



CAPABILITY STATEMENT

MILCOM

Milcom has been recognised by the Institute for Trade Skills Excellence as one of Australia's premier providers and awarded two gold stars under the **Star Rating Scheme**. MILCOM delivers apprenticeships and traineeships in the Electrical Trade occupations based on the nationally endorsed standards of the EE-OZ Electrotechnology Training Package.

A summary of the Milcom's strengths against the evaluation criteria are:

Training and assessment which focuses on enterprise and learner needs

Milcom is a customer driven enterprise. It conducts Training Needs Analysis with peak Employer Groups, and Employers in the electrical industry. Each student is assessed prior to enrolment to identify the skills they already have and confirm the skills needed to bring them up to the national standard. Employers are provided with feedback on the trainees via a computer based program. Measures on enterprise satisfaction show a continued improvement trend over the past five years, evidenced by the level of enterprise investment in customised training courses - which has increased over the past five years.

Milcom conducts regular training needs analyses through a number of mechanisms including their Professional Q computer program. There is use of training needs analysis, employer and audit processes to ensure awareness of current industry needs and to monitor performance under the Training Plan. Employers and students have the option of flexible delivery to meet specific training needs such as rotating shifts, weekend and night availability.

Excellent trainers and assessors, and contemporary equipment

Trainers and assessors have a strong industry background and continue to maintain currency through part time employment in the industry. Material resources are current and well maintained through sponsorship arrangements with suppliers and industry in-kind donations. Installation and testing equipment is hired through Tech Rentals, ensuring state of the art instruments which are continually calibrated.

Trainers and assessors maintain strong relationships with relevant industry groups and local enterprises through industry functions (NECA), information sessions, printed and electronic publicity handouts and a regular road show.

Support to enable enterprises and learners get the most out of the apprenticeship/ traineeship

A computer web site provides student support services to all trainees. Information and unbiased advice are freely available to employers at all stages of a traineeship. Close relationships with the enterprises ensure employers receive a seamless and professional service from recruitment through to a trainee's completion of study.

For more information about Milcom visit the RTO's website at www.milcom.com.au

The **Institute for Trade Skills Excellence** is an initiative of Australian industry and Government established to promote the trades and recognise those registered training organisations (RTOs) truly focused on industry's needs and achieving excellent results.

How does it work? ... Under the **Star Rating Scheme**, individual faculties or schools within RTOs are evaluated by the Institute using industry experts and industry designed criteria. Those considered excellent are awarded one gold star, two gold stars or three gold stars by the Institute. The Institute issues a **Capability Statement** for each RTO which it publishes to explain the school or faculty's strengths and the level of service an employer can expect to receive.

Quite simply, where RTOs are doing great things, the Institute wants to ensure industry knows about it, and so an employer looking to select an RTO for their apprentice or trainee, can make an informed choice.