



## Approvals

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## Amendment record

- Minor amendment to section 5.3.3
- Amended section 14.2.2 to clarify authorisation of blocks and suspensions of Technical Competencies
- Revised Appendix 3- RIW Blocks and Suspensions- Pre-Investigation process map as per amendment to section 14.2.2
- Revised Appendix 4- RIW Blocks and Suspension – Post -Investigation process map as per amendment to section 14.2.2
- Removed references to withdrawn Incident Reporting and Investigation procedure (A2031/L1-SQE-PRO-005), Metro Trains Melbourne

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## 1. Purpose

The purpose of this Manual is to:

- Provide an overview of the Rail Industry Worker's (RIW) Card requirements on the Metro Trains Melbourne (MTM) network;
- Outline MTM's requirements for the RIW Competency Management System (CMS), identification process and card issue; and
- Identify key stakeholders involved in the process.

## 2. Scope

This Manual covers the business rules associated with MTM's CMS for Rail Safety Worker's (RSWs). This includes contractors and third parties doing rail safety work on the MTM network.

**Note:** Some MTM staff possess RIW cards as a requirement for Projects work, as legacy from previous employment or to check competency of contracted RSWs on the MTM network. Where this is the case, their competencies including any breach management is managed by MTM staff procedures and processes.

## 3. Roles and responsibilities

**Executive Director of Zero Harm**- accountable for the Business Rules for the MTM network.

**Quality Manager** - ensures the regular review of this Manual for compliance and continual improvement.

**MTM RIW Coordinator** – is the subject matter expert (SME) for RIW competence for RIW job roles in the RIW system for the MTM network.

**MTM Department/Project Administrator**- is the authorised person assigned "Employer Administration" access to the RIW system to manage the administration of RIW cards in their specific areas.

**MTM Respective Discipline Managers** - Are responsible for setting the competency requirements of all RSWs across their functional areas.

**MTM Responsible Person**- ensures that contractors/ third parties that they engage to work on the MTM network, are aware of the compliance requirements of this procedure. This could be the Production Manager, site person in charge or project manager.

**All Contractors and Third Parties** - are to ensure compliance with this Manual and are responsible for ensuring their subcontracting RSWs are compliant with this procedure, for the conduct of rail safety work on the MTM network.

**Principal Contractor** - is the Contractor in Charge as defined in regulation 333, Occupational Health and Safety Regulations 2017 (Vic). In the RIW System, this is whoever was selected by MTM at the creation of the Project.

**Primary Employer** - is obligated by the Rail Safety National Law (RSNL) Act and Occupational Health and Safety Act to ensure they have systems in place for their employees to be competent & compliant to work on the MTM network.

The primary employer is the RIW cardholder's direct employer who has full edit rights to the RSW's RIW profile. They are responsible for maintaining their annual RIW card subscription. A RIW cardholder requires a primary employer to have authority to work using an RIW card.

**Rail Safety Worker (RSW)** - is the RIW card holder and is responsible for keeping their card details and competencies valid, current and relevant to the work they undertake. RSWs must hold their physical RIW card/Virtual Card or an approved MTM extension/exemption letter (physical or digital) on them. They shall not undertake rail safety work for which they have not been deemed competent under this procedure; and shall provide and maintain all evidence requirements for competence.

**Assessors** - Person approved to review RSW's evidence of competence and issue the Engineering and Assessment form to both the RSW and MTA. Assessors shall be internal MTM employees or external MTM approved Third Parties, except in the case of Electrical Networks where all assessments will be undertaken by the Head of Engineering – Electrical, or his delegate.

**Metro Academy**- provides training for the rail industry allowing rail safety workers to attain and maintain rail safety competencies.

**Metro Trains Australia (MTA)** - is the RIW Card Issuing Body and the current service provider of the RIW system under contract to ARA since the RIW program moved from Pegasus on 28 June 2019.

## 4. Governance

### 4.1. RIW Program

The RIW Program is owned by the Australasian Railway Association (ARA) and is endorsed by all of its participant organisations. The RIW Program also meets regulatory requirements and complies with the RSNL.

The RIW Program supports the rail industry by giving participant organisations full visibility of workers moving between projects and employers, maintaining a single electronic record about each worker's health, education and competencies. This ensures that work is carried out by qualified and fit for duty people and enhances overall safety on rail networks across Australia.

#### 4.1.1. National Rail Industry Worker Governance Committee (NRIWGC)

To ensure that the RIW Program is fit for purpose and guided by industry, a governance committee was established comprising rail operators, track owners and rail contractors. The National Rail Industry Worker Governance Committee (NRIWGC) includes safety managers, competency managers, training managers and other professionals working for accredited rail operators, infrastructure organisations and rail contractor representatives. The NRIWGC is responsible for driving continuous improvement of the RIW Program through developing and reviewing the National Role Matrices and National Business Rules.

### 4.2. RIW System Information Privacy and Security

MTA owns the information system (RIW system) that contains MTM RSWs' competency data. MTM has a licence to access its information contained within the system for the purposes of complying with the RSNL.

Personal data contained within the RIW system is managed as per [MTA's Privacy Policy](#) in accordance with the Privacy Act 1988.

Only authorised MTM personnel can access RIW information; these personnel are assessors, subject matter experts (SMEs) and MTM Department/Project Administrators. Requests for Authorised Access should be sent to the MTM RIW Coordinator via the [competencies@metrotrains.com.au](mailto:competencies@metrotrains.com.au) email address.

## 5. Matrices and Job Roles

### 5.1. National and MTM Matrices

The National Matrices provide standardised job roles to allow more access and portability for rail workers across the Australian rail network. Where a Rail Operator still requires specific network job roles and competencies, these are developed internally by each Rail Operator and form part of their network matrices. In addition, both Rail Operators and Contractor Representatives also have the responsibility to develop employer-based job roles and competencies, listing the specific requirements to hold the relevant job roles for their organisation.

All National matrices can be found at the [ARA](#) website.

MTM Matrices can be located under "Rail Industry Worker (RIW) Documents" via the [MTM Document Portal](#)

If the job role required is missing from the MTM matrices, it may not be considered rail safety work or may be included in one of the National job roles.

Not all tasks that occur in MTM's rail corridor are RSW tasks, and therefore are not captured in MTM's competency matrices. Where this is the case, contact the MTM RIW Coordinator via the [competencies@metrotrains.com.au](mailto:competencies@metrotrains.com.au) email address.

#### 5.1.1. RIW Card portability across state boundaries

The RSW may use their RIW card in other states of Australia however they must comply with requirements of each Network Operator and State business rules.

Contracting RSWs will need to access the [RIW](#) website, and follow the process in registering their details and upload relevant units of competence, qualifications, licences or certificates applicable to that Network Operator's business rules.

Depending on the job role selected, a RSW may be able to work across state boundaries provided the competencies are recognised in that state – for example plant operator licences. Note this is not applicable to Safeworking (Track Protection).

