

# Student Information Pack



**Upskilled**  
*Innovation in education*

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## **Introduction**

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Welcome to Upskilled.

Upskilled's Staff and trainers have a long history in industry and are committed to providing quality training and assessment services.

Upskilled provides training in programs across the following training packages:

### **Business Services**

BSB30207 Certificate III in Customer Contact  
BSB40207 Certificate IV in Business  
BSB40307 Certificate IV in Customer Contact  
BSB40407 Certificate IV in Small Business Management  
BSB40507 Certificate IV in Business Administration  
BSB40610 Certificate IV in Business Sales  
BSB40807 Certificate IV in Frontline Management  
BSB41007 Certificate IV in Human Resources  
BSB41407 Certificate IV in Occupational Health and Safety  
BSB41507 Certificate IV in Project Management  
BSB50207 Diploma of Business  
BSB50407 Diploma of Business Administration  
BSB50607 Diploma of Human Resources Management  
BSB51107 Diploma of Management  
BSB51307 Diploma of Occupational Health and Safety  
BSB51407 Diploma of Project Management

### **Information Technology**

ICA10105 Certificate I in Information Technology  
ICA20105 Certificate II in Information Technology  
ICA30105 Certificate III in Information Technology  
ICA40105 Certificate IV in Information Technology (General)  
ICA40205 Certificate IV in Information Technology (Support)  
ICA40305 Certificate IV in Information Technology (Websites)  
ICA40405 Certificate IV in Information Technology (Networking)  
ICA40505 Certificate IV in Information Technology (Programming)  
ICA40705 Certificate IV in Information Technology (Systems Analysis & Design)  
ICA50105 Diploma of Information Technology (General)  
ICA50205 Diploma of Information Technology (Project Management)  
ICA50305 Diploma of Information Technology (Systems Administration)  
ICA50405 Diploma of Information Technology (Networking)  
ICA50505 Diploma of Information Technology (Database Design & Development)  
ICA50605 Diploma of Information Technology (Website Development)  
ICA50705 Diploma of Information Technology (Software Development)  
ICA50805 Diploma of Information Technology (Systems Analysis & Design)

Our trainers and assessors are highly qualified and have extensive experience. We are here to support our participants through our training programs and to ensure they have an enjoyable learning experience.

## **Upskilled Code of Practice**

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The Upskilled Code of Practice documents, from a clients' perspective, how Upskilled will meet the obligation of its agreement to provide services to the client.

Upskilled is a Registered Training Organisation (RTO). As an RTO Upskilled is compelled to comply with all standards and conditions set out in the Australian Quality Training Framework (AQTF). Upskilled is registered in South Australia and must also comply with the Training and Skills Development Act 2008.

Innovation in Education is the principle upon which Upskilled models its business. We at Upskilled are mindful that this innovation must not compromise quality and the rights of clients. To that end, we have developed this code of practice that we support as a guarantee of our commitment.

Upskilled ensures clients' rights as a consumer are protected and they receive the services detailed in their agreement by:

- Marketing and advertising to prospective clients in an ethical and accurate manner.
- Informing clients before enrolment of all the costs and charges that will be incurred throughout the course.
- Ensuring Upskilled has fair refund policies that are documented and provided to each client prior to enrolment. In the event that our RTO is not able to fulfill its obligations to you we have measures in place to ensure that you either receive the service from another RTO or a refund.
- Ensuring that academic, financial and other records maintained by us are complete and accurate. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by clients or under law. Clients may view their own records to confirm accuracy and completeness. This is supported by our privacy policy available on our website.

Upskilled adheres to principles of access and equity and meets its legal obligations and maximises outcomes for each client:

- We are committed to principles of access and equity and will not unlawfully discriminate against clients. The obligations we place on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.
- Our policies and procedures ensure that you are treated fairly and receive all reasonable assistance to successfully complete your course once accepted for enrolment.
- We will deal fairly and constructively with your concerns and complaints about our services. Complaints escalation steps, including engaging independent arbitration as required, ensure agreed resolution of complains.

