

## Frequently Asked Questions

### How do I order a SkillPASS card?

To order a SkillPASS Card, you must first create a SkillPASS profile. This task is completed by your company SkillPASS Administrator. The company you work for must also be registered within SkillPASS.

If you are an individual who would like to get a SkillPASS card, please contact Energy Skills Queensland to speak with our SkillPASS Coordinators.

### How do I register my company in SkillPASS?

To register your company in SkillPASS, click [here](#) and complete the online SkillPASS registration. Online registration will require information such as the company ABN, registered company name, company contact and postal address.

### What are the costs associated with SkillPASS?

Registering a company on SkillPASS is free. The SkillPASS system comprises an initial fee to purchase the SkillPASS card as well as an ongoing annual fee per profile as outlined below:

Initial fee: \$65 + GST

Renewal fee: \$30 + GST

SkillPASS cards/fees can be paid with either a Visa or MasterCard.

### Will I receive a new card every year?

No. Unless your SkillPASS card is lost or stolen, you will maintain your SkillPASS card for the duration of its use. If you need a replacement card, please email us at [admin@skillpass.com.au](mailto:admin@skillpass.com.au). A fee of \$45 + GST, is payable upon request of a new card.

### What address will my new SkillPASS card be sent to?

All SkillPASS cards will be sent to the employer/company postal address that is registered on the SkillPASS system. Employers will distribute SkillPASS cards to employees.

Please advise Energy Skills Queensland if you have a different preference for card distribution by sending an email to [admin@skillpass.com.au](mailto:admin@skillpass.com.au)

### Is training on how to use SkillPASS available?

Yes. To find out about SkillPASS training click [here](#).

All SkillPASS training materials are located under the 'Help' section of the SkillPASS website.





## **I have more than 20 employees that I want to add to SkillPASS. What is the quickest way to create their profile?**

On request, Energy Skills Queensland can provide an employer with a Bulk Workforce Import sheet which allows employers to create 20 or more SkillPASS profiles at once.

Once these profiles have been created in the SkillPASS system, employers must complete the SkillPASS profile by uploading ID (Drivers Licence/Passport), a profile picture (JPEG/PNG file) and payment details for the SkillPASS card (Visa/MasterCard) for each SkillPASS profile.

## **What skills can I upload onto SkillPASS?**

There are no restrictions as to what records can be uploaded onto SkillPASS. Currently, there are over 1000 skills/competencies/qualifications available to choose from on SkillPASS. If you cannot find the skill/competency/qualification you need, please request it from Energy Skills Queensland via email at [admin@skillpass.com.au](mailto:admin@skillpass.com.au)

## **How can I check what skills I have on my profile?**

Your SkillPASS registration will provide you access to the SkillPASS App. The SkillPASS App allows you to view and edit your profile, view skills and competencies along with their expiration dates, upload/update skills and competencies to your profile, undertake online training and much more.

Your SkillPASS card can be scanned using any QR-code scanner application.

## **Is SkillPASS safe and secure?**

SkillPASS is a secure system that meets the highest privacy and data storage standards. Access to SkillPASS data is strictly managed in accordance with the SkillPASS Privacy Policy which complies with Australian Privacy Principles as set out in the Privacy Act.

## **Who verifies the information provided?**

In accordance with legislation, industry requirements and national training standards, the SkillPASS Administration team provide independent verification and validation for all training records, skills, competencies and qualifications that are submitted to SkillPASS.

## **Who can use SkillPASS?**

SkillPASS can be applied to any company in any industry, both nationally and internationally. Any employer can track and manage the skills and competencies of their entire workforce, ensuring employees are trained and skilled to undertake their job and are able to operate safely and effectively at all times.

