



Wesley Vocational Institute Student Handbook

RTO Code 90091

For more information, call 1800 676 039 or visit wesleymission.org.au

Contents

Contents	2
Welcome	4
Our locations.....	5
Our mission.....	6
Our commitment to quality.....	6
Our expectation of you	6
Diversity and Inclusion.....	6
Discrimination, harassment and bullying	7
Supportive learning environment	7
Selection, enrolment, induction and NSW Smart and Skilled Program**	8
Unique Student Identifier	8
NSW Smart and Skilled Program	8
Enrolling/induction/orientation in a course/program.....	8
Language, literacy, numeracy and digital proficiency (LLND).....	10
Recognition of Prior Learning (RPL)	10
Applying for RPL.....	10
Credit Transfer	11
Deferment of studies	11
Learning and Assessment.....	11
Trainer/Assessor.....	11
Assessment submission and evidence	12
Assessment Records.....	13
Flexible learning.....	13
Career pathways	13
Complaints, appeals and consumer protection.....	13
Academic Appeals Process	14
Complaints process	14
Informal complaints process	14
Formal Complaints Process summary	14
Issuing Qualifications and Statements of Attainment.....	15
Statement of Attainment.....	15
Re-Issue of Certificates.....	15
Fees, including refunds and exemptions	15
Cancellations	16
Refunds/Transfers	16



Your privacy and freedom of information	17
Access to records	17
Continuous Improvement.....	18
Student behaviour and expectations.....	18
Ethics and good behaviour	18
Plagiarism.....	19
Use of Artificial Intelligence (AI)	19
Personal Property	20
Equipment	20
Work placement	21
Student Responsibilities in Work Placement	21
Work Placement requirements and advice: National Criminal Record Check.....	21
Community and Children's Services Work Placement requirements and advice	22
Uniforms	22
Legislative and Regulatory Responsibilities	22
Wesley Mission services	23



Welcome

Congratulations on selecting Wesley Community Services Limited trading as Wesley Vocational Institute (WVI), Registered Training Organisation (RTO Code: 90091) as your training provider. As a Registered Training Organisation, WVI is committed to high standards in the provision of vocational education and training programs that provide students with the opportunity to learn new skills, upgrade existing skills and obtain nationally recognised qualifications. Our students are highly sought after by employers, combined with our strong relationships with local industry, their employment prospects are maximised.

Wesley Vocational Institute has achieved recognition as a provider of unique, innovative, flexible and specialist services, which have been developed on the basis of the identified needs of specific target groups within industry and the wider community.

WVI is an activity of Wesley Mission, which operates around 500 centers and services throughout NSW and interstate. These services are available to all people and are not discriminatory or judgmental of a person's belief or lifestyle.

Our training personnel are experienced professionals who are highly motivated, resourceful and dedicated to equipping you with the skills and knowledge to assist you in realising your ambitions. A supportive learning environment is maintained to facilitate the highest achievable outcomes in terms of student competencies and employment opportunities. We wish you every success as you embark on your learning journey.

Wesley Vocational Institute Management



Our locations

Head Office & Sydney Region

40 Stewart Street, ERMINGTON

NSW 2115

Post Address: PO Box 2446,

Carlingford NSW 2118

Phone: (02) 9804 5233

Free call: 1800 676 039

Email: training@wesleymisison.org.au

Southern NSW & ACT Region

65-67 Burelli Street,

Wollongong NSW 2500

Post Address: PO Box 5013,

Wollongong NSW 2520

Phone: (02) 4231 8200

Email: training@wesleymisison.org.au

Hunter Region

Level 1, 150 Beaumont Street,

Hamilton NSW 2303

Phone: (02) 4915 3641

Email: training@wesleymisison.org.au

Mid North Coast Region

4/66 Clarence Street,

Port Macquarie NSW 2444

Phone: (02) 6588 1700

Email: training@wesleymisison.org.au



Our mission

To provide innovative learning opportunities responsive to individual student needs and organisational needs. Wesley Vocational Institute is committed to:

- Providing quality training via a genuine, ethical, caring and professional approach
- Providing pathways to employment, career advancement and career changes
- Continuous innovation, improvement and striving for Best Practice.

Our commitment to quality

Wesley Vocational Institute (WVI), a Registered Training Organisation, is committed to high standards in the provision of vocational education and training programs. WVI will provide students with the opportunity to learn new skills, upgrade existing skills and obtain nationally recognised qualifications.

