



**Public Transport  
Authority**

# **PTA Safeworking Training Terms and Conditions**

For more information contact Public Transport Authority

Learning & Organisational Development

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[www.pta.wa.gov.au](http://www.pta.wa.gov.au)

# Contents

1. Course Enquiries .....	4
2. Start / Finish Times / Late Arrivals .....	4
3. Acknowledgement .....	4
4. Pre-requisites.....	4
5. Enrolment.....	5
8. Cost .....	5
9. Payment.....	5
10. Unpaid Invoices.....	5
11. Cancellations.....	6
12. Extenuating Circumstances .....	6
13. Transfers of Enrolment .....	6
14. What You Must Bring .....	6
15. What to Wear .....	7
16. Drug and Alcohol Policy .....	7
17. Smoke Free Workplace.....	7
18. Use of Mobile Phones .....	7
19. Assessment.....	7
20. Issue of Certificates .....	7
21. The RIW Card.....	8
22. Access and Equity .....	8
23. Participant Disciplinary Procedure .....	8
24. Training Appeals or Complaints .....	8
25. Feedback / Comments .....	9
26. Information We Keep .....	9
27. Health and Safety .....	9
28. General.....	9
29. Contacts.....	9
30. Address of Training Facilities .....	9

# 1.Course Enquiries

Telephone: (08) 9326 2861

Email: [learninganddevelopment@pta.wa.gov.au](mailto:learninganddevelopment@pta.wa.gov.au)

## 2.Start / Finish Times / Late Arrivals

Course dates and times will be advertised and confirmed by email. Late arrivals may not be accepted into the course.

Participants are required to arrive 15 minutes prior to commencement of training to ensure all necessary paperwork is completed for training to start on time.

If you are running late you need to advise us on 9326 3789 (for Guildford courses) and 9326 2861 (for PTC and Kwinana courses). Please be advised that if you are running late, you may not be allowed to undertake the course.

## 3.Acknowledgement

Your attendance at Safeworking training is recorded against the booking made in our system. When signing into the course, please confirm that the name you have registered is accurate and is your legal name as shown on your photo identification, as the name on the Certificate of Completion will need to be your legal name.

## 4.Pre-requisites

Public Transport Authority (PTA) Safeworking training is mandatory to attain the competence required for rail safety related work. To be eligible to enrol, you must be able to understand, read and speak basic English as a minimum.

Participants must be able to understand what is being taught in English and demonstrate they can interpret/apply the learning. The training and assessment activities may also require participation in collaborative learning activities.

Language, Literacy and Numeracy (LLN) issues are considered during resource development. The design of the training and assessment tools reflect the LLN competence required in the workplace.

Interpreters or translators *cannot* be used and materials cannot be translated into a language other than English.

You must not have any injury or ailment that may possibly affect your ability to undertake the training safely, particularly if your learning requires you to be on track. If you have any doubts about your ability to undertake the training safely, please discuss with the trainer prior to commencing the course.

Please note: You are responsible for ensuring you meet the required prerequisites to attend the training course. If you do not meet the training course prerequisites, you will be refused admission to the course. In this instance, full payment of the course fee will be required.

## 5. Enrolment

Safeworking training bookings are made online, using the Skills Central system:  
[Skills Central - Login to Services \(seertechsolutions.com.au\)](https://seertechsolutions.com.au)

1. Browse the catalogue or search the course calendar for the appropriate course and date
2. Sign in or create an account in Skills Central, ensuring you select your organisation
3. If your organisation is not listed, you can select **\*\*Company not listed\*\*** and provide additional details to progress with your booking
4. Click request learning and complete the course application
5. Click submit to trigger an approval workflow
6. You will receive email confirmation through Skills Central
7. Attendance will be recorded each day over the duration of the course.

Please note that by booking into a Safeworking course you are confirming that you have the authority to make this booking as you will be invoiced for the course fees.

## 8. Cost

The cost per person of each course is advertised on the PTA Safeworking course booking website: [Skills Central - Login to Services \(seertechsolutions.com.au\)](https://seertechsolutions.com.au)

Tariffs, Fees and Charges are approved by State Government. The cost per course delivered will be subject to change at any time as directed by the State Government.

