

APA

Australia's energy
infrastructure partner

SkillPASS EPP Contractor Manual

April 2025



Contractor's Compliance

APA has engaged SkillPASS to electronically record contractor compliance. Our technology solution called EPP has been designed to effectively manage our workforce by:

- Controlling who is allowed on APAs' site
- Ensuring a compliant and competent workforce with rules set by the site
- Storing documents securely; including, but not limited to licenses and qualifications
- Providing emergency contact /next of kin details for all contractors

All companies are encouraged to register with SkillPASS to manage your compliance. As an appointed contractor of APA you will be advised to register your company and your employees with SkillPASS to ensure you are compliant with APA job role requirements.

The Benefits for You

Not only does SkillPASS and the EPP system manage compliance and safety for APA, it also provides contractors with Company Portal Access. You will get online, round-the-clock access to your employees' and company's information and records. Within your company portal you can:

- See what site your employees are mobilised to and their induction status
- Manage your employee's qualifications, compliance, and skills online
- Manage your company details, documents, and compliances
- View upcoming information that will expire
- Store and continue to access this information free of charge once a worker is set up and mobilised.

Who Can I Contact for Assistance?

Assistance with the registration process or technical issues – contact SkillPASS directly:

07 3721 8800 (8:30am-5:30pm AEST Mon-Fri)

admin@skillpass.com.au

The chat function within EPP can also be useful for basic assistance and is available every day.

Assistance with determining job roles, or queries around accepted training courses – contact APA directly:

training@apa.com.au

***SkillPASS EPP is hosted by Damstra, so you will receive notifications from Damstra at times. However, please direct all queries to SkillPASS, to ensure you are getting the best possible customer service.**

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1. SkillPASS Fees

Company registration: **No cost**

Individual mobilisation (registration): **\$75**

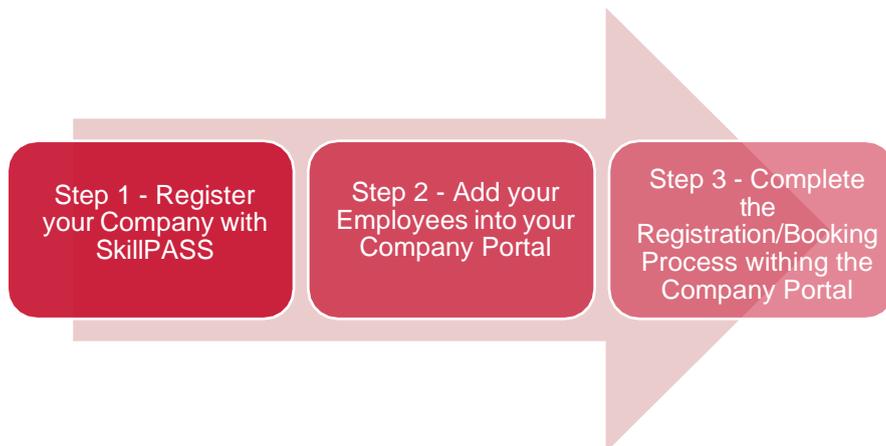
Card replacement fee: **\$49.50**

Annual renewal fee: **\$75**

APA online inductions (per course): **\$16.50**

2. Registering to be a Contractor

There are three main steps in registering your contractors:



The following step-by-step guide will take you through what is required to be completed as pre-work requirements for APA.

3. Register your Company

To complete this step, you will need:

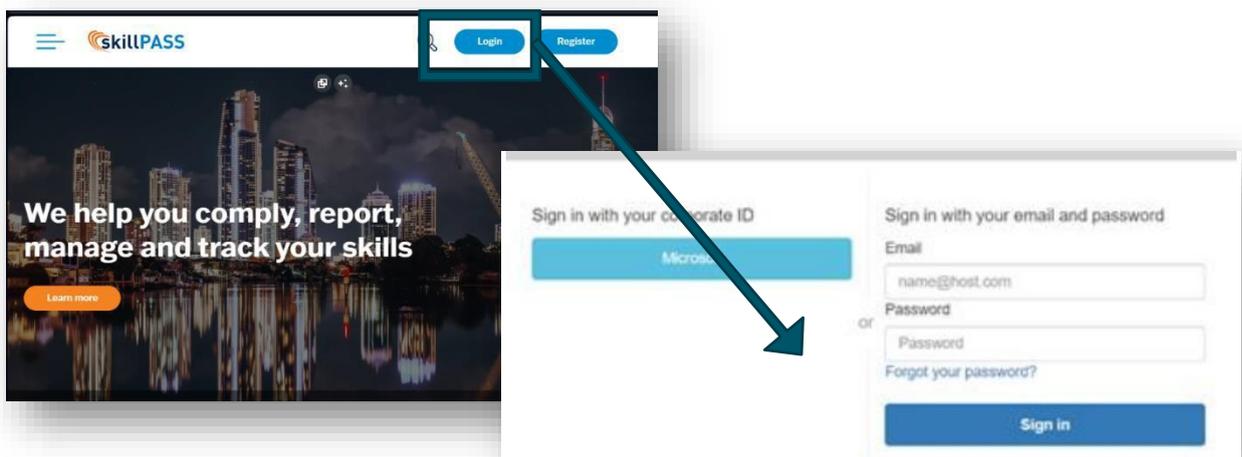
- your company's ABN number
- your company's registered and trading names
- your company's contact details

1. Go to the SkillPASS website (<https://skillpass.com.au/>)
2. Click 'REGISTER'
3. Complete the online form to register your company with SkillPASS APA

Our team will now process your Company registration application and set up your Company instance within 24-48 hours, and you will receive an email confirming you can now progress to the next step. This email will contain your username and password for your Company Portal account.

4. Logging into SkillPASS EPP

1. Go to the SkillPASS website, and click the logon button where you will be redirected to our system interface.



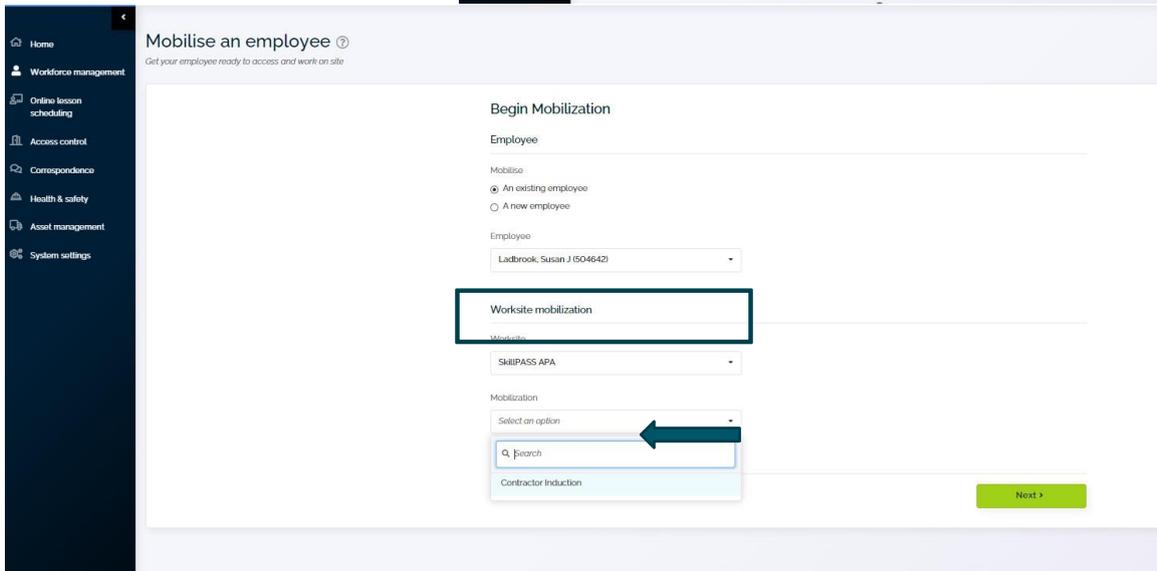
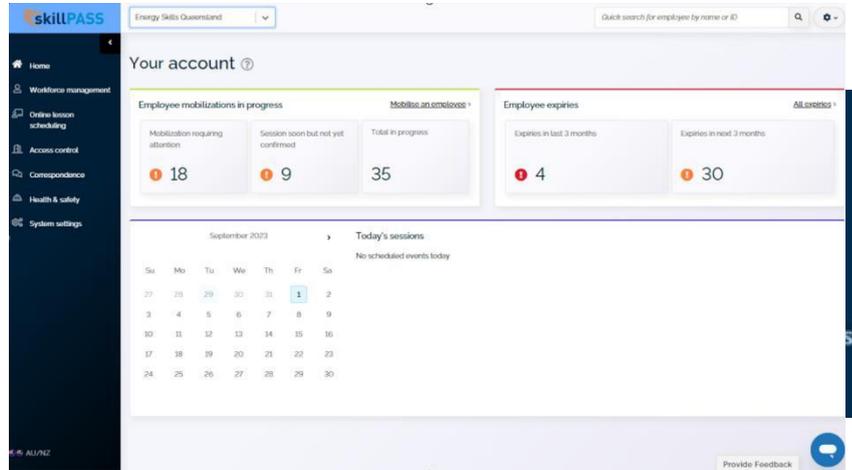
2. Enter email address and Password provided to you in the email from our EPP system confirming your Company's registration, then Login. If you forget your login credentials, you can click the 'Forgotten your username/password' hyperlink.

