

Log on to The Platform.....	2
Search for a Training Course	3
Checking Training Course Prerequisite	4
Book and Pay for Training.....	5
Assign Users to Training	10
Adding New Users.....	12

External Administrator Guide

Log on to The Platform



1. Log in to The Platform:

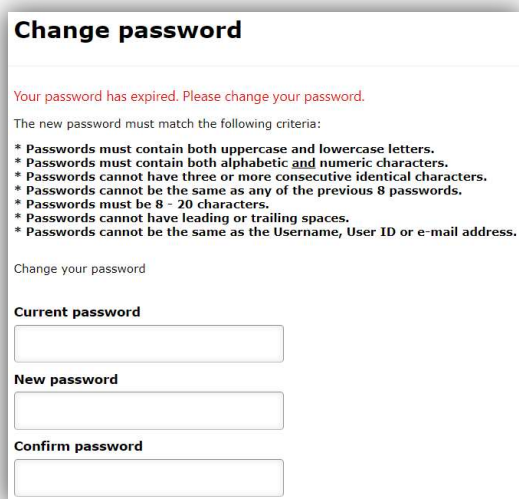
- **Username** is your email address
- **Password** is the password created in the self-registration process

LINK: [The Platform](#)



- #### 2. If you have forgotten your password, click on the **Forgot Username or Password** link located under the Username / Password fields

A link will be sent to your email address with a link to reset and will take you to the **Reset Password** screen



If your password has expired, you will be asked to change your password, using your current password

Click **Save**

Note: Read the password criteria prior to choosing a new password

External Administrator Guide

Search for a Training Course



1. Navigate to the **Search** bar on the top right hand corner of the homepage



2. Type the course name into the **Search** bar.

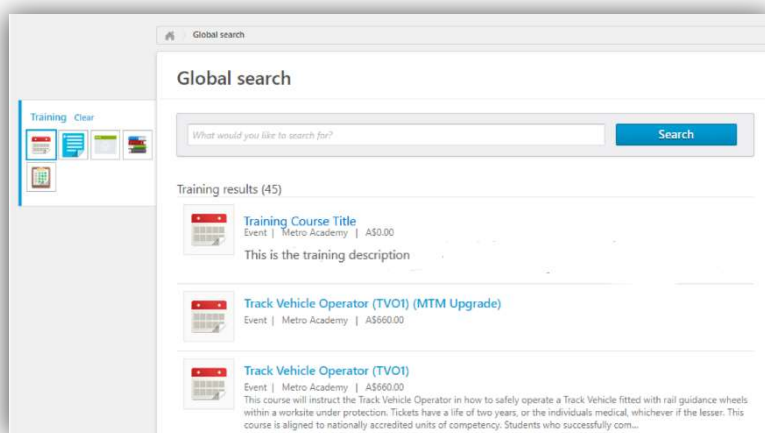
The results will be shown below

Once you locate the correct course, click on the **Course Title**

Note: Alternatively, you can search via **Global Search**



1. Click on the **Magnifying Glass** in the search bar on the top right hand corner of the homepage



2. The search results will show you what courses are offered to you.

You are able to use the search bar to narrow down your search

External Administrator Guide

Checking Training Course Prerequisite

Before you book and pay for training, confirm that you meet the training course prerequisites. If you don't meet the prerequisites and complete your booking, you will be withdrawn from the course and an administration fee of \$40, per course, will be charged.

EVENT
Train Track Safety Awareness
Last updated 12/04/2022 | Duration 8 hours

DESCRIPTION
This course is the initial introduction to enable people to safely work in the Metro Train Melbourne 307th Metropolitan Rail Network. This course provides the participant the knowledge and skills required to enter the rail corridor. It includes being responsible safety practitioners for:
• Access the danger zone
• Access the rail corridor
• Report emergency in an emergency

PREREQUISITES
Participants MUST bring with them any of the following approved photo ID, on the day of training:
• Australian or International Passport
• Driver's License
• Driver's License Permit
• Boat Operators License
• Victorian Program License
• License to Perform High Risk Work
• Consumer Affairs Victoria Proof of ID card
• Other Australian Government issued ID card
• State, Territory or Federal Government Issued ID
• Recent ID card or Tertiary Education Photo ID card

