

WESLEY
INSTITUTE OF
TRAINING

20
24

STUDENT HANDBOOK

WESLEY

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Welcome

At Wesley, we pride ourselves on outstanding, flexible learning and providing our students with the knowledge and skills required to achieve their career goals in the health industry.

On behalf of Wesley Institute of Training, I would like to welcome you to our organisation. This handbook was developed as a guide for our students and to outline the policies, programs, and benefits available to you.

At Wesley, we pride ourselves on professional, flexible learning and providing our students with the best experience possible to attain their learning goals.

Wesley has been a quality RTO (Registered Training Organisation) for over 20 years in Australia and is proud of our involvement in Industry by providing exceptional Nationally Accredited Training in the Health professions, Australia wide.

With the number of health support professionals increasing by over 40% , with strong future growth also predicted, there is an increasing need for support and care staff to assist healthcare practitioners in their work. With an aging population, a career in health offers a stable career path where your life experience is highly valued and offers stability and growth.

We assist people from a variety of backgrounds to obtain a qualification in health. We help people reskill for a different career, for those re-entering the workforce or those beginning their careers.

We can coach you in developing your knowledge and skills to support your goal to work in a care and health-based industry.

Our courses are geared to a flexible combined learning approach, to support busy people achieve their learning goals. Underpinning our online learning, Wesley also offer face-to-face intensive workshops to ensure students feel connected and engaged with their mentors.

Towards the middle of your studies, we will support you through our Careers Coaching program. Drawing from our rich experience in recruitment, we offer student mentoring, coaching, and resources designed to assist you with your job search.

Thank you for the opportunity to introduce our Institute to you.

We look forward to assisting you on your medical healthcare education journey.

JAN HURN
CHIEF EXECUTIVE OFFICER

Our Vision and Values

We believe that each student contributes directly to Wesley's growth and success, and we hope you will take pride in being a part of the Wesley Cohort.

There is no better time than now to train for a Career in the health professions. In Australia, the health industry is now the largest and fastest growing employment sector.

At Wesley, our vision is to empower individuals by formalising their innate capacity for support and compassion, through education and training. Our Qualification, enables students to care for and support others. Our students become valued members of dynamic medical teams, supporting a range of professionals.

Education lies at the very essence of our mission. We are committed to providing real-world and inspiring learning experiences that reflect industry standards.

Working in the health sector is a career experience second-to-none. Thank you for the opportunity to introduce our range of learning opportunities. We look forward to welcoming you to our community.



Wesley values the importance of training medical support teams as being fundamental in ensuring the seamless functioning of our healthcare systems.

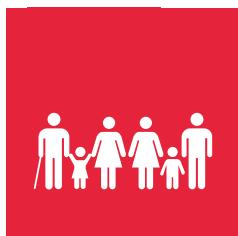
Through comprehensive training, our students gain the expertise to streamline operations, optimise workflows, and enhance efficiency, ultimately contributing to improved patient outcomes and satisfaction.

In investing in their education and development, we not only empower individuals but also fortify the foundation of a healthier, more compassionate world for generations to come.

About Wesley RTO 50921

Wesley Institute of Training

- BSB30120 Certificate III in Business (Medical Administration)
- HLT37315 Certificate III in Health Administration
- HLT47315 Certificate IV in Health Administration
- HLT33021 Certificate III Allied Health Assistance
- HLTSS00083 Infection control Skill Set
- Medical Reception and Terminology Short Course Skill Set
- Medical Triage for Non-Clinical Staff



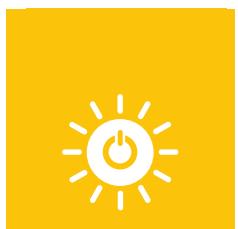
OUR OBLIGATIONS TO YOU

Our obligations to you, the learner, include being responsible for the highest quality of the training and assessment which must be in compliance with the Standards for Registered Training Organisations (RTOs) 2015, for the issuance of Australian Qualifications Framework (AQF) certification documentation, and to keep you informed of any changes which effect you.



QUALITY ASSURANCE AND RICH INDUSTRY EXPERIENCE

Wesley have been a quality leading RTO specialising in health, since 2001 in addition to being a Medical HR Organisation. A Registered Training Organisation (RTO) is a training organisation providing Vocational Education and Training to students, resulting in qualifications or statements of attainment that are recognised and accepted by industry and other educational institutions throughout Australia.



