RTO # 40471 CRICOS # 03666M

SK I LLED UP

Learn to be Dexterous

2022

Skilled Up Pty Ltd

RTO # 40471 | CRICOS # 03666M

Student Handbook
International

Learn to be DEXTEROUS

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Section 1

WELCOME

SECTION 1: WELCOME

FROM CHIEF EXECUTIVE OFFICER

Dear Candidate

It is immensely exciting for me to lead the most dynamic, creative and hard – working group of Skilled Up (SKUP) Pty Ltd. staff and to be part of the growing Australian Education industry. The SKUP is an Australian national registered institute as a registered training organisation (RTO) by Australian Skill Quality Authority (ASQA). Skilled Up (SKUP), currently offering only VET courses in Commercial Cookery, Leadership and Management discipline. Our motto is to develop the passion in our learner cohort where they "**_Learn to be Dexterous_**". Our industry expertise and qualified teaching staff will provide the visionary, creative and innovative learning environment to you, so you be able to achieve the competency and skilful journey with Skilled Up.

The Skilled Up Pty Ltd is pursuing his founder vision and providing quality education as per Australian Qualification Framework in Vocational Education and Training (VET) sector to aspiring industry candidates. Our motto "learn to be dexterous" where we are agile academics provide industrial based qualification where student learn to excel in their respected chosen filed. At Skilled Up we believe that an investment in education is one of the most important decisions in life and a critical factor to having a successful future. We are offering to the students access to our VET qualification, which are combined with academic quality, and remains profoundly concerned about the need for competent human resource in the relevant industry. Skilled Up will represent the finest blend of mental and moral cultures, with a capacity to stimulate its students intellectually. We promote the Australian VET qualification for domestic and international students to enhance their skill, knowledge and its practical relevance.

We are looking forward to meeting you in our campus in the near future where you can start your learning journey. On behalf of Skilled Up team, we wish you the best of luck in your endeavour. If you need any support or having an query please feel free to call Skilled Up +61 3 8608 9901 or email us on admissions@skilledup.edu.au or enrolments@skilledup.edu.au or support@skilledup.edu.au.

I look forward to meeting you all on the orientation day.

Kind Regards,

Santosh Singh

(Chief Executive Officer)

ABOUT SKILLED UP CEO

Santosh Singh, CEO of Skilled up, has a vast experience in dealing with students and organisational development. With more than 10 years' experience across diverse industries, He is an entrepreneur with the vision to provide quality education to domestic and overseas student. Santosh developed business from scratch and brought it up to a successful position in Australia. His depth of experience in development and running successful businesses provides Skilled Up with an appreciation of the restraints. He has faced ample challenges in VET sector to provide internal consultancy and underpins the success of skilled up through his organisational learning interventions.

ABOUT SKILLED UP

Skilled Up (SKUP) is a registered training organisation (RTO) in Melbourne, Victoria, Australia.

Skilled Up (SKUP) is offering Diploma of Leadership and Management and Commercial Cookery vocational training product to international students at its Melbourne near CBD North Melbourne campus, Australia. Demanding academic programs, quality of education and pleasant environment make Skilled Up an ideal choice for Vocational Qualification in Melbourne, Australia.

Our aim is to provide students with highly quality based training in the vocational sector and develop the required industry skills and knowledge for Skilled Up cohorts. We are committed to provide pleasant environment and required facilities to enable Skilled Up students acquiring appropriate employability skills to adapt the ever-changing requirements of the industry, SKUP ensuring each cohort after successfully complete their qualification able to competitive and productive in their chosen industry and flourish in their endeavour.

SKUP is situated in North Melbourne, close to central business district (CBD), few stops near to Melbourne famous Victoria Market. Which means students undertake their face to face training next to some of the Australia's finest hospitality and famous tourism operations.

Skilled Up campus is easily accessible by all forms of public transport. Students are within walking distance to various stores, supermarkets, banks, post office and restaurants. Student can take Tram 57 from Elizabeth street Melbourne CBD to Skilled Up campus from Flinders Station or they can walk from North Melbourne Train Station to Skilled Up campus North Melbourne in approximately 15 to 20 mins.

> I like to fly high, I want to achieve my drams, the only way to get to the top is through persistence.
>
> I believe persistence is the key to achieve your dreams. A river cuts through rock, not because of its power because of his persistence
>
> Jim Watkins

Our Vision

We seek to be a leading training provider in the region with global perspective and to be recognized training provider for developing skilled for today and tomorrow.

Our Mission

Skilled Up aims to rigorously focus on academic excellence, discipline and integrity. SKUP will share the knowledge, understanding and creativity by providing Diploma or Business Training for quality educational programs in a strong and conducive community of learners and teachers, and prepare the professionals who are responsible global citizens and future leaders in the management and business field. To achieve this outcome SKUP constantly liaises with industry and the corporate sector.

Our Core Values

Teamwork

Professional Excellence

Leadership

Innovation

Responsiveness

Quality Education

Ethics

Integrity

Accountability

IMPORTANT INFORMATION'S AND EMERGENCY NUMBERS

Skilled Up Campus

Head Office: 59 – 61 Curzon Street North Melbourne VIC 3051 Ph # +61 3 8608 9901

Delivery Site: 59 – 61 Curzon Street North Melbourne VIC 3051 Ph # +61 3 8608 9901

Commercial Kitchen: Basement, 398 Lonsdale Street, Melbourne VIC 3000. Ph #: +61 3 8608 9901

Skilled Up WHO is WHO

Santosh Singh   (Chief Executive Officer)

Tauseef Muhammad (Director Academic/Operations)

Prateek Sharma   (Campus Manager/Liaison Officer)

Hailey Nguyen   (Support/Enrolment Officer)

Yojana Sharma   (Admissions Manager/Admin)

Skilled Up 24/7 emergency number:

Student Liaison Officer – Nabil Sarmad
Our 24/7 Emergency No: +61 41518281
Phone #: +61 3 8608 9901

Emergencies

Any student that experiences critical incidents should immediately inform where possible to their trainer or course coordinator. In case, they are not available, students should contact the Student Support-officer/Liaison-officer. The emergency number is +61 426 213 100 or contact us personally at 59-61 Curzon Street North Melbourne VIC 3051.

For serious or life-threatening Injury/Situation **Call 000 Police/Fire/Paramedics/Ambulance .** If an emergency call has been made, please notify the nearest staff member of the situation.

Emergency and Medical Services

Skilled Up has a strong component of international students who hail from different countries worldwide, creating a dynamic, multicultural community. In Student Administration, you'll find our specialist team whose role is to support our international students on a wide range of matters:

We also advocate for the health of our students, which equals better marks

Medical and nursing services near City campus

- **Medical One:** 23 QV Terrace, 292 Swanston Street, Melbourne
- **Metropolitan Medical Centre:** Level 1, Lygon Court Shopping Centre, 380 Lygon Street, Carlton
- **Lygon Court Medical:** Suite 3, Level 1, Lygon Court Shopping Centre, 380 Lygon Street, Carlton
- **LaTrobe Street Medical:** Shop 152, Level 1 Melbourne Central, Corner of Swanston and La Trobe Streets, Melbourne

Dental services near City campus

- **Royal Dental Hospital (emergency care only):** 720 Swanston St, Carlton
- **Green Apple Dental:** 49/300 Lonsdale Street, Melbourne 3000
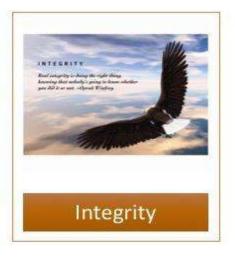- **Metro Dental:** 393 Swanston Street, Melbourne
- **Bouverie Dental:** 69 Bouverie Street, Melbourne
- **QV Dental:** 23 QV Terrace, 292 Swanston Street

For free health advice from a Registered Nurse 24 hour, seven-days-a-week, phone Nurse-on-call on 1300 60 60 24.

Handy Links

Here you will find legislation and information including:

- **Privacy:** www.privacy.gov.au/
- **Human Rights & Equal Opportunity:** www.austlii.edu.au/au/legis/cth/consol_act/
- **Occupational Health and Safety:** www.australia.gov.au/topics/health-and-safety/
- **Bullying & Harassment:** www.bulliesdownunder.com/website.htm
- **Literacy:** www.deewr.gov.au/Skills/Programs/LitandNum/LLNP

- **Welfare Guidance and Assistance:** www.centrelink.gov.au
- **Apprenticeship and Studentships:** www.australianapprenticeships.gov.au/
- **New Apprenticeships Training Information Service**:
- www.nacinfo.com.au
- **Skills Victoria:** www.skills.vic.gov.au/
- **ASQA**: www.asqa.gov.au/

MELBOURNE TRANSPORTATION

Public transport

Melbourne's public transport network is efficient, convenient and easy to use. You can choose from trains, trams, buses, yellow taxis and other ridesharing services. A MYKI card is required for flexible travel between trains, trams and buses throughout Melbourne region. You will be able to use public transport in and around the city for almost all day with back to back services. Plan your trip, buy tickets online and download maps and timetables form public transport Victoria, the one stop shop for information about travelling on public transport.

Phone: 1800 800 007

Visit Public Transport Victoria for maps, timetables, tickets and route information.
https://www.ptv.vic.gov.au/

ENROLMENT PROCESS

Step 1
- Enquire
- Complete EOI

Step 2
- Offer made
- Acceptance
- Signed agreement

Step 3
- Fee Paid
- Issue eCoE

Step 4
- Arrival
- Identify support requirements

Step 5
- LLN Assessment
- Orientation

Step 6
- Study commenced

THINGS TO DO

BEFORE LEAVING HOME COUNTRY

1. Research about school and course who willing to study for your career.
2. Arrange Australian student visa.
3. Contract SKUP for offer letter.
4. Review policies and procedure and other relevant policy from http://skilledup.edu.au./policy/
5. Arrange for immunizations.
6. Arrange sufficient funds
7. Confirm overseas access to your funds with your bank.
8. Pay tuition fee to SKUP.
9. Make travel arrangements
10. Pack bag being sure to include the following:
    a. SKUP institute contact and address details,
    b. Enough currency for transportation.
    c. Passport and other relevant travelling documents
    d. eCoE copy
    e. Your academic transcript and certifications.
    f. ID cards, drivers licence(If have one) , Birth Certificate.

UPON ARRIVAL IN AUSTRALIA

1. Call home
2. Settle into accommodation
3. Contract SKUP
4. Visit CBD and locate the SKUP North Melbourne campus
5. Attend Orientation
6. Get Student ID card
7. Open bank account
8. Advise health insurance company
9. Apply for tax file number if seeking work
10. Get involved in student life in SKUP.