In creating an environment that promotes quality and facilitates continuous improvement a fully documented and integrated management system is maintained.

Our expectation of you

Wesley Vocational Institute expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of Wesley Vocational Institute.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and Wesley Vocational Institute publications with respect and to honour our copyrights and prevent our publications from being distributed to unauthorised persons.
- To respect other students and Wesley Vocational Institute staff members and their right to privacy and confidentiality.
- To comply with Wesley Vocational Institute safety requirements and instructions.
- To comply with plagiarism and academic integrity requirements.

Diversity and Inclusion

Wesley Vocational Institute is committed to creating a work and learning environment that is free of discrimination for all members of the WVI community.

WVI is therefore dedicated to achieving best practice through the provision of vocational education, training courses and programs that are relevant, accessible, fair and inclusive of people's needs.



Students will be offered every opportunity to participate and achieve desired learning outcomes. The diversity of the population is recognised and valued by inclusive approaches to the development, conduct and evaluation of courses.

WVI will continually review and develop quality support services that enhance students' chances to achieve positive outcomes.

Prior to enrolment students with special learning needs, who require support, should consult with WVI staff.

Discrimination, harassment and bullying

Wesley Vocational Institute prohibits discrimination towards any group or individual. Harassment is a form of discrimination and is illegal under the NSW Anti-discrimination Act (1977).

Students who are being harassed must make it clear to the person/persons that such behaviour is unwelcome. You should keep a record of incidents including witnesses if possible. If harassment continues it must be reported to the trainer who will provide information on available options.

Students are discouraged from engaging in any other behaviour that could offend, embarrass or threaten others.

Supportive learning environment

Wesley Vocational Institute will maintain a supportive learning environment to enhance successful outcomes for students through:

- Providing appropriate facilities for the programs delivered.
- Delivery methods and learning materials appropriate to the learning needs of the students.
- Monitoring and evaluating student progress, delivery methods, learning materials and keeping relevant records.
- Ensuring staff involved in the instructional and assessment process, possess the appropriate competencies, knowledge and experience.
- Issuing appropriate Australian Qualification Framework (AQF) qualifications in accordance with the NVR Outcome Standards for RTO's 2025 and the program delivered.

Wherever practicable, training programs are designed to accommodate the distinct learning needs and preferences of individual participants. Students are treated with respect and dignity through:



- Professional behaviour towards students.
- Recognition of students' particular needs and circumstances.
- Explaining reasons for information and assuring students of the confidentiality of information.
- Organising and monitoring equitable access to and participation in activities.
- Explaining the process for dealing with grievances, appeals and complaints.
- Referring students who need counselling and assistance.

Selection, enrolment, induction and NSW Smart and Skilled Program**

Every course requires you to enrol, regardless of the type of course. Prior to enrolling into a Nationally Recognised Training Qualification program, students must obtain and provide their Unique Student Identifier number (USI).

Unique Student Identifier

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. For more information on the USI and how to obtain one go to the Australian Government's USI website at www.usi.gov.au.

NSW Smart and Skilled Program

For NSW students who may be eligible for subsidised training under the NSW Government's Smart and Skilled Program, information can be obtained at [How much will your course cost \(nsw.gov.au\)](http://www.nsw.gov.au/smart-skilled) or by phoning 1300 772 104.

This application process takes place prior to the commencement of training.

Enrolling/induction/orientation in a course/program

WVI upholds a strong commitment to non-discrimination throughout all recruitment and selection processes, ensuring full compliance with equal opportunity and anti-discrimination legislation at all times. Potential students will be assessed by appropriately qualified staff to determine whether their



qualifications and skills are sufficient for program entry and are likely to lead to successful achievement of target competencies.

Recruitment strategies and selection processes include people from diverse backgrounds, taking any special needs of students into account and provide support strategies for disadvantaged students. Students are recruited and selected based on the entry requirements specified in program guidelines. There are no barriers to any specific group or individuals, inclusive of age, gender, ethnicity, religion, disability, political belief, family responsibility, sexuality, social or education background.

