



MILCOM
TRAINING | DEVELOPMENT | SOLUTIONS

Student Handbook

Table of Contents

Message from the CEO	3
Contact Details.....	4
1. Governance.....	5
2. The Australian Qualifications Framework (AQF).....	6
3. MILCOM Provides	7
4. Education and Training Delivery	7
5. Course information	8
6. Training	8
7. Enrolment Information	8
8. Licencing and registration in the Australian Telecommunications Industry.....	9
9. Course Monitoring	11
10. Code of Practice.....	11
11. Code of Behaviour	12
12. Plagiarism and Cheating	13
13. Copyright	13
14. Language, Literacy and Numeracy (LLN).....	13
15. Credit for Prior Studies	14
16. Recognition of Prior Learning	14
17. Complaints and appeals.....	15
18. Informal Complaint Process.....	15
19. Unique Student Identifier (USI)	17
20. The Victorian Student Number (VSN) (ONLY For students in Victoria).....	18
21. Student Support.....	18
22. Privacy.....	19
23. Record Management	19
24. Work, Health and Safety (WHS) and Welfare	19
25. Training with MILCOM.....	19
26. Apprenticeship/ Traineeship	20
27. Assessments with MILCOM	21
28. Certificates and Statements of Attainment	24
29. Training Evaluation and Feedback	24
30. Fees and Charges	25

Message from the CEO

Welcome to MILCOM!

We are glad that you are considering choosing MILCOM as your trusted training provider. Our team is dedicated to providing you with the best possible value in your learning journey with us.

MILCOM Communications Pty Ltd, trading as MILCOM Institute, is a Registered Training Organisation (RTO No.6859) catering for the learning needs of the Telecommunications Industry.

MILCOM is registered with the Australian Quality Skills Authority (ASQA). We adhere to strict quality standards in our administration, training and assessment services to you. As part of that quality commitment, we share the following pre-enrolment information with you. It tells you what you can expect from MILCOM Institute when enrolling and studying with us, and it outlines what we expect from you as the learner or employer of a learner.

This student handbook is designed to provide intending students with information about the services provided by MILCOM Institute and our approach to providing you with a safe and supported environment.

If you have any questions regarding the information contained in this student handbook, please call MILCOM's course advisors toll-free on 1300 369 320, or send an email with your question to training@milcom.edu.au.

We are happy to help.

Ashish Chadha

CEO

MILCOM Institute

Contact Details

P: 1300 369 320
E: training@milcom.edu.au
W: www.milcom.edu.au

MILCOM Communications Pty Ltd trading as MILCOM Institute
RTO No. 6859 CRICOS Provider No. 03491G

Campuses:

VICTORIA

Head Office: Unit 12, 1866 Princess Highway CLAYTON VIC 3168 Australia

QUEENSLAND

2140 Lower Ground, Ipswich Road, Oxley QLD 4075

Construction Training Centre, Ian Barclay Building (Room 1.9)
460 - 492 Beaudesert Road, Salisbury QLD 4107

NEW SOUTH WALES

Unit 1/47 Parramatta Road Granville NSW 2142 Australia

Student Support - Training Manager - call 1300 369 320 or email training@milcom.edu.au

For all issues relating to enrolment, complaints and appeals, refunds and support.

Student Support - Training Coordinator - call 1300 369 320 or email training@milcom.edu.au

For issues such as results and certifications and other administrative matters

Trainer contact - information will be given out at induction

For all matters to do with your training such as extensions, absenteeism, assistance with your study, timetable, assessment, etc.

1. Governance

MILCOM Institute is governed by numerous legislation, regulations and guidelines, including but not limited to the following:

- Privacy Act 1988 & Regulations 2006
- Australian Privacy Principles 2014
- Sex Discrimination Act 1984
- Work Health & Safety Act 2011
- Age Discrimination Act 2004
- Anti-Discrimination Act 1997
- Standards for Registered Training Organisations (RTO) 2015
- National Vocational Education and Training Regulator Act 2011
- Education & Training Reform Act 2006
- Manual Handling Code of Practice
- Standards for Registered Training Organisations (RTO) 2015
- Working with Children Act 2005
- Evidence Act 2008
- Higher Education Support Act 2003 Schedule 1A VET Guidelines 2015
- Equal Opportunity Act 1995 and Racial and Religious Tolerance Act 2001
- The Disability Act 2006, Disability Discrimination Act 1992, Racial Discrimination Act 1975 and the Disability Regulations 2007 (the Act)
- Freedom of Information Act 1982
- Learner Identifiers Act 2014
- Australian Privacy Principles (APP) – Schedule 1 of the Privacy Amendments (Enhancing Privacy Protection Act 2012)

All staff and learners at MILCOM Institute must also meet the following regulatory requirements:

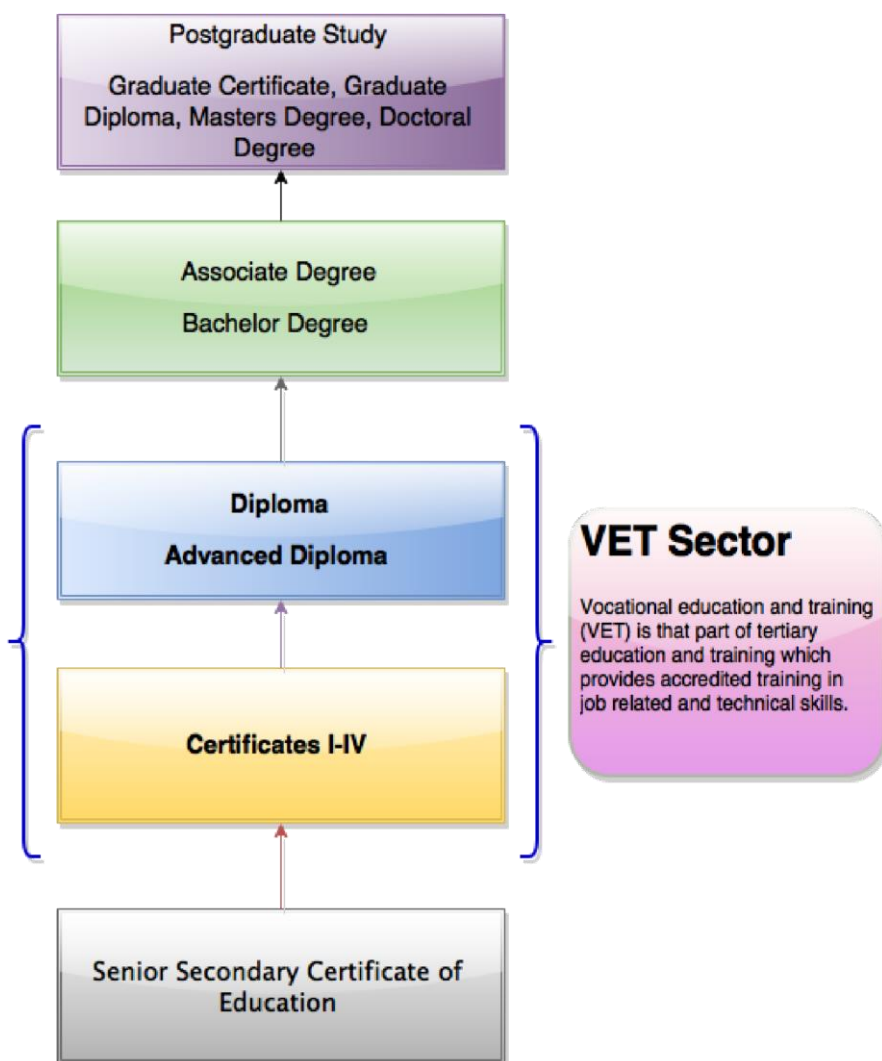
- ASQA (Australian Skills Quality Authority)
- VET Quality Framework (VQF)
- The Australian Qualifications Framework (AQF requirements)
- DET Services Agreement/ Notifications/ Schedules requirements
- Other applicable legislation and regulation as relevant to the courses being delivered.

In addition, staff and learners at MILCOM Institute must also meet various legislative requirements, mentioned in the training packages and legislation register.

2. The Australian Qualifications Framework (AQF)

The Australian Qualifications Framework (AQF) created a national system of cross-sectoral qualifications capable of supporting the increasingly diverse needs of the workforce and learners in the Vocational Education and Training sector. This diagram shows the interlinking and pathways that relate to the various qualification levels.

Graduating from MILCOM Institute or another Australian Qualification Framework (AQF) provider can qualify you for entry to University, so many learners who did not successfully complete the year 12 use it as a stepping stone to a University qualification.



3. MILCOM Provides

- ❖ Learning that is professionally and workplace relevant and improves career opportunities;
- ❖ Flexible training options, recognising the needs of each individual learner;
- ❖ Trainers/Assessors with recent and relevant industry experts who are required to maintain currency in their industry experience;
- ❖ Innovative and responsive training delivery;
- ❖ Inclusive, integrated and flexible training delivery models;
- ❖ Expertise to identify and clarify training needs and delivering training that meets those needs;
- ❖ Learning programs that make sense in the work environment;
- ❖ Students with the required skills for the present and future;
- ❖ Where appropriate, practical, hands-on skills linked to underpinning knowledge;
- ❖ Learning environments that adapt to change;
- ❖ Learning that leads to career advancement.

As a Registered Training Provider, MILCOM Institute strives to ensure quality in all aspects of its training service delivery while meeting the requirements of the VET Quality Framework.

The Management and staff of MILCOM Institute are committed to ensuring that access and equity considerations are incorporated into the provision of training delivery and assessment. Our students have the best possible training delivery and learning experience tailored to each student's specific learning needs. We achieve this by employing qualified and vocationally experienced staff, offering our students flexible training options.

4. Education and Training Delivery

MILCOM Institute will ensure that training and assessment occur in accordance with the requirements of the accredited Training Program or endorsed Training Package. Where appropriate, the training will also reflect the Qualifications Authority guidelines for customising Training Programs.

MILCOM Institute adheres to policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the interests and welfare of its students and, where relevant, their employers.

MILCOM Institute maintains a learning environment that is conducive to the learning and professional development of learners. MILCOM Institute has the capacity to deliver the Education and Training programs on its scope of registration and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the needs of the learner and outcomes to be achieved.

MILCOM Institute maintains compliant systems for recording and archiving client enrolments, attendance, completion, assessment outcomes, and recognition of prior learning, complaints, qualifications and statements of attainment issued.

MILCOM Institute will treat all personal records of clients confidentially and complies with the national privacy standards.

5. Course information

MILCOM Institute offers fully accredited training, short courses and non-accredited training. Your circumstances and completion of the funding eligibility criteria will determine what funding arrangements you will enrol under.

