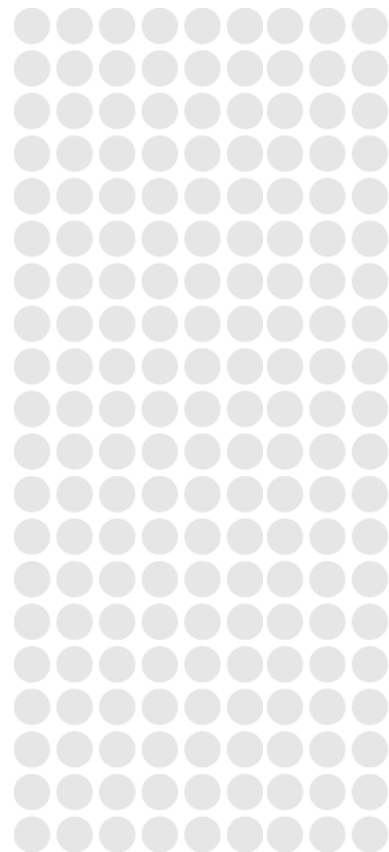




SkillPASS

info pack

For Contractors



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1 Definitions

Contractor: company (large or small) that is contracted to APA to provide services through its own employees. Contractor employees do not have an APA email address and remain an employee of their contracting company.

Employee: any person working for a contractor company.

APA Contact: person employed directly by APA.

Manager: APA employee responsible for a project or worksite that uses contractors to complete required work under a contract

Administrator: employee of contracting company provided with access to SkillPASS records and responsibility for administering SkillPASS processes and ensuring contract company employees are registered with SkillPASS and keep records up to date

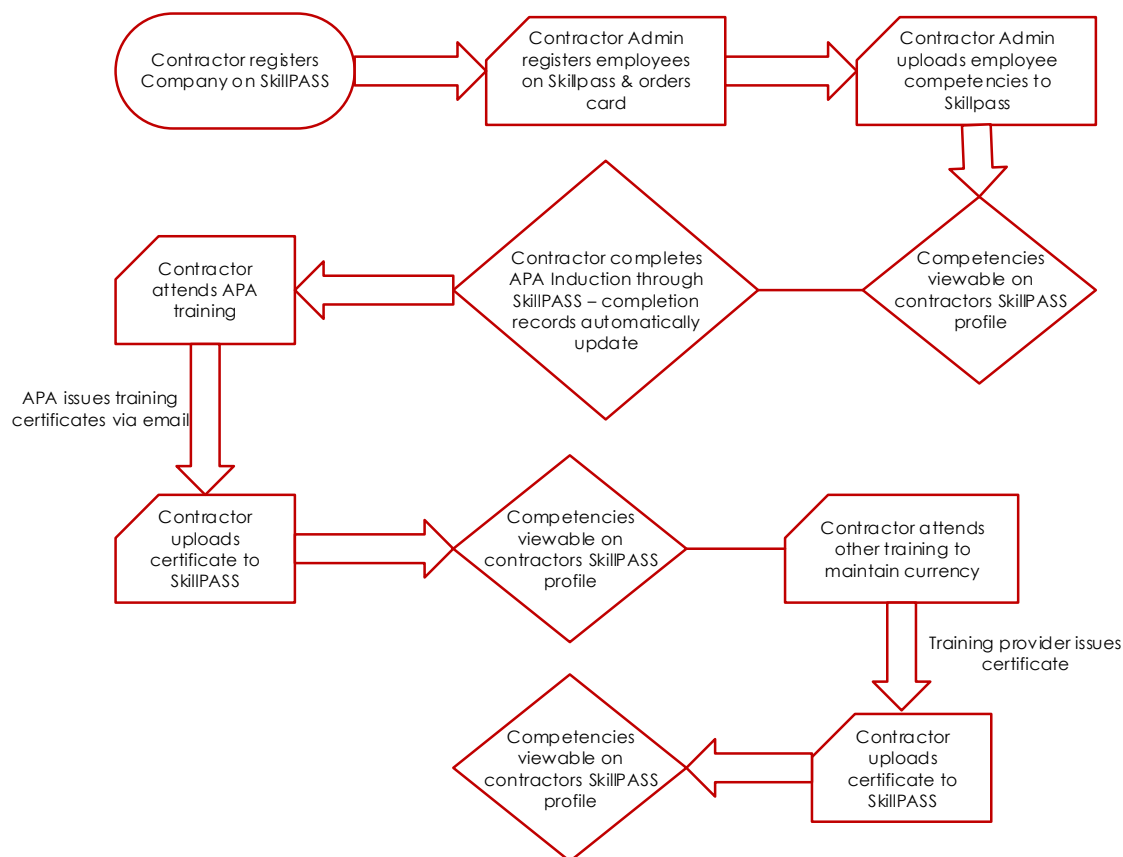
2 What is SkillPASS?

SkillPASS is a competency management system that companies use to manage the training records of employees including all competencies, skills, licences and qualifications. The system is 'operated' as a national LMS by Energy Skills Queensland (ESQ) and is used by many companies within the gas and energy industry.

SkillPASS provides you with the following:

- A place to store records of competencies, skills, licences & qualifications for yourself and all your employee employees
- Enables an employee to provide proof of competency anywhere any time
- Access 24/7 via smartphone, tablet or computer to training records
- Provides an eLearning platform to access training from especially Induction programs
- Eliminates the need to carry paper copies of certificates

2.1 How does it work?



3 Why is APA using SkillPASS?

APA regards Safety as a priority in all aspects of works. As such, contractors working across APA will be required to provide proof of competencies prior to performing work on APA worksite.

To provide consistency and to facilitate compliance of this requirement, APA is will now require contractors to be registered on SkillPASS. SkillPASS is an industry competency management scheme for verifying competency.

This platform enables workers to provide proof of competency to comply with company, project and regulatory requirements with the aim to minimise the risk of untrained personnel carrying out any work.