Network Operators include:

- Australian Rail Track Corporation (ARTC)
- Department of Planning Transport and Infrastructure SA (DPTI)
- Metro Trains Melbourne (MTM)
- Public Transport Authority WA (PTA)
- Queensland Rail (QR)
- Transport for NSW (TfNSW)
- V/Line (V/Line)

### 5.1.2. Site specific RIW Job roles

The requirements to enter a site will depend on MTM network requirements and the requirements of the Principal Contractor if applicable. It is advised that Employers and/or RSWs check with MTM and/or the Principal Contractor to determine the required job roles and/or competencies required for site entry.

The RSW can find the contact details of MTM on the RIW website [here](#), and a list of Principal Contractors and their Project sites [here](#).

## 5.2. Rail Safety Work requirement

MTM's Health, Safety, Environmental and access requirements for third parties, visitors and contractors undertaking work or activities on the MTM network and premises, is listed in Safety and Environment Requirements for Contractors and Third Parties (A2020/L0-SQE-PRO-014).

The RIW card is required for all Rail Safety Work inclusive of but not limited to:

- Work within the Rail Corridor \*
- Work in any location where there is reasonable potential for plant, equipment, material, spoil/vegetation to obstruct the Danger Zone, e.g. dropped objects
- Work on station platforms which impacts on the Danger Zone, i.e. crosses the yellow line
- Work requiring the operation of self-propelled mobile plant such as Elevated Work Platforms (EWP)s, or floor cleaners on station platforms
- Site deliveries in the Rail Corridor requiring the operation of cranes, slewing/boom operated plant, e.g. mobile cranes, vehicle loading cranes/concrete placing booms.\*\*

Typical RIW job roles are provided as a guide in Appendix D of Safety and Environmental Requirements for Contractors and Third Parties (A2020/ L0-SQE-PRO-014).

\*Unless approved as per the Rail Industry Worker/Third Party Induction Extension and Exemption Requests procedure (A1678/L2-SQE-PRO-261) and a MTM approved Risk assessment and for MTP and MLXRT; refer to Interim Projects RIW/TPI Exemption Request Guidance Document (A1674/L2-SQE-GDL-001)

\*\* Delivery drivers attending construction sites are not required to have a RIW/TPI card provided that they follow all of the following:

- Do not get out of their vehicle
- Remain under the supervision of a WGS/TFPC
- Do not operate any mobile plant

### 5.2.1. RIW Extension and Exemption Requests

Section 117 of the RSNL requires Metro to ensure that rail safety workers have been assessed against nationally accredited training under the AQF. However, where this is not reasonably practicable, Metro can invoke subsection 4 and allow works to occur providing Metro is satisfied the rail safety workers have the necessary knowledge and skill to undertake the work safely.

**For Example:** One may be issued if an overseas Third Party is operating a piece of proprietary equipment for a one off event or a 6-month trial of a new technology under a provisional type approval from the Chief Engineer.

For such requests, refer to Rail Industry Worker/ Third Party Induction Extension and Exemption Requests Procedure (A1678/L2-SQE-PRO-261) and for MXLRT and MTP; refer to Interim Projects RIW-TPI Exemption Request Guidance Document (A1674/L2-SQE-GDL-001)

### 5.3. Minimum requirements to conduct Rail Safety Work on MTM network

A RSW must have:

- A physical or virtual RIW card;
- A Primary Employer;
- A current cardholder subscription (paid annually);
- The necessary job roles, competencies and medical category level to meet the requirements of the job role being undertaken on site.
- No National, network or site blocks placed on their profile.

If the RSW is not in possession of a RIW card, the RSW must have an approved MTM extension/exemption letter.

Contact should be made with MTM or the Principal Contractor to determine what job roles and/or competencies are required for site access prior to entry.

#### 5.3.1. Minimum job roles for RSW to work on MTM network

The only job roles accepted on the MTM network are the MTM and / or National job roles.

To work on the MTM network, the RSW must have at least the 2 roles listed below:

- MTM - Operator job role
- MTM or National equivalent for the Job role for the works they are completing that day i.e. Track Force Protection Coordinator 3.1, Around the Track Personnel (Construction/Maintenance).

Both MTM and National versions are acceptable, if a person holds the National version of the job role, they do not need to hold the MTM version i.e. MTM - Track Certifier and Track Certifier - National - a person may hold either of these job roles.

#### 5.3.2. Relevant Medical Requirements for the Job Role

The Act requires rail transport operators to have a health and fitness management program for RSWs. If the RIW participant is determined as a RSW, they will be required to attend a Health Assessment performed by an Authorised Health Professional (AHP) as per the National Standard for Health Assessments (NHS) of Rail Safety Workers.

For further information in regards to the management of the types of Health Assessments, refer to Health Assessment Procedure (LO-HMR-PRO-061).

Health Assessment must be carried out by an AHP for RSW Health Assessments. Refer to [AHP List](#) for a list of approved AHPs.

Some AHPs can directly upload the medical assessment to the RIW system. If not using this service, Employer Administrators can submit an Upload Medical Certificate Service Request on the RIW website via [submitting a service request](#) or by emailing a copy to [medicals@riw.net.au](mailto:medicals@riw.net.au). Medical assessments are generally processed within 3 business days.

For further information about the National Standards for Health Assessment of RSWs, please refer to the [www.ntc.gov.au](http://www.ntc.gov.au) website.

#### 5.3.3. Conducting Rail Safety Work for MTM but not entering MTM's rail corridor

All Rail Safety Work, regardless of location requires a RIW card. This instance may be for "white collar job roles" such as Engineering and Design job roles. Amendments have been made to the Signalling, Design and Engineering and Project Management matrices to keep the competency requirements specific to that job role. If however, as part of this job role, the RSW intends on entering or working within MTM's rail corridor, they will need to select the ATTP job role, in addition to their existing job role, and be compliant with these competency requirements before entering the corridor.

**For Example:** If the RSW is a design engineer based interstate and are not entering MTM's rail corridor for any part of their rail safety work, they only need to comply with the competencies of their job role; in this case a design engineer.



If however their project now requires them to access MTM's rail corridor, then they will need to select and comply with the competency requirements of the ATTP job role as well.

### 5.3.4. Signals, Engineering and Design and Project Management Job roles

For Signals, Control Systems & Communications, Engineering & Design and Project Management job roles:

- For Signals Engineering refer to: Signals Rail Safety Worker Competence Manual (A1205/L1-CHE-MAN-003).
- For Engineering and Design; refer to Engineering and Design Rail Safety Worker Competence Manual (A1675/L2-SQE-MAN-001).
- For Project Management; refer to Project Management Rail Safety Worker Competence Manual (A1579/L1-HMR-MAN-003).

The above procedures can be found via the [MTM Document Portal](#)

For further information on these job roles' competence assessment; refer to section 9.

## 6. Process to obtain a RIW Card

### 6.1. Ordering a Card

RIW Cards are obtained online and can only be obtained by a company or sole trader/self-employed. For further information about how to obtain a RIW card visit the [RIW Website](#).