Industry is engaged in Upskilled's operations so that clients can be confident that the qualifications issued by Upskilled are relevant to industry needs:

- We regularly engage with relevant industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance required in the workplace
- Our training and assessment strategies are developed and consultation with industry is sort to ensure that they are relevant to industry needs.
- Our teaching and assessment staff continuously engages with industry to ensure their knowledge and skills reflect current industry practice.

Quality of training and assessment provided across all of Upskilled operations is assured by:

- Our organisation's commitment to continuously improving the services we offer and by seeking feedback from students about the services received from us.
- As a Registered Training Organisation under the Training and Skills Development Act 2008, we ensure that at all times our operations comply with the legislation and the Australian Quality Training Framework standards to be met by each Registered Training Organisation.

Upskilled meets the individual needs of learners by assessing their current skills and knowledge prior to the commencement of training by:

- Recognising that you may hold skills and knowledge that are relevant to your course outcomes. We will assist you to gain recognition for these skills and knowledge through a process called Recognition of Prior Learning (RPL).
- Regularly reviewing and updating RPL kits that have been created to ensure industry currency and relevance.
- Recognising if you have completed relevant units of competency with another Registered Training Organisation and automatically crediting these towards completion of your qualification.
- Offering learning and assessment services that as far as practicable meet your individual learning needs. We can tailor your training program to meet your needs.

### **The Australian Quality Training Framework (AQTF Standards)**

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You are about to become a participant in the process that can result in achieving a nationally accredited qualification.

These qualifications can only be delivered by a Registered Training Organisation (RTO).

To be a RTO we need to meet the requirements of the Australian Quality Training Framework (AQTF). This is assessed in South Australia, by the Department of Further Education, Employment, Science and Technology (DFEEST).

A newly registered RTO will be audited within the first 12 months of operation to ensure compliance to the AQTF standards and will be re-audited during its subsequent five year registration period.

These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

### **Client Appeals and Complaints**

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We will deal with any Participant complaints in an effective and timely manner, typically resolving all complaints within three weeks.

Upskilled will act upon any substantiated complaint or appeal, these will be recorded into our RTO management system and will lead where appropriate, to continuous improvement activities.

The data entry responsibility for all Complaints and Appeals related matters lies with our National Education and Compliance Manager.

A participant can complain about any aspect of our dealings with them, and the participant can appeal any decision we make, including assessment decisions.

In the first instance that a participant is unhappy or dissatisfied with an aspect of our service delivery, they should consult their trainer in an attempt to quickly resolve the issue.

If the issue is with the trainer, and the participant feels that they would prefer not to approach the trainer, then the National Education and Compliance Manager or the CEO is available to discuss the issue.

Should the complaint or appeal not be resolved in the first instance, then the participant is requested to formally lodge a complaint or appeal by completing either the complaint or appeal form, these forms are available from the Trainer, the National Education and Compliance Manager or the CEO.

This formal complaint or appeal will be entered into our Complaints or Appeals register for tracking purposes. This is the responsibility of the National Education and Compliance Manager.

Dependent upon the nature of the complaint or appeal, Upskilled will, with the permission of the participant, seek assistance from other authorities such as the South Australian Equal Opportunity Commission, and Department of Justice South Australia or any other relevant organisation to assist in the resolution of the complaint and appeal.

Participant confidentiality will be maintained at all times.

Engagement of the external assistance will be the responsibility of the CEO and the National Education and Compliance Manager.

Upon Upskilled's receipt of the formal complaint or appeal, the National Education and Compliance Manager will be responsible for resolving the issue.

This will involve at least a formal interview with the participant, the trainer (if appropriate) and the National Education and Compliance Manager. If this is unable to resolve the issue, then the issue can be escalated to a mutually agreeable independent person or panel.

