



WiseTechAcademy

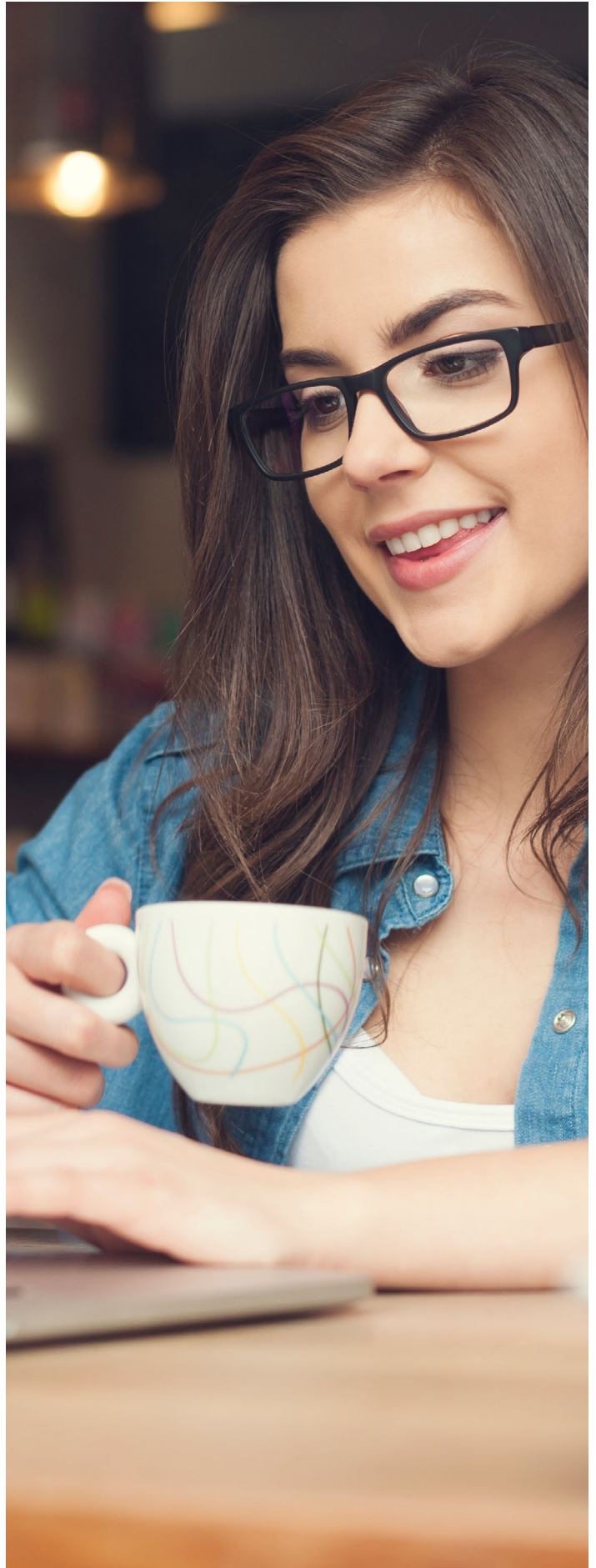
Student Handbook



Welcome to the WiseTech Academy

Thank you for choosing to study with the WiseTech Academy.

We are sure you will find your time with us rewarding and we will do everything we can to assist you to gain the skills and knowledge you seek to meet the requirements of industry and, in doing so, further your career in the global logistics sector.



Contents

Welcome to the WiseTech Academy	2
Our Mission	4
About WiseTech Academy	4
Our Scope of Registration	5
Policies and Procedures	7
Student Code of Conduct	8
Assessment Information	9
Unique Student Identifier (USI)	10
Your Rights and Responsibilities	11
Student Rights	11
Student Responsibilities	11
Relevant Legislation and Privacy	12
Privacy	12
Recognition and Credit Transfer	13
Recognition of Prior Learning (RPL)	13
Credit Transfer	13
Complaints and Appeals	14
Complaints and Appeals Policy	14
Academic Appeals	14
Non-Academic Appeals	15
Get In Touch	16

About Us and Our Mission

About WiseTech Academy

WiseTech Academy is a division of WiseTech Global Ltd, an innovative global developer of cloud-based software solutions for the supply chain industry, both in Australia and internationally.

Launched in 2019, the WiseTech Academy was created to:

- Generate awareness of opportunities in the global supply chain industry for prospective employees
- Enhance the current and future education offerings available to participants in the global supply chain industry

Our Mission

To deliver world-class education that empowers our graduates to meet or exceed their personal goals and thereby contribute to the success of their organisations and industry.



Registration

Our Scope of Registration

The Academy is a Registered Training Organisation (RTO) under the jurisdiction of the Australian Skills Quality Authority (ASQA). Our RTO number is 45574.

We are approved to award AQF qualifications and Statements of Attainment in accordance with our scope of registration. Our current scope of registration includes:

TLI50816 Diploma of Customs Broking

TLIX0008 Comply with biosecurity border clearance

Details

TLI50816 Diploma of Customs Broking

Learn the skills and knowledge required to become a customs broker. This qualification is suitable for those seeking roles in the global supply chain industry. Possible job roles could include Customs Broker, Customs Manager, Customs Consultant, Customs Broking Coordinator, Customs Supervisor, Import-Export Supervisor, Operations Manager, Operations Supervisor, Compiler/Classifier, Cartage Manager.

Expected Duration

The completion time for the above qualification depends on a number of factors such as the amount of time you have to study, and whether you are eligible for any credit transfers and/or recognition of prior learning from any previous experience and qualifications.

The recommended study pattern for the Diploma of Customs Broking demonstrates that it is possible to complete the qualification within eighteen months.

Recommended study schedule

Semester						
Your first semester	TLIX5046	TLIX0001	TLIX0002 + TLIA0003	TLIX0003	TLIX0008	TLIX5048
Your second semester	TLIX5047	TLIX5049	TLIX5052	TLIX5055	TLIX5056	TLIX5050
Your third semester	TLIX5053	TLIX5063	TLIR5058	TLIO5020	TLIX4036	

TLIX0008 Comply with biosecurity border clearance

This is a standalone unit of competency mandated by the Department of Agriculture, Water and the Environment (DAWE) for licensed customs brokers seeking accreditation under the Approved Arrangements for Containerised Cargo (NCCC) and/or Automatic Entry Processing for Commodities (AEPCOMM).

Other persons who may be interested in undertaking this unit are international freight forwarders, import-export clerks, biosecurity managers as well as importers and exporters.

Upon successful completion of this unit, you will receive a nationally recognised Statement of Attainment.

Expected Duration

The completion time for the above unit depends on a number of factors such as the amount of time you have to study, and whether you are eligible for any credit transfers and/or recognition of prior learning from any previous experience and qualifications.

We estimate you will need around 40 hours overall to complete this unit. That includes your study time and assessment.

Delivery of the Course

WiseTech Academy delivers all its courses via the internet using an online learning platform. This means that no matter where you are in the world, so long as you have an internet connection, you can study with us. All courses have the support of a facilitator, who is not only an industry subject matter expert, but also an expert in online learning, that can answer your questions and support you in your learning journey.

Policies and Procedures

The Academy has a number of Policies and Procedures that underpin its operations to ensure the best outcomes for all stakeholders, including students and Academy staff.

These Policies and Procedures include, but are not limited to:

[Access and Equity Policy](#)

[Enrolment Policy](#)

[Certificate Issuing Policy](#)

[Recognised Prior Learning \(RPL\) Policy](#)

[Complaints and Appeals Policy](#)

[Refund Policy](#)

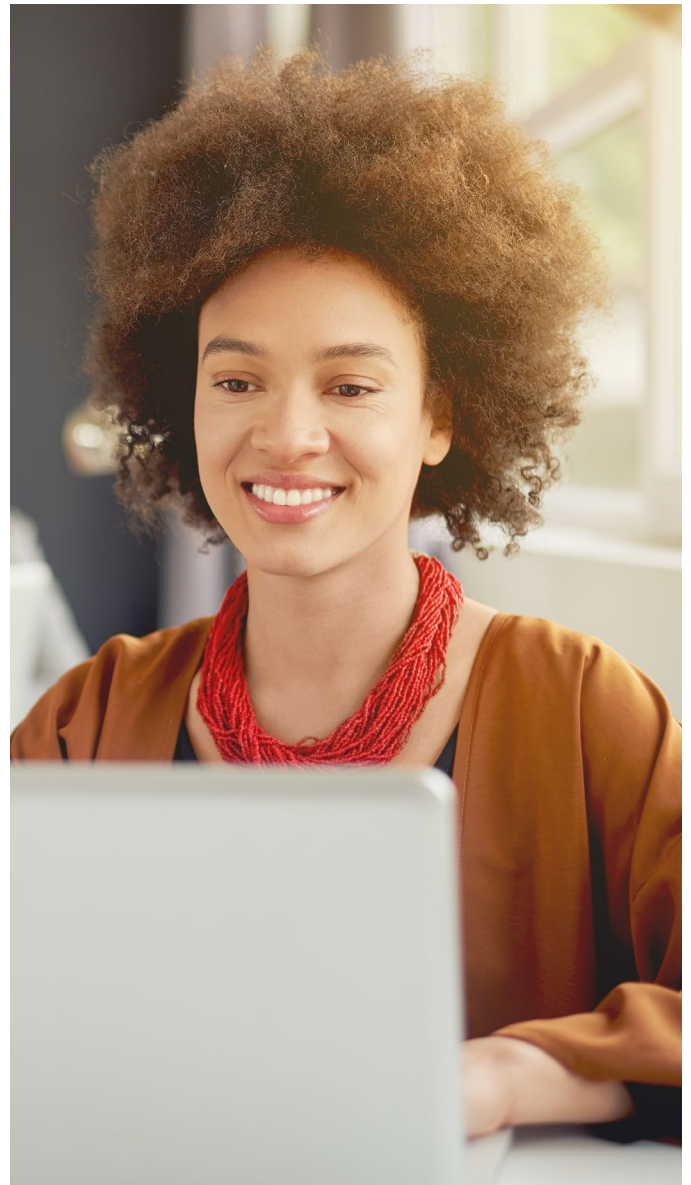
[Credit Transfer Policy](#)

[Student Support Policy](#)

[Disability Reasonable Adjustment Policy](#)

[Unique Student Identifier \(USI\) Policy](#)

Please take the time to download and review these documents ahead of your enrolment with the Academy.



Student Code of Conduct

The Academy provides a Student Code of Conduct and you are expected to abide by that Code.

In summary, the Code provides for disciplinary action that may be taken by the Academy in cases where it has been proven that you took an action that may result in creating an unfair academic advantage for you or an unfair academic advantage for another student, or disadvantage any staff member of the Academy.

Examples include, but are not limited to, cheating, collusion, plagiarism.

A copy of the Student Code of Conduct can be found on the [Student Support](#) page on the Academy's website.



Assessment Information

The Academy uses the process of Competency-Based Assessment (CBA) in making its determination as to whether you will be deemed competent at the completion of a unit of study. CBA contrasts strongly, and very successfully, against some more traditional methods of examination and student ranking/grading in that it measures your skill and knowledge against a pre-determined set of competency standards that have been developed by industry.

Involving industry ensures the standards provide for competency outcomes that relate directly to the workplace enabling you to demonstrate in the assessment both practical skills, and the corresponding theoretical knowledge, to actually perform the related job role.

In this regard, there are no grades such as B, A+, credit or distinction. Instead you are adjudged to either have ALL the required skills and knowledge to perform the job role and deemed to be “Competent” (C) or, if not, then you will be required to provide further evidence of how you can meet the standard. This result is known as “Not Yet Competent” (NYC).

To find out more, please contact Student Affairs via support@wisetech.academy.



Unique Student Identifier (USI)

As a Registered Training Organisation (RTO), the Academy cannot issue qualification certificates or Statements of Attainment without a USI. Therefore, it is mandatory that you supply your USI upon enrolment, where required to do so. The following information is provided to clarify who needs to provide a USI.

You **MUST** provide a USI if you are:

- An Australian citizen or resident studying in Australia
- An Australian expat or resident studying from overseas
- An international visitor to Australia who is **NOT** a student visa holder*

You do **NOT** need a USI if you are an international student **studying from overseas**.

* Note that if you are an international student **studying in Australia under a student visa** are **NOT** entitled to enrol with the Academy as the Academy is not certified for such enrolments.

To obtain a USI go to <https://www.usi.gov.au/students/create-your-usi> and follow the online instructions. Please ensure you nominate WiseTech Academy as your training provider (organisation number 45574) in the Manage Permissions section of the USI website.

Once you have your USI, please let us know as we need to have that USI on file for you. Please email us via support@wisetech.academy.



Your Rights and Responsibilities

As a student of the Academy you have certain rights and responsibilities to ensure you get the best out of your time studying with us.

These rights and responsibilities are provided below.

Student Rights

As a student you have a right to:

- Be treated fairly and with respect from all Academy staff members, including administration staff and sessional facilitators
- Learn in an environment free from discrimination and harassment
- Pursue your vocational training goals in a supportive environment
- Have access to student support
- Privacy concerning records or documents that contain personal information
- Apply to have your existing skills and knowledge recognised
- Have access to assessment results and progressive outcomes
- Lodge a complaint or appeal without fear of any repercussions

Student Responsibilities

As a student you have the following responsibilities:

- Abide by all Policies and Procedures of the Academy
- Treat Academy staff members with respect and fairness
- Take ownership of your role as a learner
- Submit assessment items by the due date or seek approval for an extension
- Submit assessment items that are your own

Relevant Legislation and Privacy

Relevant Legislation

As an RTO, the Academy is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011

Additionally, the Academy abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Equal Opportunity
- Fair Work (including harassment and bullying)
- Privacy
- Workplace Health and Safety

The Academy is also dedicated to following the provisions in the VET Quality Framework.

You can access all legislation via www.comlaw.gov.au.

Privacy

As a student of the Academy, we respect your privacy and confidentiality. We gather and store information about you in line with the requirements of the Privacy Act 1988 and the Data Provision Requirements 2012. Some data about you, such as information about your location, gender, age and the results of your study with us may be passed on to Government agencies and the National Centre for Vocational Education Research Ltd (NCVER) for statistical purposes.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law. If, at any time, you wish to view your student information held on file with us, please just ask and a copy will be provided to you.

The Academy's Privacy Statement is available on the Student Support page of the eLearning platform.

Recognition and Credit Transfer

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that gives credit for skills, knowledge and experience you have gained through working and learning. The aim of RPL is to recognise your existing competencies without undertaking a complete training program. You will need to provide evidence of your competencies and it will be this evidence upon which your assessor can base their judgement.

This process may assist you in completing the qualification sooner than would normally be the case and the Academy strongly supports the recognition process.

We have a Recognition policy and procedure so to find out more please visit the Recognition section located on the Student Support page on the Academy's eLearning platform.

Credit Transfer

The Academy accepts and provides credit to you for units of competency completed through other vocational institutions (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation

or

- Authenticated VET transcripts issued by the USI Registrar

This means you will not be required to repeat any unit for which you have already been assessed as competent (unless a regulatory requirement or licence condition requires periodic retraining/refresher training).

There is also no fee for credit transfer.

To find out more please refer to our [Recognised Prior Learning and Credit Transfer policies](#).

Complaints and Appeals

Complaints and Appeals Policy

The Academy is committed to providing a pleasant and safe work environment for both students and staff. However, we recognise that occasionally things may not go as smoothly as any of us envisioned and people may be unhappy about the circumstances in which they find themselves.

The Academy has provided two separate Complaints and Appeals Policies to facilitate the means by which both staff and students may have their complaints addressed. These are:

- An **Academic Complaints and Appeals Policy** that addresses matters surrounding assessment and academic misconduct
- A **Non-Academic Complaints and Appeals Policy** that addresses all other aspects of RTO operations and their impact on the stakeholder experience with the Academy

Academic Appeals

Appeals Against an Assessment Result

If you believe the result of your assessment was not representative of your skills and knowledge as required by an assessment task, you are able to appeal the decision and seek to have the result overturned on review.

Prior to lodging a formal appeal, you should raise the objection to your assessment result with your facilitator to seek a resolution of the

situation. If this is not practical, or if you are not comfortable with this action, or if the result is still in dispute after your discussion with the facilitator, then a formal appeal can be lodged.

The Academy has provided a Complaints and Appeals Policy to facilitate the means by which both staff and students may have their complaints addressed.

To find out more please visit the Student Support page on the Academy's eLearning platform.

Appeals against a finding of academic misconduct

The Academy sets a very high standard for the behaviour it expects of its students. In this regard you are expected to behave with honesty and respect in support of the Academy, its integrity and reputation. Examples of student misconduct include, but are not limited to:

- Cheating, taking unfair advantage through deception, presenting work as your own that was created by someone else and allowing your work to be shared or copied by others
- Breaches of the Academy's Policies, including bullying or harassment of others
- Behaving illegally while interacting with the Academy or fellow students

Consequences for misconduct will depend on the severity of the breach but may ultimately lead to suspension for a semester or even expulsion

from the Academy.

The Academy has provided a Complaints and Appeals Policy for **Academic** appeals to facilitate the means by which both staff and students may have their complaints addressed.

A copy of the Complaints and Appeals Policy for **Academic** appeals can be found [here](#).

Non-Academic Appeals

The Academy has provided a Complaints and Appeals Policy for Non-Academic issues. Examples of matters that could be dealt with under this Policy are complaints and appeals arising from:

- The quality of the training
- Student support
- Materials
- Discrimination
- Harassment

Note that this is not an exhaustive list and the Academy is always receptive to the concerns of relevant parties regarding the operation of

the Academy and its ability to provide the best possible educational outcomes and student experiences.

The Academy has provided a Complaints and Appeals Policy for **Non-Academic** appeals to facilitate the means by which both staff and students may have their complaints addressed.

A copy of the Complaints and Appeals Policy for **Non-Academic** appeals can be found [here](#).

Get In Touch

Please don't hesitate to ask us if you have any questions at all relating to your potential enrolment or your experience studying with us. The Academy staff are always here to assist.

You can email us at support@wisetech.academy or phone at 1800 780 938.