## 9. Payment

Invoices for the training course will be issued at the beginning of the month following the date the course was attended. Invoices are to be paid in full within 30 days of invoice.

Please be advised that if the course and assessment has not been successfully completed and you are required to repeat the course, the initial course fee will still be applicable and full payment also required for the repeat course.

If you leave the course for whatever reason prior to the assessment, you will still be charged the full cost of the course.

## 10. Unpaid Invoices

If there are outstanding unpaid invoices from previous months, the PTA reserves the right to refuse the contractor/contractor's representatives to book onto a subsequent course until full payment of any outstanding invoice is received.

In the result of unpaid invoices and after repeat attempts to contact the contractor/contractor's representative, the outstanding invoice will be referred to debt collection for payment recovery.

## 11.Cancellations

PTA reserves the right to refuse admission to any training course if you are late, are disruptive, if you have not brought with you all the necessary information to complete your enrolment in the course or if you do not meet the training course prerequisites. In these instances, full payment of the course fee will be required.

Cancellations notified less than 24 business hours prior to the course commencement, including on the day of the course, will incur a cancellation fee equal to 100% of the full course fee. Cancellations within 24 business hours must be in writing to [learningdevelopment@pta.wa.gov.au](mailto:learningdevelopment@pta.wa.gov.au)

All other cancellations can be made via the PTA Safeworking course booking website: [Skills Central - Login to Services \(seertechsolutions.com.au\)](https://seertechsolutions.com.au)

**Please note: A cancellation is only confirmed once you have received a cancellation notification.** If you have any questions, please call us on 08 9326 2861.

## 12.Extenuating Circumstances

The PTA understands that sometimes situations arise that prevent you from attending or completing a training course. The PTA reserves the right to waive the payment of the course fee in certain situations.

These are exceptional circumstances that affect your ability to attend or complete a course, occur shortly before course commencement or during a course and are outside your control. These circumstances can include bereavement and hospitalisation/health problems. The latter will need to be supported by relevant evidence such as a Doctor's Certificate.

If you wish to claim extenuating circumstances, you need to apply in writing to [learninganddevelopment@pta.wa.gov.au](mailto:learninganddevelopment@pta.wa.gov.au) and attach the relevant evidence.

Decisions on extenuation circumstances are made by the PTA management and are final.

## 13.Transfers of Enrolment

An enrolment can be transferred to another person in your company that you nominate, however, no date transfers can be provided if you miss your scheduled training date without giving PTA's L&OD branch 24 hours notice. Contact [learninganddevelopment@pta.wa.gov.au](mailto:learninganddevelopment@pta.wa.gov.au) if you require assistance.

## 14.What You Must Bring

You will need to bring:

- photo ID as per the course requirements, so identification can be verified. Failure to do this could result in non-admittance to the course ( full payment of course fee would still apply.)
- pen and a note book.

## 15. What to Wear

Neat tidy attire with closed in footwear is required at PTA training facilities.

**Note:** Personal Protective Equipment (PPE) will be required for any training at the Kwinana training yard and the live rail corridor. Minimum PPE requirement for the PTA are safety boots and high visibility shirt or vest. PTA encourages training participants to bring a hat, wet weather gear and sunscreen, to suit weather conditions.

## 16. Drug and Alcohol Policy

Please note PTA has a zero tolerance of alcohol and/or other drugs in the workplace.

All employees / attendees / contractors are required to be drug and alcohol free whilst at work / training.

Please be advised that you could be randomly tested for drugs and/or alcohol whilst on PTA premises or sites.

## 17. Smoke Free Workplace

Smoking is not permitted on PTA premises during work or training time except in designated smoking areas.

## 18. Use of Mobile Phones

Mobile phones cannot be used when undertaking training and assessment activities. Mobile phones and electronic devices must be switched off or on silent.

## 19. Assessment

To obtain the Certificate of Completion you must successfully complete the course and be assessed as Competent by the trainer.