The complainant or appellant will be provided with a formal written statement of the resolution of the complaint or appeal: this will state the reasons for the decision.

The suitable independent person or panel will need to be agreed upon by both the participant and Upskilled Training Australia.

This could include another external Trainer Assessor, or it could include independent commercial mediators such as Leadr and InterMEDIATE.

Leadr can be contacted via [www.leadr.com.au](http://www.leadr.com.au)

Intermediate can be contact via [www.intermediate.com.au](http://www.intermediate.com.au)

Costs for the independent person or panel, will be borne by Upskilled.

The CEO will negotiate the identification and engagement of the mutually agreed person or panel.

If the Participant is still not satisfied with the resolution of the complaint or appeal, the “National Complaints Code” directs them to seek further assistance from DFEEST, whose details are listed below.

**DFEEST**

Level 4, 11 Waymouth Street  
Adelaide SA 5000  
Ph: (08) 8226 3821

Alternatively the participant can contact the National Complaints Hotline on 1800 000 674.

A copy of the National Complaints Code is available from Upskilled’s National Education and Compliance Manager.

## **Legislative Requirements**

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We are subject to a variety of legislation related to training and assessment as well as general business practice.

This legislation governs our obligations as a Registered Training Organisation, our obligations to you as our clients, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all staff are made aware of any changes.

Current legislation is available online at <http://www.austlii.edu.au> and <http://www.legislation.sa.gov.au>.

The legislation that particularly effects your participation in Vocational Education and Training includes:

### **Commonwealth Legislation:**

- Human Rights and Equal Opportunity Commission Act 1986
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Racial Hatred Act 1995
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Privacy Act And National Privacy Principles (2001)
- Skilling Australia's Workforce Bill 2005
- Skilling Australia's Workforce (Repeal and Transitional Provisions) Bill 2005.

### **State Based Legislation**

- Training and Skills and Development Act 2008
- Occupational Health, Safety and Welfare (SA Safework) Act 2005
- Fair Work Act 2005
- Children's Protection Act 1993
- Equal Opportunities Act 1984

### **Occupational Health and Safety Policy**

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The Occupational Health, Safety and Welfare (SA Safework) Act 2005 describes Upskilled's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place. This includes the provision of:

- a workplace that is safe to work in, with working procedures that are safe to use,
- adequate staff training including topics such as safe work procedures,
- properly maintained facilities and equipment,
- a clean and suitably designed work place with the safe storage of goods such as chemicals.

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment,
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations,
- Store and dispose of waste according to health regulations,
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage,
- Check all equipment for maintenance requirements,
- Refer equipment for repair as required,
- Store equipment safely,
- Identify fire hazards and take precautions to prevent fire,
- Safe lifting and carrying techniques maintained,
- Ensure Participant safety at all times,
- Ensure procedures for operator safety are followed at all times,

- All unsafe situations recognised and reported,
- Display first aid and safety procedures for all staff and participants to see,
- Report any identified Occupational Health and Safety hazard to the appropriate staff member as required.

### **Harassment and Discrimination Policy**

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We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and participants feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

Staff and participants should be aware of the following definitions:

**'Bullying'** - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

**'Confidentiality'** - refers to information kept in trust and divulged only to those who need to know.

**'Discrimination'** - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

**'Harassment'** - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

**'Personnel'** - refers to all employees of Upskilled.

**'Racial Harassment'** - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

**'Sexual Harassment'** - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

**'Victimisation'** - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

#### **Specific principles**

- All staff and participants have a right to work in an environment free of any form of harassment and discrimination,
- All reports of harassment and discrimination will be treated seriously, impartially and sensitively. Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated,

- When management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it,
- In dealing with all complaints, the rights of all individuals should be respected and confidentiality maintained,
- Whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation. The aim is to achieve an acceptable outcome while minimising any potential damage to our organisation,
- Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue,
- Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised,
- Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers,
- Staff and participants should not make any frivolous or malicious complaints. All staff and participants are expected to participate in the complaint resolution process in good faith.