***Only APA internal users will click on the APA Corporate ID button.**

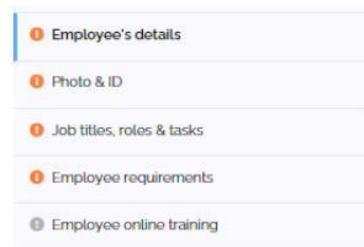
5. Adding & Mobilising an Employee

New Employees

1. Click on Workforce Management - > Mobilise an employee
2. Select *New Employee*
3. Worksite: Select SkillPASS APA, from the drop-down menus. You may need to type this in, if the list does not appear.



4. Mobilization: Select Contractor Induction from the drop-down menu. Click Next.
5. Enter employee's details. Ensure name matches exactly as per photo ID. Click Complete.
6. Select Photo & ID from left-side menu. Upload employee photo and photo ID. Note that photo must be a high quality, clear, colour image.
7. Select Job titles, roles & tasks from left-side menu.



- i Incomplete required section
- i Incomplete but not required yet
- ✓ Complete, verification required
- ✓ Complete, no verification required

- a. Please consult with your APA project manager/contact, to determine the relevant APA job roles. All APA Networks job roles can be viewed on the Networks Job role matrix, found on the [Contractor Induction & training page on the APA website](#) Some employees may hold several job roles.
- b. If you are not a Networks contractor, you may select APA Contractor General Job role, and upload any extra required competencies.

- c. Type in APA, and a list of all job roles will appear in the drop-down menu. Select any and all that apply.
- d. You do NOT need all skills on job role list to add job role. These can be uploaded as they are obtained.
8. Select Employee requirements from left-side menu.
 - a. You can upload any additional documents at this point, OR you can wait until the mobilisation has been approved by SkillPASS, and upload documents against the required skills list under each job role.
 - b. To upload additional documents, click on Yes below 'Additional documentation', select the drop-down menu from the Additional Document section, and begin typing the exact wording on the certificate or licence, including the unit code. For example, to upload a first aid certificate, it may have a title on it, containing a unit code, like **HLTAID011 Provide First Aid**. Begin typing this, and find the document listed.
9. When sections are marked as complete, click on the Pay & Send for verification button.