METRO ACADEMY PREREQUISITES
Participant MUST be 18+ years of age
Participant MUST comply with Local COVID Safe Plans
Participant MUST comply with the Directions

METRO ACADEMY PREREQUISITE VERIFICATION
Approved photo ID MUST be sighted on day of attendance.
Metro Academy will verify that the participant does not hold TLIF0020 Safely access the rail corridor* against Rail Industry Worker (RIW) database.
To prevent delay, participant's 'The Platform' profile MUST contain current email address, contact number, RIW number and date of birth.
Verifications to be completed within two (2) business days**
*(Units of competency considered equivalent on www.training.gov.au are also accepted)
** Participant is unable to commence training until verifications have been completed by Metro Academy

1. Check the course Title is the course you need to book for

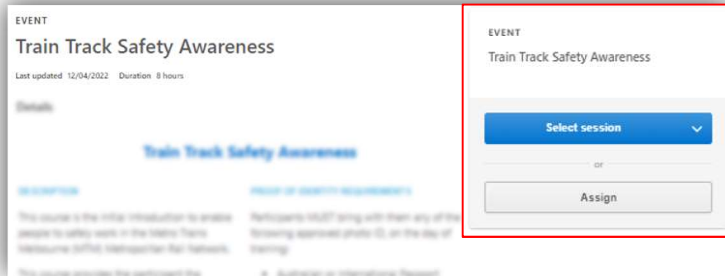
2. Read the Course Details of the course

Prerequisites can be found in the course details

- Metro Academy Prerequisites
- Metro Academy Prerequisite Verification

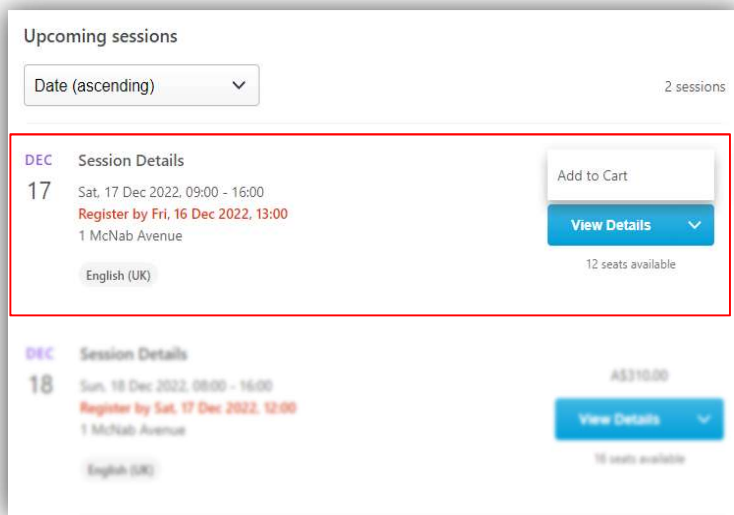
External Administrator Guide

Book and Pay for Training



1. Click on the **Select Session** button

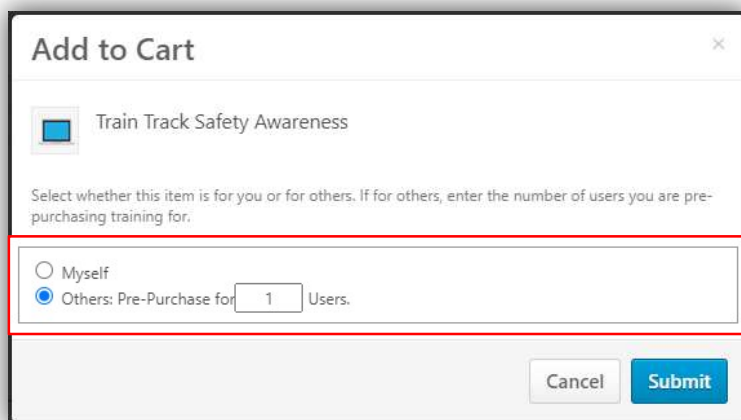
This will take you to the **Upcoming sessions** section



2. Locate the session you would like to attend and click on the arrow next to **View Details**

3. Click on **Add to Cart**

Note: Below the **View Details** button is the number of seats still available in the session



4. Select **Others: Pre-purchase for [#] Users**. Insert the number of users you want to book for training

5. Click **Submit**

External Administrator Guide

Shopping Cart Options ▾

Please ensure you meet all the PRE-REQUISITES for the training you are purchasing.

