

WISE Training Services (WTS) Student Handbook

Welcome to WISE Training Services (WTS)

Dear Student

We are delighted that you have chosen to undertake your course with WTS and trust that your time with us will be enjoyable and successful.

To assist you as a WTS student, we have prepared this handbook. Please ensure you take the time to read the contents. If you have previously undertaken a course with us, you will still need to check this handbook for any information that may have changed since you last studied at WTS.

Student Code of Conduct

This Student Handbook includes the Student Code of Conduct. You are required to understand the requirements as a WTS student. It also contains our obligations to you as a student.

Privacy Agreement

You will receive a copy of WTS Privacy Statement with your receipt of enrolment. Where relevant, the Privacy Agreement form allows us to tell funding agencies or other Registered Training Organisations whether you have achieved competency in your course of study. It does not include giving out any of your confidential personal information.

Student Induction Checklist

The Student Induction Checklist is to be provided to students and signed as confirmation of your induction at WTS and acceptance of the conditions as set out above.

Training Plan

An individual Training Plan will be issued to all students at the beginning of the course, no later than 4 weeks from the commencement of training at WTS. This Training Plan will be updated if changes occur and you will be informed of the changes via an email.



About WISE Training Services

It's all about skills. New, updated, transferable. Because the future starts here.

WISE Training Services (WTS) is the training arm of [WISE Employment](#) Ltd. WISE Employment is a leading not-for-profit provider of Employment Services, recruitment, workplace rehabilitation, training, and individually tailored workplace solutions. We assist thousands of job seekers, employers and other providers each year.

Drawing on more than 30 years of best practice in employment services, WTS works closely with individuals, employers and community organisations (of all sizes and across all sectors) to match people and skill sets with real-life needs.

If you have the destination, we have the pathway.

At WTS, you come first. Our people are acutely aware that your needs are specific, and that everyone has individual needs and requirements. That's why our team reflects the same diversity of expertise and experience.

With a wealth of training and development know-how and decades of first-hand industry insight, the WTS team bring their vast knowledge and passion to the table... all of it working for you. Because your goals are why we're here. We wish you well in your studies and encourage you to make the most of the gift of learning you are giving yourself.

WTS is a national training provider and has branches in Bendigo and Echuca (VIC), formerly known as Access Skills Training (AST) and in Adelaide (SA), formerly known as Interskills.

WTS offers nationally recognised qualifications and various short courses.

Nationally Recognised qualifications

For a list of our current Nationally Recognised Qualifications, please refer to the national training register which can be found here: <https://training.gov.au/Organisation/Details/6653/summary>

Accredited Courses

For a list of our current Accredited Courses, please refer to the national training register which can be found here: <https://training.gov.au/Organisation/Details/6653/summary>

Short courses

For a list of our current Short Courses, please refer to the national training register which can be found here: <https://training.gov.au/Organisation/Details/6653/summary>

ACFE Funded Non-accredited Courses

WTS delivers many ACFE Funded Non-Accredited Courses which change regularly. To find out what is currently available please refer to our website. Some examples of the ACFE Funded Non-Accredited Courses that are available are; Let's Learn English, Digital Essentials and Life Skills for People with a Disability.

GENERAL INFORMATION

Access to current and accurate records of participation

Students may gain access to current and accurate records of their learning participation, progress and assessment in a qualification that they are currently undertaking. They can access this information by completing a 'Request for Access to Student Records' form which is available on request via email or from reception at any of our locations. Students who have changed details on their enrolment form will be required to inform WTS staff of the change by emailing to the Training Support Services team.

Access to results

When all requirements of your course have successfully been completed, you will receive a Certificate and a Statement of Results. When only some of the units from your course of study have successfully been completed you will receive a Statement of Attainment. These documents will be sent to you at the address provided by you on enrolment form.

Students who have changed details on their enrolment form will be required to complete a 'Change of Student Details' form which is available on request via email or from Reception. Please ensure your contact details are kept current.

Student's results are kept by WTS for 30 years and past results can be made available by completing the 'Request to Reissue a Certificate or Statement of Attainment' form, available upon request to the Administration Team. Course progress reports can be obtained directly from the Trainer on request via email or from Reception. Students can also check their results via their Unique Student Identifier record on the USI website <https://www.usi.gov.au/login>.

