



MILCOM

TRAINING | DEVELOPMENT | SOLUTIONS

STUDENT HANDBOOK



Table of Contents

Message from the CEO	5
Contact Details	7
Governance	8
The Australian Qualifications Framework (AQF)	9
Milcom Institute Provides	10
Enrolment	11
Unique Student Identifier (USI)	11
Language, Literacy and Numeracy (LLN)	12
Upfront Assessment of Needs (South Australia Only)	12
Suitability and support needs assessments (South Australia Only)	13
Eligibility, Entitlement and Conducting the Upfront Assessment of Need Process Map (South Australia Only)	14
Upfront Assessment of Needs (UAN) Process Map	15
The Victorian Student Number (VSN) (Victorian Enrolments Only)	16
Course Orientation for Students	16
Education and Training Delivery	17
Training	17
Course information	18
Recognition of Prior Learning	18
Credit for Prior Studies	19
Course Monitoring	19
Code of Practice	19
Code of Behaviour	20
Plagiarism, Cheating and Collusion	21
Learning Access and Equity	21
Training Evaluation and Feedback	22
The Learner Outcome Survey (SOS)	22
Learning Methods	23
Online Learning:	23
Workplace-Based Training:	23
Work Placement	24
What is Work Placement?	24
Why is Work Placement Important?	24
Health, Safety & Insurance	24
Finding a Placement	24
Before You Start Placement	25
During Work Placement	25
Assessment During Placement	25
What to Do If There Is a Problem	25
Attendance and Professional Conduct	25
Completion of Placement	26
Complaints and appeals	27
Informal Complaint Process	27
Formal Complaint Process	28
Internal Appeal Process - Assessment	28
External Appeal Process	29
Privacy	29
Record Management	29
Work, Health and Safety (WHS) and Welfare	29
Student Support	30

Mental Health and Wellbeing	31
Health and Safety	31
Respect, Diversity, and Inclusion	31
Academic Support	31
Student Success and Wellbeing Services (South Australia)	32
Apprenticeship/ Traineeship	34
The Probationary Period for Training Contracts	34
Student Responsibilities under the Training Contract	34
Employer Responsibilities under the Training Contract	34
Assessments	35
Assessment of Competence	35
Assessment Submission	35
Assessment Extensions	35
Late Submissions	35
Re-sits	36
Certificates and Statements of Attainment	37
Fees and Charges	38
Tuition fees for Government Funded Students	38
Tuition fees for Fee for Service	38
Course Cancellations And Refunds For FFS Students Only	39
Crisis support	41
Glossary	42

Disclaimer

Milcom Institute makes every attempt to ensure the accuracy and reliability of the information included in this handbook.

Readers should be aware of the following:

Milcom Institute makes no guarantee or warranty as to the accuracy or authenticity of the information in this document or other documents listed within.

Milcom Institute does not accept any liability in relation to the content of this document.

Milcom Institute offers blended learning services designed to enhance educational experiences through a combination of traditional face-to-face instruction and online learning. While we aim to provide high-quality educational content, the effectiveness of our programs may vary based on individual learning styles, prior knowledge, and engagement levels. We do not guarantee specific outcomes or results from participation in our programs.

In a blended learning environment:

- Students must take responsibility for independent learning.
- Students should commit to active and autonomous learning. This requires students to actively work through the material/s supplied by Milcom.
- Allow sufficient time to access and read resources prior to class.
- Attempt all activities set for them
- Respectfully engage with teacher and peers
- Actively participate in group discussions/collaboration
- All class-based behaviour expectations apply
- Take a 5-minute break away from screens while accessing resources.
- Seek further feedback or support as required

Our website and blended learning materials may contain links to third-party websites or services that are not owned or controlled by Milcom Institute. We have no control over, and assume no responsibility for, the content, privacy policies, or practices of any third-party sites or services. We encourage you to review the terms and conditions and privacy policies of any third-party websites you visit.

The content provided by Milcom Institute is not intended to be a substitute for professional advice, including educational, legal, financial, or other professional services. You are encouraged to seek professional advice tailored to your specific circumstances before making any decisions based on the information provided by Milcom Institute.

Message from the CEO

Welcome to Milcom Institute!

We are glad that you are considering or have chosen Milcom Institute 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 to the learning needs of the Telecommunications, Technical Security, Childcare, Individual Support, Community Services, IT and Business and Leadership Management Industries.

Milcom Institute 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 a learners' student journey 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.

At Milcom Institute, our aim is to support you throughout your learning journey as you work towards achieving your qualification. Our dedicated team of trainers and support staff are committed to providing you with quality training, guidance, and resources to help you reach your educational and career goals.

We encourage you to make the most of the opportunities available to you during your time with us. Your success is our priority, and we look forward to assisting you in developing the skills and knowledge required to excel in your chosen field.

