

T & D QUARTERLY

TRAINING & DEVELOPMENT NEWSLETTER
JULY 2019

Welcome to the MSS Training Academy's July newsletter for 2019.

The last few months have been rather busy for the staff in the training team, with the departure of Clare Konecny who has left to commence full time employment, and Courtney Baldwin who has commenced her maternity leave.

We congratulate Courtney (right) on the recent arrival of her beautiful baby girl Frankie Kate and look forward to welcoming her back into the office at the end of the year.

We would like to welcome Naomi Low and Warren Douglas to the team who join us to take on the roles of Training Systems Compliance Coordinator and Learning and Development Officer respectively. We are fortunate to have them both on board.



Page 4 of this Newsletter contains an introduction to Naomi and Warren as well as their contact details for your reference.

TMS Results

National Average Completion Rates - All Compulsory Modules
May vs June 2019

	WA	TAS	VIC	NT	SA	DEF	SM	QLD	NSW	Aviation	ACT	National
Jun-19	100% —	74% ↓	91% ↑	97% ↓	96% —	95% ↓	97% ↑	94% —	93% ↑	94% ↓	92% ↑	94% ↑
May-19	100%	75%	89%	99%	96%	96%	96%	94%	92%	95%	91%	93%

Nationally, it is great to see that our results are the highest they have ever been. This is due to the continued efforts of our operations teams in each state business as well as the administrative teams who ensure that the data is correct and appropriate Business Managers and Site Managers.

Our goal is to get to 98% completion across the business nationally by March 2020.

Keep up the great work everyone—and we welcome any state to challenge WA to equal their 100% compliance rates!

TALENT MANAGEMENT SYSTEM

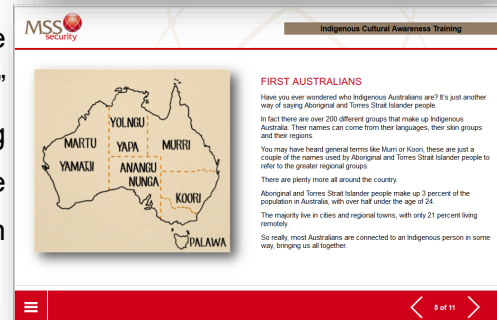
New Training Programs

As always the T&D team have continued to produce new modules within the TMS - majority of which are client specific. Please liaise with your HR team or the Training team should you have a need for a module for your business. The following two pages detail the most recently developed modules.

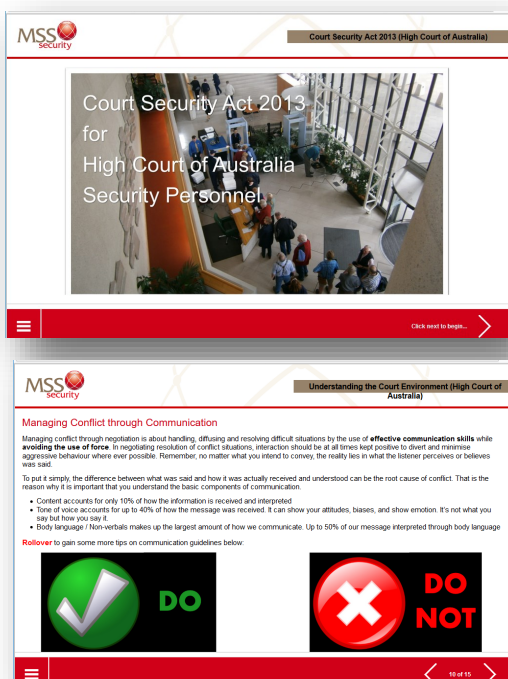
Indigenous Cultural Awareness

Recognising our diverse society, this module has been developed to provide our team members with a greater understanding of indigenous history and considerations, indigenous cultural practices and tips for connecting with indigenous people both in the workplace and in the community.

This program is available to all users through the course catalogue, in the "Security Officer Training—General" category. This module may also be of benefit for enrolling all staff allocated to a site where there is a need to engage with Indigenous Australians, or the site is located in an indigenous community.



High Court of Australia—Training Suite



At the request of our client, a contextualized screening program was put together for the High Court of Australia, utilizing both the TMS and our face to face training materials. Through consulting with the client throughout the process, we were able to ensure that they were happy with the content and are across implementation, as well as overseeing completion through a monthly training matrix.