The APA HSE Induction, and some site inductions, will be hosted on SkillPASS and all contractors will be required to access the Induction through this platform.

3.1 Who will be required to use SkillPASS?

All third party contractors will be required to hold their training records on SkillPASS and ensure APA is able to access these records either via scanning each employee's SkillPASS card, or via a training report prepared by the Administrator. Any contractor without an APA email address and access to APA's internal LMS will use SkillPASS to hold, validate and provide evidence of qualifications and competence.

Contractors and their employees will use SkillPASS to:

- Provide evidence of competency prior to performing work at APA sites
- Complete the APA Corporate inductions

4 How do contractors join SkillPASS?

Just head to the SkillPASS website and click on Login / Register. (<https://www.skillpass.com.au/>) This website also provides FAQ's on how to use the system.

Once you have registered your company and the SkillPASS team has approved it, you can then register and create SkillPASS profiles for your employees. Once each employee's registration is complete, they will be sent a SkillPASS card, which is what will be scanned each time to check on competencies.

Note that you should not assign job roles to employees until they have completed registration. If added before, the admin process will be more complex, so is best to wait until after employee has completed registration. See section 5.3 for info on Job Roles.

You can also access the SkillPASS website via the APA website through the contractor/supplier page. Visit www.apa.com.au/suppliers-and-contractors/working-with-apa/ and click on Induction & Training, and then scroll down to the SkillPASS section, where you will find a link to the website to register and complete the Induction.

4.1 What costs are involved?

- Company registration is free
- The initial Registration Fee per employee is \$65+gst
- The Annual Renewal Fee per employee is \$35+gst
- Each Induction is \$15+gst

4.2 How is SkillPASS managed within a company?

The company will nominate an admin person/s (administrators), who will coordinate employee's registrations, competencies & induction enrolments. This is up to the contractor company to decide who will have admin access. Any queries about setting up registration should go directly to SkillPASS. See section 13 "Further Information" for contact details.

Administrators and employees have different access rights that enable them to access different levels of cardholder details from Energy Skills Queensland's secure competency management database.

5 What happens after the contractor registers the company?

After registering your company, your portal will be created for you and logins will then be sent to whomever you nominated as the company administrator, usually the person who completed the company's registration. You can assign multiple administrators. This process can take up to one business day, after which you will receive temporary logins to access your portal. Your temporary logins will be required to be changed upon your first login for security purposes.

Upon successfully accessing your portal, you should then take a moment to familiarize yourself with the tab and tile functions of the portal.



Generally, you should first ensure your portal is set up with the correct details in the Company tab. In here, you will be able to:

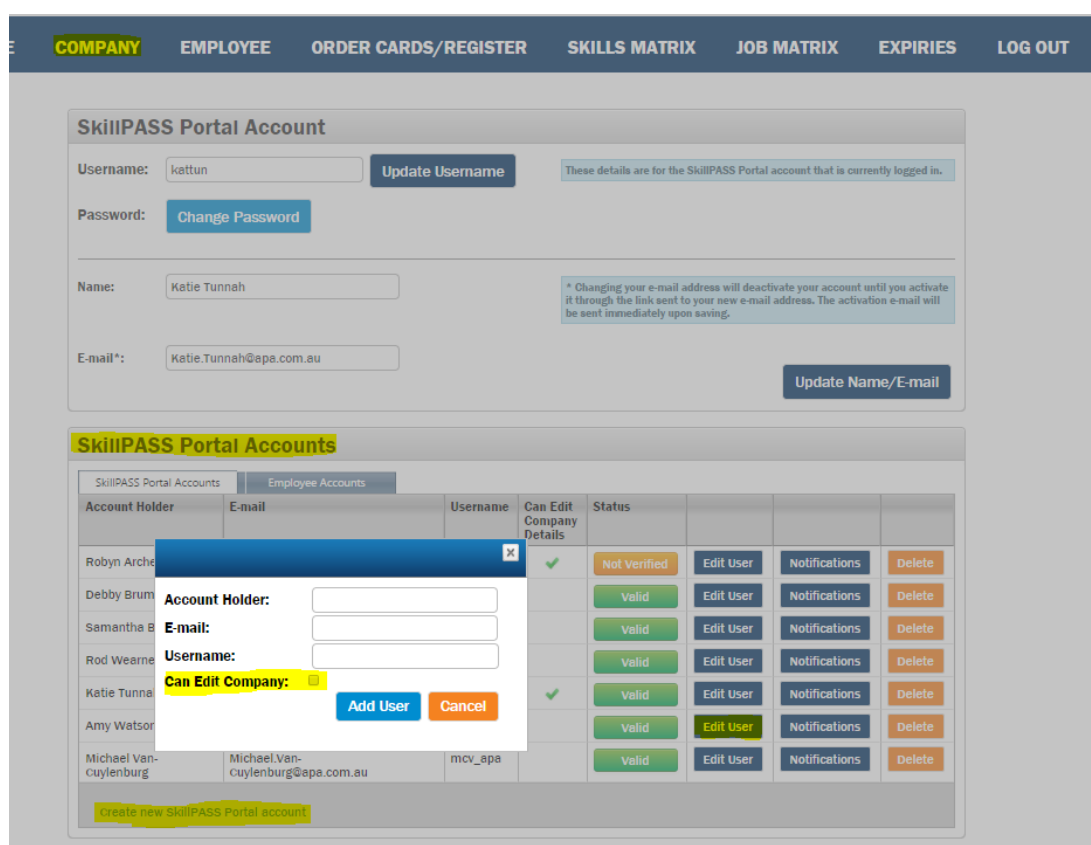
1. Assign/edit more portal administrators [up-to-10] – see section 5.1
2. Nominate contacts [accounts/inductions/card mailing addresses]

Once you have set up details correctly, you can start adding employees, who will each receive a SkillPASS card once registration is complete.

5.1 How do you assign Administrator access?

Under the Company section, select Login Account Management. Under the SkillPASS Portal Accounts, you can add new account holders and give admin rights.

