

Frequently Asked Questions

Metrolinx' Competence Management System (CMS) – Frequently Asked Questions

What is a CMS?

CMS stands for “Competence Management System”. These systems are sometimes alternatively referred to as “Learning Management Systems”, and their functionality supports the self-service management of individual learning profiles. These systems house learning qualifications, certificates, training records, and enable users to control their learning needs through course and session registrations, competency testing, transcript management, and much more.

For Metrolinx, the CMS is an online portal that enables all workers accessing the Metrolinx railway corridor and Right-Of-Way (ROW) to manage and renew their Personal Track Safety (PTS) training certification. In addition, this tool will enable Construction Supervisors and Safety Officers to confirm that workers attending sites have a valid PTS ID Card in real-time.

This self-service, best practice system will improve efficiency and effectiveness in tracking the PTS course by providing:

- Immediate validation of security and PTS qualification on-site;
- Streamline user registration and course enrollment; and,
- Ease of tracking and reporting of training records, expiration dates, and training audits for employees.

Additional functionality may be added to our system over time.

What is Personal Track Safety (PTS)?

PTS training course is a comprehensive Personal Track Safety (PTS) program that is required by all workers accessing the Metrolinx ROW. By taking the PTS training course you will enhance your knowledge in:

- Metrolinx' policies, rail operations roles and rules, governance, and track ownership.
- Identifying infrastructure and specific hazards and risks working around live rail,
- Methods and forms of protection,
- Requirements for PPE and access to work in the railway corridor,
- Human factors and situational awareness,
- Job briefings and the role of the Track Protecting Foreman,
- Radio and emergency communication procedures; and,
- Safety culture.

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Who needs to take the PTS training program?

PTS is required by all workers working in sections of the railway corridor and the Right-of-Way (ROW). Right-of-Way refers to Metrolinx-owned and operated on subdivisions of railway, infrastructure, rail/maintenance/layover yards, and all property between property fences, or if no fence, everywhere within 15m from the outermost rail.

What will Metrolinx' CMS provide?

The CMS enables workers to manage their Metrolinx qualifications, training transcript, and certificates in real-time. Contract Administrator and Auditor roles also can perform report management and audit functionality when authorized. This system is only for managing Metrolinx qualifications!

Key capabilities of the CMS include:

- Worker records are self-managed with the ability to access real-time data (24 hours a day, 7 days a week) including training transcripts and status of training;
- Accessible on any device with internet connection;
- Easy to use and efficiently manages worker records;
- Register for PTS course sessions;
- Complete competency testing following the session;
- Print temporary PTS certificate;
- Review audit records;
- Identifies qualified staff instantly upon lookup; and
- Generate reports.

Who should access Metrolinx' CMS?

All workers accessing sections of the railway corridor and ROW will utilize the CMS to register for PTS courses, complete the competency testing, renew their PTS certification, and to manage their training transcripts. This system also supports validating the qualifications of workers, audits, and reporting. The following groups that will access the CMS include:

- Workers (e.g., Metrolinx employees and Contractors);
- Construction Contractor Administrators;
- Metrolinx Administrators;
- Managers & Supervisors;
- Safety & Audit personnel; and,
- Flagging Services (Track Protecting Foremen).

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How do I access Metrolinx' CMS?

The access link to the CMS database is available from the external PTS website:

<http://www.metrolinx.com/en/projectsandprograms/constructionanddevelopment/personal-track-safety-program.aspx>

The PTS website has supporting documentation and step-by-step job aids available to help make your learning experience easy!

To access the CMS, you must self-register and create a personalized account. This will require having a valid, unique email address to create your account profile and access the system! Universal and shared company email addresses will not be supported by multiple users and will provide a warning notification.

- ★ *Remember – This account profile ID is your own and does not belong to your current organization/employer.*

Can I access the CMS from various devices platforms?

Yes. The CMS is responsive to the device platform it is being accessed. The interface will adjust and configure for “best viewing” based on the device being used.

Where can I access help / assistance?

If you are looking for help with using the system, please refer to the supporting documentation and step-by-step job aids that are available at the external PTS Website

<http://www.metrolinx.com/en/projectsandprograms/constructionanddevelopment/personal-track-safety-program.aspx>

When you are logged into your account profile in the CMS, based on your role in the system, you will also have access to the “Help” menu with training videos and system job aids.

For all further inquiries and assistance, reach out to: MXSafetyCompetence@metrolinx.com.

Is there a cost associated with using the CMS?

No. Users are not charged to set up account profiles and utilize the system.