Assessment

Assessment is the process of forming and recording a judgement about your skills and knowledge. The process of assessment involves the measurement of your evidence against the Unit/s of Competency (UOC).

Submission of written evidence

Each piece of written evidence must be submitted with an 'Assessment Tasks Cover' sheet. If submitting electronically, send through to assigned email address, if submitting a paper-based assessment, sign the cover sheet and submit to the relevant Trainer.

Decision making rules

For individual assessments, students MUST satisfactorily complete each component of each assessment as listed in the Unit overview. This means that every question, observable point, written assignment or portfolio piece must be 100% correct. Each assessment must be completed by the student and marked as 'Satisfactory' or 'Not Satisfactory' by the Assessor. To be awarded a qualification, student/s must have demonstrated competence in all UOCs as determined in the qualification packaging rules for the relevant qualification.

Context and conditions of assessment

Each assessment will contain specific instructions regarding the context and conditions in which it is to be completed.

Submission guidelines

Arrangements regarding submissions of evidence are to be provided by the Trainer to you at the time that the assessment task was issued. Each written piece of evidence must be submitted with a signed and dated 'Assessment Tasks Cover' sheet.

Car parking

Bendigo sites

As with many areas around the Bendigo CBD, parking near the St Andrews Avenue premises is in high demand and you are encouraged to factor this into your arrival time. All sites are within a 5-10 minute walk from either local public buses or the Bendigo train station. Car parking is also available on site at PepperGreen Farm.

Echuca site

There is limited parking on site at the front of the building.

Adelaide site

There is limited free on-site parking at our Mile End property.

Certification

Please refer to the 'Certificates and Statements of Attainment Policy' available from the WTS website: www.wt.edu.au

Cheating and Plagiarism

WTS will not allow cheating of any description in its programs. Students who cheat risk having their enrolment suspended or cancelled. Plagiarism is a form of cheating, where a student passes off someone else's ideas or information as their own and is a serious offence. WTS offers academic support to all students and provides Plagiarism workshops to ensure students understand fully what Plagiarism is and do not commit this academic misconduct in their assessment work. WTS has processes in place to check for plagiarism.

Child Safety

All WTS staff must comply with the Child Safety Standards in line with the WTS Policy 'PN 2.2 040 Child Safety and Wellbeing Policy'.

Children in Class or on Premises

WTS is an adult education provider catering for people 17 years of age and older (unless specific approval is given for people younger than this). Adults enrolling in our classes expect, and are entitled, to be in a child-free zone. There are several insurance issues relating to any injury that may occur if a non-enrolled person (child or adult) is injured during a class activity or whilst on WTS premises. Children are not permitted to be in attendance at classes, nor left unsupervised outside of a class or anywhere on WTS property or premises.

Code Red Bush Fire Policy

If a Code Red bush fire day is declared for the region in which your training is occurring e.g. North Western district of Victoria, or the Greater Bendigo region, or the Northern Country district, there will be no classes held at the relevant WTS premises on that day. It is the responsibility of the student to inform themselves that a Code Red day has been declared for their region by checking the relevant media e.g. radio, television or newspaper, or via the CFA and Bureau of Meteorology websites. The late announcement of such alerts will usually mean that WTS staff members are unable to advise students. This is particularly important if your class is scheduled on a Saturday or Sunday outside of office hours. All cancelled classes will be rescheduled, usually by adding an extra session to the end of your course, or as negotiated between the Trainer and the class.

Competency Based Training

The training that you are about to undertake at WTS is based on competency standards as outlined in the ASQA Outcome Standards for RTOs 2025 (Link: [2025 Standards for RTOs | Australian Skills Quality Authority \(ASQA\)](#)) The training places the emphasis on developing the skills, knowledge and attitudes required to achieve industry-determined standards and expectations.

Cooling off period

There is a cooling-off period of 5 business days available between the enrolment date and the date to withdraw from a Qualification, Accredited Course or Unit/s of Competency.

Complaints and Appeals Process

Please refer to WTS' 'Complaints and Appeals Policy' and 'Complaints and Appeals Form' available from reception or WTS' website. Please note that where a third party is involved, the processes as per WTS' Policy still exists as WTS is the RTO responsible for compliance. In this instance, WTS will oversee the complaints and appeals process to ensure that it complies with regulatory and organisational requirements and expectations.

Computers

Please note that all WTS computers are externally monitored by our ICT department, and that usage can be traced to an individual.

