Participant and Employer Handbook
Message from the CEO

Founded in 2008, Wise Education Group has fast become one of the leading training providers in the industry. We attribute a large part of this success to our ability to identify and capitalise on key growth opportunities - ones often overlooked by our competitors.

I believe these successful endeavours will transform Wise Education Group into a global player in the field of education. Our ongoing commitment to deliver the highest quality products and services, both efficiently and reliably, has greatly increased the confidence and satisfaction of our customers, partners, employees and stakeholders.

To be an industry leader means never being satisfied with the status quo. At Wise Education Group, we constantly seek ways to develop our business and distance ourselves from our competitors.

The road to lasting success and growth will be achieved by dedicating ourselves to deliver greater happiness to our customers, employees and the wider community. For organisations looking to improve performance, Wise Training and Wise Executive will exceed their training and development needs.

Utilising our years of experience and expertise in education, we are aggressively building our presence in the corporate consulting and training arena by offering fully customised workshops and services through Wise Executive. We have built the necessary foundation to establish ourselves as a key player in this market. We have recruited the best people and combined them with a superior product to deliver on our promises to develop and prepare your team.

I am always aware that our current and future success would not be possible without the continuous loyalty and trust of our customers. They are the driving force behind Wise Education Group and play an important role in our future.

We have aligned ourselves with several leading charities and partnered with some of the highest profile sporting organisations to strengthen the bond among the community. We have also partnered with other leading registered training organisations to be able to extend our service offerings to our customers. We encourage and support our employees and customers to join in various charity work and social activities with these partners.

I am certain that your ongoing support for Wise Education Group will motivate us to overcome any challenges that lay ahead.

Thank you.

Kelly North
CEO
Wise Education Group
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About Wise Education Group

Wise Education Group is a national training organisation providing tools, techniques and training solutions to enhance effectiveness and productivity for individuals, teams and organisations across Australia.

Mission Statement
Our mission is to inspire the world with innovative training solutions, by engaging and bringing all our partners together on a knowledge sharing experience.

Vision Statement
Our vision is to be identified as the ultimate provider of education across many industries. We will concentrate our efforts on;

- Sustainability
- Profitability
- Operational Excellence
- Market Competitiveness
- Staff Development

Value Statements
- Loyalty - committed in our relationships
- Teamwork - share our experiences and knowledge
- Honest - be true to ourselves and others
- Passion - enjoyment of who and what we work for
- Achievement - to be the best

Wise in the Community

Wise Education Group values their representation in the community. We are proud to be an active participant of corporate volunteering and we proactively offer our services and staff to areas of need in the community. We have partnered with ‘The Centre for Volunteering’ and our team building programs are based on volunteering days in the community.
Our Code of Practice

- Wise Education Group will deliver to participants an experience of the highest educational standards, with qualified and experienced Trainer/Assessors and support staff.

- Wise Education Group marketing materials provide current information for our clients and our participants. Erroneous or misleading information is never intentional.

- Wise Education Group has in place policies and procedures to address any issues that may arise during the provision of training and assessment.

- Wise Education Group will ensure that all legislative and regulatory requirements are included in relevant operations of the business and ensure a high level of compliance is maintained and continually improved upon.

- Wise Education Group guarantees its financial future and growth to support the future education of our clients and participants.

- Wise Education Group is committed to creating a thriving sustainable organisation. We accept the challenge of creating a sustainable environment and encourage our staff, clients and participants of education to practice environmental sustainability in the workplace.

- Wise Education Group promotes inclusive learning and provides equitable access to all of its participants.

- Wise Education Group Support Services include close and detailed management of each participant’s learning experience through consultation and reporting.

- Wise Education Group will provide language, literacy and numeracy assistance to any participant who may require such assistance. This assistance will be determined through a consultative approach between Wise Education Group and the participant.

- Wise Education Group staff will undertake their responsibilities in a professional and ethical manner and will be objective, independent and constructive.

- Wise Education Group will treat all information obtained through all engagement activities as confidential.
Our Scope of Registration

Nationally Accredited Training Qualifications through Wise Education Group (91447).

Wise Education Group is a progressive, full-service Registered Training Organisation (RTO) specialising in traineeship training programs throughout Australia.

Wise Education Group is accredited to deliver the following nationally recognised qualifications:

- BSB30112  Certificate III in Business
- BSB30211  Certificate III in Customer Contact
- BSB30412  Certificate III in Business Administration
- BSB40212  Certificate IV in Business
- BSB40312  Certificate IV in Customer Contact
- BSB40507  Certificate IV in Business Administration
- BSB40610  Certificate IV in Business Sales
- BSB40812  Certificate IV in Frontline Management
- BSB41412  Certificate IV in Work Health and Safety
- BSB51107  Diploma of Management
- SIT20212  Certificate II in Hospitality
- SIT30712  Certificate III in Hospitality
- SIT40312  Certificate IV in Hospitality
- SIR20212  Certificate II in Retail Services
- SIR30212  Certificate III in Retail Operations
- SIR40212  Certificate IV in Retail Management
- TLI31610  Certificate III in Warehousing Operations

**Certificate II**
Entry level employee with little or no experience.

**Certificate III**
Employee with sufficient current or previous experience and looking to increase functional and operational knowledge.

**Certificate IV**
Employee in a management role looking to increase operational management skills (minimum 12 months industry experience).

**Diploma**
Current manager looking to increase depth of knowledge and develop strategic leadership capabilities.
School Based Traineeship Program
Senior high school students (Years 10 – 12) may be able to complete the Certificate II and/or III as part of their school curriculum and receive credits towards their relevant high school qualification/certification.

We believe the best results are delivered through partnerships and this is why we focus on building and maintaining our relationships through our certified facilitators who are acknowledged experts in the field of learning and development.