Section 2

Pre-Enrolment Information

SECTION 2 – PRE – ENROLMENT INFORMATION

LIVING IN MELBOURNE

Australia is probably the best spot on the planet to live. It is a youthful, dynamic and inviting nation where understudies can live, learn and develop. Along these lines, on the off chance that you need a quality Education and a decent way of life, Australia is the spot to be. In Australia, you have the opportunity to pick a way that suits your specific objectives. There are several course choices on offer, each course gives you a one of a kind sort of Educational Experience and Knowledge. Considering in Australia advances imaginative, innovative and free reasoning. You'll figure out how to fill in as a component of a group, to discuss viably with others and to build up the down to earth aptitudes and scholarly capacities you requirement for worldwide achievement.

Melbourne is the capital and most crowded city in the province of Victoria, and the second-most crowded city in Australia. As of June 2011, the more prominent land zone had a populace of 4.1 million. Occupants of Melbourne are called Melbournians or Melbournians. The city is situated on the enormous common narrows known as Port Phillip, with the downtown area situated on the estuary of the Yarra River. The metropolitan region at that point broadens south from the downtown area, along the eastern and western shorelines of Port Phillip, and ventures into the hinterland.

The downtown area is arranged in the region known as the City of Melbourne. The metropolitan territory comprises of a further 30 districts. Melbourne was established in 1835 (47 years after the European settlement of Australia) by pioneers from Launceston in Van Diemen's Land. Legislative head of New South Wales Sir Richard Bourke named it in 1837, to pay tribute to the British Prime Minister of the day, William Lamb, second Viscount Melbourne. Sovereign Victoria formally pronounced Melbourne a city in 1847.In 1851; it turned into the capital city of the recently made settlement of Victoria.

During the Victorian dash for unheard of wealth of the 1850s, it was changed into one of the world's biggest and wealthiest urban communities. After the alliance of Australia in 1901, it filled in as the between time seat of administration of the recently made country of Australia until 1927. Frequently alluded to as the "Nursery City" and "social capital of Australia", Australian guidelines football, It is likewise a significant community for contemporary and conventional Australian music.

Melbourne ranked as the world's most liveable city in ratings published by the Economist Group's Intelligence Unit for 7 Constant years from 2011 to 2017.

It was additionally positioned in the main ten Global University Cities by RMIT's Global University Cities Index (since 2006) and the best 20 Global Innovation Cities by the think now Global Innovation Agency (since 2007). The city is additionally home to the world's biggest cable car arrange. The fundamental air terminal serving Melbourne will be Melbourne Airport.

LIVING IN AUSTRALIA

Australia is a fantastic nation to live and travel. It is a country that is assorted in its way of life and condition. It's kin are neighbourly and loose. A portion of Australia's most renowned traveller normal attractions include: the incomparable Barrier Reef, Great Ocean Road, Uluru, Kakadu national Park, the Raintree Rainforest and there are many site visits territory crosswise over Australia.

Good Choice for study.

There are in excess of 650,000 abroad understudies concentrating in Australia and every year the numbers is expanding from various piece of the world understudy goal is Australia. The Australian understudy send out is third biggest commitment in Australian economy. The greater part of the understudy picked Australia for a few reasons:

- Australia has a top-notch training framework
- Australia offer customary training in respectable schools and colleges.
- Australian colleges and universities have set up systems of help to support abroad understudies.
- The Australian Vocational Education and Training (VET) area has unequivocally instruction frameworks and pathways to Universities.
- Academic and welfare backing and rich different culture of understudies over all Australian Educations schools and Universities.
- Australia is a Safe, Sable nation with wonderful atmosphere.

Living Cost

The decisions you make about convenience, transport, nourishment and stimulation will enormously change your living expenses in Melbourne. The Live in Melbourne site offers some direction on run of the mill costs. Knowing the normal living expenses in Australia is a significant piece of your money related arrangement. For your reference, here are a portion of the expenses related with living and contemplating in Australia. For more data, if it's not too much trouble click the connection beneath:

http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs

Eating out

Melbournians love great nourishment. The city and rural areas are brimming with bistros, eateries and, bars serving foods from everywhere throughout the world. Certain pieces of the city are well known for their culinary strength:

- Erol street – restaurants.
- Italian: Lygon Street, Carlton
- Spanish: Johnston Street, Fitzroy
- Vietnamese: Victoria Street, Abbotsford
- Chinese and Asian: Chinatown, City Center
- Greek: Lonsdale Street, City Center Jewish: Carlisle Street, St Kilda.

Additional Cost issues

The cost and study calculator gives you a general idea of what the cost of bringing your family will be.

You also need to consider how your family will adjust to life in Australia.

- How would the presence of your family will adjust to life in Australia?
- How would your family cope with life in Australia?
- Can your spouse communicate confidently in English?
- Possible limited employment opportunities for your spouse?
- Are you the primary carer for your children?
- School or childcare arrangement for your children?
-

School going Kids

The Department of Home Affairs (DoHA) requires wards of worldwide understudies to go to class in Australia. Kids must be five years of age or turning five preceding 30 April of that schedule year to be qualified to begin school in Victoria. For more data about tutoring, allude to the Victorian Government Schools International Student Program site.

Before your kids enter Australia, you should temporarily enlist them in a school. Data about schools is accessible from the Victorian Department of Education and Early Childhood Development. While picking a school, numerous guardians get some information about:

- the school's curriculum
- extracurricular activities
- the size of individual classes
- the overall size of the school
- whether there is an English as a Second Language (ESL) program offered
- school fees and any additional costs

You should also consider:

- the distance from the school to the University

- the distance of the school from where you plan to live
- how your children will travel to and from the school

The Diplomatic Mission in your country can advise you on which Victorian schools are registered to take international students.

School Fees

You are responsible for school fees (unless exempt) and other costs including school uniforms, books, stationery and excursions. You may need to pay for one semester's school fees when you provisionally enrol your children.

- Victorian Government School tuition fees for international students
- Tuition fees at non-government schools vary from school to school
- Your dependants **may be exempt** from school fees at a Victorian Government School if you:
  - are a postgraduate research student enrolled in a doctoral (PhD) or Masters by Research degree, and you have a subclass 574 visa dated on or after 1 July 2004; OR
  - receive a fully funded award or scholarship from the Australian government.

If you receive a fully funded tuition scholarship from the University of Melbourne, you may also be eligible
Check if you are eligible for fee exemptions with the Victorian Government's International Education Division.

Accommodation

Students can lease a condo, level or house or offer a level or house with others (a course of action called "shared accomodation"). When settling on a choice about where to live, understudies need to adjust the expense of higher leases and lower transport costs in the city zones with the lower rents and higher vehicle expenses of living in suburbia.

Renting an Apartment, Flat or House

Leasing a condo, level or house implies understudies can pick who lives with them, and might be a decent decision for understudies who favour their freedom. It additionally implies that understudies may need to purchase (or lease) all their very own furnishings.
The estate agent will ask renters to sign a contract (tenancy agreement or lease) with the owner, agreeing to stay in the place for a minimum period of time (usually 6 or 12 months).
Students need to make certain that the accommodation is suitable for there needs and that they can afford it.
The average apartment or flat ranges from $200 - $300 per week (one bedroom) or $300 - $400 per week for a larger flat or house (two/three bedrooms). A bond or security deposit equal to one month's rent will also need to be paid. A bond is money paid to the landlord or real estate agent in case a renter doesn't fulfill their responsibilities. It is refundable after a renter moves out of the flat or house, provided they leave the property in reasonable condition and fulfills their obligations under the lease.
Rental properties can be accessed via www.realestate.com.au – this site offers a range of accommodation with various real estate agents throughout Melbourne.

Sharing an Apartment, Flat or House

This type of rental accommodation can only be arranged after arrival in Melbourne. In a shared apartment, flat or house each person usually has his or her own bedroom and shares the bathroom, kitchen and living areas with other people.

Costs depend on the size of the residence and the number of people sharing. The average price of a room ranges from $150 to $200 per week, plus an initial payment for the bond or security deposit. Food costs can be shared, with everyone paying an agreed amount per week, or each person buying his or her own food (approximately $75 to $100 per week).

In most households the cost of electricity, telephone rental and other bills are shared equally (approximately $50 per week).

Hostel Accommodation

Hostels usually have bathroom, living and leisure areas that are shared with other residents. Some hostels include meals in their fees, whilst at other hostels, people cook for themselves. Single rooms are available at most hostels but this is more expensive than sharing a room. Prices vary from approx. $150 to $250 per week. There may be other charges, such as a bond (security deposit) and appliance charges.

Homestay

Homestay arrangements typically cost around $180 to $270 per week. Homestay families provide students with a private single room with bathroom and laundry shared with the family. Meals are usually included in the cost but this varies to meet the needs for the family and student. Self-catering homestay is sometimes available and offers a cheaper alternative. This is a reliable way to find a reputable family to live with.

For more information, please refer to: www.student-accommodation.com.au or
http://www.homestaydirect.com.au./

Accommodation Issues

If a student chooses to rent or live in shared accommodation or organise a shared accommodation house they should be aware of their legal rights and responsibilities.

Most of this information is contained in a booklet called "Renting: Your Rights and Responsibilities". This booklet includes tenants' rights in rental accommodation and their responsibilities, such as household maintenance and paying the rent on time. An electronic copy of this booklet is available from www.consumer.vic.gov.au (go to the Resource Centre section and click on "Publications").

Students may also be responsible for paying for the cost of the connection of the utilities; i.e., to have gas, electricity, water and telephone turned on. When leaving a rental property, the electricity, telephone, water and gas companies need to be notified so that students are no longer responsible for the bills.

Finally, when moving into a place, students need to make sure that they clearly understand all of the documents (including all terms and conditions) before signing them.

If students would like clarification or assistance on any accommodation issues, they can ask one of our Student Support Officers for assistance.

For more details please visit: https://www.consumer.vic.gov.au/internationalstudents.

Melbourne Airport Student Welcome Desk

Melbourne airport has a student welcome Desk with helpful information for international students, including a free welcome pack and an international student guide. The Welcome Desk is open every day from 7am to midnight at the Travelers' Information Service, International Arrivals Hall, Ground Floor, Terminal 2.

For more information, visit http://www.melbourne.vic.gov.au/community/health-support-services/for-young-people/Pages/student-welcome-desk.aspx

Employment

International Students are not allowed to work until they have started their course. They can work up to 40 hours a fortnight while their course is in session (excluding any work undertaken as a registered component of their course of study or training) and they can work unlimited hours during scheduled course breaks. However, students should be aware that work may not be readily available, and they should not depend on this form of income for support.

For further information, call the Department of Immigration & Border Protection enquiry line on 131 881, or go to www.immi.gov.au/students.

