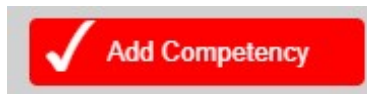# SWAP | Updating Competencies

Technicians are required to add competencies when registering on SWAP. This allows the system to identify if a technician is qualified to receive and action work orders or not. If one or more of the technician licence are expired, you will then be disqualified from receiving works.

How it works:

Adding New Competencies
- From the portal, head to 'My Profile' tile and click the '+ Competency' button
- Enter your licence details on the 'Add Competency' tab (Country, State, Licence type, expiry date etc.)
- Then click on the 'Add Competency' button

Renewing Competencies
- Under Active Competency list select the Renew Competency ⟳ button next to the licence you would like to update
- Enter your renewed licence details and hit submit

Retiring Competencies
- Under the Active/Retired Competency list select the Retire Competency 🕐 button next to the licence you would like to retire
- Question "Are you sure you want to retire this competency?" will pop up
- Hit 'Confirm'

Note: Vendor Admins will need to approve any competency changes before technicians can be assigned work orders.

SWAP | Reviewing Technician Competencies

VA Reviewing Competencies:
Once a technician has updated their competencies, the vendor administrator reviews and approves them to enable the technicians to be allocated work.

To do this, Vendor Admin would have to enter the 'My Technician' tile and click on the Review button next to the technician's name requiring an approval.

Must know:

- **Active competencies - t**his tab will list all your current active licences. Whenever you add a new competency or renew an old competency, they will be listed here. You can retire or renew competencies from this tab.
- **Retired Competencies -** This tab will list all competencies that you have marked as retired. These can be renewed at any time if required.
- **Historical Competencies -** This tab will list all previous version of competencies which have been renewed.

SYSTEM
Safe Work Assurance Platform (SWAP)

COMPATABILITY REQUIREMENTS
- Registered in SWAP
- Approved, Qualified Technicians
- SWAP Application Downloaded

KEY CONTACTS
Application Support Team:
1300 149 286 (1)
AU.Application.Support@cushwake.com

SWAP Support NZ:
0800 888 068
NZ.SWAP@cushwake.com

Finance Enquiries:
FinanceHelpdesk@cushwake.com

FURTHER INFORMATION
For user guides and training dates, please visit the Vendor Engagement Portal