



Water Corporation HSE Induction - Frequently Asked Questions

<i>Contractor Induction Overview</i>	2
<i>How often will I have to complete the Water Corporation Contractor Induction?</i>	2
<i>How long will it take to complete the Water Corporation Contractor Induction?</i>	2
<i>Do I need to complete the Contractor Induction in one session?</i>	2
<i>Will I be charged to complete the Contractor Induction?</i>	2
<i>How do I show proof of induction?</i>	2
<i>Office Based Contractor</i>	2
<i>Field Based Contractor</i>	2
<i>What will my Induction Certificate look like?</i>	3
<i>If you are an Office Based Contractor, your Induction Certificate will look like this:</i>	3
<i>If you are a Field Based Contractor – your Induction Certificate will look like this:</i>	3
<i>What does a transcript look like?</i>	4
<i>Your transcript will look like this:</i>	4
<i>What will my Induction Card look like?</i>	4
<i>Your Induction Card will look like this:</i>	4
<i>When will my induction card arrive?</i>	4
<i>What do I do if I lose or damage my Contractor Induction Card?</i>	4
<i>How can I reprint my Induction Certificate?</i>	5
<i>View your course > scroll downward > click Print Certificate</i>	5
<i>How do I print a transcript?</i>	5
<i>What if I have difficulty logging on to the Contractor Induction System?</i>	5
<i>What happens if I can't complete my registration?</i>	6
<i>What if I don't have an email address?</i>	6
<i>How can I update my details?</i>	6
<i>Technical Issues</i>	7
<i>Turn Off the Pop up Blocker</i>	7
<i>Install Adobe Flash or Adobe Reader</i>	8
<i>Page will not display properly.</i>	8
<i>Why do the video modules take so long to download?</i>	8



W Water Corporation HSE Induction - Frequently Asked Questions

Contractor Induction Overview	
	<p>Prior to commencing work with the Water Corporation you will need to complete the HSE Contractor Induction to ensure you are aware of your responsibilities regarding Health, Safety and the Environment (HSE). When you work in a Water Corporation office, on site or on one of our assets, you must be able to show proof you have completed the HSE Contractor Induction. The induction caters for both office based and field based contractors.</p> <p>Office based contractors will need approximately 45 minutes to complete the induction. The Field based induction will take approximately two hours to complete due to the additional site based HSE requirements. Both types of induction can be accessed at any time via the following link – watercorpinduction.com.au. The induction can be completed in one session or over a number of sessions as your time permits.</p> <p>Click here to view the Quick Reference Sheet (QRS) for more information on:</p> <ul style="list-style-type: none"> ❖ The main steps involved in the Contractor Induction process. ❖ Contractor Induction Courses and Quizzes. ❖ Proof of completion of the Contractor Induction.
How often will I have to complete the Water Corporation Contractor Induction?	
	<p>The Water Corporation Contractor Induction is valid for three years. When you are approaching the expiry date of your current induction, you will need to log into watercorpinduction.com.au and complete the Water Corporation Contractor Induction as required.</p>
How long will it take to complete the Water Corporation Contractor Induction?	
	<p>The Water Corporation Contractor Induction is a self-paced induction system. This means you work at your own pace. Office based contractors will take approximately 45 minutes to complete the induction. The Field based induction will take approximately two hours to complete due to the additional site based HSE requirements. Both types of induction can be accessed at any time via the following link – watercorpinduction.com.au.</p>
Do I need to complete the Contractor Induction in one session?	
	<p>No. The Contractor Induction System enables you to stop or start at any point you desire. Make sure you keep your Username and Password on hand as you will need this information to log back into the system. This information will be sent to you in your Contractor Induction System registration confirmation email.</p>
Will I be charged to complete the Contractor Induction?	
	<p>There is currently no cost to complete the Water Corporation Contractor Induction.</p>
How do I show proof of induction?	
	<p>Office Based Contractor</p> <p>If you are a contractor and only work in an office environment you will need to print the Induction Certificate once you have successfully completed your induction. This certificate verifies that you have completed the induction and should be kept with you at all times when you are working in a Water Corporation office.</p> <p>You can also print a transcript which will display all your completed inductions.</p> <p>Field Based Contractor</p> <p>Like the office-based contractors, contractors based in the field will need to print out an Interim Induction Certificate on completion of the HSE induction. This certificate will be used to verify that contractors have completed the field-based induction and are able to work on Water Corporation</p>