5.1. Existing Employees

1. Click on Workforce Management -> Mobilise an employee.
2. Select Existing employee. Find employees name in drop-down menu. You may need to type this in, if the list does not appear.
3. Worksite: Select **Skillpass APA** from the drop-down menu. You may need to type this in, if the list does not appear.
4. Mobilization: Select Contractor Induction from the drop-down menu. Click Next.
5. Employee details will already be completed, but there may be some missing mandatory items you will need to add. Photo & ID will already be uploaded.
6. Select job titles, roles & tasks from the left-side menu.
 - a. Please consult with your APA project manager/contact, to determine the relevant APA job roles. All APA Networks job roles can be viewed on the Networks Job role matrix, found on the [Contractor Induction & training page on the APA website](#). Some employees may hold several job roles.
 - b. If you are not a Networks contractor, you may select APA Contractor General Job role, and upload any extra required competencies.
 - c. Type in APA, and a list of all job roles will appear in the drop-down menu. Select any and all that apply.
 - d. You do NOT need all skills on job role list to add job role. These can be uploaded as they are obtained.
7. Select Employee requirements from left-side menu.
 - a. You can upload any additional documents at this point, OR you can wait until the mobilisation has been approved by SkillPASS, and upload documents against the required skills list under each job role.
 - b. To upload additional documents, click on Yes below 'Additional documentation', select the drop-down menu from the Additional Document section, and begin typing the exact wording on the certificate or licence, including the unit code. For example, to upload a first aid certificate, it may have a title on it, containing a unit code, like **HLTAID011 Provide First Aid**. Begin typing this and find the most similar document listed.
8. When sections are marked as complete, click on the Send for verification button.

After an employee has been successfully mobilised, the action of adding or removing roles is managed by SkillPASS. Where an employee's roles are needing to be updated, changed, removed etc. please provide SkillPASS support with your list of workers and any additions/removal or roles to be performed as required. Standard turnaround times apply.

6. What happens next?

6.1. Processing a workers Mobilisation

SkillPASS will review your employee's registration or booking within a 24-hour time frame and based on APA requirements, will accept or deny the online registration/booking. If urgency is required, you can contact SkillPASS on 07 3721 8800 to request high priority.

Note: This is not a guarantee that anything will be processed immediately but it will alert SkillPASS that this booking needs urgent attention.

6.2. Registration Approved

Once your mobilisations have been completed, an automated email will be sent to your company confirming your Contractor Induction booking or registration.

6.3. Declined Documentation/Mobilisation

If the submitted documentations are declined, you will receive an automated email outlining the reason. To submit amended item(s), log back into your company portal and re-upload the corrected documentation via the Current Booking & Registration Requests in Progress page, In Progress tab.

7. Adding Job Roles (post-mobilisation)

After an employee has been successfully mobilised, the action of adding or removing roles is presently managed by SkillPASS.

If you need to add, edit or remove a job role, please provide SkillPASS support with your list of employees and any additions/removal of job roles.

Standard turnaround times apply so ensure that you are allowing sufficient time for these changes to be applied as we cannot always guarantee immediate action. Also, volume of changes required could influence the standard turnaround times, if you would like an indication of timeframe, then please ensure you detail this in your email request.

8. Uploading documents

1. Click on Workforce Management -> All Employees from the left side navigation menu.
2. Select the employee you would like to upload for, by clicking on their name or on Profile.
3. IF JOB ROLES ARE ATTACHED
 - a. Scroll down and click on Mobilisations tab. Select **SkillPASS APA** and click on Details.
 - b. Scroll down the employee profile to the job roles. Missing/expired requirements will be highlighted in red. Click on the requirement to drop down the list of accepted documents. For most cases, the titles in the list should line up with the titles of the courses/inductions on your certificates. If you can't find a matching line, please contact APA directly to ensure you have completed the correct course.
 - c. Once you have located the correct title, click on the + button on the right-hand side to upload.
 - d. If the certificate has an expiry date, input this. If no expiry date, leave blank and the

APA Job Roles will automatically apply the APA required expiry dates.