STUDENT SUPPORT OUR PRIORITY

Wesley offer a true Combined Learning approach. Wesley has employed dedicated mentors to assist students on a day-to-day basis with all aspects of their learning. Further, our industry leaders hold regular Live *iTutorials* to engage with students via a face-to-face learning environment. Wesley also offer F2F intensive workshops on Saturdays all over Australia. Student support can be accessed via mentor@wesleytraining.edu.au

Learners rights and responsibilities

When studying with a Registered Training Organisation (RTO), there are certain rights that you, the learner has, and also a few responsibilities too.



OUR RESPONSIBILITIES TO YOU AS A QUALITY RTO

It is your right that:

- The course that the you have decided to study meets both current industry standards and accreditation requirements;
- Prior to enrolment, you are entitled to access course information and our policies and procedures included in this Handbook and also Support Services via [our Website](#)
- You have the right to know if the RTO closes or stops delivering the course or any part of the course you are enrolled in;
- You are treated fairly and respected by fellow students and staff;
- You are trained in an environment free from any form of discrimination and harassment and in a safe and supportive environment;
- Your personal records are kept private and secure and only made available to authorised users;
- You have access to our Complaints and Appeals process and our Refund Policy;
- You receive compliant, quality training and assessment;
- If you are deemed competent and all other obligations such as payment have been met, that you receive AQF certification (this applies to accredited courses only).

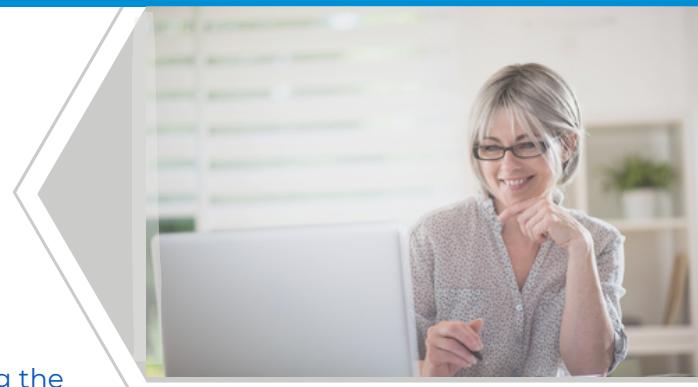


YOUR RESPONSIBILITY

- To manage your own learning and assessment requirements (i.e. participate in activities, complete activities etc). To have a regular study schedule in line with the Plan.
- To read and follow the Wesley Training plan in the order required. To read all introductory instructions and follow the instructions to the best of your ability; To make yourself available for any essential workshops as part of the program
- To take full ownership and responsibility for your learning journey - own it!;
- To complete all assessments within the set time periods or liaise with your mentor for due dates to be altered; Wesley expect assessment activity at least every calendar month. Also, due study time must be given to units as per the Gvt guidelines.
 - **Funded students need to attain to minimum contact/study/assessment hours to retain their funding place.**
- To treat all staff and other learners with respect and fairness; bullying, intimidation or rudeness will not be tolerated. Wesley values are the guiding light we build our framework of behaviour upon.
- To follow all health and safety procedures in the learning environment;
- To provide proof of eligibility such as pre-requisites;
- To cooperate with health and safety directives given by staff of Wesley;
- To ensure you are not affected by the consumption of drugs or alcohol;
- To advise staff of any changes to your personal details; and
- To advise staff if you will be withdrawing from the course

Enrolments

Enrol anytime after confirming your suitability for your chosen program



The application process starts with finding the right program. Your consultant can help you ascertain which course is most suitable for you and if the program will meet your career goals. We will assist you make good decisions and ensure you have the tools to complete your study successfully.

2. Secondly, make sure you comply with all the entry requirements for the course you wish to enrol into and have the relevant documents ready for your enrolment.
3. Funded students, will need to complete an Application which will quiz the eligibility criteria as well as collecting evidence required for your enrolment (ie ID, proof of residency, concessions etc).
4. **Private-fee students can enrol online or by via phone:** 1800 001 123 during office hours (9-3.00 pm). Online bookings can be made at: <https://wesleytraining.edu.au/all-courses-enrolments/> or via the [Enrolment FORM](#). Your enrolment period commences from your date of commencement.



Study periods

Generally, Certificate III and IV level courses have a 12 month enrolment period, although students should aim to complete in 8 months. Students may apply to extend their enrolment on a month-by-month basis, for which extra fees apply. Extensions are granted at the discretion of management and require a history of steady study habits.