Our policies and procedures manual ensures that everyone is guided through this document and introduced to the quality management system that contains all of our RTO policies, procedures and other relevant information.
About your Workplace Qualification

What is a workplace qualification?

A workplace qualification (also known as a traineeship) is a nationally recognised qualification. A traineeship is a structured training program that offers a valuable alternative for any person that wishes to gain a qualification through employment. It provides you with an opportunity to gain practical experience at work while receiving off-the-job training.

This basically means that with a traineeship, you have a job that you are paid for while you learn. This is available for part time or full time staff.

What are the benefits of a workplace qualification?

- You receive a nationally accredited qualification
- Empowering model of learning
- Learning is meaningful to work and relevant to your role
- Recognises competency development
- Imparts the right skills, knowledge and attitudes
- Flexible and responsive to individual needs
- Improves morale and motivation
- Provides a pathway to further qualifications
- You can gain recognition for skills you currently possess
- Training is conducted in YOUR environment with the facilities, equipment and resources you use every day
- You may be eligible for student travel concession card

Other ways to undertake your qualification

You can select different options to undertake your study. Below is a summary of the options available to you:

- Off the job, in a classroom
- Online
- Self paced through a workbook, or
- A combination of the above
Expectation of Participants and Employers/Supervisors

All training and assessment is competency based which means participants are assessed on skills they can demonstrate, tasks they can perform and required skills and knowledge they have effectively gained to perform their work.

It is critical that the participant and employer/supervisor be thoroughly familiar with the requirements of undertaking the traineeship and the need to demonstrate achievement of competencies.

The employer/supervisor is responsible for:
- Providing a safe working environment
- The provision and delivery of instruction in the on-the-job training
- Providing hands on experience, the full range of work and facilities for the participant to acquire the required knowledge and skills
- Provide the participants with an average of 3 hours per week for the purpose of undertaking structured training activities and developing competencies aligned to workplace tasks
- The supervision of participants to support development of competencies
- Coordinate the training and assessment sessions so they fit in with their everyday work and rostered time at work
- Liaising with Wise Trainer/Assessor to provide feedback on participants competency
- Negotiating the training plan with the Wise Trainer and participant, and agreeing by signing the training plan
- Keep a copy of the training plan and where provided maintaining a copy of the training log book to demonstrate structured training withdrawal

The participant is responsible for:
- Maintaining a safe working environment
- Making all reasonable efforts to acquire the appropriate skills and knowledge
- Collecting and presenting assessment evidence as discussed with Wise Trainer/Assessor
- Attending all scheduled training and assessment visits
- Notifying Wise Trainer/Assessor in advance if you are unable to attend a session
- Updating the training log with your structured training withdrawal activities
- Maintaining a copy of your training plan
More information can be found at the following links. Each state has a differing information kit. Please review the document relevant to the state you are residing in.

**New South Wales - Supervising your Apprentice/Trainee**  

**South Australia - Supervising your Apprentice/Trainee**  
http://www.skills.sa.gov.au/Portals/0/content/apprenticesandtrainees/pdfs/Supervising%20your%20trainee%20or%20apprentice.pdf

**Australian Capital Territory - Supervision of your Apprentice/Trainee**  

**Queensland - Supervising your Apprentice/Trainee**  

**Western Australia - Trainee and Apprentices guidelines**  

**Wise Education Group is responsible for:**
- Provision of all training and assessment resources
- Advising on flexible arrangements to cater for any special needs or requests
- Scheduling and conducting the appropriate training and assessment visits over the duration of the traineeship
- Providing copies of the training plan
- Reviewing the training plan at least every 3 months
- Providing support between training and assessment visits via phone or email
- Issuing a Statement of Attainment or a Certificate of Completion when the participant has successfully completed
Strategies for Training and Assessment Development

Wise Education Group has developed its training and assessment strategies in consultation with Industry as well as subject matter experts of Wise Education Group. Each qualification has its own outlined training and assessment strategy and these are reviewed at least annually. Our training and assessment strategies are known as Qualification Outlines.

Engagement with Employer Groups

Prior to enrolment with participants, Wise Education Group will ensure that the employer is fully aware of commitments and how the training program will work.

We will consult with the employer to establish a ‘Client Qualification Outline Agreement’. This will be contextualised to the employer’s needs and will be representative of a commitment document which is subsequently approved by the employer.

Wise Education Group will ensure all parties who will be working on the project are provided with a brief of the Qualification Outline so all commitments are met.

At the same time a ‘Service Agreement’ will be provided for approval. This outlines the fees payable as well as the terms and conditions of the agreement.

Fees and Refund Policy

Wise Education Group fees and refund policy is in accordance with NVR standard conditions.

Fees and payment terms for traineeships and fee for service qualifications are specified in the Service Agreement. Short course fee information is outlined in the Short Course Service Agreement. The refund policy is outlined within these agreements and should you be unclear about any specific requirements, please do not hesitate to clear any doubts before commencement.

New Entrant Trainee

- The mandatory administration fee is outlined by the relevant State/Territory training authority and is subject to change each year
- Administration fees are invoiced at commencement of training
- Payment is to be made in accordance with the terms and conditions in the Service Agreement
Existing Worker Trainee
- Fee for service costs are dependent upon the qualification and details will be illustrated in the Service Agreement
- Payment is to be made in accordance with Service Agreement terms and conditions
- Wise Education Group reserves the right to cease services where there is non-payment of fees

Australia Apprenticeship fee exemptions
Australia Apprentices (Traineeships) may be eligible for an exemption from paying the administration fee if they:
- Are of Aboriginal or Torres Strait Islander descent (NSW only)
- Are Australian School Based Apprentices (ASBA)
- Can prove genuine hardship (ACT only)

Refunds Policy
All participants and employers applying for a refund of fees will be treated fairly and processing will be carried out where deemed eligible for a refund. This applies to all fees paid by the employer either paid in arrears or in advance. All refund information is made available to the employer at time of enrolment or engagement with Wise Education Group.

