



e-learning solution

MSS Security has launched a comprehensive and interactive e-learning system, providing an efficient, effective and consistent training solution for its staff across Australia. The system incorporates a competency assessment, survey and certification of completion, with each module approximately 20-30 minutes in duration.

Benefits of the e-learning system

- Consistency in training content and delivery nationwide
- Accurate recording, reporting and auditing of training undertaken
- Accessibility (metropolitan and regional areas)
- Ability to test learning through online assessments and reporting
- Competency register providing tracking of training needs
- Reminder notifications for training requirements according to schedule
- Legally compliant content minimising risk against claims
- SCORM compliant
- Environmentally sustainable
- Secure web-hosted solution with help desk support.

Available Modules

- **Company Induction:** Company information, introduction to Trade Practices, customer service, presentation requirements, material from the Security Officer Standing Instructions, introduction to OH&S and customer service
- **Contractor Induction:** OH&S, expectations with regard to presentation and customer service
- **EEO:** Discrimination, harassment and bullying
- **Code of Conduct:** Ethics, conflict of interests, professional behaviour, Trade Practices, email protocol and Internet usage
- **HSE Awareness:** Slips, trips and falls, manual handling fatigue management, fit for work, hazard identification, risk assessment and incident reporting.

Future Modules

- **Customer Service:** Material supplied by MSS Security and the ELMO generic customer service module
- **New Supervisor Training:** Material supplied by MSS Security
- **Manual Handling & Slips, Trips and Falls:** Slips, trips & falls, manual handling and ergonomics
- **Fit for Work:** Fatigue management, stress management and drugs and alcohol
- **Risk Management:** Hazard identification, risk assessment and incident reporting.



The e-learning system facilitates the prompt communication of updates and changes in regulation/protocols, provides accessibility to regular refresher training and notifications of training requirements, and offers clients auditable reports evidencing that the officers deployed to their sites have completed regular training according to schedule.

MSS Security is committed to the ongoing training and development of its personnel. The e-learning system will complement the face-to-face training facilitated through the MSS Training Academy (RTO), offering best practice outcomes for clients.

