

T & D QUARTERLY

TRAINING & DEVELOPMENT NEWSLETTER

MAY 2020

Welcome to our Autumn edition of the Training Academy's quarterly Newsletter.

With the first part of the year already behind us, it's looking to be another busy and successful year in the Training Academy space.

In April's TMS reporting we have seen some increases across the country from at least November 2019 and we have also seen many states/territories remain steady. This is a great indication of the efforts in our business units with meeting our 98% target to end the financial year.

SA and NT have been leading the way with both 100% and 99% averages. The standout business unit nationally is our Tasmanian business who have increased by 11% since November 2019 and sit top of the table for the highest completion rate in March. The Training Academy are available to assist our business units on how best to use our TMS, in particular the reporting functions, to help drive your completion rates up.

In addition to this, the Training Academy will continue to work closely with ELMO to ensure implementation of continuous improvement initiatives within the TMS, further ensuring the system meets our business requirements. The Training Academy looks forward to working with you in 2020/21 with more positive results. Please reach out to Naomi Low if we can help you in this capacity.

	WA	TAS	VIC	NT	SA	DEF	SM	QLD	NSW	Aviation	ACT	National
Apr-20	98% ↑	99% →	92% ↓	98% ↑	98% →	93% ↑	92% ↓	94% ↑	92% ↑	95% ↓	94% ↑	94% ↑
Mar-20	96%	99%	93%	96%	98%	91%	95%	93%	89%	96%	91%	93%
Feb-20	97%	94%	94%	99%	100%	95%	96%	92%	93%	95%	94%	95%
Jan-20	97%	92%	94%	99%	100%	94%	97%	92%	94%	95%	94%	95%



2019 / 20—THAT'S A WRAP!

Our focus for 2019/20 to meet our business needs revolved largely around client specific training, in particular the development of contextualised training to meet industry and client requirements. The RTO re registration was also a large focus, as well as our accredited offering, servicing STEPS BSB42015 Certificate IV in Leadership and Management.

The information below highlights the amount of training developed and delivered to meet our business needs.

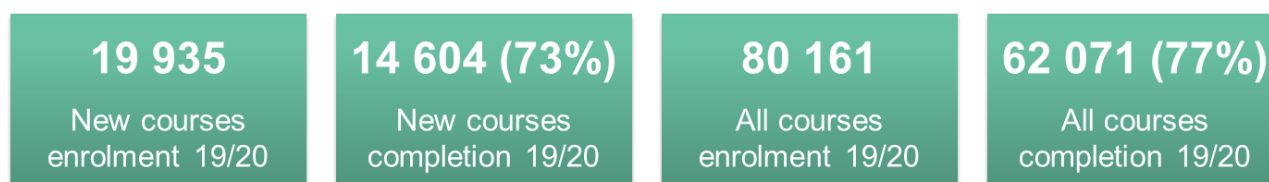
Program Development 2019/20



44 Training Programs developed to service business needs. All of these were modules put together at the request of the business – the vast majority coming from a client requirement or as a reactive measure to issues within a service. The team has a vision that moving forward any newly won work, a pre-deployment induction module is developed prior to contract implementation, providing a broad foundation for on the job learnings and an understanding of critical information such as key stakeholders, expectations and service requirements.

Through having a module in place prior to deployment onsite, the employee has a clear understanding of their role and is in the best position to commence on the job learnings. The feedback from clients is also extremely positive from a service delivery and client engagement perspective that there is a belief we should adopt this consistently across the business.

TMS Utilisation 2019/20



The first two boxes represent uptake from the 40 TMS modules developed in 2019/20. 19 935 enrolments from these courses with 73% completion.

For all our existing courses there were over 80 000 enrolments in the past year and 77% uptake.

STEPS BSB42015 CERTIFICATE IV IN LEADERSHIP AND MANAGEMENT



Our STEPS Supervisor program is designed to facilitate leadership and management training, to prepare our MSS Security employees for career progression. The success of the program is made evident in some of the recent testimonials from our graduates across the nation.

ASHISH PABBI (NSW)

Ashish commenced his training in November 2018, and under the guidance of Trainer Sam Laidlaw together with support from his Supervisor and Workplace Coach, successfully completed the program in early 2020. Ash has provided the following feedback summarizing his learning journey.