If you require longer time to complete your studies, beyond the allowable 6 month extension time frame from original commencement date, a new full course enrolment of 12 months for Certificate III or IV or 4 months for short courses will apply, with course fees due and payable - discounted at \$100 per unit still outstanding. Transfers to a new Qualification will be offered at 50% discount of standard rrp rates. Any previously completed units may be applied to the new course enrolment providing they are deemed equivalent at the time of the new enrolment as credit transfers.

Students applying for a funded place may need to provide additional information. They will be contacted by a training consultant to discuss the requirements. Eligible students will be made a formal offer of enrolment. Wesley LMS portals will be activated within 1-3 working days after receipt of course payments and for funded students, after receipt of all required Government evidence.



Study extensions

Apply for study extensions [HERE](#). Fees for study extensions can be found under our miscellaneous pricing.

Enrolments

USI's and Mutual Recognition



All students need a USI number in Nationally Accredited Training in Australia. Students need to either supply their USI number or give permission to Wesley to source their USI number at the time of enrolment. <https://www.usi.gov.au/students>

Please note that Certification and Qualifications cannot be issued without a USI. Learn more about how to apply for a USI in this simple video explainer [HERE](#). Should a USI not be provided after one follow up - an administration fee of \$45.00 is payable for USI administration as outlined in the FEE SCHEDULE.



Issuing of SOAs and Qualifications

Students who have successfully completed their study program (Skill Set or Qualification); will receive an email acknowledging your successful completion. Please advise Wesley office of any change of address. Your Certification will be generated and mailed within 30 days to comply with ASQA regulations.



Mutual recognition

A student may already have skills and knowledge that will enable them to gain a qualification, skills set or units of competency without taking part in a whole training program. The skills and knowledge may have been gained through study or work. Recognition against these skills is divided into two categories:-

- [Recognition of prior learning \(RPL\)](#)
- [Credit transfer \(CT\)](#)



Recognition of prior learning (RPL)

1. Recognition of Prior Learning (RPL) is the determination, on an individual basis, of the skills and knowledge obtained by the learner through previous 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.

2. RPL Applications may be made by completing the [RPL Eligibility Kit](#) available on the Wesley Institute of Training website (Student Services) or by contacting our office. Details about the RPL process and costs are provided within this Kit. On completion of the Kit you will be contacted by a trainer to discuss your suitability for RPL, along with pricing. RPL process may take up to 30 days after receipt of all required evidence.



Credit Transfers

Wesley Institute acknowledges qualifications and statements of attainment issued by other registered training organisations. This is commonly known as credit transfer. Credit transfer is usually for purposes of:

[For part completion of a qualification based on statements of attainment for the units/modules already held by the student.](#)
Credit transfer does have a limited lifespan. If your qualification/ statement of attainment is currently listed on the National Register and is still a component of a qualification that you wish to undertake, credit transfer will be granted by our organisation. If your qualification/statement of attainment held has been superseded and is no longer on the National Register or is not the version required by the qualification into which you wish to enrol, the credit transfer process does not apply.

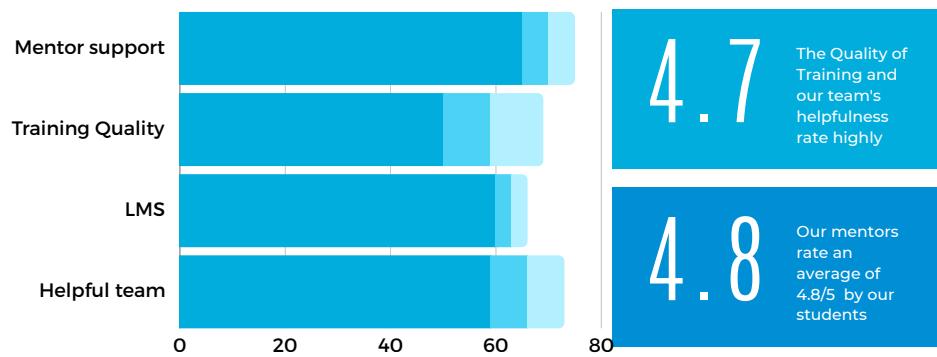
Pre-requisites to studying with Wesley

A minimum standard of Year 10 English and Maths (or equivalent), basic computing skills and access to a computer, printer and the internet are required for all Wesley accredited courses. Should English not be your first language, or you are not sure of your standard of literacy and numeracy, Wesley will provide an LLN test to assist you. LLN tests are compulsory for all government funded qualifications. Wesley will provide various study options and solutions, should your LLN indicate extra support.

