

Frequently Asked Questions

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Water Corporation Contractor Induction System – FAQ's

Contractor Induction Overview

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.

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.

[Click here](#) to view the Quick Reference Sheet (QRS) for more information on:

- ❖ 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?

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.

How long will it take to complete the Water Corporation Contractor Induction?

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.

Do I need to complete the Contractor Induction in one session?

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.

Will I be charged to complete the Contractor Induction?

There is currently no cost to complete the Water Corporation Contractor Induction.

How do I show proof of induction?

Depending on the type of induction you are required to complete, you will receive either a paper based certificate or a contractor induction card. Further information is provided below:

Office Based Contractor

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 is 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.

Field Based Contractor

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 sites or assets. The interim certificate is valid for 14 days. During this time you will receive your Contractor Induction Card which must be carried with you 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:



CERTIFICATE OF COMPLIANCE

This is to certify that

has completed the course

Introduction to Health, Safety and Environment

May 27, 2014

This induction is valid for three years from the date of completion.

If you have not received your contractor induction Card in 14 days,
please call the Business Systems Service Desk on (08) 9420 3535



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



What will my Induction Card look like?

Your Induction Card will look like this:



What should I do if my induction card does not arrive within 14 days?

If your Induction Card does not arrive within 14 days, you can contact the Business Systems Service Desk on (08) 9420 3535 (7am to 5pm on business days) and let your Water Corporation Representative know.

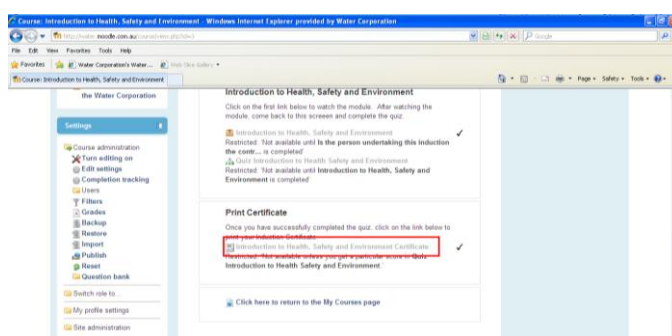
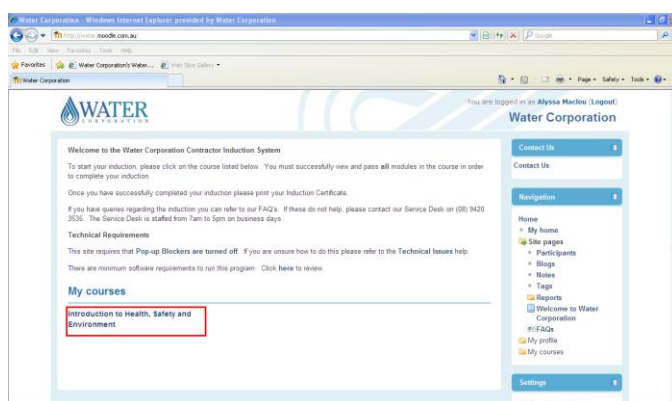
What do I do if I lose or damage my Contractor Induction Card?

If you are a field-based contractor and you lose or damage your Contractor Induction Card, contact the Business Systems Service Desk immediately on (08) 9420 3535 (7am to 5pm on business days) to arrange a replacement card, as well as notifying your Water Corporation Representative.

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:

1. **View your course > scroll downward > click *Print Certificate*.**



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.

Alternatively you can contact the Business Systems Service Desk on (08) 9420 3535 (7am to 5pm on business days).

What happens if I can't complete my registration?

If for any reason you cannot complete your registration, contact the Business Systems Service

	Desk on (08) 9420 3535 (7am to 5pm on business days).
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What if I don't have an email address?

	If you don't have a personal email address and cannot get access to a company email address, contact the Business Systems Service Desk on (08) 9420 3535 (7am to 5pm on business days).
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How can I update my details?