"This Course was well designed and presented on each step/module. Each module has something to learn from and was getting more interested as it went. Sam Laidlaw was very helpful and was there to provide feedback on any questions raised. This course has definitely opened up a bigger picture to what's involved in a managerial role and will definitely help if I am ever successful to be one. Have learnt a lot from this course and will definitely recommend if someone is looking to upskill there existing Knowledge and challenge them self's. Some of the modules are quite long/lengthy, but all honesty I think it's just to test your patience and to see if you can challenge yourself. One big lesson learnt if the trainer ask you to wait till he has the matter sorted please wait and don't do what I did. Start the assignment and then ask questions. But definitely enjoyed working on each and every module if this. Sam is definitely a great help and is always there to explain if unsure about any questions/concerns."

STEPS PARTICIPANT OF THE QUARTER

Congratulations!

In recognition of outstanding achievement and commitment to the STEPS Certificate IV in Leadership and Management program, the Training Academy has recognised Fady Fouani as our most recent recipient of the STEPS Participant of the Quarter award.

Fady's outstanding efforts throughout the course and his consistently exceptionally high-quality assignments are well thought out, succinct and professionally formatted. Likewise, his Supervisor Reports highlight that he is a highly-capable leader and manager and that he is of great value to his team, his site, the client and to MSS Security. We congratulate Fady on this well deserved achievement!

INFECTION PREVENTION AND CONTROL

In light of the current climate and challenges faced through Covid-19, we have implemented a training module to provide awareness, education, proactive and reactive measures to follow.

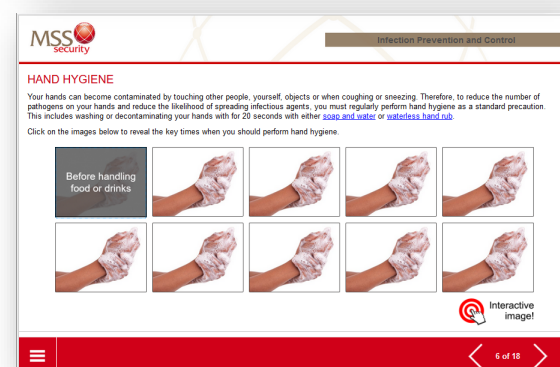
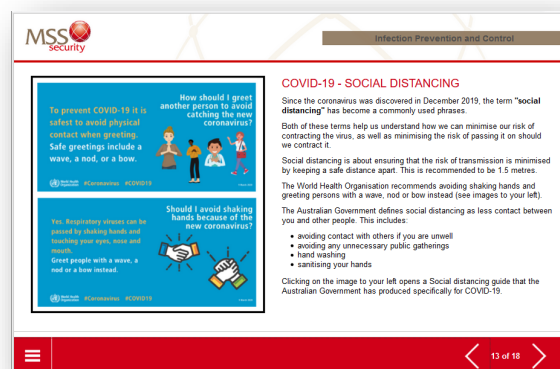
The program “Infection Prevention and Control” incorporates common sense approaches to mitigate risk and prevent transmission as much as possible.

The program contains World Health Organisation and Aus Government resources, with a focus on hand hygiene, social distancing and self isolation, as well as steps to follow in the event of an incidence of Covid-19.

Thanks to our HSE teams for driving completions within our business, and to Warren and Madeleine for their efforts in getting this program up and running so quickly to benefit our business.

This module is also available on our Subcontractor Portal for our Subcontractors to complete.

As at 21 May, completion rates nationally for this module are at 71% (that's 4,445 employees across our business nationally who have undertaken this training).



MSS TRAINING ACADEMY WORKSHOP

Following the successful re registration of our RTO in late 2019, the MSS Training Academy were given the chance to come together for a two day workshop in our Training Academy office in South Australia in February 2020.

Our workshop covered topics such as:

- ⇒ Enrolment process
- ⇒ Participant induction
- ⇒ Continuous Improvement areas
- ⇒ Non accredited learning needs
- ⇒ Lunch and learn strategy
- ⇒ Non accredited Supervisor program
- ⇒ Training and Development service offering and capabilities

We gained some great innovative ideas that will form part of our strategic initiatives for 2020/21, to ensure that our operations are aligned to the needs of our business. A massive thank you to the business units for allowing our trainers Sam Laidlaw (NSW) and Victoria Mulrine (QLD) to take the time away from their schedules to come to Adelaide and attend our workshop. Unfortunately due to how much fun the TA team was having, we lost track of time and didn't capture a team photo to share. Next time!



