

WESLEY INSTITUTE
— OF TRAINING —



ENRICHING MINDS | ACCELERATING CAREERS

STUDENT HANDBOOK 2017

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Welcome Note

Thank you for choosing Wesley Institute of Training as your training provider, and allowing us to play a role in your learning journey.

We pride ourselves on professional, flexible learning and providing you with the best experience possible to attain your learning goals.

We hope you are looking forward to your learning and making a lot of new friends along the way. We are here to help you make the most of your learning. Good luck.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with us and wish you every success in your learning.

Jan Hurn

DIRECTOR

Training

1. Wesley Institute of Training offers the following nationally recognised training:
 - a. BSB31115 Certificate III in Business Administration (Medical)
 - b. HLT37315 Certificate III in Health Administration
 - c. Medical Receptionist and Terminology Course - this course is made up of 5 units from BSB31115 Certificate III in Business Administration (Medical)
 - BSBMED301 Interpret and apply medical terminology appropriately
 - BSBMED302 Prepare and process medical accounts
 - BSBMED303 Maintain patient records
 - BSBMED305 Apply the principles of confidentiality, privacy and security within the medical environment
 - BSBWHS201 Contribute to health and safety of self and others

Training Programmes

Training Services provided to clients follow the policies and procedures developed to meet the Standards for Registered Training Organisations (2015).

Wesley Health Management's course is competency based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a nationally recognised qualification. Nationally recognised qualifications are set out in Training Packages and these can be viewed at www.training.gov.au

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to any client regardless of where they are, or the mode of training delivery provided.

To be deemed Competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications in the classroom over a period of time.

Mutual Recognition

2. Wesley Institute of Training recognises the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by any other Registered Training Organisation.

Recognition of Prior Learning

3. Recognition of Prior Learning (RPL) is the determination, on an individual basis, of the skills and knowledge obtained by the learner through previous training, work experience and/or life experience. RPL is used to determine the advanced standing, within a training program, that the learner may be awarded as a result of this learning/experience. RPL assessments are primarily used to determine an individual's starting point in a course or program.

4. RPL Applications may be made by completing the RPL Eligibility Kit available on the Wesley Institute of Training website or by contacting our office. Details about the RPL process and costs are provided with this Kit. On completion of the Kit you will be contacted by a trainer to discuss your suitability for RPL.

Language, Literacy and Numeracy

5. Students enrolling into the Certificate III in Business Administration or Certificate III in Health Administration may be required to undertake a test to assess their literacy prior to enrolment. Where a student has not completed Year 10 or equivalent in an English speaking school or has not undertaken another recognised form of English language training they should contact Wesley for further information on undertaking the assessment.
6. If a student does not meet the LLN requirements of the course they will be referred to a provider to assist them to developing their foundation skills prior to commencing their studies. This additional study is the responsibility of the student enrolling, although funding may be available.

Course Pre-requisites

7. A minimum standard of Year 10 English (or equivalent), basic computing skills and access to a computer, printer and the internet are required for all courses.

Enrolment & Course Selection

8. To enroll in a training programme with Wesley Institute of Training students are able to call the office, post in an application form or apply online.
9. Applicants who meet the pre-requisites of the course are able to enroll and secure a place by making the minimum payment required and completing the enrolment form (Online, over the phone or posted). Applicants will be advised if the course is full.
10. Students applying for a funded place may need to provide additional information. They will be contacted by a training consultant to discuss the requirements or make an offer.

Unique Student Identifier (USI)

11. All students are required to obtain a Unique Student Identifier (USI) at the time of enrolment. Students must apply for and bring their USI with them on the first day of the course or enter the USI using the link provided to the student log on. USI's will be recorded on the Attendance Roll. If a student does not provide a USI within 7 days of course commencement, or if their USI is unable to be verified, they will be unable to receive their certificate on completion of the course. This will be treated as a late submission and subject to a \$45 administrative fee. Certificates are unable to be issued to students who have not provided a verified USI.

Assessment

12. In simple terms, Assessment is the process of **collecting evidence and making judgements** on whether competency has been achieved. To achieve a '**COMPETENT**' outcome students must satisfactorily complete all the requirements of the Unit of Competency. This means that they are assessed in terms of being able to do the job to the required industry standard.
13. If assessments are not received by the due date, students will be assessed as Not Yet Competent (NYC). Students can re-submit the assessment; and re-assessments will be conducted during the next course. There is an administration fee of \$85.00 for late assessments. Students are notified at the start of their course of the Assessment Schedule so that there is plenty of time to prepare for upcoming assessments.