The suite incorporates the following programs:

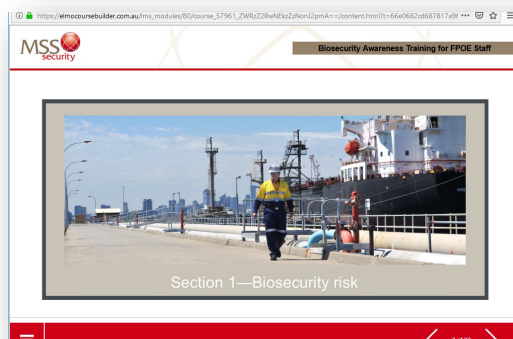
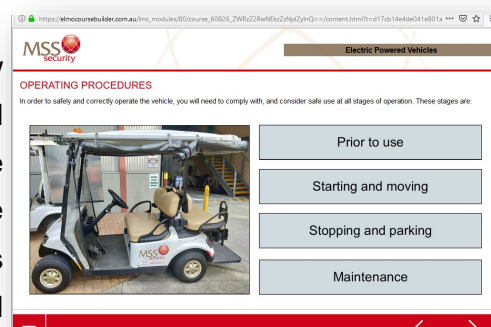
- ◆ Court Security Act 2013
- ◆ Understanding the Court Environment
- ◆ Court Screening Program (face to face)
- ◆ Train the Trainer Program
- ◆ Courts X-Ray Radiation Awareness
- ◆ Training Matrix

TALENT MANAGEMENT SYSTEM

New Training Programs (continued)

Electric Powered Vehicles (NSW)

Thanks to the NSW team and in particular Sam Laidlaw (NSW Training Coordinator), this module was developed from a face to face program which was delivered for the NSW team. It is designed to provide information about the safe and effective use of Electric Powered Vehicles such as golf carts or buggies and contains information on safety and risk reduction, operating procedures and maintenance.



BioSecurity Awareness

This program was developed to demonstrate compliance with changing legislation for Maritime Security Guards. Under Biosecurity Regulations, all staff who are involved with facilitating international arrivals must be aware of the biosecurity risks posed by operations and know how to report them. This module meets the need of the training requirement as specified by the Australian Government.

Inpex HSE Management Plan and Inpex HSE Induction

Due to the nature of work carried out at our Inpex facility in NT, there is a heavy focus on safety and to this end we have developed two modules to demonstrate our commitment to meet the client's needs in this area, as well as demonstrate a compliant outcome at recent audit.

Training Modules for New Business

Our focus in the development of programs for new won work has continued to grow, which has leveraged from commitments made in tender training and development plans. All our tender training plans include the development of a contextualised induction module to be undertaken in the TMS. As we see the benefit of these programs and receive feedback from clients, Management and employees, we are implementing a process where all new contracts have a pre-deployment module created prior to contract commencement. We believe this adds value through:

- ◆ demonstration of an approach tailored to client needs
- ◆ provision of job ready employees who arrive at site with an understanding of their expectations,
- ◆ Best practice training pathway through a training system that relates directly to the job role.

NATIONAL TRAINING AND DEVELOPMENT

Staff News

New Staff join the T&D team

We would like to welcome our new team members to our training academy, Naomi Low—Training Systems and Compliance Coordinator and Warren Douglas—National Learning and Development Officer.



Naomi Low has over 20 years experience in the Vocational Education and Training (VET) sector. Naomi brings a wealth of skill, knowledge and experience in high level administrative quality and compliance within the regulatory frameworks of the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and the Standards for Registered Training Organisations (SRTOs) within the VET sector. Naomi has previously been employed by award winning RTO's and our regulator ASQA.

Naomi can be contacted via:

08 8400 6886

Naomi.low@msssecurity.com.au

Warren Douglas has been working in the Vocational Education and Training (VET) sector since 2009, in various roles in Training, RTO Operations and Compliance. He has extensive experience facilitating nationally recognised training to reach individual and organizational objectives. He has a great deal of understanding of the VET Quality Framework and how it is applied to RTO Operations to reach quality outcomes. Warren is looking forward to working with our STEPS participants to develop their capabilities, as well as working with our states to develop non-accredited programs to meet site / client requirements.

Warren can be contacted via:

08 8400 6889

Warren.douglas@msssecurity.com.au