Student support

Student support over the duration of your enrolment occurs via the Wesley interactive live Virtual Webinars providing Q&A, tutorial and support sessions (refer to the Wesley Timetable on your student portal); and via our wonderful Mentor Help Desk. **Mentor Help Desk is a highly responsive unit** designed to assist in all student queries. [Log a ticket by emailing **mentor@wesleytraining.edu.au**](mailto:mentor@wesleytraining.edu.au) Assistance and engagement is also offered via the Discussion Boards on CANVAS LMS – engage with lead trainers and fellow students.

Wesley are proud of our mentor support team. Students rate our Mentor experience an average of 4.8/5 after their Wesley experience.



Managing Individual Needs

During the enrolment process Wesley Training personnel engage with prospective learners during first point of contact, via the enrolment form and during the new welcome engagement. This multipoint approach ensures that learners entering a training program with Wesley Training will have their individual needs identified, enabling the allocation and arrangement for applicable support services. Extra support services may attract costs as required.

For example, additional costs may be incurred in the following areas:

- External LLN support services;
- Translator services.



Student support - Induction and Reaching Out

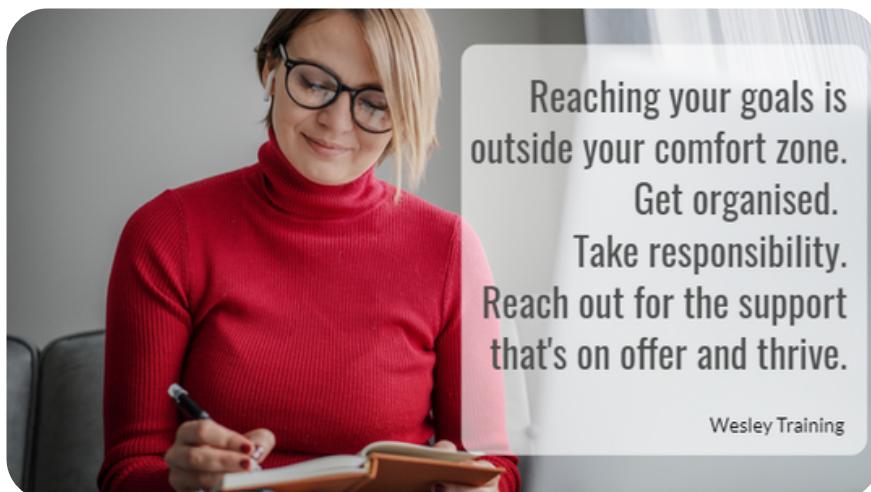
Student support starts with a strong induction process offering active support for our students.

By the time a student begins their study, they will have received the following induction support:

- The Student Handbook and various links to policies and procedures useful for the student experience is available prior to enrolment;
- All course information, fees and program-specific information;
- A LOGIN guide to aid working with software and ITs;
- A Username/Password to Axcelerate Student Management software - to enable students update student details, demographics and USI information;
- An invitation to view the Induction Tutorial 'Welcome to Wesley and your LMS' - all students are required to undertake this induction resource and ask questions for reinforcement if required;
- Invitations to Axcelerate LMS - Learning Management and Student Software and access to resources, tutorials and further instructions and guidelines;
- A Live Webinar Timetable of the current month or next month's Live Tutorials for planning. Two essential workshops are included which occur later in the program.
- A dedicated Training Plan with reference to the Qualification being studied and a strong reference to print out and work towards the detailed Plan;
- A Wesley mentor will contact the student for an Onboarding introduction to get started strongly. Mentoring availability and services are explained. For additional mentor support, please register for Live tutorials, led by industry leaders and mentors.
- Reminder and support emails are automatically sent throughout the program, to encourage, guide and re-inforce the learning journey;
- Students are invited to discuss their course content with fellow students and trainers in the Axcelerate Discussion Board; The Discussion board is a positive board with contributions and discussion and is not the forum for complaints which should be communicated directly to your mentor.
- Students are actively followed up one month after beginning studies to check on progress and offer further support;
- Trainers and Industry Leaders are available for 1:1 engagement via our i-Tutorial classroom sessions.

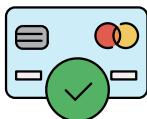
Wesley is very proud of our mentor support team.