W Water Corporation HSE Induction - Frequently Asked Questions

sites or assets. The interim certificate is valid until your induction card arrives. Induction cards are printed on the first day of the month. If you complete your induction on the 20th November, you should expect your induction card by the 10th of December.
During this time you will need to carry with you either the certificate or transcript whenever you work on a Water Corporation site or asset as it will be used to verify that you have successfully completed the required induction/s.

What will my Induction Certificate look like?

If you are an Office Based Contractor, your Induction Certificate will look like this:





If you are a Field Based Contractor – your Induction Certificate will look like this:





W Water Corporation HSE Induction - Frequently Asked Questions

	<p>What does a transcript look like?</p>						
	<p style="text-align: center;">Your transcript will look like this:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%;">  <p style="text-align: center;">Water Corporation Course Completion Transcript This document certified the completion of the following course(s) by:</p> <p style="text-align: center;">Contractor Induction Number</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;">Course</th> <th style="text-align: left; border-bottom: 1px solid black;">Completed</th> </tr> </thead> <tbody> <tr> <td>Lock Out Tag Out (LOTO) Level 1</td> <td>11 May 2017</td> </tr> <tr> <td>Finished 2016 - Field Based Work at the Water Corporation</td> <td>01 May 2015</td> </tr> </tbody> </table> <p style="text-align: center;">End of Transcript</p> </div>	Course	Completed	Lock Out Tag Out (LOTO) Level 1	11 May 2017	Finished 2016 - Field Based Work at the Water Corporation	01 May 2015
Course	Completed						
Lock Out Tag Out (LOTO) Level 1	11 May 2017						
Finished 2016 - Field Based Work at the Water Corporation	01 May 2015						
	<p>What will my Induction Card look like?</p>						
	<p style="text-align: center;">Your Induction Card will look like this:</p> <div style="text-align: center;">  </div>						
	<p>When will my induction card arrive?</p>						
	<p>If your Induction Card does not arrive by the 10th of the following month, you can contact the IT Service Desk on (08) 9420 3090 from 6am-6pm Monday to Friday OR 9am-1pm Saturdays and speak with a Water Corporation Representative.</p>						
	<p>What do I do if I lose or damage my Contractor Induction Card?</p>						
	<p>If you are a field-based contractor and you lose or damage your Contractor Induction Card, contact the IT Service Desk on (08) 9420 3090 from 6am-6pm Monday to Friday OR 9am-1pm Saturdays and speak with a Water Corporation Representative. The representative will re-issue a card. The cards are only printed once per month, so you may have to wait several weeks.</p>						

