INTEGRACOM

NATIONALLY RECOGNISED TRAINING

RTO Code:	20749
RTO Name:	Integracom Pty Ltd T/A Integracom
Training Package/Release & Status:	UEE - Electrotechnology Training Package Release 3.2/Current/19 July 2022
Qualification Release & Status:	UEE30420 Certificate III in Data and Voice Communication Release 2/Current/23 March 2022
Qualification Description:	This qualification reflects the role of individuals working as skilled operators with the electrical industry, who apply a broad range of skills in varied work contexts, using some discretion and judgement and relevant theoretical knowledge. These individuals may provide theoretical advice and support a team. **Licensing, legislative, regulatory or certification considerations** Licensing, legislative and certification requirements that apply to this qualification can vary between states, territories, and industry sectors. Users must check requirements with relevant body before applying the qualification.

Packaging Rules:	The following provides the packaging rules for this qualification, followed by the list of relevant units of competency.
	Total number of units = 23
	16 core units plus 7 elective units
	A total of **1060 weighting points** comprising:
	      700 core weighting points listed below; **plus**
	      360 general elective weighting points from the general elective units listed below.
	Choose a total of 360 **weighting points elective** units from the list below, of which between 0 and 100 **weighting points can** be taken from Group A; and between 260 and 360 **weighting points must** be taken from Group B; or all 360 **weighting points can** be taken from Group B.
	Up to 100 weighting points of the general elective units Group A, may be selected, with appropriate contextualisation, from any relevant nationally endorsed Training Package or accredited course, provided selected units contribute to the vocational outcome of the qualification. Previously assigned weighting points are listed in the UEE Electrotechnology Training Package Companion Volume Implementation Guide (CVIG), if not listed weighting points will be 10 points, unless directed from the Electrotechnology Industry Reference Committee (IRC).
	    ▪ a further three (3) may be chosen from Group A, B, or C
	    ▪ no more than one (1) may be chosen from elsewhere within this training package, or from another endorsed training package, or from an accredited course.
	All elective units selected from outside this qualification must reflect current occupational and learning outcomes of this AQF qualification level.

There are both licensed and non-licensed units of competency relating to high risk work in the RII Resources and Infrastructure Industry Training Package. To be appointed under any statutory requirements in related roles, units of competency should be selected to meet the state/territory licensing requirements.

There is a prerequisite to an imported unit listed in this qualification. Where a unit is imported as an elective care must be taken to ensure that the prerequisite specified is complied with.

	Unit Code	Unit Title	Weighing points	Nominal Hours	Unit Type
Units of Competency:	UEECD0007	Apply work health and safety regulations, codes and practices in the workplace	20	20	Core
	UEECD0019	Fabricate, assemble and dismantle utilities industry components*	40	40	Core
	UEECD0043	Solve problems in direct current circuits*	80	80	Core
	UEECD0020	Fix and secure electrotechnology equipment*	20	20	Core
	UEECD0051	Use drawings, diagrams, schedules, standards, codes and specifications*	40	40	Core
	UEEDV0005	Install and maintain cabling for multiple access to telecommunication services*	80	120	Core
	UEECD0016	Document and apply measures to control WHS risks associated with electrotechnology work*	20	20	Core
	UEEEC0074	Troubleshoot resonance circuits in an electronic apparatus*	80	80	Core
	UEECD0025	Lay wiring/cabling and terminate accessories for extra-low voltage (ELV) circuits*	40	40	Core
	UEERE0001	Apply environmentally and sustainable procedures in the energy sector	20	20	Core
	UEEDV0008	Install, modify and verify coaxial and structured communication copper cabling*	40	40	Core
	UEEDV0006	Install and modify optical fibre performance data communication cabling*	40	40	Core
	UEECS0003	Assemble, set up and test computing devices*	80	80	Elective Group B

