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Contractor HSE Training

Frequently asked questions

Before working with Water Corporation, you need to complete our contractor HSE training to ensure you are aware of your health, safety and environment responsibilities.

When arriving at one of our sites, you will need to show proof you have completed our contractor HSE training. The training is for both office-based and field-based contractors.

Most popular questions

1. **The training course will not open in a new window, how do I turn off my 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.

   Check you have enabled pop-ups for the website on your internet browser. Refer to your browser’s help guide for how to do this; it depends on the internet browser.

   TIP: Google ‘How to turn off the Pop-up Blocker for Internet Explorer’ or ‘How to allow pop-ups for Google Chrome’ to find step-by-step instructions or videos.

2. **I have completed the online training but it is not showing on my E-card.**

   When you complete an online course, do not close the window too quickly. Closing the window before the course has been able to register as completed means you will need to redo the course.

   Likewise, do not use the browser back arrow as this will also result in the course not being registered as complete.

   Instead, click the **Return to Content Structure** button.

3. **What contractor HSE training do I need to do?**

   Refer to [What training do I need to do?](#)

About the training

4. **How often will I need to complete the contractor HSE training?**

   Our contractor HSE training is valid for three years. 30 days before the expiry date of your current training, you will receive an email. Logon to contractorhsetraining.watercorporation.com.au and complete the training.

   Refer to [What training do I need to do?](#)

5. **How long will it take to complete Water Corporation’s contractor HSE training?**

   This depends on what training you need to complete. Refer to [What training do I need to do?](#)

   The two courses most contractors need to do are:
   - HSE Induction - Intro (15 minutes), and
Contractor HSE Training

Frequently asked questions

- HSE Induction - Field (25 minutes)
  We recommend that you do these two courses in one sitting.

6. What do I do if I need to complete Lock Out Tag Out (LOTO) Level 2 or 3 training?
   LOTO Level 2 or LOTO Level 3 training courses are classroom based and not available online. Please contact your Contract/Project Manager to ask about enrolling on a course.

7. I have an existing contractor induction card that is still valid. I have been asked to complete additional training.
   If you have an existing contractor induction card that has not expired and you need to complete additional training, create a profile in the new system and complete all prerequisite courses.

Registering and using the system

8. What browsers can I use to complete my training?
   The preferred browser is Internet Explorer or Google Chrome.
   Remember to check you have enabled pop-ups for your internet browser. Refer to your browser’s help guide for how to do this; it depends on the internet browser.
   TIP: Google ‘How to turn off the Pop-up Blocker for Internet Explorer’ or ‘How to allow pop-ups for Google Chrome’ to find step-by-step instructions or videos.

9. What if I have difficulty with the contractor HSE training system?
   Contact the IT service desk on (08) 9420 3090 (Monday to Friday, 6am to 6pm AWST, or Saturday, 9am to 1pm AWST).

10. What if I don’t have an email address?
    You need an email address and mobile number to register on our contractor HSE training system.

11. What if I don’t have a driver’s licence or a passport?
    We need you to have a form of photo identification so that we can verify the person presenting the Contractor HSE training E-card is you.
    Department of Transport (DoT) Photo Card can assist people who do not hold a driver’s licence to prove their identity. The Card has the same level of integrity as a driver’s licence and is recognised as a form of primary identification. See Department of Transport for more information https://www.transport.wa.gov.au/licensing/wa-photo-card.asp.
12. What happens if I can’t complete my registration?
Contact the IT service desk on (08) 9420 3090 (Monday to Friday, 6am to 6pm AWST, or Saturday, 9am to 1pm AWST). Please quote the error message you receive.
If you receive the following error message, contact your Water Corporation representative.

13. How do I change my password?
If you want to change or your password, use the Forgotten your password? option. A verification code can be sent to you by SMS or Email.

14. How can I update my personal details?
Login to the system, and select ‘Update my details’ on the ‘My Learning’ page.

15. I tried to login and received a validation error: “Failed to authenticate the SAML response. If this keeps happening, please contact the administrator”
This error may display if you are using Safari. To fix the issue, please try the following steps:
1. Clear the cache and cookies first in the browser.
2. Try changing the Setting > Privacy & Security > Block Cookies > Never
3. Also check the setting ‘Prevent cross-site tracking’ to disable if it the error persists.

16. What do I do if the login screen is blank?
If a blank screen appears after logging in and all that displays is the Water Corporation logo and the ‘Home’ dropdown option, follow these steps to go to the ‘My Learning’ homepage:
Contractor HSE Training
Frequently asked questions

1. Select the ‘Home’ dropdown arrow.
2. Select ‘Learning’.

17. How do I select additional courses?
On the ‘My Learning’ page, find the ‘My Learning Assignments’ tile. The tile contains links to all courses currently available to contractors.

18. What do I do if I don't pass the quiz at the end of the course?
Contact our IT service desk on (08) 9420 3090 (Monday to Friday, 6am to 6pm AWST, or Saturday, 9am to 1pm AWST).
Provide your contractor ID (i.e. username) and advise the service desk that you need the Safety and Wellbeing team to contact you regarding contractor HSE training.

Contractor HSE Training cards

19. What is an E-card?
An E-card is an electronic document showing your contractor ID, name, courses completed, and an expiry date for each course. The E-card replaces the previous hardcopy induction card.
The E-card shows you have completed the required HSE training and are able to work on our sites or assets.

20. How do I use my new E-card?
Save your E-card on your smart device and show it to a Water Corporation person when working on one of our sites. E-cards can also be printed and kept as hard copy.
To generate a new E-card, login to the system and from the ‘My Learning’ page, select ‘Generate E-card’.

21. What do I do if I lose my E-card?
Login to the system (using your username and password) and select the option to generate another E-card.

22. Can I still use my old contractor induction card?
Hardcopy contractor induction cards are valid until they expire.
When one of the training courses on your hard copy card expires, you need to register on our new system and complete all required training. This may include completing courses that have not yet expired. You can then generate your new E-card.

23. What if I have lost my (old) contractor induction card that has not yet expired?

If your hard copy contractor induction card has not yet expired, contact the IT service desk on (08) 9420 3090 (Monday to Friday, 6am to 6pm AWST, or Saturday, 9am to 1pm AWST).

Advise the service desk that you need the Safety and Wellbeing team to contact you regarding replacement of your contractor HSE training card. Safety and Wellbeing will email you a new E-card.

24. I have an existing contractor induction card; when do I need to register for an E-card?

If you still need to perform work for us, you will need to register on the new system before your current contractor card expires. You will receive an email reminder 30 days before each training course expires.