1. Click on Create new Skillpass Portal account, to add a new admin employee.
2. Add details, and select the Can Edit Company tick box, if you would like them to have editing rights. If this box is not ticked, they can access the company account to view and report, but cannot edit or add details.
3. You can amend editing rights at any time, by clicking on the Edit User button of each account holder.



SkillPASS Portal Account

Username: kattun **Update Username** These details are for the SkillPASS Portal account that is currently logged in.

Password: **Change Password**

Name: Katie Tunnah * Changing your e-mail address will deactivate your account until you activate it through the link sent to your new e-mail address. The activation e-mail will be sent immediately upon saving.

E-mail*: Katie.Tunnah@apa.com.au **Update Name/E-mail**

SkillPASS Portal Accounts

Account Holder	E-mail	Username	Can Edit Company Details	Status			
Robyn Archer			✓	Not Verified	Edit User	Notifications	Delete
Debby Brumby				Valid	Edit User	Notifications	Delete
Samantha B				Valid	Edit User	Notifications	Delete
Rod Wearne				Valid	Edit User	Notifications	Delete
Katie Tunnah			✓	Valid	Edit User	Notifications	Delete
Amy Watson				Valid	Edit User	Notifications	Delete
Michael Van-cuylenburg	Michael.Van-cuylenburg@apa.com.au	mcv_apa		Valid	Edit User	Notifications	Delete

Account Holder:

E-mail:

Username:

Can Edit Company: ☒

Add User **Cancel**

Create new SkillPASS Portal account

5.2 How do you register an employee and get their SkillPASS card?

Registering an employee is a **two-step** process – you must ensure to complete both steps to correctly register the employee.

Step 1 – register employees

From the home screen, click on the Add New Employees icon, as shown in screen shot below. You will then need to input all required employees details. Click on submit. You will need to upload a photo of the employee for use on the card, for ID purposes.

If there is a relevant APA job role listed, this can be attached to the profile. APA job roles are still being developed, so if it is not listed, use the Skillpass General job role.

Step 2 – order card

From the home screen, click on the Order Cards or Register icon, as shown in screenshot below.



The next screen will show the status of all registrations – for new cards, click on Order Cards/Register for Training.

Registration System

Order Cards/Register for Training ←

Registration Requests In Progress

There are no current booking requests for your company.







Registrations Rejected by SkillPASS

Load Recent Rejected Requests

Cancelled Registrations

Load Recent Cancelled Requests



Then select SkillPASS card, and order new card.


Step 1: Select Requirement

Step 2: Select Employees

Step 3: Confirm Employee Details

Step 4: Upload Employee Paperwork

Step 5: Pay Fees (if applicable)

Step 6: Send for Approval

Choose booking

SkillPASS CARD ←
Training/Induction

Please select the type of card you wish to register for

From this screen, you can see the registration status of all added employees. You can also add new employees from this screen.

Select the employees who you need to order cards for, and click through to submit payment.

Select Employees

☒ Show already registered employees

Add New Employee

Employee	Select to Register	Registration Request Status	Registration Status
Amy, Charles E			✗ There is already an existing registration for this employee at the requested booking date, but it is invalid at that time due to: No Valid SkillPASS Fee
Archer, Robyn			✓ There is already a valid registration for this employee at the requested booking date - Effective 8/06/2018 - 1/01/3000
Bailey, Wayne P			✗ There is already an existing registration for this employee at the requested booking date, but it is invalid at that time due to: No Valid SkillPASS Fee SkillPASS General is required, but not all requirements are currently met
Baldwin, Patrick S			✗ There is already an existing registration for this employee at the requested booking date, but it is invalid at that time due to: No Valid SkillPASS Fee
Chughtai, Mudassar B			✓ There is already a valid registration for this employee at the requested booking date - Effective 10/11/2017 - 1/01/3000
Crombie, William I			✓ There is already a valid registration for this employee at the requested booking date - Effective 1/11/2016 - 1/01/3000
De Jong, Robert	<input type="checkbox"/>		
Dysart, Rhys			✓ There is already a valid registration for this employee at the requested booking date - Effective 28/11/2016 - 1/01/3000

5.3 What job role should I assign to an employee?

APA is in the process of creating job roles, so these do not yet exist for all contractor roles. All APA job roles will start with the prefix "APA", so if your relevant role is not listed, please select the **"Skillpass General"** role, and add all required competencies.

5.4 The SkillPASS APP - easy access to complete inductions/view competencies?

Follow these steps to enable employees to access the Skillpass APP. Employees can complete inductions and show/view required competencies via the app, as well as uploading their own competencies, receive expiry reminders and other functionality.

5.4.1 Contractors/employees

Employees who have been registered and activated on SkillPASS are all able to download the SkillPASS mobile APP to their personal smart-phone device. Apple and Android users can go to their respective APP store and download "SkillPASS Mobile".

Employee access to the APP is activated by the company administrator through the company portal. To do this company administrators need to:

1. Login to their company portal
2. Hover over the Company tab until they see the Login Account Management option
3. Find the Employee Account tab
4. Employees awaiting APP logins will have "No Account" next to their name.
5. Click the No Account button to bring up the "create new account" window.
6. Check the email address is correct and complete the account creation
7. Click "create account"
8. An automation will be sent to the employee's email with their logins which they can input into their downloaded APP

A manual has been specially created for using the SkillPASS APP. It can be found on the skillpass.com.au website, under the Manuals and Training tab.