### **Privacy**

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Upskilled takes the privacy of our participants very seriously and we will comply with all legislative requirements.

These include the Privacy Act and National Privacy Principles (2001).

Your enrolment form provides for Participants to give permission for us to discuss the Participants progress with their employer. In some cases we will be required by law or required by the AQTF standards to make participant information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. Collection - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. Use and disclosure - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. Data quality – We will take all reasonable steps to make sure that the personal information we collect, use or discloses is accurate, complete and up to date.
4. Data Security – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. Openness – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. Access and correction - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and up date information errors described by the individual.
7. Unique Identifiers - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. Anonymity - Wherever possible, Upskilled will provide the opportunity for the individual to interact with them without identifying themselves.
9. Trans-border Data Flows - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. Sensitive Information – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

### **Vocational Education and Training Requirements and Policies**

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These are described in more detail in the Training Skills and Development Act 2008 but basically confirm the right of DFEEST to audit Upskilled, apply penalties for non compliance, define the requirements to retain records and other administration and operational requirements of a functioning RTO etc.

## **Apprenticeships and Traineeships**

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Upskilled delivers training eligible for “Traineeships” (also known as new apprenticeships) and we will ensure that we comply with the applicable legislation and regulations.

These acts define our obligations to comply with Department of Education (DET) requirements for funding of the Apprenticeship Traineeship Training Program (ATTP) and Approved Provider List (APL) funding, including our reporting and other obligations.

## **Working with Children**

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Upskilled Child Safe Environment Statement

Upskilled, a Registered Training Organisation (RTO), is committed to the safety and wellbeing of all children and young people accessing our services.

We support the rights of the child and will act without hesitation to ensure a child safe environment is maintained at all times.

We also support the rights and wellbeing of our staff and contractors and encourage their active participation in building and maintaining a secure environment for all participants.

This statement is supported by action and continuous improvement through our policies, procedures and culture.

We are committed to the personal development of our employees and ensure that, through rigor in our recruitment and selection process, the ‘right’ staff are selected.

## **Refund Policy**

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### **Course Cancellations and Transfers**

Course Cancellations and Transfers must be notified in writing and include the following information:

- Identification of student
- Effective date of cancellation of the student
- The reason for the request for a refund
- The students complete contact information (name, address, phone, e-mail, etc.)

#### ***Cancellations***

- Notifications received 5 days prior to commencement date will not incur a cancellation fee.
- Notifications received after the required notice period but before commencement date may incur a cancellation penalty of 50% of the course fee.
- Notifications received after the commencement date may incur a cancellation penalty of 100% of the course fee.

Upskilled reserves the right to apply administrative processing fee of \$250 for any refund.

#### ***Transfers***

- Notifications received 5 days prior to commencement date will not incur a transfer fee.
- Notifications received after the required notice period but before commencement date will automatically incur an administrative fee of \$250.
- Notifications received after the commencement date will automatically incur an administrative fee of \$250.

Upskilled recognise that there are circumstances which make it necessary for its students to cancel their enrolment or defer their participation in a course of study. Upskilled's Refund Policy details the procedure in this case.

Upskilled may in its absolute discretion, refund some or all course fees where it determines that there are extenuating or compassionate circumstances. Refund for part course fees will be calculated on a pro-rata basis on the booking price. The pro rata will not include the enrolment fee (\$490) which is a portion of fees not eligible for refund. E.G. if a student completes only 50% of the course, then they would be eligible for a 50% pro rata refund.

In the below outlined cases and when course fees have been received by Upskilled, a full refund of all payments will be issued:

- Upskilled make a preliminary assessment of a student's eligibility to enrol in courses under the New Apprenticeships Arrangement in good faith. The final decision that is made by an Australian Apprenticeships Centre (AAC) consultant finds that the student is deemed to be ineligible.
- Upskilled have cancelled a course prior to commencement.
- Upskilled CEO sympathetically reviews any extenuating circumstances of applications for refund under the refund policy by any student.