Students wishing to undertake paid employment will need to apply for a Tax File Number (TFN), which is a number used by the Australian Tax Office to identify people when they pay tax. Going to the local post office and asking for an application form, or by visiting can obtain a TFN

www.ato.gov.au, clicking on "For individuals" and following the links. A TFN should be kept in a safe place and not disclosed to anyone other than an employer or bank.

Employment Rights

There are a number of external agencies that can assist with employment related issues:

Work safe Victoria & Occupational Health - Work safe Victoria is the manager of Victoria's workplace safety system and provides information on work cover and workplace occupational health & safety issues. For more information, please visit the website:

https://www.studymelbourne.vic.gov.au/employment-and-work/your-rights-at-work

Equal Opportunity Commission - Receives complaints from people who feel they have been treated unfairly, have been discriminated against or is experiencing sexual harassment. For more information, please visit: www.humanrightscommission.vic.gov.au/ or phone 1300 292153.

Australian Taxation Office - Provides information on taxation and superannuation issues. For more details, please visit: www.ato.gov.au or phone 132 861 for an appointment.

Wage Line - Provides information on rates of pay and conditions of employment, award information, and employee entitlements regarding annual leave, sick leave, redundancy pay, superannuation and related issues. For more information, please visit www.wagenet.gov.au or phone 1300 363 264

Job Watch - Investigates exploitation in employment and training, and handles complaints and inquiries from the general public regarding annual leave, notice pay, sick leave, redundancy pay and related issues. For further detail information, please visit: www.jobwatch.org.au or phone 03 9662 1933 or 1800 331 617.

Fair Work Australia - FWA functions broadly to facilitate agreement making between employers and employees about wages and conditions, and to ensure that a safety net of fair minimum wages and conditions is established and maintained. For more information, please
https://www.fairwork.gov.au/

Weather

Melbourne is an excellent place to see the seasons change. In summer, most people head out to visit our golden beaches. In autumn, experience the glorious foliage of the many European-style parks that fringe the CBD. In winter, Melbournians enjoy the warmth of cozy cafes and bars. Spring is a time for renewal a great time to head back into our parks and revel in our beautiful gardens. Spring: September-November Summer: December-February Autumn: March-May Winter: June-August Summers are beautiful and warm with temperatures ranging from 28-38 degrees Celsius. Spring and autumn are mild. Winters can be cool but often with clear blue skies. Snow doesn't fall in Melbourne but does in the alpine areas.

BRING FAMILY

If you are travelling with your family while you are coming Australia on Student Visa, the cost of supporting a family in Australia is very high and it is important to ensure that you have sufficient funds to support them financially.
https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs

AUSTRALIAN CULTURE

Australia is a multicultural and highly diverse society. While there are, many language spoken in Australia. Aussie also have their own lingo call "Aussie" for more detail please visit http://www.movingtoaustralia.com.au/australian-culture/

CULTURE AND EVENT IN MELBOURNE

Melbourne is enriching culture of art, theatre and cultural events. Scratch the surface in Melbourne in your term break or summer holidays. For more details please visit http://www.visitmelbourne.com/Regions/Melbourne/Things-to-do/Art-theatre-and-culture

STUDENT SAFETY

If you feel unsafe or threatened at any time, have anything stolen or are assaulted, you can contact the Police for help and report the incident. Should you prefer, you can ask someone you know and trust to contact the Police on your behalf. If you experience language difficulties when speaking with the Police, they will provide someone, free of charge, who speaks your language to address your issue. All Victoria Police wear a blue uniform (either a jumper or a patrol jacket) and carry a Victoria Police badge. In an emergency you can contact the Police, Fire Brigade and Ambulance by **dialing 000.**
If you require non-urgent advice or information or need to report a non-urgent matter, like lost property, you should attend or call the local Police Station.

TIPS TO STAY SAFE IN MELBOURNE.

Melbourne is one of the safest cities in the world in which to live, work and study. As with any big city, it is a good idea to get some local knowledge when you arrive. Talk to local people about areas they would avoid at night.

10 Tips to help you travel safely around Melbourne

1. Plan your trip ahead of time. Carry a public transport timetable and know the time of your last train/tram/bus. Call 1800 800 007 (6am — midnight) or go to Public Transport Victoria for information on timetables, routes and ticketing.

2. Stand behind the yellow line until your train or tram arrives when waiting for public transport. Stand in well-lit areas. Make yourself aware of the location of security cameras.

3. Where possible travel with friends. If you are on your own, consider traveling in the front carriage of the train, near the driver's cabin.

4. Be aware of the red emergency button located near the exits on the train. If you press this button, the train driver will be able to see you via a security camera and organize police assistance if you need it.

5. Be aware of what is going on around you, especially at night and remember your headphones, mobile phone or too much alcohol can distract you from your surroundings.

6. Walk confidently and with purpose. Walk with other people. After dark, stick to well-lit paths where you are visible to passing traffic.

7. If you feel at risk or uncomfortable when walking along the street, cross the street or change direction. Enter a shop or business where you can wait until you feel safe.

8. In an emergency call 000 for police, fire and ambulance. It is a free call from all public, mobile and land line phones. Program 000 into your mobile just in case!

9. In non-emergency situations, when you require advice or information call in on your local police station.

10. If you witness or have knowledge about a crime, incident or offence, you can report it anonymously to Crime Stoppers on 1800 333 000.

OVERSEAS STUDENT HEALTH COVER

International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. It includes cover for visits to the doctor, some hospital treatment, ambulance cover and limited pharmaceuticals (medicines). OSHC insurers can provide a range of different OSHC products. These may range from a basic product which covers only the compulsory minimum services to comprehensive products which cover, in addition to the compulsory minimum services, extra services as specified under the particular policy. You can find more information, including a list of the providers and average costs, on the Department of Health website. Remember, the Department of Immigration and Citizenship requires overseas students to maintain OSHC for the duration of time they are in Australia. For more details and getting insurance please visit http://www.health.gov.au/internet/main/Publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1#insurersofferoshc

How much does OSHC cost?

The costs associated with OSHC will vary depending on individual insurers and their policies, the type of cover required and the duration. Overseas students are recommended to contact their respective private health insurer for policy related information before commencing OSHC to ensure an appropriate level of cover is chosen. All costs will be in Australian dollars (AUD).

Which insurers offer OSHC?

- Australian Health Management
- Allianz Global Assistance (subcontracted by Peoplecare Health)
- BUPA Australia
- Medibank Private
- nib

Section

3

Useful Information

SECTION 3 – IMPORTANT INFORMATION

LEGISLATIVE INFORMATION

ESOS Act

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa. In particular, ESOS provides tuition protection for international students. For further information, please click the link below:

https://internationaleducation.gov.au/Regulatory- Information/Pages/Regulatoryinformation.aspx

Tuition Protection Services (TPS)

The TPS is a government initiative protecting international students in the event that an education provider is unable to fulfil their obligation to delivery the agreed course of study. The TPS ensures that international students are able to complete their study in another course or another education provider or those they get a refund of their unspent tuition fees. For further information, please click the link: https://tps.gov.au/StaticContent/Get/StudentInformation

USI

The Unique Student identifier (USI) ensures that you have access to all your training records online at any time. It makes life easier for you and your employer. If you are a continuing student in Vocational Education, Skilled Up needs your USI number before issuing qualification or if you are new student, you can create your USI, or SKUP can apply for your USI on your behalf.
For further details please visit: https://www.usi.gov.au/students.

Visa Conditions

Your visa is subject to a number of visa conditions that you must comply with. Different visa conditions apply to your and members of your family unit. Breaching a visa condition may result in the cancellation of your visa. For more details please visit https://www.border.gov.au/Trav/Stud/More/Visa-conditions

COMPLAINT AND CONDITIONS

Skilled Up (SU) is committed to facilitating a learning process that is both beneficial and enjoyable. SKUP ensure that clients have access to a fair and equitable process for dealing with complaints and appeals, in a constructive and timely manner against decision made by SKUP. SKUP recognised the rights of learner/clients to complain without recrimination. SKUP will resolve all complaints and appeals within 45 days from the date SKUP received complaint or appeal. The written outcome of the complaint and appeal will be send to student within 3 working days' after decision on complaint or appeal. Any learner/client wishing to make a complaint against SKUP shall

complete the form and email to support@skilledup.edu.au For more details please visit SKUP website http://skilledup.edu.au/policy

For external appeal:

Please visit the following Overseas Student Ombudsman for external appeal against SKUP decision. Note: you must follow SKUP compliant and Appeal process before appeal to overseas student ombudsman.

http://www.ombudsman.gov.au/contact-us

Note: In case SKUP will not able to handle the complaint and appeal within 45 days from the date of complaint or appeal received, SKUP Academic Director will inform the student in writing about the delay of the process outcome and reasons of delay in student complaint or appeal resolutions. SKUP will keep communication with the complaint or appellant on the process and resolution during the compliant or appeal process. SKUP will resolve all complaint and appeal within 45 days from the date of complaint or appeal received by SKUP

YOUR OBLIGATION AS A LEARNER

The integrity of SKUP qualifications are maintained by the rigorous application of assessment procedures, during reasonable adjustment according to learner special needs. It is the responsibility of learner to ensure that they meet specified course requirements in order to achieve the desired award. Whilst SKUP qualification staff can assist learner with advice and support during their course of study, it is essential that learner have the ability to work independently in preparation for assessment tasks.

During your study/duration with SKUP the following obligation as a student:

1. Maintain integrity, work hard and treat other with courtesy and respect. This includes:
    a. Acting with honesty and academic integrity when submitting work for assessment, and in all other dealings with SKUP, SKUP staff and fellow learners.
    b. Respecting the opinion and rights of others within the SKUP community, treating others in a fair and non-discriminatory manner and acting with consideration for others, at all times.
    c. Applying yourself to your studies to the best of your ability, by attending timetabled classes, mentoring session if you booked and submitting any class work given by trainer and your summative assessment to achieve the competency.
2. Be aware of and comply with policies and procedures. This includes:
    a. Complying with all SKUP rules and policies relating to your responsibilities as a learner including your visa conditions and student code of conduct.
    b. Complying with al procedures and behaving in a manner that protects the safety of others, as well as your own.
3. Keep informed and keep SKUP informed. This includes:
    a. Providing fair feedback on training products and on the content and presentation of course.
    b. Providing fair feedback on ASQA survey and NCVER survey's.

    c.   Paying all dues of Skilled Up according to your tuition fee and other charges as per your written agreement or eCoE's.

    d.   Maintaining your email account through your enrolment with SKUP. Notify any change of your email and address.

    e.   Immediately update your contact details if changes within your study period with SKUP from initial give details.

    f.   Confirm your contact details by replaying SKUP email after every six months during your study with SKUP.