### 6.2. Physical and Virtual Card

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.

Virtual Cards are accepted on the MTM network.

The RIW card will look like the image below with the RSW's picture.

Physical Card



Virtual Card



## 7. Competencies –General

### 7.1. Definition of Competency

Competence (or competency) is the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

In the Rail Industry, the term competence refers to a number of requirements including qualification, accreditation, validation and re-validation authorisation, currency, and certification.

### 7.2. MTM Evidence requirements

The evidence requirements are dependent on the RSW job role description, and could include:

- Qualifications under the Australian Qualifications Framework (AQF),
- Statements of attainment where national units of competence are listed,
- Statements of attendance/completion,
- Certificates and licences, or
- Other types of evidence by either an accredited or non-accredited body.

In all cases, **they must** be issued by an organisation approved by MTM.

#### 7.2.1. Retrieving Records when the issuing Registering Training Organisation (RTO) has closed or lost the records

RTOs 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 accrediting body.

For training conducted at a training provider registered with the Victorian Registration & Qualifications Authority (VRQA), you may be able to request a copy of a certificate or verification of student records. Below are the links to the relevant pages of the VRQA website.

- <https://www.vrqa.vic.gov.au/VET/Pages/certificate-replacement.aspx>
- <https://www.vrqa.vic.gov.au/VET/Pages/verification-of-student-records.aspx>

For training conducted a training provider registered with the Australian Skills Quality Authority (ASQA), you may be able to request a letter and transcript (not a certificate) confirming the competencies you achieved, For more information, you can access the ASQA website [here](#).

#### 7.2.2. Externally Issued Qualifications and Competencies recognised by MTM

MTM will recognise externally issued qualifications and competencies in the following scenarios:

- For qualifications issued by overseas organisations, see Section 21, Appendix 1.
- For competencies captured in the Safeworking (Track Protection) competency matrix, the training provider must be approved by MTM. Refer to the [Metro Document Portal](#) under Competencies Bulletins for a list of approved providers.
- For a list of RTOs which have the relevant qualification and/or units of competency on their scope of registration visit the [www.training.gov.au](http://www.training.gov.au) website.

#### 7.2.3. Evidence of competence accepted by MTM

In the first instance, MTM requires copies of original/accredited copies of qualifications as evidence of competence. This includes

- Statements of attainment/certificates/licences for AQF qualifications issued by RTOs,
- Licences issued by accredited/regulatory organisations such as WorkSafe, and
- In some instances (detailed in competency matrices) demonstrated evidence of work experience.

Whilst RSNL Section 117 specifies units of competence and qualifications must be provided, MTM acknowledges these are not always available. Reasons include the RSW's training either pre-dating the issue of formal qualifications, or being non-accredited and specific to a company.

A graduated scale, detailed in the following table, summarises what MTM will accept from RSWs as evidence of competence.

Priority	Evidence	Example
1	Original documents	Statements of attainment Certificates issued by training organisation Record of training by a training organisation
2*	Summary of training records issued by rail operator	Extract of attendance at training Summary of courses attended during employment
3*	Higher qualifications in-lieu-of lesser qualifications	Track Force Protection Coordinator 3.3 in-lieu-of track Hand Signaller
4*	Documents related to initial training	Documents provided by a training organisation when completing course – attendance record/results RSW identity cards with competencies listed on them either as a TLI unit or as a descriptor e.g. Track Vehicle Operator
5*	Current recertification document supplemented by work history	Statement of employment history by current employer supported by work records Log books verified by a supervisor or employer
6*	Recognition of prior learning/re-issue of competencies	Process completed by a training provider
<b>Note*</b>	Any evidence listed in the table above (other than Priority 1 ), may be accepted as evidence of competency for the purpose of RIW upon MTM's approval however may not be accepted by a RTO as evidence of meeting the pre-requisite requirements for enrolment in a training course.	

RSWs should note:

- In all requests, RIW Cards Priority 1 evidence will be sought by MTM as the mandatory competency to be uploaded into RIW;
- If Priority 1 evidence is not available, then Priority 2 will be sought and so on;
- Recertification documents on their own are not acceptable as evidence of competence; and
- As a last resort, MTM would require RSWs who can provide no acceptable evidence of training to obtain them again via recognition of prior learning or retraining and assessment.

#### 7.2.4. Higher qualifications in-lieu-of lower qualifications

MTM 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 Track Force Protection Coordinator 3.3 is acceptable in-lieu-of Hand Signaller or Train Track Safety Awareness competencies.

**Note.** Where the lower is not in the same pathway both must be uploaded. For example, evidence of Track Force Protection Coordinator 3.1 cannot be uploaded into Hand Signaller as the pathway to Track Force Protection Coordinator 3.1 does not include the Hand Signaller qualification. The pathway to Track Force Protection Coordinator 3.1 is Train Track Safety Awareness, Lookout and then Track Force Protection Coordinator 3.1.

### 7.2.5. RSW's qualification/certificate not listed in the competency matrix

There may be some initial queries when the competency is being verified that will require clarification, or further evidence may be requested. Where older units of competence are held by the individual, requests are to be forwarded to [competencies@metrotrains.com.au](mailto:competencies@metrotrains.com.au) email address for further clarification.

## 8. Upload of Competency information in the RIW system

The RSW's competency information must be uploaded by their Primary employer, against their profile within RIW. This could be the same person if they are a sole trader/self-employed.

RTOs also have the provision to be able to directly upload competency information.

### 8.1. RIW System Competency Verification

When a competency is uploaded against a profile, it must go through a verification through the RIW service desk team. This can take up to 2 business days. The RSW will not be compliant to the job role until the documentation has been verified and is valid on their RIW card.

RIW Business Rules have been developed to provide further consistency and an agreed minimum acceptance criteria for the verification of competence across RIW program participants. These underlying business rules provide guidance to the MTA RIW Program Service Desk; refer to [RIW Business Rules](#).

### 8.2. Viewing a sub-contractor's competency information

There is a function within the RIW system which allows a company to associate to a worker. If an employer needs to view competencies of a sub-contractor, they will need to send the worker an association request via RIW which the RSW must accept before the employer can view the workers profile. Refer to [How to associate a cardholder](#)

## 9. RIW System Competency Assessment

### 9.1. Signals, Engineering and Design and Project Management Job roles

For Signals, Control Systems & Communications, Engineering & Design and Project Management job roles, the RSW will be required to have evidence assessed by a MTM assessor and have it validated and endorsed by MTM.

- For Signals Engineering refer to: Signals Rail Safety Worker Competence Manual (A1205/L1-CHE-MAN-003).
- For Engineering and Design; refer to Engineering and Design Rail Safety Worker Competence Manual (A1675/L2-SQE-MAN-001).
- For Project Management; refer to Project Management Rail Safety Worker Competence Manual (A1579/L1-HMR-MAN-003).