Prior to enrolling into a Nationally recognised training qualification program or AQF accredited course, students can access course information by personal request to a WVI Regional Office, or through our website [Community Service training | Education and Training \(wesleymission.org.au\)](http://wesleymission.org.au)

Information will include:

- Information about Wesley Vocational Institute as an RTO
- Outline of Wesley Vocational Institute policies and services
- How to obtain a Unique Student Identifier number (USI)
- Necessary course enrolment information
- Fee information including cancellations, refunds and deferment
- Venue and training schedule details
- Recognition of Prior Learning and Credit Transfer procedures
- Content of Courses
- Competency Based Training & Assessment Procedures
- Consumer protection, grievances and complaints handling
- Work, Health and Safety Procedures
- Student support and assistance details.

Students are required to complete an Enrolment Application form.

When your application is received it will be assessed, and you will be advised of your acceptance or non-acceptance into the qualification/course.

Upon enrolment, a WVI representative will need to verify your identity. You'll need to provide one of the following:

- Birth Certificate
- Passport
- Driver's License
- Proof of age card

You will be advised if your ID document needs to be photocopied and retained, for reasons relating to the conditions of the program in which you are enrolling.



Language, literacy, numeracy and digital proficiency (LLND)

WVI will assess all students' language, literacy, numeracy and digital proficiency (LLND) as part of their pre-enrolment to identify where the student's current skills are aligned with the intended course or where the student may require support.

The results of the LLND assessment will be reviewed to determine if there is a need for training support. Assistance is available to those students through trainers experienced in supporting students with language, literacy, numeracy and digital proficiency needs, suitable training materials and professional assistance. This initial assessment is designed to be a non-threatening experience. An online assessment tool is provided to be completed by all students.

There may be valid situations where LLND assessment is not required, where the student has completed a certain level of education or has demonstrated their ability to study with prior education and training.

Recognition of Prior Learning (RPL)

In accordance with the requirements of the Outcome Standards for RTOs 2025, WVI provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competency.

Applying for RPL

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Applications for RPL are based on whole competencies.

You may take the following steps as a part of the recognition process:

- Identify which competencies or learning outcomes in which you already have competence – self-assessment.
- Contact your trainer/assessor, or your WVI Regional Office to arrange a recognition interview
- Complete an RPL Kit.
- As guided by your assigned trainer/assessor, collect, complete and submit all necessary evidence and assessment tasks.

Students wanting to apply for Recognition of Prior Learning should contact their nearest WVI Regional Office.



Credit Transfer

National recognition is the process whereby a student automatically has credit for a unit or units of competency that they have completed under the Standards for RTOs issued by any other Registered Training Organisation in Australia. If you have been assessed as being competent in any relevant unit/s of competency, you will need to provide a certified copy of your transcript/statement of attainment.

Students wanting to apply for Credit Transfer should contact their nearest WVI Regional Office.

Deferment of studies

Once a student has enrolled and commenced in a course, deferment can only be provided in exceptional circumstances, such as bereavement or extended illness. In these circumstances a student should discuss with WVI staff and provide relevant documentation, medical certificates etc.

Learning and Assessment

WVI, as a provider of accredited vocational education and training, provides competency-based training and assessment. This means that WVI students are assessed against industry determined competency standards that are set out in related training packages. Students are required to demonstrate their workplace performance and the application of their knowledge and skills in a range of situations, relevant to the qualification. This process is broadly called “Assessment”.

A variety of methods of assessment will be used in our programs, depending on the outcomes of the course being delivered. The trainer, at the commencement of a course/program, will provide students with detailed information on the type and nature of assessment events.

WVI assessments include a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Work Logbook, Supervisor Feedback and Workplace Observation.

Trainer/Assessor

Qualified Assessors are responsible for your assessment.

They are required to:

- Be proficient in the skills and knowledge being assessed with relevant contemporary industry experience
- Know the competency standards and their assessment requirements for what they are approved



to assess

- Be fair and reasonable, considering individual student's needs during assessment
- Be familiar with the field, relevant industry standards and WHS requirements
- Provide students with the assessment criteria/context and purpose
- Advise students of the RPL and Credit Transfer processes

It is the student's responsibility to read the information and clarify with the trainer any concerns they may have regarding the nature and/or timing of the assessment events for the course/program as a whole and for each of the units, if applicable.

Assessment submission and evidence

All assessment activities require the student to submit evidence to support that unit of competency.

