



M I L C O M

TRAINEE'S MANUAL

111201 Trainee Manual

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WELCOM TO MILCOM

AND THANK YOU FOR CHOOSING US

AS YOUR RTO

Milcom is a Registered Training Organization, meeting the requirements of the Australian Skills Quality Authority (ASQA). Milcom's RTO Number is 6859.

1. 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:

- Outcome based,
- Flexible both in terms of time and content,
- Provide students with skills that make them safe and competent in the workplace and
- Meet the enterprise needs.

2. 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.

For our Scope of Registration please see our web site <http://www.milcom.com.au/>

Milcom offers traineeships in the following qualification areas:

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

3. TRAINEESHIPS

Traineeships are based on standards endorsed by industry and will result in nationally recognised qualifications

3.1. WHAT IS THE VET SECTOR

Vocational Education and Training (VET) is a term used internationally to describe education and training arrangements designed to prepare people for work or to improve the knowledge and skills of people already working. In Australia we have the Australian Qualifications Framework (AQF).

The AQF provides an agreed framework for designing, developing and issuing recognised qualifications within Australia and for supporting linkages between these qualifications.

An important aspect of the Australian Qualifications Framework is the development of closer connections between secondary education, Vocational Education and Training (VET) and higher education. The development of structured arrangements to link qualifications across the sectors represents a key process in building closer inter-sectoral relationships.

Qualification linkages enable individual learners to move from one qualification to another in more efficient and effective learning pathways. Qualification linkages are also essential working tools for the operation of a meaningful and dynamic Australian Qualifications Framework. Qualification linkages also provide a mechanism for creating a more open, accessible and relevant post compulsory education system and a vehicle for implementing lifelong learning.

This means the competencies you develop in one qualification may be able to be mapped over to another qualification.

3.2. WHAT IS COMPETENCY BASED TRAINING?

Competency Based Training (CBT) is an approach to vocational education and training that places emphasis on what a person can actually do in the workplace as a result of training. It is based on

performing competencies satisfactorily to a set of standards which make up a job or task. It is concerned with obtaining industry specific standards rather than with an individual's achievement relative to others in a group.

3.3. WHAT DOES A TRAINEESHIP INVOLVE?

Traineeships combine practical work in quality structured training to give you a nationally recognised qualification and the experience you need to work in your chosen industry.

Milcom works closely with the employer and the trainee to determine the competencies needed to complete the qualification. Milcom recognises that all learning does not happen in the classroom and most learning happens on the job. Milcom will give the trainee the formal training and then, by working in the industry, the trainee will receive the practical on the job training that can only be achieved in the workplace. To keep a record of what the trainee has learnt on the job, they must keep a logbook of the work they are doing.

3.4. WHAT IS IN IT FOR A TRAINEE?

During the course of a traineeship, a trainee gains work experience and has the opportunity to learn new skills in a hands-on environment. On successful completion, the trainee earns a nationally recognised qualification.

3.5. WHAT IS IN IT FOR AN EMPLOYER?

A Traineeship provides your business an opportunity to train a new or in some cases, an existing employee, over a 12 month or longer period, to gain industry skills and knowledge to specific standards and thus gain a recognised qualification. It allows you to be involved in the development of the trainee to your specific industry needs.

A traineeship provides substantial long term benefits, not only for your business, and for your trainee, but also for the industry and community as a whole.

3.6. TRAINEESHIP PROCESS

- a) Signed up by Australian Apprenticeship Centres (AAC).
- b) AAC sends information to Milcom about trainee.
- c) Approval from State Training Authorities indicating that the Government has accepted the trainee.
- d) Trainees please note, in NSW for security a police check must be completed before Approval from State Training Authorities (e.g. TCID will be issued)

Please complete form issued by checking authority and return to Milcom with all paperwork (i.e. certified documents for copies). Milcom will then forward them on to the appropriate authority to start checking procedure.

- e) Milcom contacts employer and trainee to discuss what competencies are required.
- f) Milcom develops training plan.
- g) Training plan sent to employer for approval by trainee and employer. Both parties must sign, make a copy and return the training plan to Milcom.
- h) Before training can commence Milcom requires:
 - Completed RTO Enrolment Form Appendix 1 –
 - Approval from State Training Authorities

- Enrolment fee paid

i) The trainee attends RTO training.

Trainee learns on the job and completes training log to record what the trainee is doing at the work place. Trainee must also complete any Self Paced Workbook supplied

- j) Milcom will keep in contact with the trainee and the employer during the progress of the training.
- k) Towards the end of the traineeship, a Milcom assessor will assess the trainee's competence against predefined industry standards.
- l) If deemed competent then the qualification will be awarded to the trainee.
- m) The certificate will be sent to the employer.

3.6.1. Australian Apprenticeships Centres

Australian Apprenticeships Centres (formerly New Apprenticeships Centres) are the experts on Australian Apprenticeships and are an ideal first port of call for those seeking advice and help or a general overview of the Australian Apprenticeships scheme.

They have been contracted by the Australian Government to:

- Provide information and assistance to employers and Australian apprentices
- Administer all Australian Government incentive payments

AAC's will provide you and your Australian Apprentice with support throughout the entire Australian Apprenticeship. They will also process all Australian Apprenticeships Incentives Program applications and claims.