4.   Represent SKUP with integrity and professionalism. This includes:

    a.   Conducting yourself in professional manner while undertaking placement, project work, and respecting the confidentiality of clients/SKUP, or commercial information made available to you through such activities.

SKILLED UP'S COMMITMENT.

During your study/duration at Skilled Up (SKUP), SKUP commit to provide the following:

1.   To provide a high-quality education that is intellectually stimulating. This includes:

2.   To provide timely and accurate information prior to enrolment and during your study with SKUP, this includes:

    a.   Providing constructive and appropriate feedback in a timely manner on work submitted for assessments.

    b.   Providing opportunity to take the mentoring & Coaching program

    c.   Providing the negotiated training plan.

    d.   Conduct pre-training review (PTR) prior to commencement to ensure you chosen the right course.

    e.   Providing accurate, timely and accessible information about all relevant aspect of your specific training products (i.e. including but not limited on the course content, assessments requirements, training plan, assessments submission dates and timetable). Before course commencement.

    f.   Provide help on making right choice of training product before enrolment.

    g.   Provide pre-enrolment information to help in making decision on the desire course admission.

    h.   SKUP will ensure that all relevant training product learning materials, information, assessments, mentoring program, rules and policies relating to learner easily accessible via website or on request.

    i.   SKUP will ensure that not being disadvantage if SKUP changes the requirements of training product or discontinues the training product in which you are enrolled and being advised of pathways to complete that program or an appropriate alternative program.

    j.   SKUP will ensure that in case of any discontinuing of SKUP, you not being disadvantage in getting the refund on the un-used fee.

    k.   SKUP will ensure to issue the AQF qualification within 30 day's once you successfully completed the training product requirements.

    l.   SKUP will ensure that you will get the statement of attainment, if you decided not to continue with SKUP or another reason of discontinuing in your chosen course.

    m. SKUP, provide you all testamurs without any charges.

    n.   SKUP, provide your orientation and LLN support.

    o.   SKUP, will provide quality training product and assessments in compliance with Standards for Registered Training Organisation 2015

3.   To be respected and treated fairly and equitably. This includes:
   a. Being treated fairly and in a non-discriminatory manner, regardless of your culture and educational background.
   b. Providing access to fair and equitable complaints and appeals process
   c. Providing legal rights, respected, including right of privacy
   d. Having consumer protection rights.

4.   To provide academic, welfare and supportive environment, this includes:
   a. Having the freedom to voice alternative views during rational discussion and debate.
   b. Provide the opportunity to appeal against the SKUP academic or non-academic decisions or complaint.
   c. SKUP is committed to ensure that access and equity considerations are incorporate in the provision of training delivery and assessment services in an environment that embraces equal opportunities, equity, fairness and respect for social and cultural diversity. All staffs are made aware of SKUP policies and procedures and orientation program.

5.   In the event of a *default* by Skilled Up, students are entitled to a refund under the provision of the ESOS Act 2000 and ESOS Regulations 2016. If Skilled Up does not offer a course on the advertised start date, terminates a course after the course start date and before the course completion date, or does not provide a course as advertised, due to sanctions or circumstances beyond its control, Skilled Up will refund the tuition fee (including any deposit/full fee deposit) to the student within 14 days after the default date or offer an alternative course with another provider at no extra cost. If SKUP does not refund to you the unspent pre-paid course fee received for the course or obtain your written acceptance of enrolment into alternative course within the provider notification and obligation period of the course not being delivered, or not delivered in full to you, SKUP will notify the TPS Director within 7 days. The TPS director will facilitate access to the on-line course placement service to enable you to identify and enroll into a suitable alternative course.

SKILLED UP DELIVERY LOCATIONS:

Theory Classes: 59 – 61 Curzon Street North Melbourne VIC 3051

Commercial Kitchen for Practical classes: Ground floor 398 Lonsdale Street VIC Melbourne 3000

Policy and procedures:

Please visit www.skilledup.edu.au/policy for detailed policy and procedures before enrolment.

You MUST visit to read the following important policy before admissions:

- ➢ Course progress and attendance
- ➢ Formalisation of enrolment
- ➢ Deferred/suspension and cancellation.
- ➢ Fee and refund
- ➢ Complaint and appeal
- ➢ Transfer between providers
- ➢ Course information flyers.
- ➢ Assessment

Section

4

Studying at Skilled Up

SECTION 4 – STUDYING AT SKILLED UP

INDUCTION/ORIENTATION

All students participate in an Orientation Program, which provides detailed information on life and study in Melbourne including all required course information to ensure a smooth start to the term and program. It will include information on Vocational Education study in Australia, policies and expectations, occupational health & safety procedures, transport, banking and postal service for example.

Our Induction/Orientation program is conducted prior to the commencement of the student's course. Its purpose is to inform new students about studying at SKUP and about living, studying and working in Australia. This Student Information Handbook will be given to each student as part of the Induction/Orientation Program and used as the major source of information. The Induction/Orientation program will cover:

- ➢ Introduction to SKUP and its staff
- ➢ Information about the course to be delivered
- ➢ Training and Assessment procedures
- ➢ Student Administration requirements
- ➢ Student Support Services and Campus Resources
- ➢ A tour of SKUP and its facilities
- ➢ Pre-training review (PTR)
- ➢ Completing LLN assessment and Vet-enrol form

STUDENT SUPPORT

In the event that a student is experiencing difficulties with their studies we recommend that the student first speak to their trainer or to another member of the academic staff. We will ensure that the full resources are made available to assist the student to achieve the required standard of performance in their chosen course.

We also have Student Support Officers who are available to help students adjust in settling in to life in Melbourne. These staff will also guide and help students with either personal or study problems they may encounter. SKUP will also refer students to a free counselling service also available to assist those who may be facing more serious problems.

The assigned Student Support Officers.

Prateek Sharma (Campus manager/Liaison Officer)
Yojana Sharma (Administration Manager)
Mr. Chip (Academic/Learning Support)
Ms Monica (welfare officer)

Student Academic Support and Counselling

The Student Learning Support and Counselling program provides:

- Somewhere to talk about problems ranging from everyday hassles, to those that are seriously affecting a student's ability to function
- A safe place to let off steam
- An opportunity to generate solutions to problems
- Academic workshops
- English support services

If you are experiencing any of the following, we suggest you contact our Learning Advisor officer Mr. Chip on support@skilledup.edu.au , make appointment with Monica through the reception:

- Thoughts of quitting study
- Physical signs of emotional stress
- Problems sleeping – either not being able to sleep or having too much sleep
- Lack of concentration in study or completing normal day-to-day activities
- Feeling sad and unable to function properly
- Thoughts about self-harm

Some of the issues that students typically seek counselling about include:

- Adjustment issues
- Stress / Anxiety / depression
- Victim of assault
- Cultural issues – difficulty in 'fitting in' to the Australian way of life
- Family issues
- Grief and loss
- Victim of harassment – either at the college, workplace or in your home
- Victim of abuse – psychological, physical, sexual
- Self-esteem
- Sex and sexuality
- Study problems

A counsellor will help by listening without judgment, offering new perspectives and working with students on strategies that are right for them. All counselling services are strictly confidential between the counsellor and the student. No one else needs to know that you are seeking these services. Make a appointment with our welfare counsellor Monika. Email support@skilledup.edu.au or ask reception to book an appointment.

To assist its students who require or request additional external support on a range of issues from academic to personal, the Skilled Up (SKUP) can also refer them to external welfare service. The details as follows:

> SMSC (Study Melbourne Student Centre)
> 599 Lt Bourke Street, Melbourne, Vic 3000
> Telephone 1800 056 449 Email: andrea.brookes@studymelbourne.vic.gov.au

This service provides professional counselling for a range of personal, family and work-related issues as well as mental health issues; psychological and personality assessment; training in time and stress management, assertiveness, conflict resolution, effective communication, interpersonal skills and relationship skills and emotional management.

Language, Literacy and Numeracy (LLN)

You must complete a Language and Literacy test to highlight areas of difficulties with language, comprehension or numeracy, which will help us decide how best we may assist you with your learning.

Skilled Up (SKUP) is committed to providing assistance to participants who may have language, literacy and numeracy support requirements. We will provide assistance where possible to participants who are experiencing difficulties with these areas. Referrals for additional support will be provided to specialist language, literacy and numeracy services as appropriate. SKUP will conduct LLN test on orientation day.

Courses provided by SKUP require a minimum level of literacy with respect to both Language and Numeracy. At SKUP, all current and future courses are delivered (both orally and written) in the English language with a number of written assessments and research assignments. SKUP makes every effort to ensure that all students have equal understanding of the assessment requirements. In regard to language, literacy and numeracy (LLN), Skilled Up (SKUP) will ensure that;

▪ Appropriate assessment is provided for the task, which may include oral questioning and demonstration as an alternative to reading and writing

▪ The assessment does not involve a higher level of LLN skills than the tasks being assessed actually requires

▪ Prior to course commencement, student LLN skills are assessed as part of the pre-admission assessment process and are taken into account during your training.

In cases where you may need further assistance with LLN, your trainer will endeavour to guide you to the most appropriate service and/or resource that may be of assistance to you.

Students with Learning Needs

If you have any special learning difficulties or needs, please alert us to these as we can make arrangements to provide you with support. Your trainer should be your first point of contact for assistance for any information you require throughout the duration of your course. If in the case where your trainer cannot assist you they will to guide you to the most appropriate service and/or resource that may be of assistance to you.

Students with particular needs are able to negotiate alternative learning and assessment strategies where this is allowable under Training Package. Variations in assessment strategies may include such strategies as:

• Arrangements to undertake assessments verbally where there is difficulty in writing in English

• Special arrangements that may be required for students with a physical impairment

• Special arrangements for students with a known learning difficulty.

Other assistance arrangements should be discussed with the training staff directly. Where necessary, we will refer you to the most appropriate staff member or external support agency to assist you to overcome the difficulties.

Guest speaker's/Seminar's and Cooking competitions

Skilled Up develop the curriculum where you learn to be dexterous. SKUP invite guest speakers, organise seminar's and culinary arts school will run cooking competition. Keep an eye on Student notice board and SKUP social media feeds to get the information about the events in Skilled Up.

Academic workshop

Skilled Up develop the scheduled academic workshops during your study period. Please see your notice board for Academic workshops.

eStudy Lounge

At Skilled Up (SKUP) training delivered face to face session over the period. The Study Lounge (academic support) is the platform provided for SKUP students to engage in after class sessions via Zoom, learning content available on Study Lounge and competing the self-directed activities, assessment help or in class activities through one to one or group tutorials. Here students can develop their skills and knowledge by reading course material and taking part in activities online. This platform includes:

- **Self-paced learning:** Activities students need to do in their own time.

