



Wesley Vocational Institute

RTO code: 90091

Student handbook



wesleytraining.org.au
1800 676 039

Skills Careers
Opportunities

Wesley Community Services Limited
Wesley Vocational Institute (WVI)
RTO code: 90091

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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 persons' 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

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

Northern NSW - Hunter Region

Level 1, 150 Beaumont Street,

Hamilton NSW 2303

Free call: 1800 676 039

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.

Access and equity

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

Wesley Vocational Institute 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.

Wesley Vocational Institute 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 Wesley Vocational Institute personnel.

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.

and assistance.

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, and
- Issuing appropriate qualification in accordance with the NVR Standards for RTO's 2015 and the program delivered.

The requirements of individual students are taken into account wherever possible.

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; and
- Referring students who need counseling

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

Every course requires you to enroll, 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).

For more information on the USI and how to obtain one go to the Australian Government's USI website at usi.gov.au.

For NSW students who may be eligible for subsidised training under the NSW Government's Smart and Skilled Program, information can be obtained at www.smartandskilled.nsw.gov.au or by phoning 1300 772 104

*** This training is subsidised by the NSW Government.*

This enrolment normally takes place prior to classes starting.

WVI is committed to non-discrimination in any form when recruiting and selection and at all times complies with equal opportunity and anti-discrimination legislation.

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, take any special needs of

students into account and provide support strategies for disadvantaged students.

Students are recruited and selected on the basis of 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.

Enrolling/induction/orientation in a course/program

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, www.wesleytraining.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
- National recognition, 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 you're enrolling in.

Language, literacy and numeracy

WVI encourages any student that feels they may experience difficulties in reading, writing, and numbers to advise their trainer or WVI representative prior to the course commencement.

Assistance is available to those students through trainers experienced in supporting students with language, literacy and numeracy needs, suitable training materials and professional assistance.

Where a pre-requisite for training requires a particular level of literacy and numeracy, or

other entry skills, an assessment will be undertaken.

This initial assessment is designed to be a non-threatening experience. A WVI representative will conduct this assessment. The assessment will help to establish entry to a course/training program or to employment and will help identify where special training and support resources can be utilised during the program.

Skills recognition

What is skills recognition?

You may find that you already have some of the skills and knowledge relevant to the course that you have chosen to study. Skills recognition has two main applications: Credit Transfer, incorporating National Recognition and Recognition of Prior Learning.

Applying for recognition

Students wanting to apply for National Recognition via Credit Transfer can request an Application for recognition – credit transfer from WVI administration or your trainer if you've already enrolled. Students wanting to apply for Recognition of Prior learning should contact their nearest WVI Regional Office to request a Recognition Kit.

National Recognition (Credit Transfer)

National recognition is the process whereby a student automatically has credit for a unit or units of competency that they have completed at 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.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) acknowledges skills and knowledge gained as a result of informal education and training, and/or work and life experience. Applications for RPL are based on whole competencies. You may undergo 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.

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 Regional manager 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.

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, taking into account 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 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 will monitor, moderate, validate 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 data base.

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, (Zoom/Skype). These trainer facilitated sessions provide for student/trainer interaction and the sharing of knowledge and understanding.

- Self-paced, online: Individual log-ins 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 16.

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 stepping stone to reach your goals. Our accredited training programs are recognised throughout Australia.

Complaints, appeals and consumer protection

Wesley Vocational Institute endeavours to meet its commitments and to have a professional working relationship with its

students at all times. Recognising that problems may arise, Wesley Vocational Institute will endeavour to resolve issues in a fair and equitable manner.

If you join a Wesley Vocational Institute 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 14 days of receiving notification of the decision made in relation to the assessment outcome.
- Appeals must be submitted in writing to the WVI Group Manager.

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. Seek the assistance of your Trainer and/or Training Coordinator.

Formal Complaints Process

Step One

If you are not satisfied with the way in which your problem is dealt with, please write to the WVI Group Manager who will:

- Identify the main issues of your complaint and

- Agree to set a course of action to achieve a joint solution.

The outcome of the investigation and any decisions will be provided to you in writing.

Step Two

If you are still not satisfied with the result you may lodge an appeal in writing to the CEO. Your appeal will be reviewed and any decision, with reasons, will be provided in writing.

Step Three

If you are not satisfied with the outcome of Stage Two you may seek to have the matter referred to a mutually agreed external dispute resolution process.

WVI also has a nominated Consumer Protection officer who can provide students, parents/guardians and employers with information on the complaints and grievance process. They can be contacted on free call 1800 676 039

In relation to the NSW Smart & Skilled Program students and parents/guardians can contact the Smart and Skilled Customer Support Centre on 13 28 11 or by email at enquiries@smartandskilled.nsw.gov.au

Issuance of Testamurs

On successful completion of your qualification or course you will be issued with a 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 enroll, you will need to pay a fee, unless you qualify for an exemption. This must be paid on enrolment. The fee structure, including payment terms and conditions, refund arrangements and where applicable the 'withdrawal-with-no-penalty' cut-off date,

will be clearly stated prior to the enrolment process.

Fee structure for Recognition will be available upon application. Should recognition via Credit Transfer be completed after enrolment and payment of full fees, the student may make an application for partial refund of fees to the WVI Regional manager.

Student fees are collected and protected in accordance with Standards for RTOs 2015. Prospective and current students will only be required to prepay a maximum of \$1500 at any one time.

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 enrollment
- Not receiving the AQF certification documentation.

Cancellations and refunds

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.

Full course fees will be charged when:

- A student cancels or withdraws more than ten (10) business days after the commencement of a training course.
- A 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

In accordance with the Freedom of Information and Privacy Acts, WVI is committed to protecting your privacy and your personal information.

WVI is required to collect personal information about you, including information provided on the enrolment form. You will be asked to sign a Statement of Understanding and Consent giving your permission for this to occur. Government agencies and WVI may use the information gathered for administrative, statistical, planning, policy program evaluation, research and reporting 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 records of participation and progress at any time and provide any

necessary corrections. 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.

Housekeeping issues and student 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.

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.

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 must at all times, whilst on work placement, have their “WVI Trainee” badge prominently displayed on the upper front of their clothing.

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.

Compliance with government regulations

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
- Standards for Registered Training Organisations (RTOs) 2015
- Commonwealth, state and territory work, health and safety legislation
- Commonwealth, state and territory equal opportunity legislation
- Privacy Act 1988, Privacy Amendment (Enhancing Privacy Protection) Act 2012, the Australian Privacy Principles and state and territory privacy and freedom of information legislation
- Commonwealth, state and territory anti-discrimination legislation
- Fair Work Act 2009
- Commonwealth, state and territory workplace relations legislation.



Contact us

Wesley Vocational Institute
RTO code: 90091
40 Stewart Street
Ermington NSW 2115
1800 676 039
training@wesleymission.org.au

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

Wesley Mission
220 Pitt Street, Sydney NSW 2000
PO Box A5555, Sydney South NSW 1235
(02) 9263 5555
communications@wesleymission.org.au
wesleymission.org.au

CEO and Superintendent: Rev Stu Cameron
ABN 42 164 655 145 Wesley Mission is a part of the Uniting Church in Australia.



We acknowledge the Traditional Custodians of the land on which we work. We pay our respects to their Elders and the Elders from other communities past, present and future generations.

Do all the good you can
because every life matters