

# All about wise

education group



# Message from the CEO



## Welcome to Wise Education Group

Founded in 2008, Wise Education Group has quickly become one of the leading education providers in Australia. A large part of this success can be attributed to our innate ability to identify and capitalise on key growth opportunities that tend to be overlooked by many of our competitors. These successful endeavours will transform Wise into a global player in the field of education. Our ongoing commitment to deliver the highest quality products and services, in an efficient and reliable manner, has greatly increased the level of confidence and satisfaction among our students, partners, employees and stakeholders.

Maintaining the leading position in the industry, or in any other industry for that matter, means never being satisfied by the status quo. We are constantly seeking ways to develop our business and to outdistance our competitors. The only road to realising the organisation's heights is to practise our vision and deliver greater happiness to our students, employers, employees and the wider community. This will be achieved through our exciting suite of courses that will satisfy the needs of students directly, whilst achieving their individual career goals, and through businesses by enhancing the effectiveness and productivity of their personnel in the workplace.

Followed by years of expertise, we are aggressively escalating the level of time and effort in the education market, hence placing great focus on growth across our key market sectors. We have built the necessary foundation to establish ourselves as a key player in the market and have recruited the best personnel combined with a superior product to deliver on our promises. Our extensive research and development takes into account the latest industry trends and changing needs of the modern workforce, so that our courses arm our students with the skills that are most in demand in a competitive job market.

It is always to be reminded that our current and future success could not be possible without the continuous loyalty and trust from our students and employers. Both existing and potential students are the driving force behind the achievement of Wise, and they play without a doubt an important part in our growth Inspire. Educate. Grow. plans.

We have also aligned ourselves with a number of leading education institutions and partnered with some of the highest profile organisations to strengthen the bond among the communities. We encourage and support our employees and students to participate in activities and volunteer work with these organisations through our special 'Wise in the Community' volunteering program.

I am certain that your ongoing support for Wise will motivate us to overcome any challenges that lie ahead and we are extremely excited to be part of the future of learning and in particular your future career.

**Kelly North**  
CEO, Wise Education Group

# What to look for in a training partner and why WISE?



Choosing a training partner is a key business decision, affecting learning outcomes and staff retention. An effective partnership between enterprise, learning and development providers will improve performance across the business - from a new employee all the way to Senior Management positions.

There would be a number of criterions considered when selecting the “RIGHT” partner, but what Wise can deliver and commit to today and in the future is:

- Commencing the discovery of needs through a comprehensive training needs analysis
- Recommend and produce flexible training solutions, customer to business and individual needs
- Account management practices and principles from consultation to certification
- Delivery of multiple disciplines either face-to-face, online, correspondence or through recognition of prior learning
- Provides regular reporting to measure performance of results
- Provides student support services
- Provides additional learning modes such as online non-accredited programs, webinars and access to library resources
- Delivers nationally accredited qualifications
- Has a passion for education and outcomes
- Undertakes community volunteer programs through our Wise in the Community arm of the business

## Wise in the Community

Wise in the Community is the cornerstone of our communal voice and was born out of connecting business and professionals with not-for-profit organisations through a special corporate volunteering program.

In partnership with The Centre for Volunteering and Starlight Children’s Foundation Australia, we are bringing businesses and not-for-profit organisations together through a range of voluntary projects and activities allowing us to give back to the community, while building morale, motivation and team spirit.



# List of Wise Qualifications



<b>BSB20115</b>	Certificate II in Business	<b>CHC40113</b>	Certificate IV in School Age Education and Care
<b>BSB30115</b>	Certificate III in Business	<b>CHC43115</b>	Certificate IV in Disability
<b>BSB30215</b>	Certificate III in Customer Engagement	<b>CHC44015</b>	Certificate IV in Coordination of Volunteer Programs
<b>BSB30415</b>	Certificate III in Business Administration	<b>CHC50113</b>	Diploma of Early Childhood Education and Care
<b>BSB30715</b>	Certificate III in Work Health and Safety	<b>CHC52015</b>	Diploma of Community Services
<b>BSB40215</b>	Certificate IV in Business	<b>SIR20212</b>	Certificate II in Retail Services
<b>BSB40315</b>	Certificate IV in Customer Engagement	<b>SIR30212</b>	Certificate III in Retail Operations
<b>BSB40515</b>	Certificate IV in Business Administration	<b>SIR30312</b>	Certificate III in Retail Supervision
<b>BSB40615</b>	Certificate IV in Business Sales	<b>SIR40212</b>	Certificate IV in Retail Management
<b>BSB42015</b>	Certificate IV in Leadership and Management	<b>SIR50112</b>	Diploma of Retail Management
<b>BSB41015</b>	Certificate IV in Human Resources	<b>SIT20316</b>	Certificate II in Hospitality
<b>BSB41415</b>	Certificate IV in Work Health and Safety	<b>SIT30112</b>	Certificate III in Tourism
<b>BSB41715</b>	Certificate IV in Recordkeeping	<b>SIT30612</b>	Certificate III in Events
<b>BSB50215</b>	Diploma of Business	<b>SIT30616</b>	Certificate III in Hospitality
<b>BSB50315</b>	Diploma of Customer Engagement	<b>SIT30216</b>	Certificate III in Travel
<b>BSB50415</b>	Diploma of Business Administration	<b>SIT40212</b>	Certificate IV in Travel and Tourism
<b>BSB50615</b>	Diploma of Human Resources Management	<b>SIT40416</b>	Certificate IV in Hospitality
<b>BSB51915</b>	Diploma of Leadership and Management	<b>SIT50112</b>	Diploma of Travel and Tourism
<b>BSB51315</b>	Diploma of Work Health and Safety	<b>SIT50212</b>	Diploma of Events
<b>CHC30113</b>	Certificate III in Early Childhood Education and Care	<b>SIT50416</b>	Diploma of Hospitality Management
<b>CHC30213</b>	Certificate III in Education Support	<b>TLI31610</b>	Certificate III in Warehousing Operations
<b>BSB42615</b>	Certificate IV in New Small Business	<b>TLI41810</b>	Certificate IV in Warehousing Operations
<b>CHC33015</b>	Certificate III in Individual Support		
<b>CHC43015</b>	Certificate IV in Ageing Support		
<b>CHC40213</b>	Certificate IV in Education Support		
<b>CHC34015</b>	Certificate III in Active Volunteering		

# Modes of Delivery



## Classroom Training

Wise Education Group's commitment to maximising participant access has made it one of the success factors for delivery across Australia. Each year, Wise conducts course sessions in every state and territory, at both regional and metropolitan locations. Our interactive classroom delivery is led by our dedicated educators, held in quality venues, and driven by industry-best learning materials.

Our classroom delivery is unique in that participants typically need only a small commitment of their time to attend classes whilst achieving their qualification. This allows Wise participants to get the benefits of classroom learning without compromising their work or life commitments. Our educators involve participants in active discussion, problem-solving exercises, networking opportunities, and presentations.

Our classroom delivery qualifications range from entry level staff through to senior executive. These are all designed to increase motivation, confidence, and efficiency.

## Distance Education

Regardless of your location, you can achieve nationally-accredited qualifications with the support of our course instructors through our distance/correspondence qualifications. Your study materials will be posted straight to you, so you can begin when you are ready.

Take advantage of the freedom of distance learning to further your education. Study the same subjects and gain the same qualification as you would in a classroom, but enjoy the flexibility to complete the course at your own pace.

If you are looking to change careers or improve competitive edge in your industry, but are juggling work, social or family commitments, distance learning is the solution for you.

## Online Learning

An online course means you can study anywhere, anytime – at home, a friend's place, at work or even a café. Through Wise Education Group, studying online allows you to make an educative commitment without any interruptions to your busy lifestyle. Many students are working while completing study; others may be preparing to return to the workforce, some are focusing solely on going to the next level, or even breaking into a new industry without the added pressure of deadlines or demanding schedules.

Through Wise, individuals can now invest in their vocational expertise with the click of a button, and the freedom to do it their way. As long as you've got an internet connection, you are ready to go.

## Workplace Based Training

All vocational education and training must involve a certain amount of workplace based education. The amount will depend on the qualification and the structure of delivery. The training predominantly is conducted in the workplace. This means that most of the learning is undertaken while you are at work and that you are assessed through hands-on activities. Wise is able to contextualise the workplace activities to the required units of competency and provide job relevance so you can successfully achieve the required outcomes.

Typically these types of programs are delivered through 'traineeship programs' and our expert Trainers and Assessors will work with the employer and staff member to undertake training at the convenience of the business.

## Recognition of Prior Learning

RPL is a process for giving participants credit or recognition for skills, knowledge and experience gained through working and learning. This can be gained at any stage in your life, can be informal or formal, gained here or overseas or through work and non-paid activities such as volunteering.

### What if I don't achieve competency against all of the units of competency?

You can purchase any remaining gap training units of competency to achieve your qualification and we can provide these units for online study or we can issue a statement of attainment for units assessed as competent.

### What are the steps so I can be sure I'm RPL Ready?

- 1 Complete your free self-assessment
- 2 Speak to our Course and Careers Advisor or purchase your qualification online
- 3 Once you have purchased your qualification you will also enrol online
- 4 Once enrolled you will receive your qualification outline, access to your evidence tables which is via an online system
- 5 Submit all of your evidence including your referee report and your RPL Support Office will be there to help you along the way
- 6 Speak with your assessor and conduct competency conversation
- 7 Hold tight whilst your assessor makes judgements on all submitted evidence. This should only take 2-3 days
- 8 Get your result
- 9 Receive your Certificate or Statement of Attainment



All are available nationally through the modes of delivery mentioned. You are also able to do a blend of delivery modes to suit your purpose.

# Access to State Funded Programs



Addressing the skills gap and training needs in a business can be quite costly. Wise is able to work with you to consult on the types of government assistance available so we can address the areas of need.

The types of assistance available are:

## QLD VET Investment

The **Certificate 3 Guarantee** is a key initiative under the Queensland Government's five-year training reform action plan: 'Great skills. Real opportunities.' (<https://training.qld.gov.au/training/incentives>)

The Certificate 3 Guarantee provides a government subsidy to support eligible individuals to complete their first post-school Certificate III qualification.

Some of the qualifications available are:

- Certificate III in Hospitality
- Certificate III in Retail Operations
- Certificate III in Warehouse Operations
- Certificate III in Business & Business Administration
- Certificate III in Individual Support

## Am I eligible to join this program?

To be eligible for the Certificate 3 Guarantee Program, you must:

- Be 15 years of age or older, and no longer at school (with the exception of VET in School (VETiS) students)
- Permanently reside in Queensland
- Be an Australian citizen or Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- Not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.

A student can be unemployed and seeking work, or working on a full time, part time or casual basis.

The **QLD Higher Level Skills Program** is also a key initiative under the Queensland Government's five-year training reform action plan.

The program provides a government subsidy to support eligible individuals to access one subsidised training place in selected Certificate IV level and above qualifications, or priority skill sets. The aim is to assist individuals to gain the higher level skills required to secure employment or career advancement in priority industries or to transition to university. Employers may also be able to access training to address workforce development needs.

Some of the qualifications available are:

- Certificate IV in Retail Management
- Certificate IV in Ageing Support
- Diploma of Hospitality

## Am I eligible to participate in this program?

To be eligible for the Higher Level Skills Program, you must:

- Be 15 years of age or older, and no longer at school
- Permanently reside in Queensland
- Be an Australian citizen or Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- Not hold, and not be enrolled in, a certificate IV or higher-level qualification, not including qualifications completed at school and foundation skills training.

A student can be unemployed and seeking work, or working on a full time, part time or casual basis.

## WA Future Skills

**Future Skills WA** will guarantee eligible students a State Government subsidised training place in these courses in Western Australia.

Training in these areas will help students become skilled workers, ready to meet the job market and the employers who need them. Traineeships are the best way to combine training and employment and they can lead to a nationally recognised qualification.

## Am I eligible for this program?

Traineeships are available to anyone of working age. You do not need a secondary school certificate or other qualification to be able to start a Traineeship. You can do a Traineeship if you are a school leaver, re-entering the workforce or as an adult worker simply wishing to change careers or gain new skills. You can even start your Traineeship while you are still at school finishing Years 11 and 12.

## Priority Industry Training

Under **Future Skills WA**, students can take up guaranteed training places in over 150 priority industry qualifications.

The qualifications gained are aligned with skilled occupations in high demand across Western Australia. Priority industry qualifications equip students to take up jobs that are considered industry critical in WA.

## Am I eligible for this program?

You are eligible for a guaranteed training place if you have left school, your primary place of residence is in Western Australia and you are:

- An Australian citizen
- A permanent visa holder
- A holder of visa subclass 309, 310, 820 or 826
- A dependent or spouse of the primary holder of a visa subclass 457

Visit <https://wise.edu.au/government-funding> for more information.

## Traineeship programs

The **Apprenticeship and Traineeship Training Program** provides a contribution towards the cost of the delivery of apprenticeship and traineeship qualifications to:

- New entrant trainees from Certificate II to Certificate IV level and a small number of Diplomas
- School students in part-time traineeships
- Some industries such as Aged Care and Childcare for existing workers

The approved qualifications vary from state to state and a Wise representative can work with you to determine eligibility under this national scheme and expenditure.

# Support Services



## What is YourTutor?

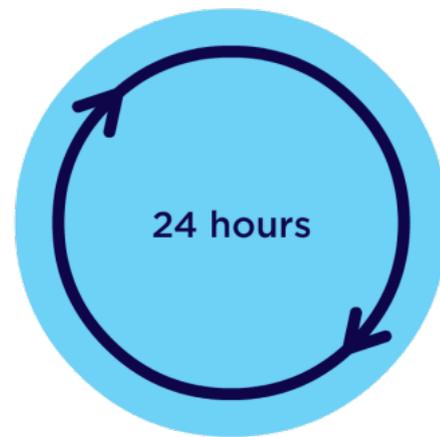
**YourTutor** is a Learner Support program that provides students with online, on-demand assistance for their studies in two key ways:

### ONLINE TUTORING



- Live academic support.
- Students sign-in for help using real-time chat and the interactive whiteboard.
- Students can connect live to an expert tutor in real time to work out a study problem or question via an interactive step-by-step online classroom.
- Online Tutoring is available from 3pm to midnight AEST, Sunday to Friday (plus Saturdays during the school term).

### 24/7 WRITING FEEDBACK



- Get comprehensive help with your writing at any time and at any stage of your draft.
- Students can upload a written draft assignment or essay 24/7, 365 days a year and receive constructive feedback within 24 hours on how to improve their work.
- Often feedback is usually given in less than 12 hours.

## When is the service available?

Your Tutor is now available to all students who are studying the following:

- Certificate III in Individual Support
- Certificate III in Early Childhood Education and Care
- All Certificate IV Qualifications
- All Diploma qualifications

All students are allocated a Wise Student Support Officer and Trainer/Assessor for support against their own individualised learning plan.



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