

## Training program — FAQs for new technicians

### Frequently Asked Questions

This document has been prepared to help suitable candidates who are interested in becoming new telecommunications technicians to better understand the potential benefits and responsibilities of taking part in a training program.

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## Introduction

### **Q. What is happening?**

A. Due to ongoing customer demand in the telecommunications industry, there is an increasing demand for additional trained telecommunications technicians. ISGM are launching a special one-off program to provide opportunities for a minimum of 152 new technicians to enter the telecommunications industry. This program aims to address the increasing demands for trained telecommunications technicians and to ensure the best possible service for customers.

### **Q. What is involved?**

A. ISGM is partnering with existing subcontracting companies and national training provider JB Hunter Technology, to provide a telecommunications training program. The training opportunities are available in metropolitan Melbourne, Sydney and Brisbane (including Gold Coast and the Sunshine Coast). New technicians will work for subcontracting companies who currently provide services to ISGM.

## Who are ISGM?

### **Q. Who do ISGM subcontractors provide services for?**

A. ISGM formed a partnership with our partner in September 2011 and have been providing all subcontractor I&M services since. Under the national contract, ISGM is responsible for the management of all subcontractor customer installations and maintenance for copper services including telephony, broadband (BCIMS HFC), ULL and jumpering activities between exchanges and customer premises. The agreement is for five years, with a two by two year extension option.

### **Q. What is the Project Alliance Model?**

A. ISGM subcontractors are issued with Toughbooks and are assigned Tickets of Work (TOW) through our partner's system. Aligning ISGM systems with their systems and processes provides an accurate representation of who is actually working on which faults and installations. This allows work to be allocated on a consistent basis according to customer demand and the location of our partner's employees and ISGM subcontractors. We believe changes like this have helped to improve the deployment of work to both employees and the ISGM subcontractor workforce, thus allowing for the customer experience to be to the highest standard.

### **Q. How does the ISGM I&M model work?**

- After a customer contacts our partner, Tickets of Work (ToW) are issued to ISGM I&M subcontractors via Toughbooks.
- The subcontractor completes the work and closes the ToW in the Toughbook.
- Completed jobs are then loaded into Contractor Management System (CMS) and invoiced through a Recipient Created Tax Invoice (RCTI), which are paid weekly.
- Subcontracting companies who provide I&M services to ISGM are supported by ISGM Team Managers, who are co-located with the Team Managers in offices to ensure a consistent approach to customer service.
- All I&M subcontractors are provided with co-branded uniforms and ISGM supply all network materials free of charge, excluding consumables.
- Financial incentives are provided to ISGM I&M subcontractors on a monthly basis for superior customer service, quality and productivity.

## Potential benefits for a new technician

### Q. How does a technician benefit from working in subcontractor companies who provide services to ISGM?

A. Potential advantages for technicians who would like to be employed or engaged by subcontractor companies who provides services to ISGM include:

- ✓ **Work for a subcontracting company that provides services to ISGM** – new technicians learn on the job from specialists in the field.
- ✓ **Telecommunications is an evolving industry** – new technicians may, where they are committed and competent, build a successful career and develop skills.
- ✓ **Safe work practices** – safety is our priority and all subcontracting companies who provide services for ISGM must comply with safe work practices. We work with subcontracting companies to ensure no corners are cut on safety because we want everyone to arrive home safely every day.
- ✓ **Training and Support** – new technicians will have access to industry specialists and have one on one support from a subcontracting company, that currently provides services to ISGM;
- ✓ **Get out into the field** – new technicians, who successfully complete the training, should be competent on faults in approximately 16 weeks.
- ✓ **Recognition of prior learning** – the 16 weeks of training that new technicians complete may, in some situations, be recognised as prior learning if they choose to further progress their careers and gain certifications in telecommunications.
- ✓ **Career Progression** – new technicians can obtain new skills creating further opportunities to progress careers and options.

## Rates

### Q. Will I be paid during the training program?

A. The subcontracting company that you enter an employee or subcontractor relationship with will be responsible for paying you throughout the 16 weeks of training. The amount is at the discretion of the subcontracting company and you will need to negotiate this prior to commencing the training.

### Q. What will I get paid once I complete the training program?

A. This is at the discretion of subcontractor companies.

## Training

### Q. What training will the technicians have?

A. Suitable candidates will have the opportunity to undertake an intensive 16 week training program. Telecommunications industry specialists will provide the new technicians with all the essential training and process information they need to be competent in basic faults and jointing. The 16 week program will include:

- a comprehensive technical training package designed by ISGM and delivered by JB Hunter Technology;
- a complete safety training package;
- work placement, mentoring and ride ons with host companies;
- other specific courses around customer service and business essentials.