If you have any questions regarding the information contained in this Student Handbook, please call Milcom Institute's training, toll-free, hotline 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

Ashish Chadha
CEO



MILCOM

TRAINING | DEVELOPMENT | SOLUTIONS

About Milcom Institute

Milcom Institute is a Registered Training Organisation (RTO) with extensive experience in delivering training across the telecommunications, information and communications technology (ICT), and safety industries.

We partner with leading companies and industry professionals to ensure our training remains current, practical, and aligned with real-world expectations. Our focus is on providing hands-on learning that equips you with the skills required by today's employers.

With campuses and training facilities across Australia, Milcom Institute continues to lead the way in developing skilled professionals who meet the growing demands of the telecommunications, technical security and community sectors.

Our Mission

At Milcom Institute, our mission is to deliver industry-relevant, high-quality vocational education and training that empowers learners to achieve professional excellence. We are committed to fostering a supportive and inclusive learning environment where students can gain practical skills, industry knowledge, and the confidence needed to thrive in a rapidly evolving workforce.

Our trainers, assessors, and support staff are committed to ensuring your learning experience is positive, engaging, and rewarding. We take pride in offering a supportive environment where every student can succeed.

Our Commitment to You

Milcom Institute is committed to:

- Providing quality education and training that meets national standards.
- Supporting students through inclusive and accessible learning environments.
- Promoting respect, integrity, and professionalism in all aspects of study.
- Offering ongoing student support services to help you achieve your learning goals.

We're Here to Help

If you have any questions or need assistance at any stage of your training, please don't hesitate to contact our student support team.

We are here to ensure your experience at Milcom Institute is both successful and enjoyable.

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

QUEENSLAND (Head Office)

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

VICTORIA

Unit 25/2 Fastline Road, Truganina, VIC 3029

NEW SOUTH WALES

Unit 1/47 Parramatta Road Granville NSW 2142 Australia

SOUTH AUSTRALIA

Level 3, 135 A Pirie street, Adelaide SA 5000



All support requests are handled confidentially and with respect.

Course Manager

For all administration, queries relating to enrolment, results and certifications and other administrative matters, all matters to do with your training such as extensions, absenteeism, assistance with your study, and timetable.

✉ Email: training@milcom.edu.au

☎ Phone: 1300 369 320

Enquiries/Help

When students have enquiries which extend beyond our standard course information, we aid the best of our knowledge.

How and when the trainer and assessor will contact

After submitting assessments, the assessor will provide feedback within 7–10 working days and will contact you if further evidence or clarification is required.

Support Sessions:

You can also arrange one-on-one sessions (online) by appointment if you need additional support or guidance by using above contact details.

Trainers and Assessors

For all assessment guidance or communication with a trainer and assessor.

✉ Email: training@milcom.edu.au

Finance

For any questions and/or communication relating to finance

✉ Email: accounts@milcom.edu.au

Complaints and Appeals

For all matters relating to Complaints and Appeals.

✉ Email: training@milcom.edu.au

Online Learning Support

For all matters relating to online learning portal

✉ Email: training@milcom.edu.au

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 NCVET 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 adhere to 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 regulations as relevant to the courses being delivered.

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



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 complete the year 12 use it as a stepping stone to a University qualification.



Milcom Institute Provides

- Learning that is professional and workplace relevant that can improve career opportunities;
- Flexible training options, recognising the needs of each 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 is committed to delivering high-quality training and assessment services in alignment with the requirements of the VET Quality Framework.

Our Management and staff ensure that access and equity principles are embedded across all aspects of our training and assessment practices.

We are dedicated to providing each student with the best possible learning experience, with training tailored to their individual needs. This is achieved by employing qualified, vocationally experienced trainers and offering flexible training options that support diverse learning pathways..

Enrolment

All full qualifications students must attend a pre-enrolment interview/session to enable Milcom Institute to be able to contextualise their training to suit their learning style, assess their other commitments, and provide them with all the information to help them achieve their study goals.

Milcom Institute selects students responsibly and ethically at all times, and our selection processes are consistent with the specific course 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. color-blindness). Although Milcom Institute 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 Institute 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 achievement of target competencies.

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

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

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

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 Institute is also able to help you with setting up your USI, subject to you agreeing to Milcom Institute 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.

Language, Literacy and Numeracy (LLN)

To successfully participate in Milcom Institute 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.

Upfront Assessment of Needs (South Australia Only)

Before enrolling, a student will be required to undertake an upfront assessment of needs.

This is to ensure they get the support they need to start in the right course, at the right level, to successfully complete a course.

The needs assessment assesses suitability and support needs and literacy and numeracy capabilities.

The UAN process includes 3 distinct assessments that are of equal importance.

