



M I L C O M

STUDENT HANDBOOK

100107 Student Handbook

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WELCOME TO MILCOM

Milcom is a Registered Training Organization with VETAB, meeting the requirements of Australian Quality Training Framework (AQTF). Milcom's NTIS Number is 6859.

Our Training Commitment

Milcom is committed to delivering Competency Based Training to the standards set by the relevant Industry bodies and regulatory agencies. We constantly seek to satisfy current industry needs and pursue training solutions that are:

- ❖ Outcomes based,
- ❖ Flexible both in terms of time and content and
- ❖ Provide students with skills that make them safe and competent in the workplace.

Our Courses

Milcom specializes in the delivery of a broad range of Telecommunications, Security and Electrotechnology courses including product specific training and course content tailored to specific corporate needs.

Milcom is accredited to deliver training to the following nationally recognised qualifications

Telecommunications:

ICT20208 Certificate II in Telecommunications
ICT20308 Certificate II in Telecommunications Cabling
ICT20408 Certificate II in Telecommunications Access Network
ICT30208 Certificate III in Telecommunications
ICT30302 Certificate III in Telecommunications Cabling and Customer Premises Equipment
ICT40208 Certificate IV in Telecommunications Engineering
ICT50202 Diploma of Telecommunications Engineering
ICT60202 Advanced Diploma of Telecommunications Engineering

Security:

CPP20307 Certificate II in Technical Security
CPP30507 Certificate III in Technical Security

Electrotechnology:

UEE30407 Certificate III Data and Voice Communications

Student Support and Services

Milcom recognises the need for all people to learn and obtain their desired outcomes. We will support you in your endeavours with our expertise and services. For any matters outside the expertise and control of Milcom, we will make every endeavour to refer you to the relevant agency or expert.

Course Selection

Not sure what course you need to do?

- Check out our web site <http://www.milcom.com.au> to find all our courses.
- Contact Milcom to assist you in choosing the course that meets your needs.

Access and Equity

(The NSW Anti-Discrimination Act 1977 and Anti-Discrimination Regulation 2004 and five Commonwealth Acts, the Racial Discrimination Act 1975, the Sex Discrimination Act 1984, the Human Rights and Equal Opportunity Commission Act 1987, the Disability Discrimination Act 1992 and the Age Discrimination Act 2004.)

Milcom provides a pre course assessment service to all clients to determine if they meet the entry level or can be exempt from part or all the module(s) that make up the courses. Access to this services is via Milcom's 1300 369 320 helpdesk number. The service is available 7:30AM to 4:30 PM Eastern Standard Time. This is currently a free service. Where the complexity of the assessment is high and a fee is required, any applicable charges will be credited against training and/or Recognition of Prior Learning (RPL) in which the client enrolls.

N.B. The cost of the pre course assessment does not apply if you are presenting training records from other Registered Training Organizations (RTO's).

If the client is currently a recipient of a social security support payment the cost of the pre course assessment is waived.

To avail yourself of this service, it is advisable to have copies of any training records that you may have for both formal and informal training, plus details of any relevant work experience. During the pre-course assessment, an assessor will ask you for these details so that a profile can be developed to assist in guiding you to training and/ or RPL that will meet your needs.

Milcom takes into account the diverse needs of individual clients. These needs may include people who face barriers due to age, gender, cultural difference, disability, language, literacy and numeracy, unemployment, imprisonment or isolation or any other clients who are experiencing barriers in relation to access, participation and outcomes.

At the completion of the pre course assessment, the assessor will prepare a summary sheet, detailing the outcome of the assessment and the steps forward. As the pre course assessment is conducted over the phone, the validation of the assessment outcomes will be dependent on you producing the evidence of any previous training and/ or experience you notified the assessor you have.

A record of the assessment is kept by Milcom to assist the when enrolling you into our programmes. The pre course assessment will not lead to a statement of attainment. A

statement of attainment is issued upon receipt of programme registration fees and completion of any training required and the RPL process.