The above procedures can be found via the [MTM Document Portal](#)

### 9.2. MTM Approved SME and Assessors

A list of MTM approved SME and Assessors can be obtained by emailing [competencies@metrotrains.com.au](mailto:competencies@metrotrains.com.au).

### 9.3. Verification of engineering competencies by Engineers Australia

If the RSW is currently an Australian resident with engineering competencies, they do not need to be verified by Engineers Australia. Refer to Section 21, Appendix 1 for further details regarding recognition of foreign qualifications.

### 9.4. Engineering Competency documents certification

RSW's competencies do not need to be certified, unless requested by a MTM assessor for assessable job roles.

## 9.5. Assessment Dispute Resolution

If the RSW disagrees with the assessment outcome, they may contact the relevant Assessor for more information

## 10. RIW System Competency Maintenance

### 10.1. Update of RIW competencies

Only someone who has a RIW administrator log in to the RIW system can update a RSW's competencies on their behalf; this is normally the primary employer's RIW administrator or a sole trader/self-employed. The RSW's records gets verified by the MTA RIW service desk team from MTM business rules. Or if requires assessment, it must be sent for assessment to the assessor to verify.

### 10.2. Notification of expiring competencies

The RIW system has a functionality of notifying the RSW that a particular competency is due to expire. This functionality is enabled by ticking the "receive expiry emails" tick box located in Status Options tab within an RIW card holder's profile. The RSW can also manually check their [myRIW](#) app for the expiry of their competencies. The administrator is able to view and report on upcoming and expired competencies via the expiries tab.

It is the Primary Employer/sole trader/self-employer's responsibility to manage competency expiries.

If a competency has expired, it will need to be renewed for the RSW to continue to perform rail safety work for MTM.

## 11. Competence Recertification

Recertification of competence is a process to assess continuing competence and is a requirement for Safeworking (Track Protection), Signalling, Project Management and Engineering & Design.

Refer to the relevant National or MTM Matrices for specific recertification frequency information.

Competency renewals are required 24 months after gaining an initial statement of attainment with a Metro Trains Melbourne (MTM) approved Registered Training Organisation.

Competencies must be renewed with Metro Academy to enable people to safely work in the MTM Network

For a list of all courses they offer, go to [Metro Academy Courses](#)

### 11.1. Renewal Training -Train Track Safety Awareness (TTSA)

If the RSW has completed TTSA with a RTO not approved by MTM, they will need to sit MTM's Metro Contractor Safety Renewal (MCSR) face-to-face course only provided by Metro Academy.

**Note:** TTSA is valid for 2 years on the MTM network which then the RSW will need to complete the MCSR online course through the Metro Academy's MCSR course.

## 12. Specific MTM RIW Competencies

### 12.1. Safely working in the Rail Corridor (SWIRC)

SWIRC is a one day training program that provides new entrants to the rail industry, who will work on Projects Sites on the MTM Network with a sound understanding of how to safely work in the rail corridor. The training is delivered in a simulated rail construction environment, which provides a tangible and practical environment for participants to fully immerse themselves in real world examples that will help them to understand the relationship between construction hazards and rail transport operations. This will give them the tools and knowledge in how to effectively mitigate these hazards.

An employer must not knowingly allow a new entrant to undertake any construction work on MTM Project Sites unless the person holds a current RIW card with their minimum job role requirements, including SWIRC.

If someone holds the unit TLIF2080 prior to the 01/09/2019, then they do not need to complete SWIRC training.

On the 28/01/2020 for anyone who held the unit TLIF2080 on their RIW profile, an exemption letter was uploaded on their profile under the SWIRC competency, if they did not hold the TLIF2080 competency then no exemption letter was loaded.

Evidence that is accepted under the SWIRC competency is either one of the following;

- SWIRC certificate of completion (only for new to rail people)
- Exemption letter issued by MTM or;
- T TSA Certificate with the unit Safely Access the Rail Corridor – dated prior to the 01/09/2020.

SWIRC can be booked through Metro Academy.

## 12.2. Around the Track Personnel-Minor RIW requirements

The following outlines the process for any contractor under the age of 18 years requiring access to MTM's rail corridor to do rail safety work. Refer to the process map in this Manual which can be found in Section 22, Appendix 2- Working with the Minor RSW on the MTM Network

### 12.2.1. Age Limit of Contractors

The same age restriction in the Victorian 1994 Book of Rules for MTM employees, will apply to contractors, in that; *no contractor under the age of 18 years will be involved in any aspect of safety of the line or the working of traffic unless under proper supervision.*

*Safety of the line or the working of traffic* means safeworking job roles such as Lookout, Hand Signaller, TFPC 3.1, TVO etc. If in doubt, please contact MTM.

*Proper supervision* in this context means direct supervision i.e. the supervisor must be face-to-face with the Minor at all times while work is performed, constantly monitoring the results of the work being performed.

### 12.2.2. Responsibility of the Minor

The Minor's responsibility is to:

- Provide correct evidence of proof of age when applying for training or when requested.
- Ensure they have a valid RIW card and maintain the MTM- Around the Track Personnel- Minor job role on in their RIW card until they turn 18. In addition to this job role, the minor must hold the MTM – Operator job role plus the MTM approval confirmation letter with them at all times when working.
- Ensure that when conducting work, they are under proper supervision on the MTM network.
- Notify their Primary Employer when they turn 18, as they will no longer require supervision and an alternative job role must be selected on their RIW card. All mandatory competency requirements must be obtained to satisfy the conditions of the job role before the Minor can continue work. (Note: Minor job role will expire on their 18th birthday in the RIW system and they will not be able to work until the Primary Employer corrects this).

### 12.2.3. Responsibility of the Primary Employer

Primary Employers are responsible to have systems in place to confirm that their workers comply with the *Working With Children Act 2005 (Vic)* when supervising minors. For guidance to the Act, refer to the <https://www.workingwithchildren.vic.gov.au/>

This includes ongoing compliance with the *Working With Children Act 2005 (Vic)* as a condition precedent to MTM's approval for the Minor to work on Metro's Rail Corridor.

Primary Employers are to:

- Obtain approval from MTM prior to the minor entering Metro's rail corridor. In addition to existing access protocols, the Primary Employer responsible for the minor must obtain approval via the [competencies@metrotrains.com.au](mailto:competencies@metrotrains.com.au) email address, prior to the minor entering MTM's rail corridor.

The following information must be provided in the email application:

- Name,
- Date of birth,

- RIW Card Number,
  - Company Name and Address,
  - Nominate supervisor(s) and their RIW card numbers,
  - Scope of works
  - What work the Minor will be performing (e.g. labourer, assistant etc.)
  - Location of work (i.e. Project Name) being carried out, and
  - Work Commencement date and Completion Date.
  - Confirmation that compliance to the Working with Children Act is met: Yes/No
- After verification from [competencies@metrotrains.com.au](mailto:competencies@metrotrains.com.au), select the Around the Track Personnel- Minor job role on in the Minor's RIW profile and upload mandatory competency requirements including the MTM approval confirmation letter in the RIW system. (Note: The MTM approval confirmation letter will expire on the Minor's 18th birthday).
  - Ensure proper supervision of the Minor is as per the named Supervisor in the MTM approval confirmation letter submitted at the time of application to MTM.