Training providers must assess a student's suitability and support needs first, and then, regardless of the student's support needs, assess their literacy and numeracy capabilities.

1. **Suitability** - To ensure the right fit between the student and qualification of choice.
2. **Support needs** - To ensure early identification and planning for the student's learning and personal support needs.
3. **Literacy and numeracy capabilities** - To ensure early identification and planning for the student's literacy and numeracy development needs.



All 3 UAN assessments must be completed before creating a training account. This includes organising any learning, personal and foundation skills support identified through the UAN process.

Suitability and support needs assessments (South Australia Only)

Suitability and support needs assessments are part of the mandatory Upfront Assessment of Need (UAN) for subsidised vocational training, ensuring students are the right fit for a course and identifying barriers, with providers using tools like the UAN guide and ACER SRNI to plan support (like literacy/numeracy help or Success & Wellbeing Services), which can be a condition for enrolment to ensure success.

These assessments cover suitability for the qualification, learning/personal support needs, and Literacy/Numeracy (LNN) skills, using specific templates and guidelines set by Skills SA, with providers responsible for implementing identified supports

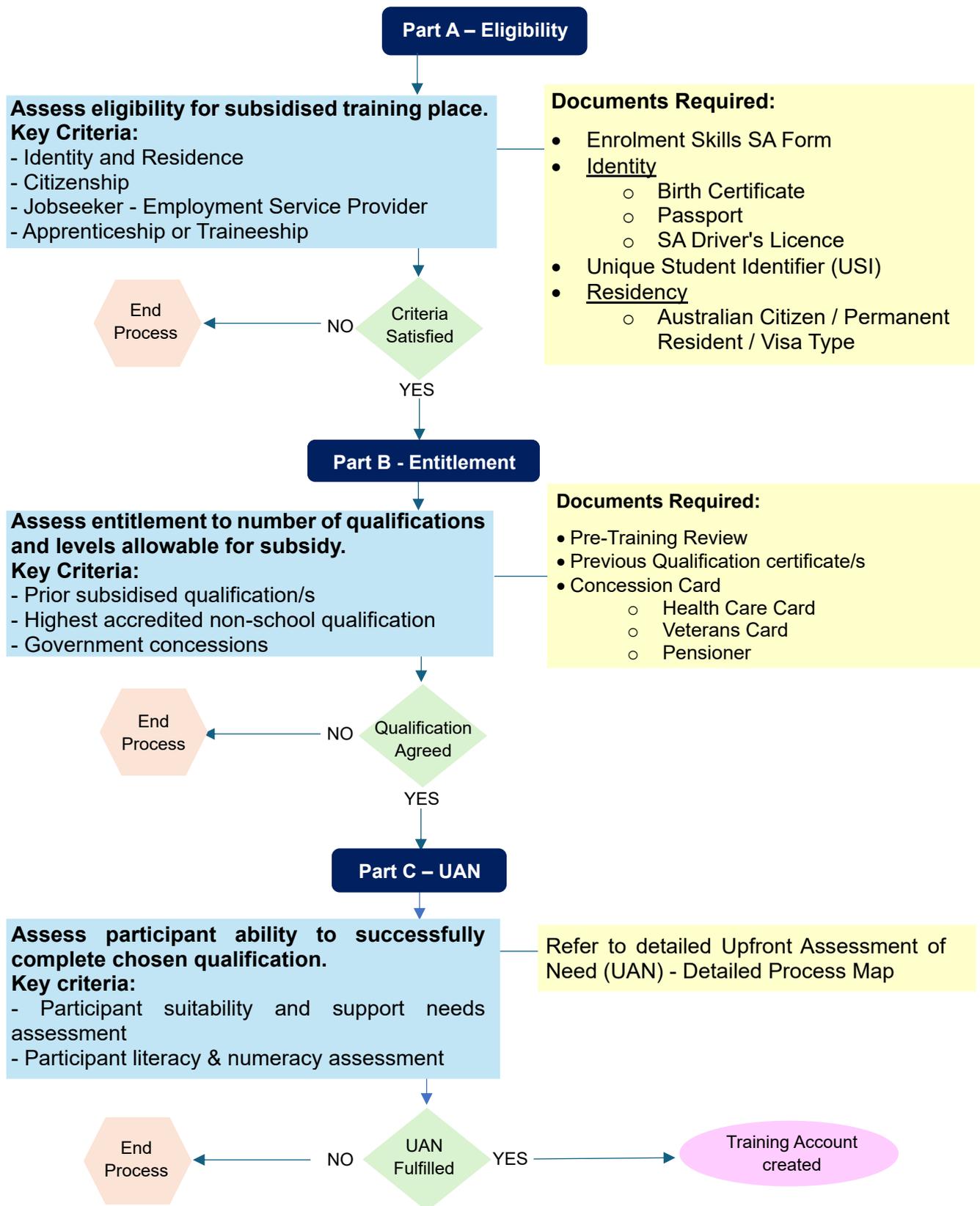
There are 7 areas of suitability and support needs that must be assessed before the literacy and numeracy assessment is undertaken.

