



MILCOM
TRAINING | DEVELOPMENT | SOLUTIONS

STUDENT HANDBOOK

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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, this Student Handbook provides information on learners' student journey information with us. 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 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.

Good luck with your student journey at MILCOM!

Ashish Chadha
CEO

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:

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

VICTORIA

Unit 12, 1866 Princess Highway Clayton VIC 3168 Australia

QUEENSLAND

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

You can contact the following Student Support staff for the respective queries at:

1300 369 320 or email training@milcom.edu.au

Administration Manager

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

Administration Manager

For issues such as results and certifications and other administrative matters

Administration Manager in respective states

For day to day queries and assistance

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 (Cth) & Regulations 2006
- Data Provision Requirements 2012
- VET Data Policy and all NCVER Policies
- 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
- Working with Children Act 2005
- 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
- Student Identifiers Act 2014 (Cth)
- 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 that can improve 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 deliver training that meets those needs;
- Learning programs that make sense in the work environment;
- Training that gives students 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 can lead to career advancement.

As a Registered Training Organisation, 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.

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 learning and the professional development of learners. MILCOM Institute has the capacity to deliver all of the educational 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. Read through the full course details on our website www.milcom.edu.au or on our 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. Nationally recognised qualifications under the Australian Qualifications Framework (AQF), displays the Nationally Recognised Training logo on MILCOM's course details web page or course outline.

We will, on request, assess your circumstances and funding eligibility criteria to determine what funding arrangement you may enrol under. MILCOM Institute Scope of Registration can be found on <https://training.gov.au/Organisation/Details/6859>.

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 invest, which may include activities and self-paced learning outside of formal class attendance time;
- Mode of delivery (for example face-to-face or blended);
- What job outcomes and further education pathways the training may lead to;
- Any training pre-requisites;
- Any resource requirements for studying your chosen course (e.g. access to a computer and the internet for online studies);
- The total cost of the training including tuition fees and cost of training materials.

7. Enrolment Information

All full qualifications students must attend a pre-enrolment interview/session to enable MILCOM Institute to be able to contextualise your training to suit your learning style, assess 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 opportunity and anti-discrimination legislation.

Some job outcomes may limit a student's ability to work if they have a disability (e.g. colour-blindness). Although MILCOM has an equal opportunity policy, we do reserve the right to limit entry to courses where the inherent requirements of the job would preclude the student from completing even with reasonable adjustment (See section 21A of The DOA 1992).

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

- UTP (CAT 5, CAT- 6 & CAT 7) cabling in commercial buildings or data centres domes;
- 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 customer cabling, you require a Cabling Registration as a mandatory minimum.

There are three types of registration:

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

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 allow you to broaden and specialise your skills for different job roles.

Mandatory specialist courses are:

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

Optional Specialist Courses are:

- Underground cabling endorsement;
- Aerial cabling endorsement;
- Testing 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. Please note that open registration requires the student to provide evidence of industry work placement of up to 360 hours (Restrictive Registration requires 80 hours).

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. Your course progress will be monitored to make sure you are completing all of your assessments and actively participating in learning. Your attendance will be recorded at the start and end of each class you attend.

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, some courses require safety boots. 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 ONLY 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 Administration Manager in respective state.

12. Plagiarism, Cheating and Collusion

Milcom Institute requires that students complete all assessments/provide assessment evidence ethically and without cheating, plagiarism and collusion. The Administration Manager and trainer/assessors will ensure that academic integrity is maintained in all learning and assessment activities by providing information to students to ensure they understand what constitutes cheating, plagiarism and collusion and what will be the outcome if they undertake such practice. Milcom Institute has the following definitions for cheating, plagiarism and collusion.

Cheating: this is the use of any means to gain an unfair advantage during the assessment process. Cheating may include copying a friends' answers, using mobile phones or other electronic devices during closed book assessments, bringing in and referring to pre-prepared written answers in a closed book assessment and referring to texts during closed book assessments amongst others.

Plagiarism: plagiarism is the submission of somebody else's work as if it was the student's own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism. If a student copies another student's work and passes this off as their own, then this is also a form of plagiarism and cheating.

During assessment students will read about ideas and gather information from many sources. When students use these ideas in assignments, they must identify who produced them and in what publications they were found. If students do not do this, they are plagiarising. If students are

including other peoples; work in submissions e.g. passages from books or websites, then reference should be made to the source.

Collusion: this is the presentation by a student of an assignment as his or her own which is the result of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Where it is found that cheating, plagiarism or collusion has occurred, this will result in the student's assessment submission being invalidated and student's will be investigated for academic misconduct.

13. 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.

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.

14. Credit for Prior Studies

MILCOM Institute recognises Qualifications and Statements of Attainment issued by other Registered Training Organisation (RTO). Students are not 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 other RTO, MILCOM Institute will 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 may 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 reserves the right to charge fees for this process. 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.

15. Recognition of Prior Learning

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.

If students think they are eligible for Recognition of Prior Learning (“RPL”) qualification, then they need to discuss this with an appropriate member of staff. They will be required to complete an application for RPL form along with the supplementary Form for each RPL application.

There is a fee charged for processing RPL applications. There is no guarantee that the RPL will be approved.