All student assessment evidence must meet the following Rules of Evidence:

1. **Valid** – Evidence submitted needs to correlate directly to the skills, knowledge and attributes as described in the unit of competency and associated assessment requirements.
2. **Current** – Evidence must demonstrate current competency and be from the present or the recent past.
3. **Sufficient** – Evidence presented to the assessor to make a judgment of the student's competency is of sufficient quality, quantity and relevance.
4. **Authentic** – Evidence presented for assessment is the student's own work

On completion of your assessment, you will be deemed **Competent** or **Not Yet Competent**. The latter, Not Yet Competent, means that you will need to provide more information or evidence, or demonstrate again, the task or the activity involved. How and when you do this will be negotiated with your trainer and/or assessor.

Material handed in to your trainer as evidence must be retained by WVI for compliance reasons. This will not be returned to the student.

Students are strongly advised to keep a copy of all submitted assessments.

Off-the-job assessments may include a combination of oral, written and practical activities, projects and case studies and may be conducted individually or in a team situation. Other assessment activities may be conducted on-the-job and be related to your work.

NB: If an assessment is handed in after the due date, the student may incur a late marking fee.

Wesley Vocational Institute's will monitor, moderate and review assessment practices, judgments and outcomes as part of Wesley Vocational Institute's continual improvement policy. This is to ensure that all assessment practices and methods meet the requirements of the relevant training package and are conducted in accordance with the Principles of Assessment: Fair, Flexible, Valid and Reliable and the Rules of Evidence.

Students are entitled to have access to information about assessment procedures and progressive results. At the completion of the course students are required to sign the student assessment



records. These forms record all modules or competencies that the student has been assessed against.

Assessment Records

Students are advised that in compliance with National and State record keeping requirements, Wesley Vocational Institute will record and retain assessment results for 30 years on a secure database.

Flexible learning

WVI recognises the principles and benefits of providing flexible adult learning approaches suited to individual learning styles.

The learning methodologies provided by WVI are based on consultation with industry/employers and their training needs. These are contextualised to meet the needs of individual organisations and the relevant work roles.

Learning methods for WVI programs may include the following:

- **Facilitated training:** These sessions are either face-to-face classroom/workshop or group sessions via on-line forums, webinars, virtual classrooms. These trainer facilitated sessions provide for student/trainer interaction and the sharing of knowledge and understanding.
- **Self-paced, online:** Individual logins for the online WVI Learning Management System (LMS) allow students to undertake their learning and assessment at their own pace and in their own time. Each student is allocated a trainer/assessor for support, feedback and assessment
- **Work experience/placement:** Many WVI programs include learning in the workplace. Students undertaking a Traineeship will be gaining their knowledge and skills through practical on-the-job training together with assessment activities undertaken by your trainer. More information on work placement can be found on page 21.

Career pathways

The qualifications that you receive from Wesley Vocational Institute can be used to advance your career, gain skills for a particular job and as a pathway to further studies. Many people change their minds about their career or would like to gain employment in a particular vocational field but just need to gain that extra qualification. Our broad range of qualifications can be used as a steppingstone to reach your goals. Our accredited training programs are recognised throughout Australia.

Complaints, appeals and consumer protection

Wesley Vocational Institute is committed to fulfilling its obligations and maintaining a professional and respectful relationship with all students at all times. Recognising that problems may arise, WVI will endeavour to resolve issues in a fair and equitable manner.



If you join a WVI accredited training program and at some stage, feel you have a genuine cause to complain, feel that you have not been treated fairly, or disagree with an assessment decision then we encourage you to keep us informed.

Academic Appeals Process

You have the right to appeal within 28 calendar days of receiving notification of the decision made in relation to the assessment outcome.

To initiate an appeal, individuals must complete the 'Request for Appeal of a Decision' form provided by WVI and submit it via email to: training@wesleymission.org.au.

Complaints process

If you wish to place a complaint, we have some simple procedures so we can deal quickly and efficiently with your concerns.

Informal complaints process

Many concerns can be resolved at the local level, and you are encouraged to raise any concerns directly with the person concerned.

Formal Complaints Process summary

- **Submission of Complaints**

A complaint must be received by Wesley Vocational Institute in a written form (e.g. email) and can be made by any person.

- **Acknowledgement**

WVI will acknowledge receipt of the complaint in writing within **48 hours** of receiving it.

- **Progress Updates**

The complainant will receive regular updates on the status and progress of the complaint, at intervals no less than **every two weeks**.

- **Notification of Involved Parties**

If the complaint involves or contains allegations about another individual, WVI is obligated to inform that person and provide them with an opportunity to respond.