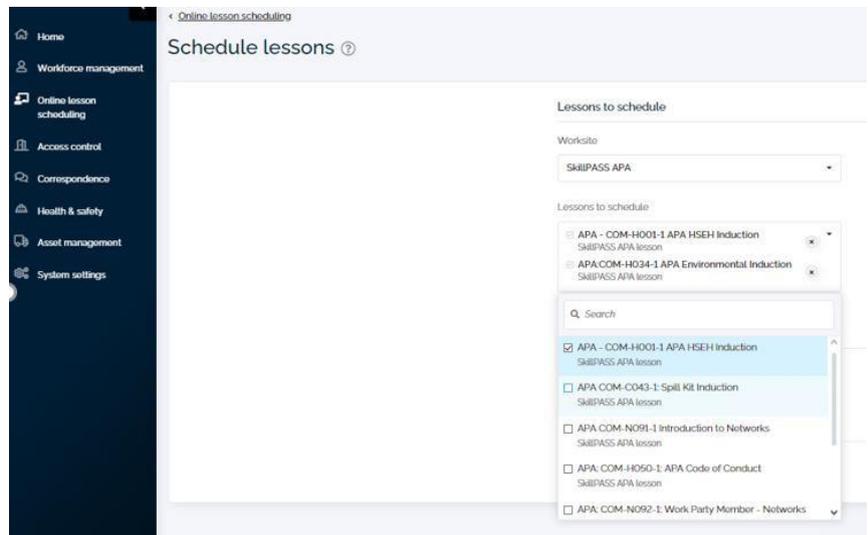
4. IF JOB ROLES ARE NOT YET ATTACHED
 - a. Scroll down and click on the Skill Records tab.
 - b. Click on the 'Upload qualifications' button on the right-hand side. You can upload any certificate, licence or induction here.

When a document is uploaded, there will be a delay before it is visible on a profile. The document is manually checked by SkillPASS for validity and authenticity, and then approved. This will be actioned as quickly as possible, but please allow up to 24hrs to process.

9. Employee online Training & Inductions

With an active APA mobilisation in place, you can now book your employees into online inductions. If you are unsure of induction requirements, consult your APA project manager/contact directly.

1. In your company portal on the left-hand side menu, select Online Lesson Scheduling
2. Click on Schedule lessons on right hand side.
3. Select Worksite: **SkillPASS APA**
4. Select Lessons to schedule – Multiple lessons can be selected during this step.
5. Select Schedule Individual Employees – Multiple workers can be selected during this step.
6. Nominate employees from the drop-down list.
7. Select Pay & Schedule lessons.
8. The link to complete the inductions will be emailed directly to the employee, via the email on the worker's profile. Please note in the previous LMS, Administrators would be cc'd into any worker training correspondence. However, the new EPP does not do this. You will be able to see for whom lessons have been scheduled for on the sub-page for the Online Lesson Scheduling menu item.



Note: You have the option to pay with Purchase Order if your company has set up a trading account with SkillPASS; otherwise, the only option will be pay by credit card.

The link to your worker will remain active for a total of 90 days before it invalidates. In the event that a worker has not completed the training within the active period, and you need to reactivate a training link, this can be done by repeating the above actions through the Online lesson scheduling option from the left menu within your contractor portal.

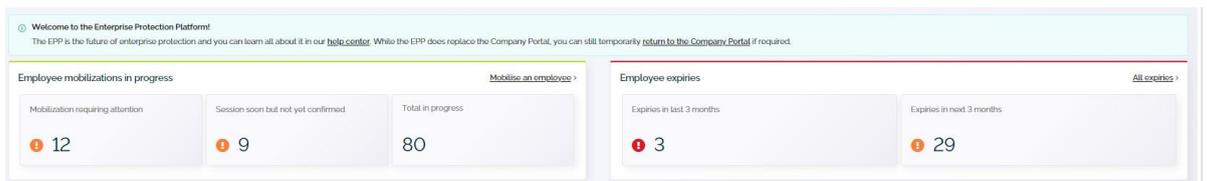
Once training is completed evidence will be sent directly to the workers SkillPASS profile, while the employee will also be sent a Certificate of Achievement from the LMS for their own assurance.

10. Ongoing management of your workers - reporting

It is important to keep your employees' details up to date to ensure worksite access is not unexpectedly affected. Your contractor portal has several ways to help you identify and manage your workers Site compliance requirements and general skilling expiries.

