

INDUCTION TRAINING COURSE – Template

Week 1 – 2010	Mon 28 Feb	Tues 1 Mar	Wed 2 Mar	Thurs 3 Mar	Fri 4 Mar
0800 – 0900	Welcome Class admin & house keeping	Introduction to DIAC	Site Tour	Certificate II Overview	Communicate Effectively
0900 – 1000	Centre Managers Address/Meet and Greet		Site Tour	Cross Cultural Diversity	
1000 - 1015	BREAK	BREAK	BREAK	BREAK	BREAK
1015 – 1100	Serco Overview & Code of conduct	Australia's obligations to international conventions and treaties	Client Reception and Property (Overview delivered on site at centre)	Occupational Health Safety and Environment	Observation Skills
1100 – 1200	HR Time Sheets, Rosters, Pays, Uniforms etc	Overview of the Immigration Detention Network	Visits Procedure (Overview delivered on site at centre)	Fire awareness	Officer Safety while dealing with aggressive clients
1200 - 1230	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
1230 – 1345	Dealing with media & Customer Service Skills	Duty of Care to Persons in Immigration Detention Overview Migration Act	Client Activities Officer (Overview delivered on site at centre)	Security of a Detention Centre	Manage conflict through negotiation
1345 – 1445	Professional Boundaries			Key Control	
1445 - 1500	BREAK	BREAK	BREAK	BREAK	BREAK
1500 – 1600	Work, Life, Balance (stress)	Security Screening & Search Powers in Migration Act 1958	Transport and Escort (Overview delivered on site at centre)	Radio Procedures	Conducting Interviews
1600 – 1630	Corporate Social Responsibility			Occurrence logs & Registers	

INDUCTION TRAINING COURSE – Template

Week 2 – 2010	Mon 7 Mar	Tues 8 Mar	Wed 9 Mar	Thurs 10 Mar	Fri 11 Mar
0800 – 1000	Prepare Reports	Working With Minors	Health Issues and Infection Control	Awareness of Illegal Substances	Use of reasonable force in immigration detention theory
1000 - 1015	BREAK	BREAK	BREAK	BREAK	BREAK
1015 – 1115	Prepare Reports	Personal Officer Scheme	Welfare Checks	Searching Theory (Pat ,Wand and Room)	Control persons using open hand Techniques
1115 – 1200		Understanding mental health	Hostage Survival Skills		
1200 - 1230	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
1230 – 1330	Job Shadowing (On site at centre)	Psychological Support Program	Job Shadowing (On site at centre)	Preservation of Evidence	Control persons using open hand Techniques
1330 - 1445		Psychological Support Program		Searching Practical (Pat ,Wand and Room) (centre exercise)	
1445 - 1500	BREAK	BREAK	BREAK	BREAK	BREAK
1500 – 1630	Job Shadowing (On site at centre)	Suicide Awareness	Job Shadowing (On site at centre)	Searching Practical (Pat ,Wand and Room) (centre exercise)	Control persons using open hand Techniques

INDUCTION TRAINING COURSE – Template

Week 3 – 2010	Mon 14 Mar	Tues 15 Mar	Wed 16 Mar	Thurs 17 Mar	Fri 18 Mar
0800 – 1000	Group 1 - Portal Training Group 2 - Restrain persons using handcuffs	Group 2 - Portal Training Group 1 - Restrain persons using handcuffs	ITC Assessment book Theory Exam	First Aid Training	First Aid Training
1000 - 1015	BREAK	BREAK	BREAK	BREAK	BREAK
1015 – 1200	Group 1 - Portal Training Group 2 - Restrain persons using handcuffs	Group 2 - Portal Training Group 1 - Restrain persons using handcuffs	First Officer Response practical assessments	First Aid Training	First Aid Training
1200 - 1230	LUNCH	LUNCH	LUNCH	LUNCH	LUNCH
1300 - 1400	Group 1 - Portal Training Group 2 - Restrain persons using handcuffs	Group 2 - Portal Training Group 1 - Restrain persons using handcuffs	Intelligence Overview	First Aid Training	First Aid Training
1400 - 1445			Job Shadowing (On site at centre)		
1445 - 1500	BREAK	BREAK	BREAK	BREAK	BREAK
1500 – 1630	Group 1 - Portal Training Group 2 - Restrain persons using handcuffs	Group 2 - Portal Training Group 1 - Restrain persons using handcuffs	Job Shadowing (On site at centre)	First Aid Training	First Aid Training

INDUCTION TRAINING COURSE – Template
CSO Centre Placement (Shadowing)

Week 4 - 2010	Mon 21 Mar	Tues 22 Mar	Wed 23 Mar	Thurs 24 Mar	Fri 25 Mar
0800 – 1000	On the job training & Assessment	On the job training & Assessment	On the job training & Assessment	On the job training & Assessment	Final Assessment Workbook sign off
1000 - 1015					
1015 – 1200	On the job training & Assessment	On the job training & Assessment	On the job training & Assessment	On the job training & Assessment	Final Assessment Workbook sign off
1200 - 1230					
1230 – 1445	On the job training & Assessment	On the job training & Assessment	On the job training & Assessment	On the job training & Assessment	Graduation Training Room
1445 - 1500					
1500 – 1630	On the job training & Assessment	On the job training & Assessment	On the job training & Assessment	On the job training & Assessment	Graduation Training Room