MILCOM Institute Scope of Registration can be found on <http://training.gov.au/Home/Tga>

Read through the full course details on our website training@milcom.edu.au or on course outlines provided to you at pre-enrolment to make sure you choose the correct short course or full qualification for your desired job or education outcome. If you are seeking to enrol into a nationally recognised qualification under the Australian Qualifications Framework (AQF), you can recognise these courses by the following Nationally Recognised Training logo displayed on MILCOM's course details web page or course outline:

6. Training

The course details will provide you with information about:

- ❖ Which units of competency you will attain from the training and assessment once you are deemed competent;
- ❖ Expected total duration of the course and the expected time you need to be willing to invest within the given duration, this may include activities and self-paced learning outside of formal class attendance time;
- ❖ Mode of delivery (for example face-to-face, online, blended or via distance);
- ❖ What job outcomes and further education pathways the training may lead to any training pre-requisites or work placement requirements;
- ❖ Any resource requirements for studying your chosen course (e.g. access to a computer and the internet for online courses);
- ❖ The total cost of the training including tuition fees and cost of training materials.

7. Enrolment Information

All students must attend a pre-enrolment interview/session to enable MILCOM Institute to be able to contextualise your training to suit your learning style, your other commitments and to provide you with all the information to help you achieve your study goals.

MILCOM selects students responsibly and ethically at all times, and our selection processes are consistent with the course specific requirements. MILCOM Institute is committed to non-discrimination in any form when selecting, and at all times, complies with equal and anti-discrimination legislation.

MILCOM assesses applicants' suitability for enrolment through appropriately qualified staff using interview and pre-enrolment material to determine whether their qualifications and skills are sufficient for program entry and likely to lead to successful achievement of target competencies.

Our pre-enrolment processes include identifying people from diverse backgrounds, and taking special needs of students into account and discussing support strategies for disadvantaged students.

MILCOM's entry requirements have been designed for maximum flexibility in consideration of any course pre-requisites that may exist due to training package, regulatory or licencing requirements. There are no barriers for enrolment to any specific group or individuals, inclusive of age, gender, ethnicity, religion, political belief, family responsibility, sexuality, social or educational background.

If you are, as an applicant, refused admission to the qualification of your choice, you are able to submit an appeal to that refusal.

8. Licencing and registration in the Australian Telecommunications Industry

If you are enrolling in a course to meet the training requirements to apply for an occupational licence, ask your state or territory licencing or regulatory body whether the selected MILCOM Institute course will be the right one for the licence you intend to apply for.

The Telecommunications Industry in Australia comprises a variety of job roles that cover a wide range of specialist skills areas such as, for example, installing

- U TP (CAT 5, CAT 6 & CAT 7) cabling in commercial buildings or data centres
- Fibre optic cabling internally in commercial buildings as a backbone infrastructure
- Fibre optic cabling externally for FTTH and FTTC for broadband distribution NBN rollout

Here in Australia, we have a very strong regulatory environment that mandates who can work on a Telecommunications Network and what can be connected to that network. In order to work on a Telecommunications Network, you require a Cabling Registration as a mandatory minimum.

There are three types of registration:

- Lift registration for technicians who wish to install telephones in lift cars;
- Restricted registration for technicians who mainly work in domestic installations;
- Open registration for technicians who wish to work in the commercial; premises installing network cabling, fibre optics and telecommunications equipment.

The Open Registration course is the basic training that, after successful completion, allows a technician to move into many different areas of the industry. You may wish to acquire specialist endorsements on your registration. These endorsements are not mandatory but are desirable by potential employers as they broaden and specialise your skills for different job roles.

An example of some of these specialist courses are:

- Structured cable endorsement;
- Coaxial cabling endorsement;
- Fibre optic cabling endorsement;
- Underground cabling endorsement.

If you are intending to become a registered cabler, or plan on studying a specific course in this field, it is important that you look up the Australian Communications and Media Authority (ACMA) website (www.acma.gov.au) for the latest regulatory requirements or contact one of the ACMA accredited registrars listed below.

Australian Cabler Registration Service (ACRS)

Phone: 1300 66 77 71

Fax: (02) 9744 3928

Email: enquiries@acrs.com.au

Website www.acrs.com.au

Postal: PO Box 1818, St Leonards NSW1590

Australian Security Industry Association Limited (ASIAL)

Phone: (02) 8425 4331

Fax: (02) 8425 4343

Email: cabling@asial.com.au

Website: www.asial.com.au

Address: 41 Hume St, Crows Nest NSW 2065

Postal: PO Box 1338, Crows Nest NSW 1585

BICSI Registered Cablers Australia Pty Ltd (BRCA)

Phone: (03) 9867 4911

Free call: 1800 306 444

Fax: (03) 9867 5099

Email: info@brca.com.au

Website: www.brca.com.au

Address: Suite 111B, 434 St Kilda Road, Melbourne VIC 3004

Postal: PO Box 1018, South Melbourne VIC 3205

Fire Protection Association Australia (FPA Australia)

Phone: 1300 731 922 or (03) 8892 3131

Fax: (03) 8892 3132

Email: cpr@fpaa.com.au

Website: www.fpaa.com.au

Address: Building 2, 31-47 Joseph Street, Blackburn VIC 3130

Postal: PO Box 1049, Box Hill VIC 3128

TITAB Australia Cabler Registry Services (TITAB ACRS)

Phone: (03) 9349 4955

Fax: (03) 9349 4844

Email: info@titab.com.au

Website: www.titab.com.au

Address: Suite 3, 139 Queensberry Street, Carlton South VIC 3053

Postal: PO Box 348, Carlton South VIC 3053

9. Course Monitoring

Students who feel that they may require additional support in the learning environment as a result of disability, language, culture, gender, age or other perceived barriers should discuss this with their individual Trainer/Assessor or the MILCOM Student Support.