<http://www.australianapprenticeships.gov.au/default.asp>

3.7. WHAT IS A TRAINING PLAN?

A training plan is an agreement between the trainee, their employer and Milcom, which sets out the competencies and the type of training the trainee will undertake. It is an important document to retain and refer to during the traineeship. It is a dynamic document and it is vital the trainee take an active role in the way their training plan is developed and the way it is implemented. A training plan must recognise the skills and knowledge a trainee may already have gained and provide the best options for training delivery, supervision and workplace support.

4. RESPONSIBILITIES OF EMPLOYERS AND TRAINEES

Responsibilities of Employers and Trainees can be found in a guide to apprenticeships and traineeships in NSW

https://www.training.nsw.gov.au/forms_documents/apprenticeships_traineeships/fullguide.pdf

Victoria http://www.eduweb.vic.gov.au/edulibrary/public/postcomp/Guide_to_A-ships07.pdf
and http://www.eduweb.vic.gov.au/edulibrary/public/voced/Tips_MakingMost.pdf

Milcom in particular, expects employers to work with Milcom in developing your trainee by:

- a) Responding to any correspondence.
- b) Advising trainees what is expected of them.
- c) Releasing trainees to attend classes or individual independent study.
- d) Allowing trainees time to practice what they have learnt.
- e) Advising Milcom of any changes to the traineeship (cancellation, withdrawals from traineeship)

Milcom expects from the trainee, to work with Milcom in developing your skills and knowledge by:

- a) Turning up for training classes and completing individual independent study.
- b) Being punctual.
- c) Being willing to learn.
- d) Helping us to assess your progress.
- e) Advising us of any distance learning tasks.
- f) Maintaining a log book.
- g) Completing On line Assessments

5. MILCOM'S ROLE

Milcom helps the employer train their new trainee in the way they want by:

- a) Offering and undertaking, if appropriate, a Recognition of Prior Learning (RPL).
- b) Assisting you and the trainee to develop an appropriate training plan.
- c) Providing advice on fees and charges.
- d) Designing a training plan to meet the needs of all parties.
- e) Train the trainee and assist you to make sure training is completed.
- f) Monitoring progress of trainee.
- g) Providing additional learning support if required.
- h) Issuing qualifications at the completion of the traineeship.

To achieve these outcomes Milcom has a person responsible for trainees whose function it is to achieve these outcomes.

6. STUDENT SUPPORT 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 effort to refer you to the relevant agency or expert.

If you have any problems or need assistance we are available on 1300 369 320, 7:30am to 4:30pm eastern standard time (Monday to Friday except public holidays) and you can also email us (24/7) on training@milcom.com.au

7. MILCOM'S TERMS AND CONDITIONS

Before training can start, the following is needed:

- Completed RTO Enrolment Form Appendix 1 – Trainee Details
- Approval from State Training Authorities
- Enrolment fee paid

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.

7.1.1. For Government Funded Trainees

The enrolment fee is non refundable

7.1.2. Fee for Service Trainees (Existing Worker)

Please contact Milcom for details

8. COMPLAINTS AND APPEALS

8.1. 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)

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)

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.

9. DISCIPLINARY PROCEDURES

Milcom aims at developing an atmosphere of learning and should your behaviour disrupt the learning or assessment processes of others, disciplinary procedures such as removal from the course will apply. No refunds will be given when expulsion from a course occurs due to disruptive behaviour.

10. 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 individual's information. (Commonwealth privacy act 2001)

10.1. 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.

10.2. 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:

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

Milcom and it's 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 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).

Because trainees are 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.

11. 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 4.30pm eastern standard time.

The FTO is also available to receive any feedback from trainees and employers regarding traineeships.

12. APPENDIX 1 – TRAINEE DETAILS

12.1.1. RTO Enrolment Form

Traineeship Name: _____

Trainee Information

Trainee Name: _____ Date of Birth ___/___/___

Address: _____ Postcode _____

Home No: _____ Work No: _____ Mobile: _____

Email: _____

Sex: M F

Special Needs:

Do you consider yourself to have any special needs? Yes () No ()
If YES, please specify the nature of your special need _____

Do you require assistance because of your Special Need? Yes () No ()
If YES, please advise the assistance you require. _____

Ethnicity:

Were you born in Australia? Yes () No () If NO, in which Country were you born? _____

Aboriginality:

Are you Aboriginal and/or Torres Strait Islander Origin? Yes () No ()

Citizenship:

Student Declaration: I am (tick one box)
() an Australian citizen () a New Zealand citizen () an Australian permanent resident () a temporary resident ()
none of the above Please specify: _____

Language:

Which language do you mainly speak at home? _____

Schooling:

What is your highest completed school level? (tick one box)
Year 12 () Year 11 () Year 10 () Year 9 or lower () In which year did you complete that school level? ____
Are you still attending secondary school? Yes () No ()

Prior achievements:

Since leaving school have you completed any Qualifications? Yes () No ()
If YES, then please specify _____

NOTE: The information requested in this form will be used by DET for research, statistical and internal management purposes only. In supplying the requested information, the participant is deemed to have consented to the use of the information for those purposes.

_____ (Participant's signature) _____ (Date)

Host Employer/Employer details

Please provide the following details on your current place of employment:

Company Name: _____

Contact person: _____

Phone No: _____ Fax No: _____

Address: _____ Postcode: _____

E-mail address: _____

Have you been offered RPL? Yes No

Who will be paying the trainee's enrolment fee? (Please circle)

Trainee - Employer - Host Employer

I have read the trainee handbook and discussed any questions I have with Milcom. I agree to comply with the responsibilities of trainees contained in the handbook.

Name: _____

Signature: _____

Date: ____/____/____

Please fax to 02 9889 1188 when completed