- **Investigation and Response**

WVI will conduct a thorough review and provide a formal written response to the complainant within **30 days** of receiving the complaint.

- **External Referral**

If the complainant is dissatisfied with the outcome, they will be informed of their right to refer the matter to an appropriate external authority.

The Complaints and Academic Appeals Policy is available on the Wesley Vocational Institute website for further reference and guidance.



Issuing Qualifications and Statements of Attainment

On successful completion of your qualification or course you will be issued with an Australian Qualification Framework Certificate or Statement of Attainment within 30 calendar days. The certificates will name Wesley Community Services Limited trading as Wesley Vocational Institute as the Registered Training Organisation, RTO Code: 90091.

The Wesley Vocational Institute Manager issues all awards on course completion and following formal assessment procedures. Should you receive a full qualification, you will also receive a transcript of your training setting out the Units of Competency that make up the qualification.



Statement of Attainment

This part qualification certificate comprises a unit or a group of units of competence

Re-Issue of Certificates

Students wishing to obtain a duplicate copy of a Statement of Attainment or Qualification previously issued must refer to our Regional Office. WVI has a fee structure in place for the re-issuing of qualifications which will be discussed with the student at the time of application.

Fees, including refunds and exemptions

When you enrol, you will need to pay a fee, unless you qualify for an exemption. WVI will provide you with the following information:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges.
- payment terms, including the timing and amount of fees to be paid and any nonrefundable deposit/administration fee.
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment.
- that student fees are collected in accordance with the Standards for RTO's 2025.



Government funded training

Students may be eligible for funding support from the Commonwealth and/or State Government under a range of training support and incentive programs. Prospective WVI students will be made aware of funding opportunities provided by Government including any exemptions/concessions.

Non-payment of fees

Failure to pay the course fees within 14 days of the final notice may result in any or all of the following:

- Suspension from attending/ participating in the course.
- Inability to complete the course.
- Cancellation of the enrolment.
- Not receiving the AQF certification documentation.

Cancellations

Every effort is made to ensure that courses run as advertised, however WVI reserves the right to alter any arrangements, including cancelling courses if required. Participants will be notified as soon as possible in the event of a course cancellation.

Refunds/Transfers

Once a registration is processed, refunds or transfers can only be arranged in the following circumstances:

- Refunds and transfers will be made where a course is cancelled or changed by WVI.
- Refunds will be issued only on fees paid at enrolment and only if a request from a student is received within ten (10) business days after the enrolment date. This is determined to be the 'withdrawal-with-no-penalty' cut-off date as required by the NSW Smart and Skilled program.
- Transfers will be arranged only if a request is received at least seven (7) days prior to the commencement of a course.
- Should recognition via Credit Transfer and/or RPL be completed after enrolment, the student will be notified if a reduced fee applies. Should a net refund of fees be calculated this will be refunded to the student.

Full course fees will be charged when:

- Student cancels or withdraws more than ten (10) business days after the commencement of a training course.
- Student fails to attend a training course.

Written requests detailing extenuating circumstances for students withdrawing from courses will be considered at the discretion of WVI.



Substitution of students may be made at any time before the commencement of a course dependent on course pre-requisites being met.

Your privacy and freedom of information

Wesley Vocational Institute takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

WVI will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.

As part of your enrolment, you will be asked to sign a Statement of Understanding and Consent giving your permission for this to occur.

You agree that under the Data Provision Requirements 2012, Wesley Vocational Institute is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form and your training activity data) may be used or disclosed by Wesley Vocational Institute for statistical, regulatory and research purposes. If applicable, it may also be used to claim State and/or Commonwealth Government funding for your training.

WVI will not disclose, sell or pass on your personal details in any way other than the purposes stated without your written consent.

If at any stage your personal details change throughout the course of your training, inform your trainer/assessor so that your details can be amended.

Access to records

You have the right to access your personal information, including your:

- Student file
- Learning and assessment record
- Administrative records
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

Please contact your trainer/assessor or your nearest WVI Regional Office.

Each of our staff has been trained in how to handle personal information. Should you have any concerns about your privacy please direct your concerns again to your local WVI Regional Office.



Continuous Improvement

Wesley Vocational Institute is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Students are encouraged to provide feedback and suggestions for improvement to WVI at any time during their studies so we can improve our services in the future. If you have suggestions or ideas to enhance your learning experience, you can:

- Speak directly with your Trainer – they're here to support you and welcome your feedback.
- Complete the online student feedback survey – these are distributed regularly throughout your studies and is a great way to share your thoughts anonymously.