Title	Vendor	Recipient	Quantity & price	Subtotal
Train Track Safety Awareness	Metro Academy	Inventory	1 x A\$310.00	A\$310.00
Subtotal:				A\$310.00

Enter coupon code Apply **Total: A\$310.00**

[Proceed To Checkout](#)

Please ensure you meet ALL THE PRE-REQUISITES prior to purchase.
If you fail to meet the pre-requisites for this training you are likely to be withdrawn and charged a \$40.00 per person per course administration fee.
Please check all pre-requisites are met and current.

1. Review your shopping cart
2. Click Proceed to Checkout

Note: Please ensure your employees meet all the PRE-REQUISITES for the training you are about to purchase

Note: Please ensure that if you are buying for your employees, that the RECIPIENT section shows "Inventory" and not your own name. If your own name appears under the Recipient sections, this means you are purchasing for yourself and you will not be able to transfer this purchase over to another employee.

Step 1 - Payment Options ▾

If you fail to meet the pre-requisites for this training you are likely to be withdrawn and charged a \$40.00 per person per course administration fee.

Please ensure:

1. ALL details are correct
2. ALL pre-requisites are met

Payment Review Confirmation

Payment Method
Select ▾
Select
Credit Card

Back Next

3. Navigate to the Payment Method and select Credit Card

4. Enter your Credit Card details:
 - i. 16 Digit **Visa** or **MasterCard** number
 - ii. Expiry Date
 - iii. CVV Code (last 3 digits on the back of card)

Credit Verification Value (CVV) code protects the safety of funds when making purchases via the internet. The CVV code helps prove the actual physical card is present and the card account is legitimate.

Note: Please fill in all the required fields. Required fields have an asterisks (*) next to them. If these are not filled in, the form will error out and you will not be able to move forward

5. Enter your contact details
 - **E-mail address**
 - Please ensure this field is correct as your invoice will be emailed to this email address
 - **First Name**
 - **Last Name**
 - **Address**
 - **City / Suburb**
 - **Country**
 - Click on the dropdown and use textbox to search for your country, then click on the name of the country to select
 - **Post Code**

External Administrator Guide

Additional Information

Purchaser Street Address *
123 Test Drive

Purchaser Suburb *
Suburb

Purchaser State *
VIC

Purchaser Post Code *
3008

[Back](#) [Next](#)

6. Under **Additional Information**, re-enter your address details as per above

7. Click **Next** to proceed to the **Review Order** page

Step 2 - Review

Please ensure ALL details you have entered are correct before completing your purchase.

Please ensure you meet ALL THE PRE-REQUISITES
If you fail to meet the pre-requisites for this training you are likely to be withdrawn and charged a \$40.00 per person per course administration fee.

Payment Review Confirmation

Title	Quantity & price	Subtotal
Train Track Safety Awareness	1 x A\$310.00	A\$310.00
Subtotal:		A\$310.00
Total:		A\$310.00

[Back](#) [Place Order](#)

Need to make changes?
[Edit shopping cart](#)

Payment Method
Credit Card
VISA xxxxx-xxxx-xxxx-1111
[Change](#)

Invoicing Information
Your First Name Your Last Name
your.name@email.com
123 Test Drive
Suburb, 3008
Australia
[Change](#)

8. **Review** your order and ensure your details and the course you're booking is correct and you have met all the prerequisites.

Note:

If you need to change details on the Review page, you can click on the blue *Change* links under:

- Payment Method
- Invoicing Information

9. Click **Place Order**

THE PLATFORM eCOMMERCE FUNCTIONALITY



External Administrator Guide



Note: If you ever leave your cart for any reason, you will be able to continue shopping via the shopping cart picture located on the top right hand side of your homepage.