- **Completion** of prescribed activities on the Skilled Up online training platform, e.g. discussion forums for collaborative learning.

- **Missed lecture:** These optional tutorials are scheduled to support students needing extra assistance to complete their program. Student support liaison officer/trainer will provides lecture slides to help students develop their understanding of lectures they may have missed.

- **Tutorial:** one to one face to face or phone tutorials will be provided for missed classes. During the tutorial session student will able to complete in class activities, assessment questions, discussion on the learning and completion of quizzes will be part of tutorial activities.

- In addition, students may also complete prescribed self-paced study including personal skills development activities, formative research and reading activities of missed lectures

Assignment of Workshop Facilitators, and Student Support

At enrolment learners are provided with information via training plans on the schedule of their training program, assessment due dates and available student support which provides personal guidance throughout their learning journey with SKUP. Your trainer/assessor is assigned with the objective of encouraging you to fulfil the training requirements of your chosen program.

Your trainer/assessor may or may not facilitate training in your workshop classes. Students can expect to receive instruction from a number of specialist facilitators during the course of their workshop program. Skilled Up retains the services of a range of qualified trainers selected on the basis of their specialist expertise so that wherever possible students receive instruction from a specialist.

While students may prefer the instructional style of a facilitator the primary objective of delivering quality learning outcomes is best served by exposure to a range of specialists.

If you believe that you may be disadvantaged in the learning environment as a result of disability, language, culture, gender, age or other perceived barriers, you should discuss this with your trainer/mentor.

Should you experience any difficulty that may be affecting your studies please discuss this with your appointed trainer/mentor or arrange to make an appointment to meet with our senior officers.

Review and evaluation processes will occur at scheduled intervals over the duration of your course. You are encouraged to provide feedback to assist us in our quality assurance process. This will be conducted at the end of each cluster and may also occur at the midpoint of your course and post course evaluation at the end of the course.

Section

Relevant Policies

Section 5: Relevant Policies

Complaint and Appeal:

Compliant

Students may raise any matters of concern relating to the training delivery and assessment, the quality of the teaching, student support, student facilities, discrimination, sexual harassment and other issues that may arise. SKUP will collect the data about, complaints and appeals and record the complaint in Complaint register of action taken to address the root cause of complaints including the follow up and the outcome of the complaint/appeal.

For more detail policy and procedure please visit Skilled Up Policy on SKUP website. The following like will take you to SKUP policy at http//: www.skilledup.edu.au/policy

Appeal

Appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by SKUP. All training and assessment related appeals; would be managed by the Academic Director, unless the appeal is against a decision of the Academic Director. In that case the CEO shall manage the appeal.

For more detail policy and procedure please visit Skilled Up Policy on SKUP website. The following like will take you to SKUP policy at http//: www.skilledup.edu.au/policy

STUDENT ENGAGEMENT BEFORE ENROLMENT

The registered provider must have documented procedures in place, and implement these procedures to assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought ".

Entry Requirements for International Students

An English Language proficiency level of one of the following:

- IELTS band score of 5.5 or PTE 43 (academic test version) or equivalent internationally recognised exam result) in line with Department of Home Affairs (DoHA) regulations
- IELTS band 5.0 or PTE 43 and Satisfactorily completing ELICOS
- Successfully completed two years study in Australia at the level Certificate IV or above.
- Completed secondary studies in your home country equivalent to an Australian Year 12 qualification or
- Completed Senior Secondary Certificate of Education in Australia with a satisfactory pass in 'English' or Completed a recognised foundation course in Australia or other country with a pass in all subjects.
  (Refer to the equivalence of year 12 at the bottom)
- Eligible to study in Australia and having required visa status for studying in Australia.
- ACSF level 4 for diploma level qualification and ACSF 2 for Certificate III level qualification will be checked before the commencement of the classes. SKUP will conduct LLN test on orientation day.

- **Note: All documents that are presented when applying for enrolment at the Skilled Up (SKUP) must be translated into English.**

Selection

The SKUP selection process is conducted in an ethical and responsible manner. Entry requirements are in accordance with equal opportunity regulations in Australia. Selection and enrolment at SKUP is carried out in an ethical and responsible manner, which encourages individuals to apply for enrolment without fear of discrimination. SKUP instead seeks to identify any special requirements that an individual applicant may have.

For International Students

SKUP selection for course enrolment is mostly done by an appointed and authorized SKUP delegate staff member through an interview process to ensure all students meet the minimum requirements as outlined in Entry Requirements above, and the Selection, Enrolment and Orientation Policy. In interview prior to commence their study, Admission department will give questionnaire to identify the learner needs and Pre-Training Review (PTR).

For more detail policy and procedure please visit Skilled Up Policy on SKUP website. The following like will take you to SKUP policy at http//: www.skilledup.edu.au/policy

COURSE PROGRESS

Skilled Up (SKUP) monitor and record and assess the course progress of each student for the course in which the student is currently enrolled. SKUP assess student's progress at the end of each compulsory study period. One study period is equal to 11 weeks and 2 weeks term break. 24 weeks is usually considered the minimum length of time in which it is reasonable for the provider to make an assessment of a student's course progress. For the purposes of this policy, the maximum length for a study period is six months constitute of 2 study period. Student must demonstrate competency in two consecutive terms more than 50 per cent in their full study load.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in that study period.

For more detail course progress policy and procedure please visit Skilled Up Policy on SKUP website. The following like will take you to SKUP policy at http//: www.skilledup.edu.au/policy

STUDENT SUPPORT SERVICES

SKUP student support policy ensures that all students are given academic, welfare and other required support while studying with Skilled Up (SKUP) in Australia. The following procedures ensure that students are made aware of the support available.

For more detail student support services, special needs and critical incident policy and procedure please visit Skilled Up Policy on SKUP website. The following like will take you to SKUP policy at http//: www.skilledup.edu.au/policy

COMPLETING WITHIN DURATION

Skilled Up (SKUP) monitoring student course progress under standard 8, SKUP whilst monitoring progress against the course duration is a separate requirement, so learner able to finish the course within their eCoE period. SKUP will follow his policy to check the student's progress towards the completion of the course within the specified duration at the same time.

SKUP, will extend the duration of the student's study only where it is clear that the student will not complete the course within the expected duration, as specified on the student's eCOE, as the result of:

- Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
- The registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- An approved deferment or suspension of study has been granted under Standard 9.
- SKUP will report the student change in enrolment through PRISMS.
- Records of variation must be maintained in the student file.

For more detail policy and procedure please visit http://www.skilledup.edu.au/policy/

CREDIT TRANSFER

Gifted Up urge understudy to perceive their earlier learning. Candidates for Credit Transfer must finish the Credit Transfer Application structure, connect a duplicate of a capability, Statement of Results (Academic Transcript) or Statement of Attainment and present the application to the Academic Director or Admissions Manager.

The Academic Director/Admissions administrator or Enrolment Officer must check the capabilities, Statement of Results (Academic Transcript) or Statement of Attainment and award credit moves for indistinguishable units that have been recognized as being finished at another enlisted supplier.

Understudy must bring their unique duplicates and present the checked duplicates of Qualifications, Statement of Results (Academic Transcript) and Statements of Attainment utilized as the reason for giving Credit Transfer must be set in the understudy documents.

The understudy and the Academic Director must sign the finished Credit Transfer record and credit result marked from understudy.

Note: Please note that once your application for credit move endorsed and fruitful, your term of eCoE will be change as indicated by the rest of the hours left for your investigation. Understudy must present their earlier learning proof and application inside about fourteen days after the course initiated.

For more detail understudy bolster administrations, uncommon needs and basic occurrence approach and methodology please visit Skilled Up Policy on SKUP site. The accompanying like will take you to SKUP strategy at, http//: www.skilledup.edu.au/policy

PLAGIARISM AND CHEATING

Plagiarism

Plagiarism is:

- Presenting other people's designs and images as your own work.
- Submitting work as your own that someone else has done for you.
- Copying phrases and passages word-for-word without quotation marks and without a reference to the author., including, but is not limited, to books, journals, reports, theses, websites, conference papers and course notes.
- Paraphrasing an author's work and presenting it without a reference.

Referencing

You must provide a reference whenever you quote, paraphrase or summarize someone else's ideas, theories or data. SKUP requires learners to follow Harvard referencing methods. You must also reference any graphic information you use. Some of the sources you will need to reference include:

- Books or chapters in books
- Journal or newspaper articles
- Conference papers
- Films or television programs
- Personal communications like emails, interviews or letters
- Electronic sources such as web pages, journal articles from online databases, or use net groups
- For further information, refer to the Harvard Referencing Guide at: http://monash.edu/library/skills/resources/tutorials/citing/monash-harvard-referencing-guide-2012.pdf

SKUP believe that there is no LACK of KNOWLEDGE out there...... just a shortage of asking for HELP

Cheating

Cheating is:

- Copying any part of another learner's work.
- Submitting items of assessment that are written in conjunction with other learners, without prior arrangement.
- Submitting a piece of work that has already been submitted for assessment in another course.
- Sharing or copying an assessment, test or assessment.
- Completing someone else's assessment or CAT.

Consequences

SKUP's policy regarding learners implicated in plagiarism or cheating may include repeating the entire unit or possible cancellation from your course.

Authentication of Assessment

- Regrettably, some learners do submit work that is not their own. To preserve the validity of SKUP course awards for all learners, SKUP maintains a strict process to ensure that the work submitted is authentic.

- Consequently, during the course of your training program, an SKUP representative may contact you regarding assessments that you have submitted. The purpose of this contact is to validate that the work is your own. This validation will consist of questions being asked of you regarding the content of the work you have submitted.

- In the event that your work cannot be authenticated, you will be required to resubmit the work for assessment or the matter may be referred to SKUP Academic Director.

- Learners that are failing to co-operate with reasonable requests from the SKUP representative will be automatically referred to the SKUP Academic Director.

- Where a learner's work has not met SKUP authenticity requirement to the satisfaction of the SKUP representative, the learner is entitled to appeal the decision. Refer to 'Complaints & Appeals'

TRANSFER BETWEEN PROVIDERS

Under Standard 7 of the National Code 2018, Registered Providers must not knowingly enrol a Student wishing to transfer from another Registered Provider's Course prior to the Student completing six calendar months of his/her Principal Course of study, except in limited circumstances as outlined in this policy.

The Institute is entitled to determine the circumstances in which it will provide or refuse to provide a Release Letter. Where a Student requests a transfer within the period of six months of commencement of their Principal Course the Student support officer will assess the request for transfer against this policy.