#### 12.2.4. Responsibility of the Registered Training Organisation (RTO)

The RTO is responsible to sight the appropriate evidence of proof of age for the Minor for any training conducted.

#### 12.2.5. Responsibility of the Supervisor in charge of the Minor

The Supervisor in charge of the Minor is responsible to:

- Comply with the Working with Children Act 2005 (Vic), including ongoing compliance with the WWC Act as a condition precedent to MTM's permission for the Minor to work on Metro's Rail Corridor. For guidance to the WWC Act, refer to the <https://www.workingwithchildren.vic.gov.au/>
- Ensure they hold the correct and current RIW job roles they undertake on the MTM network.
- Carry a physical or digital copy of the MTM approval confirmation letter for the Minor when supervising the Minor.
- Ensure that the Minor is under their proper supervision when they are performing work.

#### 12.2.6. Responsibility of the MTM RIW Coordinator

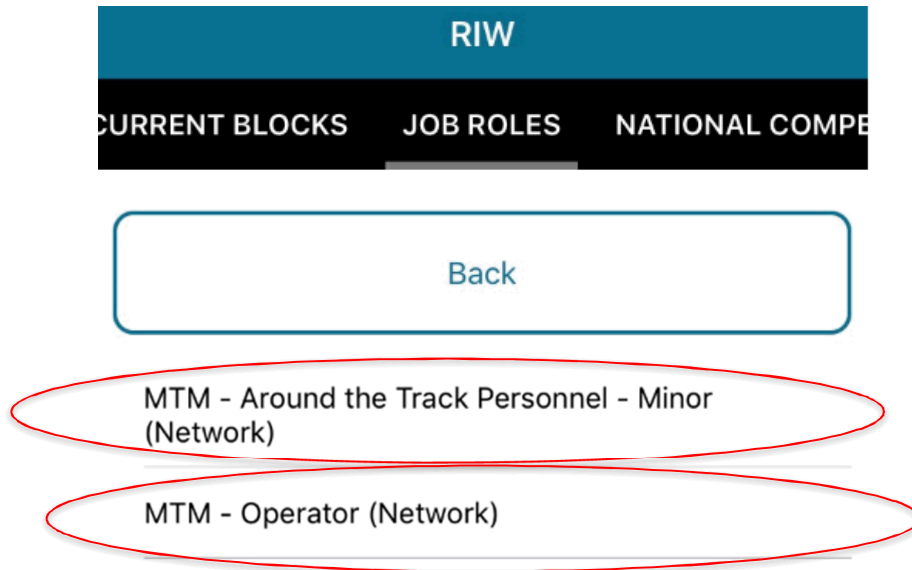
The MTM RIW Coordinator is responsible to assess and verify the evidence submitted for the application within 5 business days.

If the application is successful, they will provide the Primary Employer with a MTM approval confirmation letter for the Minor.

#### 12.2.7. Responsibility of the Work Group Supervisor

The Work Group Supervisor is responsible to:

- Ensure that when a Minor is identified at site, their RIW card must display the minimum highlighted "MTM-Around the Track Personnel – Minor" and the MTM Operator job role on their RIW card profile.



- Check that the nominated Supervisor accompanies the Minor, by sighting a copy of the physical or digital MTM approval confirmation letter on the supervisor and confirming their RIW card job roles.

### 12.2.8. Breaches of the Minor approval conditions

All breaches of the Minor approval conditions will be managed in accordance with Section 14- Breach Management.

## 13. Use of RIW Card at a work site

All RSWs must use their RIW card to scan/swipe at a work site depending on the rules being implemented at the work site.

An individual must be authorised as a Spot Checker/Access Controller to use the RIW mobile app, which is granted by their employer RIW Administrator (refer to [How does a company assign an Access Controller or Spot Checker](#))

- An Access Controller is the term given to the person in charge of swiping cardholders in and out of a worksite. They can also check the roles and competencies of cardholders to ensure compliance, and view any work restrictions, as well as deny access to site e.g. TFPC or a WGS.
- A Spot Checker is an individual with the permission to check cards of other cardholders, view their roles, competencies and any work restrictions e.g. Investigator, Manager or Auditor.

### 13.1. Swiping on/off a worksite

Prior to works commencing onsite, the RSW will have their physical or virtual RIW card (stored on the Vircada app on their smart device) scanned by the TFPC or the WGS depending on the workgroups.

When a cardholder swipes onto a site they become "linked" to the Network that they have swiped to and to the Principal Contractor of the Project. This linkage exists until the cardholder swipes onto another project and/or Network.

View only and minimal functionality exists for linked cardholders. If ongoing visibility is required, association should be requested of the cardholder from the company.

### 13.2. On site Checking of RIW Cards

The Track Force Protection Co-ordinator (TFPC) and the Work Group Supervisor are assigned either Access Controller or Spot Checker permissions and are responsible for checking RIW cards on site via the RIW mobile app / kiosk and ensuring the RSW holds valid job roles for the works they are undertaking.

Refer to quick guides below:

- [Spot Checkers](#)
- [Access Controllers](#)



- [Web Card Reader](#)
- [PC Card Reader](#)

The MTM Responsible person is responsible for checking the RIW cards of the TFPC and the WGS.

The act of checking of RIW cards using the mobile apps must be done in positions of safety where the risk of being struck (e.g. by plant, train, vehicle and equipment etc.) is minimal.

### 13.2.1. Track Force Protection Co-ordinator (TFPC)

The TFPC ensures that **all worksite protection personnel** have a current RIW card with valid job roles. For those who hold the RIW card, virtual and physical cards will be accepted by MTM. They are also responsible for checking for any approved MTM extension/exemption letters if no RIW card is in their possession.

### 13.2.2. Work Group Supervisor (WGS)

The WGS ensures that **all RSWs performing the work** have current RIW card with valid job roles. For those who hold the RIW card, virtual and physical cards will be accepted by MTM. They are also responsible for checking for any approved MTM extension/exemption letters if no RIW card is in their possession.

## 14. Breach Management

MTM reserves the right to remove a RSW from site as a result of any type of incident or accident.

MTM will investigate all accidents and incidents in accordance with MTM's Incident Management and Reporting Procedure (A2130) and the Investigation Management procedure (A2145). Where a RSW has been identified as responsible for the incident, this may result in a suspension/block of the RSW from carrying out rail safety work for MTM.

Suspensions/blocks against a RSW are captured by placing a 'suspension' / "block" against the RSWs' job roles or RIW Card profile within RIW. The suspension/block will prevent that RSW from undertaking rail safety work related to the breach/accident/incident or all rail safety work, depending on the severity of the breach.