Should you experience any difficulty that may be affecting your progress please discuss this with your MILCOM Student Support.

Review and evaluation processes will occur at regular intervals over the duration of your training program. You are encouraged to provide feedback regarding training delivery and assessment strategies to improve the quality of the learning you receive.

10. Code of Practice

MILCOM Institute has implemented a code of practice which is supported by policies and procedures for conducting business and dealing with students, customers, colleagues and other stakeholders, consistent with the requirements of ASQA as the national regulator for Australia's vocational education and training sector.

11. Code of Behaviour

When enrolling and studying with MILCOM Institute, the student agrees to the following rights and expectations to be adhered to at all times:

Students have the right to:

- Be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socioeconomic status;
- Be free from all forms of intimidation;
- Work/train in a safe, clean, orderly and cooperative environment;
- Have personal property (including computer files and student work) and MILCOM Institute property protected from damage or another misuse;
- Have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure);
- Learn and practice skills in a supportive environment without interference from others;
- Express and share ideas and to ask questions;
- Be treated with politeness and courteously at all times.

Students are expected to:

- Wear suitable attire when attending classes. Our courses are conducted in a simulated work environment; therefore, you must be attired appropriately and you must wear closed shoes/boots only. No sandals or thongs are permitted on campus;
- Not engage in copyright breaches, cheating or plagiarism;
- Submit work when required in accordance with communicated due dates;
- At all times meet the requirements, terms and conditions required for the course being undertaken including payment of fees;
- Attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course within the time frame notified in the student information provided for the course being undertaken;
- Provide accurate information at the time of enrolment, and to advise MILCOM Institute of any personal information changes, including address and telephone numbers within seven days;
- Sign in and out when attending training;
- Recognise the rights of our trainers, staff and other students to be treated with respect and fairness;
- Attend classes sober and drug-free, and smoke in designated areas;
- Respect MILCOM Institute's property and observe policy guidelines and instructions for the use of equipment;
- Promptly report all incidents of harassment or injury to the CEO.

12. Plagiarism and Cheating

When studying with MILCOM Institute, students must adhere to MILCOM Institute's rules around plagiarism. MILCOM Institute does not tolerate plagiarism. Plagiarism is a form of cheating. It is taking someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in your exclusion from a unit or a course. When you have any doubts about including the work of other authors in your assessments, you must consult with your trainer to discuss the matter. The following list outlines some of the activities for which you as a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as your own, even when it is unintentional;
- Handing in assessments markedly similar to, or copied from another student;
- Presenting the work of another individual or group as your own work;
- Allowing another student to copy your work;
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged since it can be a real aid to understanding. It is legitimate for you to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, you must produce your own individual written solutions. Copying someone else's work is plagiarism and is unacceptable.

13. Copyright

You must be careful when photocopying the work of others. The owner of the material may take legal action against you or the Institute if the owner's copyright has been infringed. You can do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with or is employed by, an educational institution.

14. Language, Literacy and Numeracy (LLN)

To successfully participate in MILCOM Institute's training and assessment activities, you need to have a sufficient level of English language, literacy and numeracy skills for your course choice.

All prospective students undertake an LLN review to assist MILCOM Institute to ensure you receive the best support available to enable you to be successful in your studies.

MILCOM Institute values and supports 'Reasonable adjustment' in its training and assessment practice. 'Reasonable adjustment' may be applied to the assessment process, methods or activities. Any reasonable adjustment needs should be discussed with a staff member prior to assessment.

How do we assess your LLN skills?

We ascertain your language, literacy and numeracy training needs, and your physical needs, through an LLN test combined with an oral interview in your pre-training review. A qualified trainer/assessor will evaluate this form against the LLN requirements for the qualification level you choose (at Certificate I, II, III, or Diploma/Advanced Diploma level).

15. Credit for Prior Studies

MILCOM Institute recognises Qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO). Students must not be required to repeat any unit or module in which they have already been assessed as competent unless a regulatory requirement or license condition (including industry licensing schemes) requires this.

Where a student provides suitable evidence that they have successfully completed a unit or module at any RTO, MILCOM Institute must provide credit for that unit or module. In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process, e.g. CPR and First Aid.

Credit must be granted not only for studies completed at an RTO but at any authorised issuing organisation, such as a university. In such cases, an analysis as to the equivalence of the study completed with the relevant unit/s or module/s would need to be completed before any credit could be granted.

MILCOM Institute is not obliged to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

Note that providing credit for previous studies is not a Recognition of Prior Learning (RPL) process. RPL is a form of assessment of the competence of a person, while credit for prior studies is recognising the equivalence of studies previously undertaken and completed successfully.

How to apply: If a student wishes to apply for credit for prior studies, they must complete a Credit Transfer application form and present the original Award or Statement of Attainment for sighting or provide a certified copy of same with their enrolment.

16. Recognition of Prior Learning

The MILCOM Institute provides a user-friendly, supportive, streamlined framework for the assessment and recognition of various types of prior competencies obtained by an individual through previous or current training, work experience and/or life experience. The underlying principle of Recognition of Prior Learning (RPL) is that no individual/participant should be required to undertake a unit of study in a training session for which they are able to demonstrate satisfactory achievement of the required competency standard or learning outcome for entry into, and/or partial or total completion of a qualification.

This policy, therefore, aims to maximise the recognition of an individual's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific course of study. Assessment will take place by a qualified assessor who has successfully completed Certificate IV in Training and Assessment (TAE40110) and who has the vocational competencies in the unit they are assessing the participant's competency against.