- Access to internet sites considered to be R-rated, sexist, racist, violent or illegal is strictly prohibited.

- You must not receive, send or display any texts or images which may be reasonably construed as offensive or pornographic, including use of chat rooms or blogs.
- To ensure security and portability of your work
- Programs must not be downloaded from the internet unless requested under supervision by your Trainer as part of your course.
- Food and drink are not allowed in the vicinity of ICT equipment.

Disciplinary Procedures

Students are expected to respect other students, Trainers/Assessors, workplace employers and employees, and other stakeholders. Behaviours that impact on other students, Trainers/Assessors, workplace employers and employees, in the training environment such as abusive, threatening or physical actions are inappropriate and are not tolerated by WTS and will lead to disciplinary actions.

Breaches of the Student Code of Conduct may result in suspension or in cases deemed as serious, immediate expulsion from all WTS courses and premises and possible reporting of illegal behaviour to external authorities. Steps:

- Incident is to be reported to your Trainer or the relevant Manager
- Interview organised with Training Manager
- Suspension from class or cancellation of enrolment as deemed appropriate
- Suspended students may return to class at the agreed time and under agreed behaviour conditions.

Students have a right to appeal the disciplinary action by accessing the 'Complaints and Appeals Policy' and 'Complaints and Appeals Form' which are available from the AST website or at reception at any WTS location.

Drinking and drugs

You must not use or bring onto any training site, any alcohol, illegal drugs or drug paraphernalia. A student in possession of, or suffering the effects of, alcohol or other substances will be referred immediately to the relevant Manager who will record the incident and exclude the student from class participation for one week. If you are found to be in possession of, or under the influence of, alcohol or drugs for a second time, you will be required to leave your training program.

Where illegal substances are involved, the incident will be reported to the police or relevant external authority.



Emergency Procedures for Courses at WTS Premises

In the event of a fire, medical, or other potentially threatening situation, please remain calm. Your Trainer has been briefed on WTS emergency procedures including any requirement to evacuate the premises.

Emergency evacuation maps are located in all training rooms and you are asked to make yourself familiar with them. If necessary, or immediately upon hearing the fire alarm, evacuate the building via one of the marked exits.

CFA, Police, and Ambulance, etc. will provide direction to you from your designated Assembly Point. If your course or part of it is held at other locations, please follow the emergency procedures for that location. Your Trainer is required to inform you of the emergency procedures at all venues used by WTS. While undertaking your course, you may be required to participate in a fire drill. Under such circumstances you are expected to follow the directions as provided to you by your Trainer.

Enrolment Form

All questions on the 'Enrolment Form' must be answered. These questions are determined by the State Government and have been designed to ensure that the data collected via the enrolment forms from all VET students across Australia is interpreted consistently. The given and surnames you write on the enrolment form must be exactly the same names that you used when you applied for your Unique Student Identifier (USI), including any middle names. These names must be your legal names.

The State Governments' VET Student Enrolment Privacy Notice, National VET Data Policy's Privacy Notice and Student Declaration Privacy Notice and WTS Student Enrolment Privacy Notice must be read and understood by you before signing the each of them. Students under the age of 18 years of age must have this form countersigned by their parents or legal guardian.

Excursions

Excursions may be conducted for some courses. Students will be informed of them prior to the course commencing. For students under 18 years of age parental permission will be required.

External Venues

Your course or class may be scheduled to run at an external venue, e.g. at a school, another training facility, or community centre. Please make every effort to be familiar with any "local rules" and treat any staff and the building with the utmost respect. As a courtesy, please leave the venue in the same condition as you found it.

Food and drink in classrooms

Trainers are to determine whether food and drink are allowed in a classroom. Food and drink are not allowed in the vicinity of WTS ICT equipment. Please help keep rooms clean and tidy by cleaning up after yourself.

Health and Safety (H&S)

Trainers and students must at all times be aware of H&S issues, and, as adults, students are responsible for their own safety within the AST premises. It is expected that, where it is required, the student wear appropriate safety clothing, use safety equipment appropriately, and follow safety or hygiene regulations. H&S documents can be obtained from the office reception or your trainer. Any H&S concerns should be directed to your Trainer who will provide you with the appropriate advice. Any incidents, accidents or near misses will need to be report, this can be done by speaking to any WTS staff member.