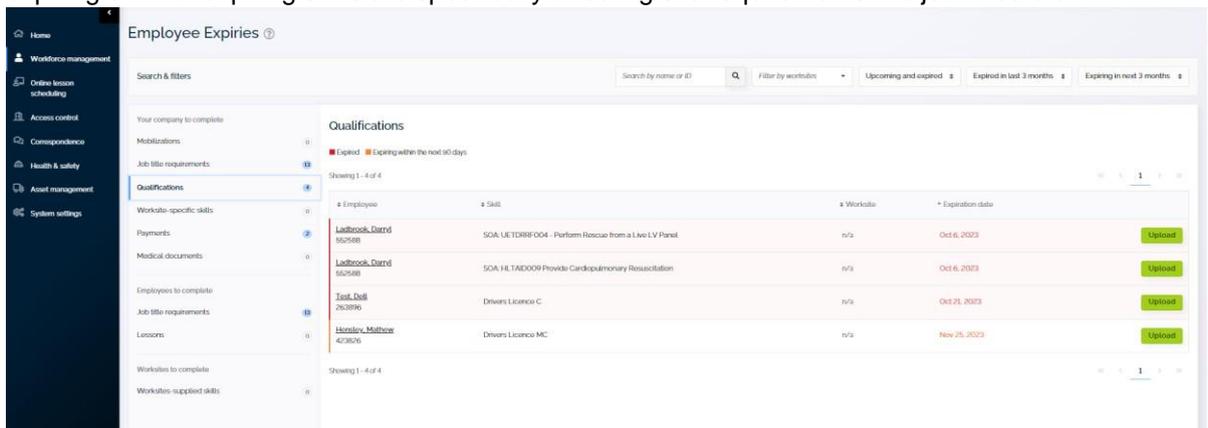
10.1. Home page Dashboard

A quick way to access items requiring immediate attention directly from your homepage



10.2. Employee Expiries

A dedicated page with categorised expiring requirements. Now you can see which skills are generally expiring or what expiring skills are specifically affecting site requirements like job roles etc.



10.3. Mobilisation compliance Report*

This report specifically looks at the minimum requirements for a worker to access the APA Site based on the mobilisation category selected for your worker.

Mobilisation report					
Badge #	Worker	Employer	Date mobilised	Mobilisation Category	Requirements unsatisfied
283501	Citizen, Daniel (DEMO)	Energy Skills Queensland	28/07/2023	APA Contractor Induction	No Valid Construction Induction
295290	Bloggs, Joe (DEMO)	Energy Skills Queensland	1/08/2022	APA Contractor Induction	
295290	Sullivan, Mia (DEMO)	Energy Skills Queensland	1/08/2022	APA Contractor Induction	No Valid Photo ID No Valid Licence Fee

10.4. Job Role compliance Report*

This report clearly displays the specific requirements for a worker to perform work on an APA project based on the Job Role applied to their profile.

Worker	Job Role	APA HSEH Induction	COM-H034-1 Environmental Induction	COM-N091-1 Introduction to Networks	COM-N092-1 Work Party Member - Networks	COM-N093-1 Confined Space Awareness	Construction Induction (White card)	Exca Oper
Worker 1	APA: Plant Operator	Not Valid	15/11/2023	15/11/2023	1/01/3000	1/01/3000	Missing Skill	1/01/3000
Worker 2		Valid	1/10/2025	18/07/2026	1/01/3000	1/01/3000	9/08/2026	1/01/3000
Worker 3		Not Valid	7/09/2025	23/08/2024	1/01/3000	1/01/3000	Missing Skill	1/01/3000
Worker 4		Not Valid	6/09/2025	22/08/2024	1/01/3000	1/01/3000	Missing Skill	1/01/3000

Worker	Job Role	APA HSEH Induction	COM-H034-1 Environmental Induction	COM-N091-1 Introduction to Networks	COM-N092-1 Work Party Member - Networks	COM-N093-1 Responsible Person/Permit Holder - Networks	Construction Induction (White card)	Manu Hand
Worker 2	APA: PE Welder - QLD	Not Valid	15/07/2025	26/07/2026	1/01/3000	1/01/3000	1/01/3000	9/07/2026

Worker	Job Role	APA HSEH Induction	COM-H034-1 Environmental Induction	COM-N091-1 Introduction to Networks	COM-N092-1 Work Party Member - Networks	Construction Induction (White card)	Spill Kit Induction
Worker 10	APA: Professional Officer	Valid	6/09/2025	22/08/2024	1/01/3000	1/01/3000	30/08/2026
Worker 13		Valid	9/09/2025	7/08/2026	1/01/3000	1/01/3000	30/08/2026