17. Complaints and appeals

What is a complaint?

A complaint is a generally negative feedback about services, a fellow student or members of staff which has not been resolved locally. A complaint may be received by MILCOM Institute in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. MILCOM Institute treats all grievances seriously and at any time, students can approach any staff member to discuss an issue.

MILCOM Institute's Complaints and Appeals Process

MILCOM Institute's Complaints and Appeals Process outlines the system and process available to you as a student should you have a complaint or appeal.

18. Informal Complaint Process

A student with an issue, question or complaint may raise the matter with a staff of MILCOM Institute and attempt an informal resolution of the complaint. Students with an issue, question or complaint can arrange a meeting to discuss the matter with one of the following staff members who are responsible to try and resolve the issue, question or complaint with the learner:

- Trainer;
- Training Manager;
- State/Operations Manager.

The staff member will give the person against whom the complaint was made an opportunity to reply to the complaint raised and then try and resolve the issue at the meeting or if required investigate the matter and then arrange another meeting with the learner to discuss the outcome of the investigation and offer a solution if appropriate.

Students who are not satisfied with the outcome of their discussion of the complaint are encouraged to register a formal complaint by:

- Obtaining a copy of the Learner complaint form which can be requested from the Training Manager;
- Completing the Learner complaint form;
- Lodging the Learner complaint form with the State Manager.

Learners having difficulty completing the Learner complaint form should ask a trainer, the Training Manager to assist them.

Once the Learner complaint form is lodged with the State Manager it will be dealt with as described in the formal complaint process below.

Formal Complaint Process

Complaints must be lodged within 2 weeks of the issue arising. The formal complaint process will commence within 5 working days of the formal lodgement of the complaint or appeal and support information. MILCOM Institute will give the person against whom the complaint was made an opportunity to reply to the complaint raised.

A maximum time of 10 working days from the commencement of the formal complaint process will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.

If MILCOM Institute considers that more than 60 calendar days are required to process and finalise the complaint or appeal, it will:

- Inform the complainant or appellant in writing, including the reasons that more than 60 calendar days are required, and
- Regularly update the complainant or appellant on the progress of the matter.

Formal complaints must be lodged using the Learner complaint form that can be requested from the Training Manager. Formal complaints are recorded in the student's files.

During the formal complaint process:

Students will have an opportunity to formally present their case to the Training Manager, in writing or in person at no cost to the student.

Students may be accompanied and assisted by a support person at any meetings involving the complaint.

Only the Training Manager, the State Manager or the Chief Operating Officer/ Chief Executive Officer can deal with complaints. Whoever does hear the complaint must not be the subject of the complaint and cannot be involved in the subsequent appeal hearing. In the event that the Training Manager, the State Manager and the Chief Operating Officer/ Chief Executive Officer are not eligible to hear the complaint then the complaint must be directed to an external person at no cost to the student.

The external person to hear a student complaint on behalf of a student is to be engaged from the Institute of Arbitrators and Mediators Australia (AMA) phone (03) 8648 6578.

Internal Appeal Process - Assessment

You can raise an appeal against an academic decision that was made based on the work you submitted for assessments. Students appealing an academic assessment decision (including RPL) will be given the opportunity for reassessment by a different assessor selected by MILCOM Institute.

Costs of reassessment will be met by MILCOM Institute.

The recorded outcome from the assessment appeal will be the most favourable result for the learner from either the original assessment or the reassessment.

Only one assessment appeal will be allowed.

The outcome of an internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the learner and MILCOM Institute and placed in the student file. A copy of this document will be provided to the student.

There are no further avenues within MILCOM Institute for complaints or appeals after the internal appeals process has been completed, however, an external appeals process is available.

External Appeal Process

Students who are not satisfied with the process undertaken for an internal appeal are encouraged to make an external appeal by:

- Obtaining a copy of the student appeal form from the reception desk or from the Training Manager;
- Complete the Learner appeal form and select the External appeal option on the form;
- Lodge the Learner appeal form with the Training Manager.

The purpose of the external appeals process is to consider whether MILCOM Institute has followed its student complaint and appeals procedure, not to make a decision in place of MILCOM Institute.

For example, if a student appeals against his or her subject results and goes through MILCOM Institute internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

For external appeals, the independent mediator will be the IAMA (Institute of Arbitrators and Mediators Australia) phone (03) 8648 6578. The cost of mediation is to be shared equally between the parties involved in mediation.

The external appeals procedure will be determined by the IAMA.

Following the receipt of the outcome of the external appeal, MILCOM Institute must immediately implement the decision, convey the outcome to the learner, place a copy of the documentation on the student file and undertake any improvement actions arising from the complaint.

19. Unique Student Identifier (USI)

Every student studying nationally recognised training needs to have a Unique Student Identifier (USI). For more information about the USI, and about creating or accessing your USI, visit the Australian Government site (www.usi.gov.au).

MILCOM is also able to help you with setting up your USI, subject to you agreeing to MILCOM's USI Privacy Notice. Please contact our course advisors on toll-free 1300 369 320 to obtain this notice or download the form from our website www.milcom.edu.au.

20. The Victorian Student Number (VSN) *(ONLY For students in Victoria)*

MILCOM is working with the Victorian Department of Education and Early Childhood Development to allocate a Victorian Student Number (VSN) to each student at our institute as per the Education and Training Reform Amendment Bill 2008.

