

What's happening?

This year Protection Officer (PO) qualifications are being moved to the Rail Industry Worker (RIW) System and will no longer be shown on Gold Cards. To remain working as a PO after Thursday 30 March 2023, you must complete the recertification and carry a physical or digital RIW card onsite. **From February 2023, the PO recertification online assessment will be only available via the RIW Portal.**

What must I complete to be recertified?

1. Safety Critical Communication training (if you have not already gained this unit of competency)
2. Online assessment for your respective PO level (PO level 1 to 4)
3. Practical infield ASB Assessment.

What do I need to do to complete the online assessment?

1. Create an RIW account by visiting <https://app.riw.net.au> or scanning the QR code
2. Click on the link in the email from RIW. If you are logging into RIW Portal for the first time, you'll be prompted for a password
3. In the Dashboard, click the course name under "Current Learning"
4. On the "My Courses" page, click on the course name to commence the course
5. The result will be recorded in RIW and your authorisation will be updated.



Visit [RIW Knowledge Centre](#) for more information.

Online assessment

- What is the pass mark for the online assessment? **The pass mark is 100 percent**
- Is it open book? **Yes**
- Can I receive help to complete the assessment? **No, it's important the assessment is completed without assistance to ensure your knowledge is being assessed**
- Can I start the assessment and save it to complete it later? **Yes**
- How long should I set aside to complete the assessment? **Give yourself between 1-2 hours to complete the assessment depending on the PO level**
- How many questions are there? **There are between 20 and 33 questions, depending on the PO level**
- If I am a PO3, do I need to complete three online assessments? **No. You only complete one assessment**
- How does the assessment get assigned to me? **Your employer will assign the assessment in RIW**
- Will it cost me anything? **Payment is at the discretion of your employer**
- What happens after I successfully complete the assessment? **Your result will be recorded in RIW automatically showing online assessment completed successfully**
- What happens if I don't get 100 per cent at the first attempt? **You'll be able to reattempt the questions you've answered incorrectly.**
- What happens if the connection drops out while I'm doing the assessment? **The system will record what you've done and save it to re-open in the "My Courses" page on RIW Portal**
- When do I need to complete the PO online assessment by? **Thursday 30 March 2023**
- If I've completed my PO training between 31 March 2022 and 30 March 2023, do I need to complete the PO online assessment? **Yes**
- What happens if I don't complete the PO online assessment before Thursday 30 March 2023? **Your PO authorisation will be suspended, and you will need to complete the PO online assessment and PO infield assessment to have your authorisation reinstated**

FAQ for Competency Managers

- How do I get a report about PO online assessments for my people? Run a completion report in Equip weekly. Completion results will be recorded in the LMS against code TPOOA1 through TPOOA4, depending on the PO level
- How do I know who has been enrolled for the PO online assessment? An enrolment report will be available from RIW
- Will Competency Managers be given Employer Access to the RIW Portal? Yes
- How do I know if my POs have an RIW Card? Check with your POs.

FAQ for Line Managers

- How do I know if my POs have been assigned the eLearn? Your Competency Managers will provide a report for internal POs to you. External POs are responsible for their learning
- How do I know if my POs have completed the PO online assessment? You can obtain completion report from Equip for internal POs. External POs are responsible for completing the assessment
- How do I know if my PO has an RIW Card? Check with your POs. External POs are responsible for obtaining an RIW card
- If my internal PO doesn't have an RIW Card, what should I do? Ask them to urgently complete an RIW application form and email it to learning@transport.NSW.gov.au with all the required documentation. Make sure you and the PO sign both pages of the application form. Visit the [Sharepoint](#) for the application form and further details about the application process