Short Course and E-learning refunds
Wise Education Group will provide refunds if:
- The Client withdraws in writing within 5 working days prior to the commencement of the course. If the refund request is not within the 5 working day period, we will not process refunds
- Wise Education Group cancel or is unable to deliver the course or unit. In this case a full refund of the advance payment shall be made

Cost of replacement of course materials
Replacement course materials generated by Wise Education Group will be charged at a rate of $50 per package, where they are purchased from an external agency. This includes the cost of the resource plus postage and handling fees.

Reissuance of Statement of Attainment or Certificates of Completion
Participants may request a reissue or replacement Certificate or Statement of Attainment. This will require proof of identity and will be issued at a cost of a $35 processing fee. Payment will be required prior to commencement of processing.
Enrolling and getting started for participants

You will be completing a nationally recognised qualification that, upon successful completion, will result in issuing a qualification.

In order to enrol into this program you will need to:

• Attend an ‘Information Session’ to decide if this training is right for you. This is facilitated by Wise Education Group to ensure that you understand the contents of this handbook and the requirements to complete a work based qualification. The Australian Apprenticeship Centre (AAC) will also be in attendance to facilitate the completion of the traineeship contract and to register your traineeship with the appropriate state body. Participants are selected upon their willingness and suitability of the qualifications selected. If all parties are satisfied all criteria has been met then we will continue with the enrolment process

• Complete the Wise Education Group Enrolment form including the pre training review and ‘Language, Literacy and Numeracy test’

• Complete an initial ‘Participant Visit report’ to acknowledge your attendance of enrolment, induction, issuance of the first workbooks and undertake an education piece

What you will be provided with at enrolment:

• A course outline specifying how the training and assessment will work
• A copy of this handbook
• Information about Recognition of Prior Learning and how to apply
• A course overview which outlines the learning and assessment plan applicable to the qualification
• A training log book
• Your first lot of training and assessment materials

Following enrolment:

• Work with your Wise Trainer/Assessor to negotiate the training plan against your qualification
• Confirm your requirements for your next training session with your Wise Trainer/Assessor
• Your Wise Trainer/Assessor will conduct visits at least every 4-6 weeks as specified in the Qualification Outline
Accredited Training is training delivered by a Registered Training Organisation (RTO) from an endorsed training package which is recognised nationally. Wise Education Group is registered to deliver training nationally.

**What is Accredited Training?**

Assessment means the collection of evidence to confirm your skills and knowledge, comparing it to a set of competency standards and judging whether you have achieved competency against the required standard.

Your Wise Trainer/Assessor will judge whether you are ‘competent’ or ‘not yet competent’. If you are not yet competent, your Wise Trainer/Assessor will talk to you about gathering additional evidence in order to achieve competency. You may need to undertake additional assessment tasks, workplace activities or attend additional training sessions. The main point is you cannot fail. We work with you to try again, and again, and again!

To formally demonstrate assessment in the workplace context you must show an understanding of operational knowledge using any of the following methods:
- Policies and procedures
- Operating manuals
- Legislative and regulatory requirements
- Industry codes of practice
- Organisation structure
- Literacy and numeracy skills relevant to the level of the qualification
All assessments conducted by us will comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAEASS401A, TAEASS402A and TAEASS403A units of competency from the TAE40110 qualification.

All assessments, within our RTO, will lead to the issuing of a Statement of Attainment or a qualification under the AQF. However, this will only occur where a person is assessed as competent against the Nationally Endorsed units of competency in the applicable training package.

All of our assessments will be:

- **Valid** – the evidence relates to the unit of competency, addresses essential skills and knowledge, dimensions of competency and employability skills
- **Reliable** – the assessment tool and process will produce consistent outcomes when applied by a range of assessors in a range of contexts
- **Fair** – the assessment will not disadvantage any person and will take into account the characteristics of the person being assessed
- **Flexible** – the assessment tool and process allows for assessment in a range of assessment contexts

Assessment procedures will:

- be equitable, culturally and linguistically appropriate
- involve procedures in which criteria for judging performance are made clear to all participants
- employ a participatory approach
- provide for participants to undertake assessments at appropriate times and where required in appropriate locations
- be flexible, that is, they should involve a variety of methods to ensure any circumstances surrounding the assessment are taken into consideration

We will achieve this through:

- Careful design of the assessments
- Validation and moderation of the assessment materials conducted in our annual review
- An understanding of the definition and practical application of the above definitions
What can be used as assessment evidence?

The types of evidence that Wise Education Group will request as part of the assessment evidence:

**Questions** you can complete in written form or your Wise Trainer/Assessor may undertake these questions verbally. They will be centred on your real work environment and the transference of your skills at work.

**Workplace documents** include any information that shows what you do at work and how you are meant to do it. This includes any documentation that outlines policies, procedures or workplace tasks. Remember to ask your supervisor what you are able to provide to your Wise Trainer/Assessor.

The best way to know if you can complete a task or function is to **observe** you completing it or a request for you to **demonstrate** how you do it! You will always know when you are being assessed this way - you will never be assessed without knowing it’s taking place and confirming that you are in fact ready for the assessment.

At different levels of the qualification, we may ask you to complete a **project** or series of **workplace activities** to demonstrate competency. This is usually an action plan or series of events you will need to undertake in the workplace and then provide evidence of how successful you were with completing these tasks, activities or projects.

To substantiate your knowledge, your Wise Trainer/Assessor may ask you to complete and respond to a **case study**. This is typically to assess your problem solving, communication, planning and organising or your teamwork skills.