The VSN is a student identification number that is being assigned to all students in government and non-government schools, and students up to the age of 25 in the Vocational Education and Training providers. The number, which is unique to each student, will be used as a key identifier on a student's records and will remain with the student throughout his or her education until reaching the age of 25. The VSN is nine digits long, randomly assigned, and tied to stable information about you as the student (name, gender, date of birth). The Victorian Student Number provides the capability to accurately detect patterns of student movement through, and departure from, the Victorian education and training system. You will see the VSN appear on the student results report, enrolment forms and student details confirmation reports. You can also request information from MILCOM's Administration Team that has been notified to the Victorian Student Register and the allocated VSN. If you want to know more about the VSN please see <http://www.education.vic.gov.au/management/governance/vsn/overview.htm>

21. Student Support

When studying with MILCOM Institute, we want to ensure you receive the best possible support. In order to support your learning journey with us, we will:

- Review your individual training needs and identify appropriate training content, level and pathways (core and elective units). We will use your information provided on the enrolment form, outlining your expectations of the course and its alignment with your career goals with additional verbal questioning, if required, for this review;
- Conduct a pre-training review of your previous education and training and identify any;
- Determine RPL or national recognition that may be applicable, by reviewing details on the enrolment and through asking relevant questions;
- Have a qualified assessor determine your language, literacy and numeracy levels and requirements, referring you to appropriate assistance if required. Generally, if you have previously completed secondary school education to year 12 or equivalent, or a Certificate IV level qualification, in Australia and delivered in English, your language, literacy and numeracy would be assumed to be appropriate, unless the proposed qualification has high demands in numeracy and literacy;
- Request you to undertake a paper-based or on-line literacy and/or numeracy test prior to your enrolment/application being accepted;
- In consultation with you or your supervisor enrol you in an appropriate course based on your study needs and your individual pre-training review, language literacy and numeracy levels, and physical needs;
- Adjust the learning material to satisfy specific learning needs of you as a learner, within the boundaries of the necessary simulated workplace activities deemed necessary and appropriate for successful workplace learning outcomes as per industry requirements.

22. Privacy

MILCOM Institute, as a Registered Training Organisation, is required to collect various personal information from you as a student. We collect, protect, update, store and dispose of your personal information in accordance with legal requirements.

23. Record Management

All records are kept in a manner that will ensure security and privacy. It is a requirement of registered training organisations that data is kept in accordance with the legislation.

MILCOM Institute ensures to maintain the record management system as per individual state's specific requirement.

24. Work, Health and Safety (WHS) and Welfare

MILCOM Institute takes its responsibilities seriously in providing a safe work/study environment free from discrimination, bullying, harassment (in all forms) as well as access and equity to ensure all potential students have equal access.

If at any stage a student feels they are a victim of or witness any unwarranted behaviour, they are encouraged to speak up and report the incidence.

Where possible, all communications will be kept confidential however the relevant authority may be contacted if applicable (police, fire, ambulance).

All students and staff have the right to study and work in an environment free from offensive behaviour, bullying, sexual intimidation, racial vilification or any other form of harassment or discrimination.

25. Training with MILCOM

Course Orientation for Students

At the first meeting, the Trainer and/or Training Manager will address the following areas with prospective students to familiarize them with the course.

Course Hours and Course Attendance

Course hours vary depending on the course. The students have informed the timetable prior to the commencement of the respective course.

Students are required to attend all scheduled sessions and sign in and out into each session. This is kept on file as evidence of participation and helps MILCOM Institute keep track of where you are in your study course.

The delivery program is flexible to meet the requirements of each individual enrolling in the course.

Leave of Absence, suspending or deferral

If you require a brief leave of absence from a course due to exceptional personal, work or professional commitments, discuss this with the Trainer or Training Manager.

It is important we understand your circumstances so appropriate study options can be discussed.

Deferring a course means you have accepted the offer of a place in a course, but you don't plan or starting straight away.

Suspending your studies means you require a break in the planned training schedule.

All these options must be negotiated with MILCOM Institute, especially if you have been granted Victorian Training Guarantee Skills First funding or Vocational Education and Training (VET) Pre-qualified Supplier (PQS) QLD Funding to do your course as there are requirements all parties must meet in order for you to maintain your funding status.

26. Apprenticeship/ Traineeship

If your course is an Apprenticeship/Traineeship, the following information is important for you to read and understand.

The Probationary Period for Training Contracts

As a new employee, when you commence or recommence an Apprenticeship / Traineeship Program, a probationary period is included as a time for you (and your employer) to decide whether you wish to commit to the full training duration. The types of things you may consider could include: whether the job is right for you, your own suitability to the Training Program, your long-term interest in the industry, work environment and acceptance of general pay and work conditions.

The probation period varies between 30 and 90 days depending on the type and length of the nationally accredited Training Program. Probation periods may be shortened or lengthened on the application (within the original probationary period) by yourself or your employer. If you decide to terminate the agreement during the probationary period, you must provide five working days' notice to your employer, otherwise, you may suffer a loss of wages. If you are unsure about what to do, contact MILCOM Institute or the Australian Apprenticeship Centre.

Student Responsibilities under the Training Contract

As an Apprentice/Trainee, you (and your parent/guardian while you are under 18) have a number of obligations to uphold as part of the Training Contract:

- Agreeing to go to work;
- Train to learn new skills and making adequate progress against your training plan;
- Behave professionally in the workplace;
- Following lawful instructions of your employer;
- Respecting confidentiality of information gained during employment;
- Maintaining your training record.