Students rate our Mentor experience an average of 4.8/5
after their Wesley experience.



Fees and charges

Wesley endeavour to make our quality training affordable for everyone with flexible payment options



Account name: Wesley
BSB number: 016452
Acc number: 415692424

A. Payments may be made by credit card (MasterCard or Visa), direct deposit or via Zip Pay or ZipMoney (interest free payment plans). A student is not considered enrolled in a course and therefore not eligible for the issue of an award, until the required fee is paid.

B. Payments via credit card or direct deposit can be made online or over the phone. DD's will need to be cleared, and should contain your surname.

01

Flexible interest free payment plans



Interest-free repayment plans are available via ZipPay under \$1000. Interest-free repayment plans are available via ZipMoney for amounts over \$1000.

More information about our payment plans can be found here :

[PAYMENT PLANS](#)

*Students should read the full terms and conditions on this page and on <https://zip.co/> before making a decision around whether this payment option is suitable for them.

02

Deposits and Pre-Paid Policy

Wesley courses are paid in full at the time of enrolment (either by CC, DD or Zip)

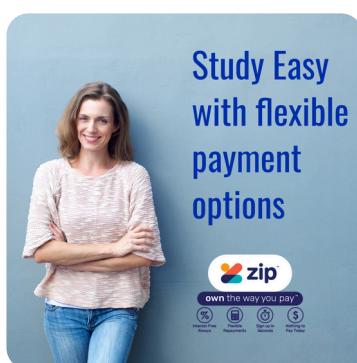
SALE Short course pricing may be held with a \$400 deposit, the balance due before the course is released to the student. Higher Qualification amounts of \$1500+ will be released on receipt of pre-paid fees then final payment due in 60 days; or interest-free ZipPay plans are accepted.

For higher Qualifications, student course deposit amounts are limited to \$1,500, and we do not collect more than \$1,500 per learner in prepaid fees. ('Prepaid fees' means fees collected before the relevant services are provided.) For learning programs or services with a fee in excess of \$1,500, the final payment shall be made after 60 days. Interest-free repayment plans are available via ZipPay

Fees and charges

Wesley endeavour to make our quality training affordable for everyone with flexible payment options

03



04

Payments and testamurs

The same method of payment for Qualifications over \$1500 will be used for the balance to be paid after 60 days of course commencement, automatically. We will not issue you your testamur until the final balance payment has been received. If you fail to remit the balance payment on the due date:

- Your enrolment will be suspended until the balance is remitted. (This means that Wesley Training will not provide further training, assessment or support services to you until the balance is paid.)
- Your enrolment period expiration date remains unaffected by the suspension.

Special discounts and payment plans

From time to time, Wesley may advertise special discounted pricing for students who are not eligible for Government funding. These discounts are not applicable to Zip payment plans or invoicing via third parties. Advertised flash sale specials are for private fees paid in full prior to course start, for qualifying students.

05

GST and Training Costs

The Goods and Services Tax (GST) is exempt from most of our products and services under Australian Taxation Office rulings (including Goods and Services Tax Rulings GSTR 2000/27 and GSTR 2003/1).

06

Corporate Clients

Confirmed bookings will require a 25% deposit to allocate schedules, trainers and resources (face to face and online). This is a non-refundable amount should the client cancel. The remaining 75% is due 5 days prior to the training date.

Funding guidelines QLD

If you have received a Gvt Funding Scholarship, there are some evidence requirements

01



Enrolment Form

- After an Offer is received by Wesley Training, a student can accept the offer by completing the Enrolment Form.
- Completed details required include:
 - The highest qualification completed, any partially completed qualifications, and any currently enrolled courses (evidence must be requested and retained).
 - Previous names.
 - Age at the time of enrolment.
 - Permanent residency in Queensland.
 - Australian or New Zealand citizenship, permanent residency, or visa status.
 - Eligibility for concession.
 - If you are enrolled in secondary school or the highest year you have completed in school
- A student Co-Contributions payment is required to complete the enrolment process as well as reading the C3G student Factsheet.

02



Evidence required

Evidence is required of Australian residency, or citizenship, address, Qld residency, age at enrolment and any concessions.

Types of common evidence (but not limited to) include:

- Drivers license (front and back)
- Green Medicare Card
- Concessional, HCC, Pension or DVA
- Other forms of evidence are suitable, please enquire

Other evidence includes disability, Aboriginal or Torres Strait Islander, or partner/dependant of a person who holds a Health Care and/or Concession Card.