	If your details require updating, please call the Business Systems Service Desk on (08) 9420 3535 (7am to 5pm on business days).
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Technical Issues

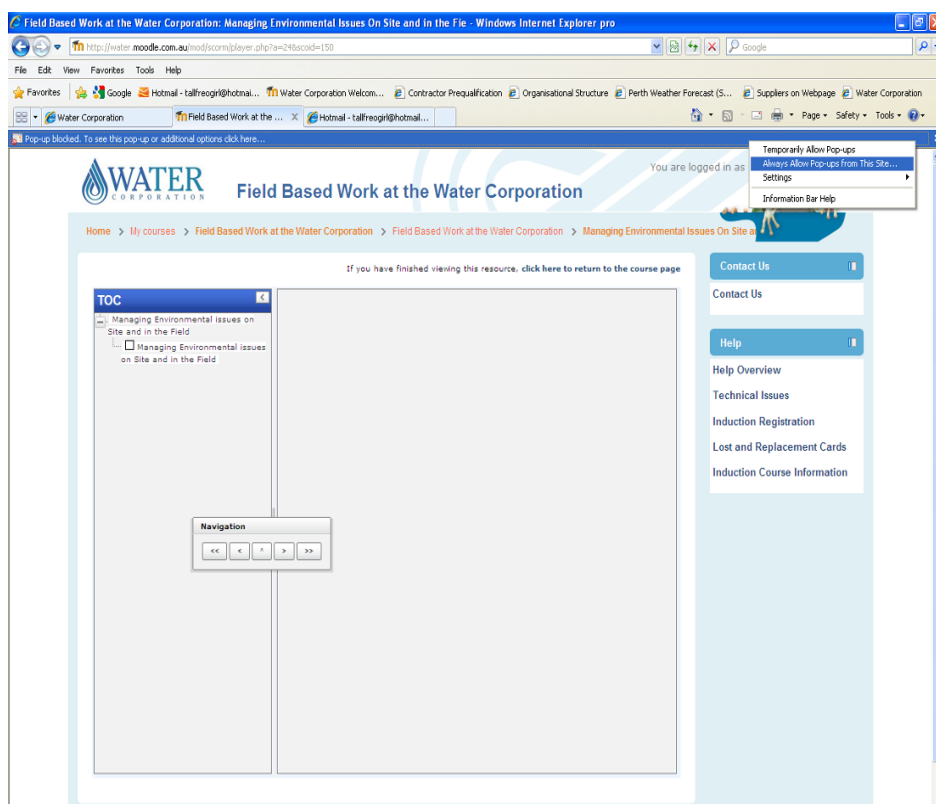
Turn Off the Pop up Blocker

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

1. If your Popup Blocker is turned on, you must turn it off in order for the induction modules to run.
2. To do this in Internet Explorer, go to **Tools > Options > Pop-up Blocker > Always Allow Pop-ups from This Site**
3. 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



Install Adobe Flash or Adobe Reader

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.

The following [Technical Issues](#) Quick Reference Sheet will show you how to do this.

Alternatively, the following links will take you directly there.

<http://get.adobe.com/flashplayer/>

<http://get.adobe.com/reader/>

Page will not display properly

If your screen does not seem to display correctly, you can try refreshing the page.

To do this, click the **Refresh** button in your Internet browser or hit F5 on your keyboard.

If the page still does not seem to display correctly, you can call the Business Systems Service Desk on (08) 9420 3535 (7am to 5pm on business days).

Why do the video modules take so long to download?

Depending on your internet connection type and speed, the modules can take a few minutes to download.

If you are unable to view the modules you can call the Business Systems Service Desk on (08) 9420 3535 (7am to 5pm on business days).

Other Issues

Need more help?

If your question is not covered here or you are still having issues after following the instructions, contact the Business Systems Service Desk on (08) 9420 3535 (7am to 5pm on business days) or submit your query via the 'Contact Us' section of the website, located on the right hand side of your screen.