Language, Literacy, Numeracy and Digital (LLND) Support

Your Trainers is aware of the results of your pre-enrolment LLND assessment and will make any necessary adjustments in delivery and assessment to accommodate the needs of all students. Volunteer LLND tutors are engaged for students who identify they would benefit from extra literacy support to assist their chances of success in their vocational education course. All students have access to enrol in the relevant UOCs of Certificates in General Education for Adults or pre-accredited LLND skills classes to complement their vocational course studies. Where regulated, WTS may be required students undertake a post-LLND test.

Littering

Students who litter will be required to clean up the area. A reminder that cigarette butts are legally considered litter and must not be discarded on the footpaths, garden beds or driveways or anywhere in the vicinity of WTS premises or other training location.

Managing Diversity

WTS recognises the diversity of its students and seeks to provide access and equity to all. All WTS training venues have wheelchair access to the ground floor. Students with a disability or a medical condition seeking to make adjustments so that they will be able to complete their studies must disclose to WTS that they have a disability. They will be then required to consult with a representative of WTS and agree on making reasonable adjustments.

WTS will not discontinue or dismiss a student on the grounds of having a disability alone.

However, it is allowable to exclude a student who cannot meet the inherent requirements of the course, even with adjustments or where the cost of the adjustment would cause hardship to WTS.

For more information, refer to:

- Disability Discrimination Act 1992 (Cth) (www.legislation.gov.au/Series/C2004A04426);
- Disability Standards for Education 2005 (www.legislation.gov.au/Details/F2005L00767);

Marketing authorisation for photographs and recordings

Permission from each student is required by WTS before undertaking any marketing and publicity campaigns occurring. Permission is also required when WTS uses your photograph, recordings or other materials that you might produce. Permission is covered when the student signs WTS 'Consent form'.

Mobile phones

As mobile phones are distracting and disruptive to everyone in the classroom, or any training / assessment environment, students are required to turn their phones off or set them to 'silent' mode unless prior arrangements have been made with the Trainer or person in charge.

Only in emergencies will permission be given for mobile phones or pagers to be left on in classrooms or any training / assessment environment. Should permission be granted, students must leave the room to answer calls.

Office Hours

WTS' Bendigo location opens between 8:45am and 4.45pm, Monday to Friday.

- PepperGreen Farm is open for any planned classes. The Bendigo location will still be the contact for those students undergoing training at PepperGreen Farm.
- WTS' Echuca location opens between 8:45am and 4.45pm, Monday to Friday.
- WTS' Mile End location is open between 8am and 4.30pm, Monday to Friday.

Pre-training review/ Upfront Assessment of Needs (UAN)

Prior to enrolling in your course of study, you must undertake a Pre-training review. This review is conducted to determine if the course you wish to undertake is the most appropriate course of study for you. The Pre-training review will include language, literacy, numeracy and digital testing as well as a review of the skills and knowledge you are required to have to enter the course. This may result in an adjustment to the course you are to undertake.

Photocopiers

Ask your Trainer if you need something photocopied as the photocopiers are strictly for staff use only. Please note that a fee may apply for students wanting to use a photocopier.

Photographs

While in the training premises you are not permitted to take photographs of other students or people unless you have received their permission and / or consent.

Practical Placement (Work Placement)

Some courses have a Practical Placement component included as part of the training and assessment. These placements are organised in consultation with your Trainer. It is not requirement of the employer to pay the student while the student is on the practical placement. A Practical Placement agreement MUST be signed by the student, the host employer and the WTS representative prior to commencement of the placement. WTS will arrange for this to take place. A police check or Working With Children's check may be required prior to embarking on a Practical Placement.

Recognition of Prior Learning (RPL) Credit Transfer (CT)

Applications for RPL and CT are made via the appropriate forms. Please contact WTS to request more information, the relevant Policies, Procedures or application form.

Recycling and Sustainability

WTS is committed to improving its sustainability and becoming more environmentally friendly and aims to do this by:

- Reducing our carbon footprint
- Reducing the generation of waste
- Educating staff and students on becoming more sustainable
- Become a role model for the wider community WTS is committed to a recycling — there are yellow recycle bins placed in key areas of all premises. Please use these recycle bins (e.g. for cans, paper) and help us to be more sustainable.