We may also ask your **supervisor or manager** to complete a **report** confirming competency on specific areas within the workplace. This will also affirm your competency over time in the workplace.
Employability Skills

What are they?
In Australia employability skills are defined as:
... the skills required to gain employment or establish an enterprise, but also to progress within an enterprise or expand employment capability, so as to achieve one’s potential and contribute successfully to enterprise strategic directions.

Employability skills, such as communication or teamwork, are sometimes referred to as ‘soft skills’, compared with ‘technical skills’, such as balancing the register or answering the telephone. Both employability and technical skills are important. Often you use them at the same time.

The employability skills are:
• Communication
• Teamwork
• Problem solving
• Initiative and enterprise
• Planning and organising
• Self-management
• Learning
• Technology

Improve your employability skills

<table>
<thead>
<tr>
<th>Employability skills</th>
<th>Skills facets</th>
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| Communication that contributes to productive and harmonious relationships across employees and customers | • Listening and understanding  
• Speaking clearly and directly  
• Writing to the needs of the audience  
• Negotiating responsively  
• Reading independently  
• Empathising  
• Using numeracy effectively |
| Team work that contributes to productive working and relationship outcomes          | • Working as an individual and as a member of the team  
• Knowing how to define a role as part of your team  
• Applying teamwork to a range of situations e.g. futures planning and crisis  
• Problem solving  
• Identifying the strengths of team members  
• Coaching and mentoring skills, including giving feedback |
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<tr>
<th>Problem solving that contributes to productive outcomes</th>
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<tbody>
<tr>
<td>• Developing creative, innovative and practical solutions</td>
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<td>• Showing independence and initiative in identifying and solving problems</td>
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<tr>
<td>• Solving problems within teams</td>
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<tr>
<td>• Applying a range of strategies to problem solving</td>
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<tr>
<td>• Using mathematics, including budgeting and financial management to solve problems</td>
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<tr>
<td>• Applying problem solving strategies across a range of areas</td>
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<tr>
<th>Initiative and enterprise that contributes to innovative outcomes</th>
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<tr>
<td>• Adapting to new situations</td>
</tr>
<tr>
<td>• Developing a strategic, creative and long term vision</td>
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<tr>
<td>• Being creative</td>
</tr>
<tr>
<td>• Identifying opportunities not obvious to others</td>
</tr>
<tr>
<td>• Translating ideas into actions</td>
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<td>• Generating a range of options</td>
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<tr>
<th>Planning and organising that contributes to long and short term strategic planning</th>
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<td>• Managing time and priorities- setting timelines, coordinating tasks for self and others</td>
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<tr>
<td>• Adapting resource allocations to cope with contingencies</td>
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<tr>
<td>• Allocating people and other resources to tasks</td>
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<tr>
<td>• Planning the use of resources, including time management</td>
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<tr>
<td>• Participating in continuous improvement and planning processes</td>
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<th>Self-management that contributes to employee satisfaction and growth</th>
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<tbody>
<tr>
<td>• Having a personal vision and goals</td>
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<tr>
<td>• Evaluating and monitoring own performance</td>
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<tr>
<td>• Having knowledge and confidence in own ideas and vision</td>
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<tr>
<td>• Articulating own ideas and visions</td>
</tr>
<tr>
<td>• Taking responsibility</td>
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<tr>
<th>Learning that contributes to ongoing improvement and expansion in employee and company operations and outcomes</th>
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<tr>
<td>• Managing own learning</td>
</tr>
<tr>
<td>• Contributing to the learning community at the workplace</td>
</tr>
<tr>
<td>• Using a range of mediums to learn- mentoring, peer support</td>
</tr>
<tr>
<td>• Networking, IT and courses</td>
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<tr>
<td>• Having enthusiasm for ongoing learning</td>
</tr>
<tr>
<td>• Being willing to learn in any setting- on and off the job</td>
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<tr>
<td>• Being open to new ideas and techniques</td>
</tr>
<tr>
<td>• Being prepared to invest time and effort in learning new skills</td>
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<tr>
<td>• Acknowledge the need to learn in order to accommodate change</td>
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<tr>
<th>Technology that contributes to the effective carrying out of tasks</th>
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<tbody>
<tr>
<td>• Having a range of basic IT skills</td>
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<tr>
<td>• Applying IT as a management tool</td>
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<tr>
<td>• Using IT to organise data</td>
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<tr>
<td>• Being willing to learn new IT skills</td>
</tr>
<tr>
<td>• Having the OHS knowledge to apply technology</td>
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<tr>
<td>• Having the appropriate physical capacity</td>
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Where can you find more information about employability skills?
You can download a report on employability skills for the qualification you are completing at: http://employabilityskills.training.com.au/
The workplace coach will provide assistance on the job for the participant to complete the training required for the qualification. This person may be the employer, a workplace trainer or another employee who has the appropriate skills and expertise to train the competencies required and to monitor their progress.

The role of the workplace coach is to:

- Help the participant develop their skills through guiding their practice at the workplace
- If the participant goes to training off the job, then link what they learn with the skills practised in the workplace
- Coordinating workplace training and assessment so that it fits into their every day work week
- Maintain records relating to workplace training, progress achievement of assessment
- Liaise with the RTO for formal assessment

To help the workplace coach in his or her role, the list below provides some basic values that a successful coach would follow:

1. **Purpose**- knowing why you are coaching and why it is important
2. **Supportiveness**- really standing by the person you are coaching throughout their learning
3. **Confidence Building**- being sure to help build the participants confidence at all times
4. **Partnership**- being a partner in learning as well as an instructor
5. **Focus**- helping the participant to understand how they are helping the business and themselves as they learn
6. **Patience**- balance your needs to continue your own work with their needs as well
7. **Risk**- encouraging risk taking but not punishing mistakes. Provide an environment whereby they learn from their mistakes
8. **Commitment**- genuinely lead the participant to develop control over their own work
9. **Respect**- be committed to helping the participant to grow and contribute to the team

For more information about apprentices and traineeships your state department will publish a guide specific to your obligations, requirements and additional information.