**Q. Where is training held?**

A. Training will be held at locations in metropolitan areas.

**Q. How much does the Training Program cost?**

A. As a rough guide, the cost of a fault skills and HSE training program will be approx. \$6,000 (excl gst) For more information on Training Program costs please speak to JB Hunter Technology and Alertforce.

**Q. Who pays for the Training Program?**

A. The subcontracting company who employs or contracts the new technician will pay for the Training Providers and enter into a commercial agreement with JB Hunter Technology and Alertforce.

## Toughbooks

**Q. Will new technicians be issued with a Toughbook?**

A. Yes, technicians will be issued with Toughbooks to accept, reject and complete work.

**Q. Will subcontractor companies have to pay for the new technicians Toughbook?**

A. No, subcontractor companies will be provided with a Toughbook for their new technician, however, subcontractor companies are required to itemise the Toughbook on their existing insurance policies. The Toughbook remains the property of the issuing party.

**Q. Will subcontractor companies have to pay for the new technicians Toughbook training?**

A. No, subcontractor companies don't have to pay for the new technicians Toughbook training. ISGM covers the cost of the training. ISGM subcontractors have an intensive one day training course.

## Uniforms and Vehicles

**Q. Do technicians have to wear a uniform?**

A. In the interests of public safety, all subcontracting companies that provide services to ISGM are required to ensure their technicians wear ISGM uniforms to all customer premises. The supplied uniform must only be worn while performing services for ISGM (so that customers can be confident that the technician attending is authorised to do the required work). ISGM subcontractors will receive a full kit including shorts, pants, t-shirts, long sleeved shirts etc. All subcontracting companies will need to ensure that their technicians are equipped with two pairs of steel capped safety boots with heels for climbing ladders (one clean pair for inside customer premises and one for working outside).

**Q. Are there any vehicle requirements for technicians?**

A. Technician vehicles must be in line with industry standards, commercial and road worthy. They must be capable of transporting materials, guards, test equipment and tools safely.

**Q. Are new technicians required to wear ID cards?**

A. Yes. New technicians will be issued with ID cards that include the subcontractor companies' name on the card.

## Availability

### Q. When should technicians be available?

A. Technician's availability is set in the availability register up to three months in advance. Changes to availability can be made.

## Insurances

### Q. Will new technicians need a Workcover policy and insurances?

A. It is a requirement that all subcontractor companies that provide services to ISGM have Workcover or like insurance. You will need to be added to your managing subcontracting company's Workcover policy and insurance.

### Q. Will new technicians need to provide insurance for Tools and Equipment?

A. It is a requirement all subcontractor companies that provide services to ISGM provide tools and Toughbook insurance for any employees or subcontractors it takes on.

## Tools and vehicles

### Q. Where can subcontractor companies get tools and vehicle for new technicians? Is there a discount provider?

A. ISGM will provide a full list of required tools at training induction. Techpac and Axeton will provide pricing direct to subcontractors. Techpac and Axeton are able to provide tools, vehicle and finance packages to assist.

## Registering your interest in becoming a new technician

### Q. How do I register my interest in completing the training program?

A. It's simple. Contact ISGMs Project Manager Resource Uplift Program, David Badrock on [TrainingProgram@isgm.com.au](mailto:TrainingProgram@isgm.com.au) with all you details including:

- your name;
- suburb and state you are located in;
- any previous experience you have had;
- why you are interested in participating in this program.

### Q. What's the catch?

A. We know this all sounds great, but in return there are some key expectations and accountabilities that you need to deliver:

- ☐ be safe – in all working environments – we want everyone to get home safely every day;
- ☐ provide a superior level of customer service – be pleasant and respectful;
- ☐ look the part – be professional, neat and tidy;
- ☐ be flexible – availability needs to align with customer demand;
- ☐ be punctual – attend customer homes, streets and exchanges on time;

☐ get the job done right the first time.

If you can tick all these boxes, then they could be eligible to participate in the ISGM training program.

## More Information

### **Q. Where can I go for more information?**

A. For more information or to ask questions regarding the training program please:

- visit the ISGM website – [www.isgm.com.au](http://www.isgm.com.au);
- contact ISGMs Project Manager Resource Uplift Program, David Badrock on [TrainingProgram@isgm.com.au](mailto:TrainingProgram@isgm.com.au)