Room Changes

Sometimes there may need to be a change of room in which your class is held. The Trainer will be notified of any changes of location and we will attempt to contact all students in advance.

Safety and Security

As a community facility with sometimes large numbers of people moving around the premises, you are encouraged to be consciously aware of your own personal safety and security. Staff monitor situations where behaviour by others could develop into serious problems. If you become concerned about the behaviour of a person or persons, please advise your Trainer or the Reception staff.

Where classes are held in the evening, at any venue, please consider your personal safety when leaving the premises. Normal precautions should be taken such as leaving the premises in a group, parking your car close to the venue in a well-lit public area, and avoiding walking by yourself where possible. Security of personal items at all times is the responsibility of the owner, and you are discouraged from leaving any valuables unattended at any time.

Sexual Harassment and Equal Opportunity

Sexual harassment is against the law and will not be tolerated under any circumstances. Legal action may be taken against any employee, student, volunteer or anyone else who breaches the relevant laws or WTS policy.

WTS policy is to create an environment which is free from sexual harassment and where all staff, students and volunteers are treated with dignity, courtesy and respect. Any unwanted or uninvited behaviour of a sexual nature, which makes a person feel humiliated, intimidated or offended, will be considered sexual harassment. Access and Equity is an underpinning philosophy of WTS operation as a non-profit based Registered Training Organisation. We endeavour to ensure that our students have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or ability.

If you would like to see a copy of WTS policies on sexual harassment, equal opportunity, or access and equity, please ask your Trainer.



Smoking / Vaping

WTS locations are smoke free environments, and smoking is not permitted anywhere inside or outside of any of the WTS premises.

If you smoke outside a WTS building or in surrounding areas of other WTS properties you must take responsibility for removing your cigarette butts by taking them home with you or using bins provided. Dropping butts is littering and illegal and it creates unpleasant extra work for WTS staff in keeping our environment safe and clean. Anyone observed leaving butts or any other litter within the vicinity of WTS properties will be reported to the appropriate external authorities and their enrolment at WTS may be jeopardised.

Social Media use

Students are encouraged to make effective use of social media within the context of their learning. While doing so, students must be aware of the open and mostly public nature of social media programs and websites. You are expected to be respectful and courteous of others in your posts, blogs and uploads of information at all times. You must not publish or offer for publication anything offensive or that denigrates other students, Trainers, volunteers or staff of WTS, the organisation or associated entities. The social media environment is to be treated in the same way as face-to-face communications.

Student Support Services

Students may seek support at any time throughout their student journey with WTS.

Students are able to seek support through the Training Support Services Team (TSS), reception area, regarding support students require to enable them to meet their needs while studying with WTS or its partners. Support services may include assistance to students who:

- require additional support (personal or academic);
- require supports to maximise their academic achievements;
- require possible allowances and adjustments for disabilities or other reasons;
- require counselling, debriefing or a referral to another party e.g. Lifeline (13 11 14), Beyond Blue (1300 22 4636), where appropriate.

Success and Wellbeing Services (SA students only)

Success and Wellbeing Services (SWS), is designed to empower you through access to flexible, timely, and confidential support when you need it. An experienced and dedicated Success and Wellbeing Coach will provide tailored support to help you get back on track and bring your learning goals within reach.

Free support for every student, from the moment they enrol, throughout their studies, and for 12 weeks after they've completed their course.

SWS is a South Australian State Government funded program where we work in partnership with you to make sure you receive the support you need to succeed in your training journey.

WISE Training Services has 3 experienced SWS coaches who can provide support to eligible students.

Further information can be found here:

<https://mytraining.skills.sa.gov.au/support/support-during-training/success-and-wellbeing-services>

Student Surveys

WTS is proud of its record as a quality education provider. Student surveys that are provided to students allow WTS the means of monitoring and measuring all aspects of our course provision. WTS uses the information from these surveys to monitor the quality of the content of the course, the suitability of venues, equipment provision and enables us to rectify/improve any problems where students may not feel able to raise their concern directly with their Trainer.

Trainers and students are encouraged to discuss with how the course is progressing during the term of the course and any concerns about the course, or their own progress, as early as possible.

Australian Quality Training Framework (AQTF) Learner Questionnaires are usually provided to students electronically via aXcelerate (Student Management System/SMS). They are to be completed by students near the completion date of each course. This information is collated by administration staff and submitted to a government department for compiling national VET statistics. The submitted information does not include student's names.