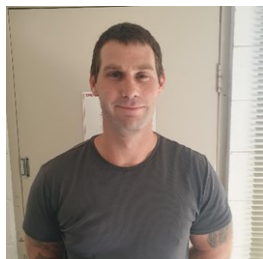
NEW PARTICIPANTS

The STEPS Program (Supported Training and Experience Pathway for Success) has provided other successful employees from around the country, the opportunity to study our Certificate IV in Leadership and Management program. We would like to welcome all the supervisors, coaches and participants to the STEPS program for 2020 and wish them all the very best in their learning journey with the MSS Training Academy.

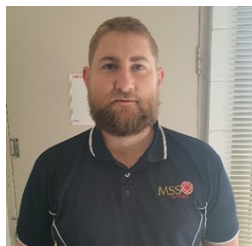
Meet **Queensland's** most recent intake for MSS Security's STEPS program...



Matthew Winter
Senior Security Officer
Townsville City Council



Nathan Dutton
Senior Security Officer
Townsville City Council



Andrew Burns
Senior Security Officer
Townsville City Council



Left to right: **Benjamin Jackson**, Senior Security Officer,
Daniel Callaghan, Security Supervisor
Stockland Townsville

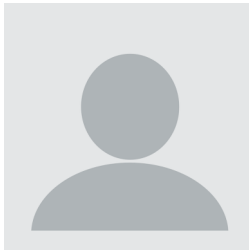
Meet **WA's** most recent intake for MSS Security's STEPS program...



Ryan McMaster
Site Supervisor



Paul Randall
Site Supervisor



Sarabjeet Singh
Site Supervisor

Meet **NSW's** most recent intake for MSS Security's STEPS program...



A K M Ziaul Hoque
Team Leader



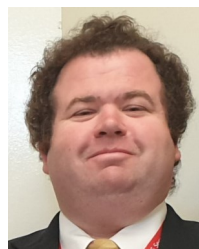
Michele Lucchitti
HSE Advisor



Phil Thornley
Site Manager



Aaron Salamalikis
Security Officer



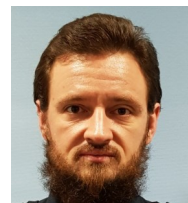
Jeffrey Ball
Site Manager



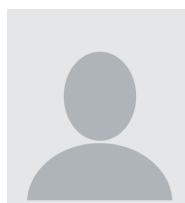
Matthew Toynton
Security Officer



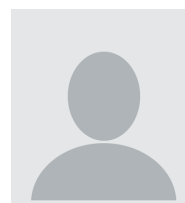
Tajminur Rahman
Security Officer



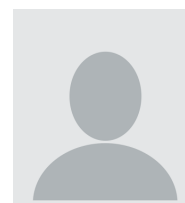
Ilia Pozdniak
Security Officer



Ashley Lederthoug
Security Officer



Iputake Palu
Security Officer

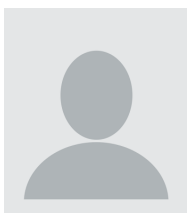


Nathan Ross New
Security Officer



NEW PARTICIPANTS

Meet **ACT's** most recent intake for MSS Security's STEPS program...



Fraser Armstrong
Site Supervisor

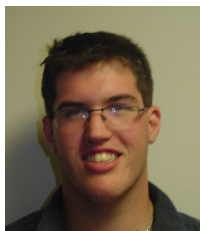


Josh Guymer
Site Supervisor

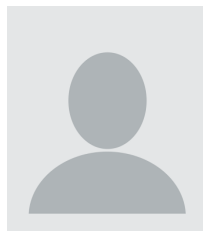


Charmaine Rauber
Site Supervisor

Meet **SAs** most recent intake for MSS Security's STEPS program...



Stuart Maywald
Service Delivery Coordinator



Mark Incledon
Site Supervisor

CONGRATULATIONS

Since the STEPS program inception we are really starting to see the business gain some valuable knowledge and skills from our recent graduates of the last 6 months. The training team along with the business units are so proud and excited to see some of our following employees in their successful completion of their all important Certificate IV in Leadership and Management. Please join us in congratulating the following employees:

- ◆ Steven Brown (SA)
- ◆ Steven Nash (NSW)
- ◆ Lew Nunn (WA)
- ◆ Ashish Pabbi (NSW)
- ◆ Lyn Ris (NT)
- ◆ Michael Welch (WA)
- ◆ Fady Fouani (NSW)
- ◆ Ha (David) Hoang (ACT)

Congratulations

All our States and Territories currently have a waiting list for anyone that wishes to nominate an MSS employee to become a participant on our STEPS BSB42015 Certificate IV in Leadership and Management program. For more information about these nominations, please contact your relevant HR Manager for further information.