Employer Responsibilities under the Training Contract

Your employer also holds responsibility under the Training Contract, including:

- Ensuring the Training Contract is completed and signed within the probationary period and forwarded to the Australian Apprenticeship Centre;
- To arrange training with MILCOM Institute and to deliver to the new employee the training required under the training plan;

- To make sure you are safe in the workplace;
- To provide you with entitlements, according to your employment award or agreement;
- Release from regular duties to complete the learning;
- Provide you with a Workplace Mentor;
- Throughout the Traineeship/Apprenticeship training and assessment will be provided by a Trainer/Assessor MILCOM Institute as well as the Workplace Mentor / Supervisor;
- Structured Training Withdrawal – arrangements will be made by the Workplace Mentor / Supervisor for the trainee to be withdrawn from routine work duties;
- Monitoring Progress throughout the Traineeship/Apprenticeship: Throughout the training, the Trainer/Assessor will monitor student progress. If an extension of time is required, the employer will need contact the AAC;
- Regular contact will also be made (in person, by email and by phone) with the student and the Workplace Mentor / Supervisor to monitor progress;
- At the workplace, the Workplace Mentor / Supervisor is responsible for monitoring the client's progress through the qualification. Feedback will be provided to the Trainer/Assessor.

27. Assessments with MILCOM

Assessment of Competence

All students need to demonstrate they have acquired the skills and knowledge necessary to obtain certification, as it indicates a student is competent and able to carry out the tasks associated with their course to the standard required in the workplace.

Competency can be demonstrated through multiple assessment methods, such as written tests, assignments, third party reports, observation checklists, projects and attendance.

The training and assessment are conducted in accordance with the Principles of Assessment and Rules of Evidence.

Principles of Assessment:

To ensure quality outcomes, assessment should be:

- Fair;
- Flexible;
- Valid;
- Reliable.

Fair

Fairness in assessment requires consideration of the individual learner's needs and characteristics and any reasonable adjustments that need to be applied to take account of them. It requires clear communication between the assessor and the learner to ensure that the learner is fully informed, understands and is able to participate in the assessment process, and agrees that the process is appropriate. It also includes an opportunity for the person being assessed to challenge the result of the assessment and to be re-assessed if necessary.

Flexible

To be flexible, assessments should reflect the learner's needs; provide for recognition of competencies no matter how, where or when they have been acquired; draw on a range of methods appropriate to the context, competency and the learner; and support continuous competency development.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills;
- Knowledge that is essential to competent performance;
- Assessment of knowledge and skills must be integrated with their practical application; The judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

Reliable

Reliability refers to the degree to which evidence presented for assessment is consistently interpreted and results are consistent with assessment outcomes. Reliability requires the assessor to have the essential competencies in assessment and relevant vocational competencies (or to assess in conjunction with someone who has the vocational competencies). It can only be achieved when assessors share a common interpretation of the assessment requirements of the unit(s) being assessed.

Rules of Evidence:

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid;
- Sufficient;
- Authentic;
- Current.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the units of competency must cover the broad range of skills;
- Knowledge that is essential to competent performance;
- Assessment of knowledge and skills must be integrated with their practical application;
- The judgement of competence must be based on sufficient evidence (that is, evidence gathered on a number of occasions and in a range of contexts using different assessment methods). The specific evidence requirements of each unit of competency provide advice on sufficiency.

Sufficient

Sufficiency relates to the quality and quantity of evidence assessed. It requires the collection of enough appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly. Supplementary sources of evidence may be necessary. The specific evidence requirements of each unit of competency provide advice on sufficiency.

Authentic

To accept evidence as authentic, an assessor must be assured that the evidence presented for assessment is the learner's own work.

Current

In the assessment, currency relates to the age of the evidence presented by a learner to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence collected must be from either the present or the very recent past.

Assessment methods may include:

- Written/Oral theory assessments;
- Project work;
- Observations;
- Other assessment methodologies which align with the qualification and student requirements.

Trainer/Assessor will gather evidence of competencies over the duration of the Training Program. Throughout each unit of competency, there will be a variety of assessment tasks and you will be consulted during this process to ensure that your individual learning style is taken into consideration.

Don't be hesitant about assessment tasks, as they are designed to find out how you are progressing with your learning towards achieving the required competence.

Assessment Submission

Assessments may either be handed to your Trainer/Course Coordinator by the due date. You must ensure that you complete all details on the Assessment Cover Sheet including your Name, Student ID, Course Code and Name, and sign and date at the bottom of the cover sheet.

You must always keep a copy of your completed assessments.

Assessment Extensions

The Trainer may grant students an extension of up to two weeks for the completion and submission of any course project work, as appropriate to the circumstances. The students must submit the work at least three (3) days prior to the due date. Extensions in excess of two weeks should not be necessary.

Late Submissions

All student work for a particular course is generally assessed at the same time to ensure consistency and fairness of marking. For this to occur all work must be submitted by the due date.

Late submission of work, without an extension, will not be accepted.

In extraordinary circumstances, a late request for extension may be granted at the discretion of the Training Manager. Any extenuating and extraordinary circumstances must be supported by relevant evidence and in writing.

Re-sits

MILCOM Institute allows students two opportunities (per assessment) to be assessed as competent. i.e. 2 attempts at theory assessment and 2 attempts per practical assessment. Assignments will be tutored till a satisfactory result is obtained.

Should a student not achieve competence after the first attempt, the trainer/assessor has;

- the option to rectify minor issues in the assessment area prior to completion of training. They will discuss the areas of concern and work to obtain the rectification of the minor points. The trainer will make notes of any corrective actions taken and the resultant outcomes on the assessment papers or learning managements system with notes entered into the student management system.