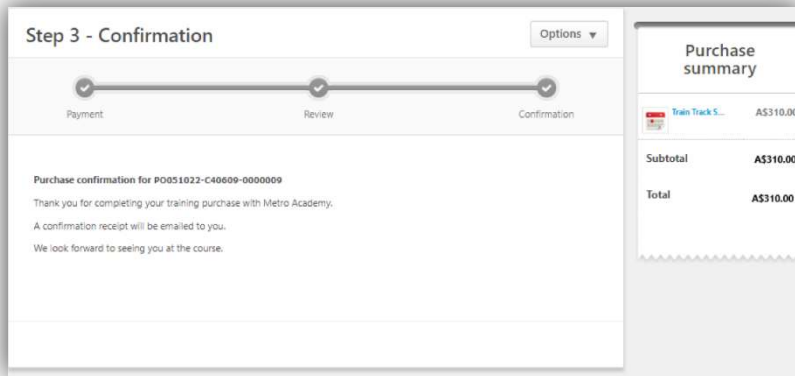
This cart icon will only appear if you have not finalised an order

10. Confirmation of purchase will be displayed if your purchase is successful

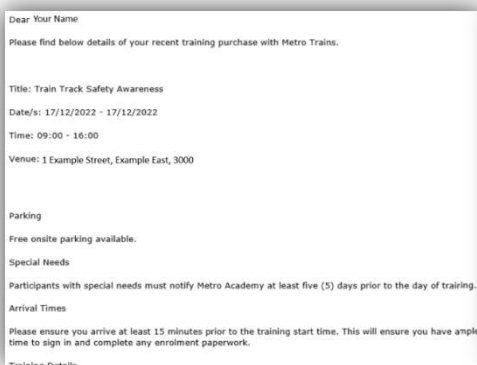
A Purchase Summary will be located on the right hand side of your screen

11. You will receive 2 emails

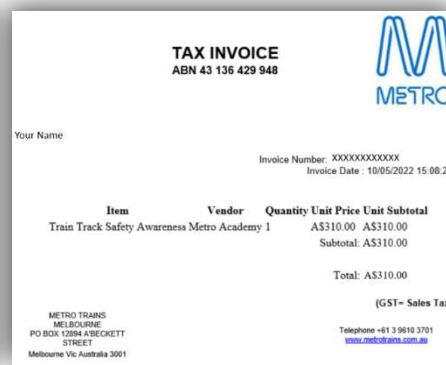
- A confirmation email with your training details
- A confirmation of purchase (tax invoice) email



Purchase summary	
Train Track S...	AS\$310.00
Subtotal	AS\$310.00
Total	AS\$310.00



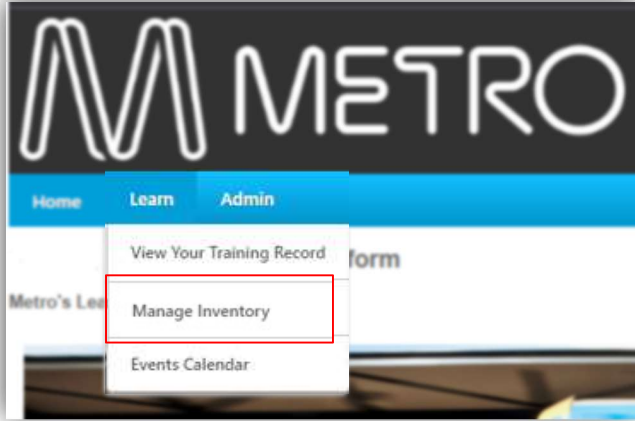
Confirmation Email with training details







Confirmation of purchase email (tax invoice)

External Administrator Guide

Assign Users to Training







1. Hover over **Learn** and click on **Manage Inventory**

Title	Purchased by	Date Purchas	Quantity	Used	Available	Options
Track Force Protection Coordinator 3.2 (Starts 08/12/2023)	Bobina Test	02/06/2022 09:41	2	0	2	 
Train Track Safety Awareness (Starts 17/12/2022)	Bobina Test	30/05/2022 11:29	1	0	1	 