Your feedback helps us create a better learning environment for everyone!

At the completion of your course, you will be issued with a Student Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey are important to Wesley Vocational Institute for our ongoing improvement of services and to enable us to report this information to the registering authority. Your assistance in gathering this survey data is greatly appreciated.

Student behaviour and expectations

Ethics and good behaviour

WVI provides an adult learning environment, and all staff and students are expected to act responsibly and to treat all staff and fellow students with courtesy and respect.

Students are expected to:

- Accept instructions, training and comply with all reasonable directions given by your trainer.
- Attend face-to-face training sessions for the duration of the class.
- Engage in self-directed learning activities, tutorial groups, forums and online activities and keep to the scheduled training plan.
- Notify your trainer or WVI regional office if you are unable to attend.
- Actively participate in learning through commitment to the learning activities, engagement in group/trainer led sessions.
- Actively participate in and complete assessment tasks/assignments within required timeframes.
- Notify WVI within 7 days of any changes to your personal details such as home address, phone number, name.



- Take good care of all equipment and respect other students' property.
- Turn off mobile phones during training.
- Not smoke inside buildings and work places. Smoke only in the designated areas.
- Consume food in the student common room/designated area.
- Not to consume alcohol or illicit drugs during course hours or be under the influence of such substances. Consumption of these is unacceptable and will result in you being asked to leave the premises. Continued abuse of this policy may result in your removal from a program.
- Adhere to WHS policy and procedures and any signs at relevant locations.

If the trainer has to speak to you about your conduct more than twice, then they are required to advise management about your behaviour. If this happens, you may be withdrawn from training.

Please advise the relevant staff if you are having problems.

Plagiarism

Whilst cooperative work and the sharing of information are encouraged, you must not take the work of others and present it as your own. You must ensure your assignments and assessments are representative of your own effort, knowledge and skills. Failure to do this is known as plagiarism and may result in the assessment being deemed to be “not yet competent” by the assessor and issued with an alternative assessment to be completed.

Plagiarism can take several forms:

- Quoting from an article or book without acknowledging the source.
- Downloading information from the internet without acknowledging the source.
- Submitting someone else's work as your own.
- Copying and passing off another person's words or ideas and claiming them as your own.

Use of Artificial Intelligence (AI)

Wesley Vocational Institute employ a range of strategies and software solutions to monitor the use of artificial intelligence content in assessment submissions made by students. This is a normal part of our assessment quality control. The following are guidelines on the **unacceptable use of artificial intelligence** content:

- **Direct Generation of Assessment Responses.** Using AI to generate complete or partial answers for assessments, such as:
 - Having AI write workplace documentation like risk assessments or incident reports.
 - Using AI to complete practical task descriptions or work procedures.
 - Submitting AI-generated responses for knowledge questions.
 - Using AI to create workplace portfolios or evidence collections.
- **Bypassing Skill Development.** Using AI in ways that prevent learning essential vocational skills such as:
 - Having AI solve workplace calculations instead of developing mathematical competency.



- Using AI to create technical drawings or designs without learning the underlying principles.
- Relying on AI for measurements or specifications instead of developing measurement skills.
- Having AI interpret technical manuals or workplace documents without developing comprehension skills.
- **Professional Communication Tasks.** Using AI to complete communication tasks that demonstrate professional competency, such as:
 - Having AI write client communications or workplace emails
 - Using AI to generate workplace reports
 - Submitting AI-generated meeting minutes or briefing notes
 - Using AI to create workplace presentations or training materials
- **Evidence Collection.** Using AI to fabricate or manipulate evidence of competency, such as:
 - Creating artificial workplace scenarios or examples
 - Generating fictional workplace experiences or observations
 - Producing simulated workplace documentation
 - Creating artificial supervisor feedback or third-party reports
- **Practical Skills Documentation.** Using AI to document practical skills without performing them, such as:
 - Writing up practical task procedures without completing them
 - Generating safety check documentation without performing checks
 - Creating maintenance logs without conducting maintenance
 - Documenting customer service interactions that did not occur
- **Group Work and Collaboration.** Using AI to bypass genuine workplace collaboration:
 - Having AI generate team contributions
 - Using AI to complete assigned portions of group tasks
 - Creating artificial peer feedback or evaluations
 - Generating team meeting outcomes without participation

The unacceptable use of artificial intelligence content is considered a form of plagiarism and WVI will take actions as outlined above in **Plagiarism** for any students found to be breaching this policy. Where there may be acceptable uses of artificial intelligence content, this will be specifically identified to each student within the assessment instructions of the task.

