

1. INTRODUCTION

- 1.1. WISE Training is committed to quality training to support our client's business needs and training activities and for all WISE Training staff/contractors

2. PROVISION OF EDUCATION AND TRAINING SERVICES

- 2.1. WISE Training provides education and training services in accordance with the *Standards for Recognised Training Organisation (RTOs) 2015*
- 2.2. WISE Training has adopted policies and management practices which maintain high professional standards in the delivery of education and training services, and which safeguard the interest and welfare of students
- 2.3. WISE Training maintain a learning environment that is conducive to the learning needs of students
- 2.4. WISE Training has the capacity to deliver the courses for which it has been registered, provides adequate facilities and use methods and materials appropriate to the learning needs of students
- 2.5. All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.
- 2.6. WISE Training is committed to continuously improving the services we offer and will seek feedback from students about the services they have received from us.
- 2.7. WISE Training will monitor and assess the performance and progress of its students
- 2.8. WISE Training will ensure that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of students, and will provide training for its staff as required
 - 2.8.1. Staff who have responsibilities with minors (under 18yo) have
 - 2.8.1.1. Been screened by providing a successful National Police Certificate
 - 2.8.1.2. Hold current mandatory reporting certificate according to the governing jurisdiction
- 2.9. This means that the training and assessment the participants receive from us is done in accordance of the national quality training framework and any qualifications they achieve with us will be recognised anywhere in Australia.

3. INDUSTRY ENGAGEMENT

- 3.1. WISE Training regularly engages with industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance required in the workplace.
- 3.2. Our training and assessment strategies are developed in consultation with industry to ensure that they are relevant to industry needs. Where training or assessment occurs in a workplace, evidence of participant's performance will contribute to our assessments.
- 3.3. Our training and assessment staff continuously engages with industry to ensure their knowledge and skills reflect current industry practice.

4. LEGISLATIVE REQUIREMENTS

- 4.1. WISE Training will ensure that it's training policies and procedures comply with relevant Commonwealth, State or Territory legislation and regulatory requirements and that its staff and participants are informed of legislation that significantly affects their duties or participation in training. WISE Training is committed to meeting its obligations and responsibilities for employers and participants in relation to:
 - 4.1.1. Occupational Health and Safety
 - 4.1.2. Workplace harassment, victimisation and bullying
 - 4.1.3. Anti-discrimination, including equal opportunity, racial vilification and disability discrimination

- 4.1.4. Vocational education and training
- 4.1.5. Apprenticeships and traineeships
- 4.1.6. Child safe environment

5. MARKETING OF EDUCATION AND TRAINING SERVICES

- 5.1. WISE Training will market its educational services with integrity and accuracy, avoiding vague and ambiguous clauses
 - 5.1.1. Consistent with WISE Training scope of registration
 - 5.1.2. Accurate
 - 5.1.3. Ethical
- 5.2. No false or misleading comparisons will be drawn with any other provider or course
- 5.3. The NRT (*Nationally Recognised Training*) logo will only be associated with qualifications that are on the scope of registration

6. FINANCIAL STANDARDS

- 6.1. WISE Training will put in place measures to ensure that students receive a refund of fees for services not provided, including services not provided as a result of the financial failure of WISE Training
- 6.2. WISE Training will adopt a refund policy that is fair and equitable
- 6.3. WISE Training will ensure that the contractual and financial relationship between the student and WISE Training is fully and properly documented, and that copies of the documentation are made available to the student
 - 6.3.1. Documentation shall include the rights and responsibilities of students, costs of training, payment arrangements, refund condition and any matters that place obligations on students
- 6.4. WISE Training has its financial accounts independently audited at the end of each financial year.