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I am a Contractor Administrator (person responsible for maintaining PTS records for my organization) or a Metrolinx Auditor:

Contractor Administrators, General Contractor Administrators, and Metrolinx Auditors are to submit an access request to MXSafetyCompetence@metrolinx.com stating they are Contractor Administrators, General Contractor Administrators, or Metrolinx Auditor in order to be set up with proper access.

How will company Administrators receive information about which employee have set up CMS accounts and used the self-registration process for PTS course sessions?

Administrators will not be notified of an account set up by a user since it is user managed. As best business practice, it is recommended to develop a process for communicate with employees to notify the Administrator of their account setup.

To support registration tracking, a report can be configured set to run for the Administrators to monitor with on their team has registered for training. This would indicate who has created accounts. If this is a report you would like, request the report through MXSafetyCompetence@metorlinx.com. The CMS System Administrator can configure it so it's available to all Administrators.

What if I already completed the PTS course outside of the CMS? Do I have to take the course again?

No. All historic participant records associated to the PTS course are captured in the system. Participants will not need to register and retake the course. Historic records will be migrated to the system and individuals will be notified via email to update their accounts and passwords once they are created in the system by the CMS System Administrator. Do not create a CMS account profile!

Does an employee need to retake the PTS training if they switch companies?

No; however, it is required that the change in company be submitted to MXSafetyCompetence@metrolinx.com in order for the employees employer to be updated in their record.

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To successfully complete your CMS account profile, and to receive registration communications and your PTS ID Card, you *must*:

Create your CMS account using a unique email address (shared or universal company addresses are not permitted). Once your account is created, immediately update your profile by entering your personal information, mailing address, and photo. This information is referred to for generating and mailing your PTS ID Card.

Mailing address requirements: Provide a current, full, and valid mailing address to receive your PTS ID Card. If it is a business address, please ensure someone is in the office to receive and distribute the card appropriately.

Photo requirements: CMS Account profile photos must be a headshot (shoulders upwards), workplace appropriate, in colour, and clear. Please refrain from wearing face or head coverings unless for religious nature, and wear clothing (a shirt).

Can I print a temporary PTS ID Card or certificate using the CMS?

Yes. If / when you have successfully completed the PTS course and competency test, you will be able to access your temporary certificate within your transcript. This certificate contains your name, indicates your successful completion of the course, your PTS ID number, and your photo (pulled from your account profile).

When I am audited on site, can I access my audit results in CMS?

Yes. All your audit history is captured in your profile with details from the audit that you can access and review at any time.

When I register for a PTS session, will I receive an emailed meeting invite for the session?

No. You will receive an email registration confirmation notification that contains all the details for the course, including virtual login information (if applicable). It is important that you create and save your own calendar invite.

From within the CMS, you can add the meeting to your calendar. A formal meeting invite will not be sent via email notification.

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What if I forget my password to access the CMS?

You can request and create a new password by clicking on the Forgot Password link on the login page. Follow the directions to reset your password.

What if an employee is CROR qualified? Can they be exempt from PTS session and move directly to the testing?

Yes. Companies on Metrolinx' pre-approved qualified rail protection list have the option for their employees in possession of a Metrolinx-approved CROR designation to not take / attend the PTS course. The following companies have this option to be exempt:

- RailTerm Maintenance Services (10262595 Canada Inc.).
- A&B Rail Services Ltd.
- Cando Rail Services Ltd.
- OWS Railroad Construction & Maintenance Ltd.
- PNR RailWorks Inc.
- TTR (Toronto Terminals Railway Co. Ltd.).

In order to be exempt, the employee must register for a PTS training session. When they are added to the session, there is an option to request exemption. Once submitted, it goes through an administrative exemption approval process. Once approved, the employee is notified that they are exempt from taking the training session and can automatically access the test.

Can I only access the CMS from a web browser?

No. The CMS platform will adjust and configure for optional viewing and functionality based on the device being used and is compatible with phones, tablets, and web browsers.

Can I use any email address to set up my account?

Yes. You are not restricted to the email address you choose to use. It can be a personal or work email; however, this account profile ID is your own and does not belong to your current organization/employer.

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Does the CMS validate my email in case it is incorrect?

No. The system will not know if your email is accurate or inaccurate. Visual validation and confirmation are required prior to saving. Always verify and validate!

Can I perform a mass upload of employees into the system to create accounts?

No. This is only a function Metrolinx System Administrators can perform to ensure data is not compromised. If you require assistance, please contact MXSafetyCompetence@metrolinx.com.