	UEEDV0001	Assemble and connect telecommunication frames and cabinets*	60	60	Elective Group B
	UEECO0012	Participate in voice and data communications work and competency development activities	60	20	Core
	UEEDV0004	Install and connect data and voice communication equipment*	40	60	Core
	UEEDV0014	Test, report and rectify faults in data and voice installations*	40	60	Core
	UEEDV0009	Select and arrange data and voice equipment for local area networks*	40	120	Core
	UEECO0015	Provide quotations for installation or service jobs	20	20	Elective Group A
	UEECD0028	Plan an integrated cabling installation system*	40	40	Elective Group B
	UEECS0029	Set up and configure basic local area network (LAN)*	80	40	Elective Group B
	UEEDV0011	Set up and configure basic data communication systems*	40	40	Elective Group B
	UEEDV0012	Set up and configure the wireless capabilities of communications and data storage devices	40	40	Elective Group B
Duration:	**12 to 13 months**				
Delivery Location:	Delivery locations vary depending upon students workplace.				
Delivery Mode:	Face-to-face Classroom Delivery				

Entry Requirements:	There are no mandatory entry requirements for this qualification. However, as the criminal record check could affect their practical placement in these services and therefore their ability to complete the course, a police record check must be an entry requirement. If the result of the check came back with an unacceptable criminal record the student could still not complete the course or be employable in this industry and therefore not enrolled in this qualification.
Enrolment Application Process:	Integracom has a formalised entry process which is mandatory for all students to determine your suitability and any support requirements prior to enrolment. The process occurs as follows: **Suitability Discussion** Prior to enrolment, you will meet with a training advisor who will facilitate a suitability discussion. The purpose of this discussion is to identify your career goals, past educational and workplace experience to determine if the chosen qualification is suitable including the mode of delivery, physical demands and job/entry requirements. **Online Language, Literacy and Numeracy (LLN) Assessment** If the qualification is determined suitable for you, you will be required to undergo a Language, Literacy and Numeracy online assessment using the LLN Robot assessment tool. This assessment will allow us to identify any areas where you might require additional support. The training advisor and/or your trainer and assessor will discuss the contents of your LLN report if any areas for concern issues are identified. *NB: You will also be required to provide a working with children's check prior to undertaking any training in the workplace / work placement.*
Recognition of Prior Learning:	Recognition of Prior Learning (RPL) is an assessment process that involves assessment of your relevant prior learning (including formal and informal learning). This process will determine whether you might be able to gain recognition for some or all of your qualification. Integracom will offer each student the opportunity to apply for RPL as part of the enrolment process. The RPL process includes: - A trainer and assessor will contact you to discuss your RPL application - You will be provided an RPL assessment kit to guide you through the application - Once you have submitted your RPL application, your assessor will review your submission - Your assessor will conduct interviews with you to confirm evidence and may require you to demonstrate your skills to support your application - A final determination will be made by your assessor and feedback will be given about the outcomes Where RPL is granted for one or more unit of competency, your course duration will be amended accordingly, and course fees may also be adjusted as a result of the RPL outcome. Refer to: **F-048.5.1 Statement of Fees UEE30420** for a breakdown of fees.

Course Credit:	Course Credit is available to you where you have previously completed either a qualification or a unit/s of competency that are on Integracom's scope of registration. Where the qualification and/or unit/s of competency are equivalent, course credit can be applied to your enrolment. If you wish to apply for course credit you can do so by completing **F-315.5 Course Credit Application Form** and submitting to Integracom along with your supporting documentation. You will need to supply the following evidence for your course credit application: ▪ Statement of Attainment ▪ Transcript of Results ▪ AQF certification documentation ▪ Photo identification Where Course Credit is granted for one or more unit/s of competency, your course duration will be amended accordingly, and course fees may also be adjusted as a result of the course credit outcome (where applicable).
Student Support Services:	If at any stage throughout your training you are having difficulties with any aspect of the course (this may include trainers, assessment or any personal issues that are affecting your ability to study) you are advised to speak with your trainer or Integracom staff directly. Examples of support services offered at Integracom include, although not limited to: ▪ One on one or group coaching ▪ Modification to the delivery and assessment ▪ Modification of materials and/or resources ▪ Deferment of the course to allow for foundation skills training
Training Delivery:	This qualification is designed to be delivered using a face-to-face delivery mode in a classroom environment.
Assessment:	Assessment will be conducted individually, and you will be provided with an Assessment Guide for each unit of competency which includes: ▪ A full description of all assessment tasks for the unit of competency ▪ Assessment instructions for each unit of competency ▪ Assessment resources for each unit of competency ▪ Details about when assessment will occur ▪ Details about assessment submission There are a variety of assessment methods used for this qualification including: ▪ Knowledge based assessments ▪ Practical demonstration/observations ▪ Case Studies ▪ Projects ▪ Portfolio of Evidence ▪ Third-Party Reports Assessments will be conducted in class and in some cases, you will be required to complete some assessment tasks as homework – typically this is not expected to exceed 2 hours per week. **Submission, Feedback and Re-Assessment**