1. Ability to communicate effectively in English
2. Ability to meet inherent course requirements related to
3. Career goals and aspirations of the individual are aligned with the course of choice
4. Understanding of:
 - employment pathways course can lead to
 - employer expectations
 - working conditions in this field of employment
5. Understanding of and ability to meet industry, regulatory or legislative requirements required for training and employment as graduate.

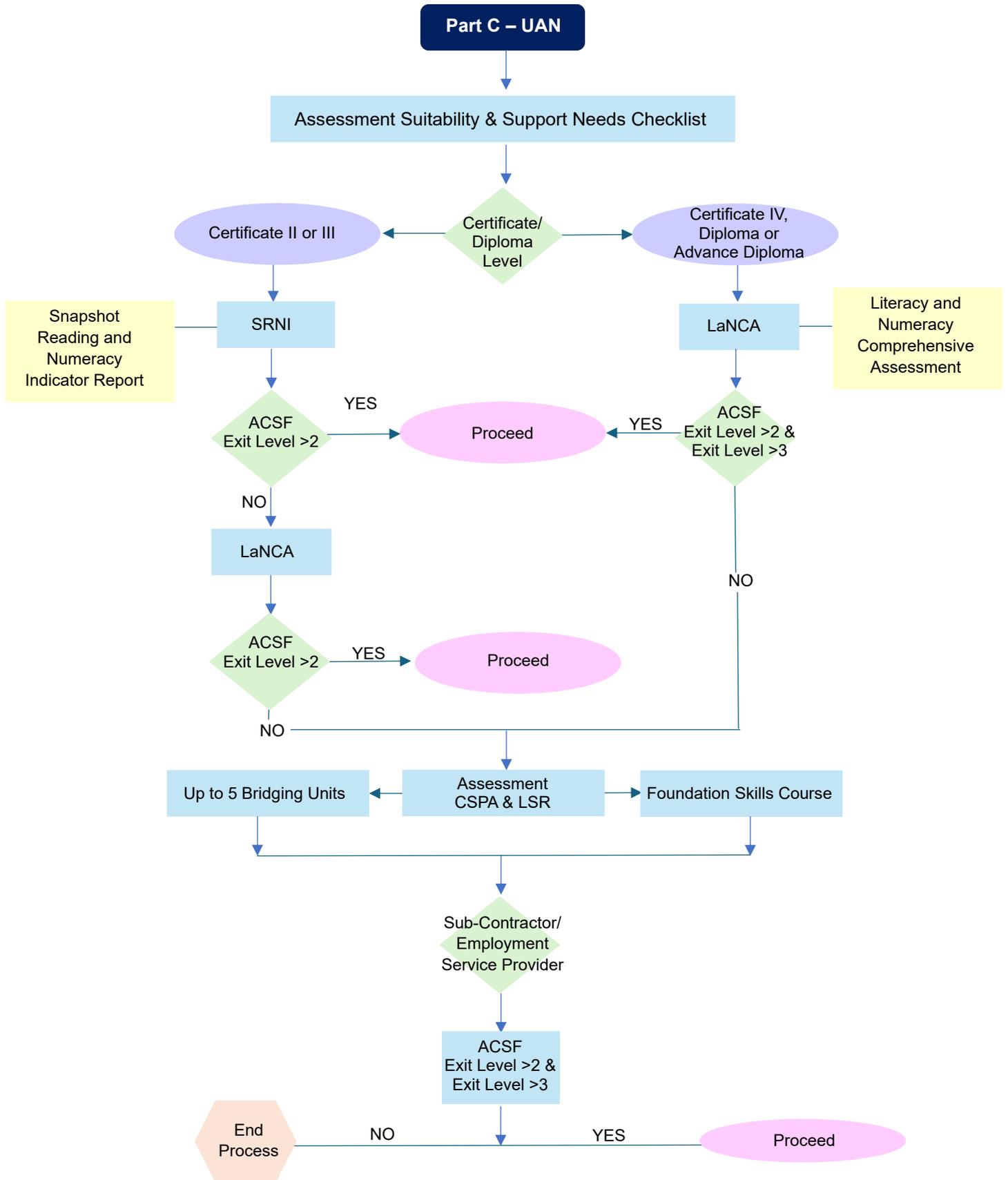
For example:

- clearances to work with children or vulnerable adults
 - drivers licence
 - drug and alcohol testing
 - occupational specific tickets or licences
6. Aptitude for learning
 7. Understanding of:
 - course expectations
 - delivery methods
 - course and incidental costs
 - location of training
 - recognition of prior learning
 - work placement
 - attendance requirements

Eligibility, Entitlement and Conducting the Upfront Assessment of Need Process Map (South Australia Only)



Upfront Assessment of Needs (UAN) Process Map



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

Milcom Institute 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 nongovernment 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 Institute 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>

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 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 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.