2. The **Quantity** column shows you the number of places you have purchased

3. The **Used** column shows you the number of places you have assigned to your employees

4. The **Available** column shows you the number of places you still have available for each course

Title	Purchased by	Date Purchased	Quantity	Used	Available	Options
Track Force Protection Coordinator 3.2 (Starts 08/12/2023)	Bobina Test	02/06/2022 09:41	2	0	2	 
Train Track Safety Awareness (Starts 17/12/2022)	Bobina Test	30/05/2022 11:29	1	0	1	 

5. The **Arrow** icon is to **Assign Inventory**

6. The **Eye** icon is to **View Inventory Usage**

7. To register, click on the **Arrow** icon

External Administrator Guide

Assign Training

"Total Inventory Available" count includes Proxy Enrolment Requests started, but which may not be reflected immediately in the Inventory Management home page count.

First name Last name

Select OU criteria

Total Inventory Available : 2
Inventory to be Assigned : 2
(3 results)

ASSIGN TRAINING

Due date: Optional. Entering a Due Date will trigger reminder e-mails for learners who have not completed the course.

<input type="checkbox"/> Name	Assignment History	Current status	OU
<input checked="" type="checkbox"/> Test, Bobby	0	None	ACME (Primary OU)
<input type="checkbox"/> Test, Bobina	0	None	ACME (Primary OU) External Admin (Position)
<input checked="" type="checkbox"/> Test, Bobson	0	None	ACME (Primary OU)

8. Tick the **Name** checkbox/s of the users you want assigned to training

9. Click **Submit**. This will take you back to the **Training Inventory** page

Assign Users

Training Inventory

Title All Types

(2 results)

Title	Purchased by	Date Purchased	Quantity	Used	Available	Options
Track Force Protection Coordinator 3.2 (Starts 08/12/2023)	Bobina Test	02/06/2022 09:41	2	2	0	<input type="button" value="View Enrolments"/>
Train Track Safety Awareness (Starts 17/12/2022)	Bobina Test	30/05/2022 11:29	1	0	1	<input type="button" value="Assign Users"/> <input type="button" value="View Enrolments"/>

10. To confirm users have been assigned to the training, click the **View Enrolment** icon under **Options**

View Enrolment - Track Force Protection Coordinator 3.2

Training Details

« Previous 1-2 of 2 Next »

Assigned Users

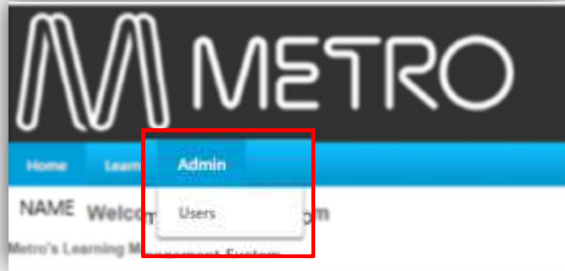
EMPLOYEE NAME	REGISTERED	DUE DATE	OPTIONS
Bobson Test	02/06/2022 09:51		<input type="button" value="View Enrolment"/>
Bobby Test	02/06/2022 09:51		<input type="button" value="View Enrolment"/>