Alternatively, the hyperlink can be found here: [SkillPASS APP manual](#)

5.4.2 APA Employees

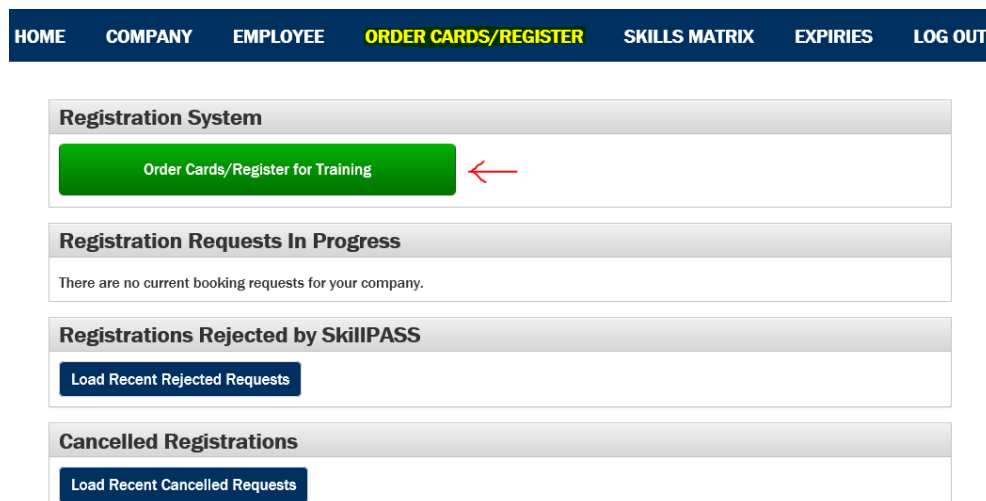
APA personnel do not need the Skillpass app. To view the contractor's profile, they only need to use their device to scan Skillpass cards. On newer phones, you only need to use your camera to hover over the black square (QR Code) on the SkillPASS card and a link will automatically pop up (ensure data/wifi is on). Old phones will need to download a QR Code scanner/reader from the app store on your device. Any Scanner app will work.

6 How does a contractor enroll in the APA Induction program?

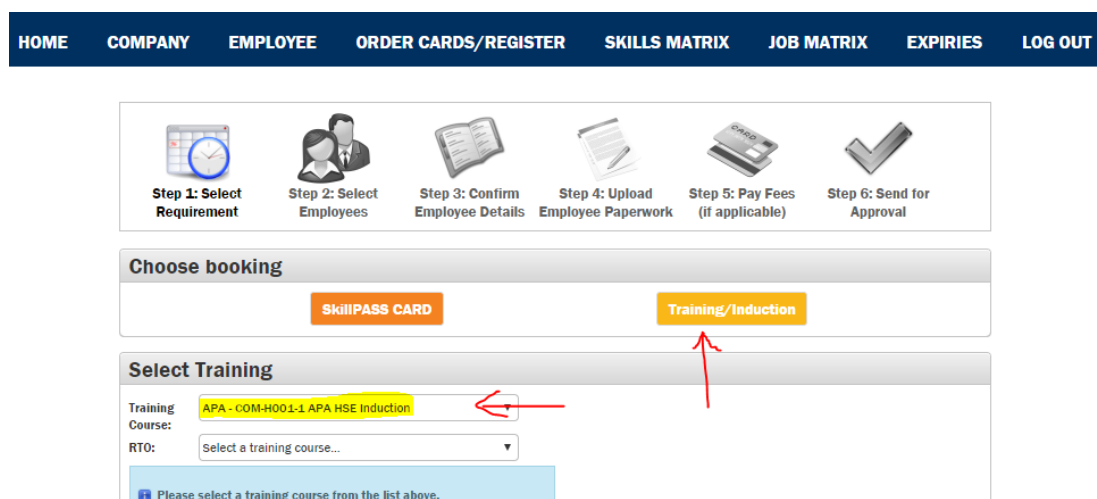
NOTE: The APA HSE Induction has been updated. It is no longer called Level 1 & Level 2 Induction, but is now called APA HSE Induction. The Level 1 & Level 2 Induction is equivalent to the new APA HSE Induction, so no need to re-do.

The company administrator will need to enroll employees via the contractor SkillPASS portal. If an employee needs to complete the Induction, they will need to contact their company administrator to book this.

From the home screen, click on Order Cards/Register and then select the Register for Training button, as below:



You then select the Training/Induction option, and follow the steps through to select the APA Induction for the required employee:



6.1 How does the employee complete the online induction?

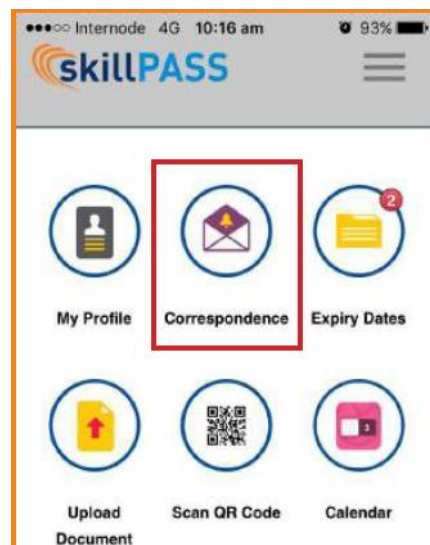
The Induction can be completed on a computer or on your mobile device. The most efficient way to access SkillPASS is through the app – see section 5.2 on how to gain access to the app.

If you do not have the app

Once the company administrator has enrolled the employee into the Induction, they will receive an email with a link. Click on this link, and it will take them directly to the APA Induction program. Once completed, their SkillPASS profile will be automatically updated reflect this. EMPLOYEE NOTE: Ensure to take a screen shot of the completion page, in the instance that you have not yet received your SkillPASS card, and need to show evidence.

If you have the app

Once the company administrator has enrolled the employee into the Induction, they will receive a notification on the app. This will show up under the Correspondence icon. Click on the link and complete the induction, and this will show up under My Profile and then under Skills.