### 14.1. Blocks and Suspensions

#### 14.1.1. Block

A National or Network block is a restriction on a RIW card that prevents a Rail Industry Worker (**RIW**) from working on a Network Operator's rail network or multiple rail networks.

This can be at two levels in the system:

- At a National level, which impacts all work sites on all participating rail networks, or
- At a Network level, which includes all work sites on a specific Network only.

#### 14.1.2. Suspension

A suspension is the temporary removal of a cardholder's job role or competency on a RIW card. There are two types and levels of suspension:

Job role suspension is the temporary removal of a cardholder's job role.

- National Role/Network Operator specific – suspended from specific work site/s in a specific capacity, or
- Employer based specific – suspended from a specific work site/s in a specific capacity.

Competency suspension is the temporary removal of a cardholder's competency or unit of competence.

- Network Operators can suspend/restore National and Network competencies, or
- Premium Functionality Employer can suspend/restore Employer based competencies.

## 14.2. Types of Breaches

### 14.2.1. Breaches relating to Drug and Alcohol

For Breaches relating to Drug and Alcohol; the following Procedures apply:

- Drug and Alcohol Testing Procedure (A1029/ L0-SQE-PRO-055)
- Blocks to RIW cards may be appealed using the RIW Drug and Alcohol Block Removal Procedure (A1636/ L1-SQE-PRO-076).

### 14.2.2. Breaches relating to Competencies

For Breaches relating to Competencies; the following processes applies in two steps- at the pre-investigation stage with preliminary findings and then at the post- investigation stage with the final findings.

**For Blocks and Suspensions of Technical competencies:** authorised by the relevant Head of Engineering

**For Blocks and Suspensions of Safeworking competencies:** authorised by the Head of Network Safety

Refer to the process maps in this Manual which can be found in:

- Section 23, Appendix 3- RIW Blocks and Suspensions- Pre-Investigation
- Section 24, Appendix4- RIW Blocks and Suspension – Post -Investigation

## 15. Auditing

**On Work Sites:** The RIW Card has information that can be recovered/audited either via spot checking/swiping or online querying via the RIW website. This will occur at both scheduled and random events to ensure RSWs are compliant with this procedure.

Where an RSW is found to not hold the necessary competencies/authorisations for the work being undertaken, they will be escorted from the worksite. This will initiate an investigation by MTM and may result in a suspension against the RSW for that or all job roles. This will prevent the RSW from undertaking rail safety work for MTM.

**Desk Top Audits:** Either as a result of an accident, incident, random, or breach of this Manual or when MTM has reason to believe the competence of the RSW is called into question, MTM will review the evidence stored within RIW. In all cases, MTM reserves the right to suspend the RSW from undertaking rail safety work for MTM.

## 16. General Quality competence records requirements

When requested by MTM e.g. by an Assessor, the RSW's documents can be certified by any of the appointments recognised as capable of signing a declaration under the Oaths and Affirmations Act 2018.

From 1 January 2020, all statutory declarations must follow the process outlined in the Oaths and Affirmations Act 2018; refer to <https://www.justice.vic.gov.au/statdecs>

All records of proof of competence of the RSW including applicable approval documentation will be retained in the RIW system.

Records of issued extensions and exemptions authorised approval letters shall be retained by the Metro SER RIW Coordinator in accordance with the MTM Records Management Procedure (A985/L0-SQE-PRO-006).

## 17. Abbreviations

AHP	Authorised Health Professional
AQF	Australian Qualifications Framework
ARA	Australasian Railway Association
ARO	Accredited Rail Organisation
ATTP	Around the Track Personnel

CMS	Competency Management System
DHA	Department of Home Affairs
EWP	Elevated Work Platforms
MCSR	Metro Contractor Safety Renewal
MTA	Metro Trains Australia
MTM	Metro Trains Melbourne
NRIWGC	National Rail Industry Worker Governance Committee
RIW	Rail Industry Worker
RSNL	Rail Safety National Law
RSW	Rail Safety Worker
RTO	Registered Training Organisation
SME	Subject Matter Expert
SWIRC	Safely Working in the Rail Corridor
TFPC	Track Force Protection Coordinator
TPI	Third Party Induction
TRA	Trades Recognition Australia
TTSA	Train Track Safety Awareness
WGS	Work Group Supervisor
WWC	Working With Children

## 18. Definitions

Access Checker	An Access Controller is the term given to the person in charge of swiping cardholders in and out of a worksite. They can also check the roles and competencies of cardholders to ensure compliance, and view any work restrictions, as well as deny access to site.
Assessor	Person approved to review RSW's evidence of competence and issue the Engineering and Assessment form to both the RSW and MTA.
Business rules	Provides the minimum acceptance criteria for the verification of competence across RIW program participants.
Card Issuing Body	Refers to MTA – the ARA and MTM approved external provider of the RIW Card and the system.
Competency Management System	A system of capturing the competencies of all RSWs to meet the requirements of RSNL. MTM uses the RIW system to manage the competencies of contracting RSWs.
Contractor	Any person/entity contracted by MTM
Metro	Refers to Metro Trains Melbourne Ltd.
Minor	A person under the age of 18 years old.
MTM Network	Is the Melbourne Metropolitan Train Network as defined under the Melbourne Metropolitan Train Franchise agreement.

MTM Premises	The land and buildings occupied by MTM.
MTM Responsible Person	The person engaging with the contractor /third party and coordinating access on behalf of MTM
myRIW	myRIW allows RSWs to view their profile on the web. In myRIW, cardholders can view their employers, associations, job roles, competencies and medical results. They can also update their email address, mobile or password, or ask their employer to make any corrections to their profile.
Principal Contractor	As defined in regulation 333, Occupational Health and Safety Regulations 2017 (Vic)
Rail corridor	Is from fence line to fence line, or where there are no fences or defined boundary, 15 metres from the nearest rail. This includes a station platform, where the task to be performed has the potential to, or will intrude into the Danger Zone.
Rail Safety Work	As defined in Section 8 Rail Safety National Law (SA) Act (RSNL)
Rail Safety Worker	Any individual who has carried out, is carrying out, or is about to carry out rail safety work see RSNL (SA) Act 2012 Section 4(1)
Registered Training Organisation (RTO)	A vocational education and training organisation registered to deliver training in accordance with the AQF. They are the providers and assessors of rail based training.
RIW card	The Rail Industry Worker Card is the smart card used to identify each RIW and the roles to which the RSW is authorised to undertake. All job roles and competencies are stored electronically on the cardholders RIW profile in the RIW System. The cardholders profile can be accessed and read on site by an authorised person, such as an Access Controller or Spot Checker.
RIW Program	The RIW Program supports the rail industry by giving participant organisations full visibility of workers moving between projects and employers, maintaining a single electronic record about each worker's health, education and competencies. This ensures that work is carried out by qualified people and enhances overall safety on rail networks across Australia.
RIW System	The RIW competency management system and services delivered by MTA and their <a href="#">technology partners</a> .
Shall	This means it is a Mandatory requirement.
Spot Checker	A Spot Checker is an individual with the permission to check cards of other cardholders, view their roles, competencies and any work restrictions.
Subject Matter Expert (SME)	A person with expert knowledge and competency in a specified subject.
Transport & Logistics Industry (TLI)	The skills council responsible for the creation of nationally accredited training packages in support of the TLI.
Third party	Any person/entity other than MTM employees/passengers
Upload	Sending documents from a computer to another system using the Internet

## Virtual card

A virtual RIW card is an electronic version of the physical card. The virtual card can be downloaded onto your mobile phone using the Vircarda App. The Vircarda App generates a QR code to be read and used to swipe in/out of site the same way a physical card. Every time the QR code is scanned, the Vircarda App generates a new QR code to prevent fraud.