Worker	Job Role	APA HSEH Induction	COM-H034-1 Environmental Induction	COM-N091-1 Introduction to Networks	COM-N092-1 Work Party Member - Networks	Construction Induction (White card)	Manual Handling	Spill Induc
Worker 3	APA: Above Ground Field Worker	Valid	31/03/2026	31/03/2026	1/01/3000	1/01/3000	22/08/2028	28/08/2028

Legend :

- Valid
- Review in 90 Days
- Expired

*To obtain a copy of these reports, please contact SkillPASS directly via admin@skillpass.com.au.

11. General Navigation

11.1. Checking Employees' Profiles

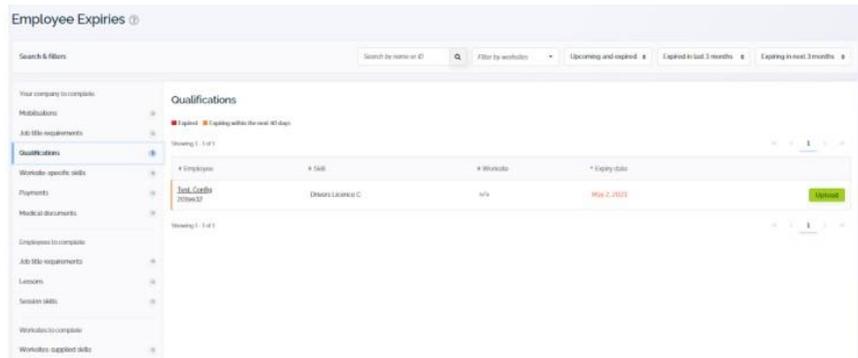
- Employee profiles are accessed via the left sided navigation by clicking Workforce -> All employees.
- In the All-employees page you can
 - Search for an employee
 - View an employee profile.
 - Mobilise an employee.



11.2. Checking Employees' Expiry Dates – skills & fees

- Expiries section is accessed via the left sided navigation by clicking Workforce management → Employee Expiries

*Payment expiries – ensure to filter by Worksite. You only need to pay SkillPASS APA fees.



12. SkillPASS card

Upon completion of the initial SkillPASS registration (mobilisation), all workers are issued with a SkillPASS Card. This card is printed by SkillPASS and sent out for distribution by Australia post. Allow 14 business days to receive cards. **Cards are sent directly to the Contractor (per their card mailing address indicated in their portal) who must send it on to their employees.** The physical SkillPASS card contains the following:

- Worker's name, headshot, unique ID number, and
- a QR code unique to the worker

Key features of card:

- QR code can be scanned at any time to reveal the workers user profile, which includes all uploaded skills, inductions and certificates, and job role requirements (refer to Job Roles section, if these have not been added)
- Details are live, meaning you will always get the latest skills list when you scan a QR code.
- The QR URL can be forwarded via email and saved, to view on a device at any time.
- A clear photo of the card can also be scanned to view workers profiles. This photo can be forwarded via text or email, and saved to scan the image, at any time, in any location.
- The SkillPASS or Site licence fee must be kept valid to view the workers profile.



12.1. If card has not been received

Contractor administrators MUST contact SkillPASS to inform of this for investigation and any suitable interim alternatives. SkillPASS has a three-month grace period from a workers registration date where cards will be reproduced at no cost for contractors to advise us of a non-receipt. Failure to do so will result in the contractor being liable to pay again for reprint of the SkillPASS Card for their worker/s.

12.2. Lost cards

Contractors should save a clear photo of their card on their phone. If a SkillPASS Card is lost, misplaced, or forgotten, the worker can show an image of the card, or must provide their SkillPASS employee ID number as temporary identification to the APA representative at the relevant site.

A replacement plastic SkillPASS Card can be ordered, for a fee of \$49.50 [gst inc] by request to admin@skillpass.com.au.

12.3. How to view Job Roles on SkillPASS Card

Employees must have APA job roles attached to use SkillPASS correctly. Anything can be uploaded and stored on SkillPASS, however the job roles will display exactly what is required, and what an employee does/does not yet have.