Education and Training Delivery

Milcom Institute ensures that all training and assessment is conducted in accordance with the requirements of accredited Training Programs and endorsed Training Packages.

Milcom Institute adhere to policies and management practices that uphold high professional standards in the delivery of education and training services, safeguarding the interests and welfare of our students and, where applicable, their employers.

Milcom Institute maintains a learning environment that supports effective learning and the professional development of all participants. We deliver all educational programs listed on our scope of registration and ensure that the facilities, training methods, and materials used are appropriate to the needs of our learners and the intended training outcomes.

We maintain compliant systems for recording and archiving client enrolments, attendance, course completions, assessment outcomes, recognition of prior learning, complaints, qualifications, and statements of attainment issued.

Milcom Institute treats all personal records with strict confidentiality and complies fully with national privacy standards.

Training

Milcom Institute is committed to maintaining a training and assessment environment that is conducive to the success of its students and trainees.



We achieve this by ensuring that Milcom Institute:

- **Maintains the operational capability** to deliver and assess all vocational qualifications within its scope of registration, provides adequate facilities, and uses training and assessment methods and materials appropriate to the needs of students and trainees.
- **Monitors and evaluates participant performance and progress** through a combination of formative and summative assessment strategies and techniques.
- Ensures that all **training staff are suitably qualified** and responsive to the cultural, linguistic, and learning needs of every student and trainee.
- Ensures that **assessments are conducted in accordance with the endorsed components** of relevant Training Packages and/or accredited courses, with all personnel involved in assessment applying industry standards to ensure assessments are **fair, flexible, valid, reliable, and sufficient**.
- Is committed to **access and equity** in the delivery of all learning and assessment services.
- Ensures that all **learning and assessment activities align with course objectives and intended learning outcomes**.

Course information

Milcom Institute offers fully accredited training, short courses, and non-accredited training. We encourage all prospective students to review the full course details on our website (www.milcom.edu.au) or in the course outlines provided during pre-enrolment to ensure they select the most appropriate short course or qualification for their career or education goals.

Nationally recognised qualifications under the Australian Qualifications Framework (AQF) are clearly identified by the Nationally Recognised Training (NRT) logo displayed on Milcom Institute course information pages and course outlines.

Upon request, we can assess your individual circumstances and funding eligibility to determine the most suitable funding arrangement for your enrolment. Milcom Institute Scope of Registration is publicly available at: <https://training.gov.au/Organisation/Details/6859>

The course details will provide you with important information, including:

- **Units of competency** you will achieve upon successful completion of training and assessment.
- The **expected total duration** of the course and the approximate **time commitment** required, including any self-paced learning or activities to be completed outside scheduled class hours.
- The **mode of delivery**, such as face-to-face, online, or blended learning.
- Potential **job outcomes** and **further education pathways** associated with the course.
- Any **training pre-requisites** that must be met before enrolment.
- Any **resource requirements** needed for study (e.g., access to a computer and internet for online components).
- The **total cost** of the course, including tuition fees and any costs associated with training materials.

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)

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 Institute 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.

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 Institute Student Support.

Should you experience any difficulty that may be affecting your progress please discuss this with your Milcom Institute 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.

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.

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.

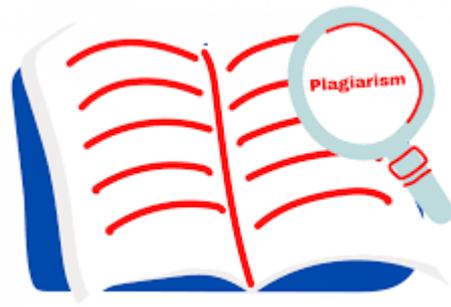
Students are expected to:

- 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 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.



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 friend's 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 people's 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.

Learning Access and Equity

Milcom Institute promotes equity and inclusion in all aspects of training and assessment. We aim to provide equal opportunities for all students, including those with disabilities or special learning needs.

Reasonable adjustments can be made to accommodate specific requirements, such as:

- Modified learning materials
- Alternative assessment methods
- Accessible classroom facilities or technology

Students are encouraged to discuss any learning or access needs with the student support team as early as possible to ensure appropriate arrangements are in place

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 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). 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.ncvet.edu.au/sos/faq.html>.



Learning Methods

We all learn differently because of diversity and variability, so greater flexibility in teaching and learning practice will help engage and support learners to succeed. Milcom Institute aims to provide individuals with the most flexible learning environment possible, ensuring that training can be accessed and completed in a way that suits each learner’s needs, schedule, and learning style.