Milcom provides a Recognition of Prior Learning (RPL) service to all clients (See testimonials of what RPL has achieved for our clients.)

What is RPL?

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. RPL assesses the individual's prior learning to determine the extent to which that individual is currently competent against the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Mutual Recognition of other RTOs

Milcom must at all times recognise the qualifications issued by any RTO in accordance with the AQTF standards; a Testamur showing the applicant's name, course or competency completed and duly signed by the RTO. If in doubt, please consult with the If a copy is presented it must be certified as per "Certifying documents".APPENDIX A

Flexible Learning and Assessment

Milcom appreciates that all learning does not happen in the classroom and we can provide a number of our courses using distant learning techniques. We are able to assess people on the job to confirm that you have gained to competency through workplace experience.

If you have any problems or need assistance we are available on 1300 369 320 from 7:30AM to 4:30 PM Eastern Standard Time (Monday to Friday except public holidays) and you can also email us on training@milcom.com.au

How To Get On A Course

Registration

Once you have decided what course(s) you need to do, then it is a simple process to achieve the goal. First, you must register by either booking on line with the option of paying on line or contacting Milcom by phone or in person. Milcom will contact you stating all you need to know about location, time and what you need to bring. Alternatively you can email training@milcom.com.au and we will send you out the information you need.

Confirmation on the course is reliant on payment of course fees.

Milcom's General Conditions

- Cancellation of booking less than 14 days prior to commencement of the course will attract a 50% administration charge.
- Milcom reserves the right to cancel, postpone or vary course dates or venues.
- Milcom reserves the right to allow clients to transfer between courses venues or dates.

Enrolment

On the first day of the course you will be asked to complete an enrolment form. The enrolment form is the main source of information for our records and must be completed legibly and accurately, along with any evidence of prior learning or underpinning skills and knowledge you have already gained. Milcom recognizes Australian Qualifications and Statement of Attainments issued by other RTO's. The documents must meet the standard methods of certification (see Certifying Documents note Appendix A) You will also be asked for photo proof of identification.

At the start of each course the trainer will tell you what is required to complete the course successfully. If you are not sure please ask the trainer.

Complaints and Appeals ***Complaints Procedure***

All complaints must be referred to the General Manager and recorded into the "Complaints" folder located on the server. The General Manager will investigate the complaint fully and determine an outcome. All resolutions must be fully documented including reasons for any decisions.

All complaints to be investigated within 7 working days with the person making the complaint informed of the progress of the complaint

If the candidate is still not satisfied with the resolution of the complaint after following and exhausting the Complaints Procedure, the "National Guideline for Complaints" directs them to seek further assistance from the Disputes Settlement Centre, whose details are listed below.

Disputes Settlement Centre
A Division of the Department of Justice
4 / 456 Lonsdale St, Melbourne, Victoria, 3000
GPO Box 4113
Phone: 03 9603 8370 Free Call: 1800 658 528 Email: dscv@justice.vic.gov

Appeals

The Client Appeals Procedure outlines the process to be undertaken for the conducting and administration of any client appeal/grievance. Assessments for courses will be theoretical and practical assessments to determine the client's competence in all required competencies.

Appeals Procedure

The grievance procedure provides instructions to both you and assessors, for any grievances that may arise during a Milcom Course.

Appeals Prior to Assessment

If you are having a problem with any part of a training module, then you may ask for the following actions to be undertaken:

- a) The client is to be offered the opportunity to undertake extra tuition by the course trainer, in their own time, during the time frame of the particular course they are attending or,

- b) If the client does not wish to be given extra tuition by the course trainer, Milcom is to give the client the opportunity to have extra tuition undertaken by another trainer.

Appeal After Assessment

If a client has a grievance with an assessment or decision made in conjunction or association with an assessment, then that person may apply for the following action to be undertaken:

- a) The client may request the assessor to reassess their work, or
- b) The client may apply to the General Manager to have another assessor assess their work.

