

PlantIQ User Manual

Apex Workforce Development · Version 1.0

A complete guide for company owners, HR managers, employees and candidates using the PlantIQ workforce competency platform.

Welcome to PlantIQ

PlantIQ is a workforce competency, licensing and development platform built by Apex Workforce Development. It helps employers map every employee against every piece of plant or equipment they operate, track licences and Verifications of Competency (VOCs), capture development goals, and produce compliance reports — all in one place.

This manual covers everything an admin, HR manager, employee or candidate needs to use the platform day-to-day. Use the table of contents to jump to the section that matches your role.

1. Who uses PlantIQ

Company owners / admins

Set up the company, departments, equipment, employees, and billing. Run the company health report and manage subscriptions.

HR managers

Monitor licence and VOC expiries, track competency coverage, and export compliance reports. Book training through the Apex marketplace when refreshers are due.

Employees

Log in to self-rate competency on the equipment they operate, upload licences, request development opportunities, and view their own compliance status.

Candidates

Create a free profile, list tickets and VOCs, and be discoverable to employers hiring through the Apex network.

2. Getting started

Creating an account

- 1 Open the PlantIQ site and click Sign up.
- 2 Choose whether you are an Employer or a Candidate / Employee.
- 3 Enter your email, full name and a secure password.
- 4 Verify your email address from the link sent to your inbox.
- 5 Sign in and you'll be taken to your dashboard.

Signing in

Use the Login button at the top right of any page. If you've forgotten your password, use the 'Forgot password' link to receive a reset email.

Single sign-on with Google

You can also sign in with Google. The first time you do this, PlantIQ will create a profile using your Google name and email.

3. Company setup (admins)

Creating your company

- 1 After signing in as an Employer, you'll be prompted to create a company profile.
- 2 Enter the company name, ABN (optional), industry, and primary location.
- 3 Save — you'll land on the Employer dashboard.

Departments

Departments group equipment and employees by team or function (e.g. Heavy Haulage, Warehouse, Workshop). Each department gets its own icon and competency heatmap.

- Add a department from the Employer dashboard > Departments > Add department.
- Pick an icon, name, and optional description.
- Departments can be renamed, archived, or deleted. Deleting a department removes its heatmap immediately.

Equipment

Equipment represents any plant, vehicle, machine or asset employees need to be competent on. Each piece of equipment lives inside one department.

- Add equipment from a department card > Add equipment.
- Enter the make, model, asset number and any High Risk Work Licence (HRWL) codes that apply.
- Attach documents (operator manuals, SOPs, risk assessments) — these are visible to every employee assigned to that department.

Employees

- 1 Invite an employee from the Employees tab > Invite.
- 2 Enter their email and assign them to one or more departments.
- 3 They receive an email invitation to set a password and complete their profile.
- 4 Once they accept, they appear in your competency matrix and start counting toward your seat total.

4. The competency matrix

The competency matrix is the heart of PlantIQ. For every department it shows a grid of employees (rows) against equipment (columns) with a traffic-light cell for each combination.

Competency levels

- No experience — never operated this equipment.
- Aware — has had a basic introduction but cannot operate independently.
- Trained — completed training, can operate under supervision.
- Competent — fully signed off, can operate independently.
- Expert — capable of training and assessing others.

Updating a cell

Click any cell in the matrix to update the level, attach evidence (training certificate, sign-off form), and add notes. Updates are logged with the user and timestamp for audit purposes.

Self-rating vs assigned rating

Employees can self-rate their level. Their self-rating is visible to admins but is kept separate from the official assigned rating, which only admins or HR can set. Differences between the two are flagged in the development view.

5. Licences and VOCs

Every employee can hold licences (e.g. HR truck licence, HRWL forklift) and VOCs (Verifications of Competency) issued by your business or an external assessor.

Adding a licence

- 1 Open the employee's profile > Licences & VOCs tab.
- 2 Click Add licence, choose the licence type, enter the licence number, issue date and expiry date.
- 3 Upload a photo or scan of the licence (front and back if relevant).
- 4 Save. The licence now appears on the employee's record and the company expiry dashboard.

Adding a VOC

VOCs follow the same flow but capture both the VOC expiry date and (where relevant) the underlying licence expiry. PlantIQ tracks both independently so a current licence with an expired VOC is flagged immediately.

