



Wiseman

Institute of Applied Learning

ABN: 25 634 969 845

RTO No: 22434



STUDENT HANDBOOK

**Achieving Business Excellence
through Continuous Learning**

Wiseman Institute's Promise to You

Wiseman Institute is dedicated to providing a pleasant and friendly environment for the duration of your selected learning program with us. We guarantee you our full support for the duration of your learning program through to completion and that we will keep you accurately informed along your journey.

- **We will provide accurate and factual information to allow you to make informed decisions**
- **We will ensure that the learning program completed with us is the most suitable and most appropriate for you**
- **We will provide a pleasant and friendly learning environment to support your learning journey with us**
- **We will ensure that training and assessment will only be conducted by qualified staff**
- **We will ensure that all training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material**
- **We do what we promise**
We welcome feedback from you as you progress through your learning journey with us to ensure that we are delivering on our promise to you across Learner Expectations, Australian Skills Quality Authority (ASQA) and Skills First Expectations, Employer and Industry Expectations, Trainer Expectations and Registered Training Organisation (RTO) Expectations.

Wiseman Institute's Learning Solutions

➤ **Creative but disciplined thought process**

Wiseman Institute promotes creative thinking within a flexible and reliable management framework. In this context, creativity does not mean chaos. At the same time the framework does not mean rigidity. Creativity means thinking beyond what is currently known, while being aware of the key business and other requirements.

➤ **Unique learning solutions for universal business principles**

Our learning solutions take into account that all learners are capable of refining or developing new skills and knowledge if they are given an opportunity to participate in structured learning process. At the same time, we recognise that all learners have different learning styles and level of interest. The role of Wiseman's trainers is to establish a good working relationship with individual employees, as this relationship represents the medium for two way communication between the trainer learners. This communication is focused to enable the following critical points:

- ⊗ Engage people in a structured learning process
- ⊗ Maintain a positive attitude toward structured learning
- ⊗ Strengthen current skills while developing new skills
- ⊗ Impart new knowledge and techniques
- ⊗ Allows for rigorous and disciplined analysis of data to use to impact and develop new knowledge and techniques

➤ **Creative way of lean thinking / delivering new unique products and customer service**

Constant thinking inside and outside the box combined with unique learning solutions are required for an effective standardisation of business and improved productivity. Standardisation of processes is an important pre-requisite for good quality and general cost effectiveness; while flexibility within the process ensures effective handling of unique products (product features) and unique customer requirements.

Wiseman Institute's Core Principles

Principle No. 1 – Good Team Culture

Principle No. 2 – Systems for Competitive Products or Services

Principle No. 3 – Solve Problems

Principle No. 4 – Follow 5S Principles

Principle No. 5 – Quality Management

Principle No. 6 – Total Productive Maintenance (TPM)

Principle No. 7 – Cost Effectiveness

Principle No. 8 – Environment, Health & Safety

Principle No. 9 – Customer Satisfaction

Principle No. 10 – Continuous Improvement

Wiseman Institute's Qualifications

CPC30211 Certificate III in Carpentry

FDF30111 Certificate III in Food Processing

FDF30610 Certificate III in Retail Baking (Bread)

MEM30105 Certificate III in Engineering – Production Systems

MEM30205 Certificate III in Engineering – Mechanical Trade

MEM30305 Certificate III in Engineering – Fabrication Trade

MSF31113 Certificate III in Cabinet Making

MSF40313 Certificate IV in Design of Kitchens, Bathrooms and Interior Spaces

MSS30316 Certificate III in Competitive Systems and Practices

MSS40316 Certificate IV in Competitive Systems and Practices

MSS50316 Diploma of Competitive Systems and Practices

MSS60316 Advanced Diploma of Competitive Systems and Practices

TLI42016 Certificate IV in Logistics

Wiseman Institute's Accredited Courses

LNSUPPORT Literacy and Numeracy Support Program

Wiseman Institute's Short Courses

CPCWHS1001 Prepare to work safely in the construction industry

Wiseman Institute's Skill Set's

Wiseman Institute also offers a series of learning solutions, known as skill sets. These skill sets or short courses, are generally over the course of 3-4 weeks and focus on a specific gaps or defects or even areas within the business that could be improved such as;

- ⚠ Value Stream Mapping
- ⚠ Standard Operating Procedures (SOPs)
- ⚠ Mistake Proofing
- ⚠ 5s Systems, Leadership & Deployment
- ⚠ Problem Solving
- ⚠ Kaizen
- ⚠ Conflict Resolution
- ⚠ Leadership skill

Minimal Entry Requirements

The following are the minimum entry requirements that must be satisfied in order to be considered for entry into our training courses available

- ⚠ Employed within in the manufacturing sector
- ⚠ Course content and outcome is suited to your current or future role
- ⚠ Satisfying language, literacy and numeracy test

Tuition Fees

All expenses related to materials and amenities are covered by Wiseman Institute and the employer. Tuition fees & Fee for Service fees are paid by the

Employer for students or the individual learner who is undertaking training through their workplace.

Cancellations/Refunds

Currently Wiseman Institute does not collect any fees and charges in advance, therefore there is no action required in relation to any fees being refunded

If any learner breaks their training contract before the completion of training occurs, the learner is not required to make any payments to Wiseman Institute unless detailed in a signed training agreement between the learner and Wiseman Institute.

If the Employer breaks their training contract before the completion of training occurs, the employer will not be required to make any payments to Wiseman Institute unless detailed in a signed training agreement between the learner and Wiseman Institute

Concessions on Tuition Fees

Students who are Indigenous or hold any of the following concession cards at the time of their enrolment may be eligible to be charged a tuition concession fee rather than the full fee:

- Commonwealth Health Care Card
- Pensioner Concession Card
- Veteran's Gold Card

You must provide a copy of your concession card during our pre-induction process for the concession rates to be applied and ensure that it is valid at the time of enrolment.

For more information please speak to your allocated trainer.

Learner Benefits in undertaking a Qualification with Wiseman

This Nationally Recognised Qualification will allow you to gain new knowledge and skills as well as develop your existing skills and knowledge all whilst undertaking your daily job at no cost to you. The skills and knowledge that you develop will lead to increased safety, increased opportunities and increased job security.

The training opens up communication and increases team morale to ensure there is an understanding of business principles. Adding this to the tools and techniques that will be developed with you, the business and the trainer will ensure the business is more successful and embraces a positive team culture.

Finally the training is non-threatening and can be achieved at a relaxed pace with guidance from your colleagues and our trainer. The trainer can modify the learning to ensure it suits your learning style, your personalised tutor. If language or numeracy is not your strength or English is your second language the trainer can combine it with our Literacy and Numeracy Course (**LN Support** Literacy and Numeracy Support) to ensure you gain the most out of the Qualification you are undertaking.

Additionally, our training is delivered with Victorian and Commonwealth government funding. Our services are also in line with the Equal Opportunity Act 2010 and encourage those with disabilities to access government subsidised training opportunities.

Let's get training!

In order to register you for this Nationally Recognised Qualification we need to complete some preliminary paperwork.

- 📄 DOC ID WIAL 5_1 Enrolment Form and
- 📄 Skills First Evidence of Student Eligibility and Student Declaration

The Wiseman Representative will organise you to fill out an Enrolment form and is used to lodge your details into our System. There is also a Student Declaration that needs to be signed off determining your eligibility to access Skills First funding if it is available to help cover the cost of the course.

Your trainer will also use this time in conjunction with the results of the Training Needs Analysis completed prior to help determine which learning strategies would best suit you if you and your employer chooses to engage Wiseman to undertake the training.

Confidentiality is maintained and Wiseman Institute will not disclose your information to unauthorised third parties during or after the completion of the training. If training is not undertaken these documents will be archived according to Wiseman's strict privacy policy and procedures.

If you or your employer chooses to engage in training with Wiseman Institute, your enrolment and participation in a Wiseman training program may affect your eligibility to attract funding for future programs or courses. Please seek advice from the allocated trainer if you would like more information.

Language, Literacy and Numeracy Evaluation (LLN)

This is a Language, Literacy and Numeracy (LLN) evaluation. There are a series of questions to work through independently so the trainer can assess what kind of support they can offer you during this learning journey.

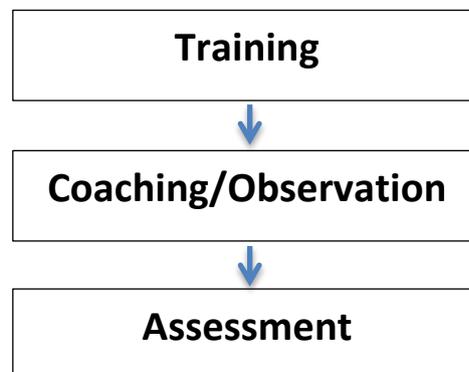
As mentioned if Language and Numeracy are not your strength or English is your second language this evaluation will guide us in customising our training for you as well as further give you the option to enrol in the Foundation skills (English and Maths) course.

Delivery Strategy

At Wiseman, we conduct lean audits on businesses prior to the delivery of any training. Through these audits we are able to identify current business and learner gaps and areas that could be improved.

We use this information to map out the Units that would benefit you and the Company from the chosen Qualification using the criteria set out from www.training.gov.au.

Once aligned and agreed upon we integrate our learning solutions through structured on-job training programs. This process is generally over a 3-4 week period where we promote **“act as you learn and learn as you act”** as broken down below:



Training

For each unit or cluster of units you will be given a Learner Guide and a Learner Assessment tool. The Learner guide provides you with the knowledge to successfully complete the unit, while the Learner Assessment tool outlines what information you are going to be required to understand and provide. The trainer will go through the theory and provide you with examples in a classroom setting (either in a group or individually), where you can discuss

and contextualise the information to your own job role. Be sure to ask lots of questions to ensure you have a good understanding.

Coaching/Observation

A week or two after your training session the Trainer will continue to provide you with ongoing support and identify possible areas where you can apply your knowledge. During this process you will work on ideas and where practical implement the new ideas and knowledge into your workplace or job role.

Assessment

At the end of each unit there will be formal assessment activities related to the unit, which needs to be handed in to the Trainer. Often this assessment is completed as apart of your learning journey throughout 3-4 weeks. It will generally consist of questions and answers, the observations obtained as you demonstrated how you can apply the knowledge learnt as well as the implementation projects or plans that you have been working on.

Depending upon the Qualification you are undertaking all units need to be competently completed in order to gain the Qualification.

Transferring to another RTO

Wiseman Institute is committed to completing the outlined training and assessment once a learner has commenced in their chosen qualification/s. If for one or another reason Wiseman Institute is unable to carry out the training as planned or has been advised by the Department of Education and Early Childhood Development (DEECD) to transfer a learner to another RTO, Wiseman Institute will provide Eligible Individuals assistance to transfer in order to continue the training commenced by the Eligible Individual, under their Funding Contract.

Incentives

Wiseman Institute is a provider of service under the government and does not provide any incentives to learners for taking part in our programs. This includes bribery, gift cards, awards, monetary gifts etc.

Feedback Requirements

It is a requirement that Wiseman Institute survey data which is collected through an AQTF questionnaire that will be handed to a sample of learners who complete the training program. The AQTF Questionnaire is used to gain

feedback on your engagement and satisfaction with the training which is reported for statistical and quality purposes.

National Student Outcome Survey (SOS)

The National Student Outcomes Survey is a survey managed by the National Centre for Vocational Education and Research (NCVER). Each year the NCVER randomly asks students what they have done six months after training, why they undertook the training, how satisfied they were and what benefits they got from training. The information is used to ensure vocational training is of high quality and relevant to Australian workplaces. The survey highlights both the positive and negative outcomes from training. Your contact details and survey responses will remain confidential. Participating in this survey is voluntary and your participation in this survey is highly appreciated.

If you have any questions please do not hesitate to ask your trainer.

References:

To discover more about us and what we do visit our YouTube channel or check out our online e-learning platform using the links below to find out more:

- **Technical Training Videos at Wiseman Institute**
<https://www.youtube.com/channel/UCoddIWX2VdnBX0qfLvrELTQ/videos>
- **E-Learning (Online Platform) at Wiseman Institute**
<http://e-learning.wisemaninstitute.com.au/>

Frequently asked Questions

Who will assess my portfolio?

Your assessor will hold at least the same level of qualification that you are seeking RPL for eg: if you are seeking RPL for the Certificate III in Competitive Manufacturing then your assessor will also hold at a minimum that qualification. Additionally, your assessor will be a qualified Assessor, holding at a minimum a Cert IV in TAE40110 – Training and Assessment.

Sometimes it is not possible for the one assessor to hold all the necessary qualifications. In that instance a team of assessors will assess your portfolio.

When I finish my Qualification how do I get my Certificate?

Once the trainer has assessed your last unit a Wiseman Analyst will undertake a completions check, ensuring all information and assessments are complete. This is checked against what has been entered into the Government database to ensure your Qualification will be nationally recognised. This process generally takes around two weeks, after which your certificate will be sent to your work or home.

What is evidence?

The term evidence applies to anything you produce to verify your skills, knowledge and experience and must be matched using the rules of evidence to the elements and performance criteria of a unit of competence.

The rules of evidence specify the evidence must be Valid/Relevant, Current, Authentic and Sufficient;

- **Valid/Relevant** – The evidence must address the standard. Evidence that you drove a car from Sydney to Darwin would not establish your competence in “Undertake Routine Vehicle Maintenance”. Your assessor would need evidence of your knowledge and skills in actually performing the routine maintenance.
 - ⚠ Please also consider that nationally recognised qualifications are based on workplace requirements. So your evidence should reflect your ability to perform the standards in a workplace or simulated workplace environment. Workplaces require us, not only to perform tasks but do a number of tasks (often at once), solve problems, work with others, organise information and activities and transfer skills from one area to another. Your assessor will also be looking for these things. Therefore you must consider how you can demonstrate this. The easiest way is to describe what you do, how you do it and then provide evidence of situation where you used the skills/knowledge.
- **Current** – You must be able to show that your skills are up to date and that you could demonstrate these now if required; If the last time you used a particular skill was twenty years ago, then that wouldn't be current evidence. However, currency of evidence can vary between qualifications. An Industrial Relations Certificate from 2001 is certainly not current, but the Certificate and work based evidence from that time forward could satisfy currency as continued application or the relevant competency. As a general rule, any industry experience related to the qualification, conducted in the last two year, is considered current.

- **Authentic** – The work you submit must be your own. Please do not submit original qualifications or work samples, however you must have a Justice of the Peace certify any copies. Where the evidence you submit demonstrates your input in a team project, please attach a Statutory Declaration from each of the other team members attesting to your claim to the work. For any workplace documents submitted, ensure firstly you have approval from work to release them and then have a supervisor sign the document as an authentic record of your work. Note any work you submit that cannot be identified as authentic will not be included as assessable material.
- **Sufficient** – To establish competence you must provide sufficient evidence that matches each of the criteria to determine your level of competency. This means more than one piece of paper; you wouldn't want the Pilot of an aircraft to have shown the assessor on only one occasion they could land a plane!

These rules apply for all forms of evidence which might include any or a combination of;

- **Questioning** – the assessor may give you written questions, or interview you and ask questions verbally.
- **Observation of practical tasks** – the assessor may observe you performing tasks in the workplace, in a simulated environment, in the classroom or any combination of locations.
- **Finished Products** – items you have produced in your work, which could vary from food you have cooked to reports you have written.
- **Presentations** – the assessor observing presentations made by you.
- **Video and/or audio taped evidence** – showing you completing tasks.
- **Third Party Reports** – references or answers given by third parties to questions from the assessor providing examples of your work ability relating to the standards – this can be verbal or in writing.
- **Documents** – such as relevant qualifications/transcripts, project plans and reports, minutes of meetings, correspondence, resources developed, performance appraisals.

Student Enrolment Privacy Note

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any

personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Collection of your data

Wiseman Institute is required to provide the Department with student and training activity data. This includes personal information collected in the Wiseman Institute enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

Wiseman Institute provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>

Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning.

A student's USI may be used for specific VET purposes including the verification of student data provided by Wiseman Institute; the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

Disclosure of your data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory

The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Survey participation

You may be contacted to participate in a survey conducted by NCVET or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

You may also be contacted to participate in a survey conducted by Wiseman Institute to follow up on your training. This provides valuable feedback on the delivery of different programs by Wiseman Institute.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

For further information, please contact Wiseman Institute's in the first instance by phone on (03) 9314 2502

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to: <http://www.education.vic.gov.au/Pages/privacypolicy.aspx>.

For further information about Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>.

DEFINITIONS

Assessment: Process of collecting evidence and making judgements on whether competency has been achieved.

Competency Standard: Defines the competencies required for effective workplace performance. Standards are expressed in outcome terms and have a standard format including; Units, Elements of Competency and Performance Criteria.

Unit: Describes a particular job or function. Qualifications are made up of one or more Units. Units are worded so that they start with a verb, an action word eg: *Customise* and *maintain* software, *Process* client complaints to ensure the goals of the enterprise are met.

Element: Describes the tasks that make up the particular job or function (Unit). Each Unit has one or more Elements. Elements also start with verbs eg: *Prepare* for training, *Maintain* effective performance of hardware and software, *Clarify* the nature of the complaint.

Performance Criteria: Specify what is to be assessed and the required level of performance.

Certificate: Qualification issued when all Units of a Competency Standard have been successfully completed.

Statement of Attainment: Qualification issued upon successful completion of one or more units eg: if a person successfully completed four units from a total of eight units required for the full qualification then they would be awarded a Statement of Attainment for the four units.

Evidence: Information gathered which, when matched against the Performance Criteria, provides proof of competency. Evidence can take many forms and be gathered from a number of sources. Evidence can be categorised into three types:

- ⚠ **Direct:** Assessor observations of candidate's performance under real or simulated work conditions, includes documents and other products prepared for the workplace eg: Memos, reports, models, charts.
- ⚠ **Indirect:** Evidence gathered from a third person eg: Supervisor report, staff appraisals, and customer feedback form and/or colleague comments.
- ⚠ **Supplementary:** Documented evidence of past and current achievements eg: Certificates countersigned logbooks, video records of prior performance, answers to written or oral questions asked by an assessor. Ideally a portfolio of evidence will include all three types of evidence with evidence being taken from a variety of sources.



For more information, please contact us on:

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