Action to be Taken By Milcom

If a client makes application in reference to (a) above) then the trainer may make an objective judgment on that application and inform the client and General Manager of the outcome of that judgment.

If a client makes application in reference to (b) above) then the General Manager is to make an objective judgment. If reassessment should occur, the outcome will be documented and forwarded to the client stating reasons for the decision.

Disciplinary Procedures

Milcom aims at developing an atmosphere of learning and should your behavior disrupt the learning or assessment processes of others, discipline procedures such as removal from the course will apply. No refunds will be given due to removal for disruptive behavior.

Privacy Policy

Privacy protection is important to Milcom. At no stage should any records be made accessible to any third party without prior written permission from the individual concerned except as stated below. (Using and Disclosing Your Personal Information)
Full compliance with the Federal Government Privacy legislation is essential at all levels of Milcom's handling of an individual's information. (Commonwealth Privacy Act 2001)

Access for Client's Information

A request by clients for access to their personal records is required in writing to ensure the identity of the individual is checked and confirmed.

Using and Disclosing Your Personal Information

Your personal information is confidential. Milcom will not use or disclose any information about you without your consent, unless:

- Required by law , or by a government authority for the sake of auditing e.g. VETAB
- We believe it necessary to provide you with a service which you have requested,
- To implement our terms of service
- To protect the rights or property of Milcom, any Milcom user, or any member of the public
- To lessen a serious threat to a person's health or safety.

Milcom and its affiliates recognise the trust you place in us when you give us personal information. In order to operate and deliver a service, we may sometimes share your personal information with a service partner who is also bound by privacy and confidentiality laws. We will not otherwise disclose your personal information to other companies without your explicit consent.

If the client applies for an RPL assessment, the client agrees for us to collect information from them and from other sources such as former and current employers to conduct the RPL process, and you agree that this information may be disclosed to third party RPL assessors.

Clients agree for us to contact them with information about a self assessment or RPL application which they have made, as well as potential job or training opportunities (unless they have stated they do not wish to receive these communications).

If the client is using Milcom's services at the direction of their employer, they agree that we may release this information to their employer

The client agrees to comply with future changes in the Milcom privacy policy.

Milcom welcomes your feedback

You are more than welcome to send any feedback to training@milcom.com.au or give us a call on 1300 369 320 Monday to Friday (except public holidays) 7:30AM to 4:30 PM Eastern Standard Time.

On going Student Support

For Milcom the learning does not stop the moment the you walk out the door. We are very keen to ensure that the transfer of skills and knowledge from the learning environment to the workplace is ongoing and thus we also encourage life long learning. Milcom provides a help desk for your immediate field issues and also provides a section on our website dedicated to "Tech Tips" which provides you with a ready source of up to date relevant information. This way we are encouraging you to do research and keep up to date with your ever-changing profession.

Help Desk Support 1300 360 320

APPENDIX A

CERTIFYING DOCUMENTS

Certifying a document refers to having a person of standing confirm that the copy/ copies of documents being supplied are an authentic copy of the originals.

Who Can Certify A Document

JP	School Teacher
Solicitor	Nurses
Doctor	Medical Practitioner
Bank Manager	Surgeon – Medical, Optical or other
Post Office Manager	Diplomatic Officer
Chemist	Consul General
Accountant	Honorary Consul
Employee of the Commonwealth	Company Director
Member of the Defence Forces	Company Secretary
Politician	Member of the Institute of Engineers

The Person Certifying

To certify a document the certifier must:

1. Write "That the copy is a true copy of the original as sighted by "*name of certifier*"
2. Sign
3. Date
4. Indicate the category they fit into from the above list

Mutual Recognition of other RTOs

A Testamur (Certificate) showing the applicant's name, course or competency completed and duly signed by the RTO.