Expiry alerts

- Items expiring within 60 days appear in the amber bucket of the health report.
- Items expiring within 30 days appear in the red bucket and trigger an email to the company admin.
- Expired items appear in the red bucket and on the employee's own dashboard with a 'Book training?' CTA.

- Clicking 'Book training?' notifies Apex (info@apexworkforce.com.au) so we can match you with an RTO.

6. Documents

PlantIQ stores three types of documents: company documents (policies, manuals), equipment documents (SOPs, risk assessments) and employee documents (licences, VOC evidence).

- Company documents are visible to all employees of the company.
- Equipment documents are visible to employees assigned to that department.
- Employee documents are visible only to the employee and company admins / HR.

All documents are stored securely. Supported file types include PDF, Word, images (JPG/PNG) and Excel.

7. Development and interest tracking

Employees can flag equipment they'd like to be trained on (Interest). Admins can mark an item as 'In development' once training starts, and as 'Declined' if the request is not progressed.

- Employees: open Equipment > Express interest.
- Admins: open the Development view to see all current interest, in-progress training and declined requests.
- Development data feeds into the company health report so you can see engagement at a glance.

8. The company health report

The health report (visible to company owners only) is a one-page snapshot of your workforce. Open it from the Health report button in the employer header.

What it covers

- Competency coverage — overall percentage of competent+ ratings, broken down by department and equipment.
- Licence & VOC expiry — count of expired, expiring ≤30 days, 31-60 days, and current.
- Development engagement — interest, in-development and declined counts.
- Compliance — employees and equipment missing required documents.

Exporting

- CSV — raw data for spreadsheets and BI tools.
- PDF — formatted snapshot for board packs or auditors.

- On-screen — interactive dashboard with charts.

9. Billing and subscriptions

PlantIQ is free for candidates and employees. Employers pay a monthly subscription made up of a base fee plus a per-seat fee. A seat is one active employee in the company.

Pricing

- Base: \$199 per month.
- Per seat: \$8 per active employee per month.
- Annual billing: 2 months free (pay for 10, get 12).

Managing your plan

- Click the plan badge in the top-right of the employer dashboard to view a breakdown.
- Open the Pricing page for full details and to switch between monthly and annual.
- Update your card or download invoices from the billing portal.

10. Candidate accounts

Candidates use PlantIQ to maintain a portable record of their tickets, licences and VOCs. A candidate account is free and stays with the operator across jobs.

- Sign up as a Candidate at the login screen.
- Add your licences, VOCs and equipment experience.
- Upload evidence so future employers can verify your tickets quickly.
- Opt in to be discoverable by employers in the Apex network.

11. Security and privacy

- All data is stored in encrypted databases hosted in Australia.
- Row-level security ensures companies can only see their own data.
- Admins control who in the company can see employee documents.
- See the Privacy Policy and Terms of Service for the full detail.

12. Troubleshooting

I can't sign in

- Check that your email is verified — look for the verification email.
- Use 'Forgot password' to reset.

- If you used Google to sign up, use the Google button rather than email/password.

An employee isn't showing in the matrix

- Confirm they've accepted their invite (status = Active on the Employees tab).
- Confirm they're assigned to the department you're viewing.
- If they're archived, restore them from the Archived employees view.

A department I removed still shows a heatmap

Refresh the page. Heatmaps are now removed immediately when a department is deleted or added — if it persists, contact support.

My pricing badge shows the wrong amount

The badge uses your live seat count. If you've just added or removed employees, give it a moment to refresh, then click the badge for the full breakdown.

13. Getting help

Email info@apexworkforce.com.au or use the Contact form on the website. We aim to respond within one business day.

For training bookings (licence refreshers, HRWL renewals, VOC assessments) use the 'Book training?' CTA on any expiring licence — it goes straight to our RTO matching team.

Appendix A — Glossary

- HRWL — High Risk Work Licence (issued by SafeWork in each Australian state).
- VOC — Verification of Competency, an employer or assessor confirmation that the operator can safely use a piece of equipment.
- RTO — Registered Training Organisation, the body that delivers and issues nationally recognised training.
- Seat — one active employee account counted toward your subscription.
- Department — a group of equipment and employees inside a company.
- Matrix — the grid of employees × equipment showing competency levels.