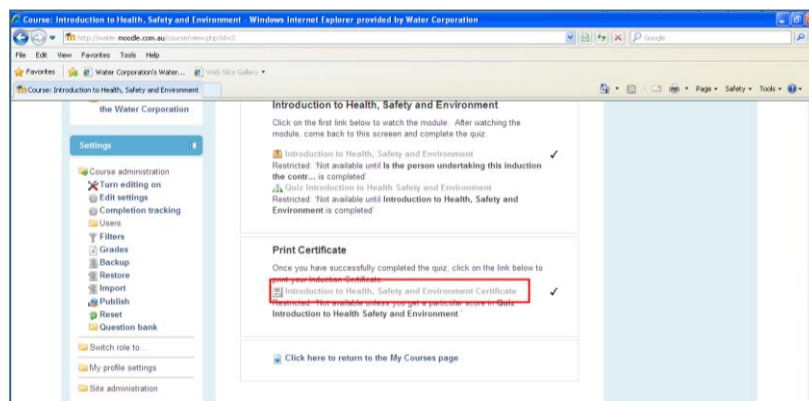
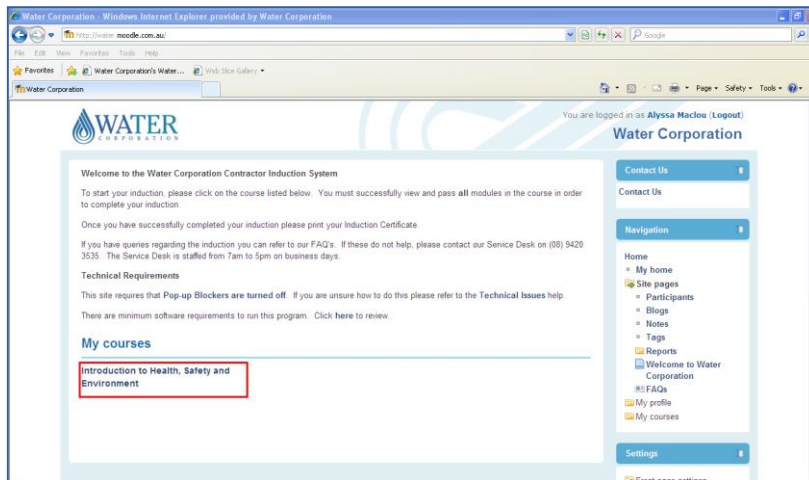


W Water Corporation HSE Induction - Frequently Asked Questions

How can I reprint my Induction Certificate?

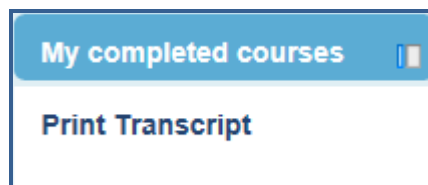
If you are an office-based contractor who loses or misplaces your Induction Certificate you can simply re-print a new copy by logging back into the system: If the course is no longer available, you can print a transcript.

View your course > scroll downward > click Print Certificate.

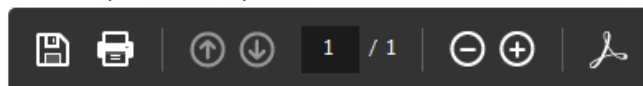


How do I print a transcript?

Log in to Contractor Induction
Locate the Print Transcript on the top right of the screen. Click on Print Transcript



This toolbar will display, click the printer and print.



What if I have difficulty logging on to the Contractor Induction System?

If you experience difficulty logging on to the Contractor Induction System, [click here](#) to view the Quick Reference Sheet (QRS) which may be able to assist you.



W Water Corporation HSE Induction - Frequently Asked Questions

	Alternatively you can contact the IT Service Desk on (08) 9420 3090 from 6am-6pm Monday to Friday OR 9am-1pm Saturdays.
What happens if I can't complete my registration?	
	If for any reason you cannot complete your registration, contact the IT Service Desk on (08) 9420 3090 from 6am-6pm Monday to Friday OR 9am-1pm Saturdays.
What if I don't have an email address?	
	You must have an email address to register for the HSE Contractor Induction.
How can I update my details?	
	You cannot update your own details in the HSE Contractor Induction. If your details have changed please call the IT Service Desk on (08) 9420 3090 from 6am-6pm Monday to Friday OR 9am-1pm Saturdays.



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Technical Issues

Turn Off the Pop up Blocker

The most common reason for an induction course module not loading or running is the pop-up blocker setting in your web browser.