Mid-course surveys are also issued to students during their course/s to track whether changes need to be made to the delivery, assessment or other areas of the training including the training environment. This does not apply to VET Delivered to Secondary Schools (VETDSS) who have internal processes to monitor students.

Department of Education and Training, the National Centre for Vocational Education Research (NCVER) or ASQA may request that you undertake a survey for a course you have completed in the previous year. This is generally provided to random students through an email or conducted over the telephone.

Tea Coffee Facilities

Tea and coffee are available at WTS sites.

Disposable or reusable cups are provided but where only disposable cups are available, you are encouraged to bring your own mug or cup for all future sessions for environmental reasons.

Technology Resources

Computer facilities are available at some sites for use outside class hours. Access to these facilities is dependent on the room availability. Many courses use an interactive website for students and Trainers to use to enhance their vocational learning and technology skills. Students will receive training and support in the use of this technology.

Multimedia equipment may be used in some courses and students will be given access to this equipment under the supervision and guidance of their Trainers.



Theft or Damage to Other's Property

Students involved in minor damage will be expected to clean / repair / restore the damage and formally apologise to the owner. Students who take other people's property without permission will be referred to the relevant Team Leader. A meeting will be held to negotiate repayment or replacement. The student may be excluded from their course prior to this meeting. WTS may also inform the police of the incident. This applies to WTS property or damage to other training venues.

Unique Student Identifier (USI)

All students undertaking nationally recognised training in Australia must have a USI. You will be required to use a USI to access your enrolment and achievement records from a single online source. Students often need to provide evidence of their academic achievements, for example, when applying for a job or to undertake further study. Providing the relevant documentation is provided, the online application process should only take a few seconds.

AST can apply for a USI on your behalf by having you complete the form 'Permission for WTS to Apply for Student's USI' after you have read the 'WTS USI Privacy Notice'. WTS is legally prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your program if you have not presented your USI to WTS. WTS will collect and verify USIs at the time of enrolment. For more information, including application for USI, please refer to the USI student homepage: www.usi.gov.au/students.

Unit of Competency (UOC)

A UOC is the specification of the standards of performance required in the workplace as defined in a training package. It is made up of elements, performance evidence, knowledge evidence and Assessment Conditions. You will be assessed against each UOC.

Pre-requisite units

Pre-requisites units must be delivered and assessed prior to undertaking the unit of competency another course of study. Students who have completed the relevant pre-requisite unit/s need to present evidence of holding the prerequisite unit. This can take the form of a Certificate or Statement of Attainment.

Core units

These are compulsory units of competency that **MUST** be completed as a part of an accredited course or qualification.

Elective units

These are non-compulsory units of competency allow choices to be made in the unit selection as different student cohorts may have varied learning needs and specific industry requirements. Elective units are stipulated in the qualification summary. Sometimes they may fall outside the range of stipulated electives where justification for undertaking those units is documented. The core units and elective units make up the delivery units of an Accredited Course or Qualification. Please refer to the PIDS for a list of elective units being offered and/or delivered.

Victorian Student Number (VSN)

The Victorian Student Number (VSN) is a student identification number that is assigned by the Department of Education to all students in government and non-government schools, and students in Vocational Education and Training Institutions. The number, which is unique to each student, will be used as a key identifier on a student's school record, and will remain with the student throughout his or her education, until reaching the age of 25. All students below the age of 25 years of age who are undertaking VET accredited courses in Victoria must have a VSN.

The VSN provides the capability to accurately detect patterns of student movement through, and departure from, the Victorian education and training system. It will greatly improve the collection and analysis of timely and accurate data about education in Victoria, so that future investment in education and training can be planned in a reliable manner.

Under the Education and Training Reform Act 2006, AST is required to notify the Victorian Student Register (VSR) of all student movements and changes to student identifying details. This is provided to the VSR through the student's VSN. If a student does not know whether they hold a VSN then this information needs to be documented on the enrolment form. The new VSN number will be provided to the student by letter.

The VSN does not replace the USI. If you have any issues or concerns, please speak with your Trainer in the first instance, or one of our Customer Service Officers in Reception.