Training at Milcom Institute is delivered by qualified and experienced trainers who have extensive industry knowledge. Depending on your course” training may be delivered through one or more of the following methods:

Online Learning:



Self-paced study through the Milcom Institute online learning platform, supported by trainers who provide guidance and feedback.

Milcom Institute offers blended learning services designed to enhance educational experiences through a combination of traditional face-to-face instruction and online learning. While we aim to provide high-quality educational content, the effectiveness of our programs may vary based on individual learning styles, prior knowledge, and engagement levels. We do not

guarantee specific outcomes or results from participation in our programs.

In a blended learning environment:

- Students must take responsibility for independent learning.
- Students should commit to active and autonomous learning. This requires students to actively work through the material/s supplied by Milcom before attending the classroom.

Our website and blended learning materials may contain links to third-party websites or services that are not owned or controlled by Milcom Institute. We have no control over, and assume no responsibility for, the content, privacy policies, or practices of any third-party sites or services. We encourage you to review the terms and conditions and privacy policies of any third-party websites you visit.

The content provided by Milcom is not intended to be a substitute for professional advice, including educational, legal, financial, or other professional services. You are encouraged to seek professional advice tailored to your specific circumstances before making any decisions based on the information provided by Milcom Institute.

Workplace-Based Training:

For some programs, training and assessment may occur within your workplace under the supervision of an assessor.

Your course schedule and delivery mode will be outlined in your enrolment information.

Work Placement

What is Work Placement?

Work placement is a supervised, hands-on learning experience in a real workplace. It allows you to practice the skills and knowledge you are learning in your course and demonstrate competency in real situations.

Some courses require a set number of placement hours to meet industry and training package requirements. Please refer to the student work placement information pack for further information.



Why is Work Placement Important?

Work placement gives you the opportunity to:

- Apply what you learn in class to real work tasks
- Build confidence and practical skills
- Gain experience that improves your employability
- Complete assessment tasks that can only be done in a workplace
- Meet course or industry requirements for competency

Health, Safety & Insurance

Your safety is important. You must follow all workplace health and safety rules.

- Students are covered by Australian Training Plus insurance only when the placement is approved and documented.
- You must report injuries, hazards, or incidents immediately to your workplace supervisor and your trainer.

Finding a Placement

Milcom Institute will:

- Provide guidance and support to help you secure a suitable placement
- Confirm that the workplace meets training and safety requirements
- Provide all necessary documentation for your host employer

Students who find their own placement, must have it approved by the trainer before they start.

If already employed:

If you are already employed, you may be able to complete your work placement through your current employer

Before you assume your current job can count, please check with Milcom Administration and:

- Confirm whether your current workplace meets the placement requirements for your course.
- The workplace does the same type of work needed for your qualification.
- There is a qualified supervisor who can oversee and verify your tasks.
- You can complete all the required practical activities from the training package.

Before You Start Placement

Before beginning your placement, you must:

- Complete any required checks (e.g., Working With Children Check, Police Check, vaccinations—only if required for your industry)
- Attend pre-placement briefings
- Review your placement workbook or assessment tasks
- Understand workplace expectations and dress code
- Sign any required agreements or forms

During Work Placement

While on placement you are expected to:

- Arrive on time and maintain professional behaviour
- Follow instructions from your workplace supervisor
- Complete all allocated tasks safely and responsibly
- Communicate respectfully with staff, clients, and trainers
- Record your hours accurately and have them signed off
- Contact your trainer immediately if issues arise

A trainer or assessor may visit or contact the workplace during your placement to observe your skills and support your progress.

Assessment During Placement

Your placement may include:

- Observation by your assessor
- Workplace tasks or practical assessments
- Logbooks or workbooks
- Supervisor feedback or evaluation

These must be completed to achieve competency for the relevant units.

What to Do If There Is a Problem

If you have concerns or issues during placement (e.g., unsafe tasks, bullying, not enough tasks to complete assessments), contact your trainer as soon as possible. We are here to support you.

Attendance and Professional Conduct

You are expected to:

- Attend all scheduled placement shifts
- Notify the workplace and your trainer if you are sick or unable to attend
- Maintain professional attitude, language, and behaviour
- Follow privacy and confidentiality rules at all times

Poor attendance or behaviour may affect your progress in the course.

Completion of Placement

Once your placement hours and assessments are completed, you must submit:

- Your signed logbook or timesheets
- Supervisor evaluation forms
- Any workplace assessments or evidence required for competency

Your trainer will review your documentation and confirm completion.





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 Complaints and Appeals Process

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

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.

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.

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.

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.

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

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



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.

