

Wise Workplace Training

Get wise, and get working.

Student Handbook



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Welcome!

Welcome to Wise Workplace Training.

We are a Registered Training Organisation which is part of a group of investigation & workplace behaviour firms, so our courses are designed to match industry best practice. Our trainers and assessors are all practicing professionals, and our courses are regularly updated to keep your learning current.

We offer these accredited courses:

Course Code	Course Name
CPP30619	Certificate III Investigative Services
PSP40416	Certificate IV in Government Investigations
PSP50416	Diploma Government Investigations
BSB42015	Certificate IV in Leadership and Management
BSB51918	Diploma Leadership and Management

You can contact us at these details.

Phone: 1300 580 685

Email: support@wiseworkplacetraining.com.au



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Hours: Monday-Friday, 9.00am-5.00pm (closed Public Holidays)
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Standards which govern our training

These standards are a component of the Australian Vocational Education and Training (VET) Quality Framework and are a requirement for all Registered Training Organisations under the National VET Regulator Act 2011. You can find more information about these standards at:

- [Standards for NVR Registered Training Organisations](#)
- [Australian Qualifications Framework](#)
- [Fit and Proper Person Requirements](#)
- [Financial Viability Risk Assessment Requirements](#)
- [Data Provision Requirements](#)
- [Standards for RTOs 2015](#)

Meeting these standards means we need to gather certain information from you, and we need to ask certain questions or follow specific procedures as you complete your study. This includes provision of your [Unique Student Identifier](#). We are grateful for your participation and support with these activities, and if you have any questions, we will be happy to advise.

Behind the scenes, our team does a comprehensive volume of compliance, quality, and administrative work to ensure our ongoing compliance with these standards. They apply to everyone who delivers our work, including any contractors or partners. These standards give you a whole range of rights, but in particular:

- Accurate and complete information about the training,
- relevant, high-quality, current training, support, trainers and assessors,
- comprehensive but fair assessment and qualification-issuing practices, including reasonable adjustments,
- accessible and inclusive practices,
- physically and psychologically safe environments and activities,
- an experience free from discrimination, harassment, bullying, unethical practice or any other kind of misconduct,
- a full suite of privacy, information security and information-handling rights, including the right to know how your information will be stored and used,
- clear notification of any changes to our organisation or your study,
- the right to make complaints, give feedback, request changes and supports, or appeal our decisions. You can do this anytime by just writing to us, or calling our main line.

Each of these rights is supported by a detailed policy and procedure, which you will find on our website here: [Resources, Policies & Procedures - Wise Workplace Training](#)

Enrolling with us

To get started, simply complete our enrolment form. If there are any sections you find difficult to complete, you can send it in anyway and we'll support you with the remaining fields.

We will contact you to conduct a pre-entry interview, where we'll make sure the course is the right fit for you and get an understanding of how we can support your learning. This takes about 20 minutes, or we can send you a paper version if you prefer.

Before commencing, you will be required to:

- complete the pre-entry interview
- select your electives
- receive the invoice for your course deposit
- sign off that you have read and acknowledge this Handbook (see declaration at the end of this document).

If we have decided that Recognition of Prior Learning or Credit Transfer is an option for you, this will be the next step.

If not, you are ready to get started! You will receive access to our online system and the contact details of your trainer / assessor, and you can commence whenever you are ready. We will also activate any arrangements made during your pre-entry interview to help you access our systems, plan your study, engage in classes, or get individual support from your trainer / assessor.

Credit Transfer & Recognition of Prior Learning

These processes can be carried out prior to or after enrolment, and at any time during your study. Just ask us when you first contact us, or tick the box when you complete your enrolment form.

Initial application

Credit Transfer (CT) is available if you have already completed one of the units in your chosen course. You need to provide a copy of your certificate, showing the units completed, and we will verify this with the issuing provider.

Recognition of Prior Learning (RPL) is available if you have relevant experience or training. The main topics of relevance are:

- Ethics / public sector ethics
- Setting up a small business
- Business compliance and planning
- Workplace safety
- Interviewing
- Investigations

- Managing investigations
- Compliance (assessment & response)
- Inspections, audits
- Authorised officer activities
- Regulatory activities
- Leadership and management
- Risk management

To start the process, we ask you for copies of key evidence like your CV, any recent position descriptions, and any documents you have prepared in doing the above work (for example, an interview record that you conducted, an inspection report you prepared, or a business plan you created).

Initial review and advice of your prospects

We review this evidence (for RPL and CT) against the requirements of each unit in your qualification. There are hundreds of individual competencies, so this can take some time as we must document our assessment against each one.

We then provide you with initial advice of your RPL / CT prospects, and what your final course fee will be. If you wish to proceed, you will be required to complete the formal enrolment process.

Further evidence gathering

We will then ask you for further evidence, or ask you questions. We understand that often evidence may not be available due to confidentiality barriers or the passage of time – that's okay! Please note that our regulatory requirements are quite strict, so even if you feel your experience is sufficient for the qualification, we will still need to obtain documentary evidence of the same.

Finalise your assessment

Once we have exhausted all the evidentiary options, we will ask to speak to a referee who can corroborate what your documentation says. Upon completion we will advise you of the final outcome of your assessment, mark off any completed units in our systems, and advise of your outstanding study & assessment requirements. If you have RPL / CT the entire qualification, we will carry out the relevant procedures.

Study and assessment pathways

Our goal is to provide study and assessment options that recognise your existing experience, your obstacles to studying, and your practical needs. This means our courses are among the most accessible, flexible options on offer.

You will be contacted by us by email, at least monthly to ensure your study does not get forgotten. We will also contact you by phone at six months if you have not progressed, and again as your twelve month deadline approaches to discuss how your study might proceed or end.

Most of our units are grouped into “clusters”. Each cluster contains written assessment tasks, and practical assessment tasks. In most cases, you must be observed by your assessor when completing a practical assessment task (exceptions are outlined below).

Note that units and assessments are not directly proportional. One unit may require several assessments to be completed before it is fully satisfied. The course is structured this way to minimise the amount of repetition in assessment tasks.

You can study in a few different ways:

- Self-paced, using the resources, recorded lectures and assessment materials in our online portal
- Attend our online classes, which are scheduled to occur a few times each year. These are hosted on Zoom and you'll get to know your fellow learners. Most classes are recorded and published in our online portal for future learners.
- Make private appointments with your trainer for individual learning sessions.
- Tailored study plan to match the specific outstanding requirements for your qualification, after RPL / CT has been assessed.

You can also be assessed in several different ways:

- Self-paced, carry out the online tasks using the available resources and your volunteers for any role play activities. For practical tasks (like conducting an interview), you may be required to video or record the task and submit it with your written record.
- By appointment or at our online classes, if you prefer to answer questions verbally rather than in writing.
- Make private appointments with your trainer for practical assessment tasks.
- Carry out activities in your workplace which match the assessment tasks, using a Workplace Supervisor. This approach helps to make your assessment efficient, if you are working in a relevant role, but there are specific procedures you need to follow. Find out more here: [Workplace Supervisor Information](#)

You can use any or all of these approaches, change your approach for different units, or suggest any other modes that work for you. Your course fees will not change regardless of which options you choose.

Assessments can be submitted directly via our learning management system. This submission process include a plagiarism and privacy declaration.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing. If this occurs, you will be asked to re-submit the work.

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent

(C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC).

Once marked your assessor will provide you with written feedback and confirm the outcome of the task in the Learning Management System. If your task was Not Satisfactory, you will be instructed on what changes or updates to make.

Course information

Specification	CPP30619 Certificate III Investigative Services	PSP40416 Certificate IV Government Investigations	PSP50416 Diploma Government Investigations
Duration	One year.		
Study and start dates	Start anytime. Class schedules are available at the links below.		
Course fees	<p>\$900 deposit / minimum fee.</p> <p>Course fees are scaled to reflect any units you can obtain by RPL / CT. Maximum fee is set at the links below.</p>	<p>\$900 deposit / minimum fee.</p> <p>Course fees are scaled to reflect any units you can obtain by RPL / CT. Maximum fee is set at the links below.</p>	<p>\$1,500 deposit / minimum fee.</p> <p>Course fees are scaled to reflect any units you can obtain by RPL / CT. Maximum fee is set at the links below.</p>
Who should study this course?	<p>Suitable for those seeking an Investigation, Security or Private Inquiry Licence. Check the requirements in your jurisdiction.</p> <p>Also suitable for those conducting insurance investigations or working in the industry: workers compensation, general insurance, loss adjusting, surveillance, process serving.</p>	<p>This course is often required for public sector investigation roles, and is recommended by the Aust Government Investigation Standards. Can be tailored to suit your work type, but is best suited for those in Authorised Officer roles or carrying out regulatory functions.</p>	<p>Suitable for those who are very experienced at conducting investigations, and seek to manage other investigators. It has a strategic, supervisory lens and is not suitable for those learning to do investigations themselves.</p>
Entry requirements	<p>Must be over 18.</p> <p>Must comply with enrolment processes, including assessment of any Literacy, Language or Numeracy support needs.</p>		<p>Must be over 18.</p> <p>Must comply with enrolment processes, including assessment of any Literacy, Language or Numeracy support needs.</p> <p>Must meet experience</p>

			/ qualification requirements with existing investigation knowledge.
Course structure	5 core units and 11 elective units.	6 core units and 9 elective units	5 core units and 6 electives.
Streams & Electives	Factual investigations or surveillance investigations, or both. Electives are often prescribed by the licencing body in your jurisdiction.	A formal Regulatory Compliance stream is available. Can also choose electives which suit different roles: compliance, employee relations, policy and other areas.	Few electives are built into the course, but 3 may be chosen from any relevant Diploma-level qualification.
Regulatory information	National Training Register - CPP30619 Certificate III in Investigative Services	National Training Register - PSP40416 Certificate IV in Government Investigations	National Training Register - PSP50416 Diploma of Government Investigations
More information about our course	CPP30619 Certificate III Investigative Services - Wise Workplace Training	PSP40416 Certificate IV in Government Investigations - Wise Workplace Training	PSP50416 Diploma of Government Investigations - Wise Workplace Training

Specification	BSB40520 Certificate IV Leadership & Management	BSB50420 Diploma Leadership and Management
Duration	One year.	
Study and start dates	Start anytime. Online classes are currently not available; self-paced, RPL or CT only.	
Course fees	\$900 deposit / minimum fee. Course fees are scaled to reflect any units you can obtain by RPL / CT. Maximum fee is set at the links below.	\$1,500 deposit / minimum fee. Course fees are scaled to reflect any units you can obtain by RPL / CT. Maximum fee is set at the links below.
Who should study this course?	This course is for those entering management or leadership roles or building their capability, in any sector. It is designed to focus on adaptive modern practice and practical skills.	This course is for those established in management or leadership roles or building their capability, in any sector. It is designed to focus on building capability in others, strategic and planning skills, program management, risk management and organisational development.
Entry requirements	Must be over 18. Must comply with enrolment processes, including assessment of any Literacy,	

	Language or Numeracy support needs.	
Course structure	5 core units and 7 electives.	6 core units and 6 electives.
Streams & Electives	A broad selection is available.	
Regulatory information	National Training Register - BSB40520 Certificate IV in Leadership and Management	National Training Register - BSB50420 Diploma of Leadership and Management
More information about our course	BSB40520 Certificate IV in Leadership and Management - Wise Workplace Training	Sorry! Our website is currently being updated.

Student Supports & Services

Student Code of Conduct

All students, throughout their training and involvement with Wise Workplace Training are expected to:

- ✓ Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- ✓ Not harass, victimise, discriminate against or disrupt others.
- ✓ Treat all others and their property with respect.
- ✓ Respect the opinions and backgrounds of others.
- ✓ Follow all safety policies and procedures as directed by staff.
- ✓ Report any perceived safety risks as they become known.
- ✓ Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- ✓ Notify us if any of their personal or contact details change.
- ✓ Provide relevant and accurate information to Wise Workplace Training in a timely manner.
- ✓ Approach their course with due personal commitment and integrity.
- ✓ Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- ✓ Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed declaration about plagiarism and that the work is authentically yours.
- ✓ Make regular contact with their Trainer/Assessor.
- ✓ Prepare appropriately for all assessment tasks, visits and training sessions.
- ✓ Notify Wise Workplace Training if any difficulties arise as part of their involvement in the program.
- ✓ Notify Wise Workplace Training if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- ✓ Make payments for their training within agreed timeframes, where relevant.

Student plagiarism, cheating and collusion

Wise Workplace Training has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Consequences for misconduct

Failing to follow the above conduct requirements and housekeeping rules, may result in disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

Support services

For information about our student supports, visit our website [Student Services - Wise Workplace Training](#).

For anything else, including:

- Feedback
- Help, questions or support requests
- Access or changes to your records
- Updates to your study and assessment
- Complaints
- Appeals of assessment decisions or other decisions
- Reporting incidents, issues or misconduct

Fees, Charges and Refunds

A full copy of the relevant policy is available on our website [Fees - Wise Workplace Training](#) .

Apart from the course fees published on our website, Wise Workplace Training has the following additional charges.

Re-assessment All course fees include up to three (3) attempts at assessment per task. If after the third attempt, additional training and assessment will be required. This will incur the following cost per unit required to be re-assessed	\$150
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<p>Re-issuing of testamur and statements of results</p> <p>All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.</p>	<p>\$75</p>
<p>Recognition of Prior Learning Fees</p> <p>Application Fee (only payable where you apply for fewer than 10 units)</p> <p>Charge per unit of competency assessed through RPL (up to 15 units)</p> <p>Maximum charge as per full course fee (as advertised on website)</p>	<p>\$250</p> <p>\$200</p>

Finalising your study

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Wise Workplace Training reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Wise Workplace Training is not permitted to do so by law.

Wise Workplace Training must have a valid Unique Student Identifier on file for the student for a qualification or Statement to be issued.

Accessing or re-issuing old records

Records of qualifications and unit achievement which were issued by us are kept on record for a period of at least thirty (30) years as of 2015. Some records, which might have been issued by previous provider, are not available, but we will always make comprehensive and swift searches for these records.

You will be required to provide evidence of your identity before records may be accessed.

Student agreement

This Handbook must be read in entirety, and you must sign and return this agreement before you can commence study. The Handbook may be changed during the course of your study, and you will be advised of any updates in writing as they are made.

The following sets out the written agreement between you, the student and Wise Workplace Training.

By signing this acceptance you agree to the following:

- That you have read, understood and agree to the terms and conditions of enrolment as outlined in the initial pages of this document,
- That Wise Workplace Training gave you advice about how the course would meet your needs before you signed this agreement,
- That you understood the length of the course, study requirements and assessment methods before you signed this agreement,
- That you have reviewed and understand the fees, refund and extension policies that apply to your study,
- That you have read, understood and agree to the Student Code of Conduct,
- That you understand your rights and responsibilities, and you will comply with your responsibilities to the best of your ability,
- That you have been provided with the course information above and understand the duration, content, delivery methods, employment and further study outcomes of the course.

If for any reason Wise Workplace Training, or a third party delivering training and assessment on its behalf, is unable to provide the services as outlined in this agreement or any part of the training product that you are enrolled in, including where services will be impacted by changes to ownership or agreements with third parties, Wise Workplace Training will develop a strategy that minimises the impact to students and outline this in writing to affected students as soon as practicable.

No guarantee can be given by Wise Workplace Training that you will complete and achieve the qualification you are enrolling in. Qualifications will only be issued where all assessment requirements are met satisfactorily to the required standard.

I, _____ hereby accept the terms as outlined above and throughout this Handbook, having fully informed myself of my rights and received answers to any of my questions.

_____, date: _____