(For detailed information, please refer to Course Credit – RPL & CT Policy and Procedure)

16. Complaints and appeals

What is a complaint?

A complaint is a generally negative feedback about services by a fellow student or member 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.

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.

17. Informal Complaint Process

A student with an issue, question or complaint may raise the matter with a staff member 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;
- State Administration 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 State Administration Manager;
- Completing the Learner complaint form;
- Lodging the Learner complaint form with the State Administration Manager.

Learners having difficulty completing the Learner complaint form should ask a trainer, the State Administration Manager to assist them. Once the Learner complaint form is lodged with the State Administration 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 State Administration 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 State Administration 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 State Administration Manager and State Administration 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 State Administration Manager, State Administration Manager or 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.

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

In the event of a student advising that they are dissatisfied with the proposed solution for a formal complaint/appeal to Milcom Institute, the CEO/COO shall provide an additional opportunity to provide a solution and shall apply the External Appeal process at no additional cost to student.

The selection of the Independent Third party will be through the mutual agreement with the student. Milcom Institute shall contact the Independent Third party and provide all documentation related to the formal complaint and student contact details. Independent adjudication responses must be within 7 days from the date that all formal complaint documentation is provided to the Independent Adjudicator. When an Appeal process is recognised as requiring more than 60 calendar days to resolve Milcom Institute will inform the appellant in writing, including reasons why more than 60 calendar days are required; and regularly update the appellant on the progress of the matter.

All Independent Third Party proposed solutions shall be final and be reported to Milcom Institute and the student in writing and will require immediate implementation by both parties.

18. 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.

19. The Victorian Student Number (VSN) (Victorian Enrolments Only)

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>

20. 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.
- Refer you for further training in Foundation Skills before finalisation of your enrolment.

21. 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.

Under the Data Provision Requirements 2012, MILCOM Institute is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). NCVER will collect, hold, use and disclose my personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au), Government departments (State and Federal), AASN, Job Agencies and Employers. We may also use your personal information for marketing activities unless you specifically opt out of this on your enrolment form.

22. 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 maintains record management system in accordance with the VET Act and as per individual state's specific requirements.

23. 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.

24. Training with MILCOM

Course Orientation for Students

At the first meeting, the Trainer and/or State Administration 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 will be informed of 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 may be modified to meet the requirements of individual enrolling in the course if applicable.

- 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 State Administration Manager. It is important we understand your circumstances so appropriate study options can be discussed.

Leave of absence in short courses will not be granted except in exceptional circumstances as approved by the State Administration Manager.

Deferring a course means you have accepted the offer of a place in a course, but you don't plan on 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 Federal or State government funding to do your course as there are requirements all parties must meet in order for you to maintain your funding status.

25. Apprenticeship/ Traineeship

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 Support Network (AASN).

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 or your trainer;
- 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 AASN;
- 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.

26. Assessments

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. The 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/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.

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 State Administration 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. Students will be tutored until a satisfactory result is obtained within the above limits.

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 suitable tutorial actions. 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.

Should the student not pass the second assessment they will be given the opportunity to participate in the next scheduled training assessment class free of charge. They may then submit for reassessment. If the student fails assessment in this instance any further training and assessment will be at cost to the student and may only occur after an interview with a Senior Course Advisor.

27. Certificates and Statements of Attainment

Learners who successfully complete all the requirements of their training program will receive an appropriate Certificate. In cases where a student does not complete the full requirements of a Qualification, then a Statement of Attainment for the individual units successfully completed will be issued.

MILCOM Institute will only issue Qualifications 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.

28. 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 may 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). NCVER 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>.

29. Fees and Charges

MILCOM Institute will provide on request or where a funding agreement specifies the following fee information, to each student:

- The total amount of all fees including course fees and administration fees;
- Payment terms, including the timing and fees to be paid and any non-refundable deposit/administration fee;
- 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
- The refund policy.

Tuition fees for 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.

We protect your fees at all times by:

- Maintaining a sufficient amount in our account so that so that it is able to repay all tuition fees already paid.

- Never charging individual students and prospective students in excess of \$1,500 prior to commencement of course where the student or their representative pays the fees through direct enrolment.
- Additional fees that may apply in addition to tuition and non-tuition fees include:

Additional fees that may apply	Amount
Deferral fee	Nil
Re-assessment fee	\$100
Fees for late payment of course fees	\$100 per week for each week the payment for course fees is delayed
Credit transfer	Nil
RPL	Application fee of \$250 Unit fee \$500

You are required to pay all fees and charges by the date indicated on the invoice. Where you are unable to make a payment by the specified date, please contact us to discuss alternative arrangements. All payments are to be made into the account specified on the invoice.

COURSE CANCELLATIONS AND REFUNDS FOR FFS STUDENTS ONLY

Course cancelled by MILCOM Institute	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 by MILCOM.
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
Student withdraws after commencement.	No refund.
Student's enrolment is cancelled due to disciplinary action.	No refund.

Where an off-training program has been specifically built and offered for an organisation (not publicly advertised) then MILCOM requires 14 days' notice for any refund. 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.

Crisis support

Lifeline 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.



Beyond Blue 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email.

Visit their site: www.beyondblue.com.au



See a range of help lines and websites at <https://www.beyondblue.org.au/get-support/national-help-lines-and-websites> including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.