Mental Health and Wellbeing



Milcom Institute recognises that safety extends beyond the physical environment. We encourage students to prioritise their mental and emotional wellbeing.

We are committed to providing creative, responsive teaching and holistic student support that recognises individual needs and maximises learning opportunities. We believe that student wellbeing is essential to academic success and personal growth.

As part of our Wellbeing Process, student needs are assessed both at enrolment and during the first weeks of attendance. The information gathered enables our Wellbeing Team to deliver tailored support that responds to the current needs of our student community.

Wellbeing staff work proactively to build resilience and promote positive mental health. This is achieved through:

- Weekly classroom wellbeing sessions, delivered by our dedicated Wellbeing staff, focusing on emerging wellbeing trends and essential life skills.
- Individual interventions, provided as needed, to address specific student concerns.
- Referrals to our external Telehealth mental health provider, ensuring access to professional mental health support when required.

Students can access Wellbeing by email.

Through this comprehensive approach, Milcom Institute ensures that every student is supported to engage fully in their education and achieve their goals.

Health and Safety

At Milcom Communications T/A Milcom Institute, the health, safety, and wellbeing of our students, staff, and visitors are of the highest priority. We are committed to maintaining a safe and healthy learning environment across all campuses, training sites, and workplaces.

We expect everyone — staff, students, and visitors — to take shared responsibility for ensuring a safe and respectful environment

Respect, Diversity, and Inclusion

Milcom Institute values diversity and inclusion. We strive to create an environment where all students feel respected and supported, and where differences are acknowledged as strengths. Any behaviour that undermines this commitment — such as discrimination, harassment, or bullying — will not be tolerated.



Academic Support

If you require additional help with your studies, our trainers and support team are here to assist you. Academic support may include:

- One-on-one guidance from your trainer or assessor
- Clarification of course content or assessment requirements
- Additional study materials or practice activities
- Flexible learning options where appropriate

MILCOM Communications Pty Ltd trading as MILCOM Institute |RTO No. 6859 |Head Office: Suite1.9, Ian Barclay Building, Construction training centre 460-492 Beaudesert Road Salisbury, QLD 4107|Phone: 1300 369 320|Email: training@milcom.edu.au | STUDENT HANDBOOK | v 7.0 | Last reviewed: January 2026 | Not controlled when printed

Student Success and Wellbeing Services (South Australia)

What is Success and Wellbeing Services?

Success and Wellbeing Services (SWS) provides free, flexible, and confidential support to help students achieve their training, career, and personal goals. Each student is paired with a dedicated coach who offers tailored support.

Support is available from enrolment, throughout your studies, and for up to 12 weeks after you leave training.

Funded by the South Australian Government, SWS ensures students can access the support they need to stay engaged and succeed.

SWS can help if a student:

- Is experiencing personal or life issues that may impact their training
- Is falling behind in their studies
- Is considering withdrawing from training

What support is provided?

SWS coaches can assist with:

- Study skills and learning support
- Discussing disability adjustments with trainers
- Managing financial stress
- Accessing domestic and family violence services
- Finding accommodation
- Accessing carer supports
- Preparing for job hunting
- Connecting with mental health services
- Managing challenging family relationships
- Transport issues
- Having someone to listen and provide guidance

...and much more.

Who is eligible?

You may be eligible if you are enrolled in a course that is subsidised by the South Australian Government, or in a class that includes subsidised students, including:

- Apprentices and trainees
- School-enrolled students undertaking subsidised VET



How to access SWS

With your permission, a Milcom Institute representative can:

- Contact an SWS provider and request a coach to call you
- Suggest a student to contact an SWS provider and assist them to do so

Students can also:

- Speak with the administration staff at Milcom Institute for help contacting an SWS provider
- Complete the online form on the MyTraining website to request a call back: <https://mytraining.skills.sa.gov.au/reach-out-to-a-success-and-wellbeing-provider>
- Call or email an SWS provider directly to speak with an SWS Coach

Where will a coach meet you?

- In person, by phone, or online
- At your training organisation or workplace (with a private space provided)
- At another suitable public location, such as a library or café—whatever works best



Milcom SWS Contact:

All questions or concerns can be directed to:

Ms. Yvette Wijayasekera

Success and Wellbeing Coach

Yvette: yvette.wijayasekera@wt.edu.au

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;. Feedback will be provided to the Trainer/Assessor.

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.



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.

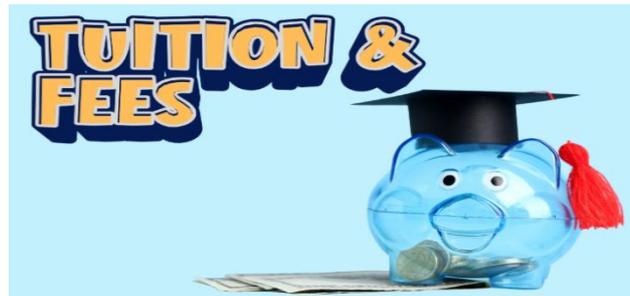
Milcom Institute will issue all AQF certification within 30 calendar days of a learner being assessed as competent in the qualification, skill set or unit of competency in which they are enrolled and providing all agreed fees have been paid to Milcom Institute.