Approved applications for refund will be processed with fourteen (14) days of notice. All applications for refund will be reviewed and authorised by the Sales Director/CEO.

**Note:** Students will not be entitled to a refund of any course fees if they are removed from the course for any breach of the Upskilled 'Student Behaviour Policy' or other serious misconduct.

Any student grievance or complaints in regard to cancellation or transfers are to be submitted to the RTO manager/CEO as per the Upskilled grievance policy.

## **Participant Training Records Policy**

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We are committed to maintaining and safeguarding the accuracy, integrity, confidentiality and currency of our company records.

We will protect them against theft, fire, flood, vermin or any other pests and are to be available for perusal by DFEEST Departmental auditors at a scheduled audit.

We will maintain a backup of all electronically stored records off site.

We must retain for DFEEST auditing purposes for at least seven years:

- all AQTF policies and procedures
- training delivery and assessment strategies for all qualifications
- assessment policies
- assessment tools/instruments
- assessment records, and
- recognition of Prior Learning (RPL) assessment records detailing the evidence assessed for each Participant to determine competence
- complaints, grievances and appeals.

Please note we are not required to retain either original or copies of Participant generated work such as projects, assignments, reports etc.

### **Participant results**

Our Participant results must contain:

- Participant identification (full name, address, date of birth and/or Participant identification number)
- units of competency achieved - including title, code and date achieved
- qualifications/Statements of Attainment issued including title, national code and date issued
- any other information so that the qualification or Statement of Attainment may be reissued by the ourselves.

### **Provision of Information to DFEEST on RTO Operations**

In addition to the quality indicator requirements, we must also be able to make available, upon request, information on our operations. This is to allow DFEEST to plan and schedule auditing operations. DFEEST will stipulate the required format of this information.

### **Notification of Qualifications and Statements of Attainment issued**

To ensure we provide a permanent record of AQF qualifications issued in South Australia, we must notify the DFEEST within 30 days of issuing any AQF qualifications and/or Statements of Attainment.

We will make this notification through the DFEEST's Participant Training Enrolment Logistics Application (STELA) or in an alternative method if requested by DFEEST.

Information to be uploaded to STELA must include the following information for Full Qualifications/Statement of Attainments issued to each Participant:

- RTO name
- RTO number (national)
- full name of Participant
- Participant date of birth and/or identity number
- qualification/course achieved including title and national code or
- title and national code if Statement of Attainment is issued in partial completion of training
- parchment number
- date on which requirements for the qualification were achieved

All hard copy records including individual Participant records will be stored in a locked secure office area.

Our electronic records are stored in our computer system with our training records stored in our JobReadyRTO training record software system. All electronic records are protected by password access,

we further protect our records by maintaining up to date virus, firewall and spyware protection software.

In the event that we cease to operate as a RTO we will within 30 days:

1. Make arrangements for all current Participants to receive a copy of their Participant records including, if not previously provided to Participants:
  - a parchment for each qualification completed
  - a Statement of Attainment for any units of competence/modules completed in partial fulfilment of a qualification within a Training Package or accredited course
  - evidence of training and assessment activities undertaken at the time of registration expiry that were only in partial fulfilment of a unit of competence or module in nationally recognised training.
2. Forward to the recognition authority in an agreed electronic and/or hard copy form the following information:
  - details of Participants (full name, address, date of birth and/or Participant identification number) who have undertaken training with the organisation
  - units of competency/modules achieved by each Participant including title, code and date achieved
  - Qualifications/Statements of Attainment issued to each Participant including title, code and date issued.

The documentation must be a complete, accurate and orderly copy of all Participant results/details since initial registration of our RTO. The records must be in the form of an electronic copy or hard copy, and must include software details.