For more detail of the policy and procedure please visit Skilled Up Policy on SKUP website. The following like will take you to SKUP policy at http//: www.skilledup.edu.au/policy

DEFERMENT/SUSPENSION AND CANCELATION

Students wishing to defer the commencement of studies or cancel or temporarily suspend their studies should apply to do so in writing to SKUP. Where it is impractical to do so, the student may email, fax or telephone the Institute and advice of their intention to defer, cancel or suspend their studies. If the notification is by telephone, the student should confirm the request in writing as soon as possible after the telephone notification.
Students should fill out the student deferral/suspension/cancellation form available on the Institute website (www.skilledup.edu.au) and on request with the Student Administration Department.
SKUP will only grant a deferral of commencement of studies, temporary suspension of studies or a cancellation of studies if there are compassionate or compelling circumstances, or as a result of student misbehaviour.
Students will be informed in writing that the deferral of studies, the suspension of studies or the cancellation of studies will be notified to DoHA, via PRISMS, and may affect the status of their student visa.

For more detail of the policy and procedure please visit Skilled Up Policy on SKUP website. The following like will take you to SKUP policy at http//: www.skilledup.edu.au/policy

FEE AND REFUND

Fee amounts, terms and conditions will be provided in information located on the SKUP website and by contacting our organisation and enquiring about course availability, delivery and relevant fees. If applicable, information pack will inform clients of any additional costs involved in undertaking their chosen course.

Completion of an *enrolment form* by a candidate and *'Letter of offer and International Student Acceptance agreement'* by the Skilled Up constitutes an agreement to honour the contract outlined.

For more detail of the policy and procedure please visit Skilled Up Policy on SKUP website. The following like will take you to SKUP policy at http//: www.skilledup.edu.au/policy

Refund

Refund applications must be made in writing to the Institute. Refunds will be refunded within 14 days of receipt of a written application and will include a statement explaining how the refund was calculated.

Action	Refund Policy
Application	Non-refundable
Initial fee deposit	Non – refundable in case of visa refusal due to fraud documentation submission to Department of Home Affairs.
Visa Refusal (off-Store)	100 per cent tuition fee refund and material fee
Withdraw application prior to commencement before 28 days	70 per cent tuition fee refund and material fee refund
Withdraw from course before 7 days'	30 per cent fee refund and material fee refund
Withdraw from course on or after commencement date	Zero refund on current deposit. 100 per cent refund for term 2 or other deposits
If the course not offered by SKUP or SKUP default	Initial fee deposit will be calculated on pro-rata based and a full material fee refund in case of SKUP not offering course. Prepaid/Initial deposit tuition fee refund in case of SKUP default prior to the commencement. Pro-rata calculated in case during study period. Full prepaid fee refund

For more detail policy and procedure please visit Skilled Up Policy on SKUP website. The following like will take you to SKUP policy at http//: www.skilledup.edu.au/policy

Additional Fees and Charges

This policy covers all additional fees and charges that may occur in the duration of your course.

Action	Fee and Charges
Re-Issue Qualification Certificate	$50
Learning Material (Book)	$35 per book (single unit) for course book
Material Fee	Max $900
Intake Swaps (Domestic student)	$350
Other Material Fee	$120 annual one time.
Additional re-instalments	$90 per re-instalment
LLN additional support (in case External)	Additional fee may apply on the bases of LLN test outcome before commencement of the course.
Chef Kit (if require)	$300
Course Material Fee	$620
Practical Re-Assessment (Cookery)	$300 per assessment.
Assessment resubmission	$60 per unit

PRIVACY POLICY

1. SKUP respects the privacy of all stakeholders and understands the importance of protecting personal information provided by its learners and staff.
2. SKUP will keep any information confidential, including direct debit account details.
3. SKUP will make reasonable efforts to keep any such information secure and to ensure that any employees or agents who have access to learner information do not use, modify, reproduce or disclose that information.
4. Information provided by learners is considered confidential and will not be divulged to any third party, nor will it

be sold. SKUP will only disclose learner information:

a)   If specifically required by law; or

b)   For the purposes of this agreement, including disclosing information in connection with any query or claim

2.   For more information about SKUP Privacy Policy:

http://www.skiledup.edu.au/policy/

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian Immigration Laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act, 2000, The Education Services for Overseas Students Regulations 2001 and The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to The Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme and TPS fund Manager. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

ASSESSMENT

Assessment for each unit of competence includes a range of approaches to allow students a number of different ways to demonstrate competence. Assessment will include practical demonstration of competence, written tests, assignments, case study reports, participation in role plays and classroom activities. Practical work takes place in both a simulated environment and within a commercial workshop environment for all courses. Students must demonstrate that they are 'VetTrack in order to complete their program. Assessment criteria and methods are addressed further in this guide. For more detail please see assessment policy on SKUP website at http//: www.skilledup.edu.au/policy

Reassessment

Students will have an opportunity to undertake two supplementary assessments in each unit for which they have been deemed Not Yet Competent (NYC). All reassessment procedures will be provided to students at no charge.
If Students deemed NYC during second reassessment, they will have to re-enroll in the unit (failure to do so may result in termination of enrolment), which will incur additional charges. For more detail please see assessment policy on SKUP website at http//: www.skilledup.edu.au/policy
The re-enrolment fee = (Total course fee/Total units) X unit(s).
Missed practical Fee: $300 for Kitchen Practical.
Theory Re-assessment: $60 per unit due to non – submission during the term

STUDENT'S CODE OF CONDUCT

All students are required to:

- Treat other students and SKUP staff with respect and fairness
- Follow any reasonable direction from a member of college staff
- Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed).
- Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing college or another student's property
- Behave responsibly by not possessing or being under the influence of drugs and alcohol.
- Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
- Attend a minimum of 80 % of all scheduled classes and college activities
- Do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating.
- Follow college safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by college staff.
- Not to behave in a way that would offend, embarrass or threaten others.
- Comply with all lawful regulations, rules or procedures of the college that pertain to them.
- Pay all fees and charges levied by the college within the required timeframe.
- Attend all meetings called by the college to discuss academic or course progress
- Meet or carry out all activities agreed with the college in relation to maintaining course progress or academic performance

Courses Information

SECTION 6: COURSE INFORMATION

TRAINING PRODUCT INFORMATION

SIT30816 – Certificate III in Commercial Cookery

(CRICOS COURSE CODE # 099997J)

CULINARY ARTS SCHOOL

Delivery Structure

Total Hours over 44 weeks	Hours of Self-paced learning	Total Course Duration	Total Study Weeks	Total Breaks	Total Units to Complete Qualification
704 (timetabled) + 176 via eStudy lounge	320	1200	44	8 Weeks	25

Mode of Delivery	Weekly hours	Total Work placement hours	Qualification Currency
Face to Face/online (via eStudy Lounge)	20 Hours per week	Approx. 192 (48 services period) needs to complete in term 4	Current

Pathway from the qualification

A further learning pathway utilizing qualification such as SIT40216-Certificate IV in Commercial Cookery

Unit of Competency Details

Unit Name	Unit Name	Unit Name
SITXWHS001-**Participate in safe work practices**	SITHCCC005- **Prepare dishes using basic methods of cookery**	SITHCCC013- Prepare seafood dishes
BSBWOR203- **Work effectively with others**	SITXINV002- **Maintain the quality of perishable items**	SITHCCC019-Prepare cakes, pastries and breads
BSBSUS201- **Participate in environmentally sustainable work practices**	SITHCCC007- **Prepare stocks, sauces and soups**	SITHCCC014- Prepare meat dishes
SITXFSA001 **Use hygienic practices for food safety**	SITHCCC008- **Prepare vegetable, fruit, egg and farinaceous dishes**	SITHKOP002- Plan and cost basic menus
SITHCCC001 **Use food preparation equipment**	SITHCCC006- **Prepare appetisers and salads**	SITHCCC018- Prepare food to meet special dietary requirements
SITXFSA002 **Participate in safe food handling practices**	SITHASC002- **Prepare Asian appetisers and snacks**	SITHPAT006- Produce desserts
SITHKOP001 **Clean kitchen premises and equipment**	SITHCCC012- **Prepare poultry dishes**	SITHCCC003- Prepare and present sandwiches
SITXHRM001- **Coach others in job skills**	SITHCCC020- Work effectively as a cook	BSBDIV501- Manage diversity in the workplace
SITXHRM003- **Lead and manage people**	Work effectively as a cook **48 Services Period 192 hours**	

Note: All practical classes held at Skilled up Commercial Kitchen. SITHCCC020 – Work placement logbook student MUST needs to complete by the end of the term 4

Potential Employment

After successfully completing the course, the following employment pathways are available to learner's who complete Diploma of Business successfully:

- Chef
- Chef Assistance

Assessment:

- Written Questions
- Written Report
- Assessment activities
- Case Study
- Observation/Presentation
- Self – paced log
- Practical Kitchen Assessments
- Work placements - logbook

Campus and Delivery Location:

59 – 61 Curzon Street, North Melbourne VIC 3051

+61 3 8608 9901

Practical Classes Location:

Skilled Up Commercial Kitchen (Simulated) 398 Lonsdale Street Melbourne VIC 3000

Entry Requirements:

- Complete year 12 and 18 years old at the time of course commencement.
- IELTS or equivalent 5.5 / PTE 43
- LLN entry level ACSF level 2 require.

FEE

Course Fee
- $9500 (Discounted for Certificate III in commercial cookery)

Material Fee
- $800 Course Material one time
- Chef Kit = $300 (if require)
- $120 Annual one time

Non-Refundable
- $200 Application fee

SIT40216 – Certificate IV in Commercial Cookery

(CRICOS COURSE CODE: 099998G)

Total Course Duration	Hours of Self-Directed (eStudy)	Total Timetable hours	Total Self-paced learning	Total Study weeks	Total Units to Complete Qualification
1810	264	1056	**250**	**78 Including breaks**	**33**

Full 78 weeks course tuition fee: A$16000	**Workplace hours: 240 (60 services period)**

AFTER CREDIT TRANSFER

Mode of Delivery	Class/Workshop Day's	Total Term after Credit	Qualification Currency
Face to Face/eStudy	**TBA**	2	**Current**

Time tabled & Self – directed hours after credit	Placement hours	Total 2 terms after credit hours
16 Hrs. per week x 22 = 352 **4 hours per week x 22 = 88**	12 services period (approx. 48 hours)	**Total Duration: 568 including self-pace**

Pathways from the Qualification: A further learning pathway utilizing qualification such as Diploma of Hospitality Management or other diploma level qualification.