	You will be required to must submit each assessment in the required timeframe. Each assessment task will be marked as Satisfactory or Not Yet Satisfactory and once all tasks have been successfully completed the unit will be marked competent. Where an assessment task is marked Not Yet Satisfactory, you will be given the opportunity to re-submit/re-attempt the task.
	If you exhaust all of your assessment attempts, you will be required to re-enrol in the unit and participate in further training and whole undertake the assessment again. You will receive detailed feedback for each task in either written or verbal form from your assessor.
Practical Placement Requirements:	There is no mandatory practical placement for this qualification.
Registered Training Organisation (RTO) Obligations:	By accepting your enrolment into a course, Integracom has taken on obligations to you as a student. These obligations include: ▪ Undertaking a thorough course entry process to determine your suitability for your selected course, and the suitability of the course for you ▪ Develop a training plan for you which details the journey you will take through your studies ▪ Ensure that any workplace arrangement, such as an apprenticeship or traineeship, is organised and monitored ▪ Monitor your progress through the course and implement support strategies where necessary ▪ Keep you informed of any changes in legislation, Integracom policy, or any other change which would affect your enrolment in, and progression through your course ▪ Maintain thorough records of your training and assessment, and provide you with access to those records when you request it ▪ Issue a Certificate or Statement of Attainment if you have been assessed as competent in one or more units of competency from a training package or accredited course ▪ Provide you with access to fair and just administrative processes including complaints, appeals, refunds and support requests.
Learner Responsibilities:	As a student, you are entering into an agreement with Integracom and will be asked to agree to meet certain responsibilities as outlined in the **F-011.5 Code of Conduct for Students**. The Code of Conduct outlines your responsibilities as follows: ▪ Follow Integracom policies and procedures as outlined in enrolment and the Student Information Guide. ▪ Communicate effectively with all Integracom staff and/or other relevant stakeholder whether verbal or in writing. ▪ Take responsibility of own learning by participating, setting goals, making decisions, apply feedback and evaluating own performance. ▪ Attend all scheduled training sessions and notify the trainer / branch before the scheduled start time, if unable due to sickness or any other appropriate reason. ▪ Ensure all behaviour, actions and practices support the trainer in delivering the training whether one to one or in a group setting. ▪ Respond to any reasonable instruction from a member of Staff

	▪ Refrain from any form of discrimination, bullying or harassment.
	▪ Contribute positively to all modes of training and refrain from disruptive behaviour.
	▪ Produce necessary forms of identification to Integracom when required.
	▪ Complete all necessary paperwork accurately within the specified timeframe.
	▪ Treat fellow Students, Integracom Staff, host employers and/or Integracom staff with respect, honesty, dignity and sensitivity at all times.
	▪ Do not endanger or potentially endanger the safety, health and well-being of others unintentionally or deliberately by breaching Integracom's policies and procedures.
	▪ Raise any issues, concerns and/or breaches of the Code with Integracom in a timely manner avoiding any form of escalation.
	▪ Respect the privacy and confidentiality of Integracom, staff and students in the collection of any business or personal information.
	▪ Care for the property of students, staff and the property of Integracom or host employer.
	▪ Conduct myself in a professional manner at all time (including hygiene, neat and clean attire).
	▪ Not attend class under the influence of alcohol and/or illegal drugs or legal drugs that might impair my ability to safely participate in the training / assessment, including the use of equipment / machinery.
	▪ Ensure that all communication devices are switched off or put on 'silent' during class times.
	▪ Refrain from taking / making phone calls or text messages during class time except in extenuating circumstances that have been approved in advance with the Trainer.
	▪ Only submit work that is original and not plagiarised.
	▪ Refrain from any form of bribery and/or cheating during assessments to achieve a positive outcome.
Complaints and Appeals:	Integracom has a process to manage complaints and appeals involving the conduct of: ▪ Integracom, its trainers, assessors or other staff ▪ A third-party providing services on Integracom's behalf, its trainers, assessors or other staff ▪ A learner of Integracom A complaint is a grievance regarding something or someone that you feel has broken the rules, or which has unfairly affected your experience during your studies. An appeal is a request to review an assessment decision which has been made. If you wish to make a complaint or appeal, you can do so by emailing us at: compliants@integracom.edu.au using our **F-116.5 Complaints Form** or **F-102.5 Appeals Form** For more information, refer to **P-006.5 Complaints and Appeals Policy and Procedure** on our website: www.integracom.edu.au/
Fees, Charges and Refunds:	To ensure that you are protected as a consumer, you will be provided with all relevant fee information which will include:

Controlled Document

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	1. The fee amount which you will be required to pay for your course
	2. The payment terms on which you will pay those fees, including the timing of your required payments
	3. Your rights as a consumer in Australia
	4. Your right to attain a refund in certain circumstances, such as when Integracom cannot deliver your course for any reason
	In some cases, your employer or another party may pay fees on your behalf. When this occurs, it will be made clear to both you and your employer of who will be paying and what amount.
	Additionally, Integracom takes action to protect your fees and protection exists to ensure that you can enrol with confidence. The principal protection which is provided to you is a pre-paid fee limit - Integracom will never require you to pay more than $1,500 in advance and will never allow your advance payment balance to rise above $1,500.
	Refunds
	Integracom has a clear and well enforced refund policy in place, so you can pay your fees fully informed as to the circumstances in which you would be entitled to a refund, and how much of a refund you would receive.
	To access the **P-033.5 Fees, Charges and Refunds Policy and Procedure**, and the associated forms required to apply for a refund, please visit the Integracom website: www.integracom.edu.au/
AQF Certification:	**Issuance of Qualifications** INTEGRACOM will issue you an AQF certification in a timely manner for nationally recognised qualifications and record of results to each student who has meet the requirements of that qualification, any outstanding fees have been paid and a valid USI has been provided within 30 calendar days. **Issuance of Statements of Attainment** If you complete one or more units of competency but not an entire qualification, you will be issued with a statement of attainment for the units of competency you have completed. Statements of attainment are issued for partial completion providing there are no outstanding fees and INTEGRACOM has been provided with a valid USI. Statements of Attainment are also issued within 30 calendar days. **Replacement AQF Certification** If you lose your qualification, record of results or statement of attainment you can request a replacement by emailing: studentenquiries@integracom.edu.au Replacement AQF certification requests attract an additional fee of $85 and you will be asked to submit a **F-316.5 Student Release Form** as part of your request.

Privacy and Personal Information:	**Your Privacy and Personal Information** Integracom takes the privacy of your personal information extremely seriously and has a clear and well enforced privacy policy in place. This means that you can provide your personal information, which is required for enrolment, with the knowledge that it will be kept securely and confidentially. Integracom's privacy policy is fully compliant with the Privacy Act 1988 and the Australian Privacy Principles and is publicly available. To access the **P-039.5 Privacy and Personal Information Policy & Procedure** please visit the Integracom website. www.integracom.edu.au/

Pathways:	The UEE Electrotechnology Training Package qualifications provide pathways in the following disciplines:
	
	    ▪ Computer Systems
	    ▪ Data and Voice Communications
	    ▪ Electrical
	    ▪ Electronic
	    ▪ Instrument and Industrial Control
	    ▪ Rail Signalling
	    ▪ Refrigeration and Air Conditioning
	    ▪ Renewable and Sustainable Energy

Contact Information:	CTC Training Centre Building 1, 460-492 Beaudesert Road Salisbury QLD 4107 07 3277 8777 studentenquiries@integracom.edu.au