14. If assessments are received on time and all work has been attempted and all classes attended, but the student is still NYC the student has the opportunity to resubmit their assessment up to 2 times in total. There is no charge for this re-assessment. After 2 submissions it is recommended that the student repeats the training.
15. Certificate III in Business Administration and Certificate III in Health Administration students have a maximum duration of 12 months to complete their qualification. This means that all assessments should be submitted at least 12 months from the date of enrolment. Students are able to apply for an extension to their course in exceptional circumstances at a cost of \$250 for 6 months.

Assessment malpractice

Assessment malpractice includes: cheating, collusion and plagiarism.

Wesley Institute of Training Wesley Health Management regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Wesley Institute of Training has policies and procedures in place for dealing with assessment malpractice.

16. **Cheating**
All assessments must be 100% the students own work. Cheating or the use of another person's work and submitting as their own is cheating and will not be tolerated.
17. **Collusion**
Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is each student's responsibility to ensure that other clients do not have the opportunity to copy their work.
18. **Plagiarism**
Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.

Students must follow referencing guidelines if they take another person's ideas, and put it into their own words.

Retention of Assessments

19. As directed by ASQA, Wesley Institute of Training are required to collect and hold all assessments for a minimum of 6 months after the assessment. In addition to this requirement, students receiving funding towards their training are advised that Wesley are required to keep copies of their assessments for 6 years. Students will be advised of the requirements for retention by their trainer.
20. After holding your completed assessments for 6 months Wesley Institute of Training will email students to determine whether they would like to have their assessments returned or destroyed. An administrative fee of \$25 will apply for students requesting return of their assessments. Students completing a funded qualification are requested to keep a copy of their assessments, should they wish to, as these are not able to be returned for 6 years.

Access and Equity

21. Wesley Health Management is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it.
22. We ensure that our student selection criteria are non-discriminatory and provide fair access to training for the disadvantaged.

Student Support

23. We provide guidance where possible to assist students in meeting their learning needs and course expectations through the provision of support by trainers and assessors. Assistance during the course will include, but not limited to:
- a) Email / Phone Support
 - b) On-line Student forum
 - c) Site Visit (if applicable: charges will apply)
 - d) Referral to other services (fees may apply)
 - e) On site mentoring for trainees

Work Health and Safety

24. Wesley Institute of Training is committed to implementing, maintaining and continuously improving Workplace Safety and Health in all of its training locations. The management of Wesley Institute of Training recognises that it has a responsibility to provide and maintain a safe environment for staff, students and visitors alike.
25. This responsibility, obligation and involvement is transmitted to all staff to ensure a safe and healthy workplace is maintained. Students should report any health and safety issue or incident to their trainer as soon as practicable.

Duty of Care

Under Workplace Health and Safety legislation, clients have a duty of care to maintain a safe environment for both themselves and their fellow clients.

26. Should a student be involved in an accident which results in personal injury and/or damage to equipment or facilities, they should notify their trainer immediately.
27. If a student has a personal health condition which may become critical while attending training, please advise Wesley before commencing the course. All information will be treated in strict confidence and is only needed so Wesley Institute of Training can provide support or treatment should an emergency arise.
28. Emergency procedures and exit plans must be followed.

Students have a duty to:

29. Protect their own health and safety and to avoid adversely affecting the health and safety of any other person;
30. Not wilfully or recklessly interfere or misuse anything provided by Wesley Institute of Training in the interests of health, safety and welfare;
31. Cooperate with health and safety directives given by staff of Wesley Institute of training;
32. Ensure that they are not affected by the consumption of drugs or alcohol.

Making the most of the training program

33. It is very important to make the most of your training opportunity. Please note it is each students responsibility to do this. To optimize learning and successful completion, undertake to do the following:
- Attend the workshops and complete all required reading and learning activities
 - Students have the responsibility to notify head office if they are not able to attend or have missed a session
 - Prepare well in advance of each workshop
 - Be a willing participant
 - Work with fellow clients
 - Respect other people's opinions

- Ensure you have a clear understanding of the assessment requirements
- Take responsibility for the quality of evidence that you submit to the Assessor
- Keep track of your progress
- Complete and submit all assessment tasks using clear and concise language
- Be willing to contact your trainer if you do not understand the training activity or assessment task
- Keep up to date with online content and stay in regular contact with your trainer

Breaches of discipline

34. All Wesley Institute of Training students are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breach of discipline will result in the student being given a 'verbal warning'. Further breaches will result in a student being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant dismissal from the training environment. Serious breaches (including, but not limited to, physical or verbal abuse or intimidation, destruction of property etc) may result in a student being excluded immediately.
35. If a student is found to have breached discipline standards all fees paid will be non-refundable.