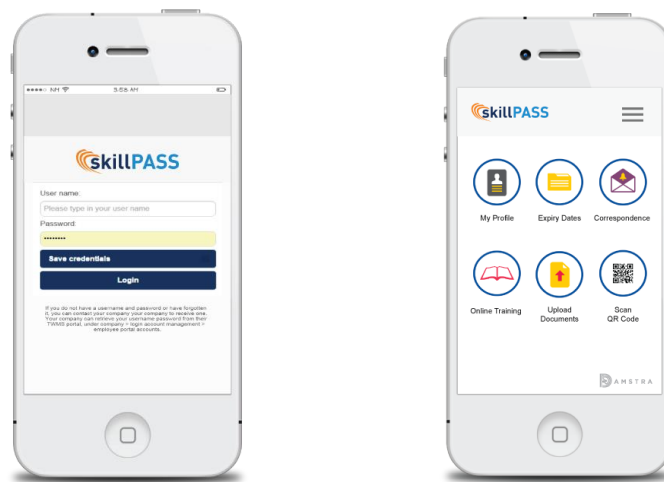
6.2 What if the contractor has already completed the induction on the old portal?

The APA HSE Induction is valid for 3 years, so if this has been completed on the old portal and it is still within 3 years, you do not need to re-do. Log in to your old induction account, or contact the APA Training Team to obtain a copy of the completion certificate to upload to the Skillpass profile. See section 11 for info on how to upload competencies.

7 How does a contractor check their own competencies?

The company administrator can check competencies via the company portal. The employee will need access to the Skillpass APP to view their own details.

With the SkillPASS app (See section 5.2 how to gain access to the app), employees can view and track their own competencies, with expiry alerts sent to employees on a 30, 60 and 90 day basis. They can also use this as evidence of competencies if they do not have their card on them.



Skills

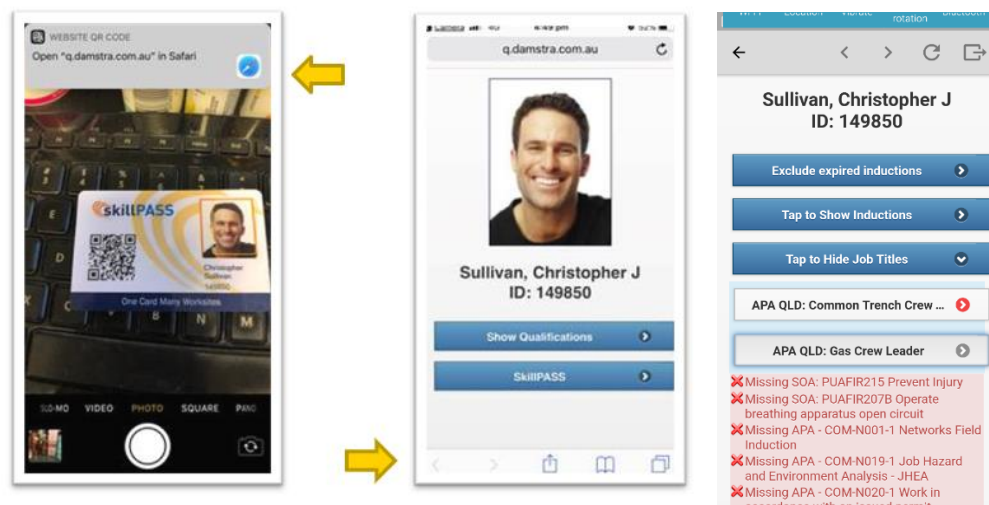
Skill Name	Skill Type	As Of Date	Expiry Date
Certificate Of Completion: Industry Safety Induction (Evidence Provided)	Communication	19/10/2017	19/10/2021
Drivers Licence Mr (drivers licence)	Communication	15/02/2017	15/02/2024
Ohs Construction Induction - General Safety (Evidence Provided)	Communication	22/09/2006	N/A
Org-All-Wbt06728 Hse General Awareness Induction Fee (Competent)	Communication	04/10/2017	4/10/2018
Org-All-Wbt06728 Hse General Awareness Induction (Competent)	Communication	10/10/2017	N/A
Origin: Integrated Gas Qld Operation Assets Induction Fee (Competent)	Communication	04/10/2017	4/10/2018
Origin: Integrated Gas Qld Operation Assets Induction (Competent)	Communication	10/10/2017	N/A
Skillpass Registration (Competent)	Communication	27/09/2017	27/09/2018

8 How does APA check if a contractor has the required competencies/completed Inductions?

Each employee will be issued with a SkillPASS Card and on the card is a QR code (the black square, as shown in the image below). Most new phones will scan the card just by hovering the camera over the QR code.

Alternatively, for older phone models, APA employees may need to download a QR Code reader on your device (see section 5.2 for how to download this app), and you can scan the card to see a list of completed competencies. If you do not have access to the card, the employee can send a photo of their card to you, and you can still scan the QR Code from the photo.