All other records including, training records, taxation records, business and commercial records will be retained for a period of at least seven years.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the AQTF such as:

- trainers and assessors to access and update the records of the participants whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,
- Officers from DFEST or their representatives for activities required under the Standards for Registered Training Organisations,

Or as required by law, such as:

- people permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act).

Or

- participants authorising releases of specific information to third parties in writing,

Or

- the participant's themselves, after making application in writing.

#### **Replacement Courseware/Manuals**

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Participants may from time to time have a need to request replacement courseware or manual. This cost is to be borne by the participant.

The cost to the participant for replacement courseware or manual is \$250 with no charge of GST.

#### **Replacement Participant Certificates or Statements of Attainment**

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As stated above Participant records are held for a minimum of 30 years. Participants are able to access our records system for replacement certificates and statements of attainment.

The cost to the participant for a replacement certificate or statement of attainment is \$110 inc GST.

Access to past participant records and replacement certificates and statements of attainment are made through the National Education and Compliance Manager, who will forward an application form to the participant.

The Participant will need to complete the required form and include the required identification and payment for the replacement documentation to be forwarded to the participant

### **Recognition of other Qualifications**

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All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Upskilled.

These qualifications will be recognised and where appropriate could be used to reduce any training program being offered by us.

Participants would be required to produce a certified copy or the original certificate to the Head Trainer or in some cases the trainer, who will make note of the qualification in our record system.

This is typically applicable where participants produce a pre-requisite qualification for a course they are currently wishing to undertake.

### **Access and Equity**

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We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis.

Including women where under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

All participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All participants who meet our entry requirements will be accepted into any of our training programs.

Any issues or questions regarding access and equity can be directed to Upskilled's National Education and Compliance Manager.

### **Client Selection**

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There are pre-requisites to enrolling in some of our training programs.

Specific details of these pre-requisites are contained in individual course information documentation.

If you have any questions please do not hesitate to discuss the course with your trainer or the National Education and Compliance Manager.

### **Enrolment**

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To enrol in one of Upskilled's courses you will need to obtain the permission of your employer to allow Upskilled to enrol you in the training program.

Enrolment will consist of you contacting Upskilled. We will despatch to you by suitable means a Participant Manual, an Enrolment form, literature on the courses being considered and any other relevant documentation.

### **Induction**

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Once all participants have completed the enrolment session they will complete an induction program which will cover:

- Introduction to Upskilled
- Confirmation of the course to be delivered
- The training and assessment procedures, including method, format and purpose of assessment
- Qualifications to be issued

Confirmation that all the above information was provided and handouts were distributed is required to be acknowledged by the participant.

### **Language, Literacy and Numeracy (LLN) Assistance**

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Our course standard material contains written documentation and limited numerical calculations.

We recognise that not all people are able to read, write and perform calculations to the same standards. We will endeavour to help you where we can to accommodate anyone with difficulties with Language, Literacy or numeracy.

In the event that a participant's needs exceed our skill we will refer the participant to an external support provider such as their local TAFE campus.

### **Participant Support, Welfare and Guidance**

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We will assist all participants in their efforts to complete our training programmes.

In the event that you are experiencing any difficulties with your studies we would recommend that you see your trainer, or another member of Upskilled's staff.

We will ensure that the full resources of our RTO are made available to ensure that you achieve the required level of competency in all nationally recognised qualifications.

Should you be experiencing any personal difficulties you should make contact directly with the Upskilled's National Education and Compliance Manager who will assist you to the full extent of our capacity.

If your needs exceed Upskilled's support capacity we will refer you onto an appropriate external agency.

