

# Online Contractor Induction Course - Information

## Why does Council have an online induction program?

To ensure that all contractors undertaking work or delivery services understand and follow Council's safety requirements to provide a safe work place for contractors, employees and public. An online version was chosen, as it enables contractors to access a consistent and standardised induction anywhere, anytime.

## Which contractors are required to complete this Induction?

Any contractor engaged to perform works or provide services within any site controlled by or behalf of any Council participating in the North East Council Contractor Induction program.

This includes:

- Contractors
- Contractors employees who will be "on site"
- Sub-Contractors
- Consultants
- Volunteers

## Is the induction mandatory?

Yes

## How will a contractor or volunteer know if the induction course has been successfully completed?

Contractors and volunteers will be advised immediately on conclusion of the course and Moira Shire Council will also be advised via email. Contractors and volunteers will then be required to print their induction card.



This card must be carried by the contractor when on any work site controlled by or on behalf of any Council participating in the Online Contractor Induction course.

### **What if a contractor or volunteer does not pass the course?**

You will have two attempts to complete the assessment once logged into the training. If you do not pass on the second attempt, you will be required to log back into the course and complete it again before you can recommence the assessment. You will always have two attempts to complete the assessment before having to log back in to re-complete the course (if you do not pass). There is no limit on the number of times you can attempt the course to be able to apply for an induction card. Contractors and volunteers are asked to contact their council representative if any information or safety requirements are not clearly understood.

### **What if I need assistance to complete the Course?**

Any persons requiring assistance to complete the course (for example) due to disability, low literacy or requires translation assistance, please advise your employer or contact your representative at Moira Shire Council.

### **Who is my “Council Representative” or Moira Shire Council RO?**

Your Council representative or Moira Shire Council RO (Responsible Officer) is the Council employee who has engaged you to perform any tasks or services for the Council.

### **What if a contractor or volunteer misplaces their card?**

When you successfully complete the online course, you will be instructed to print off the induction card, to provide appropriate protection it is suggested you laminate it or place it in a plastic sleeve for durability. If for some reason you lose your Induction Card may contact your Council representative to enquire about a replacement.



### **How long will the course take?**

The course will take approximately 30 minutes to complete. On successful completion you will be able to print an induction card that will be valid for one (1) year.

### **What resources or equipment are required to complete the Online Contractor Induction Course?**

You will require access to a computer and the internet. Once you have successfully completed the assessment you will require a printer (and preferably some durable paper/card to be able to print your card).

### **What if a contractor or volunteer is having difficulty navigating the course?**

Contractors are asked to contact their Council representative if they are having difficulty.

### **What if a contractor or volunteer has any queries regarding the content?**

All the information that you will need to answer the assessment questions is contained within the Induction course. Contractors and volunteers can contact their Council representative if any information or safety requirements are not clearly understood.

### **What if a contractor arrives at a site without a Contractor General Safety Induction Card?**

Contractors will not be allowed onto a work site without an induction card until verification of the contractor's successful completion of the course has been established.

### **What sites does this Induction apply to?**

All Council work sites controlled by or on behalf of any Council participating in the North East Council Online Contractor Induction Course.



## **What if a contractor or volunteer is not able to access the Induction online?**

Contractors and volunteers are asked to consider all the options in relation to accessing the Internet.

- Can you use your employer's computer?
- Can you access a computer at the library or an internet café?
- Can you use a family member or friend's computer?

Contractors who are not able to access the internet are encouraged to contact their representative within Council to assist with finding alternative arrangements to do so.

## **The program is asking me to choose a 'Council' and I am not sure what Council to choose.**

Select a council that you have previously been engaged to perform work or may be engaged to perform work. Successful completion of the Online Contractor Induction Course for one Council is recognised by all other participating Councils.

## **What is the cost?**

Nil.

## **Are contractors and volunteers still required to perform / take part in, work site specific inductions?**

The Online Contractor Induction is a "general" induction only. A site specific induction may still be required where identified by the Council Responsible Officer. Any further clarification or specific information on safety or legislative requirements are the contractor's responsibility to initiate and implement and will be audited and monitored by a Council representative.