7. PROVISION OF INFORMATION

- 7.1. WISE Training will supply accurate, relevant and up-to-date information to prospective students
- 7.2. WISE Training will supply this information to students before it enters into written agreements with students and will review regularly all information provided to students to ensure its accuracy and relevance
- 7.3. WISE Training will advise students if a third party is responsible for training and/or delivery
- 7.4. WISE Training will never guarantee that a student will successfully pass a qualification except by way of successfully completing all the assessment items
- 7.5. WISE Training will never guarantee that an employment outcome will be the result of studying a qualification
- 7.6. WISE Training will evaluate whether it is suitable for a student to applying for Recognition of Prior Learning

8. SELECTION OF STUDENTS

- 8.1. Selection of students will be conducted at all times in an ethical and responsible manner
- 8.2. WISE Training will ensure that the education background of intending students is assessed prior to enrolment in any course
- 8.3. Language, literacy and numeracy needs will be addressed

9. ACCESS AND EQUITY

- 9.1. WISE Training is committed to principals of access and equity and will not unlawfully discriminate against clients. The obligations we place on our staff and students are to protect

their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.

- 9.2. WISE Training policies and procedures ensure that participants are treated fairly and receive all reasonable assistance to successfully complete their course.
- 9.3. WISE Training will deal fairly and constructively with participants concerns and complaints about our services.

10. LANGUAGE, LITERACY AND NUMERACY (LLN)

- 10.1. All students have the option to be assessed in order to ascertain if their Language, Literacy and Numeracy (LLN) skills are sufficient to successfully undertake the training program. This is usually ascertained on application or via initial interview.
- 10.2. Where extensive support is needed, specialised LLN support may be set up.
- 10.3. Where an applicant's LLN deficiency will clearly inhibit achievement of learning outcomes and the applicant refuses LLN support, the enrolment may be declined.

11. MUTUAL RECOGNITION

- 11.1. WISE Training acknowledges the obligations for mutual recognition of qualifications and statements of attainment issued by other Registered Training Organisations.
- 11.2. If the participants have completed relevant units of competency with other Registered Training Organisations, we will credit these towards completion of their qualification.

12. RECOGNITION OF PRIOR LEARNING (RPL)

- 12.1. WISE Training recognises that participants may hold skills and knowledge that are relevant to course outcomes. We will assist participants to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning.
- 12.2. Enrolling students are supplied with relevant RPL information at initial contact and orientation events prior to undertaking studies. Further support is provided with relevant RPL tools following RPL application.

13. SUPPORT SERVICES

- 13.1. WISE Training will provide adequate protection for the health, safety and welfare of students and will include adequate and appropriate support services in terms of academic and personal counselling

14. GRIEVANCE MECHANISM

- 14.1. WISE Training will ensure that students have access to a fair and equitable process for dealing with grievances and will provide an avenue for students to appeal against decisions that affect their progress
- 14.2. The grievance mechanism as a whole will be made known to students at the time of enrolment
- 14.3. Every effort will be made by WISE Training to resolve students' grievances
- 14.4. Where a grievance cannot be resolved internally, WISE Training will advise students of the appropriate legal body where they could seek further assistance

15. RECORD KEEPING

- 15.1. WISE Training will keep complete and accurate records of the attendance and progress of students, as well as financial records that reflect all payments and charges and the balance due, and will provide copies of these records to students on request in a timely and professional manner.
- 15.2. All records will be kept in strict confidence and their security maintained

- 15.3. WISE Training is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by WISE Training will be required to apply themselves to the provisions of various Privacy Acts
- 15.4. There records are managed to maintain confidentially and will not be divulged to third parties unless authorised by participants or under law. Participants may view their own records to confirm accuracy and completeness.
- 15.5. WISE Training also maintains/retains client records for a period of 30 years

16. BUSINESS OPERATIONS

- 16.1. Safety and workplace health considerations form an important part of our training and assessment activities
- 16.2. WISE Training will comply with all relevant legislation, regulations and standards requirements

17. CONTINUOUS IMPROVEMENT

- 17.1. WISE Training will actively seek our clients' views as part of the assessment and evaluation process