



**M I L C O M**

# **STUDENT HANDBOOK**

111201 Student Handbook

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## ***WELCOME TO MILCOM***

Milcom is a Registered Training Organization, meeting the requirements of the Australian Skills Quality Authority (ASQA). Milcom's RTO 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 specialises 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:**

ICT20210 Certificate II in Telecommunications  
ICT20310 Certificate II in Telecommunications Cabling  
ICT30210 Certificate III in Telecommunications  
ICT30310 Certificate III in Telecommunications Cabling  
ICT40210 Certificate IV in Telecommunications Network Engineering  
ICT40510 Certificate IV in Telecommunications Network Planning  
ICT50210 Diploma of Telecommunications Network Engineering  
ICT60210 Advanced Diploma of Telecommunications Network Engineering

#### **Security:**

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

#### **Electrotechnology:**

UEE30407 Certificate III Data and Voice Communications

#### **Individual competencies**

BCCCM2013C Control traffic with a stop-slow bat  
HLTCPR201A Perform CPR  
HLTFA201A Provide basic emergency life support  
HLTFA301B Apply first aid  
UEENEEP008B Conduct in-service safety testing of electrical cord assemblies and cord connected equipment

## **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 ASQA 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](mailto: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](mailto: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.
- No refunds will be payable after course commencement.
- 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 under pinning skills and knowledge you have already gained. Milcom recognises 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**

Milcom takes all complaints seriously.

### **Complaints**

Persons wishing to make a complaint, about the conduct, of an RTO, whether a complaint, appeal or other matter, shall have access to the complaints procedure. All formal complaints will be heard and decided within fifteen (15) working days of the receipt of the written complaint by Milcom.

Milcom management will keep a Complaints Register, which documents all formal complaints and their resolution. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

This policy will be reviewed to align with the national guidelines for complaints.

Milcom Management will be responsible for managing the resolution of the complaint and will be able to supply and assist with the complaint forms.

If the candidate is still not satisfied with the resolution of the complaint after following and exhausting the Complaints Procedure, the client is advised to contact ASQA if unable to resolve the complaint by following the RTO's complaints and appeals procedure. To do this, a student should complete the [Complaints form](#) and email ([enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au))

A copy of the National Guideline for Complaints is available from Milcom's Management.

The phone number for the National Training Complaints Hotline is: 1800 000 674

### **Appeals**

This process is for appeals by candidates in relation to academic decisions or procedural matters. For appeals against specific assessment decisions, you should first discuss all

decisions of assessment with your trainer. If you are still not satisfied with the outcome, you have a right to appeal to the MILCOM management team:

- The notice of appeal should be in writing addressed to the Milcom for referral to the Milcom management team and submitted within seven days of notification of the outcome of the re-evaluation process.
- If the appeal is not lodged in the specified time, the result will stand.
- If through emergency circumstances, such as in cases of serious illness or injury, you need to defer an appeal, you must forward a medical certificate in support of this. The notice to defer the appeal must be made within three working days of the concluding date shown on the medical certificate.

The RTO Managing Director is responsible for managing the resolution of the appeal and will be able to supply and assist with the appeal form.

All appeals will be reviewed at the monthly management meeting and if appropriate, result in a continuous improvements process.

If the candidate is still not satisfied with the resolution of the complaint after following and exhausting the Complaints Procedure, the client is advised to contact ASQA if unable to resolve the complaint by following the RTO's complaints and appeals procedure. To do this, a student should complete the [Complaints form](#) and email ([enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au))

A copy of the [National Guideline for Complaints](#) is available from Milcom's manager.

The phone number for the National Training Complaints Hotline is: 1800 000 674

### **Complaints / appeals procedure**

Persons with a complaint / appeal concerning the manner that Milcom conducts business, have access to the following procedure:

#### **Informal complaint:**

- The first stage of the complaint / appeal will need to communicate directly with Milcom's manager, who will make a decision and record the outcome of the complaint / appeal.
- Candidate (s) dissatisfied with the outcome of the complaint / appeal to the RTO manager may initiate a 'formal complaint / appeal'.

#### **Formal complaint / appeal:**

- All formal complaints / appeals will only proceed after the informal complaint / appeal procedure has been finalised.
- The complaint / appeal and its outcome shall be recorded in writing.
- On receipt of a formal complaint the RTO manager shall convene an independent panel to hear the complaint; this shall be the 'complaint committee'.
- The complaint / appeal committee shall not have had previous involvement with the complaint / appeal and should include:
  - The RTO manager
  - Training staff member
  - An independent person

- The complainant / appellant shall be given an opportunity to present his / her case to the committee and may be accompanied by one other person as support or as representation.
- The relevant staff member shall be given an opportunity to present his / her case to the committee and may be accompanied by one other person as support or as representation.
- The complaint / appeal committee will make a decision on the complaint / appeal.
- The complaint / appeal committee will communicate its decision on the complaint to all parties in writing within 5 working days of making its decision.

All complaints / appeals will be reviewed at the monthly management meetings and, if appropriate, will result in a continuous improvements activity. The root cause of the complaint will be included in the continuous improvement cycle of the relevant standard/s.

### **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
- 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](mailto: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.