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 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 \$550

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 Institute.
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 Institute 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 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.

Payments

Payments can be made either

- online via credit card
- bank transfer

Milcom Communications

BSB: 063 010

Account: 1274 0988

Bank Name: Commonwealth Bank

Reference: Please use invoice number or student ID number

Annexure 1 – Payment Plan

STUDENT PAYMENT PLAN SCHEDULE Example

This payment plan allows students to pay their tuition fees in manageable installments over the duration of their program, rather than in one lump sum at the start of the term.

Student Name			
Student Contact Number			
Qualification code	CHC30121	Qualification title	Cert III in Early Childhood Education and Care
Course enrolment date	___/___/___	Fee Type	Blended

Contribution Fee Total	\$3500.00	Required Deposit Amount	\$350.00	
Payment Frequency	Monthly	Method of Payment	<input type="checkbox"/> Direct Deposit <input type="checkbox"/> Stripe <input type="checkbox"/> Credit Card	
Payment Schedule	Schedule Payment #	Due Date	Amount	Balance Remaining
	Deposit	<i>(Date of Schedule)</i>	\$350.00	\$3150.00
	#2	<i>(4 weeks later)</i>	\$787.50	\$2362.50
	#3	<i>(8 weeks later)</i>	\$787.50	\$1575.00
	#4	<i>(12 weeks later)</i>	\$787.50	\$787.50
	Final Payment	<i>(16 weeks later)</i>	\$787.50	\$0.00
Payment Terms and Conditions	<p>1. *Payment Schedule*: The payment schedule is non-negotiable and will not be altered, regardless of course duration.</p> <p>2. *Certificate Issuance*: No certificate will be issued upon completion of the qualification unless all outstanding funds are paid in full.</p> <p>3. *Late Payment Fee*: A \$20 late payment fee will be charged per week for any missed payments until the payment schedule is brought up to date.</p> <p>4. Liability for Payment Upon Cancellation: If enrolment is cancelled for any reason, the student remains liable for all outstanding fees and any funds owed under the agreed payment schedule.</p>			

Student Declaration

I acknowledge that I,

- agree to the above payment schedule
- understand and will abide by the terms, including the payment schedule, late payment fee, and certificate issuance conditions
- am liable for any funds owed under the agreed payment schedule if my enrolment is cancelled for any reason
- have received a copy of this payment plan schedule

Student Name	
Student Signature	
Date	___/___/___

Admin Only

Date Deposit Made	___/___/___	Final Payment Date	___/___/___
Admin Name		Admin Signature	

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.

Glossary

Term	Meaning
Access and Equity	Making sure everyone can join and succeed in training, no matter their background, abilities, or personal situation.
Accredited Course	A course that has been officially approved and leads to a recognised qualification or Statement of Attainment.
ASQA	The national organisation that checks and regulates training providers in Australia.
Assessment	How we check your skills and knowledge—through tasks, questions, or activities—to see if you are “competent.”
Audit	A check or review to make sure a training organisation is following all the rules and standards.
Australian Qualifications Framework (AQF)	A national system that explains all recognised qualifications in Australia, from Certificates to Degrees.
Australian Quality Training Framework (AQTF)	An older set of rules for training providers. It has now been replaced by the current Standards for RTOs.
Completed Student Assessment Items	The work you submit for assessment, or the evidence collected during RPL. Sometimes an assessor’s checklist or notes are kept if your actual work can’t be stored.
Mutual Recognition	Any qualifications or Statements of Attainment you earn from one RTO will be recognised by all RTOs across Australia.
NCVER	The organisation that collects and reports data about training and learning in Australia.
Standards for RTOs	The rules all Registered Training Organisations must follow to deliver quality training and assessment.
Registered Training Organisation (RTO)	A training provider approved to deliver recognised training and issue qualifications.
Risk Management	Identifying and managing things that could go wrong, to keep training safe and running smoothly.
Scope of Registration	The list of qualifications and units an RTO is approved to deliver or assess.
Securely Retain	Keeping student records safe from damage or unauthorised access, either electronically or on paper.
Standards (General)	These can mean the official Standards for RTOs or the industry competency standards in Training Packages.
Training Package	A set of rules and requirements that guide what must be taught and assessed in an industry area.
Unit of Competency (UoC)	A single “unit” of skills and knowledge you need for a job. Each unit has specific requirements you must meet to be marked competent.