**NSW:**

For other states please ask your Wise Education Group representative.
We will assist all participants in their efforts to complete our training programs.
In the event that a participant is experiencing any difficulties with their studies we would recommend that the participant should see their Trainer/Assessor, or another Wise Education Group staff member.

The staff member will ensure that the full resources of Wise Education Group are made available to ensure that the participant achieves the required level of competency in all Nationally Recognised Training.

Should the participant be experiencing a personal difficulty we will make every attempt to accommodate their needs within our limited capacity. Wise Education Group has a compassionate and understanding approach to the difficulties of our participants. The participant can be directed to contact the RTO CEO.

If the participant’s needs exceed our capacity, we will refer them onto an appropriate external agency.

**Provision of Language, Literacy & Numeracy Assessment**
We monitor the needs of our participants language, literacy and numeracy skills through our enrolment process and form. We make provisions for special needs and or support on request or identification of these needs. We will work with the participant and the employer to ascertain the most appropriate support that is flexible for all parties.

**Participant and Employer Support**
We offer participant and employer support services including:
- Recognition of Prior Learning (RPL)
- Flexible learning options
- One on one tutoring or mentoring
- Website information
- Alternative assessment arrangements
- Training for people with disabilities
- Providing a training and assessment environment for those with disabilities
- Other support assistance as required
Welfare and Guidance Services
We endeavour to provide welfare and guidance to all of our participants and employers. This includes:

- Workplace Health & Safety
- Review of payment schedules when required
- Learning pathways
- Provision for special learning needs
- Provision for cultural, religious and dietary requirements

Drug and Alcohol Assistance
The use and abuse of alcohol and other drugs can impact on health, workplaces, resources, families and communities. We also support the Drug and Alcohol Policy Summit 2003.

Recognition of Prior Learning Policy (RPL)

Wise Education Group recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid irrespective of how they were acquired.

Participants who believe they have skills and knowledge that would be covered in the training programs offered by Wise Education Group should apply at time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced.

Participants can make an application for Recognition of Prior Learning at any time during the training program. Costs associated with RPL will be provided upon application. RPL application forms are available from the Learning and Development team. (Reference: RPL Information Kit)

The following steps outline the recognition process:

1. Application
2. Interview and Document Review
3. Competency Conversation
4. Practical Assessment
5. Issue Qualification
6. Gap Training (only if required)
Flexible Delivery

Wise Education Group recognises that not all participants learn in the same manner, and that with an amount of “reasonable adjustment” participants who may not learn best with traditional learning and assessment methods will still achieve good results.

Wise Education Group will make any necessary adjustments to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or having someone record the participant’s spoken responses to assessment questions.

Wise Education Group undertakes to assist participants achieve the required competency standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your Trainer/Assessor or Wise Education Group’s CEO.

Credit Transfer Policy

Credit Transfer is available to all participants enrolling in any of our training programs. Credit Transfer means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in current courses or national training package qualifications with another Registered Training Organisation. To apply for formal recognition and credit transfer of competencies attained from previous study, you need to follow the steps outlined below:

1. Notify your Facilitator that you would like to have your existing competencies recognised
2. Provide a copy of your Statement of Attainment or Certificate of Completion which details the units previously achieved
3. Wise Education Group will review your transcripts to identify which units can be counted as credit transfer
Discipline

Wise Education Group attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a Trainer/Assessor or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the Trainer/Assessor has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the training session

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and Wise Education Group CEO and the appropriate action will be taken.

Cancellation or withdrawal from the program

At any time throughout the traineeship, you are able to withdraw or cancel from the traineeship. This should be mutually agreed between the employer and participant and a formal State specific withdrawal form must be completed and provided to the Australian Apprenticeship Centre.

Issuance of Certificates of Completion and Statements of Attainment

Wise Education Group will issue a Certificate of Completion or a Statement of Attainment within 10 working days from notification. Where a participant decides to cancel or withdraw, a Statement of Attainment will be issued. Where the participant has completed their program in full, a state specific Competency Based Completion Form will be completed and a Certificate of Completion will be issued. These will be provided to the Australian Apprenticeship Centre so the Certificate of Proficiency can be processed.
Wise Education Group holds a strong view on collecting satisfaction data to help improve our training and assessment framework. It’s important your education journey is of the highest value and in order to measure this we need your feedback. We collect and analyse feedback in the following ways:

1. **Workshop Evaluation**  
   At the completion of a training workshop, participants will complete the Workshop Evaluation Form.

2. **Traineeship Participant Survey**  
   At the quarterly point of a traineeship, the Director of Quality Learning will request surveys to be completed for each trainer and a percentage of their allocation.

3. **Supervisor Satisfaction**  
   Quarterly meetings are conducted with key stakeholders and through the meeting minutes feedback will be collected with any required actions plans.

4. **Completion Survey for Trainees & Employers**  
   These are to be collected from the participant and the employer when a qualification or traineeship has been completed in full.

**Analysis of data**
- All evaluation forms will be analysed and graphed and saved under each Trainer/Assessor’s name on a monthly basis and managed by the Director of Quality Learning.
- This person will be responsible for reporting results to the CEO and management team at our monthly management meetings.
- All improvements and actions will be discussed and minuted at monthly meetings.
- The Director of Quality Learning will be responsible for rectifying any suggested improvements or corrective actions based on feedback sought.
- Where the feedback is directed to a particular Trainer/Assessor in relation to their facilitation skills, the Director of Quality Learning will set development plans in place to support professional development.
Continuous Improvement Policy

Wise Education Group recognises the need for ongoing continuous improvement. We recognise that opportunities for continuous improvement will occur in every facet of our business including stakeholder feedback, risk assessment, complaints and appeals, validation sessions, audit reports and suggestions for improvements.