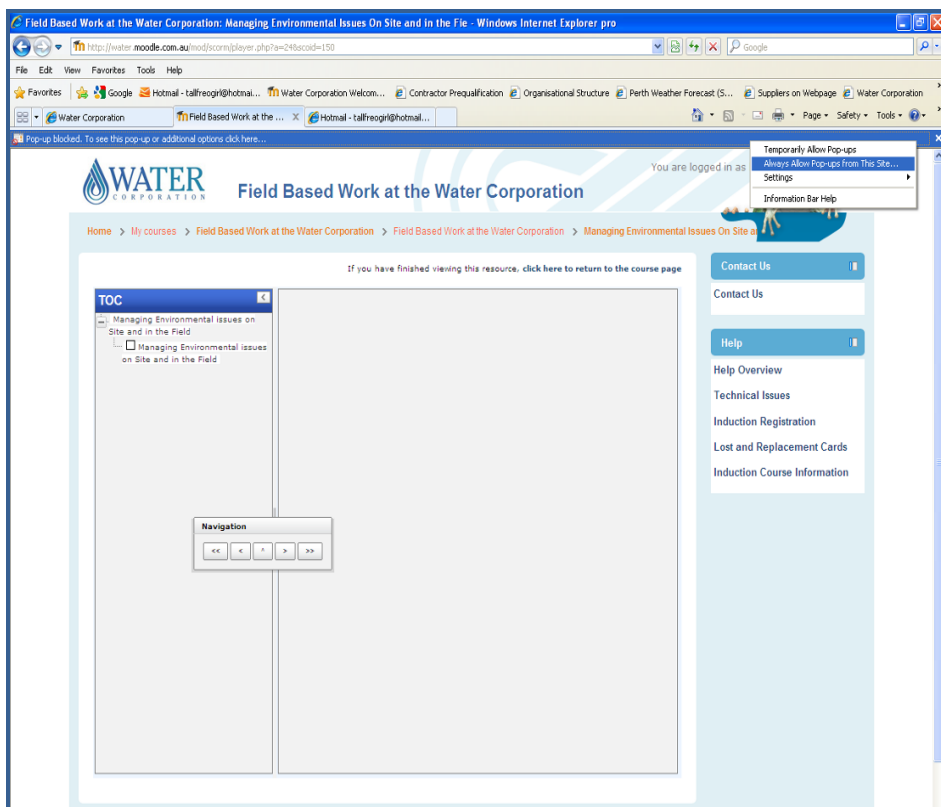
If your Popup Blocker is turned on, you must turn it off in order for the induction modules to run.

To do this in Internet Explorer, go to **Tools > Options > Pop-up Blocker > Always Allow Pop-ups from This Site**

After you have finished using the Contractor Induction system you can turn the Pop-up blocker back on if you wish.

[Click here](#) to view the Quick Reference Sheet (QRS) for more information on turning off pop up blockers in other web browsers such as:

- FireFox
- Google Chrome





W Water Corporation HSE Induction - Frequently Asked Questions

Install Adobe Flash or Adobe Reader	
	<p>In order for the HSE Contractor Induction packages to be viewed properly, you must have both Adobe Flash and Adobe Reader installed on your computer.</p> <p>The following Technical Issues Quick Reference Sheet will show you how to do this.</p> <p>Alternatively, the following links will take you directly there.</p> <p>http://get.adobe.com/flashplayer/ http://get.adobe.com/reader/</p>
Page will not display properly.	
	<p>If your screen does not seem to display correctly, you can try refreshing the page.</p> <p>To do this, click the Refresh button in your Internet browser or hit F5 on your keyboard.</p> <p>If the page still does not seem to display correctly, you can call the IT Service Desk on (08) 9420 3090 from 6am-6pm Monday to Friday OR 9am-1pm Saturdays.</p>
Why do the video modules take so long to download?	
	<p>Depending on your internet connection type and speed, the modules can take a few minutes to download.</p> <p>If you are unable to view the modules you can call the IT Service Desk on (08) 9420 3090 from 6am-6pm Monday to Friday OR 9am-1pm Saturdays.</p>