## 19. Document hierarchy

### 19.1. Parent document

This document supports the Competence Management Standard (A1044/L0-SQE-STD-015), Metro Trains Melbourne

### 19.2. Subordinate documents

- Competency Management Following a Safe Working Breach Procedure (A1625/L1-SQE-PRO-057), Metro Trains Melbourne
- Drug and Alcohol Testing Procedure (A1029/ L0-SQE-PRO-055), Metro Trains Melbourne
- Engineering and Design Rail Safety Worker Competence Manual (A1675/L2-SQE-MAN-001), Metro Trains Melbourne
- Health Assessment Procedure (L0-HMR-PRO-061), Metro Trains Melbourne
- Incident Management and Reporting Procedure (A2130), Metro Trains Melbourne
- Investigation Management Procedure(A2145), Metro Trains Melbourne
- Interim Projects RIW/TPI Exemption Request Guidance Procedure (A1674/L2-SQE-GDL-001), Metro Trains Melbourne
- Management of Compliance Activities Procedure(A1019/L0-SQE-PRO-044), Metro Trains Melbourne
- Rail Industry Worker/Third Party Induction Extension and Exemption Requests procedure (A1678/L2-SQE-PRO-261), Metro Trains Melbourne
- Records Management Procedure (A985/L0-SQE-PRO-006), Metro Trains Melbourne
- Project Management Rail Safety Worker Competence Manual (A1579/L1-HMR-MAN-003), Metro Trains Melbourne
- RIW Drug and Alcohol Block Removal Procedure (A1636/ L1-SQE-PRO-076), Metro Trains Melbourne
- Safety and Environment Requirements for Contractors and Third Parties Procedure (A2020/L0-SQE-PRO-014), Metro Trains Melbourne
- Signals Rail Safety Worker Competence Manual (A1205/L1-CHE-MAN-003), Metro Trains Melbourne

## 20. References

- National Standard for Health Assessments (NHS) of Rail Safety Workers 2017
- Oaths and Affirmations Act 2018(Vic)
- Occupational Health and Safety Act 2014 (Vic)
- Occupational Health and Safety Regulations 2017 (Vic)
- Privacy Act 1988 (Cth)
- Rail Safety National Law (South Australia) Act 2012
- Victorian 1994 Book of Rules
- Working With Children Act 2005 (Vic)

## 21. Appendix 1 – Foreign Qualifications Skills Recognition

### 21.1. Trades and Associated Skills Recognition

Trades Recognition Australia (TRA) manages skills assessment services for people with trade skills who are Australian citizens, residents (both temporary and permanent) and potential migrants to Australia.

Their application will be assessed against the criteria for the assessment program they apply for and on the information they provide in their application.

Please be aware that for the TRA skills recognition, there are many different types of skills assessments depending on the type of visa that has been applied for and/or the purpose of the skills assessment.

Please refer to the following website for further information:

<https://www.tradesrecognitionaustralia.gov.au/>

### 21.2. Engineering

MTM will adopt Engineers Australia's process for the Assessment of Qualifications and Competencies, which includes those holding overseas degrees/qualification.

Please refer to the following website for further information:

<https://www.engineersaustralia.org.au/membership/assessment>

#### 21.2.1. Need for a Stage 1 Competency Assessment

If the RIW applicant answers yes to the three examples on their website, they will require a Stage 1 Assessment. Once completed, a copy of the Stage 1 Assessment **must** be uploaded into RIW system along with a copy of their degree.

#### 21.2.2. Possession of an overseas engineer qualification

As stated on Engineers Australia's website, the applicant does not need to complete a Stage 1 Assessment if their qualification is accredited under one of the following accords:

- Professional Engineer – Washington Accord (Signed in 1989)  
<https://www.ieagreements.org/accords/washington/>
- Engineering Technologist – Sydney Accord (Signed in 2001)  
<https://www.ieagreements.org/accords/washington/>

For their degree is to be accredited:

- The country where they completed their degree is a signatory to the accord,
- They completed their degree after the signatory date, and
- The program is accredited by the body equivalent to Engineers Australia in that country.

The latter may require the applicant to contact the accredited body in that country via email, provide a copy of their degree, and ask them to provide a statement that their degree is part of a recognized program accredited by them. For further assistance on this, they may wish to email National Manager Migration Skills Assessment Contact: [msa@engineersaustralia.org.au](mailto:msa@engineersaustralia.org.au)

Please refer to the following website for further information:

<https://www.engineersaustralia.org.au/For-Migrants/Migration-Skills-Assessment>

MTM will require evidence that the applicant's degree is accredited by either accord or this must be uploaded into in the RIW system along with their degree. This may be in the form of an email from the overseas accredited body or screen shot of the recognized program.