We recognise the value of these opportunities and have developed a continuous improvement record and register, known as “My Suggestions”. The record and register will allow us to record all improvement activities and review these at our monthly management meetings.

A significant change will precipitate an immediate document change, a new version number, contact with all affected parties and a new document being issued.

“My Suggestion” records can be raised by any staff member. In the event that a participant has raised a continuous improvement item, the staff member receiving the item shall complete the record and act as the participant’s proxy at all relevant meetings.
Client Complaints and Appeals

Wise Education Group recognises that sometimes situations may arise in which a participant, client or contractor may feel that he/she has not been treated fairly or in accordance with company rules and procedures. For this reason Wise Education Group provides them with procedures for resolving complaints/grievances.

In order to clear up misunderstandings and preserving harmonious working relations, the person is encouraged to discuss aggrieved issues with their Wise Education Group contact person. Every possible effort shall be made to settle any grievance or complaint from the person at the lowest possible level and as expeditiously as possible. Any content about the grievance will be treated in strict confidence.

Step 1
The complaint/grievance must be submitted in writing to the Wise Education Group contact person using the Complaints Form and must contain at a minimum:
- A description of the problem;
- A specific policy or procedure, which the person believes has been violated or misapplied;
- The date of the circumstances leading to the complaint/grievance or the date when the person first became aware of those circumstances;
- The remedy sought by the person to resolve the complaint/grievance.

Step 2
After reviewing the written complaint/grievance, management will meet with the aggrieved person in an attempt to further understand the issues. Following that meeting a response in writing will follow within ten working days.

The manager’s response shall be final and binding unless the person feels that the issue is immoral or illegal. In that instance and that instance only, the person and the appropriate manager will meet with the CEO for a resolution of the issue.

If the participant is still not satisfied with the resolution of the complaint or appeal, the “National Complaints Code” directs them to seek further assistance from ASQA, whose details are listed below.

Email: complaintsteam@asqa.gov.au
Post: Complaints Team
      Australian Skills Quality Authority
      GPO Box 9928
      MELBOURNE VIC 3001
Appeal Policy

This policy is to ensure any appeal is dealt with in a timely manner. Wise Education Group have processes in place where participants enrolled in a training program seeking to appeal against an assessment decision or other procedural matter in relation to a Wise Education Group training program.

An appeal process may be instigated if a participant is deemed ‘not yet competent’ in any component of a training and assessment program and genuinely believes that he/she has grounds to appeal the result.

The appeal process is to be conducted in accordance with the Wise Education Group procedure irrespective of the participant.

Results of all appeals decisions and the reason for the decision will be communicated in writing to the participant. All appeals are recorded and reviewed at Wise Education Group management team meetings.

Appeal Procedure

A participant enrolled in a training program who is seeking to appeal against an assessment decision or other procedural matter should undertake the following steps:

1. In the first instance an informal approach is to be made to the participants’s Trainer/Assessor with any new evidence or clarification of existing evidence. The assessment in question will be reviewed having due regard to submissions made by the appellant.

2. If after completing the above-mentioned process the appellant still believes they have a case then an appeal process may be instigated.

3. Appeals must be lodged in writing within 28 days of the appellant being advised of his/her assessment result.

4. The appellant lodges an appeal in writing to Wise Education Group’s Director of Quality Learning detailing the argument and providing suitable evidence. The Director of Quality Learning may consider it necessary for the Trainer/Assessor to submit an additional written report if the circumstances are relevant to the appeal.

Email: anthony.gatley@wiseeducationgroup.edu.au
5. The Director of Quality Learning will appoint an ‘Assessment Appeals Panel’ consisting of the following persons who have no prior involvement with the training and assessment in question or the appeal process under consideration:

- A Wise Education Group Trainer/Assessor
- A person with the qualification(s) to conduct an assessment of the competency in question
- A member of the Wise Education Group’s management team

6. The panel may call on advice from other persons considered necessary during the investigation. The panel will investigate the appeal and make appropriate recommendations to the Director of Quality Learning.

7. The Director of Quality Learning will advise in writing the appellant (through his/her Trainer/Assessor) and the pertinent assessor(s) of the appeal result and if necessary instigate any remedial processes.

8. If an appellant is unsatisfied with the results of an appeal, he/she may lodge a grievance in accordance with the Wise Education Groups Complaints and Appeals Policy.
Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation is continually being updated and the CEO is responsible for ensuring all staff are informed of any changes to current legislation. Current legislation is available online at:
- http://www.austlii.edu.au

Current legislation that affects our operations includes, but is not limited to, the legislation listed below:

**Commonwealth Legislation**
- National Vocational Education and Training Regulator Act 2011
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia’s Workforce Bill 2005

**State Based Legislation**
- Vocational Education and Training Act 2005
- Apprenticeship and Traineeship Act 2001 NSW
- NSW Anti-discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Work Cover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- NSW Drug and Alcohol Summit 2003
- Copyright Act, 1879. 42 Vic No 20 (modified 2006)
- NSW Commission for Children and Young People Act 1998
- Working with Children checks- state based requirements
The NSW Work Health & Safety Act 2011 No 10 outlines Wise Education Group’s duty of care to provide a safe and healthy working environment for all employees, and the employee’s duty of care to take reasonable care for the health and safety of others within the workplace.