Personal Property

WVI does not accept responsibility for damage to or loss of personal property. Students must ensure that personal items are kept safe and secure.

Equipment

Students must ensure that all equipment is used in a proper and safe manner and for the purpose for which it was intended.



Equipment remains the property of WVI and should not be removed from the premises.

Students must not copy software licensed to Wesley Vocational Institute or install any software, including games, onto Wesley Vocational Institute computers.

Wesley Mission Information Technology Department has the capability to monitor computer use, including Internet access and email content, and will do so periodically.

Work placement

Generally, work placements will only occur after there has been a reasonable amount of student/trainer contact.

Students will be provided with a WVI Skills Demonstration and Observation Report, which in most cases will include a Reflection Diary and Logbook. Students and supervisors/work buddies are required to regularly complete aspects of the Report/Log to record time spent in the workplace and learning activities. This is an essential part of the assessment process.

Wherever possible, an assessment event will be undertaken by students to determine work placement readiness. Based on the evidence provided, the trainer will form a judgement as to the student's readiness to benefit from workplace learning and perform workplace duties with:

- The required level of expertise
- Due regard to ethical conduct
- Avoidance of behaviour posing an unacceptable level of risk to themselves, workplace employer/employees or clients including those in vulnerable circumstances.

If you require any further information about any work placement requirements, please talk to your trainer.

Student Responsibilities in Work Placement

In many WVI courses, some of the learning and assessment occurs in the workplace or a simulated workplace. Assessment will occur within a work environment by a qualified workplace assessor.

WVI has a responsibility to protect members of the public (and the students themselves) from being harmed by students taking part in workplace or simulated workplace learning. If there is evidence that your skills or behaviour could present a risk to yourself or other people in the workplace you may not be allowed to participate in a work placement, at least for a period of time.

Work Placement requirements and advice: National Criminal Record Check

All students are to undergo a national criminal history police check and obtain a National Police Certificate through NSW police force. Any student with a record of violent or sexual crime, fraud or theft will not be able to undertake and complete the qualification.



Community and Children's Services Work Placement requirements and advice

Before commencing work placement, where students will come into contact with children, students will be required to complete a NSW Working with Children Check. Students will be advised if this is a requirement.

Uniforms

When it is a compulsory requirement of the training course that a uniform be worn for work placement, students will be required to provide this uniform at their own expense, unless otherwise arranged. If possible, WVI will make every attempt to offer the uniforms to students for purchase at the best possible price.

Legislative and Regulatory Responsibilities

Wesley Vocational Institute is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts in which Wesley Vocational Institute has recognised it has compliance responsibilities. They also represent obligations to you as a student whilst training with Wesley Vocational Institute.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Wesley Vocational Institute will abide by the Australian Government, State and Territory legislation and regulatory requirements including but not limited to:

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for Registered Training Organisations (RTOs) 2025
- Work Health and Safety Act (NSW) 2011
- Commonwealth, state and territory equal opportunity legislation
- Privacy Act 1988, and the Australian Privacy Principles 2014
- Commonwealth, state and territory anti-discrimination legislation, including
 - Disability Discrimination Act 1992,
 - Sex Discrimination Act 1984,
 - Age Discrimination Act 2004,
 - Racial Discrimination Act 1975
 - Fair Work Act 2009
 - Commonwealth, state and territory workplace relations legislation.



Wesley Mission services

The following is a list of support services that students may like to access if the need arises.

Guidance and Counselling

Lifeline (24 hour crisis support and referral service)
13 11 14

Wesley Financial Counselling
1300 827 638

Wesley Gambling Counselling
1300 827 638

Emergency Relief
(02) 8061 1500

Caring for the Community

Wesley Homeless Services
1300 827 638

Wesley Disability Support Services
1300 086 906

Wesley Foster Care Services
1300 325 627

Wesley LifeForce Suicide Prevention Services
1800 100 024

Wesley Family
02 8887 4911

Get involved

If you would like more information about Wesley Mission and the services provided, please ask a Wesley Vocational Institute staff member or visit wesleymission.org.au.