Unit of Competency Details (after SIT30816 credit transfer)

Unit Name	Unit Name	Unit Name
BSBSUS401-**Implement & monitor environmentally sustainable work practices**	SITHOP004 **– Develop menus for special dietary requirements**	SITXCOM005- **Manage conflict**
SITXFIN003 **– Manage finances within a budget**	SITXMGT001- **Monitor work operations**	SITHOP005 -**Coordinate cooking operations**
SITXWHS003 **– Implement & monitor work health safety and security practices**	SITXFSA004 **– Develop & implement a food safety program**	SITXCOM002 – Show social & cultural sensitivity
SITXINV004 **– Control stock**	SITHIND002 **– Source & use information on the hospitality industry**	
	*SITHKOP005 - **12 Services Period (approx. 48 hours)**	

Note: Student will get credit transfer after successfully completing SIT30816 – Certificate III in Commercial Cookery.

For more information please contact admissions regarding your credit transfer application and the fee applicable to your after-credit transfer.

Potential Employment

After successfully completing the course, the following employment pathways are available to learner's who complete Diploma of Business successfully:

- Chef
- Chef Assistance

Assessment:

- Written Questions
- Assessment activities
- Self-paced log
- Written Report
- Case Study/Project
- Observation/Presentation
- Practical Kitchen Assessments
- Work placements logbook

Entry Requirements:

- Complete year 12 and 18 years old at the time of course commencement.
- IELTS or equivalent 5.5 or PTE 43

Campus and Delivery Location:

59 – 61 Curzon Street, North Melbourne VIC 3051

+61 3 8608 9901

FEE

Course Fee
- $4500 (after credit transfer)

Material Fee
- $500 Course Material one time
- $60 One time

Non-Refundable
- $200 Application fee

SIT50216 – Diploma of Hospitality Management

(CRICOS COURSE CODE: 099999G)

Time tabled Hours	Hours of Personal Study	Total Amount of Learning	Total Study Weeks	Total Breaks	Total Units to Complete Qualification
1100	235	1383 (including 48 hours of placement)	**66**	**12 Weeks**	**28**

Mode of Delivery	Class/Workshop Day's	Total work placement	Qualification Currency
Face to Face	**TBA**	12 service period (48 hours approx.)	**Current**

Pathways from the Qualification: A further learning pathway utilizing qualification such as advanced diploma of hospitality management or entry to bachelor program.

Duration after Credit transfer

Mode of Delivery	Class/Workshop Day's	Total hours after credit transfer	Total amount of training
Face to Face	**TBA**	440	**550 (including slef-paced learning)**

Unit of Competency Details (after Certificate IV Credit transfer)

Unit Name	Unit Name	Unit Name
BSBMGT517 -**Manage operational plans**	SITXCCS007 – **Enhance the customer services experience**	SITXCCS008 – **Manage quality customer services**
SITXMGT002 – **Establish & conduct business relationships**	SITXHRM002 – **Roster staff**	SITXFIN002 – **Interpret financial information**
SITXFIN004- **Prepare & monitor budgets**	SITXGLC001 – **Research & comply with regulatory requirements**	

Potential Employment

After successfully completing the course, the following employment pathways are available to learner's who complete Diploma of Business successfully:

- Chef
- restaurant supervisor or manager

Assessment:

- Role Play
- Written Questions
- Written Report
- Project
- Case Study
- Observation/Presentation
- Self – paced log

Campus and Delivery Location:

59 – 61 Curzon Street, North Melbourne VIC 3051

+61 3 8608 9901

Entry Requirements:

- Complete year 12 and 18 years old at the time of course commencement.
- ILETS or equivalent 5.5

FEE

Course Fee
- $4500 (After Credit Transfer)

Material Fee
- $500 Course material one time
- $60 one time

Non-Refundable
- $200 Application fee

BUSINESS SCHOOL

N/A

CRICOS COURSE CODE: n/a

Hours over 44 weeks	Hours of self-paced learning	Total Amount of Learning	Total Study Weeks	Total Breaks	Total Units to Complete Qualification

Mode of Delivery	Class/Workshop Day's	Total Amount of Learning		Qualification Currency
Face to Face	Saturday, Sunday & Monday			Current

Pathways from the Qualification: A further learning pathway utilizing qualification such as

Unit of Competency Details

Term 1	Term 2	Term 3	Term 4

Potential Employment

After successfully completing the course, the following employment pathways are available to learner's who complete Diploma of Business successfully:

Assessment:

- Self-pace log

Entry Requirements:

Complete year

Campus and Delivery Location:

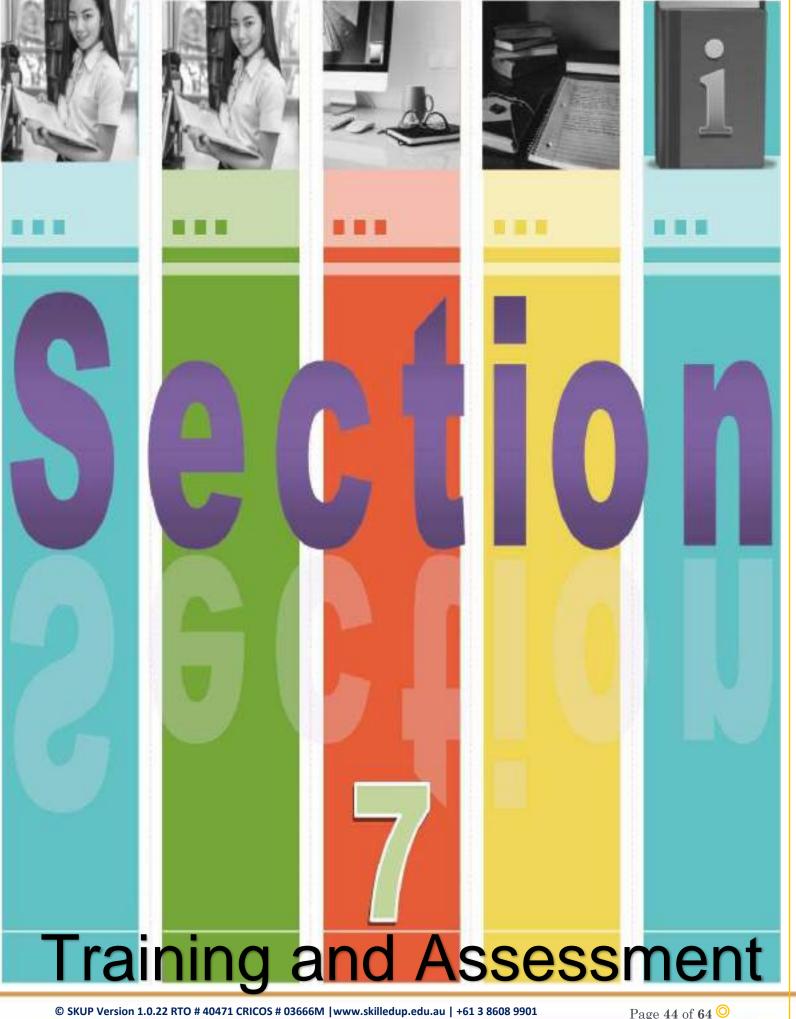59 – 61 Curzon Street, North Melbourne VIC 3051

+61 3 8608 9901

Fee

Course Fee
- $ (Discounted)

Material Fee
- $ one time

Non-Refundable
- $ Application fee

Section

7

Training and Assessment

SECTION 7: TRAINING AND ASSESSMENT

Useful terms

Our training programs are predominantly based on the principles of *Competency Based Training*. Some of the common training terms you will discover are described below:

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved to confirm an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the leaning outcomes of an accredited course.

Competency is a broad concept that describes a person's ability in a range of areas. Competency covers:

- Task skills (performing individual tasks)

- Task management skills (managing a number of different tasks within a job)

- Job or role environment skills (dealing with the responsibilities and expectations of the workplace)

Competency Based Training is aimed at providing learners with the knowledge, understanding and skills to demonstrate competence against nationally endorsed industry standards.

Competency Standards reflect your knowledge and skill and the application of your knowledge and skill to the performance standard required in the workplace.

Standards are developed by industry parties, based on the organisation of work, and are expressed in terms of workplace outcomes. These standards are regularly reviewed to ensure their continuing relevance to the workplace.

Competency Based Assessment is a process of collecting evidence and making judgments on whether competence has been achieved. This is based upon the learner being informed about the assessment process and includes the provision of information detailing the requirements for successful performance to be assessed.

Skilled Up (SKUP) applies four basic principles to the assessments we undertake. Our assessment methods need to be valid, reliable, fair and flexible. Our trainers will work with you to find the best methods in which you can demonstrate your competence in the areas required.

Flexible Learning means an approach to training which allows for the adoption of a range of learning strategies in a variety of learning environments to cater for differences in learning styles, interests and needs.

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred.

Registered Training Organisation (RTO) means a training organisation registered by a registering body in accordance to the Australian Skills Quality Authority (ASQA) to deliver, assess, and issue qualifications for nationally recognised training within a defined scope of registration that identifies the particular services and products that an RTO can provide.

Training Package means an integrated set of nationally endorsed competency standards, assessment guidelines and AQF qualifications for a specific industry, industry sector or enterprise.

Training Plan means a program of training and assessment which is required under a studentship training contract. The studentship training contract is registered with the appropriate state government department or agency as may be required by state legislation.

Workplace Training, this is training that is undertaken in the workplace and may include structured training and/or assessment, observation of work practices, case study or completion of work tasks.

On-Campus Delivery

Students undertaking training on-campus attend:

Classroom workshops: These recurrent workshops occur throughout the program. The number and frequency of workshops is dependent on the specific program. These interactive workshops are delivered in classrooms or labs.

Support Tutorials: These optional tutorials are offered to support students needing extra assistance to complete the program. Your trainer/assessor may or may not facilitate tutorial sessions during your study period for missed classes. Students can expect to receive instruction from a number of specialist facilitators during the course of their workshop program. Skilled Up (SKUP) retains the services of a range of qualified trainers selected on the basis of their specialist expertise so that wherever possible students receive instruction from a specialist.

Study Period: 1 study periods constitute of 11 weeks. One term is equal to 11 weeks.

Self-study: In addition, Students also complete prescribed self-paced study activities including personal skills development, research, reading assignments and completion of activities on your time at home or on campus.

Practical Classes: Student is required to demonstrate their competence in commercial kitchen. Skilled up assessor will assess practical demonstration in Skilled Up commercial kitchen (Simulated)

Placement: In addition, your workshops, students require to work in the commercial kitchen to develop their deep knowledge and skills as cook. Skilled Up will organise the commercial restaurant placement or student can take their own placement. Student MUST sign their workplace agreement in term 3 and complete their work placement hours during their term 4.

