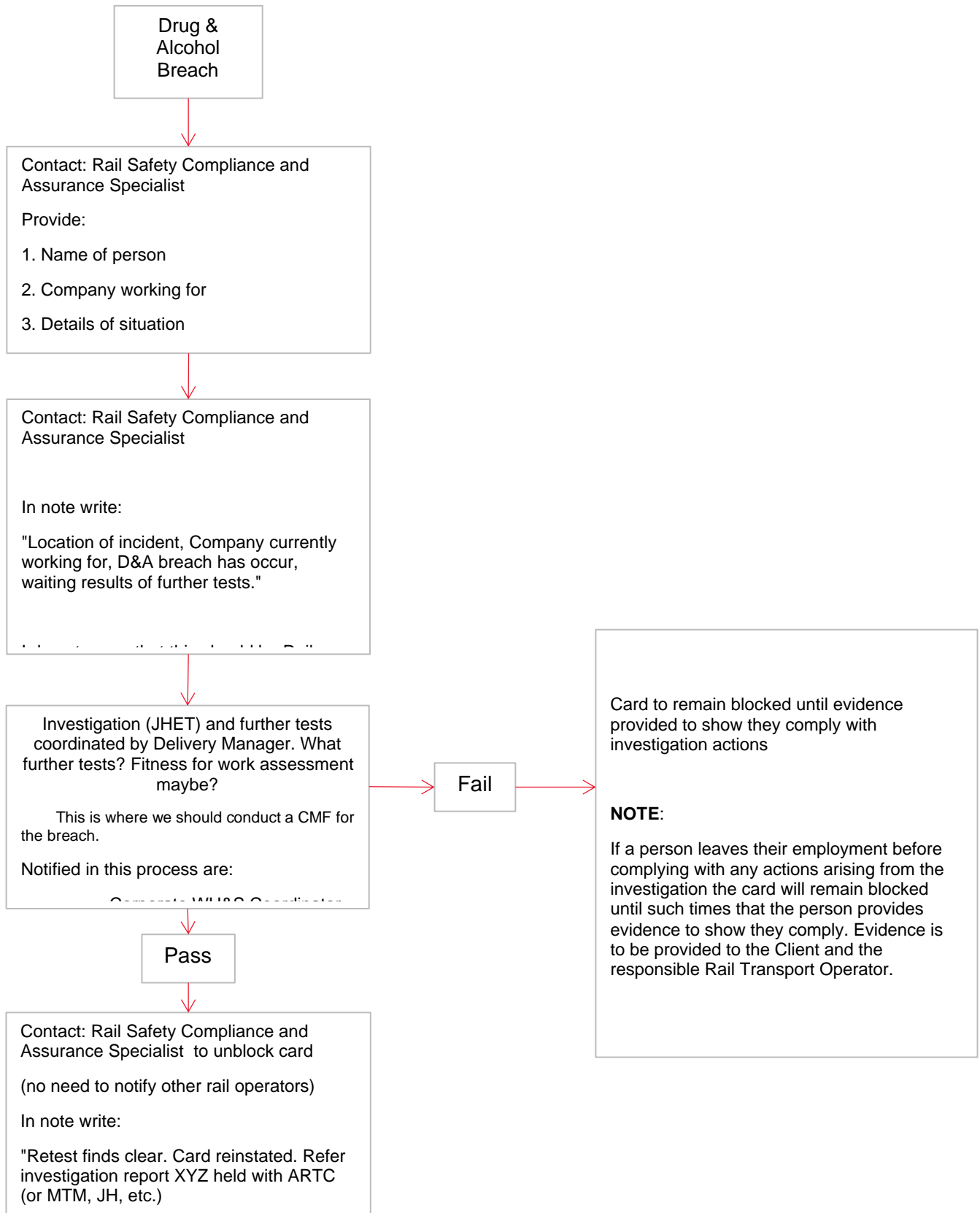
Where mediation is not successful in resolving a dispute, the issue is referred to the JHR General Manager People, Culture and Development for a determination.

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12 Appendices

12.1 Appendix 1 – Drug and Alcohol Breach Flow path



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12.2 Appendix 2 – Safeworking Breach Flow path