03

Student Services

All students participating in the C3G program, will complete a LLN examination to ascertain student needs. While there is a pre-requisite to completing the Wesley program, Wesley with C3G Dept, will assist students eligible for assistance by redirecting the student to an approved supplier. For further information refer to: • Adult Migrant English Program (AMEP) • Skills for Education and Employment (SEE). Wesley will make every endeavour to make reasonable adjustments for students seeking support for a range of conditions and disabilities.

Funding guidelines WA



If you have received a Gvt Funding Subsidy, there are some evidence requirements, and terms and conditions

01



Enrolment Form and Fees

- Wesley will forward you an OFFER to reflect what funding is available from WA Jobs and Skills After an Offer is received by Wesley Training, a student can accept the offer by completing the Enrolment Form.
- All Wesley students are issued with an Invoice/Receipt even if their course is FEE FREE.
- Completed details required include:
 - The highest qualification completed, any partially completed qualifications, and any currently enrolled courses (evidence must be requested and retained).
 - Visa details if applicable
 - Age at the time of enrolment.
 - Permanent residency in WA
 - Australian or New Zealand citizenship, permanent residency, or visa status.
 - Eligibility for concession.
 - If you are enrolled in secondary school or the highest year you have completed in school

02

Evidence required and terms and conditions

All students accept the Terms and Conditions of WA Jobs and Skills outlined [HERE](#) as part of their enrolment. Evidence is required of Australian residency, or citizenship, address, WA residency, age at enrolment and any concessions.

Types of common evidence (but not limited to) include:

- Drivers license (front and back)
- Green Medicare Card
- Concessional, HCC, Pension or DVA
- Evidence of Residency or Citizenship required

Other forms of evidence are suitable, please enquire. Other evidence includes disability, Aboriginal or Torres Strait Islander, or partner/dependant of a person who holds a Health Care and/or Concession Card.

03

Student Services

All students participating in the WA funded program, will complete a LLN examination to ascertain student needs. While there is a pre-requisite to completing the Wesley program, Wesley will assist students eligible for assistance by redirecting the student to an approved supplier. For further information refer to: · Adult Migrant English Program (AMEP) · Skills for Education and Employment (SEE). Wesley will make every endeavour to make reasonable adjustments for students seeking support for a range of conditions and disabilities.

Refund Policy

A student or client requesting a refund must download, complete and [submit our refund request form](#).

You must read the course page, course brochures and/or student enrolment guides to ensure that you purchase the correct online course suitable to your situation.

Online + Blended Learning

- No refund is available to students and clients who have paid for online training once the course has been made available.

Zip Money Purchases

- 75% refund on payment received within 1 day of course start or release of course
- No refunds available after course start or release of course
- Refunds will take up to 4 weeks

Wesley cancelled courses

A full refund or transfer to another course is offered to any course cancelled by Wesley Training

Workshops

All course fees include a non-refundable \$200 administration and resources fee.

- 100% refund for refund requests two weeks prior to workshop start.
- 50% refund for refund requests received less than 2 weeks prior.
- No refunds available after class has started or online course released.

Tutorial transfer fee

- No transfer fee, if transfers are requested within 3 days of LIVE Zoom TutorialWorkshop (including online)
- \$28 transfer fee for requests within 2 days
- \$28 fee for students who do not attend

NSW Smart and Skilled

- During 2024, BSB30120 is FEE SUBSIDISED. A state-driven 'cooling-off' period is recognised for all new enrolments.
- NSW Smart and Skilled offer individual quotations for subsidies depending on a range of individual circumstances. Refunds are not possible when course material has been delivered and accessed.

Assessments

Valid - Sufficient - Authentic - Current



What is an assessment?

'Assessment' is the process of collecting evidence and making judgements on whether a competency has been achieved. To be assessed as competent, you must provide sufficient evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. When your assessor is marking, they will use the terms **SATISFACTORY (S)** or **UNSATISFACTORY** for an activity toward the eventual competency and **COMPETENT (C)** or **NYC (Not Yet Competent)** for the overall unit of competency.

Assessment attempts and returns

Assessment attempts: Unless otherwise specified in the course brochure, three assessment attempts per unit are included in the course fee, after which an additional assessment fee may apply as detailed on our website under miscellaneous fees.