- discuss with the student an option to undertake the second attempt following the completion of undertaking a second formal delivery as a tutorial leading to the second assessment attempt. The offer to undertake tutorial study either in face to face classes or through use of the Learning management system is free of charge. Upon completion of the tutorial support program, the student can undertake a second attempt at the assessment. Notes of the counselling given will be stored upon the MILCOM Institute student management system.

If the student does not gain a 'competent' outcome after the second attempt, they will be counselled again and advised that it will be necessary for them to undertake a full repeat of the unit(s) in which the issue occurs. This will be a direct cost to the student.

28. Certificates and Statements of Attainment

Learners who successfully complete all the requirements of their training program will receive a Nationally Accredited Certificate.

In cases where a student does not complete the full requirements of the Training Program, then a Statement of Attainment for the individual units successfully completed will be issued.

MILCOM Institute will issue Certificates and Statements of Attainment that are within its scope of registration, and that certifies achievement of:

- Qualifications or industry/enterprise competency standards from nationally Endorsed Training Packages; or
- Qualifications, competency standards or modules specified in accredited courses.

Moreover, that:

- Meet the requirements in the current AQF Implementation Handbook, including the national codes;
- Identify the units of competency from Training Packages, or competencies or modules from accredited courses, that the client has attained;
- Identify the RTO by its national provider number.

MILCOM Institute will issue all AQF certification within 30 calendar days of a learner being assessed as competent in the qualification, skill set or unit of competency in which they are enrolled and providing all agreed fees have been paid to MILCOM Institute.

29. Training Evaluation and Feedback

MILCOM Institute surveys all students and employers using the Quality Indicators.

The Australian Quality Training Framework 2007 (AQTF 2007) Quality Indicators are part of the AQTF 2007 Essential Standards for Registration for training organisations that wish to deliver nationally recognised vocational qualifications and competencies.

Three Quality Indicators have been endorsed by the National Quality Council (NQC): Learner Engagement, Employer Satisfaction and Competency Completion. These are designed to help MILCOM Institute conduct evidence-based and outcomes-focused continuous quality improvement, and assist Registering Bodies to assess the risk of MILCOM Institute's operations.

The Learner Outcome Survey (SOS)

If your training is funded by the Higher Education and Skills Group, you will be invited to participate in the National Learners Outcome Survey/ The Learner Outcome Survey (SOS).

The Learner Outcome Survey (SOS) is an annual survey of Learners who successfully completed some vocational training in Australia. The survey has been conducted annually by the NCVET since 1997.

The survey is funded by the Australian Government Department of Education, and Training (DET). NCVET manages the research, analysis and reporting of the survey.

Why is the survey conducted?

The aim of the Learner Outcomes Survey is to improve the economic and social outcomes of Learners who undertake vocational education and training (VET). This is achieved by providing the VET sector with information on the:

- Outcomes from training (e.g. employment and further study outcomes);
- Relevance of the training;
- Benefits of the training;
- Satisfaction with the training;
- Reasons for not continuing the training (where applicable).

The information is used by national and state/territory bodies, along with local training providers to ensure vocational training is of high quality and relevant to Australian workplaces. The survey highlights both the positive and negative outcomes from training and monitors the effectiveness of VET system. The information collected assists in administering, planning and evaluating the VET system.

More information about this survey can be found at <http://www.ncver.edu.au/sos/faq.html>.

30. Fees and Charges

The proposed fees and charges for the delivery of nationally accredited training and assessment services are checked for compliance with the relevant performance agreement.

MILCOM Institute will provide the following fee information, to each student:

- 1) The total amount of all fees including course fees and administration fees;
- 2) Payment terms, including the timing and fees to be paid and any non-refundable deposit/administration fee;
- 3) The fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- 4) The refund policy.

Tuition fees for Victorian Government Funded Students

MILCOM Institute has published on its website all fees associated with Government subsidised training. Please visit <http://www.milcom.edu.au> for qualification specific enrolment fee.

Tuition fees for Queensland Government Funded Students

MILCOM Institute has published on its website all fees associated with Government subsidised training. Please visit <http://www.milcom.edu.au> for qualification specific enrolment fee.

Tuition fees for Fee for Service

All qualifications and courses offered by MILCOM Institute are available on a Fee for Service (FFS) basis. Please visit <http://www.milcom.edu.au> for qualification specific enrolment fee.

FFS qualifications must be paid prior to the commencement of the qualification. Payment can be made by Cheque, Credit Card or EFT.

Please note that students are not officially enrolled until they have paid their fees or received written documentation stating they are exempt from payment.

COURSE CANCELLATIONS AND REFUNDS FOR MILCOM'S PROGRAMS

Course cancelled by MILCOM Institute (provider default)	100% refund of listed tuition fees paid by applicant
Student withdrawal notified in writing and received by the Institute more than 5 days prior to agreed course commencement date	Course Fees will be refunded deducting \$110 administration fee charged
Withdrawal or cancellation less than 5 days prior to the agreed course commencement date	50 % refund of the course fee
Withdrawal or cancellation less than 2 days prior to the agreed course commencement date	No refunds apply

In the unlikely event that MILCOM Institute is unable to deliver your course in full, you will be offered a refund only of the undelivered training hours. The refund will be paid to you within 20 working days from the day on which the course ceased to be provided. Alternatively, you may be offered enrolment in an alternative course by the MILCOM Institute (if eligible). You have the right to choose whether you would prefer a refund of the unspent tuition fees, or to accept a place in another course. You will need to enrol again into the alternative course. Tuition fees incur when the course commences.