11. Under **EMPLOYEE NAME**, you will see names of the users assigned to the training course

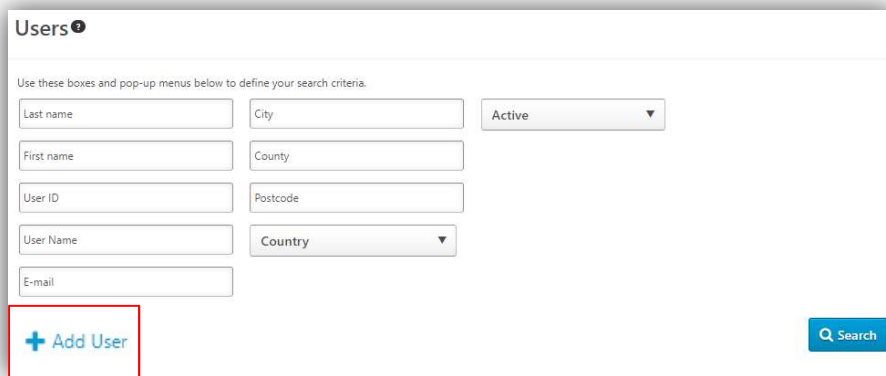
External Administrator Guide

Adding New Users

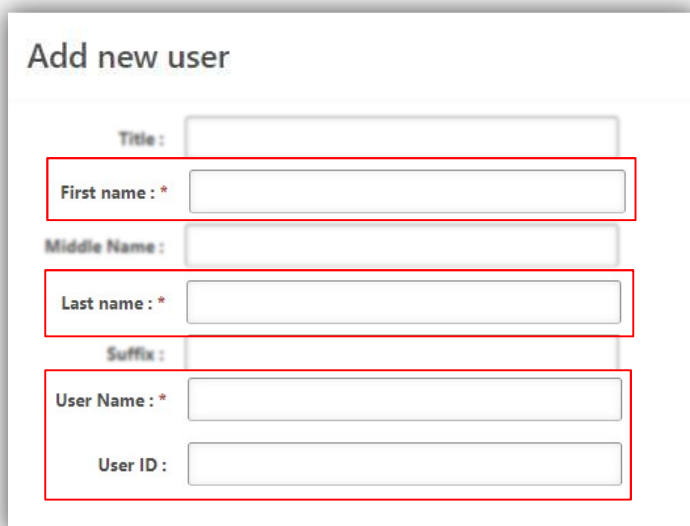
To assign training to individuals in your organisation, they need to be in the system as users.



1. Hover over **Admin** and click on **Users**



2. Click on **+ Add User**



Note:

Enter user's **FULL LEGAL NAME** as it will appear on their completion certificate

3. Enter in the new users' details:
 - First name
 - Last name
4. Enter new users' **E-MAIL** address in:
 - User Name
 - User ID

External Administrator Guide

Contact

Address Line 1: Address Line 2:

City: County:

Postcode: Country:

Phone: E-mail Address:

5. Enter E-mail Address in the E-Mail Address field

Note:

User's email address must be entered in the E-Mail Address field for the user to receive e-mail notifications

Organisation Structure

Dept Manager: Primary OU: *

Position: Location:

Self Registration Group: Medical Category:

Company: Department:

Division: Group:

Section: Subsection:

Sub-Subsection:

6. Click on the expand icon for **Primary OU** (Primary Organisation Unit, which is your organisation name)

Select Primary OU

Title	ID
ACME	EXE-ACME

7. Click on your organisation name (in blue under Title)

User Record Custom Field

8. Expand the **User Record Custom Field** by clicking on the arrow to the right

External Administrator Guide

User Record Custom Field

Date of Birth:

Rail Industry Worker (RIW) Number:

Language, Literacy, Numeracy:

- Reading
- Writing
- Numeracy
- Oral Communication (English)
- I do not require additional assistance

Company Name:

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9. Fill in the users:

- Date of birth (using the date selector)
- Rail Industry Worker (RIW) Number (last 8 digits only - do not put in the leading "20" or the hyphen "-")
- Language, Literacy or Numeracy requirements (tick all that apply)
- Company name

10. Click Save

11. Create a new password for the new user

- Read the new password criteria
- Create a new valid password
- Re-enter this password to confirm
- Click Save

Change password

The new password must match the following criteria:

- * Passwords must contain both uppercase and lowercase letters.
- * Passwords must contain both alphabetic and numeric characters.
- * Passwords cannot have three or more consecutive identical characters.
- * Passwords cannot be the same as any of the previous 8 passwords.
- * Passwords must be 8 - 20 characters.
- * Passwords cannot have leading or trailing spaces.
- * Passwords cannot be the same as the Username, User ID or e-mail address.

New password:

Confirm password:

12. To search for a user:

- Enter Last Name
- Enter First Name
- Click Search

13. If they are in the system, you will find the user under the Search Results section

Users

Use these boxes and pop-up menus below to define your search criteria.

Last Name: City: Active:

First Name: County:

User ID: Postcode:

User Name: Country:

E-mail:

Search Results (1 result)

	User Name	User ID	Status	Identifier	Options
<input type="button" value="Test, Bobby"/>	bobby@test.com	bobby@test.com	Active	ACME (Primary OU)	<input type="button" value="Options"/>

Note:

If you cannot find a user, it may mean they either do not exist, or they are under a different Primary OU