Assessment returns: Unless otherwise specified on the course webpage, Certificate III and IV course assessments must be completed within 12 months of having enrolled in the course, and short course students assessment must be completed within 4 months of having enrolled in the course. 'Second attempt +' assessment submissions must also occur during this period. Extensions are available at costs outlined in miscellaneous fees to a maximum of 18 months for Qualifications, after which re-enrolment fees apply.

Assessment ownership and retention: Because we are obligated under legislation to retain the evidence used as the basis of our assessment decisions, ownership of all assessment material submitted to us transfers to us upon receipt of the material. If students wish to have a copy of their assessment, this should be copied by the student on submission of the assessment. (Right-click Print).

Assessment decisions

Assessment decisions: Our assessment decisions are based on your completed assignments, projects and question banks. This work must be:

- **Valid:** Our assessor must be assured that you have the skills, knowledge and attributes described in unit of competency and associated assessment requirements.
- **Sufficient:** Our assessor must be assured that the quality, quantity and relevance of your evidence enables a judgement to be made of your competency.
- **Authentic:** Our assessor must be assured that the presented evidence is your own work.
- **Current:** Our assessor must be assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past, i.e., within the past couple of years.

Equity and Codes of Conduct

Access and Equity
Training and opportunities for everyone

Wesley Institute of Training 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.

We ensure that our student selection criteria are non-discriminatory and provide fair access to training for all students who meet pre-requisites, regardless of their background or access requirements. To assist in identifying any special learning needs, we ask that all students provide us with information regarding any special learning needs in your enrolment form, prior to the start of your training. If you do have any learning difficulties you are encouraged to discuss these with our team prior to course commencement or during the course welcome by your mentor. Students requiring special assistance are welcome in our classes but should note that they are responsible for providing any unique specialist support such as the provision of interpreters or additional equipment at their own cost.



01

Own it!

Taking responsibility

- Regular participation and study is required for all training units to successfully complete the course. Reference your training plan and due dates and follow guidelines. If a due date is an issue - contact your mentor. The due dates are there to guide you in your studies towards achieving your study goals.
- If you do not participate regularly and study during the program you will be required to discuss your position with your Mentor. You must follow the order of the plan and review all materials as required. On the other hand it is not appropriate to spend an hour reviewing material then embarking on assessments. Sufficient study time and effort is required.
- You are expected to display a high level of personal responsibility for your learning/assessment process and for your interaction with other students and staff members.
- You are required to notify Wesley Training of any intent to withdraw from the program.

02

DEPENDING ON THE NATURE OF THE CONDUCT, OUR STAFF MAY EITHER (1) GIVE A STUDENT A WARNING FOR ANY BREACH OF THESE STANDARDS AND ANY REPEAT OF THE BREACH CONSTITUTES GROUNDS FOR TERMINATING THE STUDENT'S ENROLMENT, FOR WHICH ALL FEES PAID ARE FORFEITED AND NON-REFUNDABLE, OR (2) IF WE DEEM THE BREACH SUFFICIENTLY SERIOUS WE MAY IMMEDIATELY TERMINATE THE STUDENT'S ENROLMENT.

Codes of Conduct and Disciplinary Action

- **Students must act appropriately.** Examples of inappropriate behaviour include threats, insults or abuse; derogatory comments; offensive or obscene language; aggressive behaviour such as yelling, aggressive attitudes; and any activity that disrupts the trainer's management of the class or disrupts other students' learning. This may also extend to the use of inappropriate language or tone in emails, messages and voicemails. Any issues should be dealt directly with your Wesley team in a polite and professional manner.
- **Students must not engage in discriminatory conduct.** Discrimination is when a student treats another person less favourably than another because of gender, age, race, religion, marital status, disability, sexual orientation, nationality, ethnicity, or national origin.
- **Students must not engage in harassment.** Harassment is when a student engages in behaviour that is unwelcome or which offends, humiliates or intimidates. Examples of harassment include continued interruptions of a trainer; racist comments or jokes; spreading rumours; comments or jokes about a person's disability, pregnancy, sexuality, age, religion; threats, insults or abuse; or offensive or obscene language; threats about outcomes and accusations to fellow students in the place of direct communication with the institute meant to demean and damage.
- **Students must not engage in rude or disrespectful communication via email, phone calls and SMS to staff or students.**