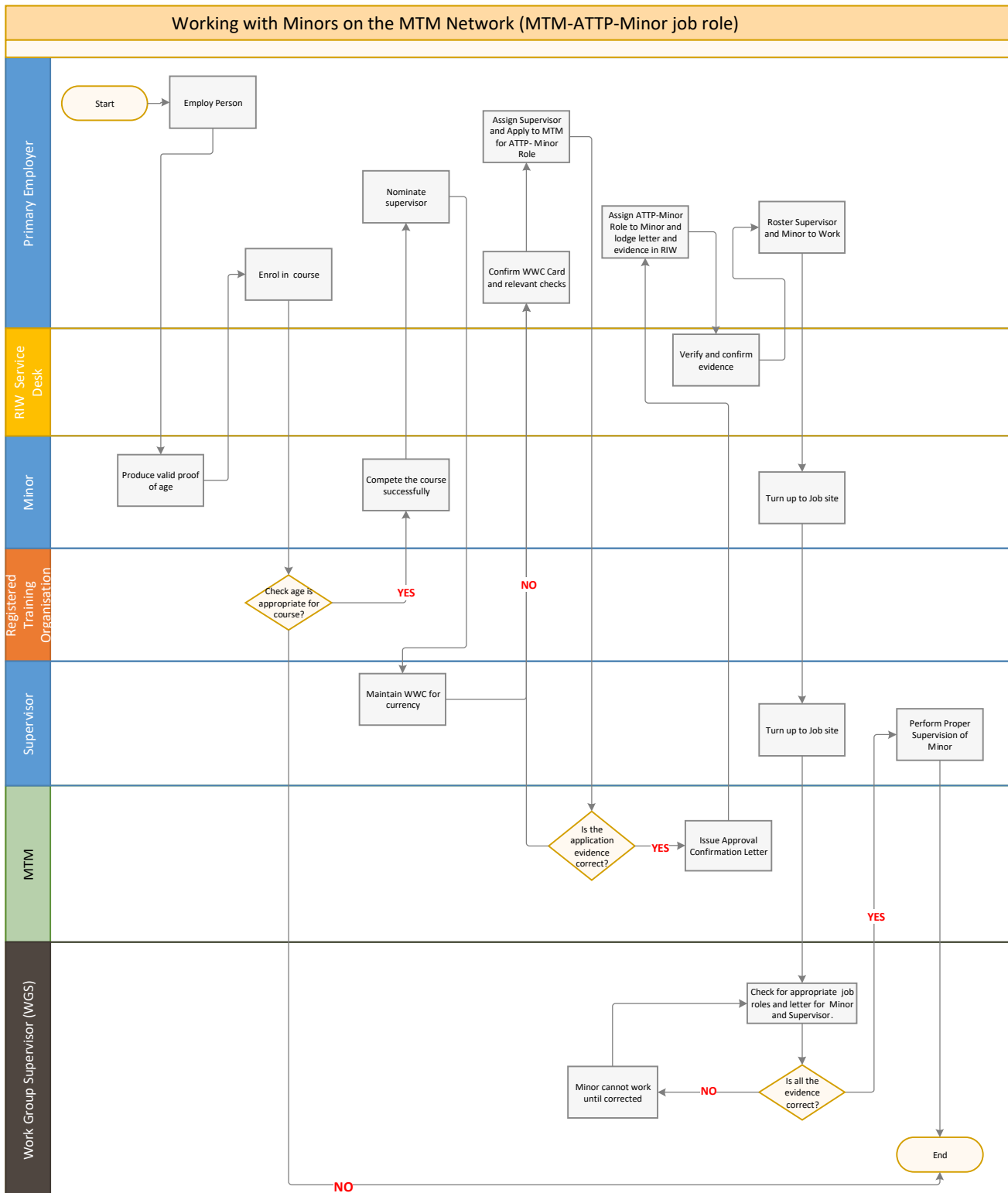
### 21.3. Skills Assessments Applications

If the applicant is applying for a skills assessment to obtain an Australia visa, it is important they check with the Department of Home Affairs about their requirements for the visa they are applying for. This will ensure they apply for a skills assessment under the correct skills assessment program.

**For Professionals**, please refer to <https://www.engineersaustralia.org.au/For-Migrants/Migration-Skills-Assessment>

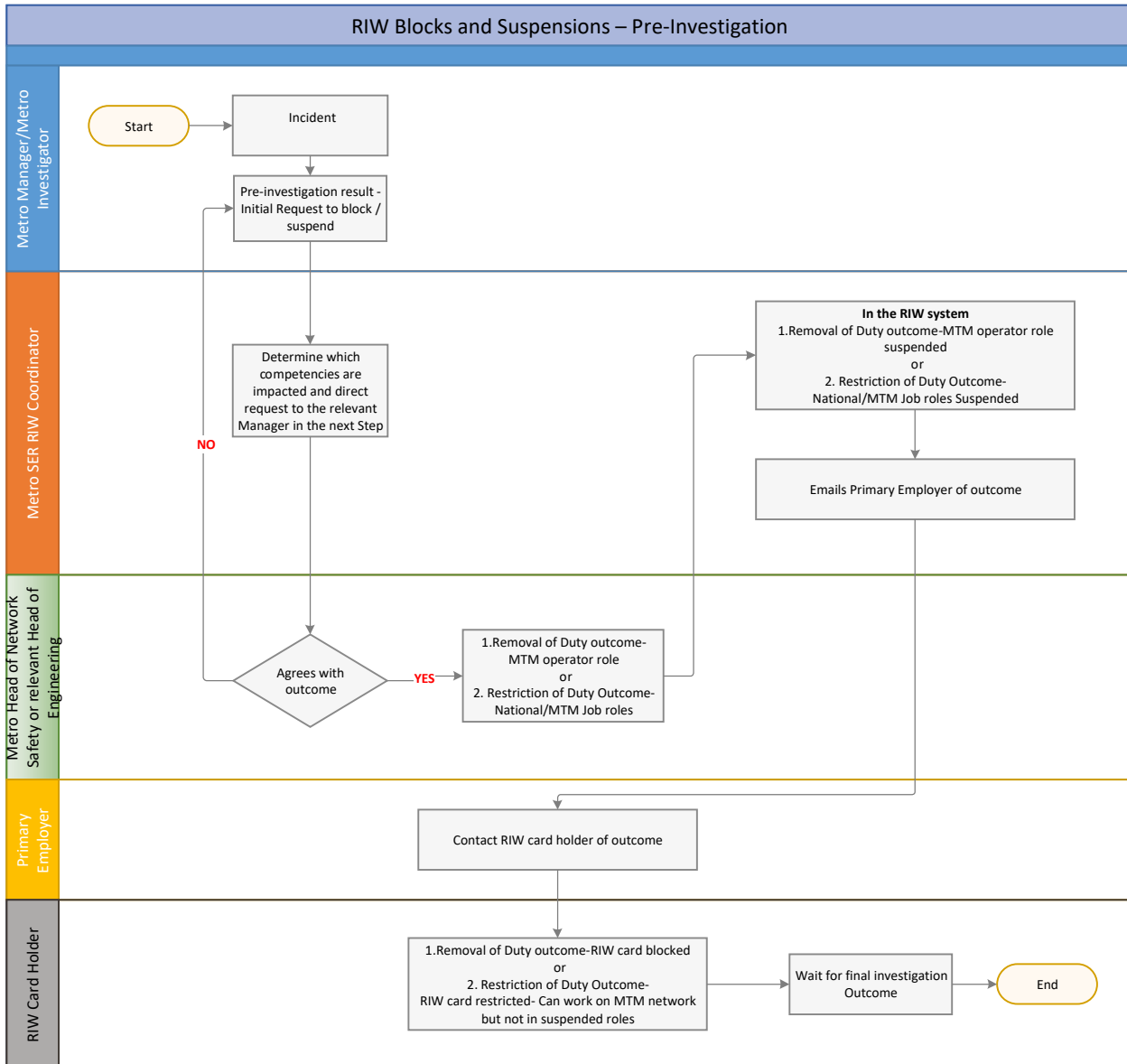
**For Non-Professionals**, please refer to the [Check Visa Details and Conditions](#) of the Department of Home Affairs website to review requirements.

## 22. Appendix 2 – Working with the Minor RSW on the MTM Network





### 23. Appendix 3 – Blocks and Suspensions Pre-Investigation



## 24. Appendix 4 – Blocks and Suspensions Post-Investigation