This includes providing:

- A workplace that is safe to work in, with working procedures that are safe to use
- Adequate staff training including topics such as safe work procedures, infection control procedures and appropriate hygiene
- Properly maintained facilities and equipment
- A clean and suitably designed workplace with the safe storage of goods such as chemicals

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient working environment
- Implement procedures and practices, in a variety of situations, in accordance with state and local government health regulations
- Store and dispose of waste according to health regulations
- Clean walls, floor and working surfaces to meet health and safety standards, without causing damage
- Check all equipment for maintenance requirements
- Refer equipment for repair as required
- Store equipment safely
- Identify fire hazards and take precautions to prevent fire
- Safe lifting and carrying techniques maintained
- Ensure participant safety at all times
- Ensure procedures for operator safety are followed at all times
- All unsafe situations recognised and reported
- Implement regular fire drills and provide first aid trained staff
- Display first aid and safety procedures for all staff and participants to see
- Report any identified occupational health and safety hazard to the appropriate staff member as required
Wise Education Group takes the care of others in a training environment very seriously. We will endeavour to complete a hazard checklist and risk assessment action plan prior to commencing training in a clients or training venue. We will provide a copy of this checklist to the stakeholders on site to demonstrate our commitment to Workplace Health & Safety.

Please see Hazard Checklist and Risk Assessment Action Plan Form.

Hazard Checklist

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Harassment and Discrimination Policy

Wise Education Group is required under Australian law to provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

Wise Education Group will ensure that all staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and leading by example.

All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unacceptable behaviour that will not be tolerated.

Any member of Wise Education Group who is subjected to discrimination or harassment may raise an internal complaint to attempt to redress the situation.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised.

Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.

Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

Before bringing forward a complaint, the complainant is encouraged to discuss the complaint with the respondent to attempt to resolve it. If the complainant does not feel comfortable discussing the matter directly with the respondent, the complainant is encouraged to discuss the matter promptly with their manager, or another company official who the complainant believes to be an appropriate adviser given the nature of the situation.
When management is informed of any harassment or discrimination, it has the responsibility to take immediate and appropriate action to address it. In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained.

Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue.

Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to the organisation. If any discussions between the complainant and the respondent or between the complainant and any other company official do not lead to a resolution that is satisfactory to the complainant, or if such discussions do not take place, the complainant should contact the CEO in writing no later than 21 days after the last behaviour date.

If the complainant decides to file a complaint, the CEO may, with the permission of the complainant, contact the respondent and attempt to help bring about a resolution.

Staff and participants should be aware of the following definitions:

‘Bullying’ – is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone’s work or their ability to do their job by not providing them with vital information and resources.

‘Confidentiality’ – refers to information kept in trust and divulged only to those who need to know.

‘Discrimination’ – is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

‘Harassment’ – is any unwelcome and uninvited comment or actions that result in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

‘Personnel’ – refers to all employees/staff/contractors of Wise Education Group.
‘Racial Harassment’ – occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

‘Sexual Harassment’ – is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person’s private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

‘Victimisation’ – includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include adverse changes to the work environment and denial of access to resources or work.
Wise Education Group takes the privacy of our participants very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001) and can be accessed: http://www.privacy.gov.au/materials/types/infosheets/view/6583#npp1.

In some cases, as required by law and as required by the VQF, we will need to make your information available to others. In all other cases we guarantee that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. **Collection** - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.

2. **Use and disclosure** - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.

3. **Data quality** - We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up-to-date.

4. **Data Security** - We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.

5. **Openness** - We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.

6. **Access and correction** - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.

7. **Unique Identifiers** - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out our functions efficiently.

8. **Anonymity** - Wherever possible, we will provide the opportunity for the individual to interact with external agencies without identifying themselves.

9. **Trans-border Data Flows** - The individual’s privacy protections apply to the transfer of personal information out of Australia.

10. **Sensitive Information** - We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual’s racial or ethnic background, or criminal record.
Child Protection Legislation Overview
All young people who come to Wise Education Group have a right to feel and be safe. We are committed to the safety and well-being of all young people accessing Wise Education Group services and the welfare of the young people in Wise Education Group care will always be our first priority. We aim to create a child safe and child friendly environment where all young people are valued and feel safe.

There is no single national framework setting out the requirements for Working with Children Checks. Each State and Territory Government has their own procedures. Wise Education Group complies with relevant State and Territory Legislation applicable and any additional specific requirements as stated in government funded program contracts.

Wise Education Group endeavours to ensure that, as far as possible, people who may pose a risk to children are not employed in roles, or requested to complete tasks, where they have a direct, unsupervised contact with children. It is therefore essential that Wise Education Group has appropriate care and protection structures in place to provide the safest possible environment for our participants and for children with whom our staff and participants will come into contact.

Definitions:

- Child - A person who is under the age of 18 years
- WWC - Working with Children Check which looks for relevant offences that indicate unsuitability to work with children.
- State-based checks - These are called a “Clearance Notice” in Northern Territory and a “Blue Card” in Queensland.
- Police Check - A check for all current convictions (not including those presently before court)

All Wise Education Group staff who are working alone with children under 18 years of age undergo a Working with Children Check where required by State Legislation.

What happens if a person refuses to make a written declaration?
If a person refuses to make a written declaration he/she is not permitted to apply for, undertake or continue with any child-related employment or task (including workplace practicum placement in child-related environments). Prohibited persons must not undertake, remain in, or apply for any child-related employment or task.

Reporting and responding to suspected child abuse and neglect
Wise Education Group will not tolerate incidents of child abuse. Children and Young Persons (Care and Protection) Act 1998 (NSW), Wise Education Group
management, employees and contractors, as providers of educational services to young people (minors), are mandated notifiers and are required to report to the Child Protection Helpline on 132111 if they suspect on reasonable grounds that a child is being abused or neglected and this suspicion is formed in the course of their work.

During induction, all employees and contracted staff are informed of their legal obligations as mandated notifiers and the procedure for reporting outlined below.