Codes of conduct and feedback

03



Cheating and plagiarism

- Assessment malpractice includes: cheating, collusion and plagiarism including use of AI technology.
- Wesley Institute of Training 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.
- Cheating means to dishonestly present an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned. Some examples of cheating are submitting someone else's work as your own; submitting another author's work without proper acknowledgement of the author; or allowing someone else to submit your work as theirs. If evidence of cheating is established, you will be contacted and advised of the concerns with your submitted work and you will have an opportunity to respond to any allegations of cheating. **If it is established that you have engaged in cheating you will either be given a formal warning and asked to attend a re-assessment session (for which an additional assessment fee applies) or, if deemed a sufficiently serious breach, your enrolment will be terminated, for which all fees paid are forfeit and non-refundable.**

04

Student Feedback

- Feedback in any area of your engagement with the organisation is welcomed at all times. Contact us anytime for your feedback via mentor@wesleytraining.edu.au. During the delivery of your course, student feedback forms are made available for each student to complete. Wesley really listen and monitor this feedback, and from here are continually improving our product, organisation and student services.
- Your feedback enables us to monitor your training and assessment needs on an on-going basis and apply continuous improvement.

05



Student Government Questionnaires

- Upon completion of your course, you will be requested to complete a Student Questionnaire.
- This questionnaire provides you with further opportunity to offer voluntary feedback regarding your entire learning experience with us. The data collected assists all stakeholders understand the student experience more fully and goes towards continued improvement.



Appeals and Complaints

Complaints are an avenue of ensuring that we identify and overcome problems faced by students, and provide an opportunity to improve our business and the delivery of our training programs.

Complaints are opportunities to connect with our student's experience and if appropriate, to continuously improve our systems, engagement and practice towards the highest quality. Wesley's complete Complaint and Appeal Policy can be found on the Wesley Website, under Student Services.

Appeals

Students are encouraged, at all times, to liaise directly with their trainer or assessor regarding their assessment result in order to promote a favourable outcome.

If, however, you have decided to appeal against a final assessment result, you can consult the Mentor Team at Wesley Training via mentor@wesleytraining.edu.au who will advise you of the formal process of appeal.



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Details of the process are also fully documented in the organisation's complaints and appeals policy and procedure section available on our website. **All formal appeals must be submitted in writing.** The appeal handling process will commence within ten days of receipt of the written appeal.

An Appeals and Complaint Form can be found [HERE](#). All complaints must be issued in writing.

Complaints

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** within 5 days. Wesley will issue the student with a form to complete.

Wesley Institute of Training will conduct an investigation, assess the situation and take appropriate action. Students will be notified in writing of the outcome of any complaints **within 10 business days**.

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.

Details of the process are also fully documented in the organisation's Complaints and Appeals Policy and Procedure available on our [website](#).



Confidentiality and Privacy

Your privacy is respected, and your personal information collected by us is protected by the Commonwealth Privacy Act 1988. Your data will be used to enable us to provide you with the products you have requested, to inform you of other products you may be interested in, to assist with research and development of our product lines, and to maintain and develop our business systems and infrastructure. By downloading content such as information packs and entering your details on the website you agree to receive marketing and promotional materials such as emails and sms relevant to your enquiry. You may review and modify your contact information at any time, including your correspondence preferences, by accessing your details from our website or from our direct emails.

Third Parties

It is a condition of enrolment with us that you give us permission to respond to third parties (including other RTOs) requesting confirmation of the authenticity of any certification (testamurs or statements of authority) that we have issued to you. Wesley Institute may use third party advertising tools (including Google marketing and similar advertising). This means that information related to your web browsing behaviour may be collected while visiting our site, which later can be used by third-party vendors, including Google, for the purpose of showing Wesley Institute advertising on sites across the Internet which have been approved in the display network. You have the option to opt out of Google's use of cookies.



Privacy Act 1988 - Makes provision to protect the privacy of individuals. When you enrol with us you be assured that your personal information is protected. More info can be found on our [Website](#) or visit the Privacy Website [HERE](#)

Advertising

Facebook advertising: Wesley Institute utilises the Facebook lead advert platform where individuals are able to provide their personal details (such as email and phone number) if they are interested in one of our courses, usually via our Website. By providing your details via this platform you are accepting our terms and conditions, and also provide Wesley Institute consent to send you promotional materials relevant to your enquiry. You can unsubscribe from promotional emails at anytime.

ASQA

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). Details include demographics, country of birth, languages spoken, disability information, highest secondary school education, employment status, indigenous status and any other qualifications completed.



Student Handbook 2024

Contact

Wesley Institute of Training RTO 50921
Enriching Minds | Accelerating Minds

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