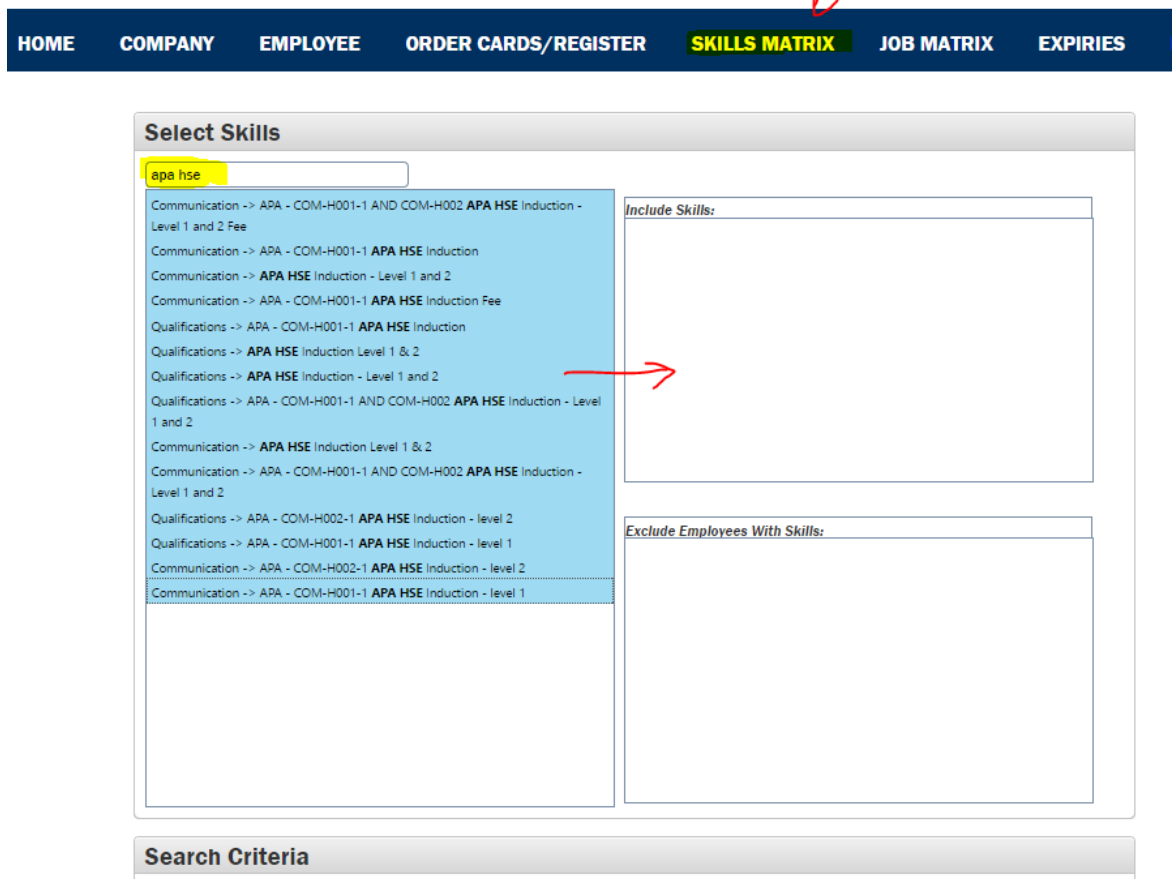
NOTE: you can scan an image of the card – it is a good idea to take a photo of the Skillpass card, and this can be sent via email, or scanned via another mobile device. The QR Code stays current, so even if the profile data is updated, scanning the same QR code will always show the most recent data.



8.1 How can contractors prove they have completed online Induction/show required competencies if they have not yet received Card?

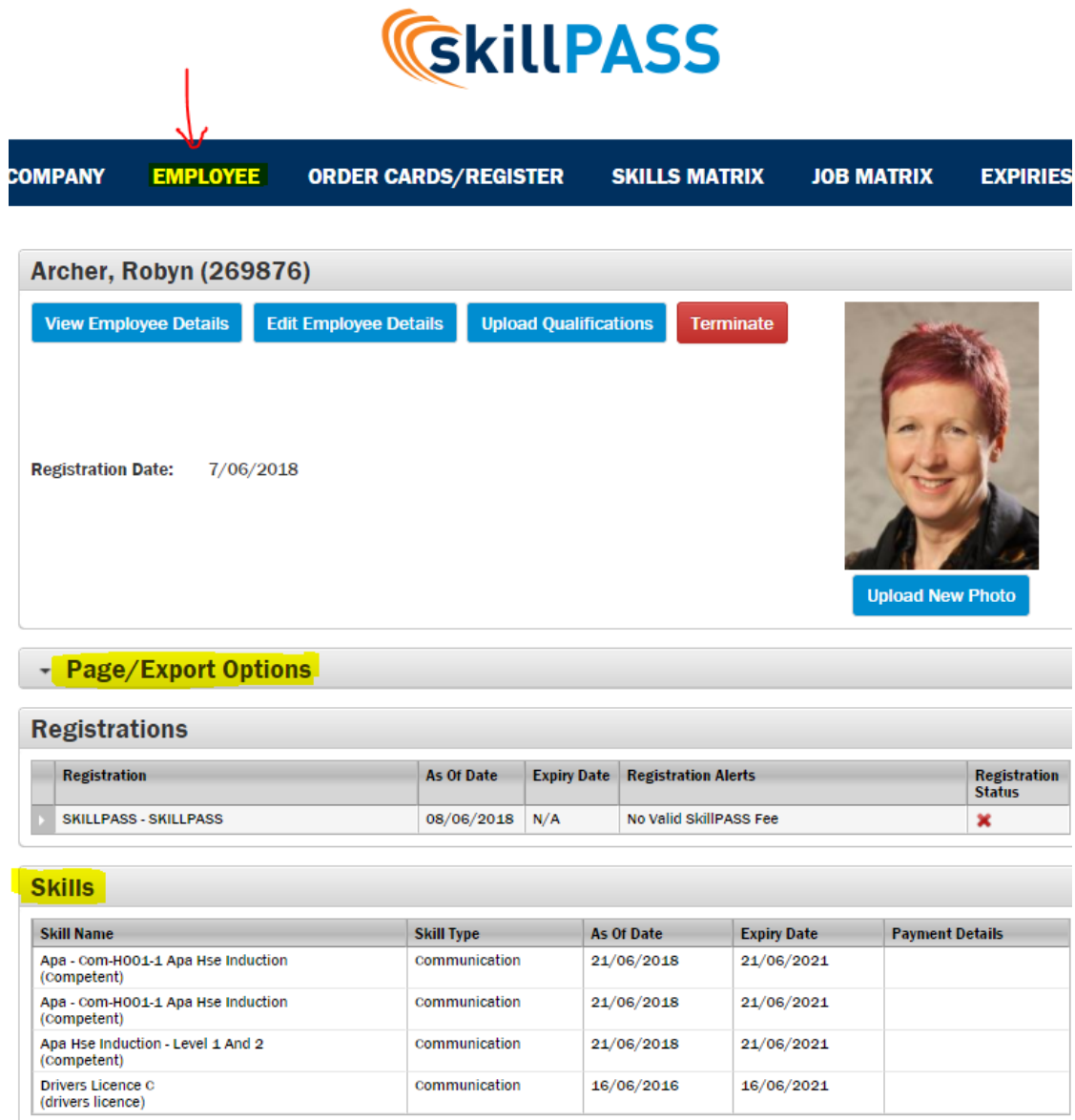
1. SkillPASS APP – Once a SkillPASS APP access has been set up, the employee can show evidence of competencies via the app. See section 5.2 for how to gain access to the app.
2. The company admin can produce a report, as per details below:
 - a. click on the Skills Matrix section
 - b. type APA HSE in the search box to narrow skills list down

- c. select all relevant skills and drag across to Include Skills box
- d. amend Search Criteria and Search Options to suit, and select to export via PDF or Spreadsheet
- e. Ask them to send you the report.