You can seek support immediate by contacting:

#### **Police/Fire/Ambulance**

Ring 000

#### **Interpreting Services:**

TIS 13 14 50

**Lifeline:** 131 114

#### **Literacy and Numeracy Support:**

##### **National:**

Australian Council of Adult Literacy phone 03 9546 6892 email [info@acal.edu.au](mailto:info@acal.edu.au)

### **Flexible Delivery and Assessment Procedures**

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Upskilled recognises that not all participants learn in the same manner, and that with an amount of "reasonable adjustment" participants who may not learn best with traditional learning and assessment methods will still achieve good results.

Upskilled will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

Upskilled undertakes to assist participants achieve the required competency standards where it is within our ability.

Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist.

Any further questions can be referred to your trainer or Upskilled's National Education and Compliance Manager.

### **Discipline**

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Upskilled attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a participant the trainer has the authority to:

- Warn the participant that their behaviour is unsuitable, or
- Ask a participant to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

Upskilled, has a zero tolerance policy towards illegal drugs, any person found to be in possession or under the influence of illegal drugs will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol that will adversely affect their performance will be asked to leave the premises.

In some cases prescription drugs will affect your performance, please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the participant's assessment being dismissed.

We expect that our staff will maintain a professional and ethical working relationship with all other staff, management and participants. Any breach of our disciplinary standards will be discussed with the trainer and Upskilled's NATIONAL EDUCATION AND COMPLIANCE MANAGER and the appropriate action will be taken.

If a participant wishes to express a complaint in relation to the disciplinary action taken, they have the opportunity to follow our complaints procedure.

### **Recognition of Prior Learning Policy (RPL)**

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Upskilled recognises that participants will have acquired vocational skills from a variety of different sources, other than formal training. These skills are valid, irrespective of how they were acquired.

Participants who believe they have skills and knowledge that would be covered in the training programs offered by Upskilled should apply at time of enrolment to have their skills and knowledge assessed and where appropriate have the training program reduced.

Participants can make an application for Recognition of Prior Learning at any time during the training program.

An RPL application pack is available from the National Education and Compliance Manager.

### **Credit Transfer Policy**

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Credit Transfer is available to all participants enrolling in any of our training programs on our scope of registration.

**Credit Transfer** – means credit towards a qualification granted to participants on the basis of outcomes gained by a participant through participation in courses or nationally training package qualifications with another Registered Training Provider.

### **Assessment Standards**

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All assessments conducted by us will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package. In the case of our qualifications we will ensure that the competency assessment is determined by a vocationally competent assessor who holds the TAE10 assessment units of TAEASS401A, TAEASS402A and TAEASS403A.
- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.
- All of our Assessments will be:
  - **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess,
  - **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,
  - **Fair** - Assessment procedures will be fair, so as not disadvantage any learners.  
Assessment procedures will:
    - be equitable, culturally and linguistically appropriate,
    - involve procedures in which criteria for judging performance are made clear to all participants,
    - employ a participatory approach,
    - provide for participants to undertake assessments at appropriate times and where required in appropriate locations.
  - **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:

- careful design of the assessments,
- validation and moderation of the assessment materials conducted in our ongoing review,
- an understanding of the definition and practical application of the above definitions.

### **Assessment Criteria**

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All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.

This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each unit or course as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

### **Assessment Methods**

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Our assessments and assessment methods will ensure that we:

- focus on the application of the skill and knowledge as required in the workplace, including:
  - Task skills (actually doing the job)
  - Task management skills (managing the job)
  - Contingency management skills (what happens if something goes wrong)
  - Job Role environments skills (managing your job and its interaction with others around you)

Assessments may be carried out in simulated work context as advised by the training package assessment guidance criteria.

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.

All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

Re-assessment is available on appeal, see further details in the appeal process section.

#### **Further Information Required?**

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Contact one of our Education Managers for further details on course costs and funding assistance options.

**Phone: 1300 00 99 24**

**Fax: 1300 277 177**

**Email: [info@upskilled.edu.au](mailto:info@upskilled.edu.au)**

**Web: [www.upskilled.edu.au](http://www.upskilled.edu.au)**