Appeals and Complaints Policy

36. Complaints are an avenue of ensuring that we identify and overcome problems faced by students, and provide an opportunity to improve our business and/or the delivery of our training programs. Wesley's complete Complaint and Appeal Policy can be found on the Wesley Website.
37. If students are unhappy with any aspect of their course they should first try to resolve the issue with the staff member concerned. If they are unable to or not comfortable doing so students have the right to submit an Appeal or Complaint in writing. Wesley Health Management will conduct an investigation, assess the situation and take appropriate action. Students will be notified in writing of the outcome of any complaints.
38. Wesley Institute of Training supports the rights of a student to lodge a grievance or complaint and will not impair that right in any way. Wesley Institute of Training will do everything possible to address all grievances or complaints in an unbiased and professional manner.

Refunds and Payments

39. The full Payment and Refund Policy is available on the Wesley Institute of Training website. The following information is a summary of the key points only and is not intended as a substitute for the full policy.

Full Fee Paying Students

40. All monies received, including deposits, are non-refundable once received unless Wesley Institute of Training change or are unable to deliver a course.
41. Course payment is due in full on or before the first day of training. Students enrolling in a full qualification may choose to defer part of their payment by completing and signing a payment plan authorisation.
42. Charges for full fee paying students are summarised below:

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|---|------------------------|
| Non-attendance without notice | Full course cost |
| Transfer to another session with less than 5 days notice (once only – except Computing) | \$45 |
| Transfer to another session with more than 5 days notice (once only – except Computing) | Free |
| Transfer to another session with less than 14 days notice - Computing | Full course cost |
| Transfer to another session with more than 14 days notice - Computing | Free |
| Dishonour fee (for missed payment on payment plan) | \$30 |
| Accounts overdue more than 30 days | Cost of debt collector |

| | |
|--------------------------------------|-------|
| Late assessment marking fee | \$85 |
| Reissue or late issue of certificate | \$45 |
| Assessment re-marking fee | \$25 |
| Course Extension (further 6 months) | \$250 |
| Re-assessment typing test (per test) | \$8 |

Funded Students

43. Details of fee structures to funded students will be provided to potential students prior to enrolment.
44. Each state and funded course has different requirements so these are detailed in full in the Wesley Institute of Training Payment and Refund Policy. Students must read and understand this policy prior to enrolling into a funded course.

Privacy Policy

45. To provide training and assessment services Wesley Institute of Training must collect personal information from staff and clients. This information is required to be reported to ASQA under the requirements of the Australian Vocational Education and Training Management Information Statistical Standards (AVETMISS).

Information collected includes:

- Name
- Address
- Contact details (telephone)
- Date of Birth
- Gender
- Country of birth
- Language spoken at home
- Level of English spoken
- Disability information
- Highest secondary schooling completed
- Other qualifications completed
- Current employment status
- Indigenous Status

Wesley Institute of Training use the information collected for the purpose disclosed at the time of collection or otherwise as set out in this Privacy Policy. We will not use your personal information for any other purpose without first seeking your consent, unless authorised or required by law. Generally, Wesley Health Management will only use and disclose your personal information:

- a) To establish and maintain your relationship as a customer of Wesley Institute of Training
- b) To provide the products and services you have requested from Wesley Institute of Training
- c) To administer and manage those products and services
- d) Report to registering bodies in relation to training services provided

Administration

46. Please ensure that Wesley Institute of Training has up to date contact details at all times during the course. Important course information will be emailed so students are required to check email regularly.
47. At the completion of the training program a Qualification or Statement of Attainment will be issued within 30 days for the Units of Competency achieved if Wesley have been notified of the students Unique Student Identifier (USI) and the student does not have outstanding fees.
48. Students who require a certificate to be re-issued for any reason will incur a \$45 fee payable in advance.

49. Questions regarding enrolment in one of our courses can be addressed by contacting the Office on (08) 9470 2000 during WST business hours or email info@wesleytraining.edu.au

Guarantee Policy

50. Wesley Institute of Training provide a guarantee to students completing the course content and not having attained competency.
51. If students have attended all sessions, completed all formative activities and assessments in a timely manner, and still not attained competency, Wesley Institute of Training will allow the student to repeat the training and attendance at a further course at no charge.
52. Should a student not have attended sessions or completed assessments on time, then the usual administrative charges will apply