3. The company admin can take a screen shot of the employees profile, as per details below:
 - f. Click on Employee and then select the relevant person
 - g. Inductions/competencies will be listed under Skills (if they have been uploaded successfully)
 - h. A PDF report can be produced using the Page/Export Options section.

- i. Ask the contractor to send the report/screen shot.



skillPASS

COMPANY **EMPLOYEE** ORDER CARDS/REGISTER SKILLS MATRIX JOB MATRIX EXPIRIES

Archer, Robyn (269876)

View Employee Details Edit Employee Details Upload Qualifications Terminate

Registration Date: 7/06/2018

Upload New Photo

Page/Export Options

Registrations

Registration	As Of Date	Expiry Date	Registration Alerts	Registration Status
SKILLPASS - SKILLPASS	08/06/2018	N/A	No Valid SkillPASS Fee	✗

Skills

Skill Name	Skill Type	As Of Date	Expiry Date	Payment Details
Apa - Com-H001-1 Apa Hse Induction (Competent)	Communication	21/06/2018	21/06/2021	
Apa - Com-H001-1 Apa Hse Induction (Competent)	Communication	21/06/2018	21/06/2021	
Apa Hse Induction - Level 1 And 2 (Competent)	Communication	21/06/2018	21/06/2021	
Drivers Licence C (drivers licence)	Communication	16/06/2016	16/06/2021	

8.2 What if I am not onsite, and can't access the employee's card to scan?

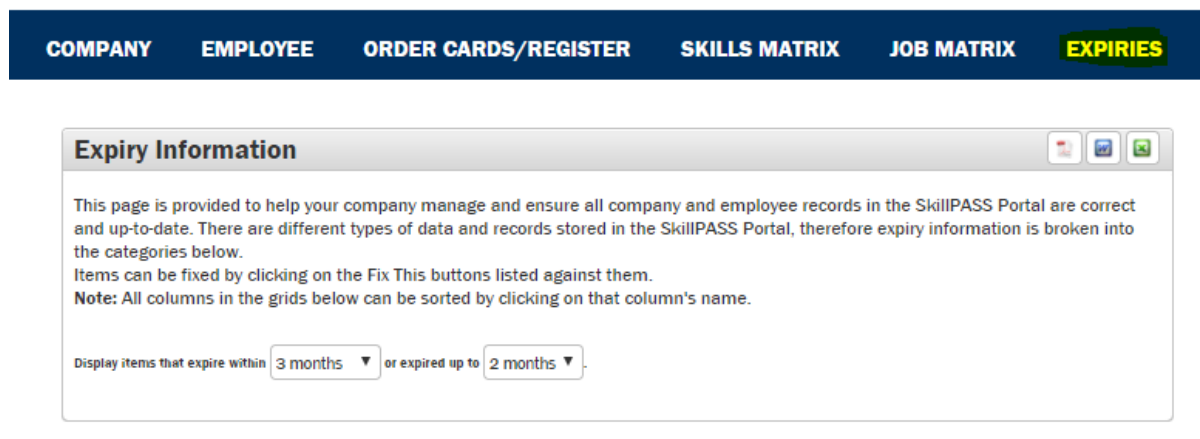
Contractors/employees can send in a photo of their SkillPASS card, which can be scanned to check if they have the required competencies.

Alternatively, APA can request a copy of the contractor companies Skills Matrix, which they can access via their SkillPASS portal. See section 8.1 for details on how to produce a Skills Matrix report.

9 Does SkillPASS notify of expiring competencies?

YES.

Contractor companies can easily manage workforce skills and qualifications, with notifications provided when employees' competencies are going to expire; these notifications are provided on a 30, 60 and 90 days terms, ensuring sufficient notice is given to organise refreshers.



The screenshot shows the 'EXPIRIES' section of the SkillPASS portal. At the top is a dark blue navigation bar with white text links: COMPANY, EMPLOYEE, ORDER CARDS/REGISTER, SKILLS MATRIX, JOB MATRIX, and EXPIRIES (which is highlighted in yellow). Below this is a window titled 'Expiry Information' with a grey header and three small icons on the right. The window contains the following text: 'This page is provided to help your company manage and ensure all company and employee records in the SkillPASS Portal are correct and up-to-date. There are different types of data and records stored in the SkillPASS Portal, therefore expiry information is broken into the categories below. Items can be fixed by clicking on the Fix This buttons listed against them. Note: All columns in the grids below can be sorted by clicking on that column's name.' At the bottom of the window, there are two dropdown menus: 'Display items that expire within 3 months' and 'or expired up to 2 months'.

10 Who is responsible for renewing registration?

It is the responsibility of the contractors companies to ensure their skillPASS registrations are kept current. Skillpass sends reminder emails, so the Administrator will need to ensure email addresses are updated if they change, so that notices are received.

Alternatively, there is a dedicated Expiries tab in the Company SkillPASS portal where upcoming expiring documents, including registration fees, can be viewed. Date fields, which filter the information displayed, can be toggled in the top box on this page.