Assessment

The Assessment Process

Skilled Up (SKUP) works towards facilitating students to achieve success by developing assessment tools that are closely linked to both the training program and workplace requirements

Objectives of the Assessment Process

The objectives of assessment process are:

- To confirm that you have acquired the competencies identified in the endorsed Unit of Competencies

- To demonstrate that you are competent to the agreed industry standard

Assessment methods include but are not limited to:

- Observation
- Projects Assignments

- Case studies
- Multiple Choose Questions
- Role plays
- Kitchen practical
- Work placement log book

- Assessment activities
- Written reports
- Written questions
- Self-paced log

In keeping with the principles of competency based assessment, the determination of competence will be made on an aggregate of evidence, rather than on isolated assessment activities or events. Students are assessed as either "competent" or "not yet competent" relative to the required performance standard; students are **not graded** by percentage marks or ordered grades (A, B, C etc.) nor are student's marks normalised across the program group.

Stages of Assessment

For students undertaking a full training program there are three stages of assessment: Pre-admission, Formative and Summative.

Pre-Admission Assessment

All training products at Skilled Up (SKUP) is "no specific entry requirement"; student need to comply LLN test before their course commencement. They are required the year 12 prior completion of Diploma course with SKUP. To facilitate this Skilled Up (SKUP) conducts various forms of pre-admission assessment as a precursor to enrolment.

In-course, "Formative" Assessment

"**Formative**" assessment is the term used to describe in-course assessment that delivers feedback to the student on how they are progressing and how they can better perform a task.

Research shows that the use of formative assessment, also known as "assessment for learning" within training programs is the most effective means of training adults.

Skilled Up (SKUP) training programs provide numerous formative assessment activities for learners. These take the form of quizzes, skills practice, research tasks, discussion forums and scenario based problem-solving activities.

Students do not "pass or fail" formative assessments. Instead with the feedback they receive they learn to perform better in their summative assessment tasks.

Whether it is by on-campus or off-campus learning, students are required to complete all prescribed formative assessment activities before the relevant summative assessment can proceed.

Summative Assessment

At the end of the training period for each unit of competency, and after undertaking formative assessment activities students are required to demonstrate competence by the final performance of critical assessment tasks (CATs). CATs take many forms ranging from performing tasks under observation by the assessor through to completing written assignments. In practice, because SKUP Qualification programs include progressive completion of multiple units of competency, students undertake CATs throughout the duration of the qualification program. Even though they are completed progressively, CATs are still the equivalent of "Finals" as they constitute final evidence of whether or not the student is competent with respect to a particular unit.

Recognition of Prior Learning (RPL)

Skilled Up (SKUP) aims to ensure that your prior learning is recognised, regardless of how, when, or where the learning occurred.

RPL is the acknowledgement of your skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through a combination of formal or informal training and education, work experience or general life experience.

In order for Skilled Up (SKUP) to grant RPL, your trainer must be confident that you are currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework accredited courses.

Your assessor evaluates your competence by reference to the *Portfolio of evidence* that you provide. This portfolio of evidence may take a variety of forms and could include certification, references from past employers, testimonials from clients and work samples.

You may apply for RPL and supply evidence that demonstrates that you have all the skills and knowledge relating to the competency. The Skilled Up (SKUP) Assessor will evaluate the evidence by taking steps to ensure it is authentic, valid, reliable, current and sufficient.

RPL Process

Upon enrolment into your course you will be advised of the procedures for applying for RPL. There are several stages in the RPL process:

1. Self-assessment: You are encouraged to undertake a self-assessment against the documented standards for the unit of competency from which you are seeking RPL.

2. Collection of evidence: Collect and provide appropriate evidence. Attach your evidence to a completed RPL application form.

3. Assessment of evidence: Your trainer will assess your application and a decision will be made as to whether RPL can be granted. The trainer will arrange an interview with you (telephone or face to face) to clarify and/or confirm the assessment result.

Note the RPL assessment will normally be finalised within 28 days of receipt of the application. You may appeal against the outcome in accordance with Skilled Up (SKUP)'s Complaints and Appeals procedure.

Credit Transfer: Recognition of formal qualifications

Students may have partially satisfied the competence requirements of an Skilled Up (SKUP) Training Program by having completed comparable vocational or academic study at another institution.

"Mutual recognition" is a central component of the Australian Quality Framework. Mutual recognition ensures that all qualifications issued by other registered training organisations to students enrolling with Skilled Up (SKUP) are recognised. Nationally endorsed Training Packages and AQF accredited courses are subject to mutual recognition.

If you are seeking mutual recognition and/or credit transfer for AQF qualifications and/or statements of attainments awarded by another registered training organisation, you must;

▪ Complete Skilled Up (SKUP)'s Credit Transfer Application,

▪ Provide a certified copy of the qualification or statement of attainment, or

▪ Provide original documents.

Skilled Up (SKUP) may seek to validate the AQF qualification and/or statement of Attainment presented for mutual recognition by contacting the issuing registered training organisation.

Where Skilled Up (SKUP) is satisfied with the evidence supplied, you will be granted credit transfer for the unit of competencies that you have already successfully completed.

Challenge Assessment

It often occurs that a combination of RPL and Credit Transfer assessment leaves an evidence "gap". This can be accommodated by the student undertaking gap training. However, in the absence of sufficient evidence arising from either the RPL or Credit Transfer process students who are not seeking to undertake training may apply to be assessed by a "Challenge Assessment" in which the student performs the same tasks as the training program students but without the benefit of training. Skilled Up (SKUP) only provides Challenge Assessment to individuals who are enrolled for assessment by RPL.

Submissions of assignments and critical assessment tasks

In order to be assessed, submitted work must conform to the following guidelines:

Submitted work must:

- include any prescribed assessment coversheet with their submission and clearly mark their name, student number and the name of their course and program on each sheet submitted.

- be on either the sheets provided or on A4 white, printer quality paper. Work submitted by mail <u>must not be stapled or bound</u> in any other way than by easily removable paper clips. Handwritten work must be in clearly legible dark (black or blue) ink. Word processed submissions should be in 12-point font size with 1.5 line spacing. Unless otherwise exempted, files submitted must be in Microsoft Office Word or Excel format.

- be submitted on or before the due date. Where no due date is specified this is deemed to be one month from completion of the workshop in which the task was assigned to students. The imposition of deadlines for these tasks is for the benefit of all students: it facilitates timely feedback so that students can focus their skills and knowledge development.

- be submitted either by email, fax or post to the Assessment Centre on or before the due date.

- Be complete. Only completed assignment tasks will be accepted, partially completed assignments will not be assessed.

Submissions that do not conform to the above requirements will not be registered as being received nor will they be assessed.

Students are advised to **MUST** retain copies of their submissions for their own reference and in case of delivery failure and the need for resubmission. SKUP will not be responsible for lost work.

Late Assignments

Students may be penalized for late submission. However, Skilled Up (SKUP) recognizes that unanticipated and unavoidable personal circumstances may impede the timely submission of evidence of completion of critical assessment tasks. In such cases, the Assessment Centre may offer a time extension to the student. To be eligible to receive an extension of time without penalty students must contact the Assessment Centre in writing before the due date accompany with the assessment extension form.

Note: re-assessment fee may be applicable if you missed your practical kitchen assessment task. ($300 per practical assessment and $50 for theory classes)

Skilled Up (SKUP) Assessment centre

The Assessment Centre functions in three ways to provide:

- individual training support and feedback to students during training
- Arrange mentoring schedule for student.
- group support by running subject tutorials (on-campus)
- final assessment of students submitted work

Students can access individual support by:

Email to: assessmentcentre@skilledup.edu.au: Your email should nominate your student number, trainer name and course

Telephone: +61 3 8608 9901

Facsimile: TBA

The Assessment Centre:

- Is staffed to respond to enquiries regarding the content of your training course and associated assessments. It supplements the support provided by your allocated Trainer. Please do not contact trainers out of class times, instead refer matters to the Assessment Centre.
- Co-ordinates the provision of mentoring sessions. These mentoring/tutorials are conducted on campus in either classrooms or computer labs.
- Publishes Tutorial schedules to the SKUP website and communicates to enrolled students by email. Note mentoring/tutorials are optional and students need to make a booking by phone or email.

Skilled Up (SKUP) Assessment Centre may also provide tutorials for students as an alternative to campus-based tutorials. To provide extra academic support, these hours are not part of the actual training over. Students will be alerted to the provision of these Tutorials as they are scheduled, other than timetabled hours.

While students may prefer the instructional style of a particular facilitator the primary objective of delivering quality learning outcomes is best served by exposure to a range of specialists.

If you believe that you may be disadvantaged in the learning environment as a result of disability, language, culture, gender, age or other perceived barriers, you should discuss this with your trainer/mentor.

Should you experience any difficulty that may be affecting your studies please discuss this with your appointed trainer/mentor or arrange to make an appointment to meet with our senior officers.

Review and evaluation processes will occur at scheduled intervals over the duration of your course. You are encouraged to provide feedback to assist us in our quality assurance process. This will be conducted at the end of each course and may also occur at the midpoint of your course.

COLLECTING FEEDBACKS THROUGH SURVEY'S

Skilled up will collect feedback to improve their teaching and learning including Skilled Up facilities. The approve also include to evaluate the student performance and Skilled Up trainer and assessor performance.

Skilled up collect using the following appropriate to collect the student feedback:

1. Post enrolment feedback

2. Student feedback form for Agents

3. Orientation feedback

4. Destination survey (after 3- or 6-months graduation)

5. During the study period Skilled up collect the student valuable and measuring how students are engaged through their study period by collecting

    a. Reaction feedback

    b. Learning feedback

    c. Behaviour feedback

    d. Result (evaluation feedback at the end of the course)

WORK PLACEMENT (FOR COMMERCIAL COOKERY STUDENTS)

Skilled up student will need to complete their 48-service period in their term four (Certificate III in Commercial Cookery), while for Certificate IV students 12 services period they need to start from term 1 end after completing the certificate III in commercial cookery successfully. The approx. 192 hours are additional hours and not scheduled in their timetable or self-paced learning for Certificate III while approx. 48 hours are not scheduled in their timetabled hours or self-paced learning hours. Skilled Up provide basic information in week 11 of students timetabled term 3. This provide the opportunity for student to find the time to explore the opportunity to roaster their 192 hours in commercial kitchen. Student will need to sign off their workplace agreement within 3 – 5 weeks once they received the workplace agreement in the week 11 of term three (3). Skilled Up workplace coordinator will schedule the visit in term 4 to check the authenticity of the workplace logbook, which student need to maintain over their 48-service periods and signed by kitchen head chef (supervisor). At the end of the last week term 4, student MUST submit their work placement logbook. For Certificate IV in Commercial Cookery, student MUST submit their 48 hours work placement logbook by the end of their term 2.

SK**I**LLED UP
Learn to be Dexterous

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