## 20. Issue of Certificates

Participants who successfully meet the requirements of the course will receive a Certificate of Completion. This is evidence that you have met the requirements of the training and assessment for the relevant Safeworking track access role. This is used as evidence when applying for, or updating your Rail Industry Worker (RIW) card (see below). The Certificate cannot be used as an authority to enter the PTA rail network.

Note: If you do not have a current RIW Card, you do not have authority to access the PTA rail network.

If there are any errors or omissions with the Certificate issued, you should advise us immediately at [learninganddevelopment@pta.wa.gov.au](mailto:learninganddevelopment@pta.wa.gov.au) or on (08) 9326 2861.

## 21. The RIW Card

By law, every person working on the rail network in any capacity must be able to provide proof of competency. To meet this requirement all rail workers working on the PTA network must hold and carry a valid RIW card. This is an identification card, with a photograph and a unique number. The card can be scanned to check and confirm the card holder's approved track access role/s stored in the RIW online database.

It is the responsibility of all RIW card holders to ensure they receive updates to the PTA's Safeworking Rules and Procedures. RIW card holders shall ensure their contact details on their RIW card are current in order to receive notification of updates.

The Railway Industry Worker system is owned and endorsed by the Australasian Railway Association (ARA) and used by other operators around Australia. The system is used to maintain training and competency information and to manage the production, distribution and control of RIW cards.

For general information on the RIW program and the process to obtain a card please visit the RIW website [www.riw.net.au](http://www.riw.net.au), email [info@riw.net.au](mailto:info@riw.net.au) or call 1300 101 682.

## 22. Access and Equity

PTA is committed to fair access and equitable treatment of its training participants. This includes:

- treating participants equitably and in accordance with relevant legislation and policies
- complaint mechanisms are in place and available to any participant who is harassed or victimised because of their learning needs.

Your trainer can advise further on this.

## 23. Participant Disciplinary Procedure

Appropriate language and communication standards are expected of participants during the training course. In the event there is a participant disciplinary issue, the trainer:

- will stop training to address the inappropriate behaviour directly with the participant away from the group;
- may ask a participant to leave the course if they continue to demonstrate inappropriate behaviours;
- will inform the PTA's Manager Learning & Organisational Development in cases of serious misconduct;

If a participant is asked to leave a course, full payment of the course fee will still be required.

## 24. Training Appeals or Complaints

PTA has procedures for ensuring appeals or complaints are appropriately managed in a prompt, impartial and just manner. Your trainer can advise on the process to be taken should you wish to access these procedures.



## 25. Feedback / Comments

You will be offered the opportunity to provide feedback on your training and assessment at the end of the course and we welcome all feedback.

## 26. Information We Keep

PTA asks for personal and other information that is necessary for course enrolment and learning and assessment records.

This information is used by L&OD for verification and enrolment purposes only. Your personal and private information is protected and is not disclosed to any outside party without your prior consent.

## 27. Health and Safety

PTA has a responsibility to protect the health, safety and welfare of people in its workplace. During your training you will be given information on what to do in the case of emergency at the training site or if you are injured and require first aid. You also have an obligation throughout your training to:

- take reasonable care of the health and safety of yourself and the others in the workplace
- cooperate with PTA in their effort to comply with the Occupational Health and Safety legislation
- report any unsafe conditions that come to your attention during your training or assessment. Your trainer will provide you with information on how to report hazards or injuries
- If you require any additional information concerning any of the above, please contact the PTA via email [learninganddevelopment@pta.wa.gov.au](mailto:learninganddevelopment@pta.wa.gov.au).

## 28. General

The Public Transport Authority reserves the right to cancel any course that does not have the minimum required enrolment numbers or in the event of exceptional circumstances. Alternative courses will be offered in these circumstances.

## 29. Contacts

If you have any questions about the Safeworking Terms and Conditions please contact the PTA L&OD on (08) 9326 2861 or email [learninganddevelopment@pta.wa.gov.au](mailto:learninganddevelopment@pta.wa.gov.au).

## 30. Address of Training Facilities

**Public Transport Centre**, 116 West Parade, East Perth WA 6004

**PTA Guilford Training Centre**, 31- 33 Victoria Street, Guildford, WA 6055

**PTA Kwinana Training Centre**, Lot 380 Butcher Street , Kwinana WA 6167