1. Scan the QR code.

2. If job roles are correctly added, profile will list SkillPASS APA under Sites. Click on this.
3. APA job roles will be listed. Scroll down to view the list of requirements for each job role. It will indicate what the employee has and does not yet have.
4. Note that if you click on Qualifications from the home screen, you will see a complete list of all qualifications/inductions that have been uploaded. These may or may not be relevant to the required APA job roles. **This view is not accurate, so please navigate to Skillpass APA and job roles.**

Sullivan, Mia (DEMO)
ID: 295290
Showing: All Skills/Mobilisations

Worksite access: ✓ 4/4 worksites

Job titles: 39 job titles

Crews: Gas Asset Shutdown - Western Downs [Demo], Gas Crew B Team, Gladstone Hydrogen [H2] Asset implementation Team, TEST AGIG DBP, TEST APA Shutdown Pinkenba

Company: Traffic Logistics Pty Limited

Sites

- SkillPASS (4 mobilisations) >
- SkillPASS AGIG (10 mobilisations) >
- SkillPASS APA (1 mobilisation) ● >
- SkillPASS Origin Energy Integrated Gas (1 mobilisation) >
- Qualifications >

Sullivan, Mia (DEMO)
ID: 295290
Showing: All Skills/Mobilisations

Worksite: SkillPASS APA

Mobilisations | **Job Titles** | Skill Records

2 Job Titles

- APA Contractor [General] Permanent Induction
- APA: Gas Crew Leader** Permanent Induction

Status: ● Invalid

Requirements: 27

Unmet: No Valid Traffic Management, No Valid PE Electro Fusion Weld, No Valid Work Safely in the vicinity of live electrical apparatus, No Valid Identify, Locate & Protect Underground

introduction to Networks
No Valid COM-N092-1 - Work Party Member - Networks
No Valid COM-N093-1 - Responsible Person/Permit Holder - Networks

Details (27 Requirements) ●

- Requirement: Construction Induction (White card)
Status: ● Valid
From 01 Jan 2010 until Never Expires
- Requirement: Traffic Management
Status: ● Invalid
- Requirement: PE Electro Fusion Weld
Status: ● Invalid
- Requirement: Work Safely in the vicinity of live electrical apparatus
Status: ● Invalid
- Requirement: Identify, Locate & Protect Underground Services
Status: ● Invalid
- Requirement: PE Destructive Testing
Status: ● Invalid
- Requirement: Manual Handling
Status: ● Invalid

12.4. Digital SkillPASS Card

A Digital SkillPASS cards can also be requested at no cost by contacting admin@skillpass.com.au, or calling SkillPASS support on (07 3721-8800 [Mon-Fri, 8:30 a.m. – 5:00 p.m. AEST])

12.5. EPP Access for Workers

Workers can also access the EPP microsite by entering their login credentials at the EPP login screen. View level of the EPP system is dictated by the users' logins. The EPP employee account allows workers to directly see and manage their profiles, and any requirements given to them by Site, or by their employer.

13. Privacy

The protection of personal information is required by the AusPrivacy Act 1988 (the "Act"). The Act applies to any personal information collected in connection with the worker online SkillPASS system.

Personal information will be stored in SkillPASS for registration, administration, and assurance purposes only. APA will only use personal information to the extent necessary for the purpose of mobilisation on APA sites and projects, after which, workers will be offloaded from registration to APA sites and projects but will remain in the SkillPASS system for use by the Contractor or Worker themselves as a document repository, and/or until the time they require to be onboarded again by APA.

14. Who Can I Contact for Assistance?

Assistance with the registration process or technical issues – contact SkillPASS directly:

07 3721 8800 (8:30am-5:30pm AEST Mon-Fri)

admin@skillpass.com.au

Assistance with determining job roles, or queries around accepted training courses – contact APA directly:

training@apa.com.au

14.1. Chat

Inside your portal, there is also a basic chat feature which allows you to select SkillPASS as the topic and chat with a real person, some items can be raised through here before you pick up the phone. This chat feature is available during and outside of office hours and on weekends.