COMPANY
EMPLOYEE
ORDER CARDS/REGISTER
SKILLS MATRIX
JOB MATRIX
EXPIRIES

Expiry Information

This page is provided to help your company manage and ensure all company and employee records in the SkillPASS Portal are correct and up-to-date. There are different types of data and records stored in the SkillPASS Portal, therefore expiry information is broken into the categories below.

Items can be fixed by clicking on the Fix This buttons listed against them.

Note: All columns in the grids below can be sorted by clicking on that column's name.

Display items that expire within 3 months or expired up to 2 months

Registrations/Training

If registrations/training have expired, your employees will not have site access.

To Fix: Click on the Fix This button to begin a new booking. The Fix This button will not appear against discontinued inductions/site familiarisations.

Employee Name	Card ID	Item Name	Expiry Date
No items expiring in this category for this date range.			

Fees

Registration and licence fees must be kept up to date to ensure that employee site access is not affected.

To Fix: Click on the Fix This button to pay and update licence and registration fees. The Fix This button will not appear if there are accounts issues with your company.

Employee Name	Card ID	Item Name	Expiry Date	
Crombie, William I	171598	SkillPass Registration Annual Renewal	01/11/2019	Fix This
Fox, Michael L	218474	SkillPass Registration Annual Renewal	10/10/2019	Fix This
Hell, Christopher J	210778	SkillPass Registration Annual Renewal	20/09/2019	Fix This
Kalleth, Raj	169135	SkillPass Registration Annual Renewal	11/10/2019	Fix This
Slattery, Gordon W	170463	SkillPass Registration Annual Renewal	21/10/2019	Fix This
Twist, Warren E	169271	SkillPass Registration Annual Renewal	12/10/2019	Fix This

Qualifications

You can update and add to your qualifications at any time in the SkillPASS Portal.

To Fix: Click on the Fix This button.

Employee Name	Card ID	Item Name	Expiry Date	
Kelly, Peter J	216704	Drivers Licence MR	12/10/2019	Fix This
Storer, Jamie	175607	IG-COAU-ILT00729 SAA Permit to Work - Holder	19/12/2019	Fix This

11 How do contractors upload competencies?

It is the Contractors/employees responsibility to ensure their competencies are up to date and are uploaded to SkillPASS.

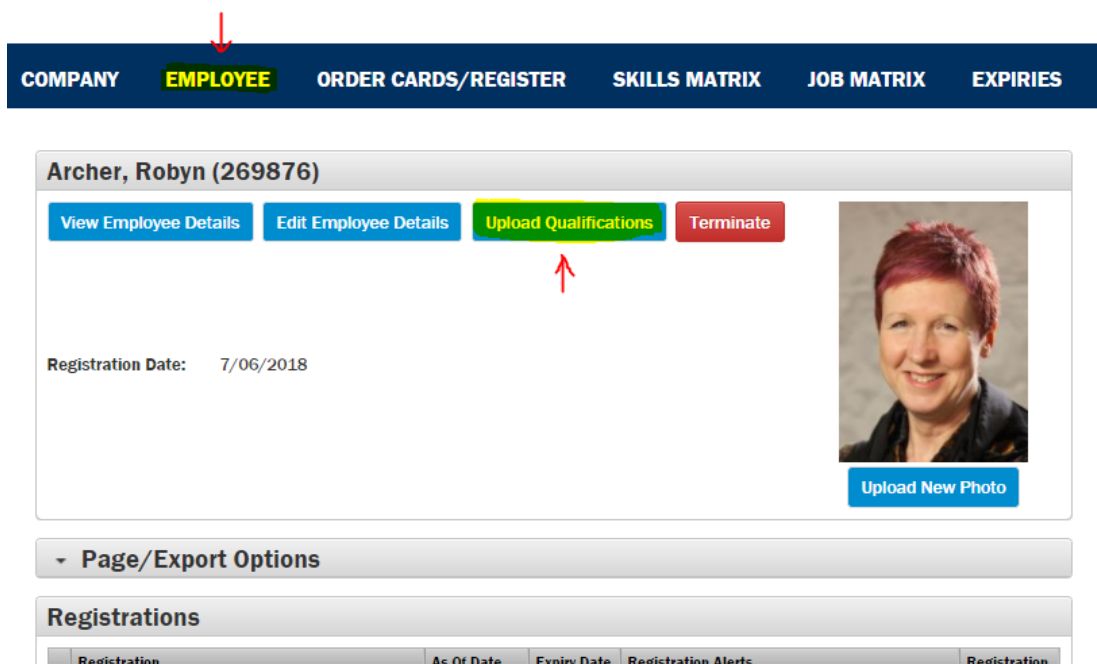
Certificates and qualifications can be uploaded by the company administrator on behalf of the employee or by the employee themselves.



Employees can upload competencies via the Upload Documents button in the APP.

Administrators can upload competencies via the company portal, by selecting the relevant employee, and then clicking on Upload Qualifications.

Acceptable file formats are PDF, JPG (JPEG), DOC (DOCX), TIF (TIFF), GIF, PNG, XIG, BMP.



12 What happens when the contractor does APA training (how is this recorded on skillPASS)?

When an employee attends APA training, or completes field assessment, the Training Team will issue them with a completion certificate, listing the competencies they have obtained. These will be sent via email (if not handed out in class), so the contractor will need to ensure to supply a correct email address when booking into a session.

Once received, this certificate is uploaded by the employee or the administrator – see upload details in section 11.

Please contact the APA Training Operations Team if certificates have not been received: training@apa.com.au

13 Further information

For more information on how to use SkillPASS, and for detailed step-by-step processes, visit the SkillPASS website FAQ page here:

<http://www.skillpass.com.au/faqs/>

Or contact SkillPASS directly:

07 3721 8800

admin@skillpass.com.au

<http://www.skillpass.com.au/contact-us/>

Please note that any technical assistance on using the Skillpass portal, it is best to contact Skillpass directly, as APA does not have access to your company account.

For any basic information about Skillpass or our induction processes, required training or missing APA certificates, contact either your APA representative, or the Training Team at training@apa.com.au.