**Responsibilities:**

**Wise Education Group has responsibility to:**

- identify positions which require a WWC check
- include notification of this requirement in position descriptions, advertisements and associated documentation
- ensure existing staff are informed of the requirements for WWC checks
- ensure prospective staff members have passed a WWC check before commencement where required for their position
- ensure existing staff have acquired the WWC check before being placed into roles which warrant this
- check the card’s validity through the State websites where applicable
- retain a scanned copy of the staff member’s WWC card in their secure staff file
- check the card’s validity as part of regular monitoring procedures


Participant Training Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality of the records or our participant’s privacy.

Individual participant records will be stored in a locked secure office area. Our electronic records are stored in ‘Jobready’ and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The Director of Quality Learning will oversee validation of the training records of approximately 5% of registered trainees and report the accuracy at the monthly management meetings.

Our software and hardcopy systems will retain participant results for a period of not less than 30 years.

In the event that we cease to operate as an RTO we will transfer all records to ASQA in appropriate format and detail.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

Should we be required to submit statistical data on our participants in the future (AVETMISS), we will use the features inside our Jobready software program.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual participant training records will be limited to those required by the VQF such as:

- Trainer/Assessors to access and update the records of the participants whom they are working with
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the National Standards for Registered Training Organisations
Records Management Policy

This policy is to ensure systems are in place for recording personal details of participant enrolments into systems used for recording evidence of assessment, competencies achieved and results of assessment.

Records Maintenance
Wise Education Group is committed to keeping accurate and confidential records in relation to our participants and clients and the activities conducted on their behalf. All records are maintained through a combination of manual and computer based systems designed to ensure we could provide detailed and timely information to our participants and clients. Only authorised personnel at Wise Education Group can access participant and client records.

Personal Details
During the enrolment process personal details of participants are recorded (i.e. name and address) on an internal database. All personal details are kept confidential. No details provided to Wise Education Group are sold or otherwise released to a mailing list or other organisations without the express permission of the individual concerned, in writing.

Assessment Records
Assessment records are a permanent account of achievement of performance and all records relating to training programs conducted by Wise Education Group are maintained in accordance with ASQA requirements.

Wise Education Group use simple and user-friendly systems for recording evidence. Wise Education Group Trainers/Assessors complete all required training and assessment documents on participants (e.g. participant assessment kits) as completed throughout their training program. These records are updated as soon as practical after completion of assessment to ensure up to date information is available on participants and authorised clients on request.

Assessment results are retained by the Wise Education Group for 30 years. Individual assessment records are always retained until the period for appeal against assessment has lapsed, and under normal circumstances for a minimum of twelve months after the completion of the relevant training program. Participant results will only be released for legal, educational or individual participant, or their authorised client, requirements as necessary.
Wise Education Group shall ensure that clients are encouraged, and where necessary are reminded verbally, to observe the Equal Employment Opportunity, Anti-Discrimination and other fair employment laws and requirements in their recruitment and employment practices.

Relevant personnel shall ensure that participants have equitable access to education and training opportunities irrespective of their gender, culture, linguistic background, race, socio-economic background, age, marital status, pregnancy, sexual orientation or carer’s responsibilities.

Furthermore, Wise Education Group is committed to ensuring that training opportunities are offered to all people on an equal and fair basis, including:

- Women in non-traditional occupations or trades
- People with disabilities
- People with special needs
- People from non-English speaking backgrounds
- Indigenous Australians
- Rural and remote learners

All participants shall obtain equal opportunity to participate and gain successful training outcomes. This shall be achieved through each participant’s secure and unlimited access to available training resources within their enterprise.

Wise Education Group shall verbally encourage clients to recruit entry level participants in an ethical and responsible manner which complies with Equal Employment Opportunity and Anti-Discrimination legislation and is consistent with the requirements of the curriculum or National Training Package.

Any issues or questions regarding access and equity can be directed to Wise Education Group’s CEO.
What happens if I leave my employer and wish to continue the traineeship?
If you resign from your current employment you must notify your Australian Apprenticeship Centre that you wish to cancel this traineeship. They can then speak with your next prospective employer and see if the qualification is applicable to your new role.

Why is my employer allowing a traineeship?
Your employer benefits from having trained and qualified staff on the team. The skills you develop through your training will help make the business more effective.

Can I finish early if I believe I am competent?
Yes you can. If you believe you can demonstrate competency and your employer can verify this, then discuss with your Wise Trainer/Assessor to make the appropriate arrangements.

What happens if I do not get through the work when required?
This will make it difficult for you to stay on track. Your Trainer/Assessor negotiates a training and assessment plan at the commencement of your traineeship to which you and your employer verify your agreement. This can be modified and your Trainer/Assessor will review with you every 3 months. However please keep in mind the more delay the more pressure you may apply to yourself.

Who can I turn to for help?
You can turn to a number of people, including:
- Your workplace supervisor or coach
- Your Wise Trainer/Assessor
- Your Australian Apprenticeship Centre
This should also be the order to consider based on the type of support you require.

How many hours a week do I need to study or undertake structured training?
If you are a full-time employee, at least 3 hours per week. If you are part-time it will be pro rata of the same amount of hours. Remember if you are unable to make the time please speak with you Supervisor and/or Wise Trainer/Assessor.

Is it possible to create a learning pathway for myself?
Yes it is. You will see a qualification pathway on the following page and your Apprenticeship Centre as well as your Wise Relationship Manager can work with you to determine the most appropriate pathway.
Australian Qualifications Framework
Study Pathways

- Doctoral Degree
- Masters Degree
- Graduate Diploma
- Bachelor Degree
- Associate Degree
- Advanced Diploma
- Diploma
- Senior Secondary Certificate of Education

Vocational Education and Training Sector:
- Vocational Graduate Diploma
- Vocational Graduate Certificate
- Advanced Diploma
- Diploma
- Certificate IV
- Certificate III
- Certificate II
- Certificate I

School Sector:

Higher Education Sector: