

# Employer Information Pack



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*Innovation in education*

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## Introduction

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Welcome to Upskilled.

As an Employer of an Upskilled Student you have a vital role to play in the progress and completion of their training. In most cases you will already be supporting your employees at this level or above as part of their existing employment contract and as part of general good business practice. We have detailed the requirements and as such, this will become a check list for you.

Upskilled's staff and trainers have a long history in industry and are committed to providing quality training and assessment services to support your student. Our trainers and assessors are highly qualified and have extensive experience. We are here to support you and your student throughout the training.

Students may be completing formal training using a variety of methods. This could be in face to face classes, online learning or through distance study. The student requires support from you in order to complete the requirements of the qualification and training. A student may attend a face to face session per month but are required to do more self-directed study in order to fulfil this requirement. The training package to which the qualification belongs is reviewed by each state training authority and allocated a range of nominal hours that it should take a student to complete successfully. Engagement hours are defined as time spent in formal training, engaging with study materials and researching and completing assessment activities. This **does not** include 'on the job' training.

Here are some examples of typical courses and the required hours of engagement required to be successful:

### Example 1

Certificate IV in Frontline Management

Engagement hours – 385-490 (Vic recommendation) – Upskilled 438 for standard program

Face to face component may be 60 hours

Assessment tasks may be 80 hours

Study and research may make up the balance

A student endeavouring to complete this qualification in 12 months would be recommended to allocate around 7-8 hours per week for additional study and assessment outside of face to face training or online training.

### Example 2

Diploma of Information Technology (Networking) (online)

Engagement hours – 590 (WA recommendation) – Upskilled 600 for standard program

Online component may be 260 hours

Assessment tasks may be 120 hours

Study and research may make up the balance

A student endeavouring to complete this qualification in 24 months would be recommended to allocate a total of around 6-7 hours per week for online training, study and assessment.

This document will provide you with information and answers to questions you may have in order to support your student throughout the learning journey they are about to commence.

If after reading this document you require further information the following links are good sources:

<http://training.com.au>

<http://www.deewr.gov.au>

State training sites:

[ACT, SA, NSW, TAS, NT, VIC, QLD, WA.](#)

## **Abbreviations**

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Here are some of the most commonly used terms in abbreviated form as follows:

DET = Department of Education and Training

RCC = Recognition of Current Competencies

RPL = Recognition of Prior Learning

RTO = Registered Training Organisation

USP = Upskilled Student Portal

NVR = National VET Regulator

VET = Vocation Education and Training

OH&S = Occupational Health and Safety

## **Student Role**

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Be open to learn new things and enjoy the learning journey

Accept lawful instruction given by you in regard to work, training and instruction in the workplace

Attend/participate in the formal training process, be it face to face sessions or online activities

Abide by the policies and procedures outlined in the Upskilled Student Handbook

Complete tasks, assessments, assignments, etc. that are set by the RTO

Keep and update progress on either a copy of the training plan/record or Upskilled Student Portal and produce/show it to you upon request

Notify you or the RTO if they are going to be late or absent from work or training

Notify you or the RTO of any change to personal details such as address, name, etc.

Abide by OH&S regulations

If the student is under 18 a parent or guardian must co-sign the training contract

## **Employer/Supervisor Role**

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Provide access to, full range of facilities/tools/work and other staff to complete the training requirements

Endorse the training plan/record with the RTO and student

Monitor the student's progress at work

Ask for progress reports from the student at least monthly and view the training plan/record or USP

Liaise with the RTO regarding the student's participation and attendance in formal training

Confirm workplace competency with the RTO as required

Read the student information pack which outlines the conditions and policies of the training provided by Upskilled

Provide a supportive communication mechanism for students

Provide mentoring support in the workplace for students

Record Keeping – retain the following:

- Employer's copy of the training plan/record
- Information received on student attendance at RTO's training sessions, if applicable
- Results of formal training undertaken by the student

## **RTO Role**

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Develop a training plan/record for the student in consultation with the employer

Provide a copy of the training plan/record to the employer and student

Provide formal training and assessment activities of the training

Provide training attendance records for employers as requested

Process and assess any applications for RCC or RPL

Ensure training and assessment is competency based

Liaise with the employer to confirm workplace competence

Offer flexible training arrangements to the student and employer that suit the identified need

Issue certificates for qualifications based on the AQF once requirements are met

Issue statements of attainment for students who may not complete the whole qualification

Conduct all RTO operations to the NVR standards of registration

If the student is under 18 a parent or guardian must co-sign the training contract

Provide a child safe environment for students under the age of 18

## Licensing Requirements

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Licensing requirements may be required in some industries. If your industry has licensing requirements then you will need to ensure that upon completion the student applies for any licenses that are required in order to work in the industry.

E.G.

- air conditioning and refrigeration
- electrical
- carpentry and joinery
- bricklaying
- floor and wall tiling
- glazing
- painting and decorating
- landscaping
- plumbing, gasfitting and draining

## FAQ

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### ***Can I cancel the training?***

You should contact Upskilled Education Manager to discuss your options or refer to the student information pack for the policies and procedures regarding cancellations.

### ***We have a major project on and I would like to put the training on hold, is that possible?***

You should contact Upskilled Education Manager to discuss your options.

### ***Can I change the way the student does the training, like online or face to face?***

Yes, changes to the training plan can be negotiated by contacting an Upskilled Education Manager

### ***How do I know when the student has finished the training?***

As you have been monitoring your student's progress you will know if they have completed the requirements. If you are unsure contact our Student Support staff.

### ***The student just finished all of the requirements. What happens now?***

You will receive the certificate from the RTO. You can start discussions on future training or workforce development needs you or your company have.

### ***My student is quite experienced and I want to know if that will be taken into account or if they can get credit or something for I, is that possible?***

Yes the process that you are describing is an RPL or RCC process. This is offered to all students enrolled at Upskilled. If you are unsure if the student has applied, please ask them or contact Upskilled Education Manager to discuss.

### ***Can I get help from Upskilled to find out what training our company needs with other staff?***

Upskilled has very experienced staff in adult vocational workplace learning and is able to assist with workforce development plans and conducting training needs analysis.

### ***Is it possible to get Upskilled to deliver the training at our workplace?***

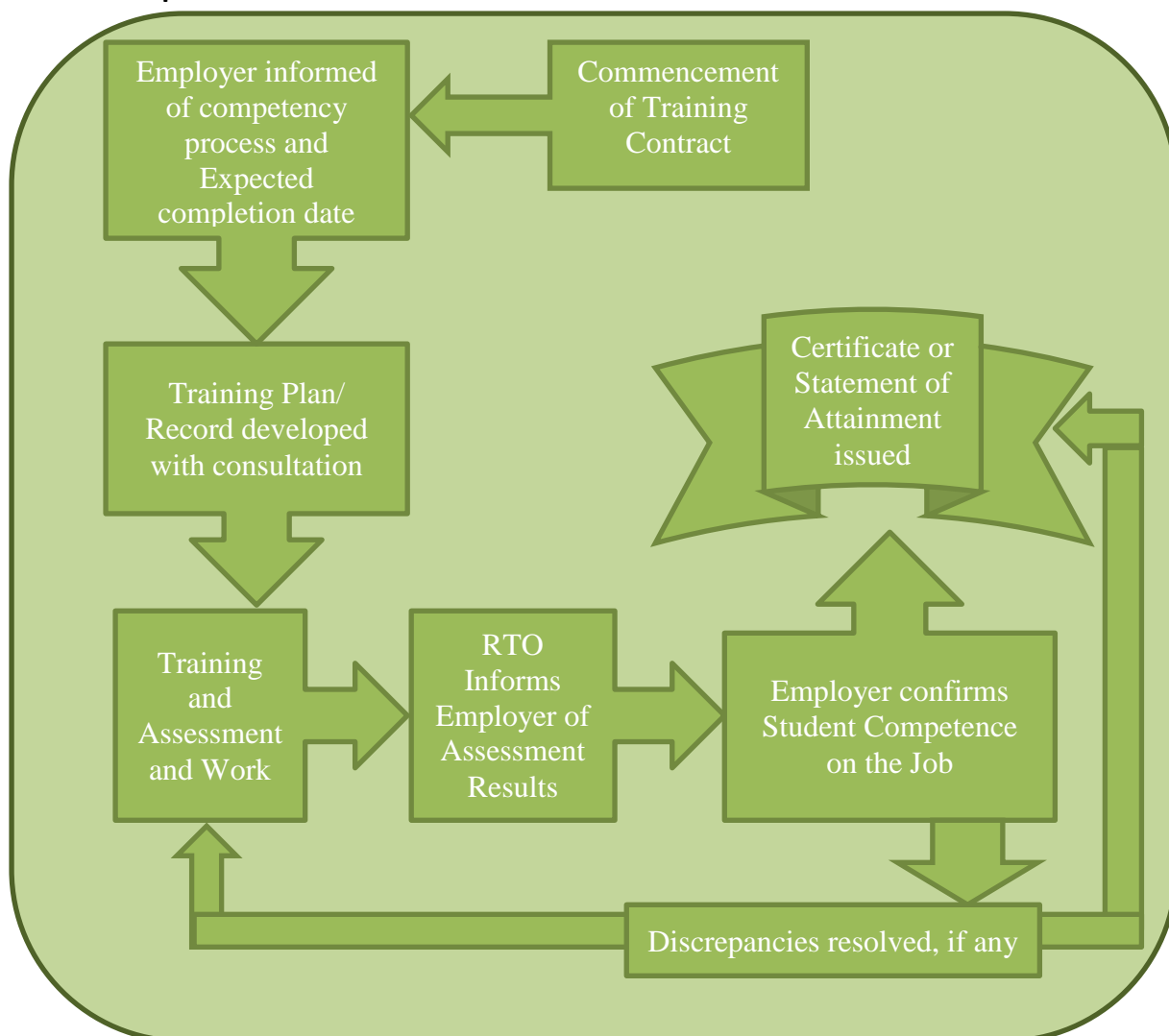
You should contact Upskilled Education Manager to discuss your options. Courses onsite are a regular part of our service to our clients. Minimum numbers requirements must be met.

### ***Is it possible to get government funding support to train my workforce?***

You should contact Upskilled Education Manager to discuss your options.

## Responsibility matrix for student qualification training

### How this process looks



### RASCI CHART

**R** – Performs the Action

**A** – Accountable for the quality and process of the action

**S** – Supports the 'R' role with the action

**C** – Consulted with prior to the activity being performed

**I** – Informed that the action has been completed

Action	Student	Employer	RTO
Course Enrolment	R	C	A/S
Training Plan/Training Record creation	C	C	A/R
Formal Training	R	C/S	A
Formal Assessment of competency	R	I	A/S
Work Based Competency (as required)	R	A/S	C/S
Monitoring Progress	R	A/R	S
Certificate Issuance	I	C	A/R