Privacy Policy Statement

Our commitment to your privacy

WTS is committed to providing you with the highest levels of customer service. This includes protecting your privacy. We respect the rights of individuals to secure privacy in regard to the personal and health information supplied to WTS. We will take all reasonable steps to ensure that the collection, use, handling and disclosure of your information complies with the Privacy Act 1988 and the Information Privacy Act 2000.

Collection and use of personal information

We collect personal information from you when you apply to enrol in a course or make use of any of our other services. We collect this information either directly when you apply or from an authorised agent acting on your behalf. We will not divulge any personal information to a third party for any reason other than the primary purpose for its collection, or where required by law.

We use this information to:

- Assess your suitability to be enrolled in a particular course.
- To make further communications with yourself.
- To provide Government agencies with statistical data and evidence of our compliance with our funding and education provision requirements. (Many of our courses are subsidised by Commonwealth and State Government funding).
- Assess your eligibility for concessions and government fee subsidies.
 - to meet the legal obligation of disclosure to such agencies as Centrelink.
 - to allow you to provide us with information about our level of service to you.

We may disclose your personal information to:

- Government and regulatory authorities and other organisations, as required or authorised by law.
- Outsourced service providers (e.g. Trainers) who manage the service we provide to you.
- Your representatives (e.g. your authorised representatives or legal advisers). Our professional advisers including accountants, auditors and lawyers.

Your Rights

Under the Privacy Act 1988, you have the right to access personal information we hold about you. If the information is incorrect, you have the right to require us to amend the information.

Student Code of Conduct

This Student Code of Conduct has been developed with assistance from past students attending WTS courses in an endeavour to provide an enjoyable and positive learning environment for all. Student's

signature confirming that they have read, understood and agreed with this Code of Conduct is contained in the signature section of the Pre-Training Review form.

Rights and Responsibilities

Your rights and responsibilities as a Student with WTS:

1. You have the right to learn in a safe physical environment. You therefore have the responsibility to behave in a way that demonstrates care for yourself and the safety of others.
2. You have the right to be treated with dignity and respect. You therefore have the responsibility to conduct yourself in a manner such as not to offend others physically, or by using language which is teasing, obscene, insulting to personal beliefs, degrading or disrespectful.
3. You have the right to be treated with understanding and tolerance. You are therefore expected to be tolerant of those holding different views from your own.
4. You have the right to learn without disruption from others. Other students should not deprive you of this right by any behaviour which interferes with the process of learning and the guidelines of the Trainer. You therefore have the responsibility to co-operate with Trainers and other students to ensure that class sessions proceed in such a manner as not to interfere with any other student's right to learn or the Trainer's right to lead the student group.
5. You have the right to expect that your property will be respected. You therefore have the responsibility to respect WTS property and the belongings of all other people at WTS and not put any property at risk through carelessness or deliberate acts of interference with property that does not belong to you.
6. You have the right to learn in a healthy environment. You therefore have the responsibility not to smoke, litter, consume alcohol, use non-prescribed drugs, consume other people's drugs, or encourage others to engage in these practices at any time on WTS premises.
7. WTS operates under the same guidelines and laws as those considered appropriate in public places within a community. You therefore have the responsibility of refraining from public expressions of exclusive, intimate relationships such as kissing or any sexual activity while on WTS premises, or while attending any WTS organised activity, excursion or function.
8. You acknowledge that WTS staff members, including Trainers, have the right to exercise their role of authority. You therefore have the responsibility to respect this authority at all times.

Legal issues

Certain aspects of this Student Code of Conduct recognise in some situations that WTS is required to abide by procedures and processes prescribed by law — examples: drugs, harassment and theft. As such, any behaviour deemed illegal or questionable under relevant legislation will be referred to the appropriate external authorities.

NOTES:

[illegible]

WISE Training Services RTO 6653

Contact information

The contents of this manual apply to students undertaking qualifications / courses within WTS' scope of registration. For more information and access to WTS' policies and procedure, please contact one of our WTS at:

Bendigo:

 18-22 St Andrews Ave, Bendigo VIC 3550

 PO Box 276 Bendigo Central VIC 3552

 (03) 5445 9880

Bendigo Peppergreen Farm:

 40-44 Thunder St, North Bendigo VIC 3550

 (03) 5445 9880

Echuca:

 Shop 2, 106 Northern Hwy, Echuca VIC 3564

 (03) 5445 9880

Mile End:

 31 Sir Donald Bradman Dr, Mile End SA 5031

 (08) 8219 5300

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