

Contractor Portal



Frequently Asked Questions

The WesCEF Contractor Portal provides contractors with access to complete required WesCEF Induction learning programs.

Providing Contractors with online access enables us to track our safety compliance and creates a consistent and seamless learning experience across all WesCEF sites.

Process Overview



Q - How can I register as a Supplier Administrator?

A - Please fill out the form at this link - <https://forms.office.com/r/4Wc4nT3aKr>

Q – Can my company have more than one Supplier Administrator?

A – Yes, you can have more than one Supplier Administrator.

Q: What does the alert “Username not Unique” mean?

A: This alert suggests that the email address is already linked to another profile. The contractor might have an existing profile that has been archived or is associated with a different company. Please have the contractor contact us via phone or email, and we can investigate the issue and reconnect the profile for you.

Q- Why am I seeing the following error?



A - This message indicates that you are trying to enrol the approval inductions in bulk. The WesCEF Alcohol and Other Drugs declaration, CSBP Kwinana General Site Induction, and Kleenheat Production Facility inductions need to be enrolled individually. However, you can enrol Area Inductions in bulk

Q: Why is the contractor profile no longer visible on the portal?

A: The profile might be archived for several reasons, such as expired learning or AODS. If this occurs, please contact us via phone or email to reactivate the profile.

Q: Why can't I complete my own online WesCEF Alcohol and Other Drugs declaration?

A: Only a Supplier Administrator can complete this declaration. If you are a Supplier Administrator, another Supplier Administrator in your company can complete it once we change your status back to “Learner.” If there are no other Supplier Administrators, you will need to fill out a form and send it to us so we can upload the results.

Q: How can I remove a contractor from our company since they no longer work for us?

A: To demobilise a contractor, select the “Demobilise Contractor” box on their profile, then choose “New Documents to Upload.” This action will be reflected in our report, and we will archive the contractor’s profile so it no longer appears on your members list.

Q: Which inductions do I need to enrol my contractors in?

A: Please contact your WesCEF Site Contact to clarify which inductions and licenses are required.

Q: I have enrolled contractors in the inductions, but they haven't received an email confirmation. What should I do?

A: Please check the Junk and Spam folders to see if the email was filtered there. The email will be from Learning@wescef.com.au.

Q: How can I see which inductions my members are already enrolled in?

A: To check a member's enrolment status and activity completion, go to their profile and click on "Learning Activities" on the left-hand side. This section will show their current enrolment's and completion status.

Q: Can I run a report to see my member's competencies and expired qualifications?

A: Yes, you can. Please refer to the User Guide on the [WesCEF Inductions Website](#) for a [step-by-step guide](#) on how to run the report.

Q: I set up a new contractor in the portal, but there has been no activity on their account. What should I do?

A: When creating a new contractor profile, you need to select "New documents to upload" to ensure the profile is included in our report. If this step is missed, the profile will remain inactive as we won't be aware of its existence.

Q: I am bringing a contractor to the site, but they are outside of Australia. Can they access the Induction Portal from their country?

A: Our Cyber Security policy restricts access from outside Australia. If it is absolutely necessary for the inductions to be completed before arriving in Australia, we can raise a Jira ticket to request temporary firewall access. However, we will need the exact IP address of the individual's computer, and the approval process may take some time.

Q: I have enrolled the contractor in the General Site Induction, but I can't see it on their profile. What should I do?

A: The CSBP Kwinana General Site Induction and the Kleenheat Production Facility Induction require approval. Once we approve it, it will appear on their profile.

Q: I have a contractor who previously worked for another company and already has a profile. Can I get them connected to my company?

A: For privacy reasons, the contractor needs to either email or call us to give permission for transferring their profile.